

## Gateway Label

The gateway label is located on the bottom of your SBG6400.

To receive high-speed Internet service, your service provider may request the Media Access Control (MAC) address (see **HFC MAC ID**) and Serial number (see **S/N**) listed on the gateway label.

If the label is not attached, please refer to the bottom of your gateway.

You may need the following gateway label information to activate your gateway and set up a wireless network connection:

- **Model** - Gateway model name
- **SSID** - Default name of your wireless network. It is highly recommended that you change the network name or add more wireless networks.
- **WI-FI SECURITY KEY** - Wireless network password to access your wireless network. It is highly recommended that you change the default Wi-Fi Security Key to a more secure password to protect your wireless network from unauthorized access.
- **S/N** - Gateway serial number. Your service provider may request this number to activate your gateway.
- **HFC MAC ID** - Your service provider may request the Media Access Control (MAC) number to activate your gateway.

### Notes

Write your additional wireless network names and passwords here for future reference:

**SSID #1:**

**Wi-Fi Security Key #1:**

**SSID #2:**

**Wi-Fi Security Key #2:**

**SSID #3:**

**Wi-Fi Security Key #3:**

**Additional SSID:**

**Add'l Wi-Fi Security Key:**

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# SURFboard™ SBG6400

## Wireless Cable Modem Gateway

### Quick Start Guide

#### In the Box



#### What You Should Know

The SBG6400 is a combination wireless cable modem and router that uses DOCSIS 3.0 technology to provide wireless high-speed Internet access to the wireless devices on your home network. The SBG6400 connects to the existing coaxial cable connection in your home and does not require any new wiring.

This quick start guide will help you install your SBG6400 and set up a secure wireless network connection on your home or small business network.

To customize your wireless network connection and other advanced gateway settings, see the **SURFboard SBG6400 User Guide** for more information. It is available online at the ARRIS Support website: [www.arris.com/consumer](http://www.arris.com/consumer).

Frequently asked questions (FAQs) and additional product documentation are also available on the ARRIS Support website.

**IMPORTANT!** During the installation or gateway activation, you may have to contact your service provider for assistance. To save time, make sure you have the **Gateway model name (SBG6400)**, **HFC MAC ID**, and **Serial Number (S/N)** listed on the gateway label on the bottom of your SBG6400.

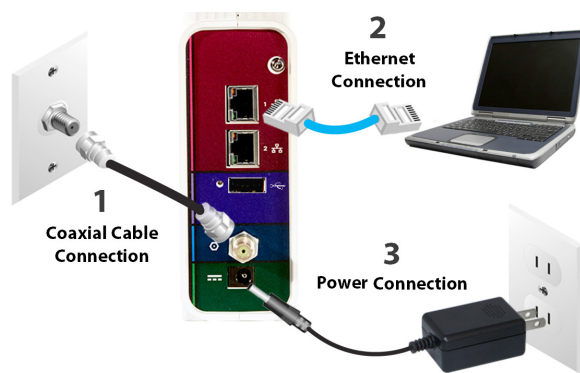
**BEFORE RETURNING THIS PRODUCT TO THE STORE** for any reason, please call ARRIS Technical Support for assistance: **1-877-466-8646**

For **Comcast subscribers only**, please visit [www.comcast.com/activate](http://www.comcast.com/activate) before calling Comcast or ARRIS.

## Install the Gateway

1. Connect the coaxial cable from the cable wall outlet or RF splitter (optional) to the **Cable** connector on the rear of your SBG6400. Use your hand to tighten each connector.
2. Connect the Ethernet cable to the **Ethernet** port on your computer and to an **Ethernet** port on the rear of your SBG6400.
3. Connect the power cord to the **Power** port on the rear of your SBG6400 and then plug it into an electrical wall outlet.

This automatically powers ON your SBG6400. Check the front panel LEDs on your SBG6400. During the initial startup, the **Power, Receive, Send, and Online** LEDs will FLASH. Afterwards, check that all four LEDs are lit SOLID green or blue. Both **Wireless** LEDs will light up only when wireless devices are connected. See **Front Panel LEDs** for more information.



