

USER GUIDE

# SB6120

## SURFboard® DOCSIS® 3.0 Cable Modem



**MOTOROLA**



## **SAFETY AND REGULATORY INFORMATION**

**IMPORTANT SAFETY INSTRUCTIONS** — when using your 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.
- 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.
- 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.
- 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.

- 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.
- 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 40 °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.

## **FCC STATEMENTS**

### **FCC Interference Statement**

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 environment. 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 device 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 device 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.

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.

**FCC CAUTION:** Any changes or modifications not expressly approved by Motorola for compliance could void the user's authority to operate the equipment.

### **FCC DECLARATION OF CONFORMITY**

Motorola Inc, 101 Tournament Drive, Horsham, PA 19044, 1-215-323-1000, declares that the SB6120 SURFboard® DOCSIS® 3.0 Cable Modem complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device..

### **INDUSTRY CANADA (IC) STATEMENT**

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

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

## INTERNATIONAL DECLARATION OF CONFORMITY

We,  
Motorola, Inc.  
101 Tournament Drive  
Horsham, PA, U.S.A.

Declare under our sole responsibility that the  
SB6120 SURFboard DOCSIS 3.0 Cable Modem series

To which the declaration relates is in conformity with the following standards:

EN 60950-1

EN 55022

EN 55024

EN 61000-3-2

EN 61000-3-3

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

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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. Please visit [www.motorola.com/recycle](http://www.motorola.com/recycle) for instructions on recycling.

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SB6120 SURFboard DOCSIS 3.0 Cable Modem  
Motorola, Inc.  
Home and Networks Mobility Business ("Motorola")  
101 Tournament Drive, Horsham, PA 19044

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SB6120 SURFboard DOCSIS 3.0 Cable Modem

Motorola, Inc., Home and Networks Mobility Business ("Motorola")

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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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## 1 OVERVIEW

Congratulations, you have a new Motorola® SB6120 SURFboard® DOCSIS® 3.0 Cable Modem! It provides high-speed access to the Internet and other online services. This cable modem transmits and receives data much faster than traditional dial-up, DSL, or ISDN modems. Unlike a dial-up modem, your cable modem is always online. Just open your browser and surf!

You can use your high-speed, upgradeable cable modem to connect one computer in your home or business to the Internet.

You can connect a single computer equipped with an [Ethernet](#) adapter directly to the Ethernet port on the SB6120 SURFboard DOCSIS 3.0 Cable Modem.

To access an electronic version of this guide please visit:

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



This user guide contains the following sections:

**1 Overview** — introduces your SB6120 cable modem and the controls on the Front Panel and Rear Panel.

**2 Installation** — provides an overview and links for cabling and configuring your SB6120 cable modem, lists the items you need to install your SB6120 cable modem, informs you of special precautions, and how to signup for a service,

**3 Troubleshooting** — provides suggestions to fix common problems.

**4 Contact Us** — provides contact information.

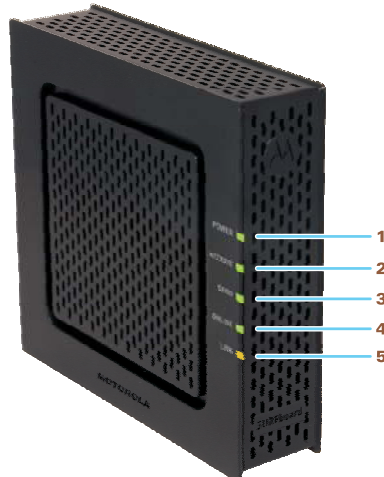
**5 Frequently Asked Questions** — provides answers to common questions about the SB6120 cable modem.






**6 Glossary** — contains a list of useful terms with their definitions.

## 1 OVERVIEW

### Front Panel

The SB6120 front panel lights provide information about power, communications, and errors.



Key	Light	Off	Flashing	On
1	POWER 	Power is disconnected	This light never flashes	Green: Power is properly connected
2	RECEIVE 	Receive channel not found	Scanning for a receive ( <a href="#">downstream</a> ) channel connection	Green: Downstream channel is connected Blue: Downstream channel is connected with bonded channels
3	SEND 	Send channel not found	Scanning for a send ( <a href="#">upstream</a> ) channel connection	Green: Upstream channel is connected Blue: Upstream channel is connected with bonded channels
4	ONLINE 	Internet connection failed	Scanning for network connection	Connected to Internet
5	LINK 	No connection to SB6120 Ethernet port detected	Transmitting or receiving data on Ethernet port	Amber: A device, computer or hub, is connected via the Ethernet (10Base-T) or Fast Ethernet (100Base-T) port Blue: High-speed Gigabit Ethernet connection from SB6120 to your PC

During normal operation, the **POWER**, **RECEIVE**, **SEND**, and **ONLINE** lights are ON. The **LINK** light flashes when the cable modem is transferring data.

## 1 OVERVIEW

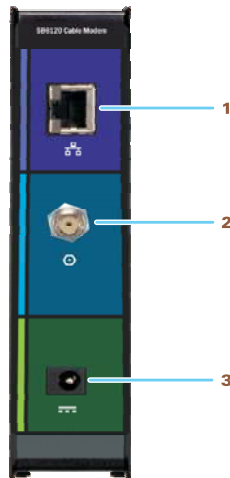
### Optional LED operation available in some locations:




**RECEIVE** and **SEND** lights are blue when the downstream and upstream channels are connected with bonded channels.

**LINK** light is blue for high-speed Ethernet connection (Gigabit) from the SB6120 to your computer.

## Rear Panel

The rear panel contains cabling connectors and the power receptacle.

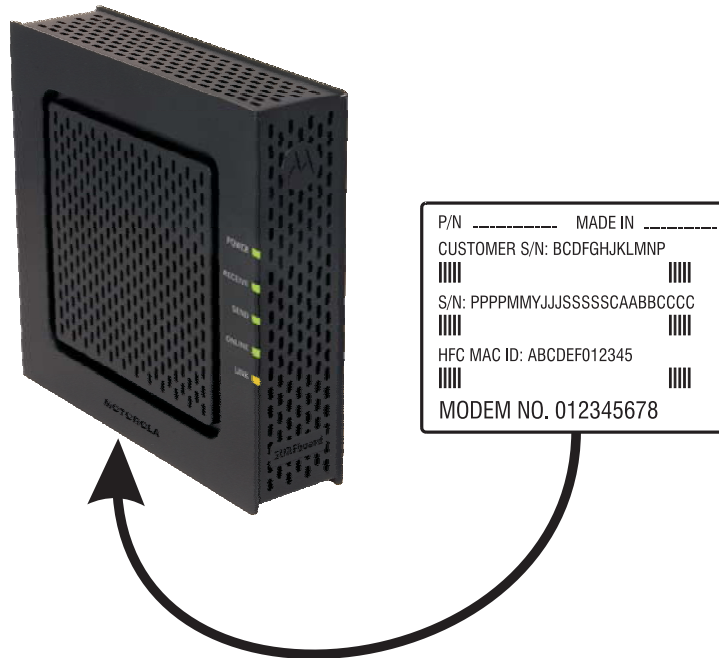


Key	Item	Description
1	ETHERNET 	The Ethernet port provides a connection to Ethernet-equipped computers using a cable terminated with an RJ-45 connector
2	CABLE 	The CABLE port provides a connection to the coaxial cable (coax) outlet
3	+12VDC 	This connector provides power to the cable modem

## 1 OVERVIEW

### Bottom Label on the SB6120

The label on the bottom of the SB6120 contains the Media Access Control (MAC) address, a unique, 48-bit value permanently saved in ROM at the factory to identify each Ethernet network device. To receive data service, you will need to provide the **MAC address** marked HFC MAC ID to your Internet Service provider.








## 2 INSTALLATION

The following topics provide information about installing the SB6120 hardware:

- [Before You Begin](#)
- [Precautions](#)
- [Signing Up for Service](#)
- [Computer System Requirements](#)
- [Cabling and Startup for the SB6120](#)
- [Wall Mounting Your SB6120](#)
- [Configuring TCP/IP](#)

### Before You Begin

Before you begin the installation, check that you received the following items with your SB6120 SURFboard DOCSIS 3.0 Cable Modem.

