SURFboard® SB6190
DOCSIS® 3.0 Cable Modem

ARRIS

Quick Start Guide

Items Included in the Box

- **SB6190 Cable Modem**
- **Power Supply**
- **Ethernet Cable**
- **Software License & Warranty Card**
- **Quick Start Guide**

IMPORTANT!

You must have a live broadband cable connection already installed in your home before installing the SB6190 Cable Modem. If not, please contact a service provider for assistance.

When contacting a service provider, you may be asked for the **MAC address** and **Serial number** located on the bottom of your cable modem (see **Modem Label** for details).

Connecting Your Cable Modem

1. Connect the coaxial cable from the cable wall outlet to the **Cable** connector on the rear of your SB6190. Use your hand to tighten each connector.

2. Connect the Ethernet cable to the **Ethernet** port on your computer (or other network device) and to an **Ethernet** port on the rear of your SB6190.

3. Connect the power cord to the **Power** port on the rear of your SB6190 and then plug it into an electrical wall outlet.

   This automatically powers ON your SB6190.

Testing Your Cable Modem Connection

1. Power ON your computer. The **Receive**, **Send**, and **Online** LEDs on your cable modem will first FLASH (blink) and then light up SOLID. See **Front Panel LEDs** for LED status information.

   Note: If all three LEDs did not light up SOLID, contact your service provider.

2. Open any web browser on your computer, such as Internet Explorer, Google Chrome, Firefox, or Safari.

3. Type a valid URL (such as **www.surfboard.com**) in the address bar and press **Enter** to test your network connection.

   - If the web page opens, your cable modem was set up properly.

   - If the web page does not open, you may have to contact your service provider to set up your Internet service or activate your cable modem.

1 Coaxial Cable Connection

3 Ethernet Connection

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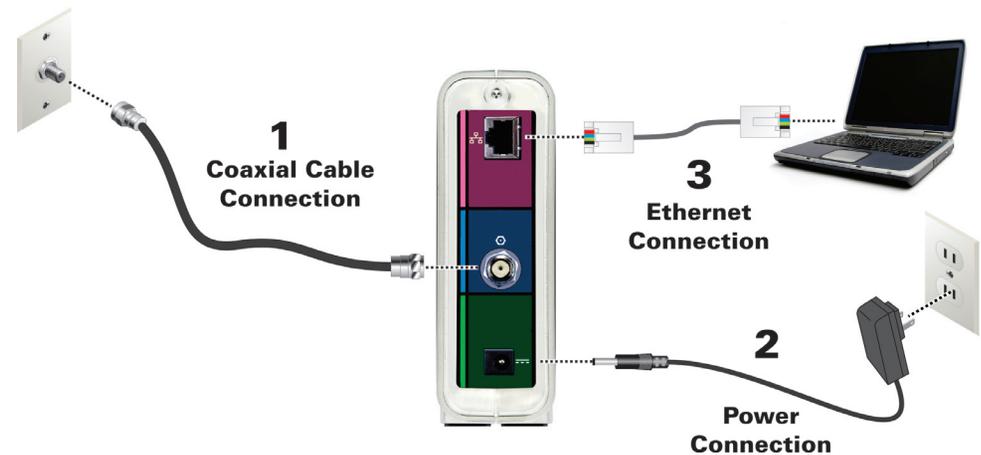
BEFORE RETURNING THIS PRODUCT TO THE STORE for any reason, please call ARRIS Technical Support for assistance: **1-877-466-8646**

The *SURFboard SB6190 User Guide*, frequently asked questions (FAQs), and additional product information are available online at the ARRIS Support website: **www.arris.com/consumer**.

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Front Panel LEDs

- Power
- Receive
- Send
- Online

During normal operation, the POWER, RECEIVE, SEND, and ONLINE LEDs should always be lit **SOLID**. The LINK LED should **FLASH** during data transfer.

*Note: During startup, all LEDs will **FLASH** and then light up **SOLID**, in sequence. If an LED lights up **SOLID** and the next LED does not **FLASH**, please contact your service provider.*

Modem Label

Place Label Here

Please note: The SB6190 modem label is also located on the bottom of your cable modem. The label contains specific ID information for your cable modem.

To receive cable 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 modem label.

ICON	LED STATUS
POWER	**Green** (ON): Indicates power to the modem is properly connected
RECEIVE	**Green** (ON): Indicates a downstream (receive data) channel connection
	Blue* (ON): Indicates a bonded downstream (receive data) channel connection
SEND	**Green** (ON): Indicates an upstream (send data) channel connection
	Blue* (ON): Indicates a bonded upstream (send data) channel connection
ONLINE	**Green** (ON): Indicates Internet connectivity

*High-speed data service may not be available in your location. Check with your service provider for more information.

ARSVD01621-a   5/2015