

SURFboard™ SB6141

DOCSIS® 3.0 Cable Modem



Quick Start Guide

In the Box

- SB6141 Cable Modem
- Power Supply
- Ethernet Cable
- Software License & Warranty Card
- Support Information Card
- SB6141 Quick Start Guide

IMPORTANT!

You must have a live broadband cable connection already installed in your home before installing the SB6141 Cable Modem. If you do not, please contact a service provider for assistance.

When contacting a service provider, you may have to provide the **MAC address** and **Serial number** listed on the cable modem label on the bottom of your SB6141 (see back page).

Install the Cable Modem

1. Connect a coaxial cable to a cable wall outlet and to the Cable connector on the rear of your SB6141. Hand-tighten each connector.
2. Connect the power cord to the Power port on the rear of your SB6141 and then plug the other end into an electrical wall outlet. This automatically powers ON your SB6141.
3. Connect the Ethernet cable to the Ethernet port on your computer (or other device) and to the Ethernet port on the rear of your SB6141.

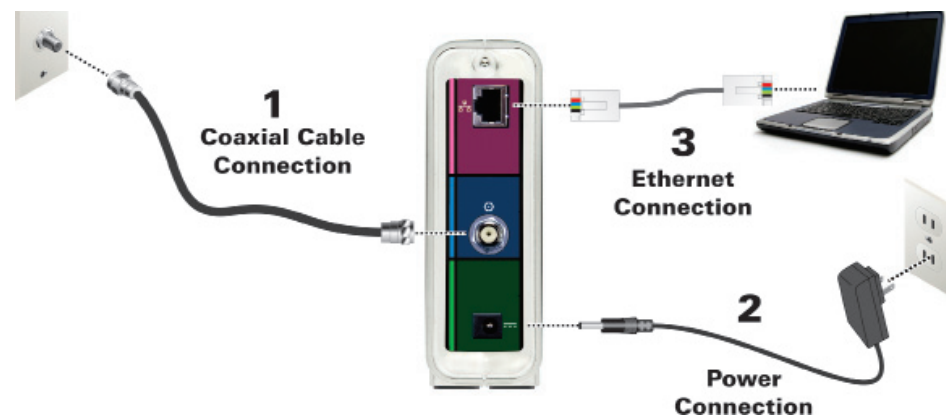
Test the Cable Modem Connection

1. Power ON your computer. The **Receive**, **Send**, and **Online** LEDs on your SB6141 will first FLASH (blink) and then light up SOLID.

See the Front Panel LEDs table on the back page for more 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. The website should open.
 - If the web page opens, your SB6141 was set up properly.
 - If the web page fails to open, first check each cable connection on your devices to ensure that they are securely connected. Then, retype the URL.If still unsuccessful, you may have to contact your current service provider to either set up your Internet service or activate your SB6141.



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

Please visit **www.arris.com/consumer** for frequently asked questions (FAQs) and additional product documentation.

For Comcast subscribers only, please visit **www.comcast.com/activate** before calling Comcast or ARRIS.

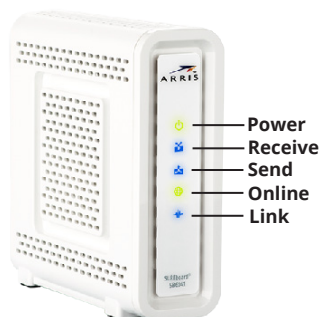
SURFboard™ SB6141

DOCSIS® 3.0 Cable Modem



Quick Start Guide

Front Panel LEDs



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

Note: During startup, all LEDs will **FLASH** and then turn **ON** in sequence. If an LED turns **ON** and the next LED does not **FLASH**, please contact your service provider.

Cable Modem Label



Please note: The cable modem label is also located on the bottom of your SB6141. The label contains specific ID information for your SB6141 that you may need when contacting your service provider.

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 cable modem label.