Item		Description
<b>Power cord</b>		Connects the SB6120 to a power adapter that connects to an AC electrical outlet
<b>Ethernet, Fast Ethernet, and Gigabit Ethernet cable</b>		Connects to the <a href="#">Ethernet</a> port
<b>SB6120 Quick Installation Guide</b>		Contains basic information for getting started with the SB6120

You must have the latest service packs and patches installed on your computer for your operating system. You will need a 75-ohm [coaxial cable](#) with [F-type connectors](#) to connect the SB6120 to the nearest cable outlet. If a TV is connected to the cable outlet, you may need a 5 to 900 MHz RF [splitter](#) and two additional coaxial cables to use both the TV and the SB6120. The coaxial cable and RF splitter are available at consumer electronic stores. To connect your SB6120 to an Ethernet hub as described in [Cabling the LAN](#), you may need a crossover cable. Check the documentation provided with your hub.

## 2 INSTALLATION

### Precautions

Postpone SB6120 cable modem installation until there is no risk of a thunderstorm or lightning activity in the area.

To avoid damaging the cable modem with static electricity:

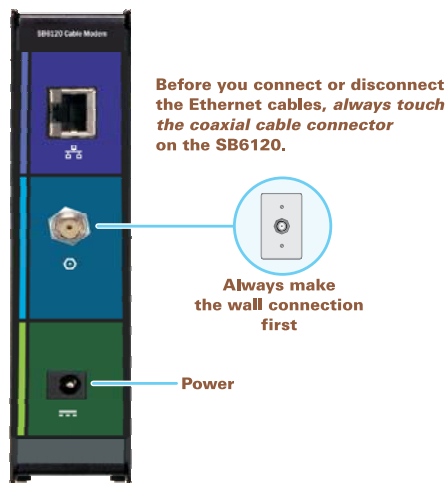
- Always first connect the coaxial cable to the grounded cable TV wall outlet.
- Before you connect or disconnect the Ethernet cable from your cable modem or PC, always touch the coaxial cable connector on the cable modem to release any static charges.

To avoid potential shock, always unplug the power cord from the wall outlet or other power source before disconnecting it from the SB6120 rear panel

To prevent overheating the SB6120, do not block the ventilation holes on the sides of the unit. Do not open the unit. Refer all service to your Internet Service provider.

The product is capable of operating in an ambient temperature range of 0°C to +40°C.

Wipe the cable modem 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.



### Caution!



This product is for indoor use only. Do not route the Ethernet cable outside of the building. Exposure of the cables to lightning could create a safety hazard and damage the product.

## 2 INSTALLATION

### Signing Up for Service

You must sign up with an Internet Service provider to access the Internet and other online services. To activate your service, call your local Internet service provider.

To receive data service, you need to provide the **MAC address** printed on the bar code label marked **CM HFC MAC ID** on the bottom of the cable modem. You can record it here:

**00** : \_\_\_\_\_ : \_\_\_\_\_ : \_\_\_\_\_ : \_\_\_\_\_ : \_\_\_\_\_


You should ask your Internet Service provider the following questions:

- Do you have any special system requirements?
- When can I begin to use my SB6120?
- Are there any files I need to **download** after connecting the SB6120?
- Do I need a user name or password to access the Internet or use e-mail?

### Computer System Requirements

Your SB6120 SURFboard DOCSIS 3.0 Cable Modem is compatible with Windows® 2000, Windows XP™, Windows Vista®, Macintosh®, or Linux® operating systems.

#### Caution!

	You must have the latest version of your operating system installed with all current patches and revisions.
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### Ethernet Card

You can use the Ethernet connection with any Windows 2000, Windows XP, Windows Vista, Macintosh, Linux, or UNIX computer equipped with an Ethernet, Fast Ethernet, or Gigabit Ethernet card.

*Your Ethernet card must be installed in your computer before you install the cable modem.* If it is not installed, follow the installation instructions provided with your Ethernet card.

A Gigabit Ethernet Network Interface Card (GigE) is needed to achieve the maximum data throughput rates.

### Additional Requirements

In addition, your computer must meet the following requirements:

- PC with Pentium® class or better processor
- Windows 2000, Windows XP, Windows Vista, Macintosh, Linux, or UNIX operating system with an available operating system CD-ROM
  - Minimum 256 MB RAM recommended
  - 10 MB available hard disk space

## 2 INSTALLATION

You can use any web browser, such as Microsoft Internet Explorer®, Netscape Navigator®, or Mozilla® Firefox® with the SB6120.

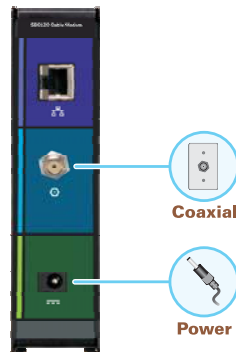
The following operating systems are not supported by the SB6120. Microsoft support for these products has ended:

- Windows® 95
- Windows® 98
- Windows® 98 SE
- Windows® Me
- Windows NT®

### Cabling and Startup for the SB6120

Be sure your computer is on and the cable modem is unplugged.

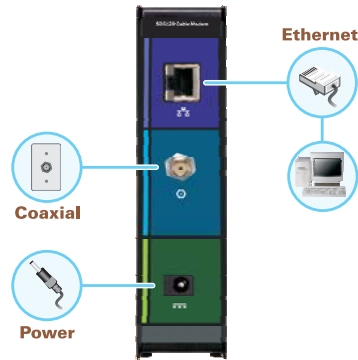
1. Connect one end of the coaxial cable to the cable outlet or splitter.
2. Connect the other end of the coaxial cable to the **CABLE** connector on the cable modem. *Hand-tighten the connectors to avoid damaging them.*
3. Plug the power adapter cord into the **+12VDC** connector on the cable modem and the electrical outlet.



4. Plug the power cord into the electrical outlet. This turns on the SB6120. You do not need to unplug it when not in use. The first time you plug in the SB6120, allow it 5 to 30 minutes to find and lock on the appropriate communications channels.
5. Connect the provided Ethernet cable to the Ethernet connector on the cable modem. Connect the other end to the Ethernet port on your computer.



## 2 INSTALLATION



6. Perform the procedures for [Configuring TCP/IP](#).

You may wall mount your SB6120 by following the steps on the following pages.

7. Check that the lights on the front panel cycle through this sequence:

<b>POWER</b>	Turns on when AC power is connected to the SB6120. Indicates that the power is connected properly.
<b>RECEIVE</b>	Flashes while scanning for the downstream receive channel. Changes to solid green when the receive channel is locked.
<b>SEND</b>	Flashes while scanning for the upstream send channel. Changes to solid green when the send channel is locked.
<b>ONLINE</b>	Flashes during SB6120 registration and configuration. Changes to solid green when the SB6120 is registered.

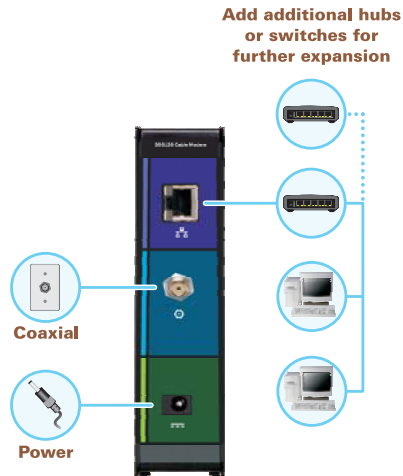
### Optional LED operation available in some locations:

**RECEIVE** and **SEND** lights are blue when the downstream and upstream channels are connected with bonded channels.

## 2 INSTALLATION

### Cabling the LAN

After connecting to the cable system, you can connect your wired Ethernet LAN. Some sample connections are shown in the drawing below. On each networked computer, you must install proper [drivers](#) for the Ethernet adapter. Detailed information about network cabling is beyond the scope of this document.




### Wall Mounting Your SB6120

If you mount your SB6120 on the wall, you must:

- Locate the unit as specified by the local or national codes governing residential or business cable TV and communications services.
- Follow all local standards for installing a network interface unit/network interface device (NIU/NID).

