



## SURFboard® SB6190 DOCSIS® 3.0 Cable Modem

User Guide, STANDARD Revision x.4

P/N 365-095-28610

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# Safety and regulatory information

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Read all safety and regulatory information before installing your device and setting up your home network connection.

## Important safety instructions

Read this before you begin — When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all the instructions listed here and/or in the user manual before you operate this device. Give attention to all safety precautions. Retain the instructions for future reference.
- This device must be installed and used in strict accordance with manufacturer's instructions, as described in the user documentation that is included with the device.
- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this device.
- To prevent fire or shock hazard, do not expose this device to rain or moisture. The device must not be exposed to dripping or splashing. Do not place objects filled with liquids, such as vases, on the device.
- This device was qualified under test conditions that included the use of the supplied cables between system components. To ensure regulatory and safety compliance, use only the provided power and interface cables and install them properly.
- Different types of cord sets may be used for connections to the main POWER supply circuit. Use only a main line cord that complies with all applicable device safety requirements of the country of use.
- Installation of this device must be in accordance with national wiring codes and conform to local regulations.
- Operate this device only from the type of power source indicated on the device's marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- Do not overload outlets or extension cords, as this can result in a risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard.
- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay attention to cords where they are attached to plugs and convenience receptacles; and examine the point where they exit from the device.
- Place this device in a location that is close enough to an electrical outlet to accommodate the length of the power cord.
- Place the device to allow for easy access when disconnecting the power cord of the device from the AC wall outlet.

- Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed.
- Place this device on a stable surface.
- Avoid damaging the device with static by touching the coaxial cable when it is attached to the earth-grounded coaxial cable-TV wall outlet.
- Always first touch the coaxial cable connector on the device when disconnecting or reconnecting the Ethernet cable from the device or user's PC.
- Installation of an AC surge protector in the AC outlet to which this device is connected is recommended. This is to avoid damaging the device by local lightning strikes and other electrical surges.
- Postpone installation until there is no risk of thunderstorm or lightning activity in the area.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning. For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device from lightning and power surges.
- Do not use this product near water. For example, near a bathtub, washbowl, kitchen sink, laundry tub, swimming pool, or in a wet basement.
- Do not use the telephone to report a gas leak located near the leak.
- Do not cover the device or block the airflow to the device with any other objects. Keep the device away from excessive heat and humidity and keep the device free from vibration and dust.
- Wipe the device with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the device or use forced air to remove dust.
- For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device during lightning activity or power surges.



**CAUTION:** To reduce the risk of fire, use only No. 26 AWG or larger (e.g., 24 AWG) UL Listed or CSA Certified Telecommunication Line Cord, or national equivalent.

- Upon completion of any service or repairs to this device, ask the service technician to perform safety checks to determine that the device is in safe operating condition.
- Do not open the device. Do not perform any servicing other than that contained in the installation and troubleshooting instructions. Refer all servicing to qualified service personnel.
- This device should not be used in an environment that exceeds 104° F (40° C).

## SAVE THESE INSTRUCTIONS



**Note: To CATV system installer** — This reminder is provided to call the CATV system installer's attention to Section 820.93 of the National electric code, which provides guidelines for proper grounding and, in particular, specifies that the coaxial cable shield must be connected to the grounding system of the building, as close to the point of cable entry as practical.

# FCC statements

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## FCC Interference statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Increase the separation between the device and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with 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.



**CAUTION:** Any changes or modifications not expressly approved by CommScope for compliance could void the user's authority to operate the equipment.

## FCC Declaration of Conformity

CommScope, Inc, 3871 Lakefield Drive, Suwanee, GA 30024, declares that the SURFboard device complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device.

## FCC Radiation Exposure statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. To comply with the FCC RF exposure compliance requirements, the separation distance between the antenna and any person's body (including hands, wrists, feet and ankles) must be at least 8 inches (20.3 centimeters).

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter except those already approved in this filing.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destinations. The firmware setting is not accessible by the end user.

# Caring for the environment by recycling your ARRIS equipment

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Please do not dispose of this product with your residential or commercial waste. Contact your local authorities for information about practices established for your region. If collection systems are not available, call ARRIS Technical Support at **1-877-466-8646** for assistance.



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# Get started

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## Introduction

The ARRIS SURFboard® SB6190 DOCSIS 3.0® Cable Modem provides a secure high-speed broadband connection to the Internet and other online services on your home or small business network. You can use your SB6190 to directly connect a computer to your home or small business LAN through an Ethernet connection.

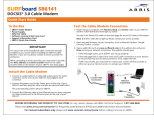
This guide provides a product overview and instructions for installing your SB6190 and monitoring your cable modem and network operational status.

## In the box

Before installing your SB6190, check that the following items are included in the box. If any items are missing, please call ARRIS Technical Support at **1-877-466-8646** for assistance.

### SB6190 Package Contents

Item		Description
SB6190 cable modem		High-speed DOCSIS 3.0 cable modem
Power supply		Power adapter for an electrical wall outlet connection
Software License and Regulatory card		Software license, warranty, safety instructions, and regulatory information for the cable modem

Item		Description
SB6190 Quick Start Guide		Basic information for installing the cable modem and connecting to the Internet on your home network.

