ARRIS

Global Knowledge Services

SURFboard™

SURFboard® SVG2482AC Wireless Voice Gateway

For XFINITY® Customers

User Guide

April 2017

ARRIS Copyrights and Trademarks

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Safety and Regulatory Information

Important Safety Instructions

Read This Before You Begin — When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all of the instructions listed here and/or in the user manual before you operate this device. Give particular attention to all safety precautions. Retain the instructions for future reference.

- This device must be installed and used in strict accordance with manufacturer's instructions, as described in the user documentation that is included with the device.

- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this device.

- To prevent fire or shock hazard, do not expose this device to rain or moisture. The device must not be exposed to dripping or splashing. Do not place objects filled with liquids, such as vases, on the device.

- This device was qualified under test conditions that included the use of the supplied cables between system components. To ensure regulatory and safety compliance, use only the provided power and interface cables and install them properly.

- Use only the Power cord supplied for this model in the original packaging or supplied as a replacement by ARRIS or your service provider.

- Installation of this device must be in accordance with national wiring codes and conform to local regulations.

- Operate this device only from the type of power source indicated on the device's marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.

- Do not overload outlets or extension cords, as this can result in a risk of fire or electric shock. Overloaded electrical outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard.

- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords where they are attached to plugs and convenience receptacles, and examine the point where they exit from the device.

- Place this device in a location that is close enough to an electrical outlet to accommodate the length of the power cord.

- Place the device to allow for easy access when disconnecting the power cord of the device from the electrical wall outlet.

- Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed.

- Place this device on a stable surface.

- Avoid damaging the device with static by touching the coaxial cable when it is attached to the earth-grounded coaxial cable-TV wall outlet.

- Always first touch the coaxial cable connector on the device when disconnecting or reconnecting the Ethernet cable from the device or user's PC.

- It is recommended that the customer install an electrical surge protector in the electrical outlet to which this device is connected. This is to avoid damaging the device by local lightning strikes and other electrical surges.

- Postpone installation until there is no risk of thunderstorm or lightning activity in the area.

- Do not use this product near water: for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.

- Do not cover the device or block the airflow to the device with any other objects. Keep the device away from excessive heat and humidity and keep the device free from vibration and dust.

- Wipe the device with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the device or use forced air to remove dust.

- For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device during lightning activity or power surges.

- Upon completion of any service or repairs to this device, ask the service technician to perform safety checks to determine that the device is in safe operating condition.

- Do not open the device. Do not perform any servicing other than that contained in the installation and troubleshooting instructions. Refer all servicing to qualified service personnel.

- This device should not be used in an environment that exceeds 104° F (40° C).

SAVE THE ABOVE INSTRUCTIONS

Note to CATV System Installer — This reminder is provided to call the CATV system installer's attention to Article 820.93 and 820.100 of the National Electric Code, which provides guidelines for proper grounding and, in particular, specifies that the Coaxial cable shield shall be connected to the grounding system of the building, as close to the point of cable entry as practical.

FCC Statements

FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by ARRIS for compliance could void the user's authority to operate the equipment.

FCC Declaration of Conformity

ARRIS Enterprises, LLC, 3871 Lakefield Drive, Suwanee, GA 30024, declares that the SURFboard DOCSIS 3.0 Wireless Voice Gateway-SVG2482AC complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. To comply with the FCC RF exposure compliance requirements, the separation distance between the antenna and any person's body (including hands, wrists, feet and ankles) must be at least 8 inches (20.3 centimeters).

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter except those already approved in this filing.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destinations. The firmware setting is not accessible by the end user.

Wireless LAN Information

This device is a wireless network product that uses Direct Sequence Spread Spectrum (DSSS) and Orthogonal Frequency-Division Multiple Access (OFDMA) radio technologies. The device is designed to be interoperable with any other wireless DSSS and OFDMA products that comply with:

- The IEEE 802.11 Standard on Wireless LANs (Revision AC, Revision B, Revision G, and Revision N), as defined and approved by the Institute of Electrical Electronics Engineers
- The Wireless Fidelity (Wi-Fi) certification as defined by the Wireless Ethernet Compatibility Alliance (WECA).

Restrictions on the Use of Wireless Devices

In some situations or environments, the use of wireless devices may be restricted by the proprietor of the building or responsible representatives of the organization. For example, using wireless equipment in any environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the applicable policy for the use of wireless equipment in a specific organization or environment, you are encouraged to ask for authorization to use the device prior to turning on the equipment.

The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of the devices included with this product, or the substitution or attachment of connecting cables and equipment other than specified by the manufacturer. Correction of the interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the user.

The manufacturer and its authorized resellers or distributors are not liable for any damage or violation of government regulations that may arise from failing to comply with these guidelines.

Note: *The use of the 5150-5250 MHz frequency band is restricted to Indoor Use Only.*

Security Warning: This device allows you to create a wireless network. Wireless network connections may be accessible by unauthorized users. For more information on how to protect your network, see *Protecting & Monitoring Your Wireless Network* (page *38*) in this guide for more information or visit the ARRIS Support website at *www.arris.com/consumer* (http://www.arris.com/consumer).

Caring for the Environment by Recycling Your ARRIS Equipment

Please do not dispose of this product or any included electronic accessories, i.e., power supply or battery, with your residential or commercial waste. ARRIS devices may be disposed of through the ARRIS Product Recycling program, further described at *corporateresponsibility.arrisi.com/phoenix.zhtml*. You may also contact your local community authorities for information regarding where you may dispose of your ARRIS devices.

Getting Started

Introduction

The ARRIS SURFboard® SVG2482AC is a DOCSIS 3.0® telephony cable modem and four-port Ethernet router device with Wi-Fi and optional battery backup. It uses DOCSIS 3.0 technology to provide ultra high-speed Internet access on your home or small business network. Using the connection capabilities of the gateway, you can connect your client device and other network-enabled devices via the four Ethernet ports or the 2.4 GHz and 5 GHz Wireless connections. The SVG2482AC connects to the existing coaxial cable connection in your home. The SVG2482AC also includes a Wi-Fi® Pairing (WPS) button option for quick and easy connections for your WPS-enabled devices.

This guide provides instructions for installing and configuring your SVG2482AC, setting up secure wireless network connections, and managing your SVG2482AC and network configurations.

In The Box

Before installing the SVG2482AC, check that the following items are also included in the box. If any items are missing, please call ARRIS Technical Support at **1-877-466-8646** for assistance.

Table 1.   SVG2482AC Package Contents

Item		Description
SVG2482AC Wireless Voice Gateway		High-speed DOCSIS 3.0 cable modem, two wireless access points, and four-port Ethernet router
Power Cord		Power adapter and cord for an electrical wall outlet connection
Ethernet Cable		Standard Category 5 (CAT5) or higher network cable

Item		Description
Software License & Warranty Card		Safety and regulatory information, software license, and warranty for the gateway
Support Information Card		Contact information for obtaining technical support assistance with any issues you may have with your SURFboard device.
SVG2482AC Quick Start Guide		Provides basic information for installing the gateway and setting up a secure wireless connection on your home network.

