

Software License, Warranty, Safety, and Regulatory Information — SBV5121 VoIP Cable Modem

SAFETY AND REGULATORY INFORMATION

WARNING: TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE. THE UNIT MUST NOT BE EXPOSED TO DRIPPING OR SPLASHING. DO NOT PLACE OBJECTS FILLED WITH LIQUIDS, SUCH AS VASES, ON THE UNIT.

CAUTION: THIS PRODUCT WAS QUALIFIED UNDER TEST CONDITIONS THAT INCLUDED THE USE OF THE SUPPLIED CABLES BETWEEN SYSTEM COMPONENTS. TO ENSURE REGULATORY AND SAFETY COMPLIANCE, USE ONLY THE PROVIDED POWER AND INTERFACE CABLES AND INSTALL THEM PROPERLY.

CAUTION: DIFFERENT TYPES OF CORD SETS MAY BE USED FOR CONNECTIONS TO THE MAIN SUPPLY CIRCUIT. USE ONLY A MAIN LINE CORD THAT COMPLES WITH ALL APPLICABLE PRODUCT SAFETY REQUIREMENTS OF THE COUNTRY OF USE.

CAUTION: TO REDUCE THE RISK OF FIRE, USE ONLY NO. 26 AWG OR LARGER UL LISTED OR CSA CERTIFIED TELECOMMUNICATION LINE CORD, OR NATIONAL EQUIVALENT.

CAUTION: INSTALLATION OF THIS PRODUCT MUST BE IN ACCORDANCE WITH NATIONAL WIRING CODES AND CONFORM TO LOCAL REGULATIONS. **CAUTION:** DO NOT OPEN THE UNIT. DO NOT PERFORM ANY SERVICING OTHER THAN THAT CONTAINED IN THE INSTALLATION AND TROUBLESHOOTING INSTRUCTIONS. REFER ALL SERVICING TO QUALIFIED SERVICE PERSONNEL.

CAUTION: CHANGES AND MODIFICATIONS NOT EXPRESSLY APPROVED BY MOTOROLA FOR COMPLIANCE COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

IMPORTANT SAFETY INSTRUCTIONS: When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all of the instructions listed here and/or in the user manual before you operate this equipment. Give particular attention to all safety precautions. Retain the instructions for future reference.
 - This device must be installed and used in strict accordance with the manufacturer's instructions as described in the user documentation that comes with the product.
 - Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this equipment.
 - Do not use this product near water—for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.
 - Do not overload outlets or extension cords, as this can result in a risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard.
 - Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords where they are attached to plugs and convenience receptacles, and examine the point where they exit from the product.
 - Place this equipment in a location that is close enough to an electrical outlet to accommodate the length of the power cord.
 - Place unit to allow for easy access when disconnecting the power cord of the device from the AC wall outlet.
 - Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed.
 - Place this equipment on a stable surface.
 - Postpone cable modem installation until there is no risk of thunderstorm or lightning activity in the area.
 - It is recommended that the customer install an AC surge protector in the AC outlet to which this device is connected. This is to avoid damaging the equipment by local lightning strikes and other electrical surges.
 - Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning. For added protection for this product, during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the cable system. This will prevent damage to the product due to lightning and power surges.
 - Do not cover the device or block the airflow to the device with any other objects. Keep the device away from excessive heat and humidity and keep the device free from vibration and dust.
 - Wipe the unit with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the unit or use forced air to remove dust.
 - Avoid damaging the cable modem with static by touching the coaxial cable when it is attached to the earth-grounded coaxial cable-TV wall outlet.
 - Always first touch the coaxial cable connector on the cable modem when disconnecting or re-connecting USB or Ethernet cable from the cable modem or the user's PC.
 - Operate this product only from the type of power source indicated on the product's marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
 - Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.
 - Disconnect the TNV circuit connector before removing the cover.
 - Do not use the telephone to report a gas leak in the vicinity of the leak.
 - Upon completion of any service or repairs to this product, ask the service technician to perform safety checks to determine that the product is in safe operating condition.
- Be sure that the outside cable system is grounded, so as to provide some protection against voltage surges and built-up static charges. Article 820-40 of the NEC (Section 54, Part 1 of the Canadian Electrical Code) provides guidelines for proper grounding and, in particular, specifies the CATV cable ground shall be connected in the grounding system of the building, as close to the point of cable entry as practical.

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Important VoIP Service Information

Any services provided through this equipment:

- Are not intended to replace or be a substitute for primary line voice services or Plain Old Telephone Service (POTS).
- Are not meant to provide guaranteed 911 or E911 services or to permit access to 411 directory assistance services.

IMPORTANT: When using this VoIP device, you CANNOT make any calls, including an emergency call, and E911 location services WILL NOT be available, under the following circumstances:

- Your broadband ISP connection goes down, is lost, or otherwise fails.
- You lose electrical power.

