ARRIS

QUICK START GUIDE

SURFboard

Wi-Fi Cable Modem

SBG6950AC2
SBG7400AC2
SBG7600AC2

In the box



Wi-Fi cable modem
SBG6950AC2
SBG7400AC2
SBG7600AC2



Power adapter



Software License & Warranty card



Quick Start Guide
SBG6950AC2
SBG7400AC2
SBG7600AC2

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1

Status indicators

Front panel LEDs



LED status indicators

Power		**On**	Power is properly connected to the Wi-Fi cable modem
Send Receive		**On**	Upstream (send) and Downstream (receive) status
Online		**On**	Wi-Fi cable modem is connected to the network
2.4 GHz Wireless		**Flash**	2.4 GHz wireless connection is made between the Wi-Fi cable modem and your Wi-Fi device
5 GHz Wireless		**Flash**	5 GHz wireless connection is made between the Wi-Fi cable modem and your Wi-Fi device

Note: *Detailed LED status information is available online in the* ***SBG6950AC2, SBG7400AC2, & SBG7600AC2 User Guide*** *at the ARRIS support website,* ***www.arris.com/selfhelp****.*

Note: *If the* ***Send/Receive*** *LED is flashing, this indicates that the firmware for your Wi-Fi cable modem is updating. You may not be able to access the Internet during the firmware update. To access the Internet, please wait 10 to 15 minutes for the firmware update to finish.*

The ***SBG6950AC2, SBG7400AC2,*** *and* ***SBG7600AC2*** *do not support Digital Subscriber Line service (twisted pair telephone phone service) and also do not support Satellite Internet service.*

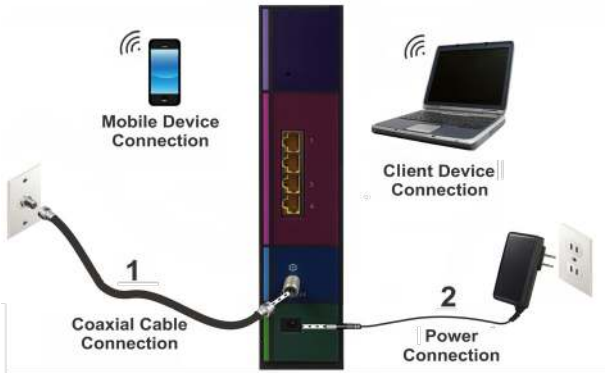
This SURFboard device is a combination of DOCSIS 3.0 cable modem and four-port Ethernet router with Wi-Fi. It uses DOCSIS 3.0 technology to provide ultra high-speed Internet access on your Wi-Fi home or small business network.

Using the connection capabilities of the Wi-Fi cable modem, you can connect your computer and other network-enabled devices via the four Ethernet ports or the 2.4 GHz and 5 GHz Wi-Fi connections. The Wi-Fi cable modem connects to the existing coaxial cable connection in your home.

Note: *For Internet connections, you need a cable service connection (coaxial cable line) with a cable Internet service provider. The SBG6950AC2, SBG7400AC2, and SBG7600AC2 will not operate with a Digital Subscriber Line service (DSL) (twisted pair phone line) or Satellite Internet service.*

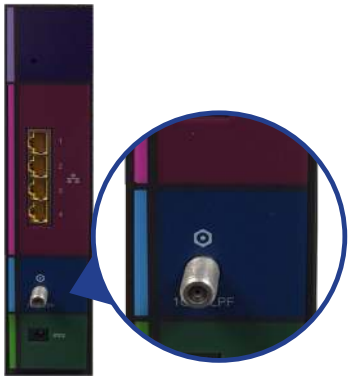
2 Get started





A

Connect a coaxial cable (not included) to a cable wall outlet or an RF splitter (not included) and to the **Cable** connector on the rear of your Wi-Fi cable modem.



Tighten the connector by hand.

B

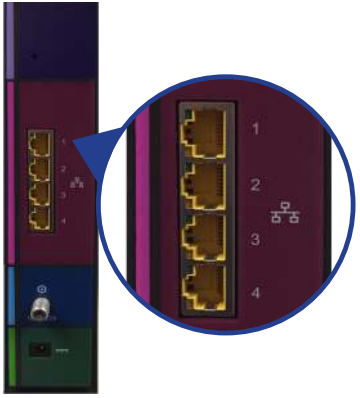
Connect the power adapter to the **Power** port on the rear of your Wi-Fi cable modem and then plug it into an electrical wall outlet that is not controlled by a wall switch to power on your Wi-Fi cable modem.



Your Wi-Fi cable modem will automatically power ON when the power adapter is connected.

C

(Optional step) **Connect** an Ethernet cable (not included) to any **Ethernet** port on the rear of your Wi-Fi cable modem and the **Ethernet** port on your PC or laptop.



Note: *Alternatively, you can connect your PC or laptop to the Internet via your existing Wi-Fi connection.*

D

Check the front panel LEDs on your Wi-Fi cable modem. After a brief pause, the first three LEDs should light up SOLID blue.



The 2.4 GHz and 5 GHz wireless LEDs will light up SOLID when Wi-Fi connectivity is available and ready.