*If possible, mount the unit to concrete, masonry, a wooden stud, or some other very solid wall material. Use anchors if necessary (for example, if you must mount the unit on drywall).*

#### Caution!

	<p>Before drilling holes, check the structure for potential damage to water, gas, or electric lines.</p> <p>If necessary, seat an anchor in each hole.</p>
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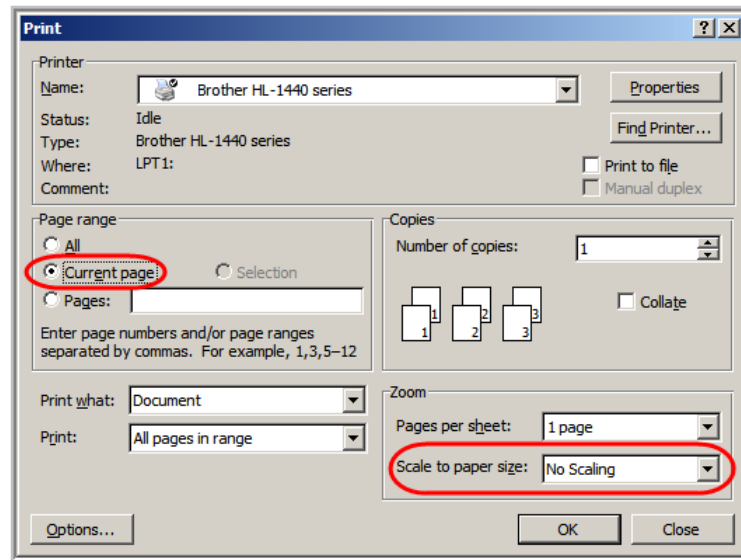
Make sure the AC power plug is disconnected from the wall outlet and all cables are removed from the back of the SB6120 before starting the installation.

You can mount the SB6120 horizontally or vertically. Do the following to mount your SB6120 on the wall:

1. See [Wall Mounting Template](#) to print a copy of the template.
2. Click the **Print** icon or choose Print from the File menu to display the Print dialog box.

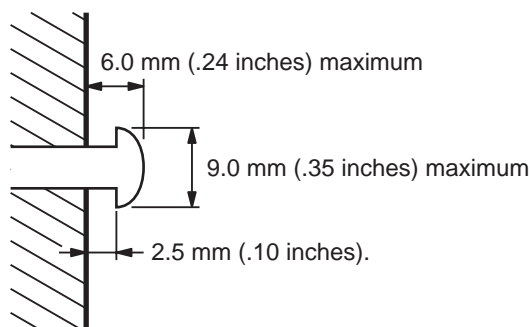
## 2 INSTALLATION

The sample Print dialogue window shown below may vary slightly on your computer, depending upon your operating system.



To print the template only, select Current page as the Print Range. Be sure you print the template at 100% scale. Be sure No Scaling is selected for Scale to paper size.

3. Click **OK** to print the template.
4. Measure the printed template with a ruler to ensure that it is the correct size.
5. Use a center punch to mark the center of the holes.
6. On the wall, locate the marks for the mounting holes.
7. Drill the holes to a depth of at least 1 1/2 inches (3.8 cm). Use M3.5 x 38 mm (#6 x 1 1/2 inch) screws with a flat underside and maximum screw head diameter of 9.0 mm to mount the SB6120.
8. Using a screwdriver, turn each screw until part of it protrudes from the wall, as shown in the following illustration.



There must be .10 inches (2.5 mm) between the wall and the underside of the screw head.

9. Place the SB6120 so the keyholes on the back of the unit are aligned above the mounting screws.

## 2 INSTALLATION

10. Slide the SB6120 down until it stops against the top of the keyhole opening.

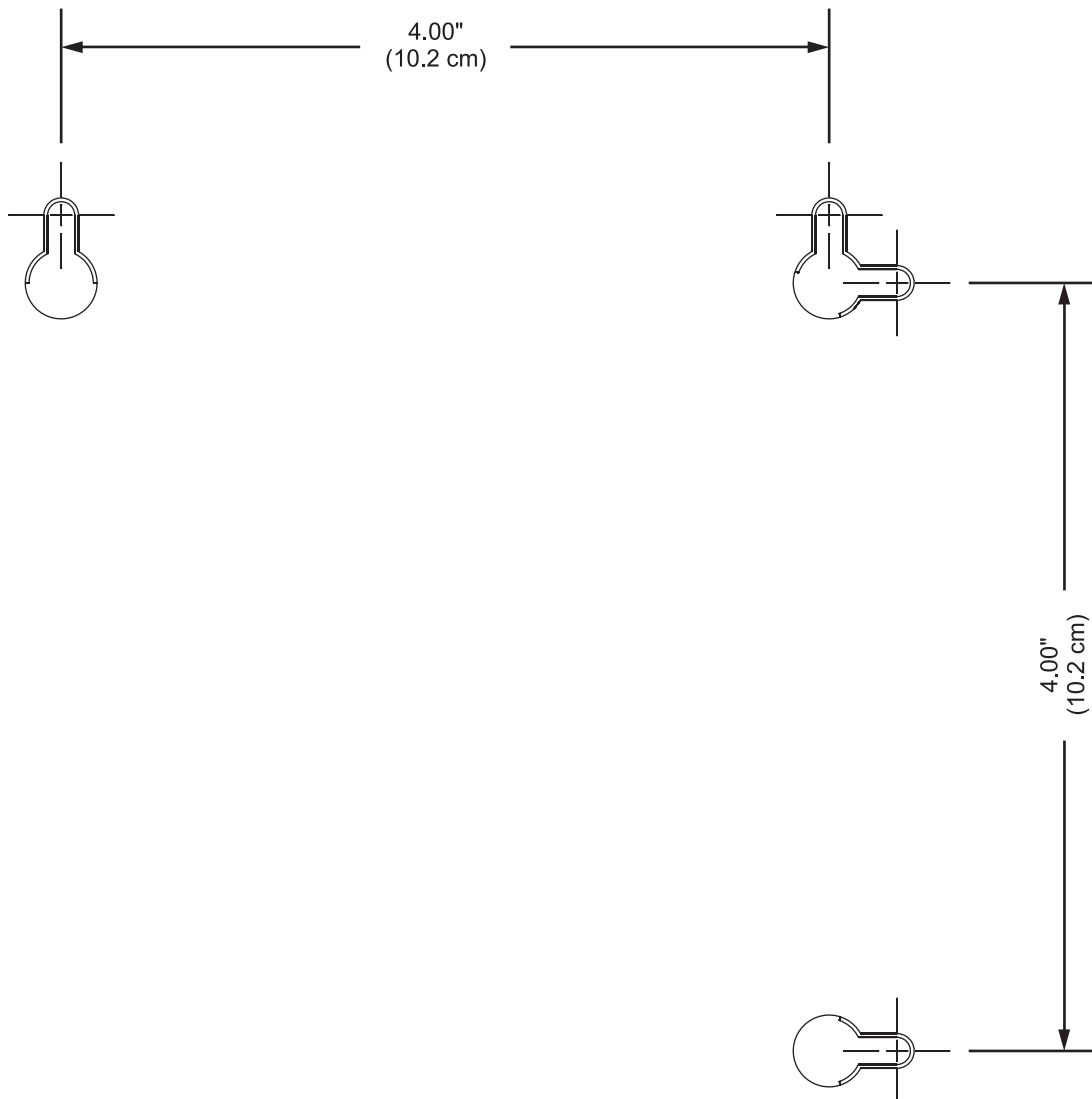
After mounting, reconnect the coaxial cable input and Ethernet connection. Plug the power cord into the +12VDC connector on the cable modem and the electrical outlet. Route the cables so that they are not a safety problem.

### Wall Mounting Template

You can print the following page to use as a wall mounting template.

Be sure you print it at 100% scale. In the Print dialogue window, be sure that **Fit To Page** is not selected in the Print dialog box.

*Measure the printed template with a ruler to ensure that it is the correct size.*



## 2 INSTALLATION

### Configuring TCP/IP

Make sure all [client](#) computers are configured for TCP/IP, which is a protocol for communication between computers. Perform one of the following for the operating system you are running:

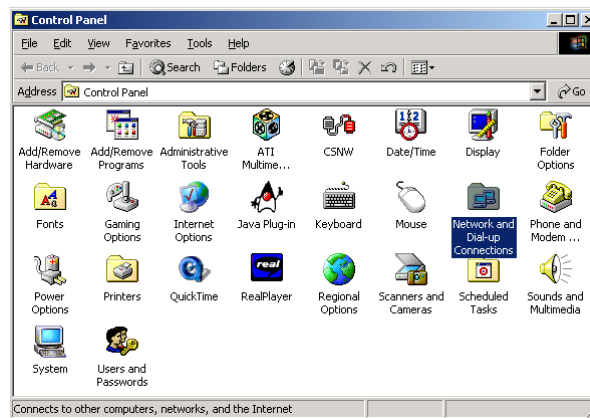
- [Configuring TCP/IP in Windows 2000](#)
- [Configuring TCP/IP in Windows XP](#)
- [Configuring TCP/IP in Windows Vista](#)
- For Macintosh or UNIX systems, follow the instructions in the applicable Macintosh or UNIX user documentation.

