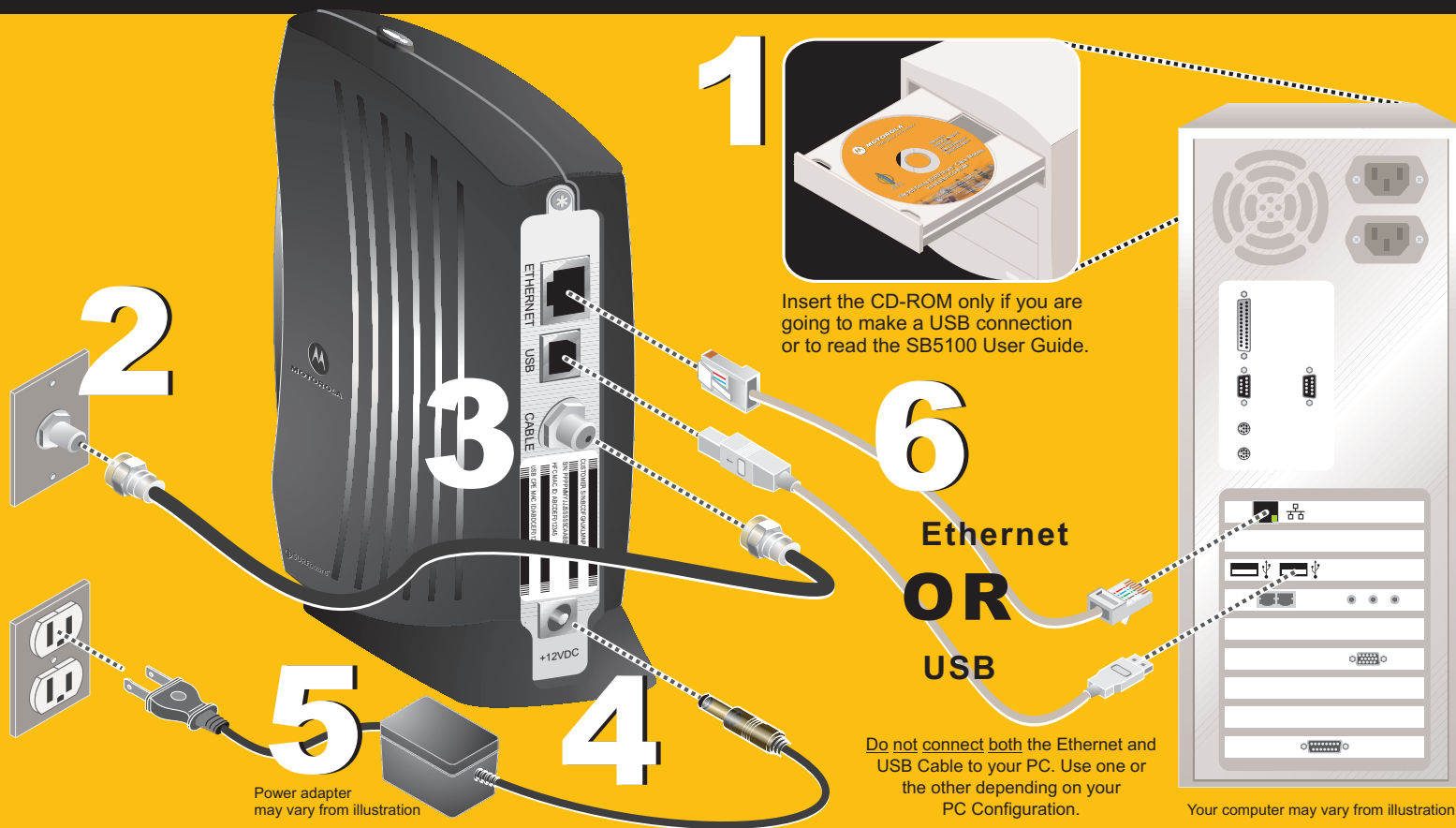




**MOTOROLA**  
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# SURFboard® Cable Modem

## Quick Reference Guide





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# **SURFboard®** Cable Modem

## Troubleshooting

This information is to help you quickly solve a problem. Before calling your service provider, try unplugging and plugging in the cable modem power cord in the AC wall outlet to restart the cable modem.

### The Problem

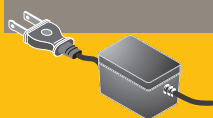
**Green POWER light is OFF**

**Cannot receive or send data**



501653-001  
MGBI

### The Solution



Check that the power adapter is plugged in. Power adapter may vary from illustration.

Standby

Try pressing the Standby button.



If you have cable TV, check that your TV is working and the picture is clear. If you cannot receive your regular TV channels, your data service will not function.

Standby

Try pressing the Standby button if the Standby light is ON.



Check the coaxial cable at the cable modem and wall outlet. Hand-tighten if necessary.



Check that the USB or Ethernet cable is properly connected to the cable modem and your computer.



Check the IP address by following the steps in "Verifying the IP Address in Windows® 95, 98, or Windows Me®" or "Verifying the IP Address in Windows® 2000 or Windows XP™" in the User Guide (on the CD-ROM). For non Windows users, you must have Adobe Acrobat Reader installed before opening the User Guide. Call your cable provider if you need an IP address.



Check the lights on the front panel. Note the first light from top to bottom that is off. This light indicates where the error occurred as described in "Front-Panel Lights and Error Conditions" in the User Guide (on the CD-ROM).