Additional Items Needed (Not Included)

The following items are not included in the box and must be purchased separately, if required:

- Coaxial (coax) cable, if one is not already connected to a cable wall outlet
- RF splitter (for additional coaxial cable connections, such as a set-top box or Smart TV)
- Ethernet cable for each additional Ethernet-enabled device

System Requirements

- High-speed Internet access account
- Web browser access – Internet Explorer, Google Chrome, Firefox, or Safari
- Compatible operating systems:
  - Windows®10
  - Windows 8
  - Windows 7 Service Pack 1 (SP1)

  Note: Although older versions of Microsoft Windows operating systems are no longer specifically supported, they should still function with this model.

  - Mac® 10.4 or higher
  - UNIX®
  - Linux®

Contact Information

For technical support and additional ARRIS product information:

- Visit the ARRIS Consumer Support website: www.arris.com/selfhelp
- Call ARRIS Technical Support: **1-877-466-8646**

Chapter 3

Product Overview

Front Panel
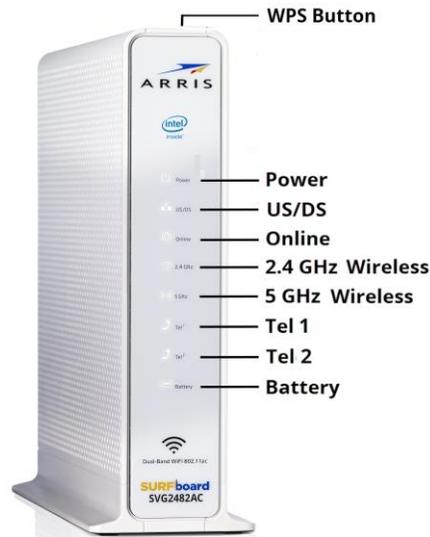
Figure 1:   SVG2482AC Front View

Table 2.   SVG2482AC Front Panel LED Icons

LED Icon	Blinking	On (Solid)
WPS BUTTON	WPS Pairing process is in progress.	Not applicable; LED will turn OFF after the WPS-enabled device is connected.
POWER	Not applicable – LED does not blink.	Power is properly connected with the device power cord and the battery is not connected.
US/DS	Scanning for Upstream (Send) and Downstream (Receive) channel connection.	Upstream and Downstream channels are connected.
ONLINE	Scanning for an Internet connection.	SVG2482AC is connected to your home network**.**

LED Icon	Blinking	On (Solid)
WIRELESS	2.4 GHz wireless connection is active; SVG2482AC is sending or receiving Wi-Fi data.	Wi-Fi is enabled.
WIRELESS	5 GHz wireless connection is active; SVG2482AC is sending or receiving Wi-Fi data.	Wi-Fi is enabled.
TEL1	Telephone line 1 is off-hook or call is in progress.	Telephone service for line 1 is connected and activated; on-hook.
TEL2	Telephone line 2 is off-hook or call is in progress.	Telephone service for Line 2 is connected and activated; on-hook
BATTERY	AC power has failed or is not connected; battery charge is low; telephone is connected.	Battery is installed and fully charged.

Wi-Fi Protected Setup™ (WPS)

Wi-Fi Protected Setup (WPS) is a wireless network setup option that provides a quick and easy solution for setting up a secure wireless network connection for any WPS-enabled device; such as a tablet, gaming device, or printer. WPS automatically configures your wireless network connections and sets up wireless security. See *Connect Your WPS-Enabled Device* (page *27*) for more information.

Rear Panel
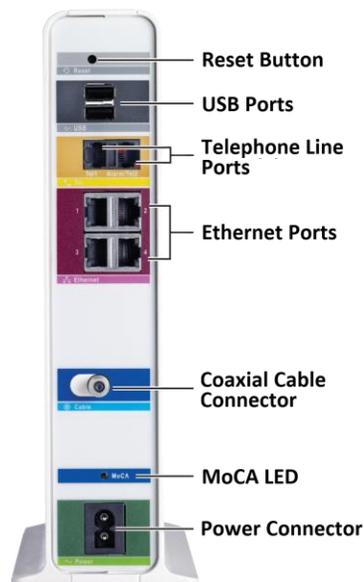
Figure 2:   SVG2482AC Rear View

Table 3.   SVG2482AC Rear Panel Ports & Connectors

| Port Name	Description
Reset Button	Recessed button located on the rear of your SVG2482AC can be used to restart your gateway. See *Reset SVG2482AC Using the Reset Button* (page *57*) for more information.
USB	USB 2.0 port connection to power on your USB device(s)
Telephone Line Ports (1 & 2)	Two telephony ports for RJ-11 cable connections: ■ VoIP connection for a single or two-line telephone ■ VoIP connection for a single-line telephone *Note: For an Alarm system connection, see Connect Your Telephone (page 57) for more information.*
ETHERNET 10/100/1000	Four one-gigabit Ethernet ports for RJ-45 cable connections: ■ **Yellow**: LED is ON - Indicates a data transfer rate of one gigabit per second ■ **Yellow**: LED is Blinking - Indicates data traffic is in progress ■ **Amber**: LED is ON - Indicates a data transfer rate of less than one gigabit per second ■ **Amber**: LED is Blinking - Indicates data traffic is in progress
CABLE	Coaxial cable connector
MoCA	MoCA LED: ■ **ON** – MoCA is enabled ■ **OFF** – MoCA is disabled *Note: This is a Comcast feature along with other components that Comcast must install.*
POWER	115 VAC Power Input connector **WARNING!** To avoid any damage to your SVG2482AC, only use the power cord provided in the box.

Gateway Label
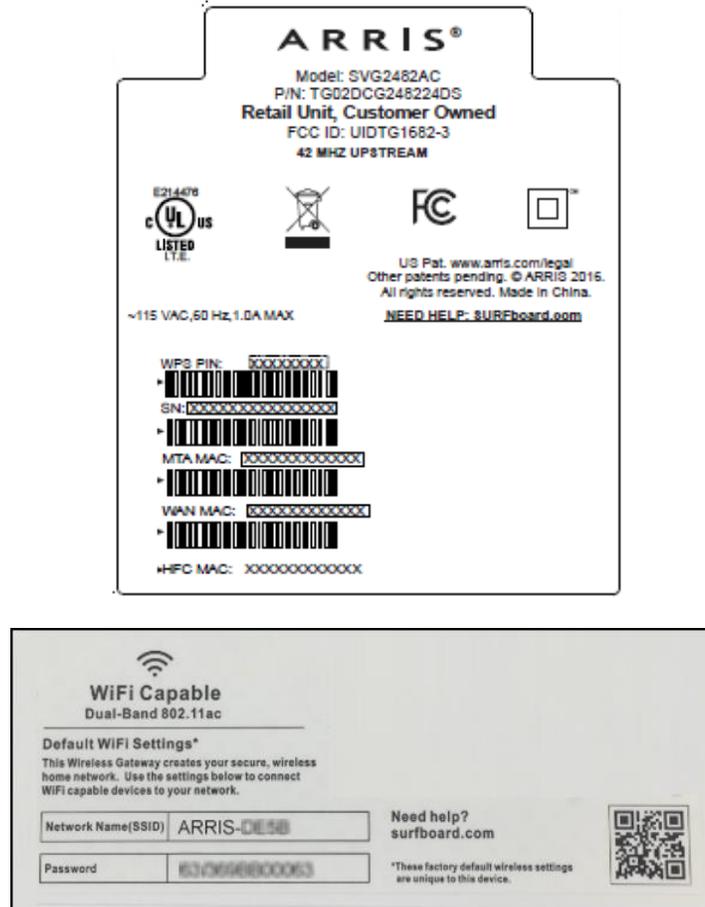
Figure 3:   Sample SVG2482AC Gateway Labels

The gateway label is located on the bottom of the SVG2482AC. It contains the gateway information that you may need when contacting your service provider or *ARRIS Technical Support* (page *12*).

