

SURFboard™ SB6190

DOCSIS® 3.0 Cable Modem



Quick Start Guide

In the Box

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

IMPORTANT!

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

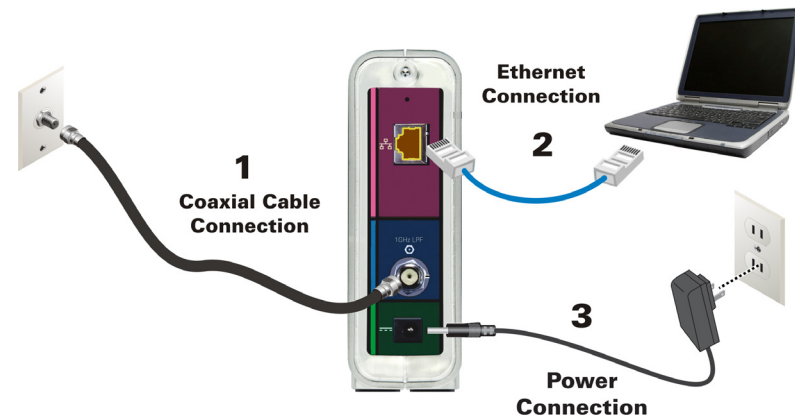
When contacting a service provider, you may have to provide the **MAC address** and **Serial number** listed on the cable modem label on the bottom of your SB6190 (see back page).

Install the Cable Modem

1. Check that a coaxial cable is already connected to a cable wall outlet and then connect the other end of the coaxial cable to the **Cable** connector on the rear of your SB6190.
Use your hand to tighten the connectors to avoid damaging them.
2. Connect the Ethernet cable to the **Ethernet** port on your computer and to the **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 the other end into an electrical wall outlet that is not controlled by a wall switch.
This automatically powers ON your SB6190.

Test the Cable Modem Connection

1. Power ON your computer. The **Receive**, **Send**, and **Online** LEDs on your SB6190 will first FLASH (blink) and then light up SOLID.
Check the Front Panel LED Status table for more information (see back page).
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 ARRIS website should open.
 - If the website opens, your SB6190 was set up properly.
 - If the website 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, contact your current service provider to either set up your Internet service or activate your SB6190.



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.

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Quick Start Guide

Front Panel LEDs



During normal operation, the **POWER, RECEIVE, SEND, and ONLINE** LEDs should always be lit **SOLID** green or blue.

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

Cable Modem Label



Please note: The cable modem label is also located on the bottom of your SB6190. The label contains specific ID information for your SB6190 that you may need when contacting your service provider.

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 cable modem label.

ICON	LED STATUS
	Green (ON): Indicates power to the SB6190 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

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



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-AC1900P User Guide for more information. The User Guide is available online at the ARRIS Support website, www.SURFboard.com/Support/.



SBR-AC1900P

Wi-Fi® Router with

RipCurrent™



Quick Start Guide

Primary LED Status Indicators

GREEN
= Normal Operation

AMBER Flashing
= WPS Initiated

AMBER Solid
= Wi-Fi Disabled

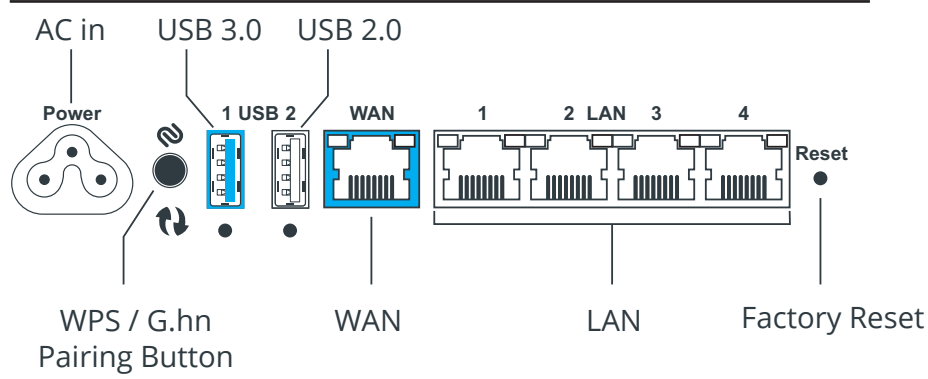
RED Flashing
= Start-up / Error Mode

Rear Panel LED Status Indicators

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

NOTE: Please see reverse side for more detailed instructions.

