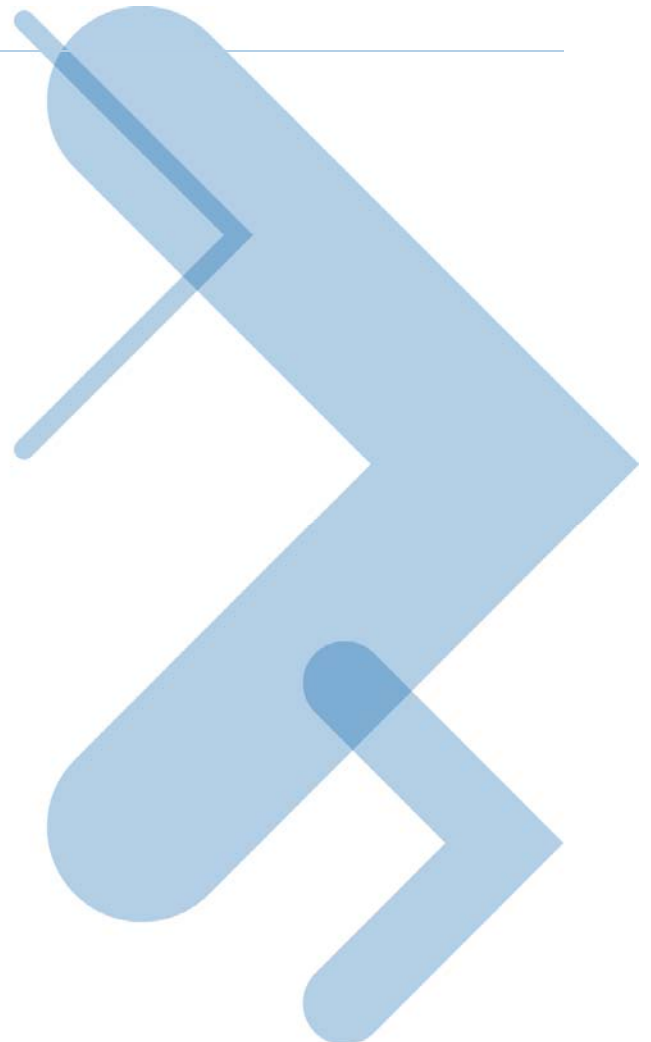




Digital Voice Modem[®]

SBV5122 Digital Voice Modem Series

Installation Guide





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Safety and Regulatory Information

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.
- 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 indicated in this manual.
- Disconnect the TNV circuit connector before removing the cover.
- 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 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.

IMPORTANT VOIP SERVICE INFORMATION

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.*



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.

CAUTION: Changes and modifications not expressly approved by Motorola for compliance could void the user's authority to operate the equipment.

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., 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.



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.

INTERNATIONAL DECLARATION OF CONFORMITY

We,

Motorola, Inc.

101 Tournament Drive

Horsham, PA, U.S.A.

declare under our sole responsibility that the

SBV5122 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 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



1

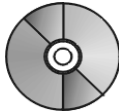
Getting Started

Contents and System Requirements

Thank you for purchasing a Motorola SURFboard® product. Please take a few moments to become familiar with the product before starting the installation. To learn more about Motorola products, visit us at www.motorola.com.

Inside the Box

Before installing your Motorola SBV5122 Digital Voice Modem, verify that the items listed below are in the box:

Items			
Power Supply		SBV5122U USB Driver Installation CD-ROM (available with SBV5122U models only)	
Ethernet cable		Quick Install Sheet and Warranty Card	



Minimum System Requirements

The SBV5122 is compatible with the following operating systems:

