

Gateway Label

The gateway label is located on the bottom of your SBG6700-AC Wireless Gateway (see gateway label below).

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 gateway label.

You may need the following gateway label information to activate your gateway and set up a wireless network connection:

- **Model:** Gateway model name
- **SSID:** Default name of your 2.4 GHz or 5 GHz wireless network. It is highly recommended that you change the default network name or add more wireless networks.
- **WI-FI SECURITY KEY:** Wireless network password to access your wireless network. It is highly recommended that you change the default Wi-Fi Security Key to a more secure password to protect your wireless network from unauthorized access.
- **S/N:** Gateway serial number. Your service provider may request the serial number to activate your gateway.
- **HFC MAC ID:** Your service provider may request the Media Access Control (MAC) number to activate your gateway.

Notes

Write your additional wireless network names and passwords here for future reference:

SSID #1:

Wi-Fi Security Key #1:

SSID #2:

Wi-Fi Security Key #2:

SSID #3:

Wi-Fi Security Key #3:

Additional SSID:

Add'l Wi-Fi Security Key:

© 2015 ARRIS Enterprises, Inc. All rights reserved.

No part 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.

ARSVD01669-a 09/2015

If the label is not attached, please refer to the bottom of your gateway.



SURFboard™ SBG6700-AC

Wireless Cable Modem Gateway

Quick Start Guide

In the Box



What You Should Know

The SBG6700-AC is a combination wireless cable modem and router that uses DOCSIS® 3.0 technology to provide ultra high-speed wired or wireless Internet access to your computer and other wireless network devices on your home or small business network. The SBG6700-AC connects to the existing coaxial cable connection in your home and does not require any new wiring.

This quick start guide will help you install your SBG6700-AC and set up a secure wireless network connection on your home or small business network.

To take advantage of the 802.11ac wireless performance or beamforming capabilities, your wireless connected devices must also support 802.11ac. For optimal performance with 802.11ac, you should connect any wireless devices using older protocols to the 2.4 GHz wireless network (not the 802.11ac 5 GHz wireless network).

To customize your wireless network connection and other advanced gateway settings, see the **SURFboard SBG6700-AC User Guide** for more information. It is available online at the ARRIS Support website: www.arris.com/consumer.

Frequently asked questions (FAQs) and additional product documentation are also available on the ARRIS Support website.

IMPORTANT! During the installation or gateway activation, you may have to contact your service provider for assistance. To save time, make sure you have the **Gateway model name (SBG6700-AC)**, **HFC MAC ID**, and **Serial Number (S/N)** listed on the gateway label on the bottom of your SBG6700-AC.

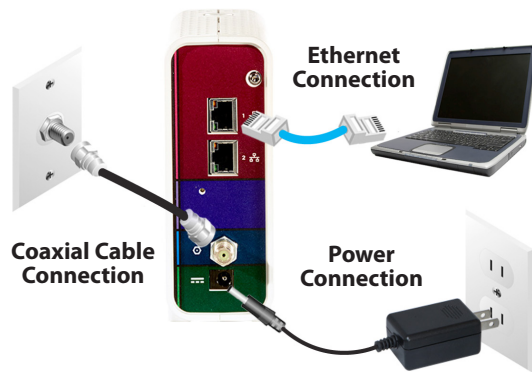
BEFORE RETURNING THIS PRODUCT TO THE STORE for any reason, please call ARRIS Technical Support for assistance: **1-877-466-8646**

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

Install the Gateway

1. Connect the coaxial cable from the cable wall outlet or RF splitter (optional) to the **Cable** connector on the rear of your SBG6700-AC. Use your hand to tighten each connector.
2. Connect the Ethernet cable to the **Ethernet** port on your computer and to an **Ethernet** port on the rear of your SBG6700-AC.
3. Connect the power cord to the **Power** port on the rear of your SBG6700-AC and then plug it into an electrical wall outlet.

This automatically powers ON your SBG6700-AC. Check the front panel LEDs on your SBG6700-AC. During the initial startup, the **Power**, **Receive**, **Send**, and **Online** LEDs will FLASH. Afterwards, check that all four LEDs are lit SOLID green or blue. Both **Wireless** LEDs will light up only when wireless devices are connected. See **Front Panel LEDs** for more information.