To receive Internet service, contact your service provider for assistance. You may need to provide the following information listed on the gateway label:

- Gateway Model name (**SVG2482AC**)
- Gateway MAC address (**HFC MAC**)
- Gateway Serial number (**S/N**)

Installing the Gateway

Caution: This product is for indoor use only. Do not route the Ethernet cable(s) outside of the building. Exposure of the cables to lightning could create a safety hazard and damage the product.

Connect the SVG2482AC to Your Client Device

Before installing your SVG2482AC:

- Check with Comcast, your service provider, to ensure that broadband cable service is available in your area.

  To set up a wireless network, you will need a high-speed Internet connection provided by Comcast.

  Note*: When contacting Comcast, you may need your gateway information listed on the gateway label located on the bottom of your SVG2482AC (see Gateway Label page 15).*

- Choose a location in your home where your client device and gateway are preferably near existing cable and electrical wall outlets.

  For the best Wi-Fi coverage in your home, a central location in your home or building is recommended.

  Note*: The following installation procedure covers the wired Ethernet connection process so that you can confirm that the SVG2482AC was properly installed and can connect to the Internet.*
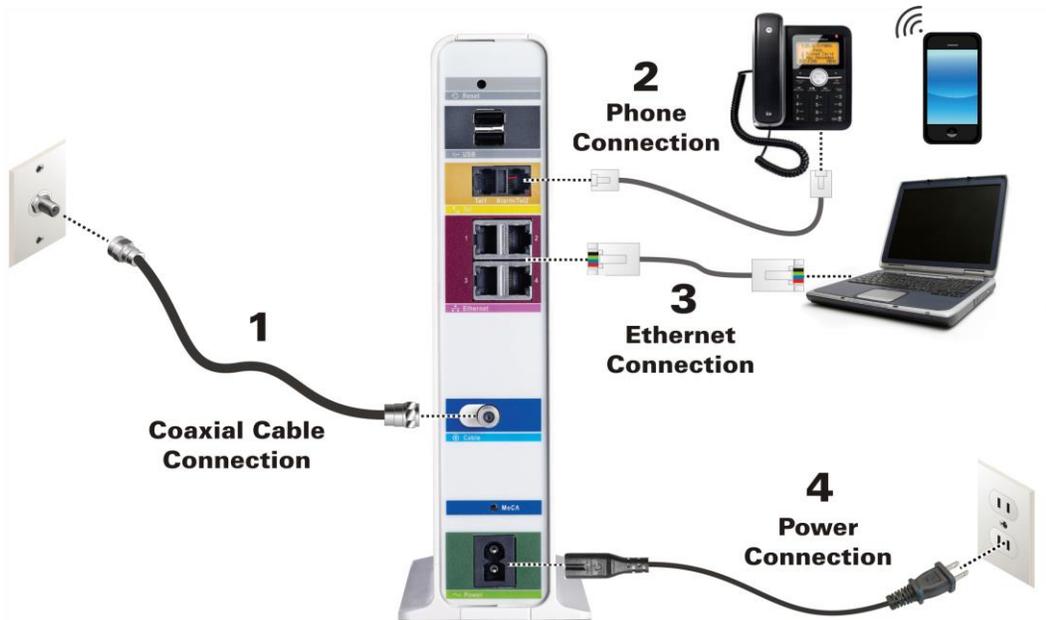
Figure 4:   SVG2482AC Connection Diagram

1. Check that a coaxial cable is already connected to a cable wall outlet or RF splitter (not included).
2. Connect the other end of the coaxial cable to the **Cable** connector on the rear of the SVG2482AC.

   Use your hand to tighten the connectors to avoid damaging them.
3. Connect the Ethernet cable (included) to the **Ethernet** port on your client device.
4. Connect the other end of the Ethernet cable to an open **Ethernet** port on the rear of the SVG2482AC.

   Optional: Repeat steps 3 and 4 for an additional client device or other network device that you want to install as a wired connection on your home network.
5. Connect the power cord (included) to the **Power** port on the rear of the SVG2482AC.
6. Plug the other end of the power cord into an electrical wall outlet that is not controlled by a wall switch.

   Note: *This automatically powers ON the SVG2482AC.*

Connect Your Telephone

If you are migrating your current XFINITY service from an existing device, your current phone service and phone number will be transferred to the SVG2482AC when the installation is finished. Please note, that if you do not currently have Telephony service from Comcast, you will have to call **1-855-OK-BEGIN** (**1-855-652-3446**) to set up an account that includes Telephony service.

Note: *The SVG2482AC has battery back-up capability for Telephony backup only. Battery usage is optional. To install the battery, see Install the Battery for more information.*

1. Connect a telephone cord (not included) to the **TEL LINE** port on your telephone.

2. Connect the other end of the telephone cord to the **TEL 1** port on the rear of the SVG2482AC.

   Note: *Use the Tel1 port to connect a two-line telephone. Then, contact a VoIP service provider to activate your Telephony service.*

3. **Optional**: For a second telephone, connect a telephone cord of a single-line telephone to the **TEL 2** port on the rear of the SVG2482AC.

   Note: *For an Alarm System connection with a single telephone line, connect the Alarm Panel to the Tel2 port. If both telephone lines are providing telephony services, use an RJ-31X adapter (not included) on the Tel1 port.*

4. Check to confirm that your telephone has a dial tone.

Install the Battery

The SVG2482AC has battery backup capability for Telephony backup only. Battery usage is optional. The SVG2482AC battery is available for purchase online at the ARRIS SURFboard website, *shop.surfboard.com/arris-telephony-modem-back-up-batteries*.

1. Place the SVG2482AC on its side and locate the battery cover on the bottom of the device.

2. Press down and pull on the locking tab of the battery cover to remove it.

3. Slide the battery (label side up) with the terminal end first into the battery compartment until it is fully seated in place.

4. Replace the battery cover with the locking tab facing upward, and then push the cover until it snaps in place.

   Note: *It may take up to 12 hours for the battery to reach a full charge*.

Establish an Internet Connection

Although your client device may already be configured to automatically connect to the Internet, you should still perform the following gateway connectivity test to check that your devices were installed properly and are successfully connected on your home network.

1. Power ON your Wi-Fi enabled device (e.g., laptop, smartphone) connected to the SVG2482AC if it is turned off, and then log on.

2. Check the front panel LEDs on your SVG2482AC.

   During startup, the **Power** and **US/DS** (Upstream/Downstream) LEDs will FLASH and then light up SOLID white. Please note that both **Wireless** LEDs will blink when your Wi-Fi enabled device is connected on your home network.

Note: If you are a current voice subscriber with Comcast and also purchased the SVG2482AC, please call Comcast Customer Support at 1-855-OK-BEGIN (1-855-652-3446) to activate your SVG2482AC.

Note: If you are a new voice subscriber with Comcast, continue with the following steps to set up your new XFINITY telephony service account and activate your SVG2482AC.

