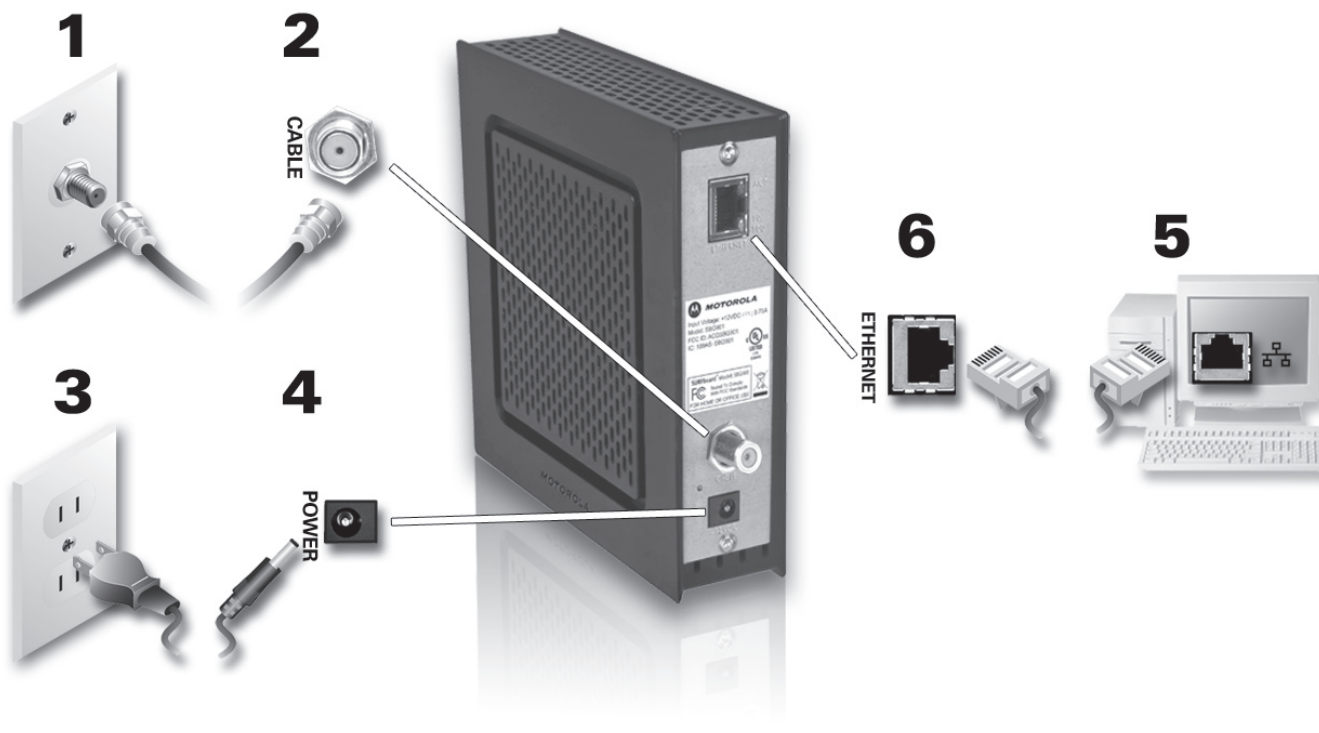# SURFboard® SBG901
Wireless Cable Modem Gateway

Install Sheet

MOTOROLA

Your SBG901 may have come with an optional CD-ROM. If so, use the CD-ROM for an easy set up of your wireless security and to review the User Guide.

To view the *SBG901 Wireless Cable Modem Gateway User Guide*, please visit the Motorola website at:

http://broadband.motorola.com/consumers/support/
(select *Modems & Gateways*)
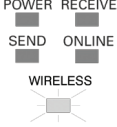
SURFboard® SBG901

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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 power cord in the AC wall outlet to restart the cable modem.

Problem	Solution
Green POWER light is OFF	Check that the SBG901 Cable Modem is plugged into the AC adapter and wall outlet.
Cannot receive or send data	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.
	Check the coaxial cable connection to the SBG901 Cable Modem and wall outlet. Hand-tighten if necessary.
	Check that the Ethernet cable is properly connected to the SBG901 Cable Modem and your computer.
	Check the IP address by following the steps in "Verifying the IP Address" in the *User Guide*. On computers using UNIX® or Linux®, you must have Adobe Acrobat Reader installed before opening the *Installation Guide*. Call your cable provider if you need an IP address.
POWER RECEIVE SEND ONLINE WIRELESS	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 LEDs and Error Conditions in the *User Guide*. For problems with wireless connectivity please refer to the *SBG901 User Guide* on your CD-ROM or in the Modems and Gateways section at http://broadband.motorola.com/consumers/support/.