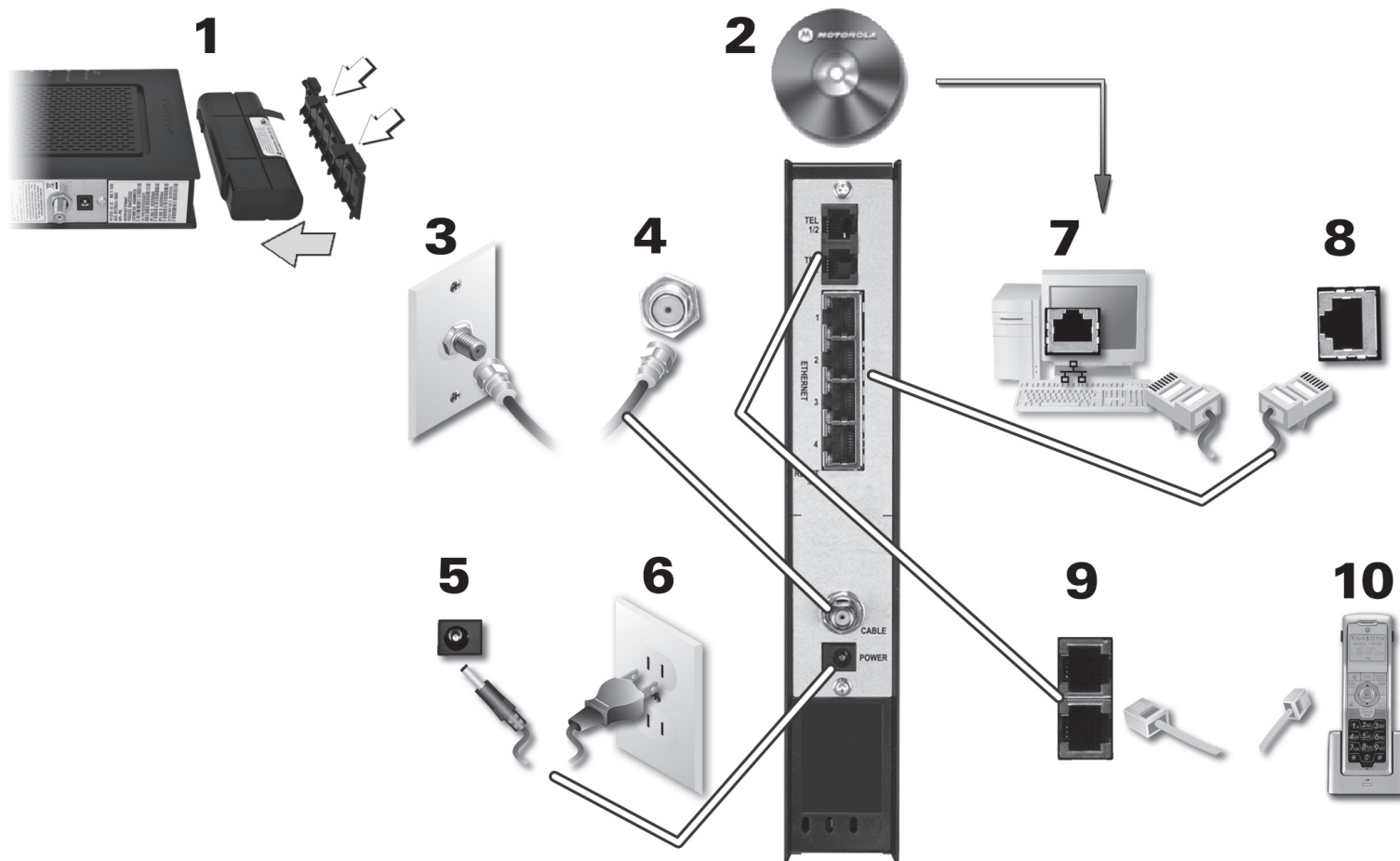


SURFboard® SVG2501

Wireless Voice Gateway



Install Sheet



For additional product information, see the **SVG2501 Series Wireless Voice Gateway User Guide** included on the SVG2501 Installation CD (if supplied) or visit:

<http://broadband.motorola.com/consumers/support/>








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Troubleshooting

Before calling your service provider, try unplugging and plugging the power cord on the gateway in the wall outlet to restart it.

The Problem		The Solution
Green POWER LED is OFF		Check that the gateway is plugged into the power adapter and wall outlet.
Cannot connect to Wireless Network		First, check that the Target SSID (e.g., Motorola) is visible on the client card. Then, attempt to reconnect using either the CD-ROM installation wizard or WPS Pairing button (with the WPS-supported devices). For more information, see the Troubleshooting section in the <i>User Guide</i> .
Cannot receive or send data		Check that the coaxial cable is properly connected to the gateway and cable outlet or splitter. Hand-tighten, if necessary.
 <ul style="list-style-type: none"> POWER RECEIVE SEND ONLINE TEL 1 TEL 2 WIRELESS WPS Pairing button BATTERY 		Check that the Ethernet cable is properly connected to the gateway and your computer.
		Check the IP address by following the steps in "Verifying the IP Address" in the <i>User Guide</i> . For UNIX® or Linux® computers, you must have Adobe Acrobat Reader installed to open the <i>User Guide</i> . Call your service provider if you need an IP address.
		Check the LEDs on the front panel. Note the first LED from top to bottom that is OFF. See "Front Panel LEDs and Error Conditions" in the <i>User Guide</i> on the Installation CD for more information.

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