3. Open a web browser and then type **www.xfinity.com/activate** to open the XFINITY Activation page.

4. Follow the online instructions to enter your XFINITY account number and phone number.

5. Enter the following to set up your online XFINITY login account and Wi-Fi network login information:

    - XFINITY Account Login Name
    - XFINITY Account Password
    - Wi-Fi Network Name
    - Wi-Fi Network Password

    *Note: Select **Show More Settings** if you want to set up separate network names and passwords for the 2.4 GHz and 5 GHz wireless radios on your SVG2482AC.*

    If you already have an existing Wi-Fi network and you are replacing your router or gateway, ARRIS suggests that you use the same Wi-Fi Network Name and Password that is currently set for your Wi-Fi network.

    Your Wi-Fi devices will automatically connect to your SVG2482AC Wi-Fi network.

6. To check for Internet connectivity, open a web browser (such as Internet Explorer, Google Chrome, Firefox, or Safari) on your device.

7. Type a valid URL (such as *www.SURFboard.com*) in the address bar and press **Enter**.

    The ARRIS SURFboard website should open. If the website fails to open, please contact your service provider to set up your Internet service or activate your SVG2482AC.

Setting Up a Wireless Network Connection

ARRIS recommends that you first verify that your client device can connect to the Internet using a wired Ethernet connection before configuring your wireless network.

You must currently have access to an Internet service in your home before you can set up a wireless network connection. Please note that if you do not have Internet service already set up in your home, contact Comcast Customer Support at **1-855-OK-BEGIN** (**1-855-652-3446**) for assistance. Before proceeding, make sure your client device and the SVG2482AC are connected through an Ethernet connection.

Set Up a Wireless Network Connection Using Your Client Device

*Note: You will need the **Wi-Fi Network Name (SSID)** and **Wi-Fi Security Key (Network Password)** to connect your client devices to your home network. The default network name and password are listed on the SVG2482AC gateway label.*

Choose one of the following wireless network connection options to set up a wireless network connection for your client device on your home network:

- **Personal Computer (PC)** – Select one of the following:
  - Quick Connect Using the Windows Taskbar
  - Connect Using the Windows Control Panel

  The steps for setting up your Wi-Fi network connection may differ slightly depending on the version of Microsoft Windows running on your client device. The steps used in this section apply to Windows 7.

- **Android Device**

  From any screen on your client device:
  a. Select ✿ to open the ✿ Settings screen.
  b. Select **Wi-Fi** to turn it ON.

     Your device will automatically start searching and then display a list of available wireless networks.
  c. Select your wireless network name (SSID) from the list.
  d. If prompted, type your Wi-Fi Security Key (network password).

     Please note that your network password may be case-sensitive.

e. Select **Connect**.

If your Wi-Fi connection is successful, "Connected" will display under your wireless network name.

■ **Apple Computer**

From any screen on your client device:

a. Click (Wi-Fi icon) to display a list of available wireless networks.

b. Select the wireless network name (SSID) for your home network from the list.

c. If prompted, enter your network password in the Password field.

*Note: Checkmark **Remember this network** if you want your Mac computer/client device to automatically connect to your home network when you log on. Your computer must be within range of your wireless network to connect to it.*

d. Click **OK**.

■ **Apple Mobile Device**

From the Home screen on your client device:

a. Select **Settings** to open the Wi-Fi screen.

b. Select **Wi-Fi** to turn it ON.

Your device will automatically start searching and then list the available wireless networks.

c. Select the wireless network name (SSID) for your home network from the list to connect it.

If your Wi-Fi connection is successful, ✓ will display next to the wireless network name.

Note: For more information on setting up your Wi-Fi network connections, refer to the user documentation for your specific client device.

Quick Connect Using the Windows Taskbar

1. From the Windows taskbar on your client device, click the **Wireless Link** icon (see Figure 5) to open the list of available wireless networks (see Figure 6).

Figure 5: Windows Taskbar Icons

*Note: If the **Wireless Link** icon is not visible, left-click on the **Show hidden icons** button on the Windows taskbar (see Figure 5) to open the list of additional icons.*
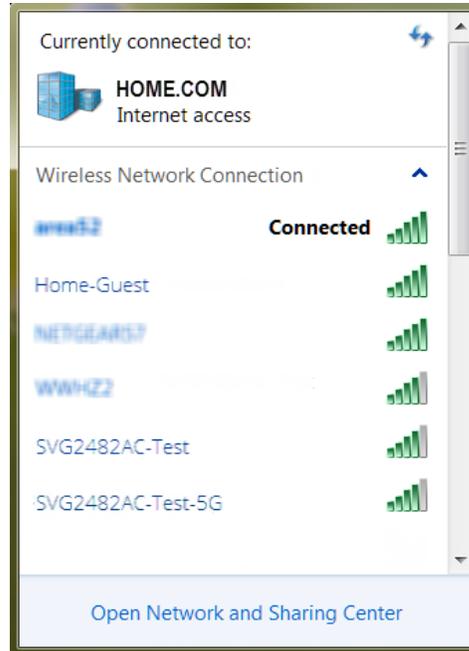
Figure 6:   Sample Available Wireless Networks Window

2. Locate and left-click on the SVG2482AC wireless network name or SSID (for example, **SVG2482AC-####** or **ARRIS-####**) from the list of available wireless networks.

3. Select **Connect automatically** (see Figure 7) to set up your wireless devices to automatically connect to your wireless network without having to log on using a user password.

Figure 7:   Sample Available Wireless Networks Screen

4. Click **Connect** to open the Connect to a Network window and set up your new network password.

Figure 8:   Network Connection Window

5. Enter the **Wi-Fi Security Key** (your wireless network password) in the **Security key** field.

   *Note: You can use the default **Wi-Fi Security Key** code listed on the SVG2482AC Gateway label or enter your own personal wireless network password. See Prevent Unauthorized Access (page 38) for more information on creating user passwords.*

   *If you have already changed your wireless network password using the SVG2482AC Web Manager, enter that password in the **Security key** field.*

Figure 9:   Network Connection-Create Network Password Window

6. Select **Hide characters** and then click **OK** to encrypt (or hide) your network password.

Connect Using the Windows Control Panel

1. From the Windows taskbar on your client device, click **Start** button and then click **Control Panel**.

2. Click **Network and Sharing Center** to open the Network and Sharing Center window.
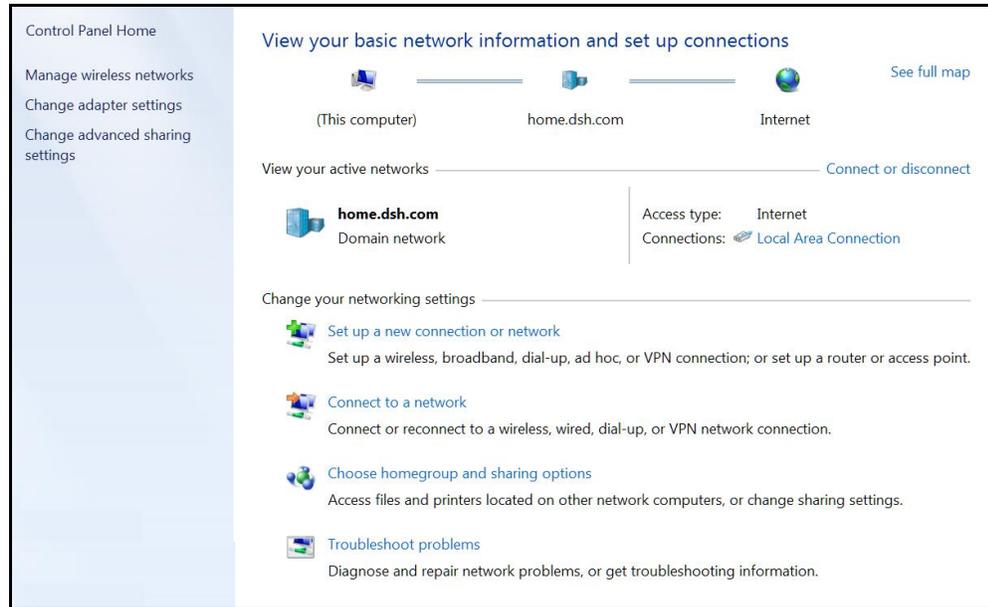
Figure 10:   Control Panel-Network and Sharing Center Window

