ARRIS

QUICK START GUIDE

SURFboard

Wi-Fi Cable Modem
SBG7580-AC

What's in the Box

Power Cord

Ethernet Cable

Support Information Card

Software License & Warranty Card

SBG7580-AC Quick Start Guide

SBG7580-AC Wi-Fi Cable Modem

Introduction

Status Indicators

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 SBG7580-AC User Guide** at the ARRIS Support website, **www.arris.com/selfhelp**.*

The SBG7580-AC 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 SBG7580-AC, 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 SBG7580-AC 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 SBG7580-AC will not work with DSL or satellite Internet service.

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Let's Get Started

Connect the coaxial cable (not included) from the cable wall outlet or RF splitter to the **Cable** connector on the rear of your SBG7580-AC.

Tighten the connector by hand.

Connect the Ethernet cable to any **Ethernet** port on the rear of your SBG7580-AC and the **Ethernet** port on your PC or laptop.

C

Connect the power cord to the Power port on the rear of your SBG7580-AC and then plug it into an electrical wall outlet that is not controlled by a wall switch.

Your SBG7580-AC will automatically power ON when the power cord is connected.

D

Check the front panel LEDs on your SBG7580-AC. 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.

Make sure you have the Wi-Fi cable modem model name (**SBG7580-AC**), HFC MAC ID, and Serial Number (**S/N**) listed on the Wi-Fi cable modem label located on the bottom of your SBG7580-AC or attached in the **Wi-Fi Cable Modem Label** section at the end of this document.

*Note: For **Comcast subscribers**, please visit **xfinity.com/activate** before calling Comcast or ARRIS. If there is an issue with the activation, please call Comcast: **1-800-Xfinity (1-800-934-6489)**. Make sure you have your Comcast XFINITY account number, account phone number, and login information (your email address or user name and password).*

Verify SBG7580-AC 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 SBG7580-AC.

Set Up Your Wi-Fi Network Connection

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Choose one of the following options:

3.1 Download **ARRIS SURFboard® Manager**
3.2 Connect using your mobile 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 mobile device to set up your Wi-Fi home or small business network connection.

A

Use the ARRIS SURFboard Manager mobile app (see page 17) or the SBG7580-AC Web Manager (see page 26) 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 SBG7580-AC Wi-Fi network.

B

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

Click or scan the 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 SBG7580-AC Wi-Fi network.
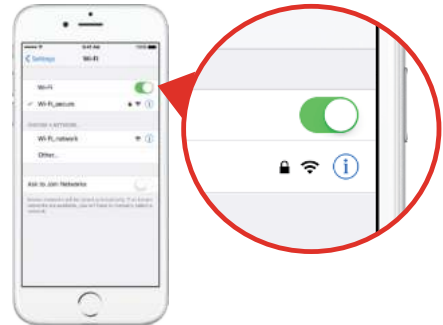
3.2

Connect using your mobile device

⚠️ Some of the selections used in this procedure may vary slightly depending on your 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**.
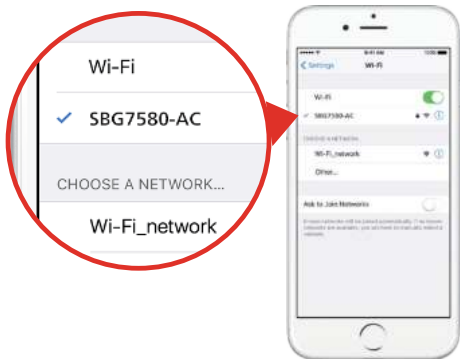
Check that **Wi-Fi** or **Wireless** is set to ON.

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

Select the SBG7580-AC 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 SBG7580-AC activation.

Download McAfee™ Secure Home Internet

4

Get protection in just a few steps.

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

2 Sign up through the mobile app

3 Follow the step-by-step instructions in the mobile app to set up your home network
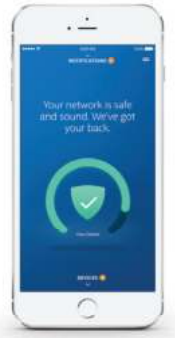
PLUS Get McAfee LiveSafe for 90 days free to keep devices protected even on other networks.

Download the **McAfee Secure Home Internet** mobile app from the Apple App Store or Google Play Store.

Click or scan the QR code to download the mobile app on your iOS or Android mobile device:

For more information, the McAfee Secure Home Internet User Guide is available online.

Web Manager

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Manage your SBG7580-AC using the SBG7580-AC Web Manager.

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

The default login are 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 password.

Customize the default Wi-Fi network name or SSID (**SBG7580AC-####**) for your Wi-Fi home network after installing your SBG7580-AC 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.

For additional assistance with your SBG7580-AC, 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 cable modem.

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