After configuring TCP/IP on your computer, you must verify the IP address. Perform one of the following:

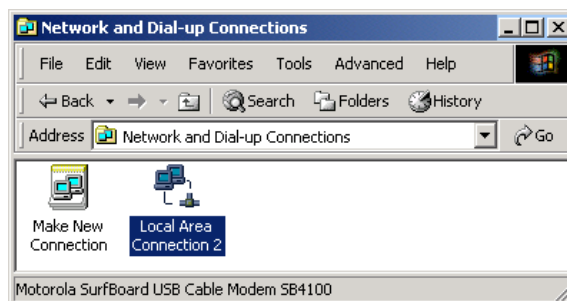
- [Verifying the IP Address in Windows 2000 or Windows XP](#)
- [Verifying the IP Address in Windows Vista](#)
- For Macintosh or UNIX systems, follow the instructions in the applicable Macintosh or UNIX user documentation.

#### Configuring TCP/IP in Windows 2000

1. Select Control Panel from either the Windows Start menu or Windows Desktop to display the Control Panel window.



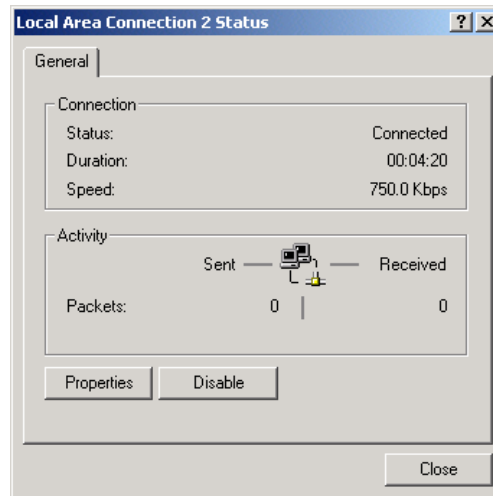
2. Double-click **Network and Dial-up Connections** to display the Network and Dial-up Connections window.



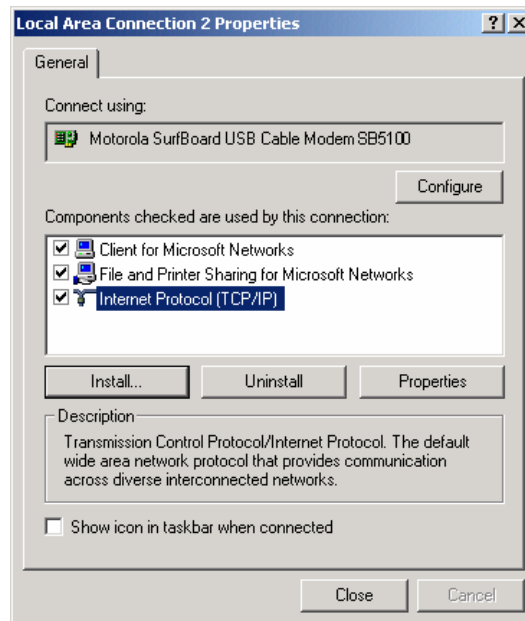
## 2 INSTALLATION

In the steps that follow, a connection number such as 1, 2, or 3 represents PCs with multiple network interfaces. PCs having only one network interface may be represented as “Local Area Connection.”

3. Double-click **Local Area Connection number** to display the Local Area Connection number Status window. The value of number varies from system to system.

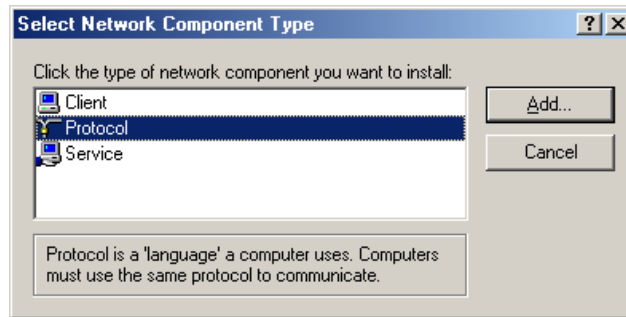


4. Click **Properties** to display the Local Area Connection number Properties window. Information similar to the following is displayed.

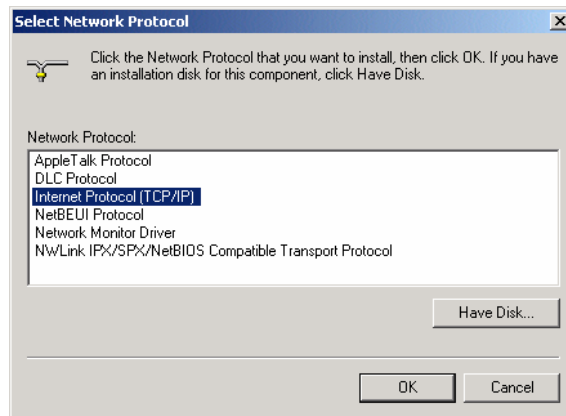


5. If Internet Protocol (TCP/IP) is in the list of components, TCP/IP is installed. You can skip to step 8.
6. If Internet Protocol (TCP/IP) is not in the list of components, click **Install**. The Select Network Component Type window is displayed.

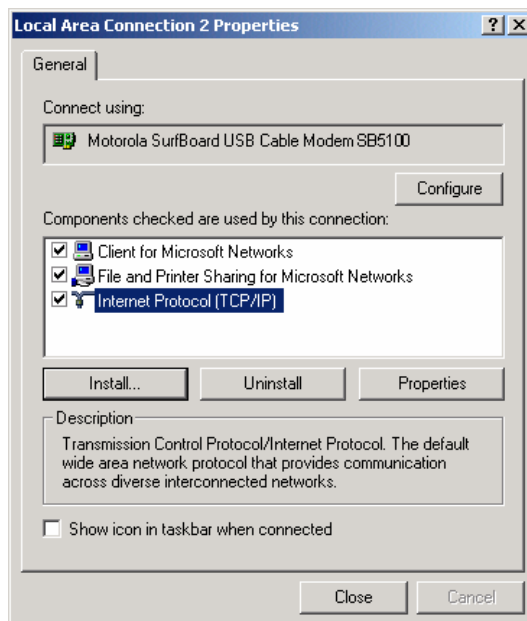
## 2 INSTALLATION



7. Click **Protocol** and then click **Add**. The Select Network Protocol window is displayed.

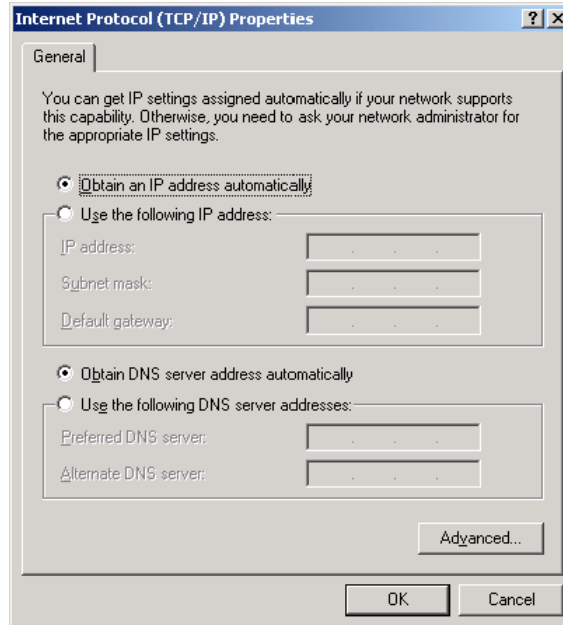


8. Click **Internet Protocol (TCP/IP)**, and then click **OK**. The Local Area Connection number Properties window is redisplayed.



9. Click **Internet Protocol (TCP/IP)**, and then click **Properties** to display the Internet Protocol (TCP/IP) Properties window.