ICON	LED STATUS
	Green (ON): Indicates power to the SB6141 is properly connected
	Green (ON): Indicates a downstream (receive data) channel connection Blue* (ON): Indicates a bonded downstream (receive data) channel connection
	Green (ON): Indicates an upstream (send data) channel connection Blue* (ON): Indicates a bonded upstream (send data) channel connection
	Green (ON): Indicates Internet connectivity
	Amber (ON): Indicates a network device, computer, or router is connected to the Ethernet port and is operating in Ethernet (10Base-T) or Fast Ethernet (100Base-T) mode Blue* (ON): Indicates a network device, computer, or router is connected to the Ethernet port and is operating in high-speed Gigabit Ethernet (1000Base-T) mode

*DOCSIS 3.0 operation (high-speed Internet service) may not be available in all locations. Check with your service provider for more information.

© 2015 ARRIS Enterprises, Inc. All rights reserved.

No part of the contents of this publication may be reproduced or transmitted in any form or by any means without written permission from ARRIS Enterprises, Inc.

ARRIS, SURFboard, and the ARRIS logo are all trademarks or registered trademarks of ARRIS Enterprises, Inc. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and the names of their products. ARRIS disclaims proprietary interest in the marks and names of others.

All other product or service names are the property of their respective owners. No part of the contents of this document may be reproduced or transmitted in any form or by any means without the written permission of the publisher.

598483-001-a 10/2015



Before you begin

Internet Service connection required. Two RipCurrent™ devices are needed. RipCurrent utilizes your home’s existing power lines, via G.hn technology, to expand your network coverage. To customize your wireless network connection and other advanced router settings, see the SBR-AC1200P User Guide for more information. The User Guide is available online at the ARRIS Support website, www.SURFboard.com/Support/SBR-AC1200P.

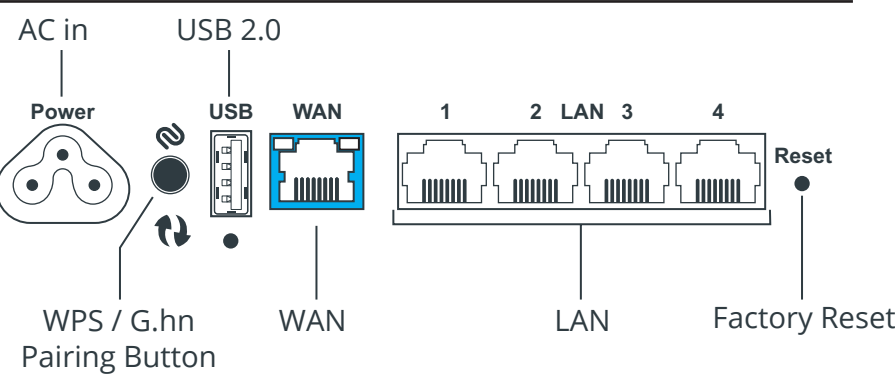


SBR-AC1200P
Wi-Fi® Router with
RipCurrent™

Primary LED Status Indicators

- GREEN = Normal Operation
- AMBER Flashing = WPS Initiated
- AMBER Solid = Wi-Fi Disabled
- RED Flashing = Start-up / Error Mode