3. Click **Manage wireless networks** under Control Panel Home side panel to open the Manage Wireless Networks window.

4. Click **Add** to open the Manually Connect to a Wireless Network window.
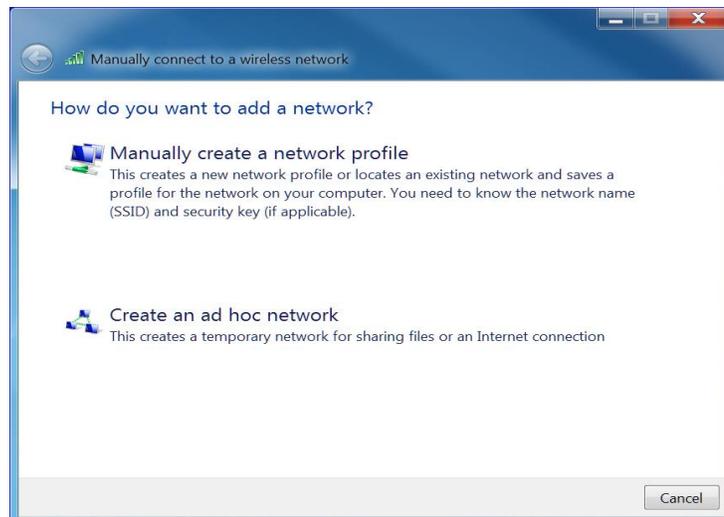
Figure 11:   Manually Connect to a Wireless Network Window

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5. Click **Manually create a network profile** to open another Manually Connect to a Wireless Network window**.**
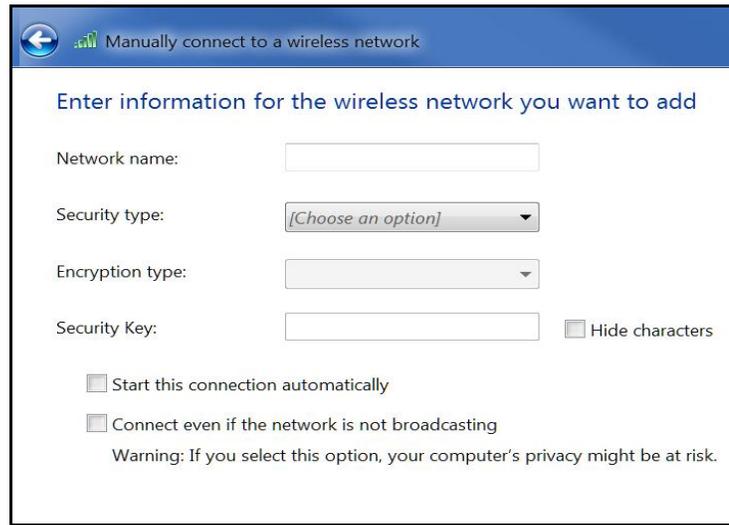
Figure 12: Manually Connect to a Wireless Network Window

6. Enter the SVG2482AC wireless network name or SSID that you set up to activate your SVG2482AC.

   Note: You can use the SVG2482AC Web Manager to change your Wi-Fi Network Name and Password. If you make any changes, you will have to reconnect the devices that are connected to your Wi-Fi network.

7. Select the wireless Security level for your wireless network from the **Security type** drop-down list.

   Note: WPA/WPA2-PSK is the recommended wireless security level for your wireless home network. It is the default security level for the SVG2482AC and is also the highest security level available.

8. Select the password encryption type from the **Encryption type** drop-down list.

   This is used for securing your wireless network.

   - **TKIP** – Temporal Key Integrity Protocol
   - **AES** – Advanced Encryption Standard (recommended). AES is the default encryption type for the SVG2482AC.

9. Enter your Wi-Fi network password (Network Security Key) in the **Security Key** field.

   Note: Remember to use a unique combination of letters, numbers, and special characters to create a more secure password. See Prevent Unauthorized Access (page 38) for more information.

10. Select **Hide characters** checkbox to prevent your Wi-Fi Security Key (network password) from displaying in the field.

11. Select **Start this connection automatically** so that your wireless devices will automatically connect to your wireless network when they are powered on.

12. Click **Next** to complete the wireless network setup.

   The **Successfully added <Network name>** message for your new wireless network should appear.

13. Click **Close** to exit.

Connect Your WPS-Enabled Device

You can use the Wi-Fi Protected Setup (WPS) Pairing button on the SVG2482AC to connect your WPS-enabled devices. WPS automatically assigns a random wireless network name (SSID) and Wi-Fi Security Key (network password) to the SVG2482AC and your other WPS-enabled devices to connect them to your wireless network. See *Set Up WPS on Your Wireless Network* (page *36*) for information on setting up WPS on your wireless network.

Note: *To use the WPS Pairing button option, your client device hardware must support WPS and also have WPA security compatibility.*

1. Power ON the SVG2482AC and your other WPS-enabled devices that you want to connect to your wireless network.

2. Press and hold the **WPS** button located on the top of the SVG2482AC for five to 10 seconds and then release (see *Front Panel* (page *13*) for the SVG2482AC front view).

3. If applicable, press the **WPS** button on your WPS-enabled device or other WPS-enabled device.

4. Repeat step 3 for each additional WPS-enabled device that you want to connect to your wireless network.

Test Your Wireless Network Connection

Perform the following connectivity test to check that wireless connections were established for the SVG2482AC and the other wireless devices on your home network:

1. Check if your wireless devices successfully connected to your wireless network, then disconnect the Ethernet cable, if connected, from the SVG2482AC and your client device(s).

2. Check that the **Wireless** LEDs on the SVG2482AC front panel light up SOLID.

3. Open a web browser on your client device, such as Internet Explorer, Google Chrome, Firefox, or Safari.

4. Type a valid URL (such as *www.SURFboard.com*) in the address bar and then press **Enter**.

   If the website failed to open, please call ARRIS Technical Support at **1-877-466-8646** for assistance.

Using the Gateway Web Manager

Use the SVG2482AC Web Manager to view and monitor the network configuration settings and operational status of your SVG2482AC. You can also configure your network connections and wireless security settings. See *Protecting & Monitoring Your Wireless Network* (page *38*) for more information.