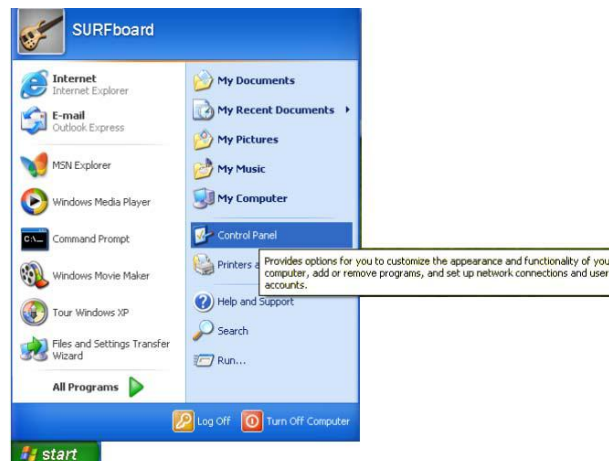
## 2 INSTALLATION



10. Be sure **Obtain an IP address automatically** and **Obtain DNS server address automatically** are selected.
11. Click **OK** to save the TCP/IP settings and exit the TCP/IP Properties window.
12. Click **OK** to exit the Local Area Connection Properties window.
13. Click **OK** when prompted to restart the computer and click **OK** again.
14. When you complete the TCP/IP configuration, go to [Verifying the IP Address in Windows 2000 or Windows XP](#).

### Configuring TCP/IP in Windows XP

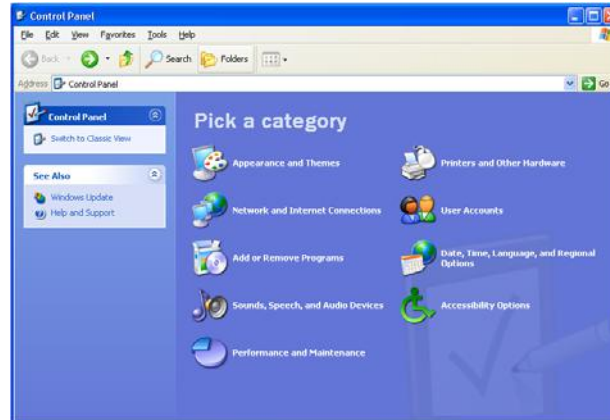
1. On the Windows desktop, click **Start** to display the Start window.



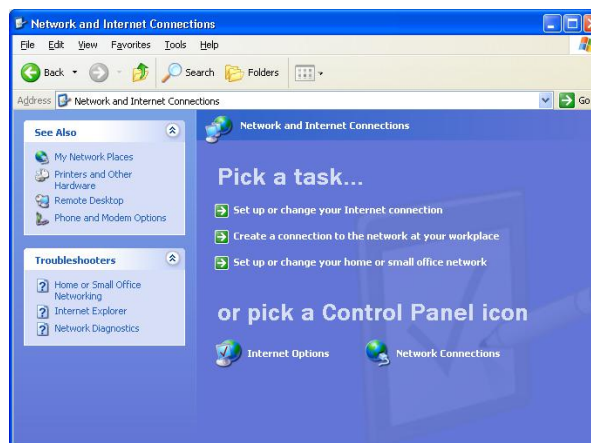
2. Click **Control Panel** to display the Control Panel window. The display varies, depending on the Windows XP view options. If the display is a Category view, as shown below, continue with step 3. Otherwise, skip to step 5.



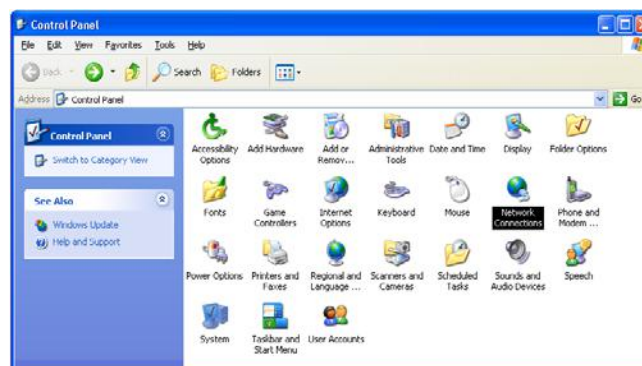
## 2 INSTALLATION



3. Click **Network and Internet Connections** to display the Network and Internet Connections window.

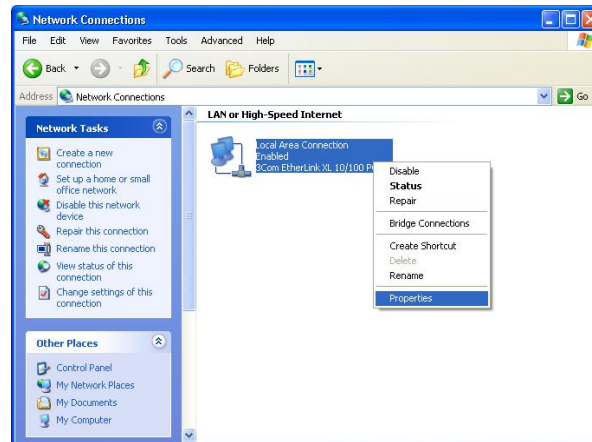


4. Click **Network Connections** to display the LAN or High-Speed connections. You can skip to step 7.
5. If a Classic view similar to the screenshot below is displayed, double-click **Network Connections** to display LAN or High-Speed Internet connections.

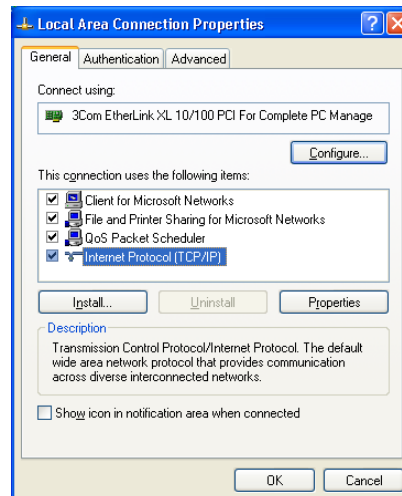


6. Right-click the network connection. If more than one connection is displayed, be sure to select the one for your network interface.

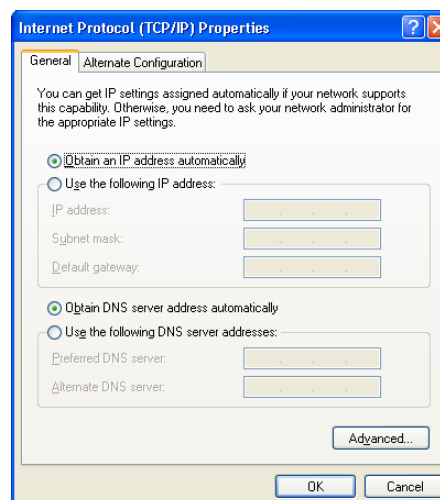
## 2 INSTALLATION



7. Select **Properties** from the drop-down menu to display the Local Area Connection Properties window. Be sure Internet Protocol (TCP/IP) is checked.



8. Select **Internet Protocol (TCP/IP)** and click **Properties** to display the Internet Protocol (TCP/IP) Properties window.



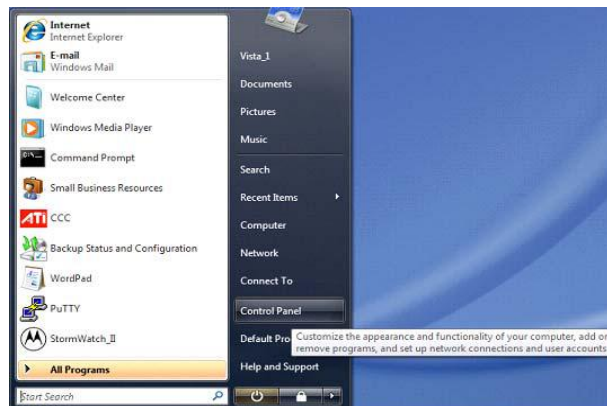
## 2 INSTALLATION

9. Make sure **Obtain an IP address automatically** and **Obtain DNS server address automatically** are selected.
10. Click **OK** to save the TCP/IP settings and exit the TCP/IP Properties window.
11. Click **OK** to exit the Local Area Connection Properties window.