Rear Panel Connections



Rear Panel LED Status Indicators

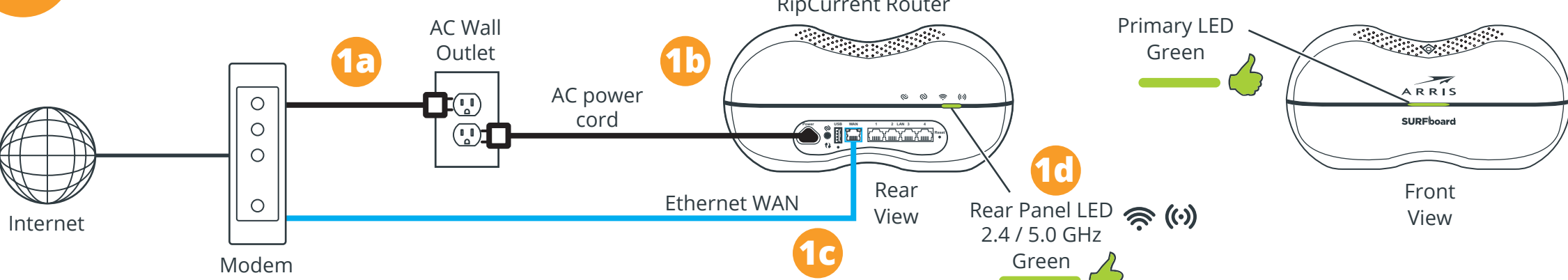
- G.hn signal strenth: GREEN = Excellent signal, AMBER = Fair signal, RED = Poor signal, OFF = No signal
- G.hn secure link: GREEN = Secured, RED = Unsecured
- 2.4 GHz Wi-Fi: GREEN = Wi-Fi On, "Flashing" = Wi-Fi Activity, Unlit = Wi-Fi Off
- 5.0 GHz Wi-Fi: GREEN = Wi-Fi On

NOTE: Please see reverse side for more detailed instructions.