Start the SVG2482AC Web Manager

Perform the following steps to open the SVG2482AC Web Manager:

1. Open a web browser (such as Internet Explorer, Google Chrome, Firefox, or Safari) on the device connected to the SVG2482AC.
2. Type the XFINITY default LAN IP address, `10.0.0.1`, in the Address bar and then press **Enter** to log onto the SVG2482AC and open the SVG2482AC Login screen.
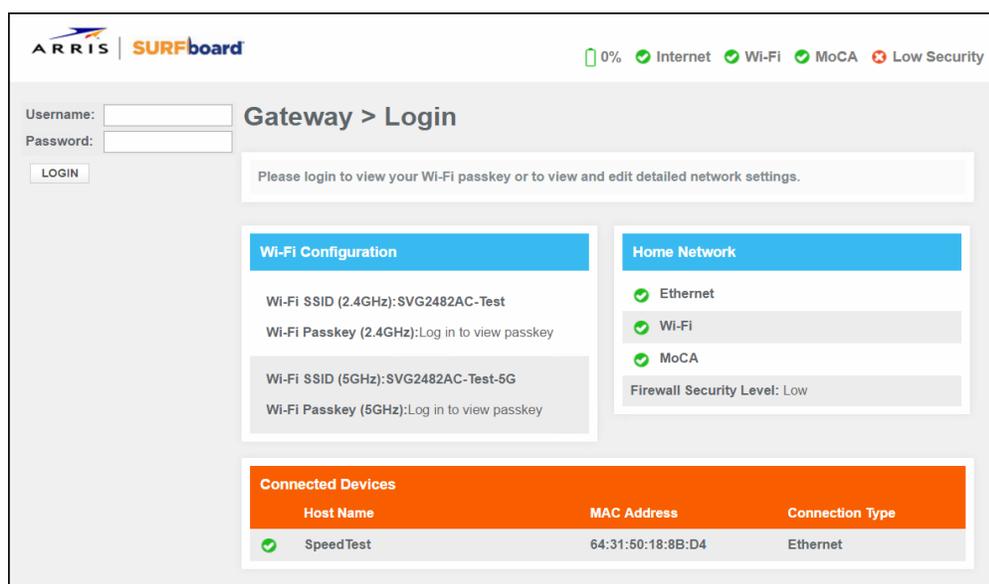
Figure 13: SVG2482AC Login Screen

3. Type the default user name and password. Both entries are case-sensitive.

    Username: **admin**

    Password: **password**

    Note: You must enter the default user name and password if you are logging onto the SVG2482AC Web Manager for the first time.
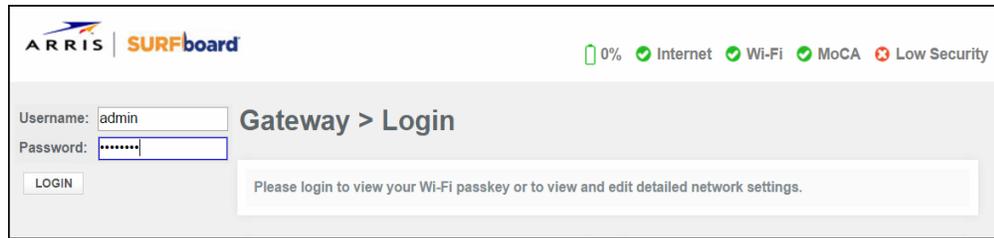
Figure 14: SVG2482AC Login Screen

4. Click **LOGIN** to open the SVG2482AC Web Manager.

   The following message dialog box displays:
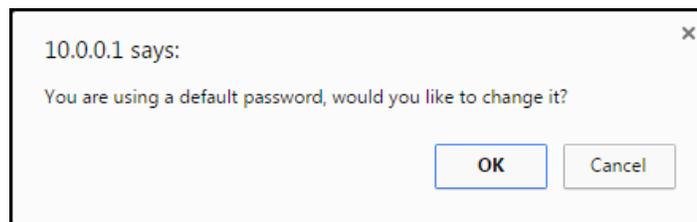
Figure 15: SVG2482AC Change Default Password Dialog Box

5. Click **OK** to change the default password (highly recommended for security purposes) or **Cancel** to keep the default password.

   - If you click **OK**, the Troubleshooting Change Password screen will display:

Figure 16: SVG2482AC Change Password Screen

a) Enter your current admin password in the Current Password field.

b) Enter a new admin password in the New Password field.

c) Repeat the new password in the Re-enter New Password field.

d) Select the **Show Typed Password** checkbox to confirm that your new passwords match and then uncheck it when done.

Note: *Remember that passwords are case-sensitive and that you can use any combination of letters and numbers only. Special characters and spaces are not acceptable.*

- *Letters: **A** through **Z** (uppercase and lowercase)*
- *Numbers: **0** to **9***

e) Click **SAVE** to update your password.

f) Find a secure place to write down and keep your new password.

- If you click **Cancel**, the Gateway At a Glance screen will display (see figure below). You can change the default password at a later time. See *Change the Default Password* (page *38*) for more information.
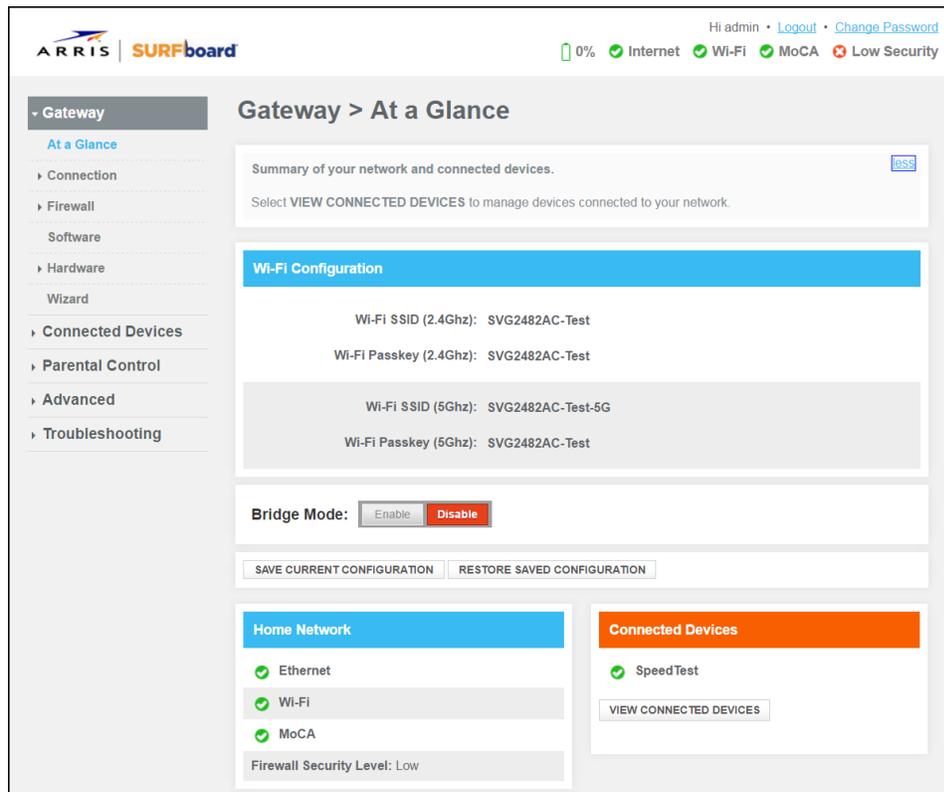
Figure 17:   SVG2482R Opening Screen

