**SURFboard® Cable Modem**

**Quick Reference Guide**

1. Insert the CD-ROM only if you are going to make a USB connection or to read the SB5100 User Guide.

2. Power adapter may vary from illustration.

3. Ethernet OR USB.

4. Your computer may vary from illustration.

5. Do not connect both the Ethernet and USB Cable to your PC. Use one or the other depending on your PC Configuration.

6. Ethernet

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**SURFboard® Cable Modem**

**Troubleshooting**

This information is to help you quickly solve a problem. Before calling your service provider, try unplugging and plugging in the cable modem power cord in the AC wall outlet to restart the cable modem.

<table>
<thead>
<tr>
<th>The Problem</th>
<th>The Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green POWER light is OFF</td>
<td>Check that the power adapter is plugged in. Power adapter may vary from illustration.</td>
</tr>
<tr>
<td></td>
<td>Try pressing the Standby button.</td>
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<tr>
<td>Cannot receive or send data</td>
<td>If you have cable TV, check that your TV is working and the picture is clear. If you cannot receive your regular TV channels, your data service will not function.</td>
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<tr>
<td></td>
<td>Try pressing the Standby button if the Standby light is ON.</td>
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<tr>
<td></td>
<td>Check the coaxial cable at the cable modem and wall outlet. Hand-tighten if necessary.</td>
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<tr>
<td></td>
<td>Check that the Ethernet cable is properly connected to the cable modem and your computer.</td>
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<tr>
<td></td>
<td>Check the IP address by following the steps in “Verifying the IP Address in Windows® 95, 98, or Windows Me®” or “Verifying the IP Address in Windows® 2000 or Windows XP®” in the User Guide (on the CD-ROM). For non-Windows users, you must have Adobe Acrobat Reader installed before opening the User Guide. Call your cable provider if you need an IP address.</td>
</tr>
<tr>
<td></td>
<td>Check the lights on the front panel. Note the first light from top to bottom that is off. This light indicates where the error occurred as described in “Front-Panel Lights and Error Conditions” in the User Guide (on the CD-ROM).</td>
</tr>
</tbody>
</table>
You must check these things in order, when there is a problem with your COMCAST internet service.

- Look at the cable modem’s lights.
- Verify the power light is on.
- Verify the online light and the send/receive are solid and not blinking.

If either of these lights are not on or are blinking, write down the 12 digit HFC MAC ID number located on the white sticker on the bottom of the cable modem. Contact COMCAST Technical Support at 1-800-316-1619.

**If the lights are lit up and solid:**

- Properly shut down your computer.
- Unplug the power cord from the modem.
- Wait 2 seconds.
- Plug the power cord back in to the modem.
- Start your computer.

**Note:** If you have a mini-hub you will need to reset the equipment in this order:

- Shut down your computer.
- Unplug the power cord from the mini-hub.
- Unplug the power cord from the modem.
- Wait 2 seconds.
- Plug the power cord back in to the modem.
- Plug the power cord back in to the mini-hub.
- Start your computer.

If these steps are followed and you are still having trouble, please report the problem to COMCAST technical support 1-800-316-1619 (followed by voice options: Press 1 for business class customers; Enter zip code: 17325; WAIT, it will ask for the account number; WAIT, it will ask for the business phone number; then Press 1 for technical support, Press 1 for internet service, Press 2 connections issues, and Press 1 for no connection.)

**Mini-Hub Instructions:**

![Mini-Hub Instructions Diagram]

**Troubleshooting**

**The Power light is not lit**

The switch has no power.

- Make sure the power cord is properly connected to the switch.
- Make sure the power adapter is properly connected to a functioning power outlet. If it’s in a power strip, make sure the power strip is turned on. If the socket is controlled by a light switch, make sure the switch is in the on position.
- Make sure you are using the NETGEAR power adapter supplied with your switch.

**The Port number light is not lit for a connected device or stays on continuously**

There’s a hardware connection problem.

- Make sure the cable connectors are securely plugged in at the switch and the device.
- Make sure the connected device is turned on.
- If the Ethernet cable is connected to a NIC or other Ethernet adapter, make sure the card or adapter is installed correctly and is working.
- Make sure the cable is less than 328 feet (100 meters).

1. Place the switch on a flat surface using either the attached feet or the provided vertical stand.
2. For each device, insert one end of an Ethernet cable into the port in the device and insert the other end into one of the Ethernet ports on the switch.
   **Note:** If you have more than 5 or 8 devices to connect to this switch, you must connect them to a hub or other switch and then connect that hub or switch to this switch.
3. Connect the power adapter’s cord into the back of the switch and then plug the adapter into a power source (such as a wall socket or power strip).
   The Power light should light up.
   The corresponding port number for each connected and powered device should light when link (connection), and flash when activity occurs.
   **Note:** If any light does not operate as indicated, go to the Troubleshooting section.