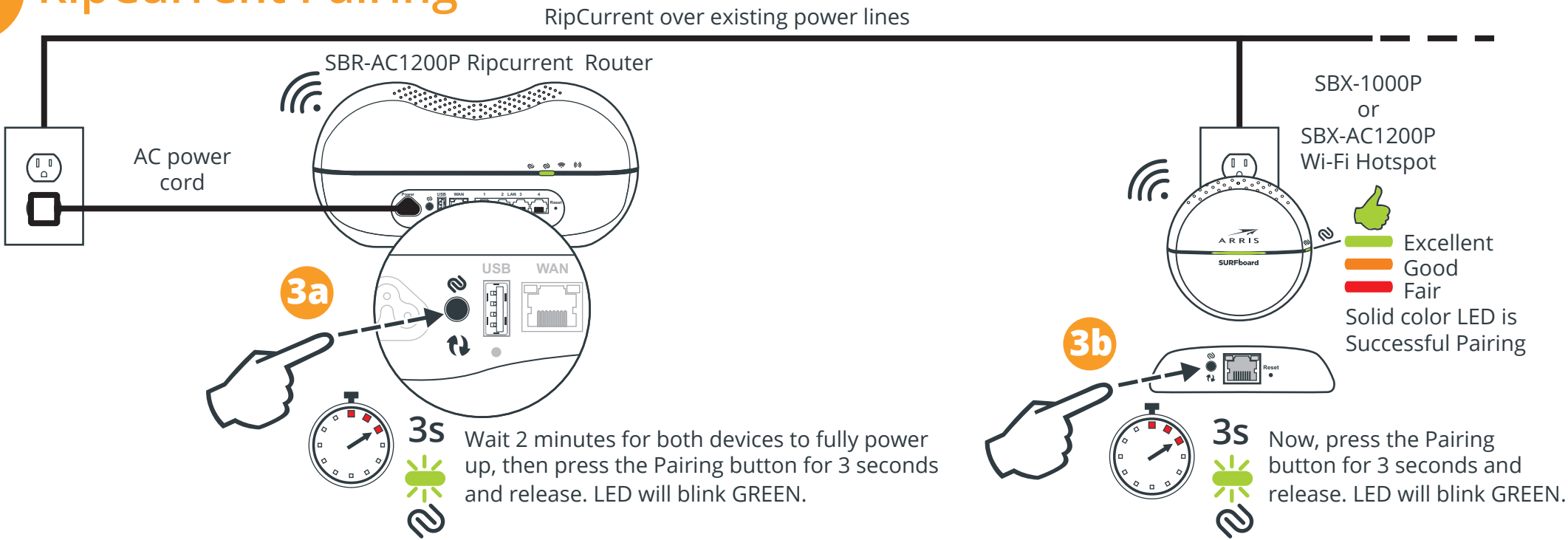
Quick Start Guide

1 Getting Started

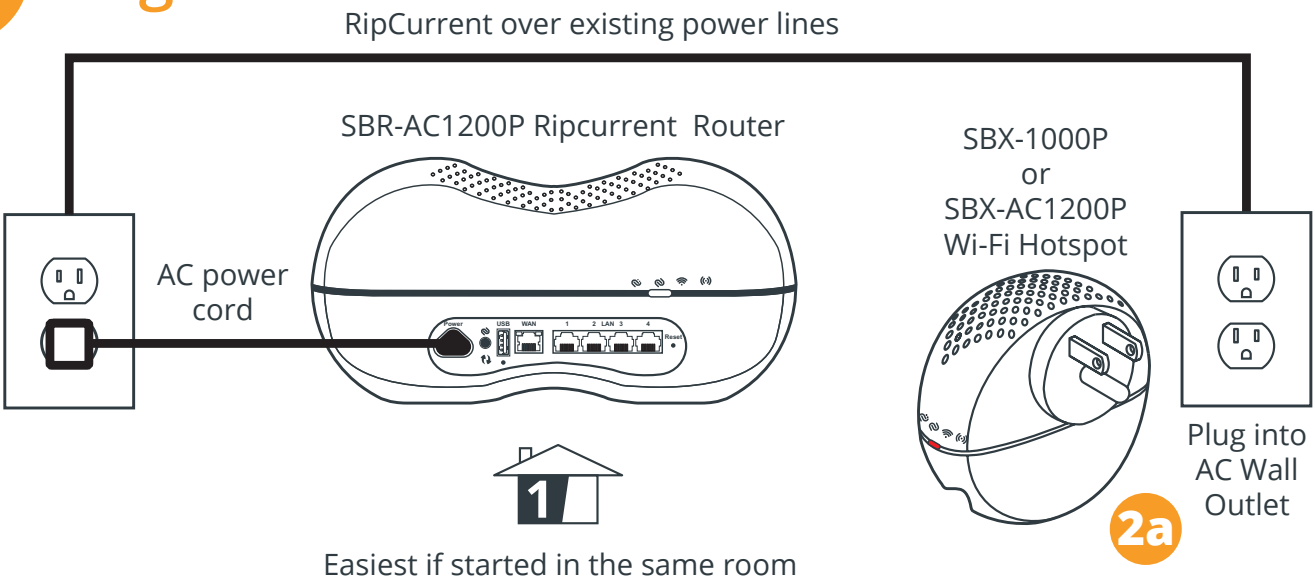


- 1a Unplug the power to turn off the modem that is providing your Internet connection. Return Power to your Internet Modem, and let it re-register with your Service Provider.
- 1b Connect the power cord to the SBR-AC1200P, once the front panel Primary LED status indicator shows green.
- 1c Connect the included Ethernet cable between the Blue WAN port on the router and an Ethernet port on your Internet Modem. Verify router connectivity by connecting to the router and accessing the internet with a PC or other device.
- 1d Wait until the 2.4 / 5.0 GHz LEDs on the rear panel of the Wi-Fi Router turn solid green.