## Additional item(s) needed (not included)

The following item is not included in the box and must be purchased separately, if required:

- Coaxial (coax) cable, if one is not already connected to a cable wall outlet
- Ethernet cable

## System requirements

- High-speed Internet access account
- Web browser access – Internet Explorer, Google Chrome, Firefox, or Safari
- Compatible operating systems:
  - Windows®10
  - Windows 8
  - Windows 7 Service Pack 1 (SP1)



**Note:** Although older versions of Microsoft Windows operating systems are no longer specifically supported, they should still function with this model.

- Macintosh® 10.4 or higher
- UNIX®
- Linux®

## Contact information

For technical support and additional ARRIS product information:

- Visit the ARRIS Support website: [www.arris.com/consumers](http://www.arris.com/consumers)
- Call ARRIS Technical Support: **1-877-466-8646**




# Product overview


## Front panel



SB6190 front view

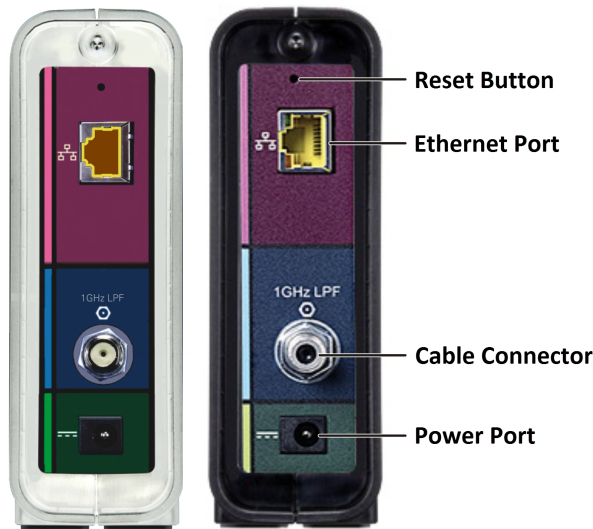
### SB6190 front panel LED icons

LED icon	Blinking	On (Solid)
 POWER	Not applicable – icon does not blink.	Green: Power is properly connected.
 RECEIVE	Scanning for a downstream (receive) channel connection.	Green: Non-bonded downstream channel is connected. <b>Blue*</b> : High-speed Internet connection with bonded downstream channels.
 SEND	Scanning for an upstream (send) channel connection.	Green: Non-bonded upstream channel is connected. <b>Blue*</b> : High-speed Internet connection with bonded upstream channels.

LED icon	Blinking	On (Solid)
	Scanning for an Internet connection.	Green: Startup process completed.


\***Blue:** Indicates DOCSIS 3.0 operation (high-speed Internet access) which may not be available in all locations. Check with your service provider for availability in your area.



## Rear panel



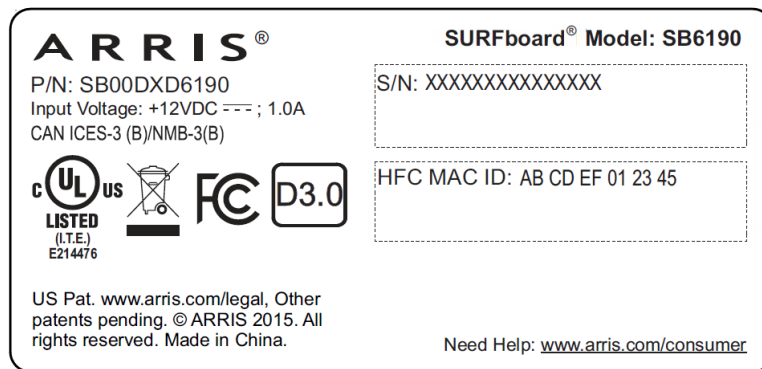
**SB6190 rear view**

### SB6190 rear panel ports and connectors

Description	
Reset button	<p>Can be used to reboot the cable modem or reset the cable modem settings.</p> <p>To reboot (or restart) the modem, press the indented Reset button once using the end of a paper clip or other small object with a narrow tip, and then release.</p> <p>To reset the cable modem configuration back to the factory default settings, press and hold the indented Reset button for 15 seconds using the end of a paper clip or other small object with a narrow tip, and then release.</p>
 <b>ETHERNET</b>	<p>One-Gigabit Ethernet port for RJ-45 cable connections:</p> <p>Green - LED is ON - Indicates a device connection is detected</p> <p>Green - LED is ON - Indicates a device connection is detected</p>

Description	
 <b>CABLE</b>	Coaxial cable connector
 <b>POWER</b>	+12VDC Power connector <b>Warning:</b> To avoid any damage to your SB6190, only use the power supply provided in the box.

## Cable modem label



### Sample SB6190 Cable modem Label

The cable modem label is located on the bottom of your SB6190. It contains the cable modem ID that you may need when contacting your service provider or ARRIS Technical Support.

