SURFboard® SB6121
DOCSIS® 3.0 Cable Modem

MOTOROLA | ARRIS

Quick Startup Guide

IMPORTANT

You must have a live broadband cable service already installed in your home before installing the SB6121 Cable Modem. If you do not, please contact your service provider for assistance.

You may be asked to provide the **MAC address** and **Serial number** located on the bottom of your modem (see back page for details).

Included in the Box

- **SB6121 Cable Modem**
- **Power Supply**
- **Ethernet Cable**
- **Software License & Warranty Card**
- **Quick Startup Guide**

Testing Your Modem
(see connection diagram)

Before starting, make sure your cable service is up and running, and that the coaxial cable is already connected to your home's cable outlet. If not, contact your service provider.

1. Connect the other end of the coaxial cable (connected to the cable wall outlet) to the Cable connector on the rear panel of your modem. Hand-tighten each connector.

2. Plug the power cord into the Power port on the rear panel of your modem and into an electrical wall outlet. This automatically powers ON your modem.

3. Connect the Ethernet cable to the Ethernet port on your computer (or other device) and to the Ethernet port on the rear panel of your modem.
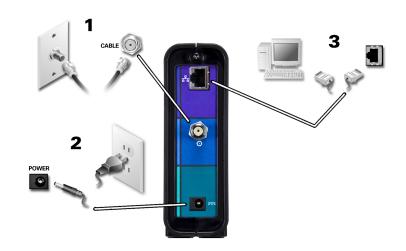
Testing Your Modem

1. Power ON your computer. The **RECEIVE**, **SEND**, and **ONLINE** LEDs on your modem should first FLASH (blink) and then light up SOLID. See next page for more LED information.

   Note: If all three LEDs did not light up SOLID, contact your service provider.

2. Open a web browser of your choice, such as Internet Explorer, Firefox, or Google Chrome, or Safari.

3. Type a valid URL (for example, **www.arrisi.com/consumer**) in the address bar and click or press **Enter** to test your network connection.
   - If the web page opens, your modem was set up properly.
   - If the web page does not open, you may have to contact your current service provider to set up your Internet service or activate your modem.

BEFORE RETURNING THIS PRODUCT TO THE STORE for any reason, please call ARRIS Technical Support:
1-877-466-864
Please visit **www.arrisi.com/consumer** for FAQs and additional product documentation.

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Front Panel LEDs

- Power
- Receive
- Send
- Online
- Link

During normal operation, the **POWER**, **RECEIVE**, **SEND**, and **ONLINE** LEDs should always be lit SOLID. The **LINK** LED should FLASH during data transfer.

*Note: During startup, all LEDs will first FLASH and then light up **SOLID** in sequence. If an LED lights up **SOLID** and the next LED does not FLASH, please contact your service provider for assistance.*

ICON	LED STATUS
⏻	**Green** (ON): Indicates power to the modem is properly connected
⬇	**Green** (ON): Indicates a downstream (receive data) channel connection **Blue*** (ON): Indicates a bonded downstream (receive data) channel connection
⬆	**Green** (ON): Indicates an upstream (send data) channel connection **Blue*** (ON): Indicates a bonded upstream (send data) channel connection
🌐	**Green** (ON): Indicates Internet connectivity
⟿	**Amber** (ON): Indicates a device, computer, or router is connected to the Ethernet port and is operating in Ethernet (10Base-T) or Fast Ethernet (100Base-T) mode **Blue*** (ON): Indicates a device, computer, or router is connected to the Ethernet port and is operating in high-speed Gigabit Ethernet (1000Base-T) mode

*High-speed data service may not be available in your location. Check with your service provider for more information.

Modem Label

Please note: The SB6121 modem label is located on the bottom of your cable modem. It contains specific ID information for your modem.

To receive cable service, your service provider may request the Media Access Control (MAC) address (see **HFC MAC ID**) and serial number (see **S/N**) located on the modem label.