3 RipCurrent Pairing

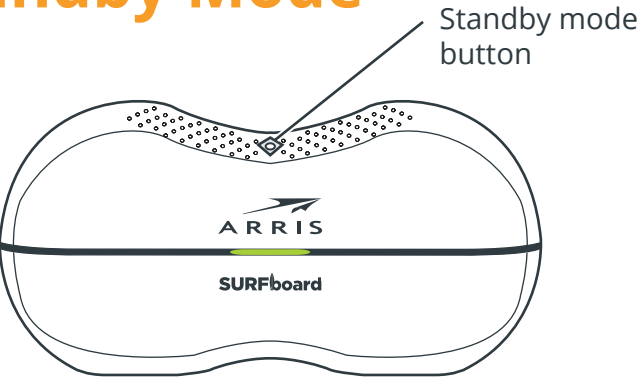


2 Plug in

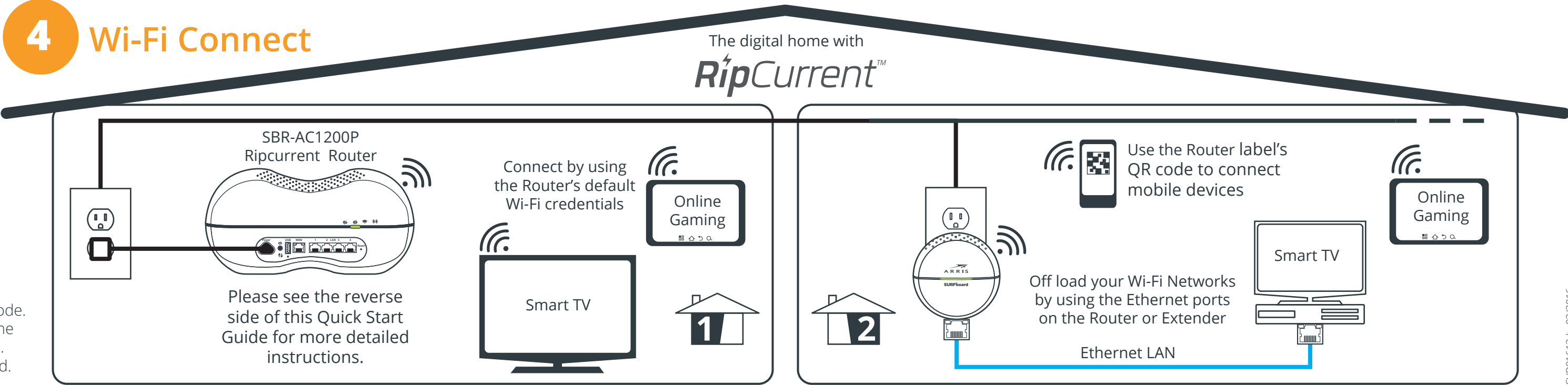


4 Wi-Fi Connect

Standby Mode



This button on the top is used to place the router in 'Standby' mode. Pressing the button for 5 seconds disables the Wi-Fi portion of the router for additional security and power savings when not in use. The front Primary LED will show Amber when Standby is activated. Press the button again for 5 seconds to re-activate the Wi-Fi.



For additional RipCurrent set up information please refer to the Documentation included in the Extender Package.

SBR-AC1200P LED Status Table

Primary LED	G.hn Signal	G.hn Network	2.5 Ghz Wi-Fi	5.0 Ghz Wi-Fi	Pairing	Reset	Wi-Fi Standby
	Excellent	Secured	Wi-Fi ON		3 Seconds = G.hn Pair	3-10 Seconds = Reboot	<5 Seconds = enable
	Good		Flashing = Wi-Fi Activity		+5 Seconds = WPS Initiated	10 Seconds = Factory Default	<5 Seconds = disable
	Fair	Unsecured	Unlit = Wi-Fi OFF		+15 Seconds = G.hn unpair		

Support Options



How to Video
<https://www.youtube.com/user/ARRISmarketing/featured>



ARRIS SURFboard SBR-AC1200P Wi-Fi Router with RipCurrent™

ARRIS®

Before you begin: For Internet connections, you must have a cable, DSL or Satellite Internet Service Provider (ISP) service connection to the Internet. To customize your wireless network connection and other advanced router settings, see the SBR-AC1200P User Guide for more information. The User Guide is available online at the ARRIS Support website, www.SURFboard.com/Support/SBR-AC1200P. RipCurrent™ utilizes your home's existing power lines, via G.hn technology, to expand your network coverage. **ARRIS recommends using the following steps to encrypt the G.hn traffic for a secure network.**

Getting Started:

1a) Unplug the power to turn off the modem that is providing your Internet connection. Return Power to your Internet Modem, and let it re-register with your Service Provider.