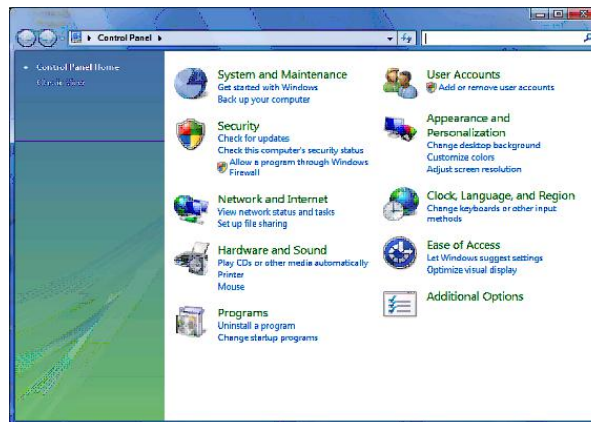
When you complete the TCP/IP configuration, go to [Verifying the IP Address in Windows 2000 or Windows XP](#).

### Configuring TCP/IP in Windows Vista

1. On the Windows desktop, click **Start** to display the Start window.



2. Click **Control Panel** to display the Control Panel Home window.

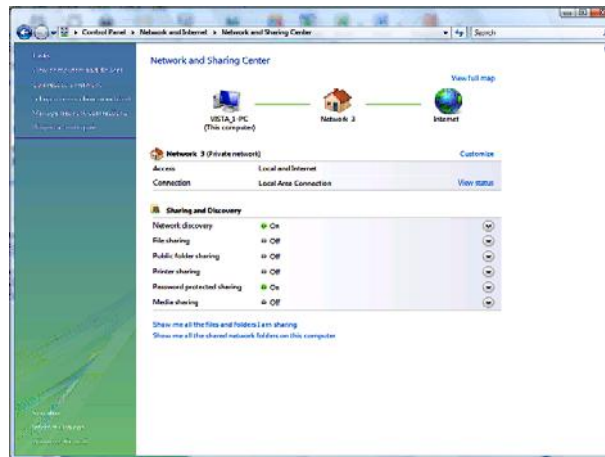


3. Double-click **Network and Internet** to display the Network and Internet window:

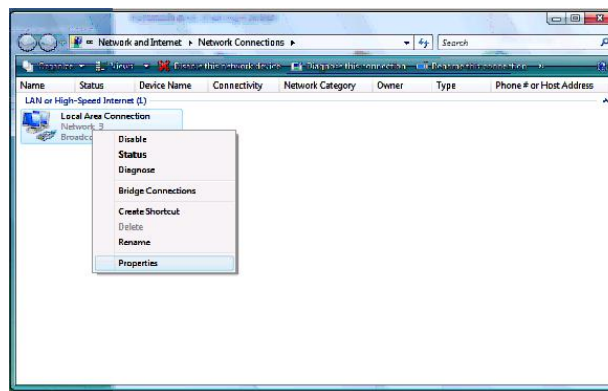


## 2 INSTALLATION

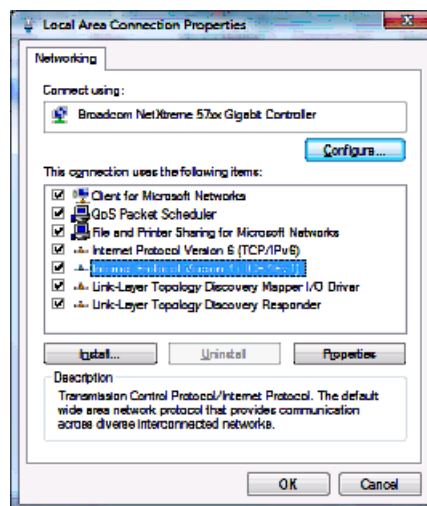
4. Double-click **Network and Sharing Center** to display the Network and Sharing Center window.



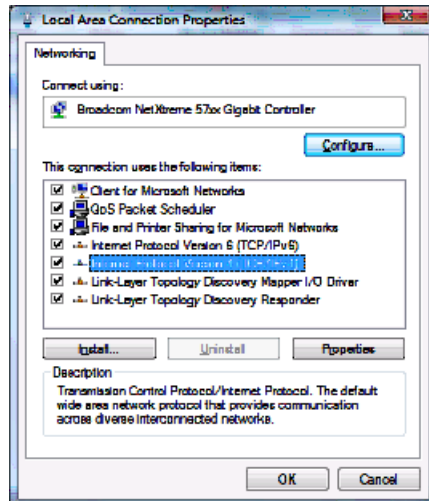
5. Click **Manage network connections** to display LAN or High-Speed Internet connections.



6. Right-click the network connection and select **Properties** to display the Local Area Connection Properties window.



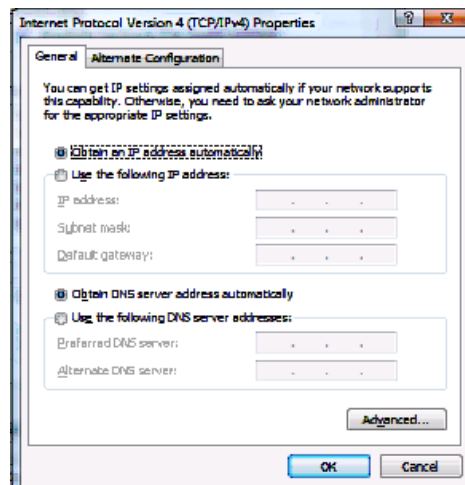
## 2 INSTALLATION





7. If more than one connection is displayed, make sure to select the one for your network interface.

Vista may prompt you to allow access to the Network Properties Options. If you see the prompt, **User Account Control -- Windows needs your permission to continue**, click **Continue**.

8. Select **Internet Protocol Version 4 (TCP/IPv4)** and click **Properties** to display the Internet Protocol Version 4 (TCP/IPv4) Properties window.



9. Make sure **Obtain an IP address automatically** and **Obtain DNS server address automatically** are selected.
10. Click **OK** to save the TCP/IP settings and close the Internet Protocol Version 4 (TCP/IPv4) Properties window.
11. Click **OK** to close the Local Area Connection Properties window.
12. Click  to close the Network Connections window.
13. Click  twice to exit the Network and Sharing Center window and the Control Panel.

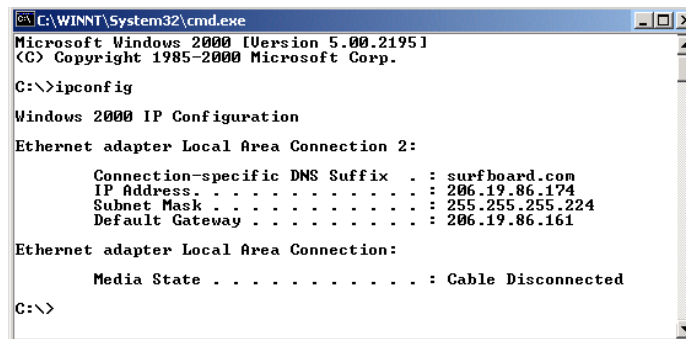
## 2 INSTALLATION

When you complete the TCP/IP configuration, go to [Verifying the IP Address in Windows Vista](#).

### Verifying the IP Address in Windows 2000 or Windows XP

Do the following to check the IP address:

1. On the Windows Desktop, click **Start**.
2. Select **Run**. The Run window is displayed.
3. Type **cmd** and click **OK** to display a command prompt window.
4. Type **ipconfig** and press **Enter** to display the IP configuration information. A display similar to the following indicates a normal configuration.



```
C:\WINNT\System32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\>ipconfig

Windows 2000 IP Configuration

Ethernet adapter Local Area Connection 2:

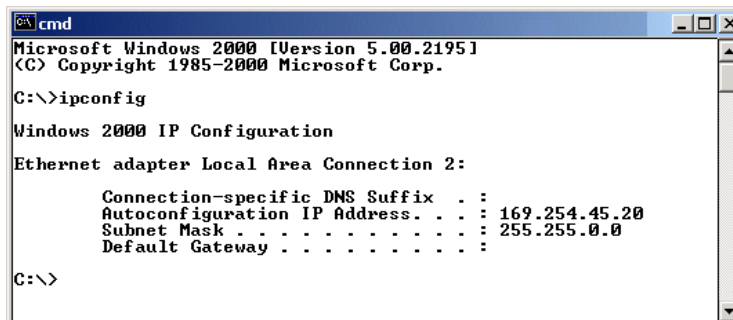
    Connection-specific DNS Suffix  . : surfboard.com
    IP Address. . . . .               : 206.19.86.174
    Subnet Mask . . . . .             : 255.255.255.224
    Default Gateway . . . . .         : 206.19.86.161

Ethernet adapter Local Area Connection:

    Media State . . . . .             : Cable Disconnected

C:\>
```