- Windows XP (Service Pack 2)
- Windows Vista
- MAC 10.4

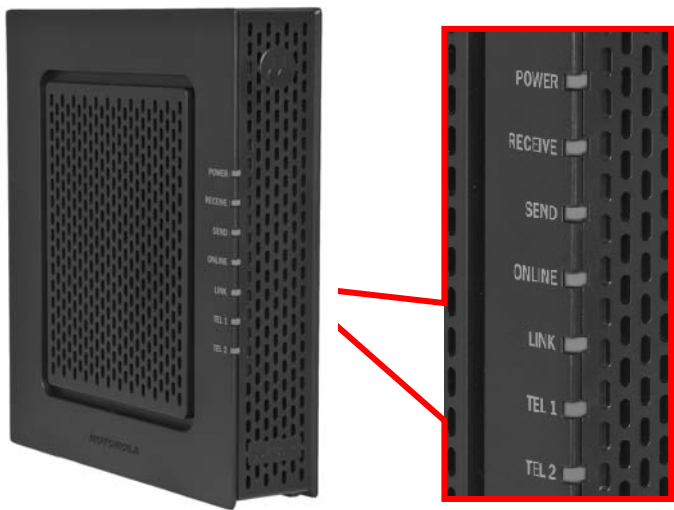


2

Overview

SBV5122 Front and Rear Panels

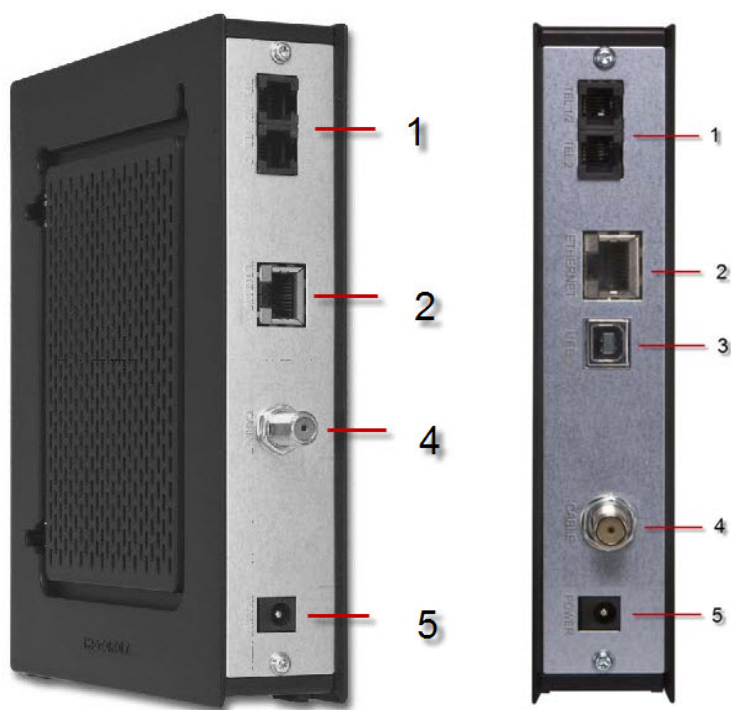
SBV5122 Front Panel



LED	When the LED is...	Then the modem is...
POWER	On (never flashes)	On
RECEIVE	- Flashing - ON (and not flashing)	- Scanning for a downstream channel - Connected to a downstream channel



LED	When the LED is...	Then the modem is...
SEND	• Flashing • ON (and not flashing)	• Scanning for a upstream channel • Connected to a upstream channel
ONLINE	• Flashing • ON (and not flashing)	• Scanning for a network connection • Online and the startup process is complete
LINK	• Flashing • ON (and not flashing)	• Scanning for a network connection • Connection established
TEL 1/2	• Flashing	Phone is off hook
TEL 2	• ON (and not flashing)	Phone is in use



SBV5122 Rear Panel

Key	Item	Description
1	TEL 1/2 TEL 2	Connects to a single or two-line telephone Connects to a single line telephone
2	ETHERNET	Connects to Ethernet-equipped devices
3	USB*	Connect to USB-equipped devices (available on SBV5122U models)
4	CABLE	Connects the modem to a cable wall outlet coaxial cable connection
5	POWER	Provides power to the cable modem

* USB capabilities are only available when connected to a computer using Windows™. The USB capabilities are not available when the computer uses a MAC or UNIX OS.