Rear Panel Connections



Place label here

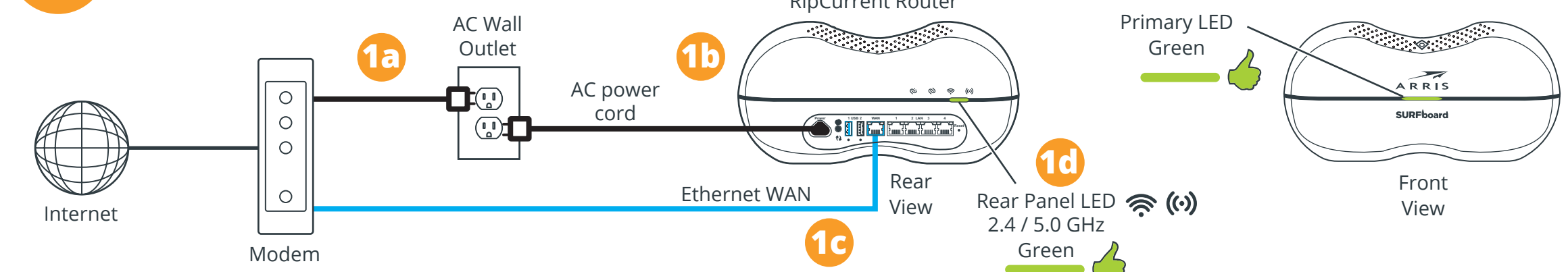
This label provides Device and Wi-Fi network information. Use the QR code to directly connect mobile devices, or to connect via the ARRIS SURFboard Mobile App. If you have changed the network settings the QR code will not apply.

Download on the **App Store**

ANDROID APP ON **Google play**

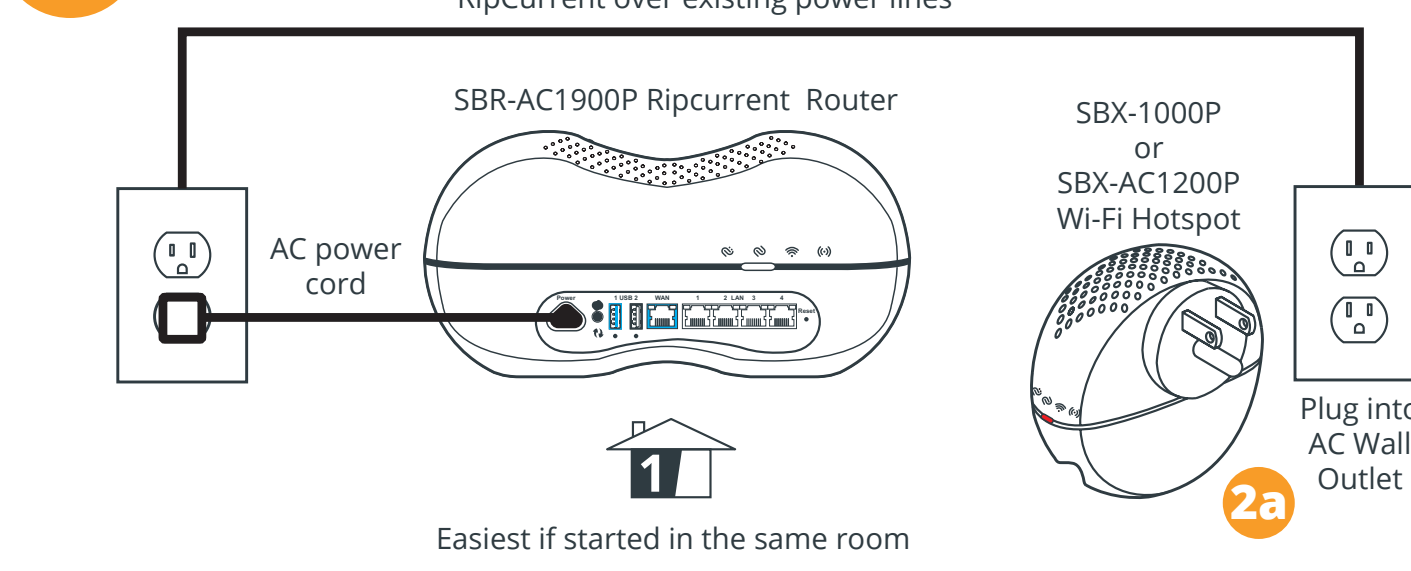
Download the free ARRIS SURFboard Manager for easy connection and remote management of your RipCurrent devices.

