

Arris Surfboard Sb6190 Manual

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.

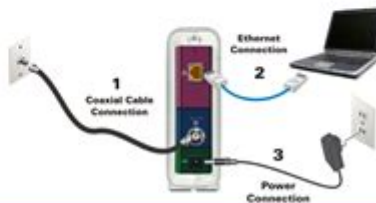
When contacting a service provider, you may have to provide the **MAC address** and **Serial number** listed on the cable modem label on the bottom of your SB6190 (see back page).

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.

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.



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.

Arris Surfboard SB6190 Manual

The Arris Surfboard SB6190 is a powerful and reliable cable modem designed for high-speed internet connections. It is ideal for households and small offices that require stable and fast internet service, particularly for streaming, online gaming, and other bandwidth-intensive activities. This article will serve as a comprehensive manual for the Arris SB6190, covering its features, setup, troubleshooting, and maintenance, ensuring you get the best performance from your modem.

Overview of the Arris Surfboard SB6190

The Arris SB6190 is a DOCSIS 3.1 modem, which is the latest standard for cable internet. It offers several advantages over its predecessors, including:

- Increased Speed: Supports internet plans up to 2 Gbps.
- Compatibility: Works with major cable internet providers.
- Future-proofing: Designed to handle future upgrades in internet technology.
- High Capacity: Can support multiple devices with ease.

Features of the Arris SB6190

The SB6190 boasts a range of features that enhance its performance:

1. DOCSIS 3.1 Technology: Provides faster downloads and uploads, lower latency, and improved

network efficiency.

2. 4x4 Channel Bonding: Utilizes four upstream and four downstream channels for better throughput.

3. Gigabit Ethernet Ports: Equipped with one Gigabit Ethernet port for connecting to a router or PC.

4. LED Indicators: Easy-to-read LED lights that indicate power, downstream, upstream, and online status.

5. Robust Security: Supports advanced security protocols to protect your network.

Setting Up Your Arris SB6190

Setting up the Arris SB6190 is a straightforward process. Follow these steps to get your modem up and running:

What You Will Need

Before starting the setup, gather the following items:

- Arris Surfboard SB6190 modem
- Coaxial cable
- Ethernet cable
- Power adapter
- Computer or router for internet connection

Step-by-Step Setup Instructions

1. Connect the Coaxial Cable:

- Locate the coaxial cable from your internet service provider and connect one end to the modem's coaxial port and the other end to the wall outlet.

2. Connect the Power Adapter:

- Plug the power adapter into the modem and connect it to an electrical outlet. The power LED should turn on.

3. Connect the Ethernet Cable:

- If you are connecting directly to a computer, plug one end of the Ethernet cable into the modem's Ethernet port and the other end into your computer. If using a router, connect the cable to the router's WAN port.

4. Power On the Modem:

- Wait for the modem to boot up. This process may take a few minutes. The LED indicators will show the status of the modem.

5. Activate Your Modem:

- Open a web browser on your connected device. You may be redirected to your ISP's activation page. Follow the on-screen instructions to activate your modem.

6. Test Your Connection:

- Once activated, test your internet connection by visiting any website.

Troubleshooting Common Issues

Despite its reliable performance, you may encounter some issues with your Arris SB6190. Below are common problems and their solutions:

Connectivity Problems

- No Internet Connection:
 - Check the connections of the coaxial and Ethernet cables.
 - Restart your modem by unplugging it for 10 seconds and plugging it back in.
 - Ensure that your ISP is not experiencing outages.
- Slow Internet Speeds:
 - Run a speed test to determine actual speeds.
 - Disconnect other devices that may be using bandwidth.
 - Check for firmware updates for your modem.

LED Indicator Issues

- Power LED Off:
 - Ensure the modem is plugged in and the outlet is working.
- Downstream or Upstream LED Blinking:
 - This indicates the modem is attempting to connect to your ISP. Wait for a few minutes; if it continues, contact your ISP.

Overheating

- Modem Overheating:
 - Place the modem in a well-ventilated area.
 - Ensure it is not stacked with other electronic devices.

Maintaining Your Arris SB6190

To ensure optimal performance of your Arris SB6190, regular maintenance is essential. Consider the following tips:

Regular Firmware Updates

- Check for firmware updates periodically. These updates can improve performance and security. Most ISPs automatically push updates, but you can check Arris's website for manual updates.

Periodic Reboots

- Rebooting your modem every few months can help maintain its performance. This clears any temporary issues and refreshes the connection.

Keep It Clean

- Dust and debris can accumulate on the modem, affecting its performance. Regularly clean the exterior with a soft cloth, and ensure the vents are clear.

Conclusion

The Arris Surfboard SB6190 is a top-tier modem that provides high-speed internet access for users who demand reliability and performance. By following the setup instructions, troubleshooting common issues, and maintaining your device, you can enjoy seamless internet connectivity. Whether you are streaming your favorite shows, gaming online, or working from home, the SB6190 will meet your needs and more. For any persistent issues, don't hesitate to contact your ISP for additional support.

Frequently Asked Questions

What is the purpose of the Arris Surfboard SB6190 manual?

The manual provides users with detailed instructions on how to set up, configure, and troubleshoot the Arris Surfboard SB6190 cable modem.

Where can I find the Arris Surfboard SB6190 manual online?

You can find the manual on the official Arris website under the support section or by searching for 'Arris SB6190 manual' in your preferred search engine.

What should I do if I can't access the web interface of my SB6190?

Ensure that your modem is properly connected to your router and the internet. Check the manual for troubleshooting steps like resetting the modem or checking network connections.

Does the SB6190 manual include installation guidance?

Yes, the manual includes step-by-step installation instructions to help users set up their modem correctly.

Are there any safety precautions mentioned in the SB6190 manual?

Yes, the manual outlines safety precautions such as avoiding moisture, not exposing the modem to extreme temperatures, and using the correct power adapter.

What troubleshooting tips does the SB6190 manual provide?

The manual offers troubleshooting tips for common issues, including connection problems, LED status indicators, and how to perform a factory reset.

Is the SB6190 manual available in multiple languages?

Typically, the Arris Surfboard SB6190 manual is available in English and may also be provided in other languages depending on the region; check the official website for availability.

Find other PDF article:

<https://soc.up.edu.ph/14-blur/files?trackid=jjo91-5391&title=context-clues-practice-3rd-grade.pdf>

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Arris Surfboard Modem, Router

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Arris Surfboard Modem, Router

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SBG8300 - Arris Modem

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SBG7400AC2 - Arris Modem

SBG7400AC2 SURFboard® DOCSIS® 3.0 Cable Modem & Wi-Fi® Router With download speeds up to 960 Mbps and Wi-Fi speeds up to 2350 Mbps, the SBG7400AC2 offers more ...

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