

SURFboard® SB6182 DOCSIS® 3.0 Cable Modem



Install Sheet

IMPORTANT

Please contact your service provider if you do not already have a cable service installed or you do not currently subscribe to a high-speed cable service.

You may need to provide your modem's MAC address and serial number (see next page for details).

Connecting the Modem

Before starting, make sure of the following:

- Cable service is up and running.
- Coaxial cable is already connected to the home's cable outlet. If not, contact your service provider.
- Computer is turned OFF.

1. Connect the coaxial cable to the cable outlet (or cable splitter) and the other end to the Cable connector on the rear of the modem.
2. Plug the power cord into the Power port on the rear of the modem and the other end into an electrical outlet. This will automatically power ON the modem.
3. Connect the Ethernet cable (included) to the Ethernet port on the rear of the modem and the other end to the Ethernet port on the computer (or other device).

Starting the Modem

1. Power ON the computer and log in. Check that the **Receive**, **Send**, and **Online** LEDs on the modem are lit SOLID (not flashing). See next page for more LED information.

Note: If all three LEDs did not turn ON, check each cable connection (coaxial, Ethernet, and power) and hand-tighten, if necessary. Contact your service provider if problem continues.

2. Open a web browser of your choice, such as Internet Explorer, Firefox, or Google Chrome.
3. Type any valid URL (for example, **www.motorola.com**) in the address bar to test the network connection.
 - If the web page opens, the 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.



Additional product information is available in the **SB6182 Cable Modem User Guide**.

Please visit **www.motorola.com/us/support**.

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Product Operation

Front Panel LEDs



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

Note: During startup, all LEDs will **FLASH** and then turn **ON** in sequence. If an LED turns **ON** and the next LED does not **FLASH**, please contact your service provider.

Modem Label



Please note: The SB6182 modem label is located on the bottom of the modem. It contains specific ID information for the 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.

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 internet access service may not be available in your location. Check with your service provider for more information.

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