E

Note: *For Internet access, you will need a cable service connection.*

Activate your new Wi-Fi cable modem; choose one of the following options:

- Call your cable service provider.
- Connect to your cable operator's activation web site using your computer or laptop:

  Power ON your computer or laptop and log in.
  Enter your service provider's web browser URL:

  - Comcast/Xfinity: www.xfinity.com/activate
  - Cox: www.cox.com/activate
  - Spectrum: spectrum.net/selfinstall

3

Set up your Wi-Fi network connection



Do the following to set up your Wi-Fi network connection:

3.1 Download **ARRIS SURFboard® Manager**
3.2 Connect using your Wi-Fi enabled device

3.1

Download ARRIS SURFboard® Manager mobile app

Download the iOS or android version of the **ARRIS SURFboard Manager mobile app** for your iOS or android Wi-Fi enabled device to set up your Wi-Fi home or small business network connection.

A

Use the ARRIS SURFboard Manager mobile app (see page 19) or the Web Manager for your SBG6950AC2, SBG7400AC2, or SBG7600AC2 (see page 25) to set the same network name and password, if you are replacing the router or the Wi-Fi cable modem in an existing Wi-Fi network. This will ensure that your Wi-Fi devices will automatically connect to your new SBG6950AC2, SBG7400AC2, or SBG7600AC2 Wi-Fi network.

B

Download the ARRIS SURFboard Manager mobile app from the Apple app store or Google play store.

Scan the SURFboard Manager mobile app QR code to download the mobile app on your iOS or android mobile device:

Open the ARRIS SURFboard Manager mobile app and follow the prompts to configure your SBG6950AC2, SBG7400AC2, or SBG7600AC2.

3.2

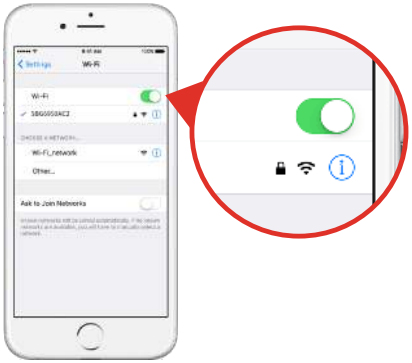
Connect using your Wi-Fi enabled device

ⓘ Some of the selections used in this procedure may vary slightly depending on your Wi-Fi enabled device and operating system. Please make sure to select the most applicable selections on your Wi-Fi enabled device.

A

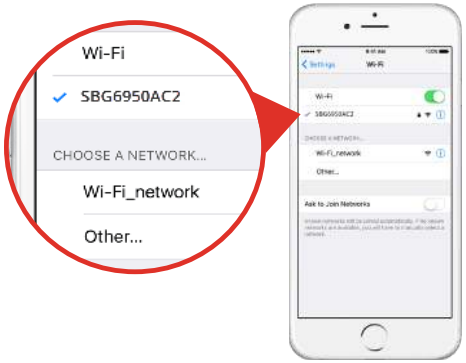
Access the Settings screen on your Wi-Fi enabled device and then select: **Wi-Fi**, **Wireless**, or **Connections**.

Check that **Wi-Fi** or **Wireless** is set to ON.



B

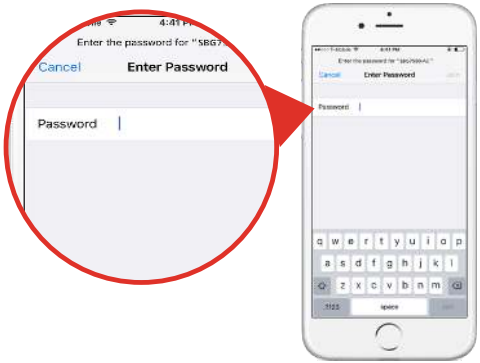
Select the SBG6950AC2, SBG7400AC2, or SBG7600AC2 Wi-Fi network from the list of available Wi-Fi networks.



C

Enter your Wi-Fi network password in the **Password** field and select **Join** or **Connect**.

This is the password that you set up during the Wi-Fi cable modem activation.



4

Web Manager



A

Manage your SBG6950AC2, SBG7400AC2, or SBG7600AC2 using the Web Manager.

Open a web browser (e.g., Internet Explorer, Google Chrome, etc.) on your connected computer or laptop and then type **192.168.0.1** in the address bar.

The default login is case-sensitive:

User name: **admin**
Password: **password**

Change the default Web Manager password located under **Basic Setup**, **Login Settings** and then click **Apply** to update your login password.

B

Customize the default Wi-Fi network name or SSID (**ARRIS-####**) for your Wi-Fi home network after installing your Wi-Fi cable modem and setting up your network connection(s).

Note: *You have the option to either keep the default Wi-Fi network name or create a new network name to help you to easily identify your Wi-Fi home network.*

Note: *When opening the Web Manager, the* ***Untrusted Certificate*** *pop-up may display. If it does, you must accept it to open the Web Manager.*

For additional assistance with your Wi-Fi cable modem, ARRIS is available to help. Choose one of the following:

- Visit **www.arris.com/selfhelp** for self help, FAQs, product manuals, live chat, and email support.
- Call us at **1-877-466-8646**.

C

Verify Wi-Fi cable modem connectivity by accessing the Internet on your connected PC or laptop.



Visit any public web page such as **www.surfboard.com**. If the web site fails to open, please contact your service provider to set up your Internet service or activate your Wi-Fi cable modem.

Wi-Fi cable modem label

If the label is not attached, please check the bottom of your Wi-Fi cable modem.

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