


Modem Label

The SB6183 Cable Modem label is located on the bottom of the cable modem.

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 cable modem label.


Place Label Here

LED Status


 **POWER** **ON - Green:** Power is properly connected

 **RECEIVE** **ON - Green:** Downstream channel is connected

ON - Blue: High-speed Internet connection with bonded downstream channels

 **SEND** **ON - Green:** Upstream channel is connected

ON - Blue: High-speed Internet connection with bonded upstream channels

 **ONLINE** **ON - Green:** Cable modem is connected to the Internet

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SURFboard® SB6183 DOCSIS® 3.0 Cable Modem



Quick Start Guide

In the Box



SB6183 Cable Modem



Power Supply



Ethernet Cable



Software License & Regulatory Card



Quick Start Guide

What You Should Know

The SB6183 Cable Modem provides high-speed Internet access on your home network via a single Ethernet connection.

This quick start guide will help you install your SB6183 Cable Modem to get it up and running with your computer on your home network.

To customize your network configurations and other advanced cable modem settings, see the **SB6183 User Guide** for more information. It is available online at the ARRIS Technical Support website: www.arrisi.com/consumer.

FAQs and additional product documentation are also available.

IMPORTANT! During the installation or modem activation, you may need to contact your service provider for assistance. To save time, make sure you have the **Modem model number (SB6183)**, **HFC MAC ID**, and **Serial number (S/N)** located on the label on the bottom of your modem.

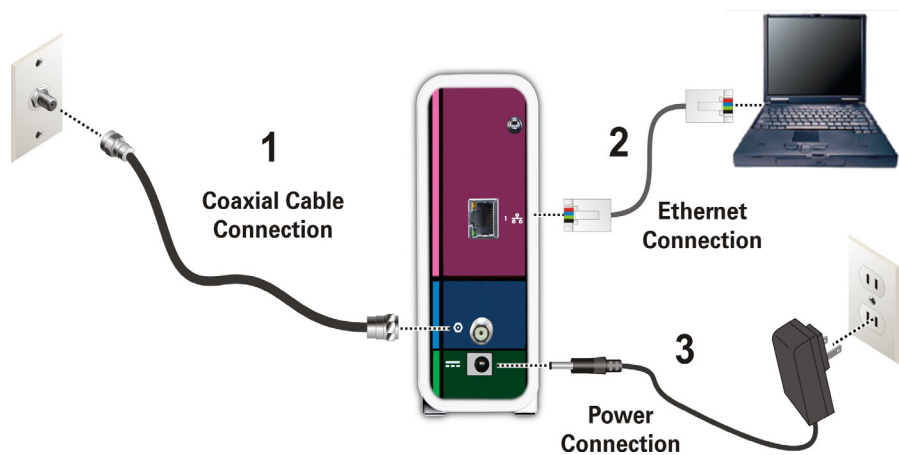
BEFORE RETURNING THIS PRODUCT TO THE STORE for any reason, please call ARRIS Technical Support for assistance: 1-877-466-8646

Connect Your Cable Modem

1. Connect the coaxial cable to a cable wall outlet (if not connected) and the **Cable** connector on the SB6183. Hand-tighten each connector.
2. Connect the Ethernet cable to the **Ethernet** port on your computer and the **Ethernet** port on the SB6183.
3. Connect the power cord to the **Power** port on the SB6183 and then plug it into an electrical wall outlet.

Note: This automatically powers ON the SB6183. Check the front panel LEDs. During the initial startup, the **Power, Receive, Send, and Online** LEDs on the SB6183 front panel will FLASH. Afterwards, check that all four LEDs are lit SOLID green or blue.

To configure your home network, please see the **SB6183 User Guide** for more information.



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Front Panel LEDs

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

Note: During startup, all four LEDs will FLASH and then light up SOLID in sequential order. If the **Power** LED does not light up SOLID or FLASH, check the cable modem power connection before contacting your service provider. If any of the four LEDs do not light up SOLID green or blue, please contact your service provider for assistance.



Test Your Cable Modem Connection

1. Power ON your computer and log in.

Note: Your service provider may allow for automatic activation which will automatically launch a special website when you open a web browser.

2. Contact your service provider to activate the SB6183, if automatic activation is not available.
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 ARRIS website should open.

- If the web page opens, your cable modem 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 cable modem.

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