Test the Gateway Connection

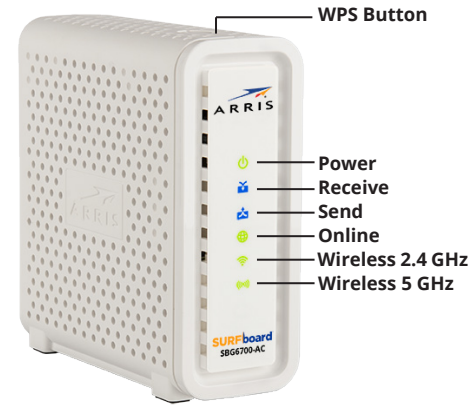
1. Power ON your computer and log in.
2. Contact your service provider to activate (provision) your SBG6700-AC.
3. Open a web browser on your computer, such as Internet Explorer, Google Chrome, Firefox, or Safari.
4. Type a valid URL (such as www.surfboard.com) in the address bar and press **Enter**.

The ARRIS website should open. If it fails to open, contact your service provider to set up your Internet service or activate your SBG6700-AC.







Front Panel LEDs

During normal operation, the **Power**, **Receive**, **Send**, and **Online** LEDs on the SBG6700-AC front panel should always be lit SOLID green or blue.

Note: During startup, the first four LEDs will FLASH and then light up SOLID in sequence. If the **Power** LED does not light up, please first check the gateway 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

 POWER	ON - Power is properly connected
 RECEIVE	ON - Downstream channel is connected
 SEND	ON - Upstream channel is connected
 ONLINE	ON - Gateway is connected to the network
 WIRELESS	FLASH - 2.4 GHz wireless connection between the gateway and a Wi-Fi enabled device
 WIRELESS	FLASH - 5 GHz wireless connection between the gateway and a Wi-Fi enabled device

Set Up a Wireless Network Connection

Choose one of the following two options to set up your wireless network connection. When done, proceed to **Test Your Wireless Network Connection**.

- Computer Wireless Network Options
- WPS Pairing Button

A Set Up the Wireless Network on Your Computer

Note: The steps for setting up a wireless network may differ slightly depending on the operating system installed on your computer. The following steps apply to Windows® 7.

1. From the Windows task bar on your computer, click the following in sequential order to open the list of available wireless networks:
 - **Start** button
 - **Control Panel**
 - **Network and Sharing Center**
 - **Connect to a network**
2. Scroll down the list and then click on the wireless network name or SSID for your SBG6700-AC.
3. Select **Connect automatically** to set up automatic log on connections for the wireless devices on your home network.
4. Click **Connect** to open the Connect to a Network window.
5. Type your wireless network security code or password in the **Security key** field.

Note: Enter the **Wi-Fi Security Key** listed on the gateway label or create your own network password (see the **SURFboard SBG6700-AC User Guide** for more information on changing the network password).

6. Select **Hide characters** to encrypt your wireless network password for security purposes and then click **OK** to complete the wireless network connection.

The **Successfully added** message should display.

7. Close the Wireless Network Connection window.

B Use the WPS Pairing Button

To use WPS, your computer hardware must support WPS and also have WPA security compatibility.

WPS automatically assigns a random SSID wireless network name and Wi-Fi Security Key to connect your SBG6700-AC and other WPS-enabled wireless devices to your wireless network.

Do the following to connect your WPS devices:

1. Power ON the SBG6700-AC and other WPS-enabled wireless devices to be connected to your wireless network.
2. Press the **WPS** button located on the top of the SBG6700-AC.
3. Press and hold the **WPS** button on your WPS-enabled computer or other WPS device for five or more seconds, then release.
4. Repeat steps 2 and 3 for each additional WPS-enabled wireless device.

Test Your Wireless Network Connection

1. If connected, disconnect the Ethernet cable from your computer and the SBG6700-AC.
2. Open a web browser on your computer.
3. Type a valid URL (such as www.surfboard.com) in the web browser address bar and press **Enter**.

Start the Gateway Web Manager

Use the SBG6700-AC Web Manager to set up and manage your wireless gateway and network security configurations. To access the SBG6700-AC Web Manager:

1. Open a web browser on your computer.
2. Type **192.168.0.1** in the address bar and press **Enter**.
3. Type the default user name: **admin**.
4. Type the default password: **password**.
5. Click **Login** to open the web manager.