1 Getting Started

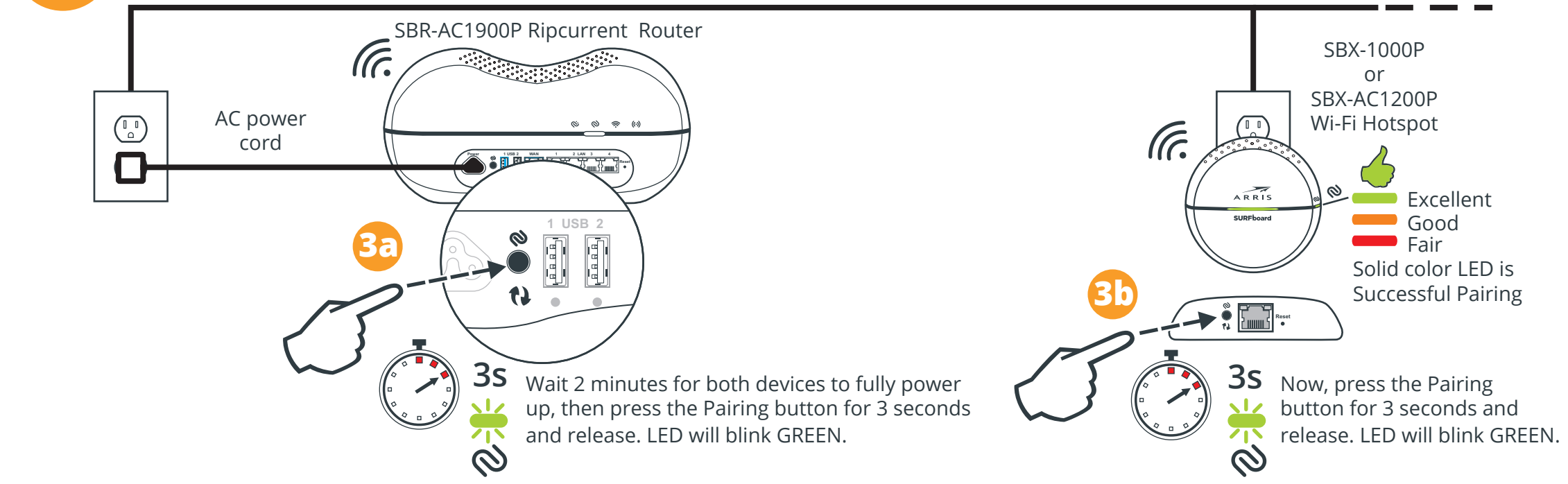


- 1a** Unplug the power to turn off the modem that is providing your Internet connection. Return Power to your Internet Modem, and let it re-register with your Service Provider.
- 1b** Connect the power cord to the SBR-AC1900P, once the front panel Primary LED status indicator shows green.
- 1c** Connect 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.