To receive Internet service, contact your service provider for assistance. You may need to provide the following information listed on the cable modem label:

- Cable modem model name (**SB6190**)
- Cable modem MAC address (**HFC MAC ID**)
- Cable modem serial number (**S/N**)

# Install the cable modem

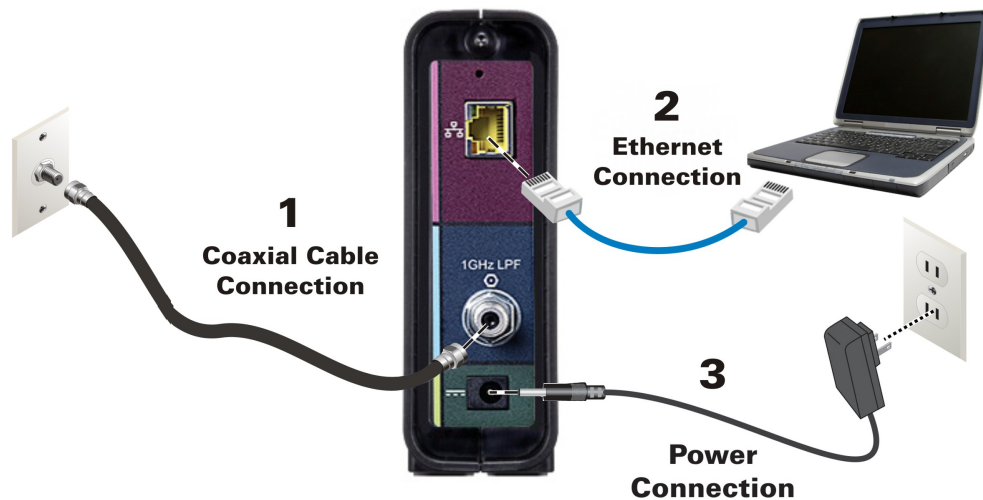


**CAUTION:** This product is for indoor use only. Do not route the Ethernet cable(s) outside of the building. Exposure of the cables to lightning could create a safety hazard and damage the product.

## Connect the SB6190 to your computer

Before installing the SB6190:

- Check with your service provider to ensure broadband cable service is available in your area.
- Choose a location in your home where your computer and the SB6190 are preferably near existing cable and electrical wall outlets.



### SB6190 Connection diagram

1. Check that a coaxial cable is already connected to a cable wall outlet or RF splitter (not included).
2. Connect the other end of the coaxial cable to the **Cable** connector on the rear of the SB6190.  
Use your hand to tighten the connectors to avoid damaging them.
3. Connect the Ethernet cable to the **Ethernet** port on the back of the SB6190.
4. Connect the other end of the Ethernet cable to the **Ethernet** port on your computer.
5. Connect the power adapter (included) to the **Power** port on the rear of the SB6190.

6. Plug the other end of the power adapter into an electrical wall outlet that is not controlled by a wall switch.



**Note:** This automatically powers ON the SB6190.

## Establish an Internet connection

Although your computer may already be configured to automatically access the Internet, you should still perform the following cable modem connectivity test to check that your network devices were connected properly:

1. Power ON the computer connected to the SB6190 if it is turned off, and then log in.
2. Contact your service provider to activate (provision) the SB6190. You may have to provide the HFC MAC ID listed on the cable modem label.



**Note:** Your service provider may allow for automatic activation which will automatically launch their special website when you open a web browser.

3. After the SB6190 is provisioned (activated), open a web browser (such as Internet Explorer, Google Chrome, Firefox, or Safari) on your computer.



**Note:** If the special website did not open, continue with step 4. If the website opened, proceed to step 5.

4. Type a valid URL (such as **www.surfboard.com**) in the address bar and then press **Enter**. The ARRIS website should open. If it failed to open, please contact your service provider for assistance.
5. Check that the **Power**, **Receive**, **Send**, and **Online** front panel LEDs on the SB6190 light up in sequential order. See *Front panel* (page 11) for additional LED status information.
  - If all four LEDs did not light up Solid and you also are not connected to the Internet, you may have to contact your service provider to reactivate your SB6190 or check for possible signal issues.
  - If you still cannot connect to the Internet, the SB6190 may be defective. Please call ARRIS Technical Support at **1-877-466-8646** for assistance.

# Use the cable modem Web Manager

The SB6190 Web Manager is available to view and monitor the SB6190 operational status and network configuration settings. You can also use the web manager to reset or reboot your SB6190.



**Note:** You may notice that some of the SB6190 Web Manager configuration settings may be blocked and cannot be modified. This may be due to some restrictions set up by your service provider to prevent unauthorized modifications to certain cable modem configuration parameters.

## Start the SB6190 Web Manager

1. Open any Web browser on the computer connected to your SB6190.
2. Type the default LAN IP address, 192.168.100.1, in the Address bar and then press **Enter** to log onto your SB6190.

The SB6190 Status screen displays.

Startup Procedure			
Procedure	Status	Comment	
Acquire Downstream Channel	Locked	Locked	
Connectivity State	OK	Operational	
Boot State	OK	Operational	
Configuration File	OK		
Security	Disabled	Disabled	
DOCSIS Network Access Enabled	Allowed		

Downstream Bonded Channels								
Channel	Lock Status	Modulation	Channel ID	Frequency	Power	SNR	Corrected	Uncorrectables
1	Locked	256QAM	8	747.00 MHz	-5.40 dBmV	40.37 dB	258	0
2	Locked	256QAM	1	705.00 MHz	-5.10 dBmV	40.95 dB	81	0
3	Locked	256QAM	2	711.00 MHz	-5.00 dBmV	40.37 dB	154	0
4	Locked	256QAM	3	717.00 MHz	-5.20 dBmV	40.37 dB	154	0
5	Locked	256QAM	4	723.00 MHz	-5.20 dBmV	40.37 dB	747	0
6	Locked	256QAM	5	729.00 MHz	-5.50 dBmV	40.37 dB	759	0
7	Locked	256QAM	6	735.00 MHz	-5.40 dBmV	40.95 dB	571	0
8	Locked	256QAM	7	741.00 MHz	-5.40 dBmV	40.95 dB	545	0

