



B12 CABLE MODEM

TROUBLE SHOOTING FREQUENTLY ASKED QUESTIONS



Q: How do I set up the Motorola B12 modem?

- Connect the coax cable to the modem's WAN port, plug in the power to a 120v power outlet and let it initialize.
- Once the LED turns solid white, connect a router or device to the 2.5 GbE LAN port.
- Activate through your ISP (Comcast, Xfinity, Cox, Spectrum, etc.)—often by calling or visiting their activation site directly or their mobile app
- If the ISP account is having trouble connecting your Motorola B12 modem then try contacting Motorola Customer Support on our site www.motorolanetwork.com or by calling 1-833-411-1397

Q: Which ISPs are compatible?

- Certified for Comcast Xfinity, Cox, RCN, Spectrum. It works with most major North American cable providers. It's important to check the Internet Service Providers website and confirm the device is on the list before calling the ISP customer service.

Q: Can I use my own router with it?

- Yes. The B12 is a standalone modem with a single Ethernet port—no built-in Wi-Fi. Perfect for pairing with any router. It does not have to be a Motorola router.

Q: What speeds does the B12 support?

- Supports DOCSIS 3.1 up to 2.5 Gbps downstream and 800 Mbps upstream however this does depend on the Internet package that you purchase and the specific plans that your ISP offers.

Q: How does downstream & upstream channel bonding work?

- The B12 features DOCSIS 3.1 and fallback to DOCSIS 3.0 with 32x8 channel bonding + OFDM/OFDMA streams. Backwards compatibility is automatically done when the device is connected. If there is an issue in connection, then contact Motorola Network support directly

Q: Does it support IPv6?

- Yes, fully IPv6 capable.

Q: What kind of Ethernet port does it have?

- One multi-gigabit 2.5 GbE RJ-45 port with Auto-MDI/MDIX.

Q: What do the modem lights indicate?

- During startup, LEDs blink teal and then turn solid white when online and stable

Q: How do I perform a factory reset?

- Press and hold the reset button (on the bottom) for ≈10 seconds using a paper clip. This restores default settings

Q: How long is the warranty?

- Comes with a 2-year manufacturer's warranty. Contact Motorola Network technical support to initiate a warranty claim. They can be reached on motorolanetwork.com via live chat or by calling 1-833-411-1397

Q: Does it support QoS or traffic prioritization?

- Yes—Basic QoS features are supported.

Q: What Technical support channels are available?

- US-based technical support via phone, chat, or email. Also accessible through Motorolanetwork.com