## Test the Gateway Connection

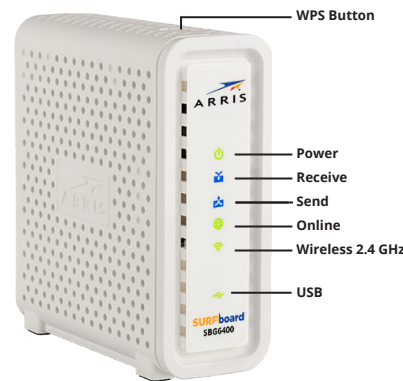
1. Power ON your computer and log in.
2. Contact your service provider to activate (provision) your SBG6400.
3. Open a web browser on your computer, such as Internet Explorer, Google Chrome, Firefox, or Safari.
4. Type a valid URL (such as [www.surfboard.com](http://www.surfboard.com)) in the address bar and then press **Enter**.

The ARRIS website should open. If it fails to open, please contact your service provider to set up your Internet service or activate your SBG6400.

## Front Panel LEDs

During normal operation, the **Power, Receive, Send, and Online** LEDs on the SBG6400 front panel should always be lit SOLID green or blue.

**Note:** During startup, the first four LEDs will FLASH and then light up SOLID in sequence. If the **Power LED** does not light up, please first check the gateway power connection before contacting ARRIS. If the other LEDs do not light up correctly, please call ARRIS Technical Support at **1-877-466-8646**.



## LED Status

	<b>ON</b> - Power is properly connected to the gateway
	<b>ON</b> - Downstream channel is connected
	<b>ON</b> - Upstream channel is connected
	<b>ON</b> - Gateway is connected to the network
	<b>FLASH</b> - 2.4 GHz wireless connection is made between the gateway and a wireless device
	<b>ON</b> - USB device is detected after connection to the gateway

## Set Up a Wireless Network Connection

Choose one of the following options to set up your wireless network connection. When done, proceed with **Test Your Wireless Network Connection**.

- Computer Wireless Network Options
- WPS Pairing Button

## A Set Up the Wireless Network on Your Computer

**Note:** The steps for setting up a wireless network may differ slightly depending on the operating system installed on your computer. The following steps apply to Windows® 7.

1. From the Windows task bar on your computer, click the following in sequential order to open the list of available wireless networks:
  - **Start** button
  - **Control Panel**
  - **Network and Sharing Center**
  - **Connect to a network**
2. Scroll down the list and then click on the wireless network name or SSID for your SBG6400. The SSID, **SBG6400-XXXXXX**, is listed on the gateway label.
3. Select **Connect automatically** to set up automatic log on connections for the wireless devices on your home network.
4. Click **Connect** to open the Connect to a Network window.
5. Type your wireless network security code or password in the **Security key** field.

**Note:** Enter the **Wi-Fi Security Key** listed on the gateway label or create your own network password (see the **SURFboard SBG6400 User Guide** for more information on changing the default user password).

6. Select **Hide characters** to encrypt your wireless network password for security purposes and then click **OK** to complete the wireless network connection. The **Successfully added** message should display.
7. Close the Wireless Network Connection window.

## B Use the WPS Pairing Button

To use WPS, your computer hardware must support WPS and also have WPA security compatibility.

WPS automatically assigns a random SSID wireless network name and Wi-Fi Security Key to connect your SBG6400 and other WPS-enabled wireless devices to your wireless network.

Do the following to connect your WPS devices:

1. Power ON your SBG6400 and other WPS-enabled wireless devices that you want to connect to your wireless network.
2. Press the **WPS** button on the top of your SBG6400.
3. Press and hold the **WPS** button on your WPS-enabled wireless computer or other WPS device for five or more seconds, then release.
4. Repeat steps 2 and 3 for each additional WPS-enabled wireless device.

## Test Your Wireless Network Connection

1. If connected, disconnect the Ethernet cable from your computer and the SBG6400.
2. Open a web browser on your computer.
3. Type a valid URL (such as [www.surfboard.com](http://www.surfboard.com)) in the address bar and then press **Enter**.

## Start the Gateway Web Manager

Use the SBG6400 Web Manager to set up and manage your wireless gateway and network security configurations. To access the web manager:

1. Open any web browser on your device, type **192.168.0.1** in the address bar, and press **Enter**.

**Note:** The Device Status button is an available option for you to view general product and status information related to your connected gateway without having to log in to the web manager.

2. Type the default user name: **admin**.
3. Type the default password: **password**.
4. Click **Login** to open the web manager.