5. If, as in the following window, an Autoconfiguration IP Address is displayed, there is an incorrect connection between the PC and the SB6120, or there are [broadband](#) network problems.



```
cmd
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\>ipconfig

Windows 2000 IP Configuration

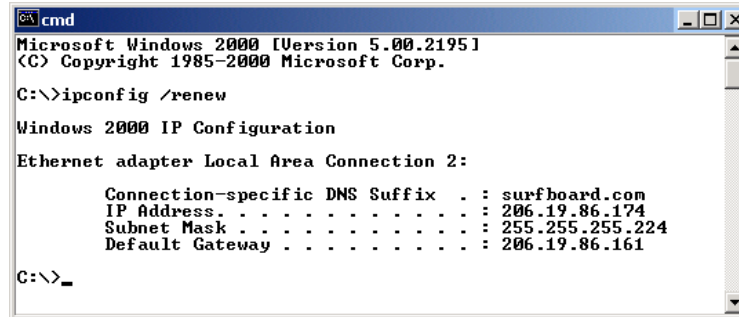
Ethernet adapter Local Area Connection 2:

    Connection-specific DNS Suffix  . : 
    Autoconfiguration IP Address. . . : 169.254.45.20
    Subnet Mask . . . . .             : 255.255.0.0
    Default Gateway . . . . .         : 

C:\>
```

6. After verifying the broadband connections, renew the IP address. Do the following to renew the IP address:
7. At the command prompt, type **ipconfig /renew** and press **Enter**. If a valid IP address is displayed as shown, Internet access should be available.

## 2 INSTALLATION



```
cmd
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\>ipconfig /renew

Windows 2000 IP Configuration

Ethernet adapter Local Area Connection 2:

    Connection-specific DNS Suffix  . : surfboard.com
    IP Address. . . . . : 206.19.86.174
    Subnet Mask . . . . . : 255.255.255.224
    Default Gateway . . . . . : 206.19.86.161

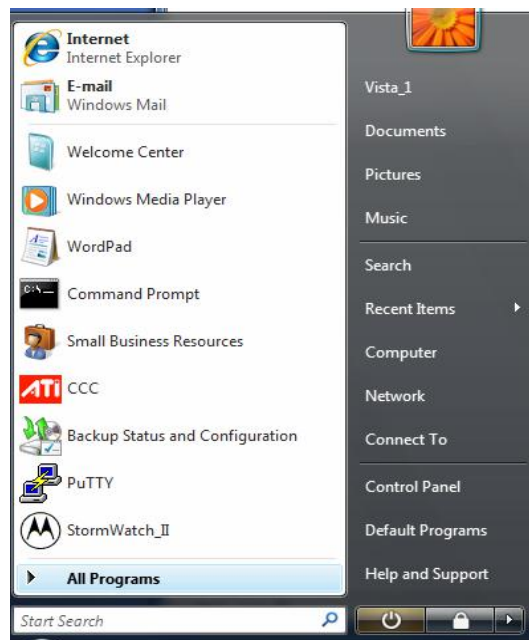
C:\>
```

8. Type **exit** and press **Enter** to return to Windows.
9. If the computer cannot access the Internet after performing this procedure, call your Internet Service provider for help.

### Verifying the IP Address in Windows Vista

Do the following to verify the IP address:

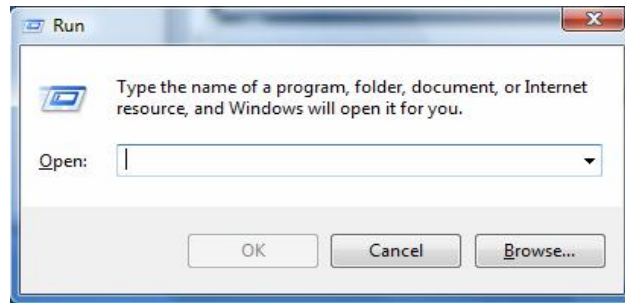
1. On the Windows Vista desktop, click **Start** to display the Start Menu.
2. Click **All Programs**.



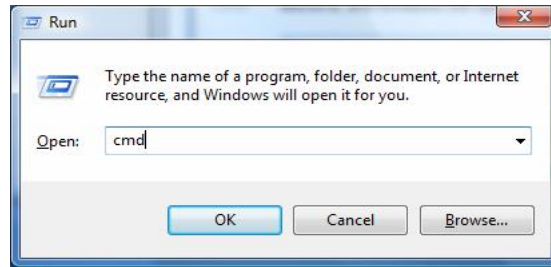
3. Click **Accessories**.



## 2 INSTALLATION



5. Type **cmd** and click **OK** to open a command prompt window.



6. Type **ipconfig** and press **Enter** to display the IP Configuration.

A display similar to the following indicates a normal configuration.

```
C:\Windows\system32\cmd.exe
C:\Users\Vista_1>ipconfig
Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    Link-local IPv6 Address . . . . . : fe80::5db3:468b:1f5b:7c98%9
    IPv4 Address. . . . . : 192.168.1.4
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1

Tunnel adapter Local Area Connection* 6:

    Connection-specific DNS Suffix  . : 
    IPv6 Address. . . . . : 2001:0:4136:e37a:108a:b5a:3f57:febh
    Link-local IPv6 Address . . . . . : fe80::108a:b5a:3f57:febh%8
    Default Gateway . . . . . : 

Tunnel adapter Local Area Connection* 7:

    Connection-specific DNS Suffix  . : 
    Link-local IPv6 Address . . . . . : fe80::5efe:192.168.1.4%10
    Default Gateway . . . . . : 

C:\Users\Vista_1>
```

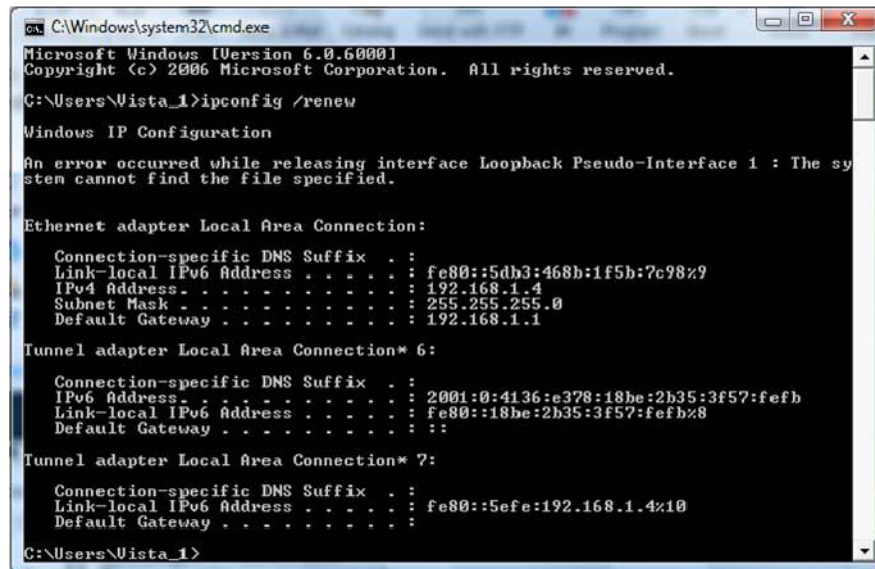
7. If an Autoconfiguration IP Address is displayed, there is an incorrect connection between the PC and the SB6120, or there are broadband network problems.

Do the following to renew the IP address:

At the command prompt, type **ipconfig /renew** and press **Enter**. If a valid IP address is displayed as shown, Internet access should be available.



## 2 INSTALLATION



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.0.6000]
Copyright (c) 2006 Microsoft Corporation. All rights reserved.

C:\Users\Vista_1>ipconfig /renew

Windows IP Configuration

An error occurred while releasing interface Loopback Pseudo-Interface 1 : The system cannot find the file specified.

