## Gateway Label

The gateway label is located on the bottom of your SBG6700-AC Gateway.

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**) located on the gateway label.

Place
Label
Here

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

- **Model** - Gateway model number

- **SSID** - Default name of your wireless network. Recommended that you change the network name or add additional wireless networks.

- **WI-FI SECURITY KEY** - Needed to access a wireless network using a secure gateway. Recommended that you change the network name which is needed to add additional wireless devices to your wireless network.

- **S/N** - Gateway serial number. Your service provider may require this number to activate your gateway.

- **HFC MAC ID** - Your service provider may require 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:**

**SSID #4:**

**Wi-Fi Security Key #4:**

**Additional SSID:**

**Add'l Wi-Fi Security Key:**

594737-001-a 03/2014

# SURFboard® SBG6700-AC
## Wireless Cable Modem Gateway

## Quick Start Guide

## In the Box

**SBG6700-AC Wireless Cable Modem Gateway**

**Power Supply**

**Ethernet Cable**

**Software License & Warranty Card**

**Quick Start Guide**
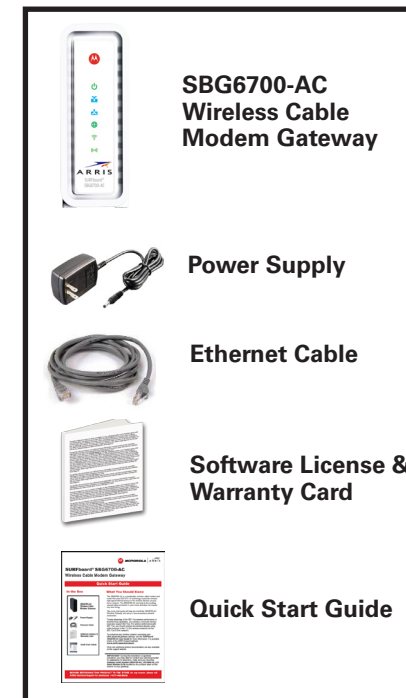
## What You Should Know

The SBG6700-AC is a combination wireless cable modem and router that uses DOCSIS 3.0 technology to provide wireless high-speed Internet access to the wireless devices on your home 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 the SBG6700-AC gateway and set up a secure wireless network connection.

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 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.arrisi.com/consumer**.

FAQs and additional product documentation are also available on the support website.

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

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

## 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.



**Ethernet Connection**

**Coaxial Cable Connection**
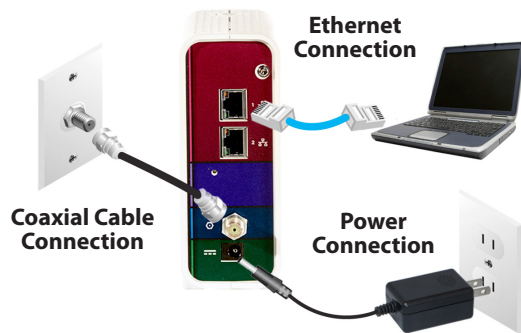
**Power Connection**

## 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, Firefox, Google Chrome, or Safari.

4. Type a valid URL (for example, **www.arrisi.com**) in the address bar and then click or press **Enter**.

   The website should open. If it did not open, please contact your service provider to set up your Internet service or activate your gateway.

## 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.*



WPS Button

Power
Receive
Send
Online
Wireless 2.4 GHz
Wireless 5 GHz
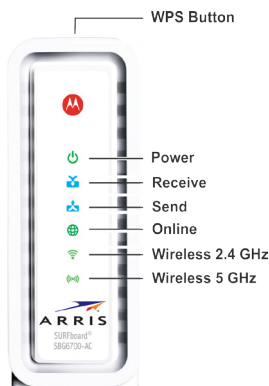
### LED Status

| | |
|---|---|
| **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, continue with **Test Your Wireless Network Connection** below.

- 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 taskbar, click the following in sequential order:

   - **Start** button
   - **Control Panel**
   - **Network and Sharing Center**
   - **Set up a new connection or network**
   - **Manually connect to a wireless network**

   The Wireless Network Connection window should open.

2. Type the ARRIS wireless network name or a different name to identify your wireless network in the **Network name** field.

   For the ARRIS network name, see **SSID** number listed on the gateway label).

3. Select the network security type from the **Security type** drop-down list.

4. Select the Encryption type from the drop-down list.

5. Type your wireless network password in the **Security Key** field.

   You can create your own password or use the **Wi-Fi Security Key** listed on the gateway label.

6. Select **Hide characters** so that your password is not displayed for security purposes.

7. Select **Start this connection automatically.**

8. Click **Next** to complete the wireless network connection. The **Successfully added** message should display.

9. 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.

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

Do the following to connect your WPS devices:

1. Power ON the SBG6700-AC and other WPS-enabled devices that you want to connect 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 device for five or more seconds, then release.

4. Repeat steps 2 and 3 for each additional WPS-enabled 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 (for example, **www.arrisi.com**) in the web browser address bar, and then click **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 gateway web manager:

1. Open any web browser, type **192.168.0.1** in the address bar, and press **Enter**.

2. Type the default user name: **admin**.

3. Type the default password: **password**.

4. Click **Login** to open the SBG6700-AC Web Manager.