



MOTOROLA
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SURFboard® VoIP Cable Modem

Quick Reference Guide



!
Contact your VoIP provider before connecting your Motorola VoIP cable modem to your existing telephone wiring.

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



To AC power adapter or UPS

6

3

4

1



Insert the CD-ROM to make a USB connection or to read the User Guide.

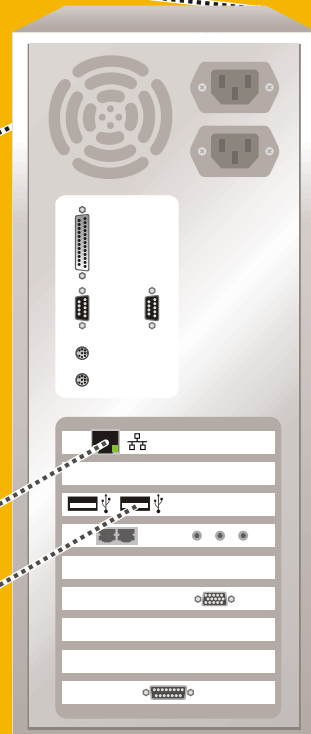
Ethernet

OR

USB

5

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

Green POWER light is OFF

Cannot receive or send data



510983-001 Rev. B
11/04
MGBI

The Solution



Check that the VoIP cable modem is plugged into the AC adapter or UPS.

Standby

Try pressing the Standby button.



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 at the cable modem and wall outlet. Hand-tighten 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® 95, 98, or Windows Me®” or “Verifying the IP Address in Windows® 2000 or Windows XP™” in the User Guide (on the CD-ROM). For non Windows users, 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 (on the CD-ROM).