Gateway Label

Note: The gateway label is located on the bottom of your SBG6580.

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

- **Model** - Gateway model name.

- **SSID** - Default name of your wireless network. It is highly recommended that you change the default network name or add additional wireless networks.

- **WI-FI SECURITY KEY** - Wireless network password to access your wireless network using a secure gateway. 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 information 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 SSIDs:	
Add'l Wi-Fi Security Keys:	

SURFboard™ SBG6580
Wireless Cable Modem Gateway

ARRIS

Quick Start Guide

In the Box

- **SBG6580 Wireless Cable Modem Gateway**
- **Power Supply**
- **Ethernet Cable**
- **Software License & Warranty Card**
- **Support Information Card**
- **Quick Start Guide**

What You Should Know

The SURFboard® SBG6580 is a combination DOCSIS 3.0 cable modem, wireless access point, and four-port Ethernet router device. It provides ultra high-speed wireless Internet access on your home or small business network. The SBG6580 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 SBG6580 and set up a secure wireless network connection on your home network. For additional help with setting up your SBG6580, you can view the SBG6580 Video Tutorials available online at the ARRIS Support website, **www.arris.com/consumer**. To access the videos, you can visit the support website and follow the prompts for SBG6580 or you can scan the QR code.

To change your wireless network configuration and other advanced gateway settings, see the *SURFboard SBG6580 User Guide* available online at the ARRIS Support website. Frequently asked questions (FAQs) and additional product information are also available.

IMPORTANT! During the installation or gateway activation, you may have to contact your service provider for assistance. Make sure you have the **Gateway Model name (SBG6580)**, **HFC MAC ID**, and **Serial number (S/N)** listed on the gateway label on the bottom of your SBG6580 (see page 4).

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

Note: *Additional items (coaxial cable or RF splitter) that are not included with your SBG6580 may be needed to complete your gateway installation.*

1. Connect the coaxial cable from the cable wall outlet or RF splitter (optional) to the **Cable** connector on the rear of your SBG6580.

   Use your hand to tighten each connector to avoid damaging them.

2. Connect the Ethernet cable to the **Ethernet** port on your computer and to an available **Ethernet** port on the rear of your SBG6580.

3. Connect the power cord to the **Power** port on the rear of your SBG6580 and then plug it into an electrical wall outlet.

   This automatically powers ON your SBG6580. Check the front panel LEDs on your SBG6580. During the initial startup, the **Power**, **Receive**, **Send**, and **Online** LEDs should light up. See **Front Panel LEDs** for more LED information.
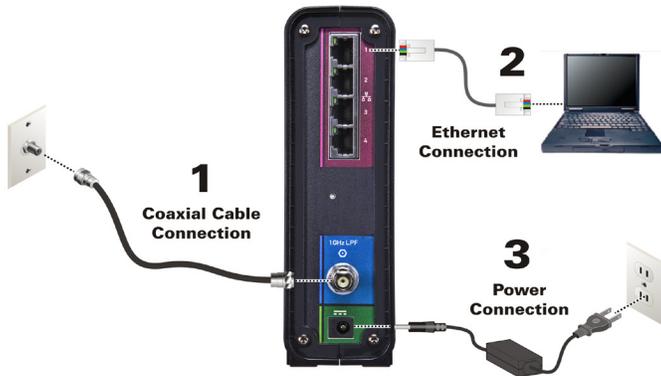
Test the Gateway Connection

1. Power ON your computer and log in.

2. Contact your service provider to activate (provision) your SBG6580.

   Note: *Your service provider may allow for automatic activation which will automatically launch a special website when you open a web browser. If so, continue with step 3. Otherwise, contact your service provider.*

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 SBG6580.

Front Panel LEDs

During normal operation, the **Power**, **Receive**, **Send**, and **Online** LEDs on the SBG6580 front panel should always be lit. The **Wireless** LED will light up when a wireless connection is made on your home network. If an LED did not light up, contact your service provider for assistance.

Power - Lit SOLID when power is connected
Receive - Lit SOLID when locked on a downstream channel
Send - Lit SOLID when locked on an upstream channel
Online - Lit SOLID when connected to the network

Wireless - Lit SOLID when wireless pairing with all devices is complete; Amber LED will FLASH when WPS is active

WPS Pairing Button

Set Up a Wireless Network Connection

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

• Computer Wireless Network Options
• WPS Pairing Button

Ⓐ 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 click on the wireless network name or SSID for your SBG6580.

   The SSID is listed on the gateway label on the bottom of your SBG6580.

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 SBG6580 User Guide** for more information on changing your 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.

ß Use the WPS Pairing Button

Note: *To use Wi-Fi Protected Setup™ (WPS), your computer 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 your SBG6580 and other WPS-enabled wireless devices to your wireless network.

1. Power ON your SBG6580 and other WPS-enabled wireless devices that you want to connect to your wireless network.

2. Press the **WPS** button on the SBG6580 front panel.

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 SBG6580.

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**.

   If the website fails to open, please contact your service provider.

Start the Gateway Web Manager

Use the SBG6580 Web Manager to set up and manage your wireless gateway and network security configurations. To access the 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: **motorola**.

5. Click **Login** to open the SBG6580 Web Manager.