When using this VoIP device, you may be able to make an emergency call to an operator, but E911 location services may not be available under the following circumstances:

- You have changed the physical address of your VoIP device, and you did not update or otherwise advise your VoIP service provider of this change.
- You are using a non-U.S. telephone number.
- There are delays in making your location information available in or through the local automatic location information database.

Note: Your service provider, not Motorola, is responsible for the provision of VoIP telephony services through this equipment. Motorola shall not be liable for, and expressly disclaims, any direct or indirect liabilities, damages, losses, claims, demands, actions, causes of action, risks, or harms arising from or related to the services provided through this equipment.

REGULATORY INFORMATION

FCC Compliance Class B Digital Device

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Canada - Industry Canada (IC)

This Class B digital device complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

FCC Declaration of Conformity

According to 47CFR, Parts 2 and 15 for Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers, Motorola, Inc. Connected Home Solutions Business, 101 Tournament Drive, Horsham, PA 19044, 1-215-323-1000, declares under sole responsibility that the product identifies with 47CFR Part 2 and 15 of the FCC Rules as a Class B digital device. Each product marketed is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR 2.909. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. The above named party is responsible for ensuring that the equipment complies with the standards of 47CFR, Paragraph 15.101 to 15.109.

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International Declaration of Conformity

We,

Motorola, Inc.
Connected Home Solutions Business
101 Tournament Drive
Horsham, PA, U.S.A.

declare under our sole responsibility that the

SBV5121 Series

to which the declaration relates is in conformity with one or more of the following standards:

EN55022	EN55024	EN60950-1	EN61000-3-2	EN61000-3-3
CISPR 22	CISPR 24	IEC 60950-1		

the following provisions of the Directive(s) of the Council of the European Union:

EMC Directive 89/336/EEC Directive 93/68/EEC	Low Voltage Directive 73/23/EEC
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Models
SBV5121, SBV5121 Diagnostic

Standards

FCC Part 15, ICES-003, UL60950-1,
CAN/CSA-C22.2 No. 60950-1
EN55022, EN55024, CISPR 22, CISPR 24,
EN60950-1, IEC 60950-1, EN61000-3-2,
EN61000-3-3

SBV5121, SBV5121E

SBV5121 Diagnostic,

SBV5121E Diagnostic

SOFTWARE LICENSE

SBV5121 VoIP Cable Modems

Motorola, Inc.

Connected Home Solutions Business ("Motorola")

101 Tournament Drive, Horsham, PA 19044

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WARRANTY INFORMATION

SBV5121 VoIP Cable Modem

Motorola, Inc., Connected Home Solutions Business ("Motorola")

What is my limited warranty? A limited warranty for this Product (including Software) is provided by Motorola to your distributor, cable operator, or Internet service provider, as applicable. Please contact your cable operator or Internet service provider ("Service Provider") for details. Motorola does not warrant that any Software will perform error-free or without bugs. Motorola's warranty shall not apply: (i) to any Product subjected to accident, misuse, neglect, alteration, Acts of God, improper handling, improper transport, improper storage, improper use or application, improper installation, improper testing, or unauthorized repair; or (ii) to cosmetic problems or defects which result from normal wear and tear under ordinary use, and do not affect the performance or use of the Product. Motorola's warranty applies only to a Product that is manufactured by Motorola and identified by Motorola-owned trademarks, trade names, or product identification logos affixed to the Product. MOTOROLA DOES NOT WARRANT THIS PRODUCT DIRECTLY TO YOU, THE END USER, EXCEPT AS DESCRIBED IN THIS SECTION "WARRANTY INFORMATION." THERE ARE NO WARRANTIES OR REPRESENTATIONS OF ANY KIND RELATING TO THE PRODUCT, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR WARRANTY AGAINST INFRINGEMENT. MOTOROLA IS NOT RESPONSIBLE FOR, AND PROVIDES "AS IS," ANY SOFTWARE SUPPLIED BY 3RD PARTIES.

What additional provisions should be aware of? Because it is impossible for Motorola to know the purposes for which you acquired this Product or the uses to which you will put this Product, you assume full responsibility for the selection of the Product for its installation and use. While every reasonable effort has been made to insure that you will receive a Product that you can use and enjoy, Motorola does not warrant that the functions of the Product will meet your requirements or that the operation of the Product will be uninterrupted or error-free. MOTOROLA IS NOT RESPONSIBLE FOR PROBLEMS OR DAMAGE CAUSED BY THE INTERACTION OF THE PRODUCT WITH ANY OTHER SOFTWARE OR HARDWARE.

How long does this Limited Warranty last? Contact your Service Provider for details.

What you must do to obtain warranty service. For Product customer service, technical support, warranty claims, questions about your Internet service or connection, contact your Service Provider. ALL WARRANTIES ARE VOID IF THE PRODUCT IS OPENED, ALTERED, AND/OR DAMAGED.

THESE ARE YOUR SOLE AND EXCLUSIVE REMEDIES for any and all claims that you may have arising out of or in connection with this Product, whether made or suffered by you or another person and whether based in contract or tort.

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