



**ARRIS**

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**QUICK START GUIDE**

**SURFboard**

**Wireless Gateway**  
SBG6950AC2  
SBG7400AC2

# What's in the Box

A



B



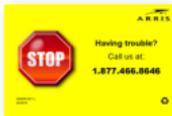
C



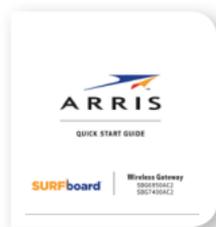
D



E



F



A: Wireless Gateway

B: Power Adapter

C: Ethernet Cable

D: Software License & Warranty Card

E: Support Information Card

F: Quick Start Guide - SBG6950AC2 & SBG7400AC2

# Introduction

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This 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. Using the connection capabilities of the wireless gateway, you can connect your computer and other devices via the Ethernet ports or wireless connections. The wireless gateway connects to the existing coaxial cable connection in your home.

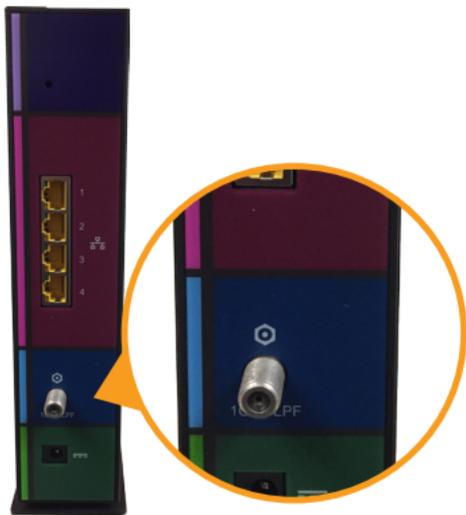
# Install Your Wireless Gateway

1



A

**Connect** the coaxial cable (not included) from the cable wall outlet or RF splitter to the cable connector on the rear of your wireless gateway.



Tighten by hand.

## B

**Connect** the Ethernet cable (included) to any of the Ethernet ports on the rear of your wireless gateway and the Ethernet port of a PC or laptop.



# C

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



Your wireless gateway will automatically power ON.

# D

**Check** the front panel LEDs on your wireless gateway. After a brief pause, the top three LEDs should be lit **SOLID** blue:



- Power
- Send/Receive
- Online
- 2.4 GHz Wireless
- 5 GHz Wireless

If any LEDs are not lit **SOLID**, double-check the cable connections.

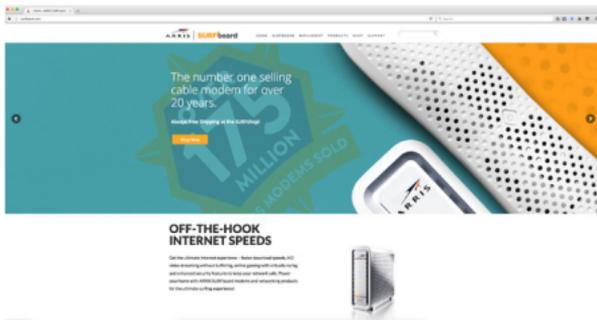
Both Wireless LEDs will light up SOLID when wireless connectivity is available and ready.

-  2.4 GHz Wireless
-  5 GHz Wireless



# E

**Verify** gateway connectivity by accessing the Internet with the connected PC or laptop.



Visit any public webpage such as **www.surfboard.com**. If it fails to open, please contact your service provider to set up your Internet service or activate your wireless gateway.

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

To save time, make sure you have the Gateway model name (**SBG6950AC2** or **SBG7400AC2**), HFC MAC ID, and Serial Number (**S/N**) listed on the gateway label located on the bottom of your wireless gateway or attached to this document under the **Gateway Label** section.

## Set Up a Wireless Network Connection

2



# 2.1

Download, open, and then follow the steps in the ARRIS SURFboard® Manager App for your iOS or Android mobile device to set up your wireless network connection.

**Set** the same network name and password if you are replacing the router or gateway 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.

# A

**Download** the ARRIS SURFboard® Manager App from iTunes or Google.



<https://itunes.apple.com/us/app/arris-surfboard-manager/id1061716447?mt=8>



<https://play.google.com/store/apps/details?id=com.arris.SURFboardManager&hl=en>

# B

**Open** the ARRIS SURFboard® Manager App and follow the prompts to select your wireless gateway (**SBG6950AC2** or **SBG7400AC2**) from the Wi-Fi Networks list.