Upstream Bonded Channels						
Channel	Lock Status	US Channel Type	Channel ID	Symbol Rate	Frequency	Power
1	Locked	ATDMA	1	5120 KsYm/s	30.70 MHz	47.75 dBmV
2	Locked	TDMA and ATDMA	4	2560 KsYm/s	35.50 MHz	47.00 dBmV
3	Locked	ATDMA	3	5120 KsYm/s	23.30 MHz	47.25 dBmV
4	Locked	TDMA and ATDMA	2	2560 KsYm/s	18.50 MHz	47.00 dBmV

Current System Time: Tue Aug 04 22:02:16 2015

### SB6190 Status Screen



**Note:** If you cannot access the HTML pages in the SB6190 Web Manager, please contact ARRIS Technical Support for assistance.

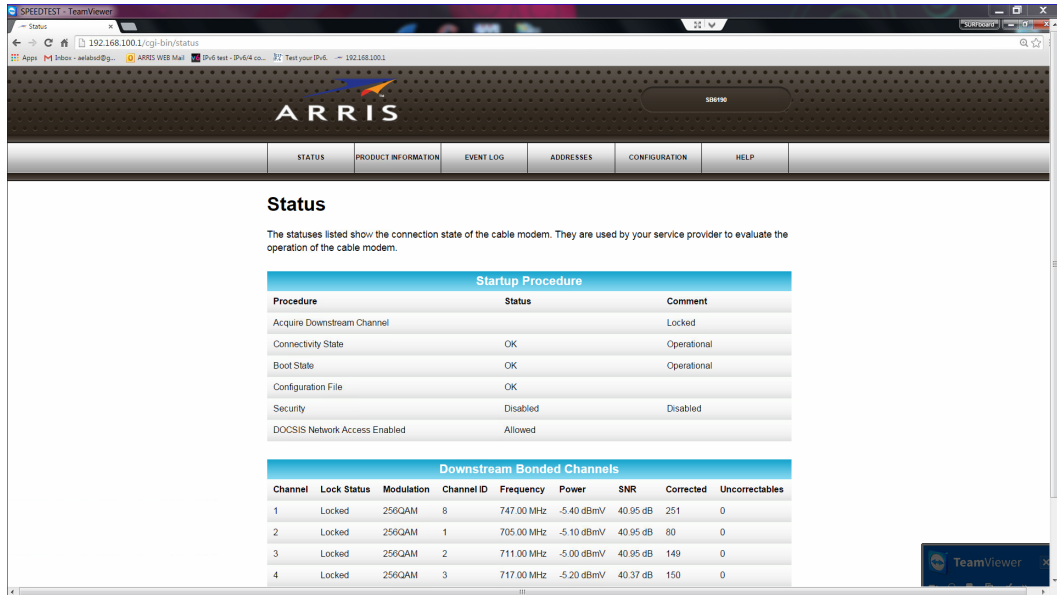


# SB6190 Web Manager screen options

## Menu buttons and links

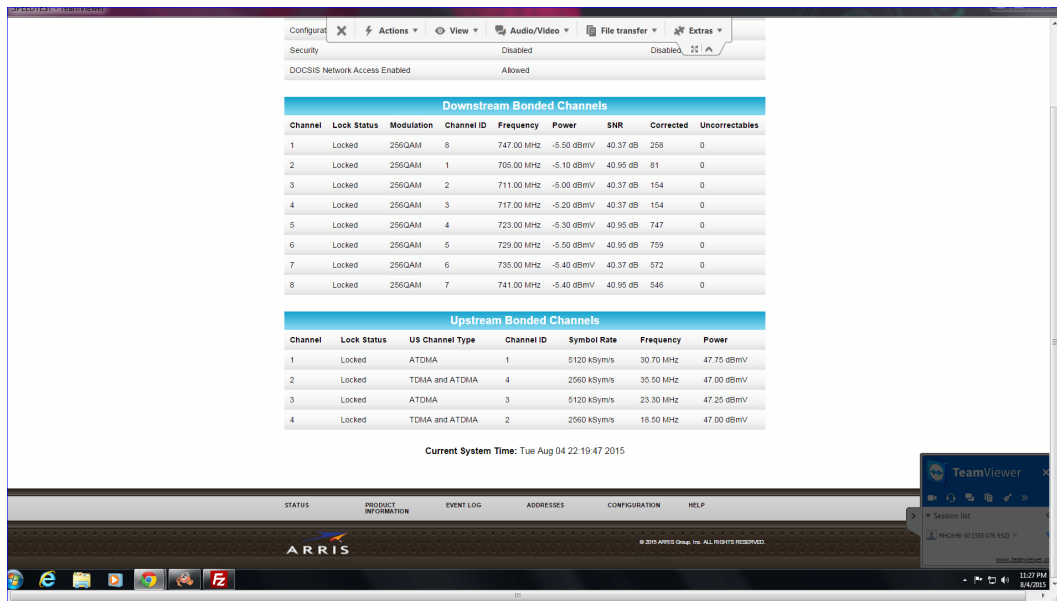
You can use the web manager buttons or links to view the status and network configuration screens for your SB6190.

- The SB6190 menu buttons are displayed along the top of the SB6190 Web Manager screen (see Figure 5). To display a specific web manager screen, click the menu button.



