

FRONT LIGHT

During power up, the light will blink for about a minute.

Light Color & Behavior	Description
Slow blinking teal	Modem is connected to power
Slow pulsing teal	Scanning for downstream channel
Slow pulsing white	Scanning for upstream channel
Rapid pulsing white	Registering with internet service
Solid white	Online with DOCSIS 3.1 or DOCSIS 3.0
Fast blinking white	Updating firmware
Fast blinking teal	Factory reset or restoring configuration

27833-EL-D







LIMITED WARRANTY

MTRLC LLC warrants this product against defects in material and workmanship for a warranty period of 2 years. To read the full warranty, please visit: motorolanetwork.com/warranty.

SAFETY PRECAUTIONS

- Device is intended to be placed indoors in an environment that’s between 32° and 104° F (0-40° C)
- Avoid water and spills
- Leave room for airflow around the device, do not block the vents on the top or bottom
- Make sure to use your cable modem’s power adapter and a compatible electrical outlet
- The coaxial cable’s ground shield is intended to be connected to the building’s Earth ground. Attachment to Earth ground is typically provided through your cable service provider’s installation
- The power adapter plug is used as the disconnect device. The connected AC power outlet must be located near the equipment and be easily accessible

LABEL SYMBOLS

Symbol	Indicates
	DC voltage
	AC voltage
	For indoor use only
	Class II equipment
	Energy efficient marking
	DC input connector is center-pin positive polarity

FCC STATEMENT

This device complies with Class B 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.

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B12

QUICK START

DOCSIS 3.1 CABLE MODEM



NEED HELP?

Web

help.motorolanetwork.com

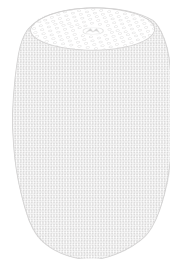
Email

support@motorolanetwork.com

Phone

1 (512) 877-6466

IN THIS PACKAGE



B12 cable modem



Power adapter



Ethernet cable



Coax wrench

B12 BUTTONS AND PORTS



Ethernet port (2.5 Gbps)

Connect WiFi router or wired device.



Power port

Plug the supplied power adapter into an electrical outlet and connect to the power port.



Coax port

Connect the coax port to a cable wall outlet.

Reset button

Located on bottom of device. Using a paper clip or similar object, press for 10 seconds to reset modem to factory defaults.

LET’S GET STARTED

1. Turn off and disconnect any existing modems or routers on your network.
2. Connect a coax cable that has active cable service to the modem’s coax port. Ensure that you have access to the bottom label during setup and activation of the modem.

Note: You may use a coax splitter to share the cable connectivity with your TV. Use a two-way splitter with a top frequency of 1,000 MHz or higher. Please note this may reduce the device’s performance.

3. Plug the B12 into a power outlet using the supplied power adapter.
4. Wait for the light on the front of the device to stop pulsing and **remain solid for at least 1 minute**. This process may take up to 15 minutes and the modem may reboot multiple times.

ACTIVATE WITH YOUR SERVICE PROVIDER

Activation Contact Information

Comcast / Xfinity	Xfinity.com/activate
Cox	Cox.com/activate
Charter / Spectrum	activate.spectrum.net

1. Activate your modem by following your service provider’s activation process. This process may include using their app or website, or contacting them by phone.
2. Connect your computer or WiFi router to your B12 via the Ethernet port found on the back of the modem.
3. Confirm that your B12 is connected to the Internet by visiting a website on your computer or mobile phone. If you cannot access a website, turn your cable modem off for at least 10 seconds, then on to see if that fixes the problem. If the problem persists, visit help.motorolanetwork.com.