Then, follow the instructions.

**Default WiFi Settings**

<b>2.4G SSID</b>	ARRIS – 47B1
<b>5G SSID</b>	ARRIS – 47B1 – 5G
<b>Password</b>	332333302258

Scan for 2.4G WIFI

Need Help? [Surfboard.com](http://Surfboard.com)

# 2.2

Set up the wireless network  
on your Windows computer



# A

**Select** the following in sequential order from the Windows task bar on your computer. This will open the list of available wireless networks:

- Start Button
- Control Panel
- Network and Sharing Center
- Connect to a Network

## B

**Click** on the wireless network name or SSID for your wireless gateway from the wireless network list.

The default SSID, **ARRIS-####**, is listed on the gateway label (see *Page 18*).

# C

**Select** “connect automatically” to set up automatic log on connections for the wireless devices on your home network.

**Click** “connect” to open the Connect to a Network window.

# D

**Enter** your wireless network security code or password in the Security Key field.

**Note:** *Enter the Wi-Fi Security Key listed on the gateway label on the back of this guide or create your own network password (see the **SURFboard SBG6950AC2 & SBG7400AC2 Wireless Gateway User Guide** for more information).*

**Use** the ARRIS SURFboard® Manager App or the Gateway Web Manager to set the same network name and password if you are replacing the router or gateway 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.

A “Successfully Added” message should display.

# 2.3

Set up the wireless network  
on your Apple computer



# A

**Click** the Wi-Fi icon in the system tray in the top right corner of your iMac or MacBook screen.



# B

**Verify** “Turn Wi-Fi Off” appears on the top menu. If it does not, click “Turn Wi-Fi On” to activate your Mac’s Wi-Fi connectivity.



# C

**Click** the Wi-Fi icon again and then click the name of your SBG6950AC2 or SBG7400AC2 Wi-Fi network.



# D

**Check** the gateway label for the SSID, **ARRIS-####**, and network Password (Wi-Fi Security Key).

**Enter** the network password (do one of the following):

- Check the gateway label (located either on your gateway or on the back of this guide).
- Create your own network password (refer to the ***SURFboard SBG6950AC2 & SBG7400AC2 Wireless Gateway User Guide*** for more information).

# E

**Use** the ARRIS SURFboard® Manager App or the Gateway Web Manager to set the same network name and password if you are replacing the router or gateway 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.

3

## Connect Devices to Your Wi-Fi Network



# 3.1

Connect using the WPS Pairing button  
for your WPS-enabled device

A

Connect using the WPS Pairing button for your WPS-enabled device.

**Press** the WPS button located on the front of your wireless gateway.

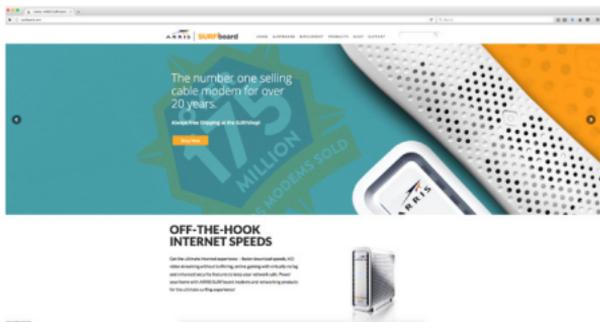


## B

**Press** and hold the WPS button on your WPS-enabled computer or other WPS-enabled device for five or more seconds.

**Repeat** steps A and B for each WPS-enabled device you want to connect.

**Verify** gateway connectivity by accessing the Internet with your connected PC or laptop.



## 3.2

### Connect 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 choose the most applicable selections on your device.

# A

**Access** the Settings screen on your mobile device and then select one of the following:

- Wi-Fi
- Wireless
- Connections

# B

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

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



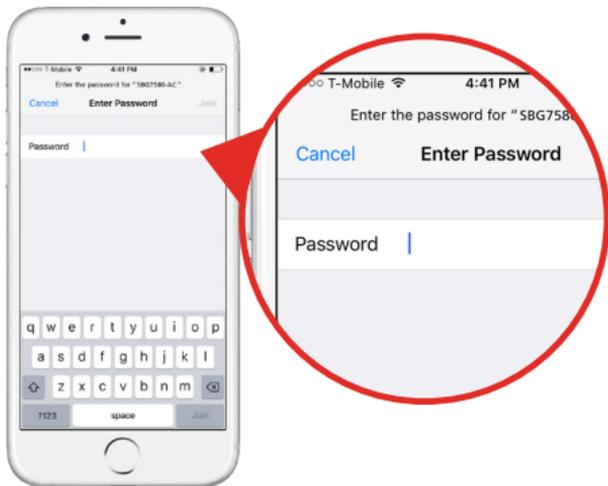
C

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



# D

**Enter** your Wi-Fi network password in the “password” field and select “connect.” This is the password that you set up during the wireless gateway activation.