1b) Connect the power cord to the SBR-AC1200P, once the front panel status indicator show green.

1c) Connect the included Ethernet cable between the Blue WAN port on the router and an Ethernet port on your Internet Modem. Verify router connectivity by connecting to the router and accessing the internet with a PC or other device.

1d) Wait until the 2.4/5GHz LEDs on the rear panel of the Wi-Fi Router turn solid green.

RipCurrent Connection:

There must be at least two Gigabit Home Networking (G.hn) transmitters for the distribution network to function. Your router will need at least one companion device to use the RipCurrent feature. To take advantage of the SBR-AC1200P RipCurrent capability please visit www.SURFboard.com for information on SURFboard Extender and Accessory products compatible with the technology.

2) Plug in your RipCurrent, or other G.hn Extender, into an AC outlet close to the SBR-AC1200P Router. The G.hn network will connect automatically in a non-secure mode (indicated by a RED status LED). **Allow 2 minutes for devices to fully power up before pairing.**

3a) Press and hold the G.hn Secure Pairing button on the back of the Router for 3 seconds. The Pairing LED will blink green and become solid green when pairing is successful. (In some instances the pairing LED will blink until the Wi-Fi Hotspot is moved.) If an initial pairing is unsuccessful, press the pairing button for +15 seconds on the SBR-AC1200P, and re-start the process again at Step 2.

3b) Press the Pairing button on the other G.hn device (for SBX press for 3 seconds). The Pairing LED will blink green and become solid green when pairing is successful. The side panel G.hn link LED on the SBX-AC1200P and on SURFboard RipCurrent Extenders indicate the signal strength of the RipCurrent signal. Green = Excellent signal, Amber = Good signal, Red =Fair signal

4) Once securely paired (Green LED), you are now ready to connect your client device (PC, TV, Game Console, etc.) to the Extender via wired or wireless connection (depending on the Extender capability). **NOTE:** Repeat connection and pairing process for additional wireless hotspots by pressing a paring button on any connected G.hn device and on the new Wi-Fi hotspot or network extender.

Wi-Fi Connection:

5) SURFboard RipCurrent Routers use recommended default settings.

If you use the default Network Name (SSID) and Wi-Fi Passcode, connection is made easy for mobile devices. Scan the QR code from the label and you can connect without typing in any information. The Mobile App can also use the QR code to connect your devices. For other devices use the Network Name and Passcode on the label to connect

These Wi-Fi settings can be changed, if desired, using the Web Manager Quick Start Wizard from your browser, or using the ARRIS SURFboard Manager Mobile App (Playstore and APPLE Store)
If you are replacing an existing Wi-Fi router, you may set the SBR-AC1200P Router to use the same Wi-Fi Credentials, this allows all clients connected to your old router connect automatically to the SURFboard Router.
For additional settings available in the Web Manager, please refer to the User Guide (on-line).

Web Manager: You can access your Routers Web Manager using a direct connected Ethernet cable with the URL **<http://mysurfboard.local>**
Log in = **admin**
Password = **password**

ARRIS strongly recommends that you change your Web Manger Password found under the Status Tab Security Settings.

Standby Mode:

This button on the top is used to place the router in 'Standby' mode. Pressing the button for 5 seconds disables the Wi-Fi portion of the router for additional security and power savings when not in use. The front Primary LED will show Amber and then go off when Standby is activated. Press the button again for 5 seconds to re-activate the Wi-Fi.

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

© 2016 ARRIS Enterprises, LLC. All rights reserved. ARRIS, SURFboard, RipCurrent, and the ARRIS logo are all trademarks or registered trademarks of ARRIS Enterprises, LLC. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and the names of their products. ARRIS disclaims proprietary interest in the marks and names of others. No part of this publication may be reproduced or transmitted in any form or by any means without written permission from ARRIS Enterprises, LLC.