ARRIS

QUICK START GUIDE

SURFboard™ | **Wi-Fi Cable Modem**
SBG6950AC2
SBG7400AC2

What's in the Box

Wi-Fi Cable Modem
SBG6950AC2 or
SBG7400AC2

Power Adapter

Ethernet Cable

Software License
& Warranty Card

Support
Information
Card

Quick Start Guide
SBG6950AC2 &
SBG7400AC2

Introduction

Status Indicators

1

Front Panel LEDs

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 **SURFboard SBG6950AC2 & SBG7400AC2 User Guide** at the ARRIS Support website, **www.arris.com/selfhelp**.*

This SURFboard device is a combination 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 with a cable Internet Service Provider. The SBG6950AC2 and the SBG7400AC2 will not work with DSL or satellite Internet service.
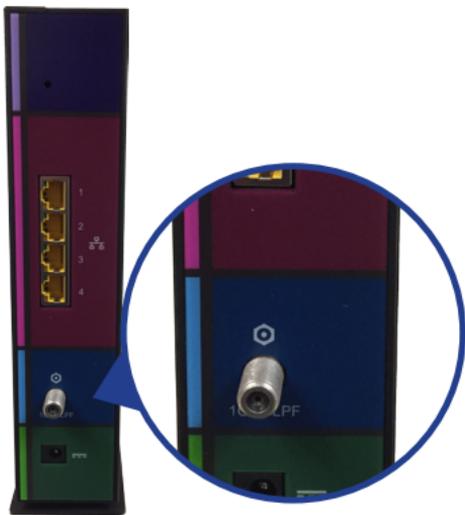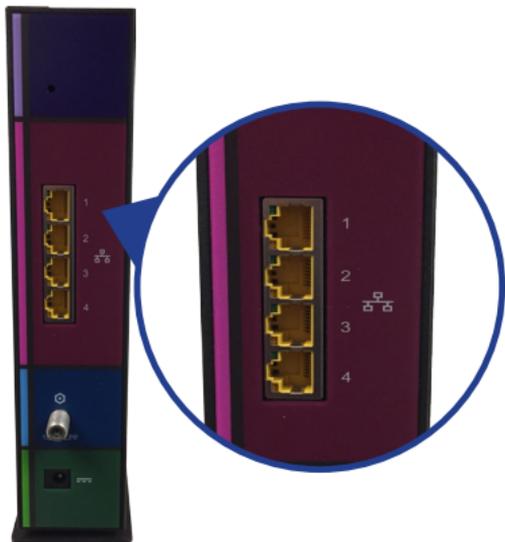
Let's Get Started

2

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

Tighten the connector by hand.

Connect the Ethernet cable to any **Ethernet** port on the rear of your Wi-Fi cable modem and the **Ethernet** port on your PC or laptop.

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

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

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

Power
Send/Receive
Online
2.4 GHz Wireless
5 GHz Wireless

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

To save time, make sure you have the Wi-Fi cable modem model name (**SBG6950AC2** or **SBG7400AC2**), HFC MAC ID, and Serial Number (**S/N**) listed on the Wi-Fi cable modem label located on the bottom of your Wi-Fi cable modem or attached in the **Wi-Fi Cable Modem Label** section at the end of this document.

*Note: For **Comcast subscribers only**, please visit **register.xfinity.com** before calling Comcast or ARRIS. If there is an issue with the activation, please call Comcast: **1-855-OK-BEGIN (1-855-652-3446)**. Make sure you have your Comcast XFINITY account number, account phone number, and login information (your email address or user name and password).*
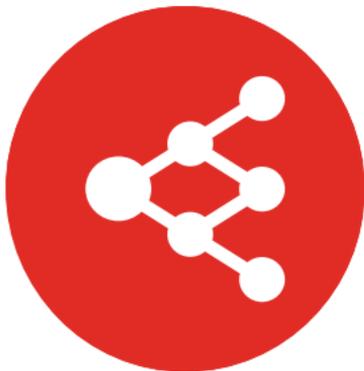
Verify Wi-Fi cable modem connectivity by accessing the Internet on your connected PC or laptop.

