

SURFboard™ SB6141

DOCSIS® 3.0 Cable Modem



Quick Start Guide

In the Box

- SB6141 Cable Modem
- Power Supply
- Ethernet Cable
- Software License & Warranty Card
- Support Information Card
- SB6141 Quick Start Guide

IMPORTANT!

You must have a live broadband cable connection already installed in your home before installing the SB6141 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 SB6141 (see back page).

Install the Cable Modem

1. Connect a coaxial cable to a cable wall outlet and to the Cable connector on the rear of your SB6141. Hand-tighten each connector.
2. Connect the power cord to the Power port on the rear of your SB6141 and then plug the other end into an electrical wall outlet. This automatically powers ON your SB6141.
3. Connect the Ethernet cable to the Ethernet port on your computer (or other device) and to the Ethernet port on the rear of your SB6141.

Test the Cable Modem Connection

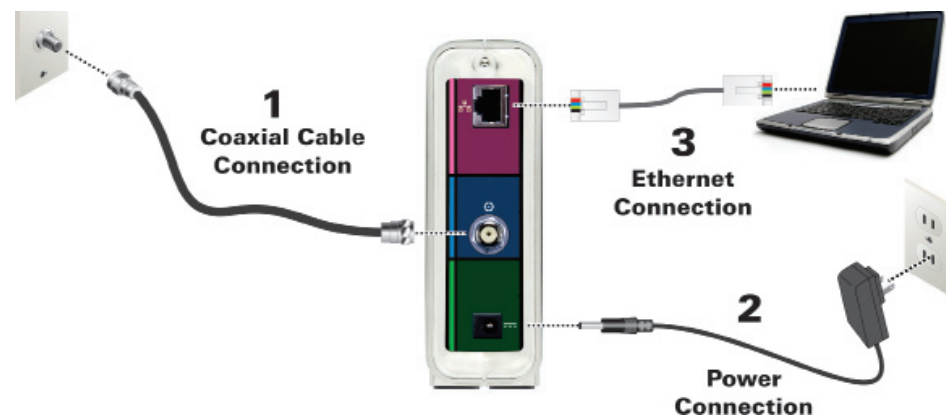
1. Power ON your computer. The **Receive**, **Send**, and **Online** LEDs on your SB6141 will first FLASH (blink) and then light up SOLID.

See the Front Panel LEDs table on the back page for more LED Status information.

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 website should open.
 - If the web page opens, your SB6141 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 SB6141.



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.

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Front Panel LEDs



During normal operation, the POWER, RECEIVE, SEND, and ONLINE LEDs should always be **ON**. The LINK LED should **FLASH** during data transfer.

Note: During startup, all LEDs will **FLASH** and then turn **ON** in sequence. If an LED turns **ON** and the next LED does not **FLASH**, please contact your service provider.

Cable Modem Label



Please note: The cable modem label is also located on the bottom of your SB6141. The label contains specific ID information for your SB6141 that you may need when contacting your service provider.

To receive cable 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 cable modem label.

ICON	LED STATUS
	Green (ON): Indicates power to the SB6141 is properly connected
	Green (ON): Indicates a downstream (receive data) channel connection Blue* (ON): Indicates a bonded downstream (receive data) channel connection
	Green (ON): Indicates an upstream (send data) channel connection Blue* (ON): Indicates a bonded upstream (send data) channel connection
	Green (ON): Indicates Internet connectivity
	Amber (ON): Indicates a network device, computer, or router is connected to the Ethernet port and is operating in Ethernet (10Base-T) or Fast Ethernet (100Base-T) mode Blue* (ON): Indicates a network device, computer, or router is connected to the Ethernet port and is operating in high-speed Gigabit Ethernet (1000Base-T) mode

*DOCSIS 3.0 operation (high-speed Internet service) may not be available in all locations. Check with your service provider for more information.