## SB6190 Web Manager Menu Buttons

- The SB6190 menu links are displayed along the bottom of the SB6190 Web Manager screen. To display a specific web manager screen, click the menu link.



## SB6190 Web Manager Menu Links

### SB6190 Web Manager Screen Options

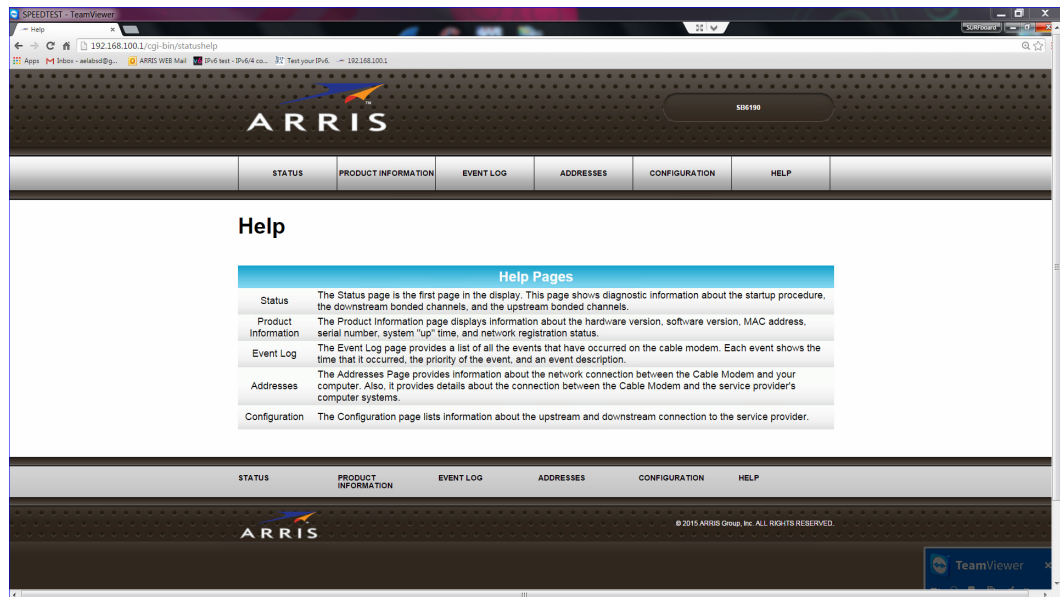
Screen Option	Function
Status	Displays startup diagnostic information for the cable modem. Also provides the current network connection status of the cable modem.
Product Information	Provides general product and operational status information for the cable modem.
Event Log	Displays a listing of the time and actual events or alerts as they occur and are detected by the cable modem.  This information may be useful to help diagnose and correct any problems that may occur with the cable modem.
Addresses	Provides network connection information for the cable modem and computer connected on your home network, including the cable modem serial number and MAC addresses.
Configuration	Provides the network connection frequency and channel ID information for the cable modem.  Allows you to restart the cable modem.  Allows you to reset the cable modem configuration back to the factory default settings.
Help	Provides a brief description for each web manager screen option.

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## Get help


The Help feature provides a brief description for the SB6190 Web Manager screens.

- Click the **Help** menu button or link on the SB6190 Web Manager screen to open the SB6190 Help screen.



SB6190 Help screen

## Exit the SB6190 Web Manager

- ▶ **To exit the SB6190 Web Manager:**
- Click  (Close button) in the upper right corner of the web browser window to exit the SB6190 Web Manager and close the web browser window.

# Monitor your cable modem and connected network



**Note:** You may notice that some of the SB6190 Web Manager configuration settings may be blocked and cannot be modified. This may be due to some restrictions set up by your service provider for security reasons and also to prevent unauthorized modifications to certain cable modem configuration parameters. Contact your service provider to obtain special authorization to change the cable modem frequencies or other configuration settings.

## View the SB6190 product information

The Product Information screen displays general product information for the SB6190 which includes the hardware and software (firmware) versions, serial number, MAC address, and the current network connection status.

► **To open the Product Information screen:**

1. Open the SB6190 Web Manager (see [Start the SB6190 Web Manager](#) (page 16) ).
2. Click the **Product Information** menu button or link on the SB6190 Web Manager screen.

Information	
Standard Specification Compliant	ARRIS DOCSIS 3.0 Cable Modem / Retail
Hardware Version	2
Software Version	9.1.93D
Cable Modem MAC Address	C8-3F-B4-59-1B-29
Serial Number	F5ERX1222200290

Status	
Up Time	13 d 9 h 38 m

**SB6190 Product Information screen**

3. Click the **Refresh** button (F5) in your web browser window to reload or update the SB6190 product information on the screen.

## View the SB6190 network connection status

The SB6190 Status screen displays the current connection status of the SB6190 as well as the downstream and upstream bonded channel connections for receive and send data transmissions.

► **To open the Status screen:**

1. Open the SB6190 Web Manager (see [Start the SB6190 Web Manager](#) (page 16) ).
2. Click the **Status** menu button or link on the SB6190 Web Manager screen.

The SB6190 Status screen displays.