SVG2482AC Web Manager Menu Links

The SVG2482AC main menu links and related submenu option links are displayed along the left side of the SVG2482AC Web Manager screen. Click on the main menu link to expand the list of submenu options.
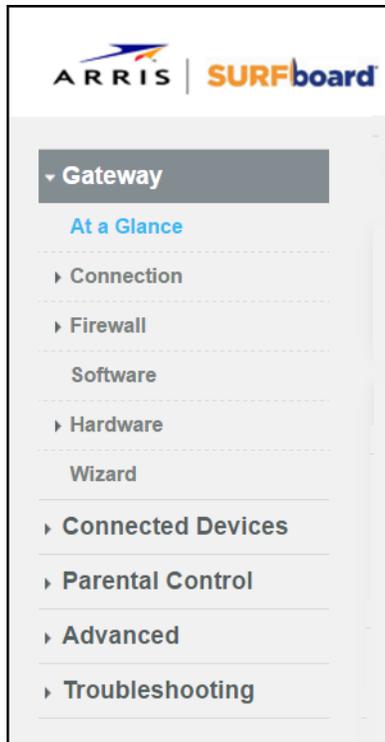
Figure 18: SVG2482AC Web Manager Menu Links

Table 4.   SVG2482AC Web Manager Menu Links

Menu Link	Function
Gateway	Displays a summary of your network connections and a list of the connected devices on your home network.
At a Glance	Provides a list of your home network connections and connected devices.
Connection	Displays the network connection and status information for the XFINITY network, Local IP network, and your private Wi-Fi network.
Firewall	Configures the gateway firewall settings to protect your home network from possible attacks from hackers or viruses.
Software	Displays information related to the gateway software version.
Hardware	Displays status information for the gateway hardware, such as the battery status, Ethernet connection(s), and Wi-Fi connections.
Wizard	Allows you to configure the default network settings on the gateway to set up a secure home network.

Menu Link	Function
Connected Devices	Provides general information for the connected devices on your home network.
Parental Control	Allows you to set up specific restrictions to manage and control usage for specific users and network devices on your home network.
Advanced	Allows you to set up Port Forwarding, Port Triggering, Remote Management for troubleshooting or maintenance purposes, the DMZ Host, and manage the UPnP network on your home network.
Troubleshooting	Provides several options to help you resolve certain problems that may occur with your gateway.

Exit the SVG2482AC Web Manager

To log out and close the SVG2482AC Web Manager:

■ Click **Logout** link located in the upper right corner of the SVG2482AC Web Manager screen.
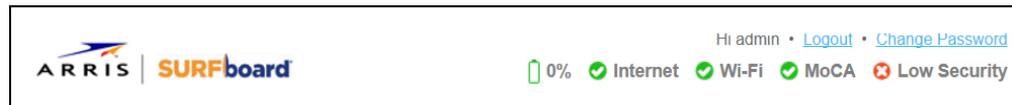
Figure 19: SVG2482AC Web Manager Logout Link

Configuring Your Wireless Network

The SVG2482AC supports a secure method for setting up multiple wireless access points on your home network.

Set Up Your Wireless Network

1. From any SVG2482AC Web Manager screen, click the **Gateway** menu link and then click the **Connection** submenu options link.

2. Click **Wi-Fi** under the **Connection** submenu options to open the Gateway Connection Wi-Fi screen.

Figure 20: SVG2482AC Wi-Fi Connection Screen

3. Click the **2.4 GHz Edit** or **5 GHz EDIT** button in the Private Wi-Fi Network section to select the wireless frequency range that you are setting up for your wireless network.
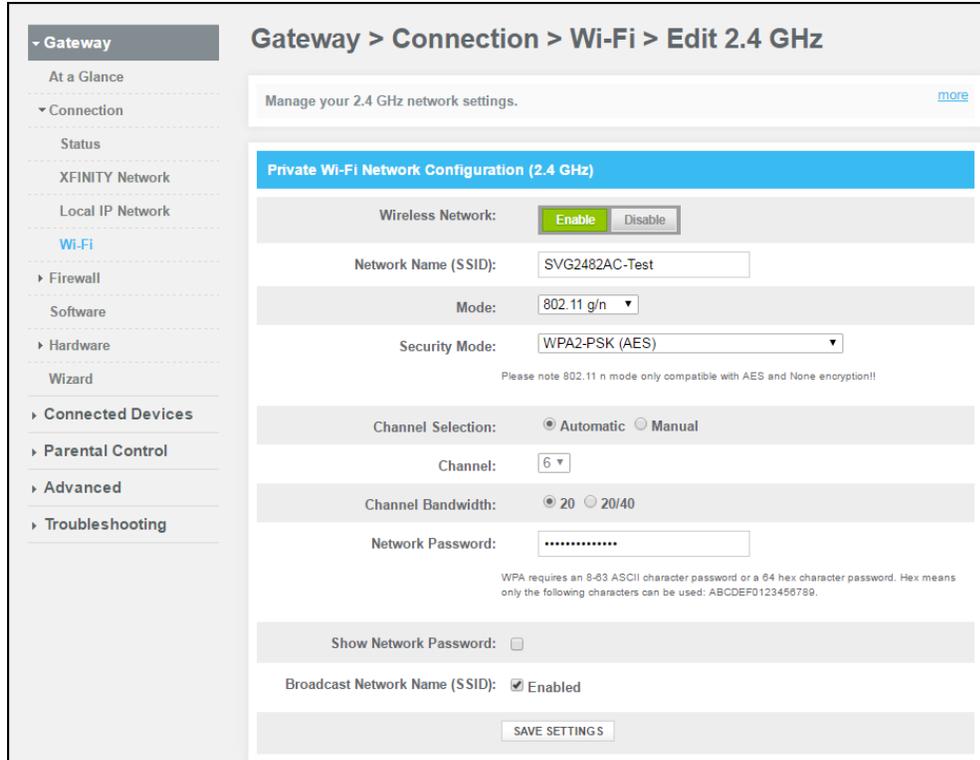
Figure 21: SVG2482AC 2.4 GHz Wi-Fi Connection Screen
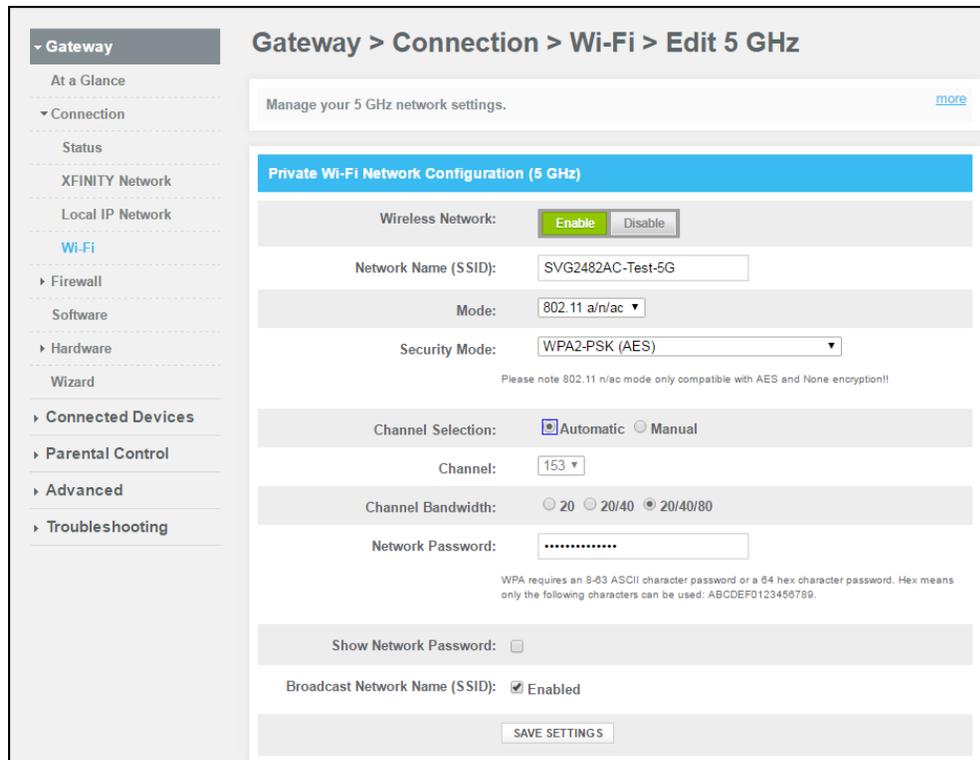
Figure 22: SVG2482AC 5 GHz Wi-Fi Connection Screen

4. Click **Enable** or **Disable** in the Wireless Network field to turn ON or OFF wireless networking on your home network.

