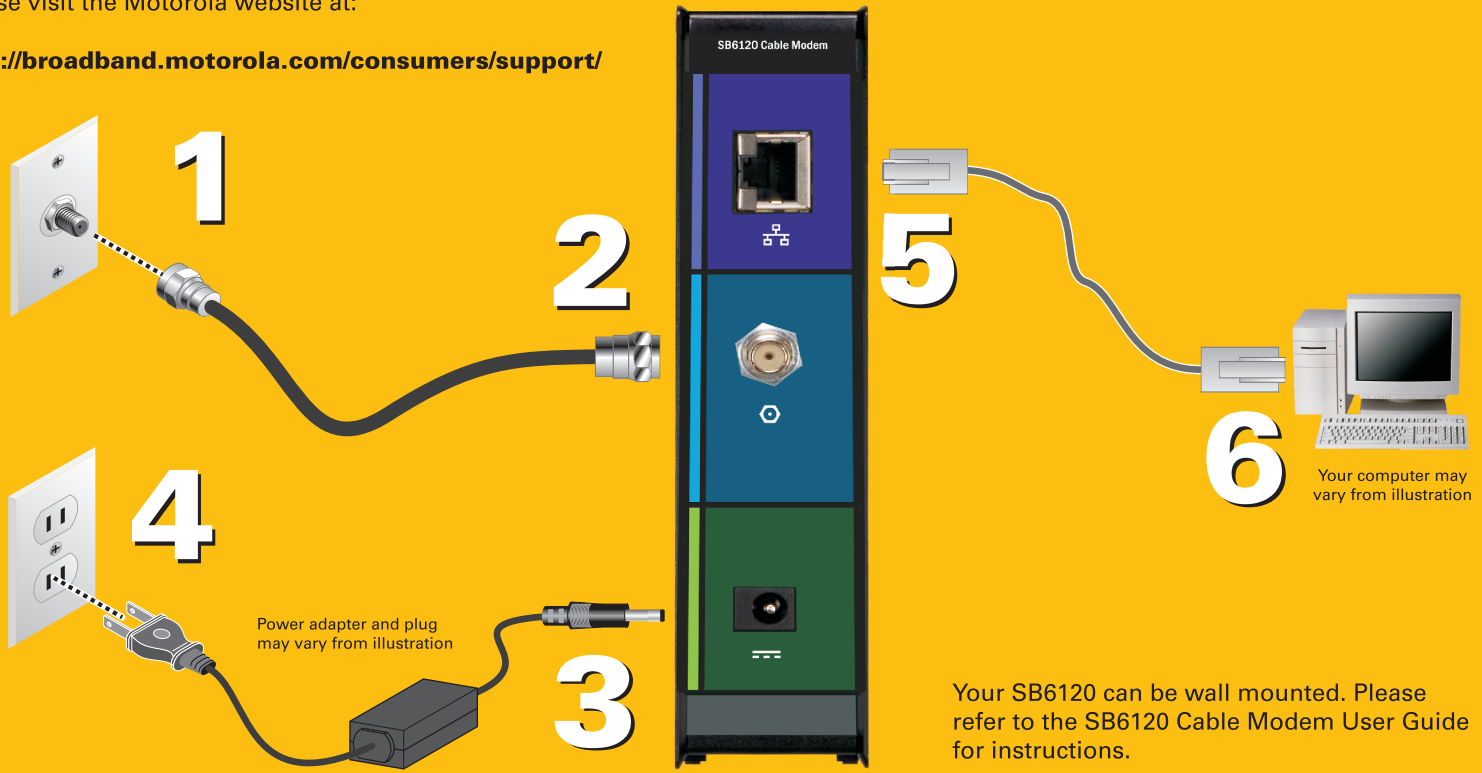
MOTOROLA

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/



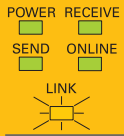
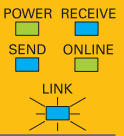
Your SB6120 can be wall mounted. Please refer to the SB6120 Cable Modem User Guide for instructions.

MOTOROLA

SURFboard® SB6120 DOCSIS® 3.0 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's power cord in the AC wall outlet to restart your cable modem.

The Problem	The Solution
SB6120 has no power/ Green POWER light is OFF	**Check that the power adapter is plugged into both the cable modem and the electrical wall outlet. (Power adapter may vary from illustration.)**
SB6120 cannot send or receive data	 **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 cable TV service, you will need to contact your cable 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 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).

548793-001-b
05/2008

MOTOROLA and the Stylized M logo are registered in the US Patent & Trademark Office. SURFboard is a registered trademark of General Instrument Corporation, a wholly-owned subsidiary of Motorola, Inc. Windows is a registered trademark and Vista is a trademark of Microsoft Corporation in the U.S. and/or other countries. Linux® is a registered trademark of Linus Torvalds in the U.S. and other countries. UNIX is a registered trademark of the Open Group in the United States and other countries. Adobe, Adobe Acrobat, and Adobe Acrobat Reader are registered trademarks of Adobe Systems, Inc. All other product or service names are property of their respective owners. No part of the contents of this document may be reproduced or transmitted in any form or by any means without the written permission of the publisher. © Motorola, Inc. 2008. All rights reserved.