3

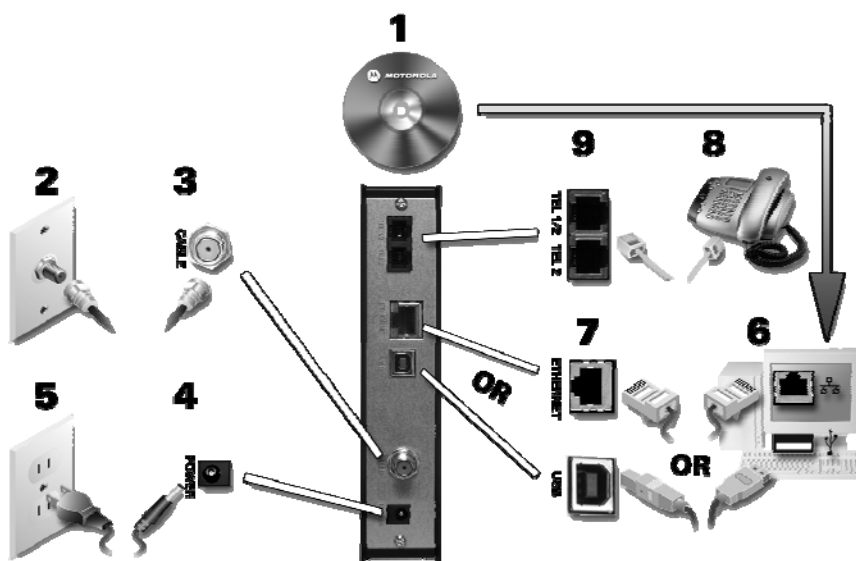
Cabling and Powering Up the SBV5122

CAUTION This product is for indoor use only. Do not route the USB, Ethernet and/or telephone cables outside of the building. Exposure of the cables to lightning could create a safety hazard and damage the product.

CAUTION Contact your service provider before connecting your digital voice modem to existing telephone wiring. DO NOT connect the telephone wire to a traditional telephone (PSTN) service.

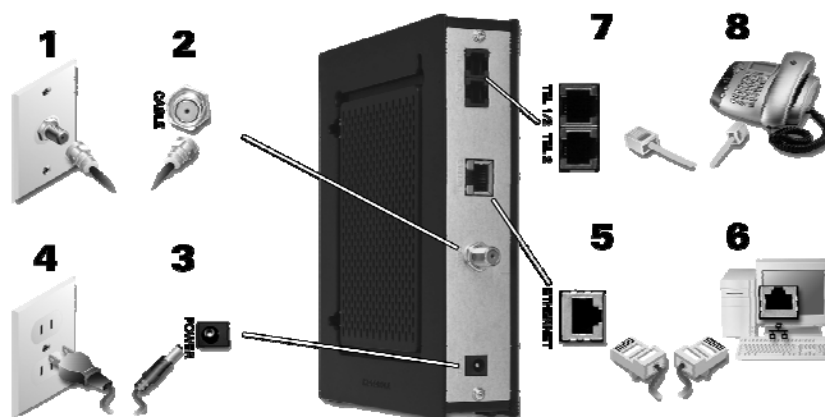
SBV5122U Cabling Instructions

1. Insert the CDROM into your computer to load the USB driver.
2. Connect one end of the coaxial cable to the cable outlet.
3. Connect the other end of the coaxial cable to the cable connector on the modem.
4. Insert the power cord into the power port on the modem.
5. Plug the other end of the power cord into an electrical outlet.
6. Insert one end of the USB/Ethernet cable into your computer.
7. Insert the other end of the USB/Ethernet cable port on the modem.
8. Insert one end of a telephone cable into the Tel 1/2 or Tel 2 port.
9. Connect the other end of the telephone cable to a telephone (to make or receive calls active VoIP service is required).



SBV5122N Cabling Instructions

1. Connect one end of the coaxial cable to the cable outlet.
2. Connect the other end of the coaxial cable to the cable connector on the modem.
3. Insert the power cord into the power port on the modem.
4. Plug the other end of the power cord into an electrical outlet.
5. Insert the other end of the Ethernet cable port on the modem.
6. Insert one end of the Ethernet cable to your computer.
7. Insert one end of a telephone cable into the Tel 1/2 or Tel 2 port.
8. Connect the other end of the phone cable to a telephone (to make or receive calls active VoIP service is required).



Connecting to the Internet

After cabling and powering up the SBV5122, open a web browser, type in a web address to verify that you can connect to the Internet.

If you are unable to connect to the Internet, it may be necessary to restart your computer (please try this option first), change your settings, or reset your IP address.