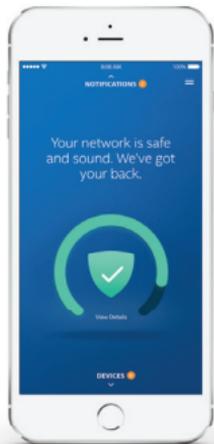
4

## Download and Set Up the McAfee App



A

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



 **McAfee**

Keep your connected home protected.



## B

Get protection in just a few steps.

1



Download **ARRIS Secure Home Internet by McAfee** from Google Play or App Store

2



Sign up through the app

3



Follow step-by-step instructions in the app to get your home set up

**PLUS**

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

5

## Start the Gateway Web Manager



# A

**Manage** your wireless gateway using the gateway Web Manager.

Open a web browser (e.g., Internet Explorer, Chrome, etc.) and type **192.168.0.1**

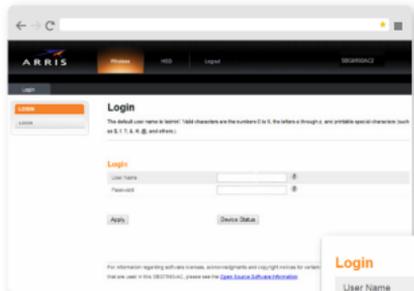
The default login credentials are case-sensitive.

User Name: **admin**

Password: **password**

# B

**Change** the default gateway Web Manager password found under the Login settings and then select **Apply**.



**Change** the default wireless network name or SSID (**ARRIS-####**) for your wireless network after installing your wireless gateway and setting up your network connection(s).

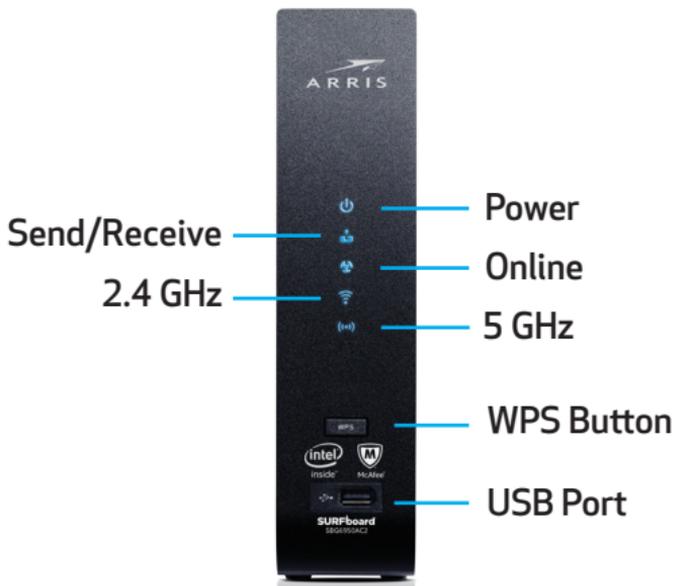
Refer to the ***SURFboard SBG6950AC2 & SBG7400AC2 Wireless Gateway User Guide*** for more information.

6

## Status Indicators



## Front Panel LEDs



## LED Status Indicators

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	<b>On</b>	Power is properly connected to the gateway
	<b>On</b>	Upstream (Send) and Downstream (Receive) status
	<b>On</b>	Gateway is connected to the network
	<b>Flash</b>	2.4 GHz wireless connection is made between the gateway and wireless device
	<b>Flash</b>	5 GHz wireless connection is made between the gateway and wireless device

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For additional assistance with your SURFboard wireless gateway, ARRIS is here to help.

Visit [www.arris.com/selfhelp](http://www.arris.com/selfhelp) for Self Help, FAQs, Product Manuals, Live Chat, and Email support. Or give us a call at **1-877-466-8646**.

If there is no label here, please refer to the bottom of your wireless gateway.

## Gateway Labels

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