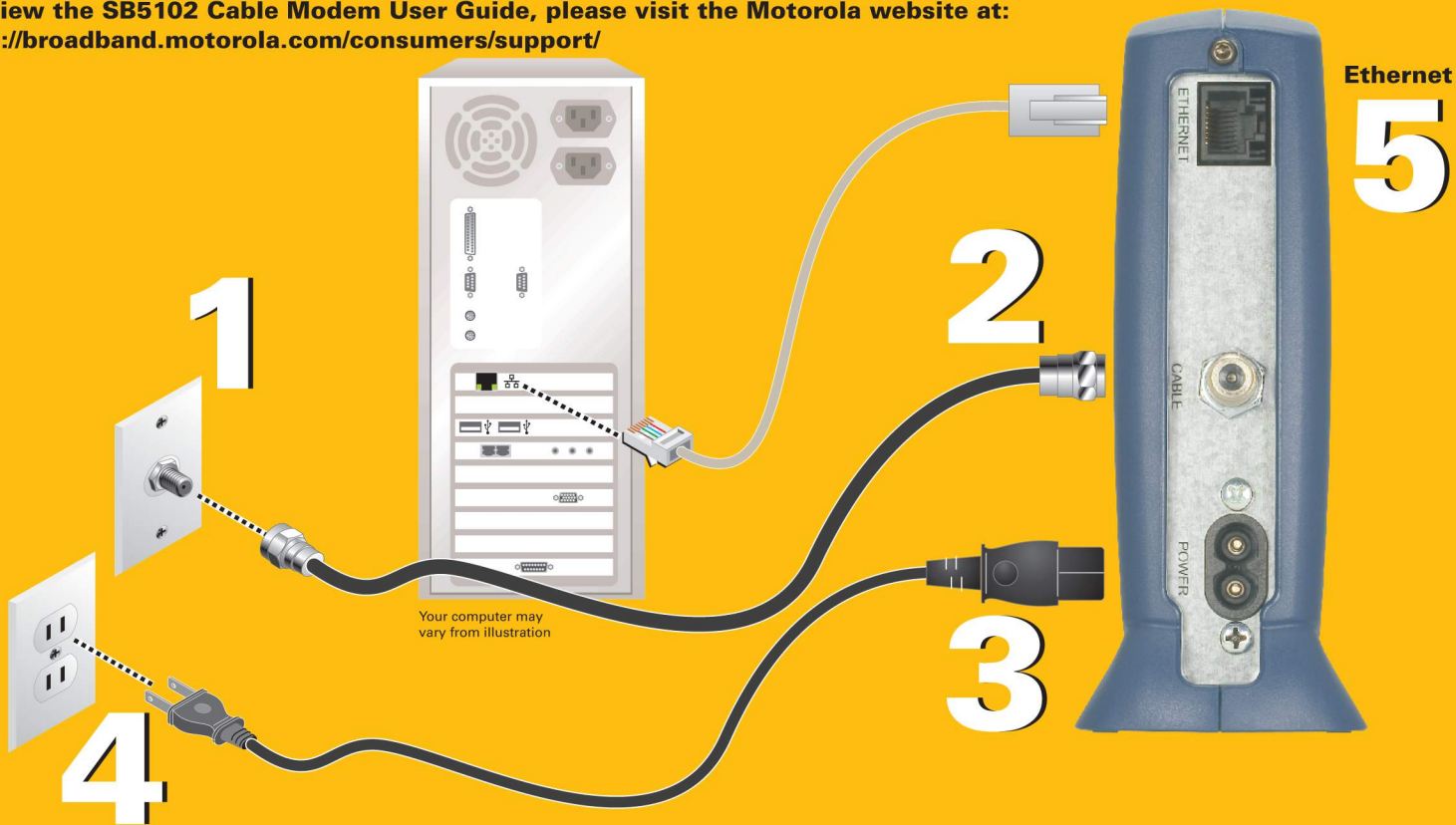


Quick Installation Guide

To view the SB5102 Cable Modem User Guide, please visit the Motorola website at:
<http://broadband.motorola.com/consumers/support/>



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



The Solution



Ensure the AC power cord is plugged into the cable modem and the AC wall outlet. AC power cord may vary from illustration.



If you do not have cable-TV service, you will need to contact your service provider. If you have cable-TV 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 need to call your cable-TV service provider.



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



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



Verify the IP address by following the steps in "Verifying the IP Address in Windows® 98SE, or Windows Me®" or "Verifying the IP Address in Windows® 2000 or Windows XP™" in the User Guide.



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.