

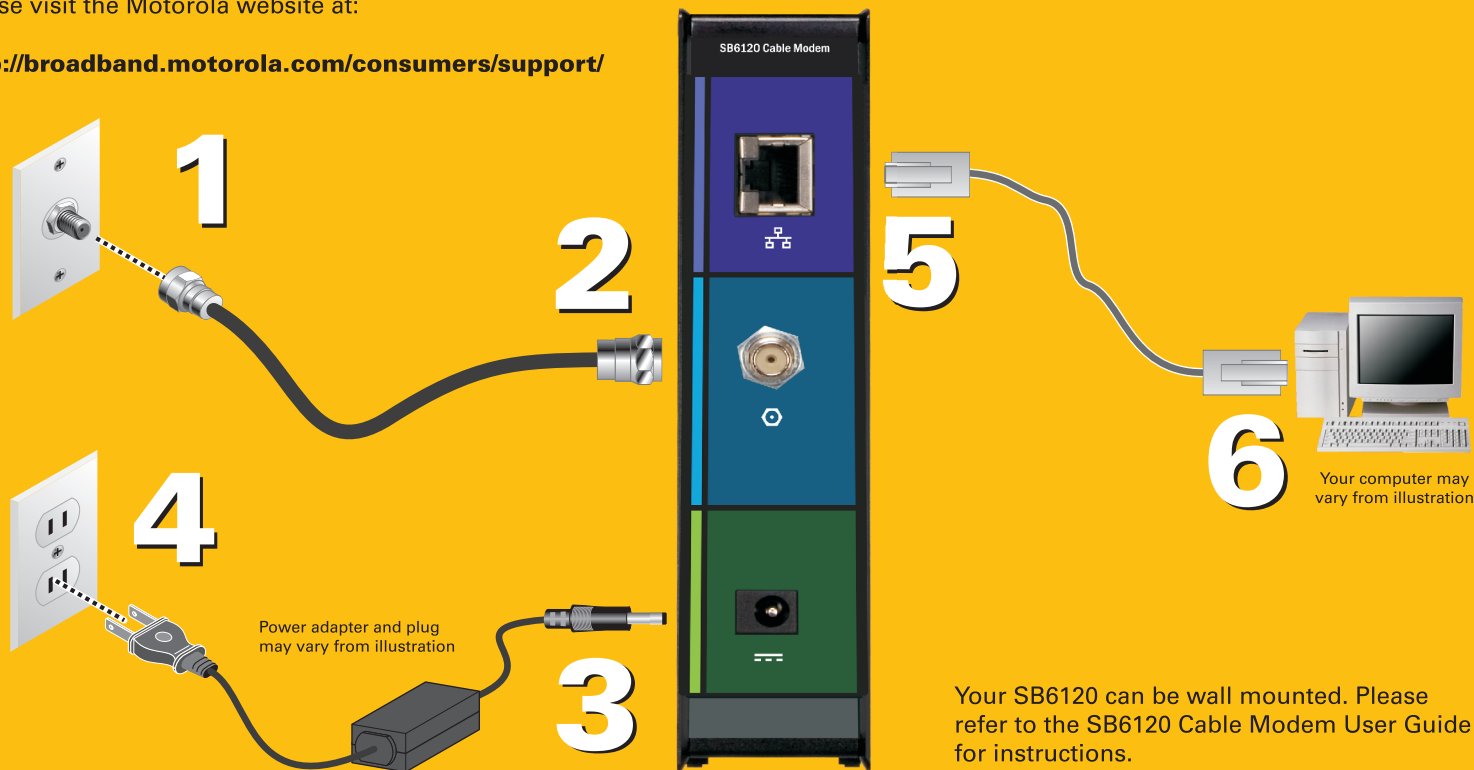


SURFboard[®] SB6120 DOCSIS[®] 3.0 Cable Modem

Quick Start Guide

To view the SB6120 Cable Modem User Guide, please visit the Motorola website at:

<http://broadband.motorola.com/consumers/support/>





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Troubleshooting

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

The Problem

**SB6120 has no power/
Green POWER light is OFF**

**SB6120 cannot
send or receive data**

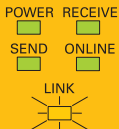


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The Solution

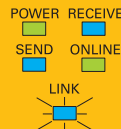


Check that the power adapter is plugged into both the cable modem and the electrical wall outlet. (Power adapter may vary from illustration.)



**Check the lights on the front panel:
POWER, RECEIVE, SEND, and ONLINE
should always be ON.
LINK should be flashing.**

**Optional operation available in some locations:
RECEIVE and SEND lights are blue for a bonded
channel connection from your SB6120 to the
Internet. LINK light is blue for high-speed
Ethernet connection (Gigabit) from the SB6120
to your computer.**



If you do not have cableTV service, you will need to contact your cable service provider. If you have cableTV service, then you can determine if the cable system is working properly by viewing a channel on your TV. If you cannot see a picture, then your data service will not work and you will need to call your cable service provider.



**Check the coaxial cable at the cable modem and cable service wall outlet.
Hand tighten, if necessary.**



Disconnect and reconnect the Ethernet cable from the cable modem and your computer to make sure it's properly seated.



**Check the IP address by following the steps in "Verifying the IP Address in Windows Vista[®]" or "Verifying the IP Address in Windows[®] 2000 or Windows[®] XP" in the User Guide found on the Motorola website: <http://broadband.motorola.com/consumers/support>
On computers using UNIX[®] or LINUX[®], you must have Adobe[®] Acrobat[®] Reader[®] installed before opening the User Guide. (Call your cable service provider if you need an IP address).**

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