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . : 
    Link-local IPv6 Address . . . . . : fe80::5db3:468b:1f5b:7c98%9
    IPv4 Address. . . . . : 192.168.1.4
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1

Tunnel adapter Local Area Connection* 6:

    Connection-specific DNS Suffix . : 
    IPv6 Address. . . . . : 2001:0:4136:e378:18be:2b35:3f57:fefb
    Link-local IPv6 Address . . . . . : fe80::18be:2b35:3f57:fefb%8
    Default Gateway . . . . . : ::

Tunnel adapter Local Area Connection* 7:

    Connection-specific DNS Suffix . : 
    Link-local IPv6 Address . . . . . : fe80::5efe:192.168.1.4%10
    Default Gateway . . . . . : 

C:\Users\Vista_1>
```

8. Type **exit** and press **Enter** to return to Windows.

If the computer cannot access the Internet after performing this procedure, call your Internet Service provider for help.



### 3 TROUBLESHOOTING

If the solutions listed here do not solve your problem, contact your service provider. Before calling your service provider, try pressing the reset button on the rear panel of the SB6120. Resetting the SB6120 may take 5 to 30 minutes. Your service provider may ask for the status of the lights as described in [Front-Panel Lights and Error Conditions](#).

Problem	Possible Solution
<b>Power light is off</b>	Check that the SB6120 is properly plugged into the electrical outlet.  Check that the electrical outlet is working.
<b>Cannot send or receive data</b>	On the top front panel, note the first light that is off. This light indicates where the error occurred, as described in <a href="#">Front-Panel Lights and Error Conditions</a> . If you have cable TV, check that the TV is working and the picture is clear. If you cannot receive regular TV channels, your data service will not function.  Check the coaxial cable at the SB6120 and wall outlet. Hand-tighten if necessary.  Check the IP address. Follow the steps for verifying the IP address for your system described in <a href="#">Configuring TCP/IP</a> . Call your service provider if you need an IP address.  Disconnect and reconnect the Ethernet cable from the cable modem and your computer to make sure it is properly seated.

#### Front-Panel Lights and Error Conditions

Light	Turns Off During Startup If:	Turns Off During Normal Operation If:
<b>DS</b>	The downstream receive channel cannot be acquired	The downstream channel is lost
<b>US</b>	The upstream send channel cannot be acquired	The upstream channel is lost
<b>ONLINE</b>	IP registration is unsuccessful	The IP registration is lost
<b>POWER</b>	The SB6120 is not properly plugged into the power outlet	The SB6120 is unplugged



## 4 CONTACT US

If you need assistance while working with the SB6120, contact your Internet Service provider.

For information about customer service, technical support, or warranty claims, see the Motorola Regulatory, Safety, Software License, and Warranty Information card provided with the SB6120.

For answers to typical questions, see [Frequently Asked Questions](#).



## 5 FREQUENTLY ASKED QUESTIONS

Here are answers to questions our customers frequently ask:

**Q What is high-speed cable Internet access?**

**A** Cable Internet access uses cable television wires instead of telephone lines to connect to the Internet. It is extremely fast and affordable and does not tie up telephone lines for incoming or outgoing calls and faxes.

**Q How fast is a cable modem?**

**A** A DOCSIS 3.0 cable modem offers Internet access at speeds up to four times faster than traditional cable modem services and hundreds times faster than a traditional telephone modem. Depending on the service offering you have subscribed to, you can experience speeds of over 100Mbps. Network conditions such as traffic volume and the speed of the sites you visit can affect download speeds.

**Q Can I still watch cable TV while using my cable modem?**

**A** Yes, your cable TV line can carry the TV signal while you send and receive information on the Internet.

**Q What are CableLabs Certified, DOCSIS and Euro-DOCSIS?**

**A** CableLabs® Certified, DOCSIS, and Euro-DOCSIS are the industry standards for high-speed data distribution over cable television system networks. They are intended to ensure that all compliant cable modems interface with all compliant cable systems. Your Motorola SB6120 cable modem is DOCSIS or Euro-DOCSIS certified.

**Q If I have a cable modem, can I still use my old 28.8 Kbps or 56 Kbps modem?**

**A** Yes! Although once you've experienced the speed of cable Internet access, you'll never again want to wait for traditional dial-up services.

**Q Do I need to change my Internet service provider (ISP)?**

**A** Currently, most Internet service providers do not provide cable Internet access. Contact your cable company for your specific information.

## 5 FREQUENTLY ASKED QUESTIONS

**Q Do I need to subscribe to cable TV to get cable Internet access?**

**A** No, but you will need to subscribe to cable Internet service. Some systems require that you subscribe to basic service before you can get Internet access and/or offer a discount when you use your own cable modem. Check with your local cable company for specific information.

**Q I am not getting the data speeds I expected.**

**A** Contact your service provider to verify the data bandwidth available to you.

**Q I can receive files much more quickly than I can send them?**

**A** This modem has the capability to bond multiple downstream channels, which will increase the capacity to receive data. The upstream data path does not have the same capacity. Please verify the actual bandwidth available to you with your service provider.

**Q What type of technical support is available?**

**A** For questions about your Internet service, connection, or cable modem, contact your cable service provider.

**Q What do I do if my SB6120 SURFboard Downstream Channel Bonding Cable Modem stops working?**

**A** [Troubleshooting](#) provides tips to diagnose problems and simple solutions. If you continue to have problems, call your Internet service provider.

**Q Can I still watch cable TV while using my SB6120?**

**A** Yes, your cable TV line can carry the TV signal while you send and receive information on the Internet.



## 6 GLOSSARY

This glossary defines terms and lists acronyms used with the SB6120.

TERM	DEFINITION
<b>broadband</b>	High bandwidth network technology that multiplexes multiple, independent carriers to carry voice, video, data, and other interactive services over a single cable. A communications medium that can transmit a relatively large amount of data in a given time period. A frequently used synonym for cable TV that can describe any technology capable of delivering multiple channels and services.
<b>CableLabs</b>	A research consortium that defines the interface requirements for cable modems and acknowledges that tested equipment complies with DOCSIS.
<b>client</b>	In a client/server architecture, a client is a computer that requests files or services, such as file transfer, remote login, or printing from the server. Also called a CPE.
<b>coaxial cable (coax)</b>	A type of wire consisting of a center wire surrounded by insulation and a grounded shield of braided wire. The shield minimizes electrical and radio frequency interference.
<b>DOCSIS</b>	The CableLabs Data-Over-Cable Service Interface Specification defines interface standards for cable modems and supporting equipment.
<b>download</b>	To copy a file from one computer to another. You can use the Internet to download files from a server to your home PC. A DOCSIS cable modem downloads its configuration from a server during start-up.
<b>downstream</b>	In a cable data network, downstream describes the direction of data received by your computer from the Internet.
<b>driver</b>	Software that enables a computer to interact with a network or other device. For example, there are drivers for printers, monitors, graphics adapters, modems, Ethernet, USB, HPNA, and many others.
<b>Ethernet</b>	The most widely used type of local area network (LAN). The most commonly installed Ethernet networks are called 10Base-T. 10Base-T provides transmission speeds up to 10 megabits per second (Mbps), usually over twisted-pair wire. Fast Ethernet (100Base-T) provides transmission speeds up to 100 Mbps. Gigabit (GigE) Ethernet provides speeds up to 1 gigabit.

## 6 GLOSSARY

TERM	DEFINITION
<b>expansion slot</b>	An opening in a computer where a circuit board can be inserted to add new capabilities.
<b>F-type connector</b>	A type of connector used to connect coaxial cable to equipment such as the SB6120.
<b>IP address</b>	An Internet Protocol address is an identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the destination IP address. Your cable service provider assigns your cable modem an IP address to provide a continuous Internet connection.
<b>MAC address</b>	The Media Access Control Address uniquely identifies each device that can be connected to an Ethernet network. It is permanently written to read-only memory (ROM) at the factory and printed on the rear panel of your SB6120 SURFboard DOCSIS 3.0 Cable Modem. You need to provide the MAC address to your cable service provider.
<b>MHz</b>	Mega Hertz. A measure of radio frequency - millions of cycles per second. One MHz means one million cycles per second.
<b>RJ-45</b>	The most common type of connector for Ethernet networks.
<b>splitter</b>	A splitter is a device that divides the signal power from an input cable equally between two or more signals, each carrying a selected frequency range.
<b>TCP/IP</b>	Transmission Control Protocol/Internet Protocol is a set of protocols that provides standards and rules for communication between networks.
<b>two-way</b>	A cable or fiber optic system that can transmit signals in both directions to and from the headend and the cable modem.
<b>upstream</b>	In a cable data network, upstream describes the direction of data sent from your computer to the Internet.



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