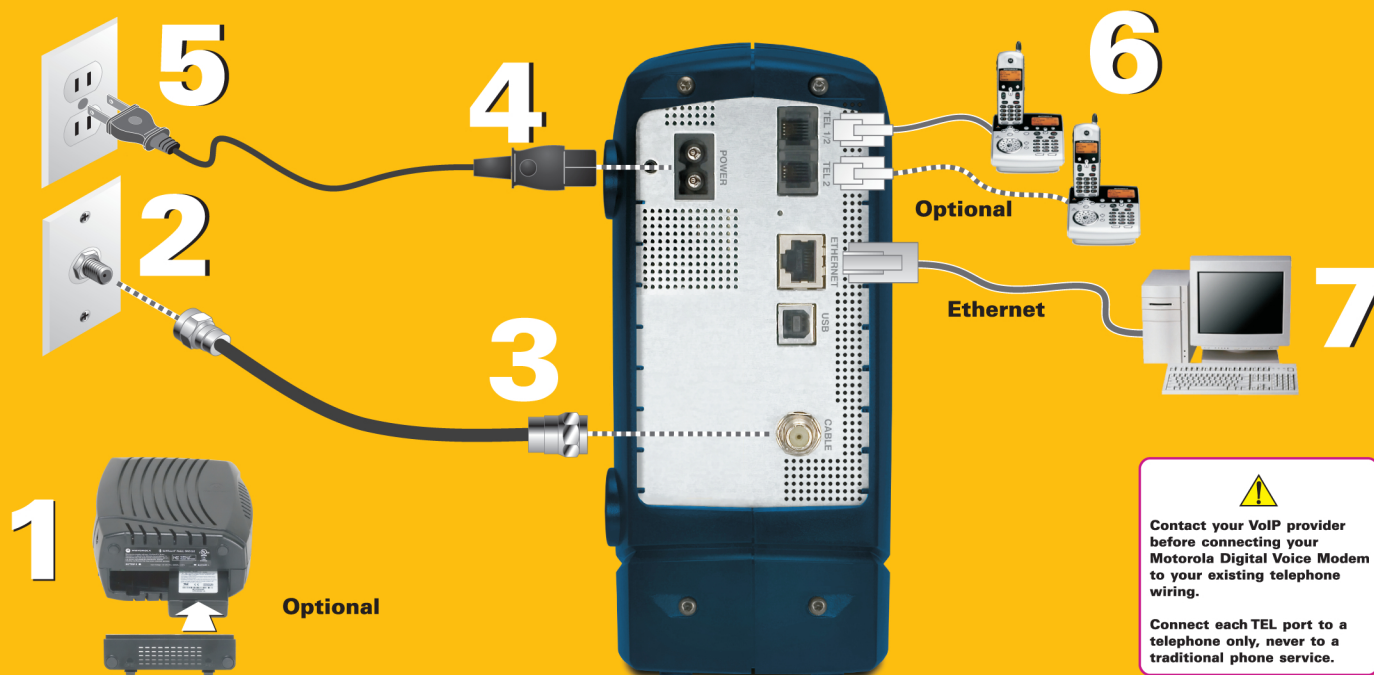


**MOTOROLA**

# ***SURFboard***<sup>®</sup> SBV5222 Digital Voice Modem

## Quick Start Guide



To view the SBV5222 Digital Voice Modem User Guide, please visit the Motorola website at:

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



**MOTOROLA**

# **SURFboard<sup>®</sup>** *SBV5222 Digital Voice 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 power cord in the AC wall outlet to restart the cable modem.**

### **The Problem**

### **The Solution**

**Green POWER light is OFF**



Check that the SBV5222 is plugged into the wall outlet.

**Cannot receive or send data**



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



Check the coaxial cable on the SBV5222 and the wall outlet. Hand-tighten cable connectors if necessary.



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



Check the IP address by following the steps in "Verifying the IP Address in Windows<sup>®</sup> 98SE, or Windows Me<sup>®</sup>" or "Verifying the IP Address in Windows<sup>®</sup> 2000 or Windows XP<sup>™</sup>" in the User Guide. On computers using UNIX<sup>®</sup> or LINUX<sup>®</sup>, you must have Adobe<sup>®</sup> Acrobat<sup>®</sup> Reader<sup>®</sup> 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.



For solutions to telephone service problems, refer to "Troubleshooting" in the User Guide.

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