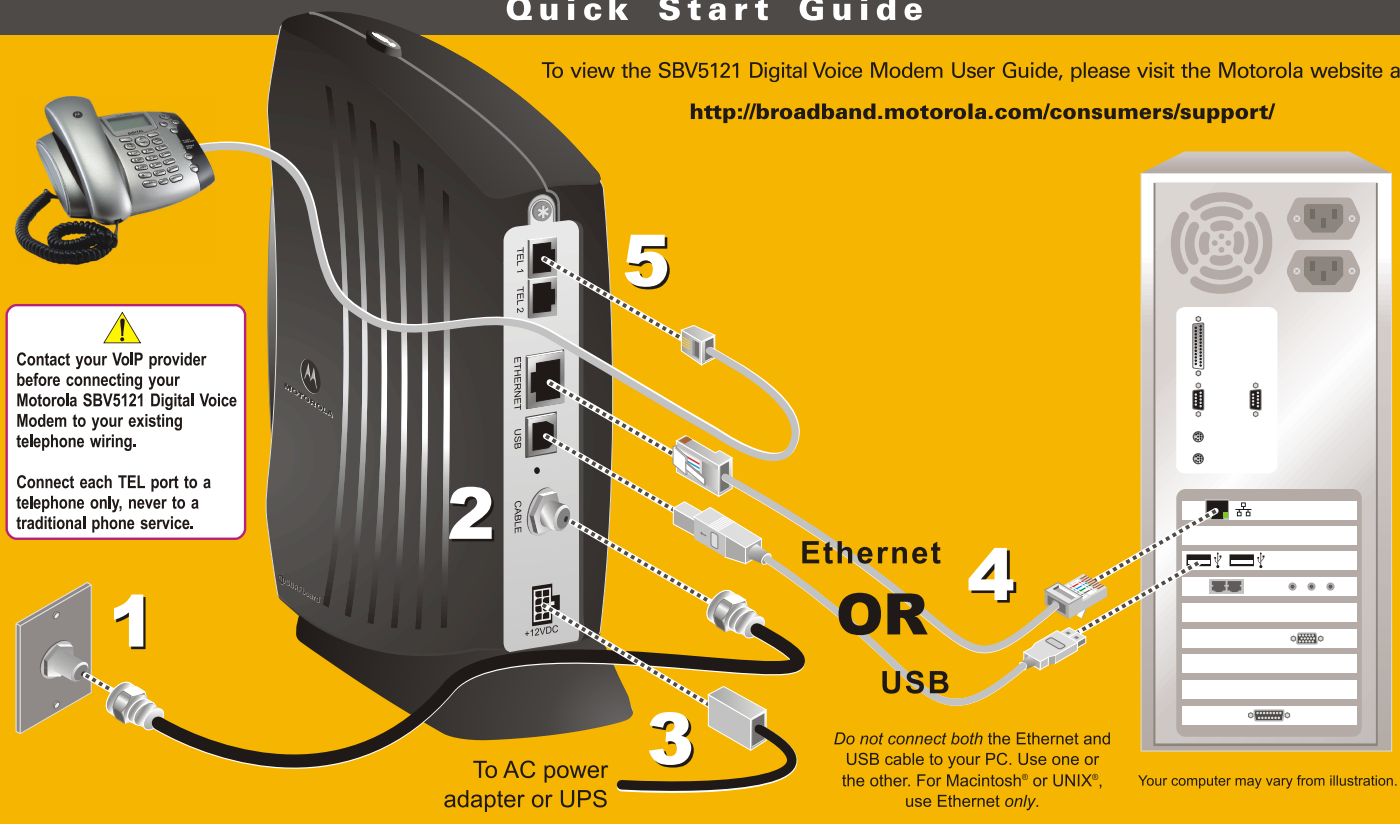
MOTOROLA

SURFboard® SBV5121 Digital Voice Modem

Quick Start Guide

To view the SBV5121 Digital Voice Modem User Guide, please visit the Motorola website at:

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



⚠ Contact your VoIP provider before connecting your Motorola SBV5121 Digital Voice Modem to your existing telephone wiring.

Connect each TEL port to a telephone only, never to a traditional phone service.

Do not connect both the Ethernet and USB cable to your PC. Use one or the other. For Macintosh® or UNIX®, use Ethernet *only*.

Your computer may vary from illustration.

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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.

The Problem	The Solution
Green POWER light is OFF	Check that the SBV5121 Digital Voice Modem is plugged into the AC adapter or UPS.
	Standby Try pressing the Standby button.
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.
	Standby Try pressing the Standby button if the Standby light is ON.
	Check the coaxial cable connection to the SBV5121 Digital Voice Modem and wall outlet. Hand-tighten if necessary.
	Check that the USB or Ethernet cable is properly connected to the SBV5121 Digital Voice Modem and your computer.
	Check 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. On computers using UNIX® or LINUX®, 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.

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