Startup Procedure		
Procedure	Status	Comment
Acquire Downstream Channel	Locked	Locked
Connectivity State	OK	Operational
Boot State	OK	Operational
Configuration File	OK	
Security	Disabled	Disabled
DOCSIS Network Access Enabled	Allowed	

Downstream Bonded Channels								
Channel	Lock Status	Modulation	Channel ID	Frequency	Power	SNR	Corrected	Uncorrectables
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3	Locked	256QAM	2	711.00 MHz	-5.00 dBmV	40.37 dB	154	0
4	Locked	256QAM	3	717.00 MHz	-5.20 dBmV	40.37 dB	104	0
5	Locked	256QAM	4	723.00 MHz	-5.20 dBmV	40.37 dB	747	0
6	Locked	256QAM	5	729.00 MHz	-5.50 dBmV	40.37 dB	759	0
7	Locked	256QAM	6	735.00 MHz	-5.40 dBmV	40.95 dB	571	0
8	Locked	256QAM	7	741.00 MHz	-5.40 dBmV	40.95 dB	546	0

Upstream Bonded Channels						
Channel	Lock Status	US Channel Type	Channel ID	Symbol Rate	Frequency	Power
1	Locked	ATDMA	1	5120 kSym/s	30.70 MHz	47.75 dBmV
2	Locked	TDMA and ATDMA	4	2560 kSym/s	35.50 MHz	47.00 dBmV
3	Locked	ATDMA	3	5120 kSym/s	23.30 MHz	47.25 dBmV
4	Locked	TDMA and ATDMA	2	2560 kSym/s	18.50 MHz	47.00 dBmV

Current System Time: Tue Aug 04 22:02:16 2015

### SB6190 Status screen

3. Click the **Refresh** button (F5) in your web browser to reload or update the SB6190 network status information on the screen.

## View the SB6190 event log

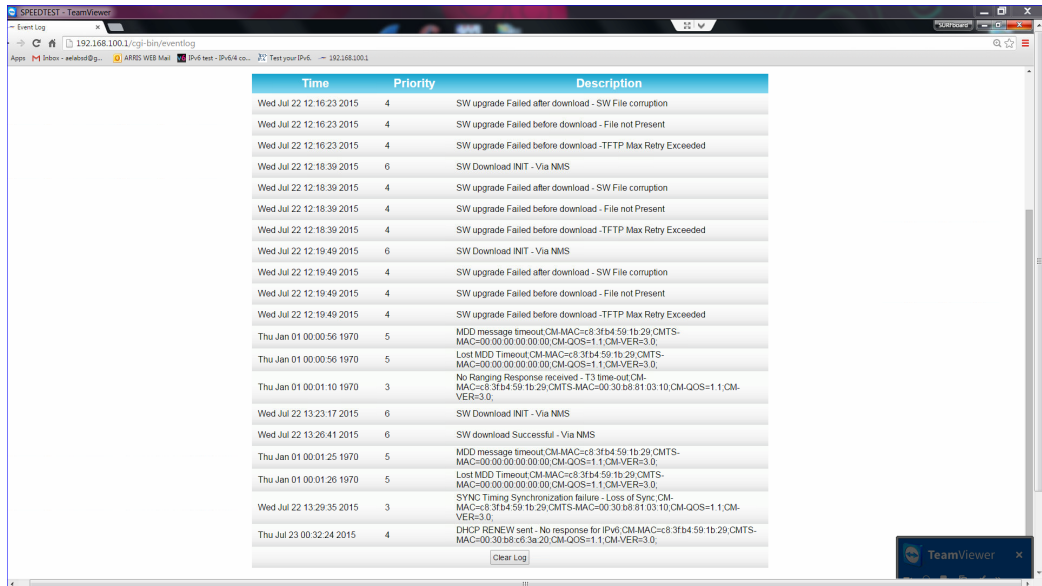
The SB6190 generates a running log of the activities, events, and alerts detected during the cable modem operation.



**Note:** This information may be useful if you have to contact ARRIS Technical Support or your service provider to help diagnose and correct any problems that may occur with your SB6190.

► **To open the Event Log screen:**

1. Open the SB6190 Web Manager (see [Start the SB6190 Web Manager](#) (page 16) ).
2. Click the **Event Log** menu button or link on the SB6190 Web Manager screen. The Event Log screen displays.



### SB6190 Event Log Screen

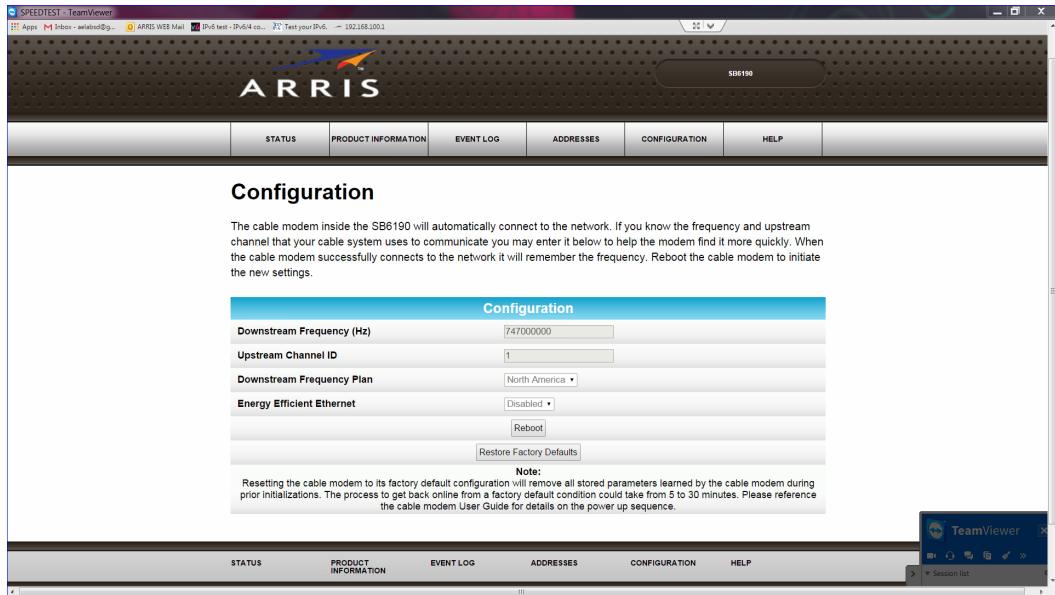
3. Click the **Refresh** button (F5) in your web browser to reload or update the event log information on the screen.