Configuring TCP/IP In Windows XP

1. Click **Start**.
2. Click **Control Panel**.
3. Click **Network and Internet Connections / Network Connections** (will vary according to settings).
4. Click **LAN** or **High-Speed Internet** connections.
5. Select **Properties** from the drop-down menu. Be sure Internet Protocol (TCP/IP) is checked.
6. Select **Internet Protocol (TCP/IP)** and click **Properties**.
7. Verify that **Obtain an IP address automatically** and **Obtain DNS server address automatically** are selected.
8. Click **OK** to save the TCP/IP settings.
9. Click **OK** to exit the Local Area Connection Properties window.



Configuring TCP/IP in Windows Vista

1. Click **Start**.
2. Right click on **Network**.
3. Scroll down to **Properties**.
4. Click **Manage network connections**.
5. Right-click on the appropriate (if more than one listing) Local Area Connection.
6. Click **Properties**. Vista may prompt you for permission to continue – Click Continue.
7. Select **Internet Protocol Version4 (TCP/IPv4)** and click **Properties**.
8. Verify that the **Obtain an IP address automatically** and **Obtain DNS server address automatically** options are selected.
9. Click **Advanced**. Use the table below to verify the Advanced TCP/IP Settings:

IP Settings Tab	DNS Tab	WINS Tab
DHCP Enabled listed IP address box Default gateways box is empty Automatic metric is selected	DNS server addresses box is empty Append primary and connection specific DNS suffixes is selected Append parent suffixes of the primary DNS suffix is checked Register this connection's addresses in DNS is checked Append these DNS suffixes (in order) is not selected	WINS addresses box is empty Enable LMHOSTS lookup is checked Default: Use NetBIOS setting from the DHCP server is selected

10. Click **OK**.
11. Click **Alternate Configuration** and verify that **Automatic private IP address** is selected.
12. Click **OK**. Vista prompts you to restart your computer.

Verifying the IP Address for Windows XP or Windows Vista

Windows XP

1. Click **Start**.
2. Select **Run**.
3. Type **cmd** and click **OK**.
4. Type **ipconfig** and press **ENTER** to display your IP configuration.



Windows Vista

1. On the Windows Vista desktop, click **Start**.
2. Click **All Programs**.
3. Click **Accessories**.
4. Click **Run** to display the Run window.
5. Type **cmd** and click **OK** to open a command prompt window.
6. Type **ipconfig** and press **Enter** to display the IP Configuration.

If an **Autoconfiguration IP Address** appears, there is an incorrect connection between your PC and the digital voice modem (check the cable connections and your television service), or you may need to renew your IP address.

Renewing Your IP Address in a Windows XP or Vista

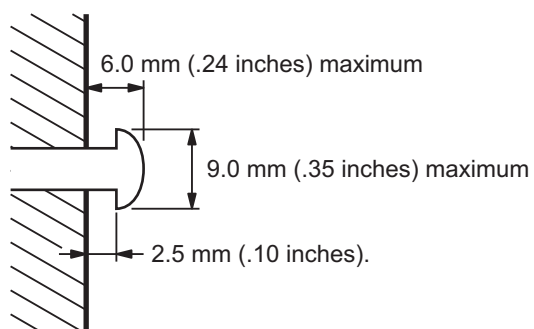
1. Click **Start**.
2. Select **Run**.
3. Type **cmd** and click **OK**.
4. Type **ipconfig /renew** and press **ENTER**. If a valid IP address is displayed as shown, Internet access should be available.
5. Type **exit** and press **ENTER** to return to Windows.

If problems persist, contact your Internet Service Provider.

Wall Mounting the SBV5122

Before wall mounting the SBV5122:

- 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).
- Make sure the AC power plug is disconnected from the wall outlet and all cables are removed from the back of the SBV5122 before starting the installation.
- Determine which direction the SBV5122 will be mounted (horizontally or vertically).
- Review the hardware dimensions in the diagram below to avoid damaging the mount surface and/or the product.



