

## Wi-Fi Cable Modem Label

The Wi-Fi cable modem label is located on the bottom of your SBG10.

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 SBG10 label.

If the label is not attached here, please check the bottom of your SBG10 for the label.

You may need the following Wi-Fi cable modem label information to activate your Wi-Fi cable modem and set up a Wi-Fi home network connection:

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

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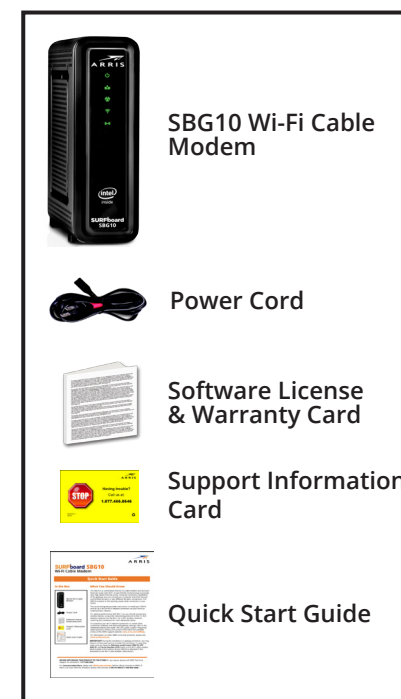


# SURFboard™ SBG10

## Wi-Fi Cable Modem

### Quick Start Guide

#### In the Box



#### What You Should Know

The SBG10 is a combination DOCSIS 3.0 cable modem and two-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 Wi-Fi cable modem, you can connect your computer and other devices via the Ethernet ports or the 2.4 GHz and 5 GHz wireless connections. The SBG10 connects to the existing coaxial cable connection in your home.

This quick start guide provides instructions to install your SBG10 and set up a secure Wi-Fi network connection on your home or small business network.

For optimal performance with 802.11ac, you should connect any Wi-Fi devices using older networking protocols to the 2.4 GHz wireless network (not the 802.11ac 5 GHz wireless network); reserving the 5 GHz connection for more advanced client devices.

To customize your Wi-Fi network connection or review other connection methods and advanced Wi-Fi cable modem settings, refer to the *SURFboard SBG10 User Guide*. The user guide, Technical Support, frequently asked questions (FAQs), and additional ARRIS product information are available online at the ARRIS Support website, [www.arris.com/selfhelp](http://www.arris.com/selfhelp).

For information on other ARRIS consumer products, please visit [www.surfboard.com](http://www.surfboard.com).

**IMPORTANT!** During the installation or Wi-Fi cable modem activation, you may have to contact your service provider for assistance. To save time, make sure you have the **Wi-Fi cable modem model name (SBG10)**, **HFC MAC ID**, and **Serial Number (S/N)** listed on the Wi-Fi cable modem label located on the bottom of your SBG10 or attached to this document in the Wi-Fi Cable Modem Label section.

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

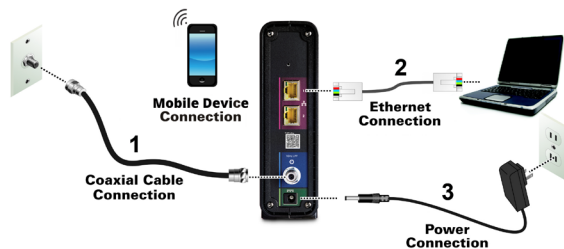
For **Comcast subscribers**, please visit [xfinity.com/activate](http://xfinity.com/activate) before calling Comcast or ARRIS. If there is an issue with the activation, please call Comcast: **1-855-OK-BEGIN (1-855-652-3446)**.

## Install the Gateway

1. Connect the coaxial cable from the cable wall outlet or RF splitter (not included) to the **Cable** connector on the rear of your SBG10.  
Use your hand to tighten each connector.
2. Connect the Ethernet cable to the **Ethernet** port on your Ethernet-enabled device and to an **Ethernet** port on the rear of your SBG10.
3. Connect the power cord to the **Power** port on the rear of your SBG10 and then plug it into an electrical wall outlet that is not controlled by a wall switch.

This automatically powers ON your SBG10.

4. Check the front panel LEDs on your SBG10.  
During startup, the **Power**, **Send/Receive**, and **Online** LEDs will FLASH. Afterwards, check that all three LEDs are lit SOLID green. Both **Wireless** LEDs will light up only when Wi-Fi devices are connected on your Wi-Fi Home network (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 SBG10.
3. Open a web browser (such as Internet Explorer, Google Chrome, Firefox, or Safari) on your computer.
4. Type a valid URL (such as [www.surfboard.com](http://www.surfboard.com)) in the address bar and 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 SBG10.






## Front Panel LEDs

During normal operation, the **Power**, **Send/Receive**, and **Online** LEDs on the SBG10 front panel should always be lit SOLID green.

**Note:** During startup, the first three LEDs will FLASH and then light up SOLID in sequence. If the **Power LED** does not light up, please first check the SBG10 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 SBG10
	<b>On</b> - Upstream (Send) and Downstream (Receive) status
	<b>On</b> - SBG10 is connected to the network
	<b>Flash</b> - 2.4 GHz wireless connection is made between the SBG10 and your Wi-Fi device
	<b>Flash</b> - 5 GHz wireless connection is made between the SBG10 and your Wi-Fi device

## Set Up a Wi-Fi Network Connection

Choose one of the following options to set up your Wi-Fi home network connection. When done, proceed with **Test Your Wi-Fi Network Connection** below.

- Download ARRIS SURFboard Manager Mobile App
- Connect Using Your Mobile Device

### Download the ARRIS SURFboard Manager Mobile App

The ARRIS SURFboard Manager mobile app is a quick and easy-to-use option to set up your Wi-Fi home or small business network connection using your iOS or Android mobile device.

Do the following to download the iOS or Android version of the ARRIS SURFboard Manager mobile app on your mobile device:

1. Check that your mobile device is connected to your Wi-Fi network.
2. Scan the QR code to download the ARRIS SURFboard Manager mobile app from the Apple App Store or Google Play Store.



The ARRIS SURFboard Manager mobile app screen displays.

3. Tap **INSTALL** to download the mobile app on your mobile device.

The **ARRIS SURFboard Manager will be installed on your device soon** message displays

4. Tap **OK** and then tap **OPEN** to launch the mobile app.
5. Follow the mobile app prompts to configure your Wi-Fi network connection.

## Connect Using Your Mobile Device

Some of the selections used in this procedure may vary slightly depending on your mobile device and operating system. Please make sure to select the most applicable selections on your mobile device.

1. Access the Settings screen on your mobile device and then select **Wi-Fi**, **Wireless**, or **Connections**.

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

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

3. Select the SBG10 Wi-Fi network from the list of available Wi-Fi networks.

4. 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 Wi-Fi cable modem activation.

## Test Your Wi-Fi Network Connection

1. If connected, disconnect the Ethernet cable from your computer and SBG10.
2. Open a web browser on your computer.
3. Type a valid URL (such as [www.surfboard.com](http://www.surfboard.com)) in the web browser address bar and press **Enter**.

## Start the Wi-Fi Cable Modem Web Manager

Use the SBG10 Web Manager to set up and manage your SBG10 and network security configurations. To access the web manager:

1. Open any web browser on your computer, type **192.168.0.1** in the address bar and press **Enter**.
2. Type the default login credentials:

User name: **admin**  
Password: **password**