## View the SB6190 configuration settings

The SB6190 Configuration screen displays the downstream frequency and upstream channel connection to the network. When the SB6190 successfully connects to the network, it stores the connection frequency to automatically connect whenever you log back in to the SB6190. You can use the Configuration screen to reboot the SB6190 (see [Reboot the SB6190](#) (page 24)) or reset the cable modem settings to the factory default configuration (see [Restore the SB6190 factory default settings](#) (page 23)).

► **To open the Configuration screen:**

1. Open the SB6190 Web Manager (see [Start the SB6190 Web Manager](#) (page 16) ).
2. Click the **Configuration** menu button or link on the SB6190 Web Manager screen.



SB6190 Configuration Screen



**Note:** The values on the SB6190 Configuration screen cannot be changed.

## Restore the SB6190 factory default settings

You can reset the SB6190 configuration back to the factory default configuration. The process to restore the cable modem factory defaults can take approximately five to 30 minutes to complete. Your network connection will be disabled until after the SB6190 factory default settings are restored.

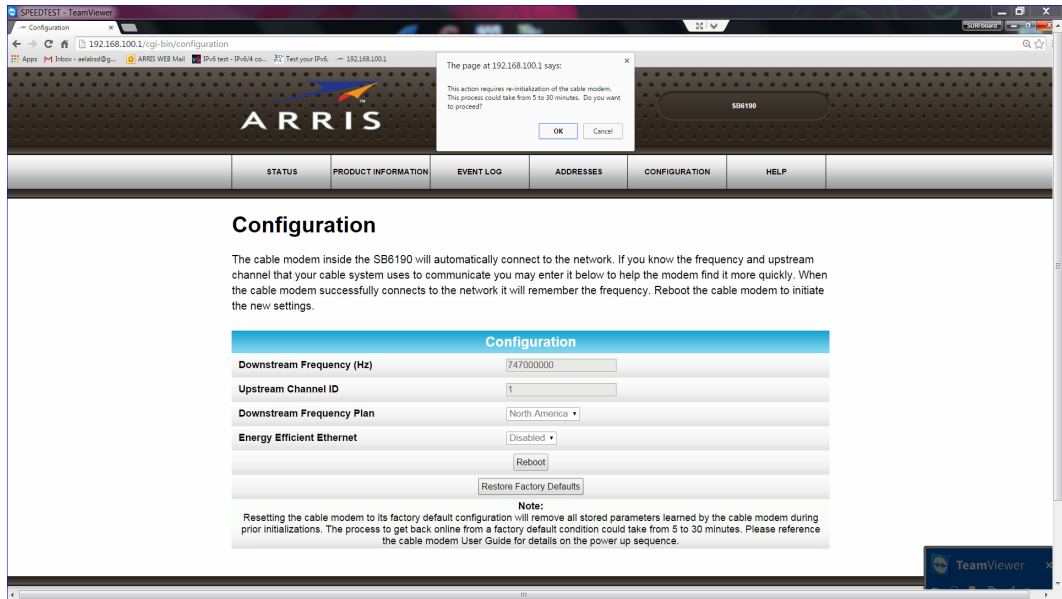


**Warning:** This action deletes any stored configuration settings and restores the factory defaults.

► **To open the Configuration screen:**

1. Open the SB6190 Web Manager (see [Start the SB6190 Web Manager](#) (page 16) ).
2. Click the **Configuration** menu button or link on the SB6190 Web Manager Menu.

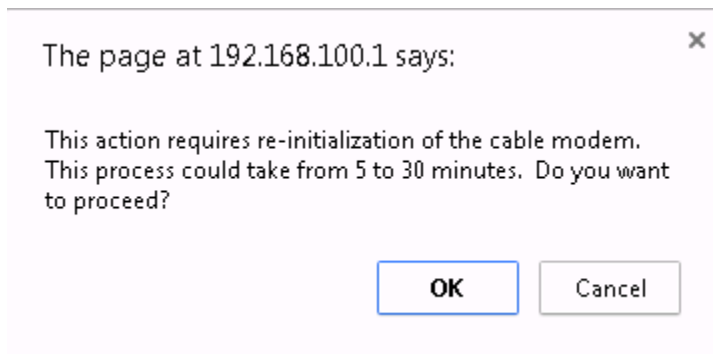
The Configuration screen displays.