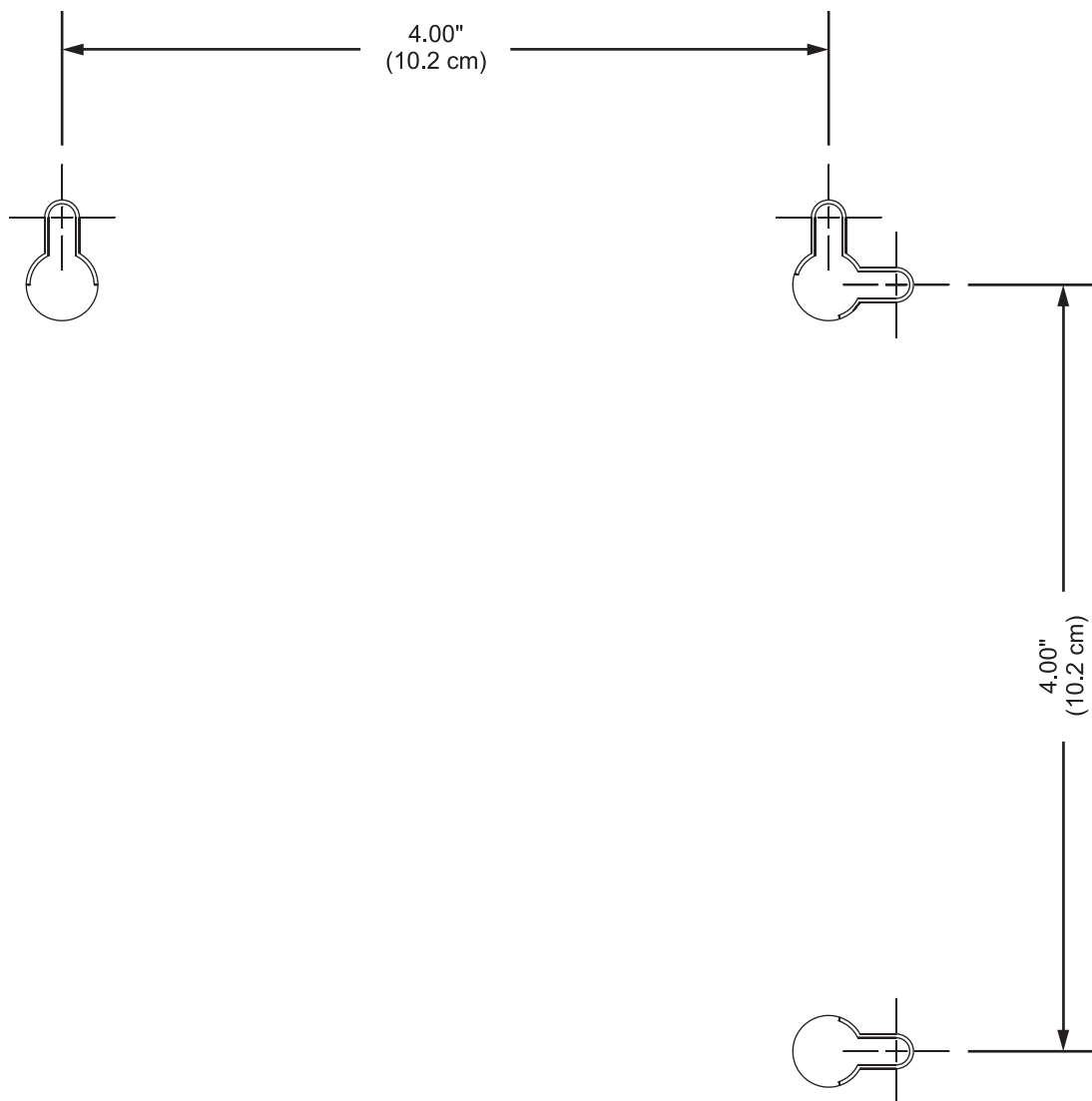
If possible, mount the unit to concrete, masonry, a wooden stud, or some other very solid wall material. Use anchors if necessary (for example, if you must mount the unit on drywall).

CAUTION

Before drilling holes, check the structure for potential damage to water, gas, or electric lines.



Wall Mounting Template



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.



Software License and Warranty

SBV5122 VoIP Cable Modem

Software License

Motorola, Inc.

101 Tournament Drive, Horsham, PA 19044

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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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