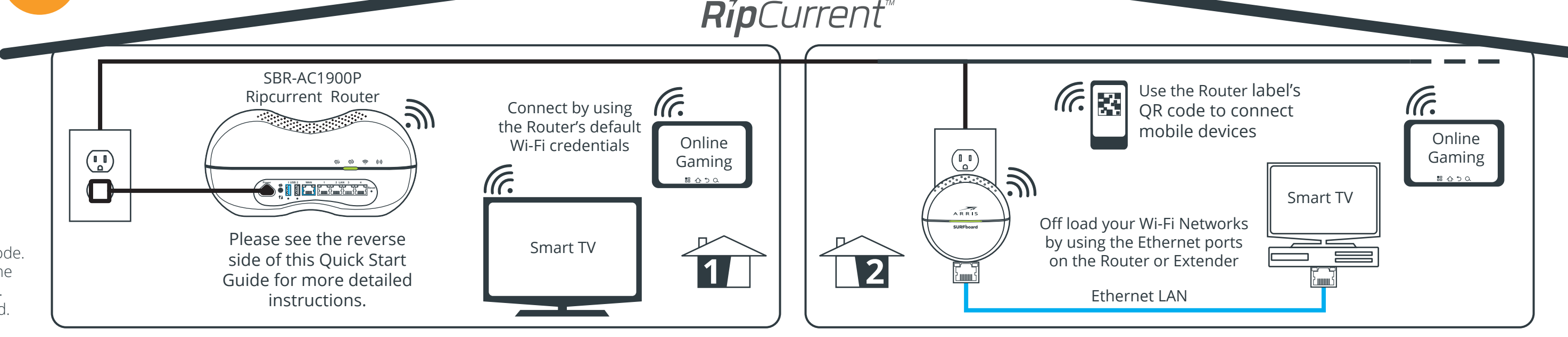
2 Plug in



3 RipCurrent Pairing

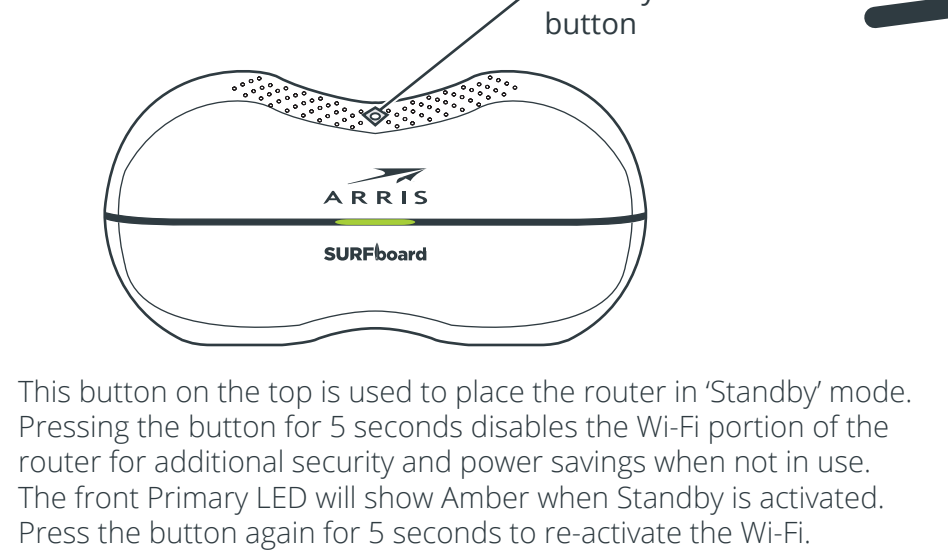


4 Wi-Fi Connect



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

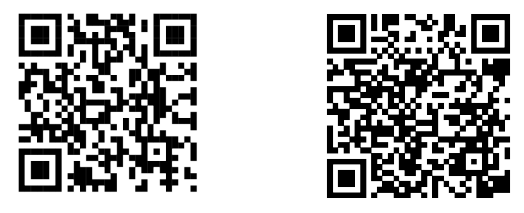
Standby Mode



SBR-AC1900P 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
Normal Operation	Excellent	Secured	Wi-Fi ON		3 Seconds = G.hn Pair	3-10 Seconds = Reboot	<5 Seconds = enable
Flashing = WPS Initiated Solid = Wi-Fi Disabled	Good		Flashing = Wi-Fi Activity		+5 Seconds = WPS Initiated	10 Seconds = Factory Default	<5 Seconds = disable
Start-up / Error Mode	Fair	Unsecured	Unlit = Wi-Fi OFF		+15 Seconds = G.hn unpair		

Support Options



arris.com/consumers <https://www.youtube.com/user/ARRISmarketing/featured>



ARRIS SURFboard SBR-AC1900P 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-AC1900P User Guide for more information. The User Guide is available online at the ARRIS Support website, www.SURFboard.com/Support/. 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-AC1900P, 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-AC1900P 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-AC1900P 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-AC1900P, 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-AC1900P 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**

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