### SB6190 Restore Factory Defaults Configuration screen

3. Click **Restore Factory Defaults**.

The following message displays:



### Restore Factory Defaults Dialog Box

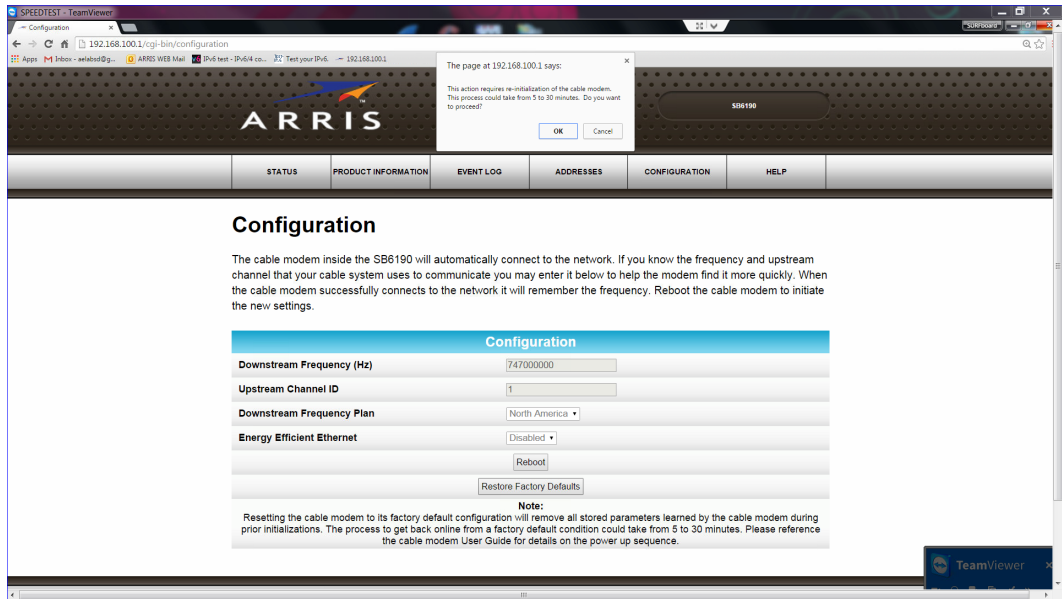
4. Click **OK** to continue.

The SB6190 Web Manager will automatically open when the Restore Factory Defaults process is finished.

## Reboot the SB6190

- ▶ **To reboot the SB6190:**
1. Open the SB6190 Web Manager (see [Start the SB6190 Web Manager](#) (page 16) ).
  2. Click the **Configuration** menu button or link on the SB6190 Web Manager Menu.
- The Configuration screen displays.





### SB6190 Restart Cable Modem Configuration creen

3. Click **Reboot**.

The following message dialog will display:



### Cable Modem-Reboot Dialog Box


4. Click **OK**.

The following message will display: The device has been reset... RELOAD.

5. Click **RELOAD** to open the SB6190 Web Manager.

## Exit the SB6190 Web Manager

- ▶ **To exit the SB6190 Web Manager:**

- Click  (Close button) in the upper right corner of the web browser window to exit the SB6190 Web Manager and close the web browser window.

## Troubleshooting tips

If the solutions listed in the Troubleshooting Solutions table below do not solve your problem, please contact your service provider for assistance. Your service provider may ask for the status of the SB6190 front panel LEDs. See [Front panel LED icons and error conditions](#) (page 27) for more information.

You may have to reset the SB6190 configuration to the default factory settings if the SB6190 is not functioning properly. See [Restore the SB6190 factory default settings](#) (page 23) for more information.

## Solutions





Modem Problem	Possible Solution
Power LED Icon is OFF	<p>Check the power connection from the cable modem to the electrical wall outlet.</p> <p>Check that the electrical wall outlet is working.</p> <p>Is the outlet controlled by a light switch?</p> <p>If so, disconnect the cable modem power cord and connect it to another electrical wall outlet that is not controlled by a light switch.</p>
Cannot Send or Receive Data	<p>Check each end of the coaxial cable connection on the cable modem and cable wall outlet.</p> <p>Use your hand to tighten each connector, if necessary.</p> <p>Check the Ethernet cable to make sure it is properly connected to the cable modem and computer.</p> <p>On the front panel, check the status of the LED icons and refer to <a href="#">Front panel LED icons and error conditions</a> (page 27) to identify the problem.</p> <p>If you have cable television service, check your television to ensure your cable service is operating properly.</p> <p>If none of the above solutions resolves the problem, contact your service provider or call ARRIS Technical Support at <b>1-877-466-8646</b> for assistance.</p>
Cannot Access the Internet	<p>Check that all cable and power connections on your cable modem and computer are properly connected.</p>

Modem Problem	Possible Solution
	Check that the <b>Power</b> and <b>Online</b> LED icons on the front panel are lit up solid.
	Contact your service provider for assistance.

## Front panel LED icons and error conditions

The SB6190 front panel LED icons provide status information for the following error conditions:

### Front panel LED icons and error conditions

Led icon	Status	If, during startup:	If, during normal operation
 POWER	OFF	Modem is not properly plugged into the electrical outlet	Modem is unplugged
 RECEIVE	FLASHING	Downstream receive channel cannot be acquired	Downstream channel is lost
 SEND	FLASHING	Upstream send channel cannot be acquired	Upstream channel is lost
 ONLINE	FLASHING	IP registration is unsuccessful	IP registration is lost

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