


# SURFboard® SBV6120

## DOCSIS® 3.0 Digital Voice Modem

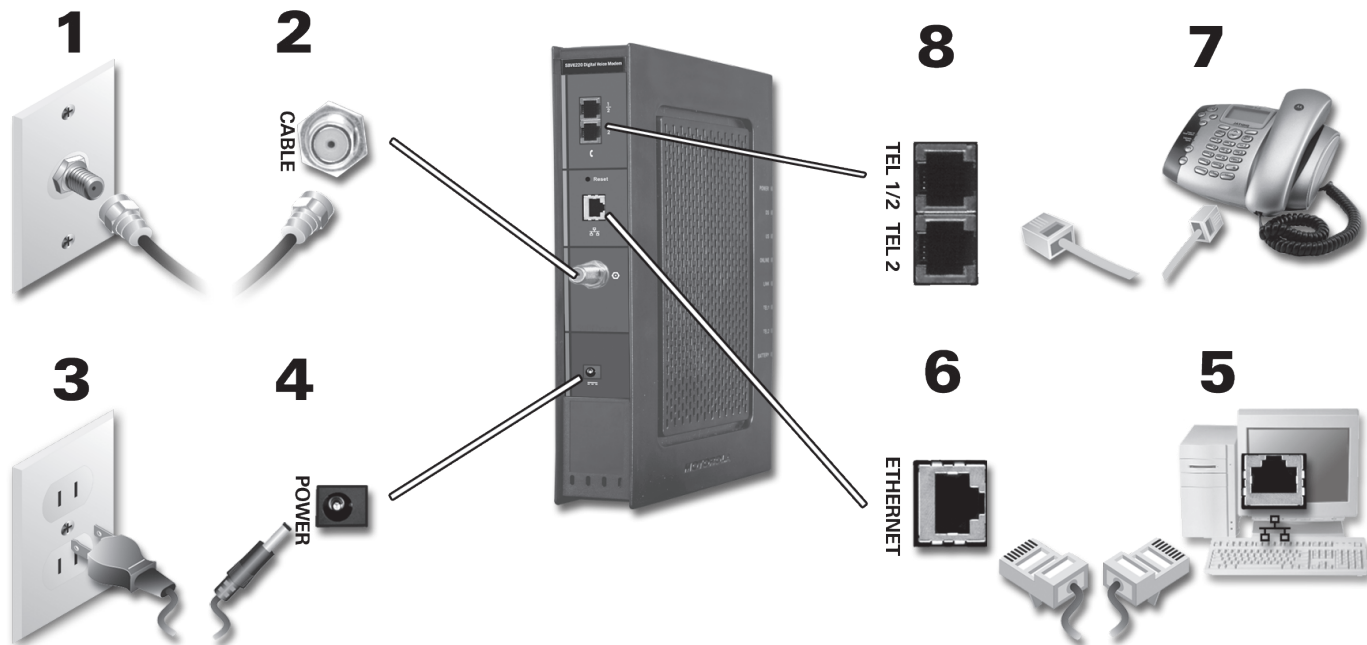


### Install Sheet



Contact your service provider before connecting your Motorola SBV6120 DOCSIS 3.0 Digital Voice Modem to your existing telephone wiring.

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



To view the *SBV6120 DOCSIS 3.0 Digital Voice Modem Installation Guide*, please visit the Motorola website at:

<http://broadband.motorola.com/consumers/support/>  
(select *Digital Voice Modems*)

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### Install Sheet



## 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



Check that the SBV6120 DOCSIS 3.0 Digital Voice Modem is plugged into the AC adapter and wall outlet.



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 SBV6120 DOCSIS 3.0 Digital Voice Modem and wall outlet. Hand-tighten if necessary.



Check that the Ethernet cable is properly connected to the SBV6120 DOCSIS 3.0 Digital Voice Modem and your computer.



Check the IP address by following the steps in "Verifying the IP Address" in the *Installation 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.



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 *Installation Guide*.

