

Software License, Warranty, Safety, and Regulatory Information

SURFboard® SBV6220 DOCSIS® 3.0 Digital Voice Modem

SAFETY AND REGULATORY INFORMATION

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 device. Give particular attention to all safety precautions. Retain the instructions for future reference.
- This device must be installed and used in strict accordance with manufacturer's instructions, as described in the user documentation that is included with the device.
- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this device.
- To prevent fire or shock hazard, do not expose this device to rain or moisture. The device must not be exposed to dripping or splashing. Do not place objects filled with liquids, such as vases, on the device.
- This device was qualified under test conditions that included the use of the supplied cables between systems components. To ensure regulatory and safety compliance, use only the provided power and interface cables and install them properly.
- Different types of cord sets may be used for connections to the main supply circuit. Use only a main line cord that complies with all applicable device safety requirements of the country of use.
- Installation of this device must be in accordance with national wiring codes and conform to local regulations.
- Operate this device only from the type of power source indicated on the device's marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- 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.

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- 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 device.
- Place this device in a location that is close enough to an electrical outlet to accommodate the length of the power cord.
- Place device 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 device on a stable surface.
- 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 a USB or Ethernet cable from the cable modem or user's PC.
- 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 device by local lightning strikes and other electrical surges.
- Postpone installation until there is no risk of thunderstorm or lightning activity in the area.
- 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 device 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 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.
- 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.

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- Disconnect TNV circuit connector(s) before disconnecting power.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- **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.
- 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 device with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the device or use forced air to remove dust.
- Upon completion of any service or repairs to this device, ask the service technician to perform safety checks to determine that the device is in safe operating condition.
- Do not open the device. Do not perform any servicing other than that contained in the installation and troubleshooting instructions. Refer all servicing to qualified service personnel.
- This device should not be used in an environment that exceeds 50° C.

SAVE THESE INSTRUCTIONS

Note to CATV System Installer — This reminder is provided to call the CATV system installer's attention to Section 820.93 of the National Electric Code, which provides guidelines for proper grounding and, in particular, specifies that the Coaxial cable shield shall be connected to the grounding system of the building, as close to the point of cable entry as practical.

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CARING FOR THE ENVIRONMENT BY RECYCLING



When you see this symbol on a Motorola product, do not dispose of the product with residential or commercial waste.

Recycling your Motorola Equipment

Please do not dispose of this product with your residential or commercial waste. Some countries or regions, such as the European Union, have set up systems to collect and recycle electrical and electronic waste items. Contact your local authorities for information about practices established for your region. If collection systems are not available, call Motorola Customer Service for assistance. Please visit www.motorola.com/recycle for instructions on recycling.

SAFETY REQUIREMENTS FOR THE SBV6220 LITHIUM-ION BATTERY

You must properly handle the SBV6220 lithium-ion rechargeable battery to ensure your safety. Improper handling can cause leakage, heat, smoke, explosion, or fire resulting in damage to the equipment or the user.

- Use the SBV6220 battery only in the SBV6220 Digital Voice Modem.
- **CAUTION:** Risk of explosion if battery is replaced by the incorrect type. Use only Motorola approved batteries. Dispose of used batteries according to the instructions.
- Do not use the battery where static electricity is generated.
- Do not heat the battery or discard into a fire. Keep the battery away from high-temperature locations.
- Properly discard the battery if it exhibits an abnormal condition, such as heat, odor, color, or a change in shape. When discarding, place insulated tape over the battery terminals.
- The battery should be stored out of the reach of children.
- Do not store the battery close to metal objects.
- If the battery leaks fluid and you touch it, immediately wash your hands. If the fluid gets into your eye, do not rub the eye. Rinse with water and immediately seek medical care. Left untreated, the battery fluid could cause damage to the eye.

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- Ensure that the battery does not receive any strong impacts, such as dropping or striking with a hard object.
- At the end of battery life, the SBV6220 battery must be disposed of properly and may need to be recycled. Contact your local recycling center for proper disposal methods.
- Do not expose the battery to ultrasonic energy.
- Do not disassemble, modify, or attempt to repair the battery.
- Before installation, the battery should not be subjected to temperatures below -10°C or above 60°C (14°F to 140°F). After initial customer usage (initially charged above shipping charge state), the battery should not be subjected to temperatures outside the operating temperature range:
 - Battery Pack External Exposure Operating Temperature Range:
 - Charging: 0.0°C to $+45.0^{\circ}\text{C}$ (0°F to 113°F)
 - Discharging: -10.0°C to $+60.0^{\circ}\text{C}$ (14°F to 140°F)

IMPORTANT VOIP SERVICE INFORMATION



Please contact your Internet Service Provider (ISP) and/or your local municipality for additional information on making emergency calls using VoIP service in your area.

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 and do not have a charged battery in the unit.

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.

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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.

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.

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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., Home & Networks Mobility, 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. The above named party is responsible for ensuring that the equipment complies with the standards of 47CFR, Paragraph 15.101 to 15.109.

International Declaration of Conformity

We,

Motorola, Inc.
101 Tournament Drive
Horsham, PA, U.S.A.
1-215-323-1000

declare under our sole responsibility that the
SURFboard® SBV6220 DOCSIS® 3.0 Digital Voice Modem

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
ETSI EN 300386

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

EMC Directive 2004/108/EC

Low Voltage Directive 2006/95/EC

Waste Electrical and Electronic Equipment (WEEE) Directive 2002/96/EC

Restriction of the Use of Certain Hazardous Substances in Electrical Equipment (RoHS) Directive 2002/95/EC

Models

SBV6220, SBV6220 Diagnostic

SBV6220, SBV6220 Diagnostic

Standards

FCC Part 15, ICES-003

UL60950-1, CAN/CSA-C22.2 No. 60950-1

EN55022, EN55024, CISPR22, CISPR24, EN61000-3-2,
EN61000-3-3, EN60950-1, IEC60950-1, ETSI EN 300386

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SOFTWARE LICENSE

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Motorola, Inc.
Home & Networks Mobility (“Motorola”)
101 Tournament Drive, Horsham, PA 19044

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WARRANTY INFORMATION

SURFboard SBV6220 DOCSIS 3.0 Digital Voice Modem
Home & Networks Mobility ("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.**

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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.

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