

The Problem

Green POWER light is off

Cannot receive or send data

This information is to help you quickly solve a problem. Before calling your service provider, try pressing the reset button on the rear panel. Resetting the SB4100 may take 5 to 30 minutes. Your service provider will need to know the status of the front-panel lights.

Possible Solution

- Check that the power cord is properly plugged into the wall outlet and the rear panel of the SB4100.
- Check that the electrical outlet is working.
- Check that the Standby button is not depressed. Press to reconnect Internet service.
- Call your service provider.

- 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. If the first light that is off is:

Receive During normal operation, the receive channel is lost. During startup, the receive channel is not acquired.

Send During normal operation, the send channel is lost. During startup, the send channel is not acquired.

Online During normal operations, the IP registration is lost. During startup, the IP registration was not successful.

Power Standby button is depressed, modem in standby mode.



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Possible Solution

- Check that your TV is working if you have cable TV and you have a clear TV picture. If you are not receiving your regular TV channels, your data service will not function.
- Check the coaxial cable at the modem and wall outlet, and hand-tighten if necessary.
- Check the IP address (follow the steps on verifying your IP Address); call your service provider if you need an IP address.
- Check the USB or Ethernet cable at the modem and your computer.