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

Set Up Your Wi-Fi Network Connection

3

Choose one of the following options:

3.1 Download **ARRIS SURFboard® Manager**
3.2 Connect using your mobile device

3.1

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

Use the ARRIS SURFboard Manager mobile app (see page 17) or the Web Manager for your SBG6950AC2 or SBG7400AC2 (see page 25) to set the same network name and password, if you are replacing the router or 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 or SBG7400AC2 Wi-Fi network.

Download the ARRIS SURFboard Manager mobile app from the Apple App Store or Google Play Store.

Click the app icon or scan the QR code to install the mobile app on your mobile device:

Open the ARRIS SURFboard Manager mobile app and follow the prompts to configure your SBG6950AC2 or SBG7400AC2 Wi-Fi network.
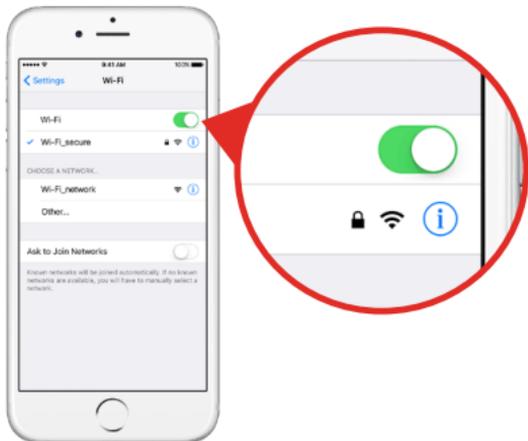
3.2

Connect using your mobile device

⚠ Some of the selections used in this procedure may vary slightly depending on your mobile device and operating system. Please make sure to select the most applicable selections on your mobile device.

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

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

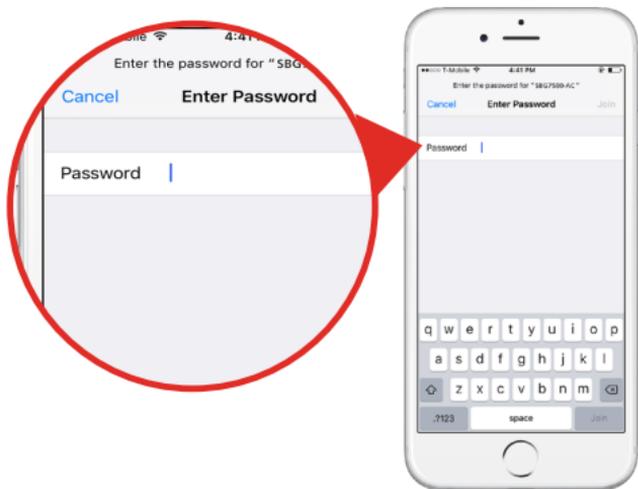For Apple devices, you may have to enter a password and then select JOIN.

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

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

ARRIS Secure Home Internet by McAfee™

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Get protection in just a few steps.

1 Download the ARRIS Secure Home Internet by McAfee mobile app from the App Store or Google Play

2 Sign up through the mobile app

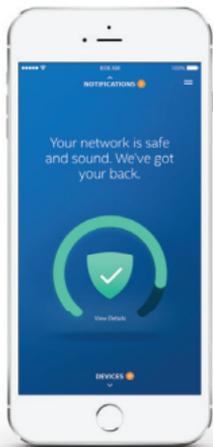**3** Follow the step-by-step instructions in the mobile app to set up your home network

PLUS Get McAfee LiveSafe for 90 days free to keep devices protected even on other networks

Download ARRIS Secure Home Internet by McAfee from the Apple App Store or Google Play Store.

Click the app icon or scan the QR code for your mobile device.

5

Web Manager

Manage your SBG6950AC2 or SBG7400AC2 using the Wi-Fi cable modem 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 the Login settings and then select **Apply**.

Customize the default Wi-Fi network name (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 and password or create a new network name and password to help you to identify your Wi-Fi home network and also remember your network password.

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**.

Wi-Fi Cable Modem Label

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

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