5. Do one of the following to set the network name or SSID (Service Set Identifier) for your home network in the Network Name (SSID) field:

    - Enter a new network name for your wireless network.

        The wireless network name cannot be the same name as any other SSID on your home network. You can use any combination of letters (lowercase and uppercase), numbers, and/or special characters (symbols) up to a maximum of 32 characters.

6. Select the wireless networking mode for your wireless network from the **Mode** drop-down list:

    - **2.4 GHz**

        o 802.11 g/n
        o 802.11 b/g/n (recommended)

    - **5 GHz**

        o 802.11 ac
        o 802.11 n/ac
        o 802.11 a/n/ac
        o 802.11 n

7. Select one of the following wireless network security options for your wireless gateway from the **Security Mode** drop-down list:

    - **2.4 GHz & 5 GHz**

        o **WPA2-PSK (AES)**: Wi-Fi Protected Access version 2 with Pre-Shared Key
        o **WPA/WPA2-PSK (TKIP/AES)** (recommended**):** Wi-Fi Protected Access version 2 with Pre-Shared Key (most compatible). This is the default network security option for your SVG2482AC. It provides the highest security and performance for your wireless network.
        o **Open** (risky; not secure; not recommended): This network security option does not provide any level of network security for your wireless network. It allows outside users to connect to your Wi-Fi network without having to use a Wi-Fi Security Key (network password).

8. Select the wireless **Channel Selection** mode which is used to control wireless network interference and improve network connectivity:

    - **Automatic** (default): The SVG2482AC selects the channel with the least amount of Wi-Fi interference on your home network.
    - **Manual**: Allows you to change the wireless channel number on your SVG2482AC.

9. For Manual channel mode, select a wireless Channel number from the **Channel** drop-down list to improve network connectivity or Wi-Fi signal strength on your home network.

    *Note: For 2.4 GHz Wi-Fi networks, it is recommended to use **Channel 1, 6,** or **11**. In the Wi-Fi spectrum, there are multiple wireless channels that overlap and thus degrade wireless network performance. These channels are used for better network performance and stability because they do not overlap.*

10. Enter your wireless network password in the Network Password field.

    You can use any combination of letters, numbers, and/or special characters.

11. Select the **Show Network Password** checkbox to display your network password.

12. Select the **Enabled** checkbox in the **Broadcast Network Name (SSID)** field to display your SSID as an available wireless network to outside users.

    - or -

    Deselect the **Enabled** checkbox in the **Broadcast Network Name (SSID)** field to disable displaying your SSID as an available wireless network to outside users.

    Note: When **Broadcast Network Name (SSID)** is enabled, your SSID is visible and also available to unauthorized wireless clients that are within range to connect to your home network.

13. Click **SAVE SETTINGS**, when you are finished.

Set Up WPS on Your Wireless Network

You can set up either the Wi-Fi Protected Setup (WPS) Push Button or WPS Pin option on the SVG2482AC to connect your WPS-enabled devices to your home network.

1. From any SVG2482AC Web Manager screen, click the **Gateway** menu link and then click the **Connection** submenu options link.

2. Click **Wi-Fi** under the **Connection** submenu options to open the Gateway Connection Wi-Fi screen.

Figure 23: SVG2482AC Wi-Fi Connection Screen

3. Click the **ADD Wi-Fi PROTECTED SETUP (WPS) CLIENT** button to open the Add Wi-Fi Client (WPS) screen.

Figure 24: SVG2482AC Add Wi-Fi Client (WPS) Screen

4. Click **Enable** in the Wi-Fi Protected Setup (WPS) field to turn ON WPS wireless networking on your home network.
   - or -
   Click **Disable** in the Wi-Fi Protected Setup (WPS) field to turn OFF WPS wireless networking on your home network.

5. Click **Enable** in the WPS Pin Method field to turn ON the WPS Pin connection option.
   - or -
   Click **Disable** in the WPS Pin Method field to turn OFF the WPS Pin connection option.

6. Select **Push Button** or **PIN Method** from the Connection Options drop-down list to set the WPS Pairing method for connecting your WPS-enabled devices.
   - or -
   Click **Disable** WPS wireless networking on your home network.

7. For WPS Pin connections, enter the WPS Pin number listed in the **AP PIN** field when you are prompted on your WPS device screen.

   For WPS Push button connections, press and hold the **WPS** button on your WPS-enabled device for five or more seconds and then release.

8. Click the **PAIR** button on the SVG2482AC to connect your WPS-enabled device.

9. Repeat steps 6 through 8 for each additional WPS-enabled device that you want to connect.

Protecting & Monitoring Your Wireless Network

After you have successfully connected the SVG2482AC and your wireless devices, you should configure the SVG2482AC to protect your wireless network from unwanted and unauthorized access by any wireless network devices that are within range of your wireless network. Although network security for the SVG2482AC is already configured, you can use the SVG2482AC Web Manager to set the level of security and access that you want to allow on your wireless network.

Prevent Unauthorized Access

Caution: For security purposes, to prevent unauthorized access to your wireless network, ARRIS recommends that you change the default admin password after connecting to the Internet and logging on to the SVG2482AC for the first time.

The default password (**password**) is commonly used and shared on the Internet. One of the most important recommendations for securing your wireless home network is to change the default admin password on your SVG2482AC and other wireless devices, if applicable.

To ensure that your wireless home network is secure, ARRIS recommends that you follow these best practices for creating your admin password(s):

- Always create a secure password or passphrase that is not easily guessed.
- Use phrases instead of names so that it may be easier for you to remember.
- Use a combination of upper and lowercase letters, numbers, and symbols.
- Change your administrator password on a regular basis to protect your network.

Note: If your service provider supplied the SVG2482AC (or you did not purchase it from a retail store), some restrictions may have been set up to block certain configuration settings, such as changing the Login user name.

Change the Default Administrator Password

There are two procedures available for changing the administrator (admin) password used to log on to the SVG2482AC:

- Logging on to the SVG2482AC
- Changing Your Admin Password

Logging on to the SVG2482AC

When you log on to the SVG2482AC, you will be prompted to change the default administrator password. You will have the option to either keep the default password or change it (recommended). Please note that if you do not change the default password, the same message will appear every time you log on to the SVG2482AC.

1. Open a web browser (such as Internet Explorer, Google Chrome, Firefox, or Safari) on the client device connected to the SVG2482AC.

2. Type the XFINITY default LAN IP address, **10.0.0.1**, in the Address bar and then press **Enter** to log onto the SVG2482AC.

   The Gateway Login screen displays.
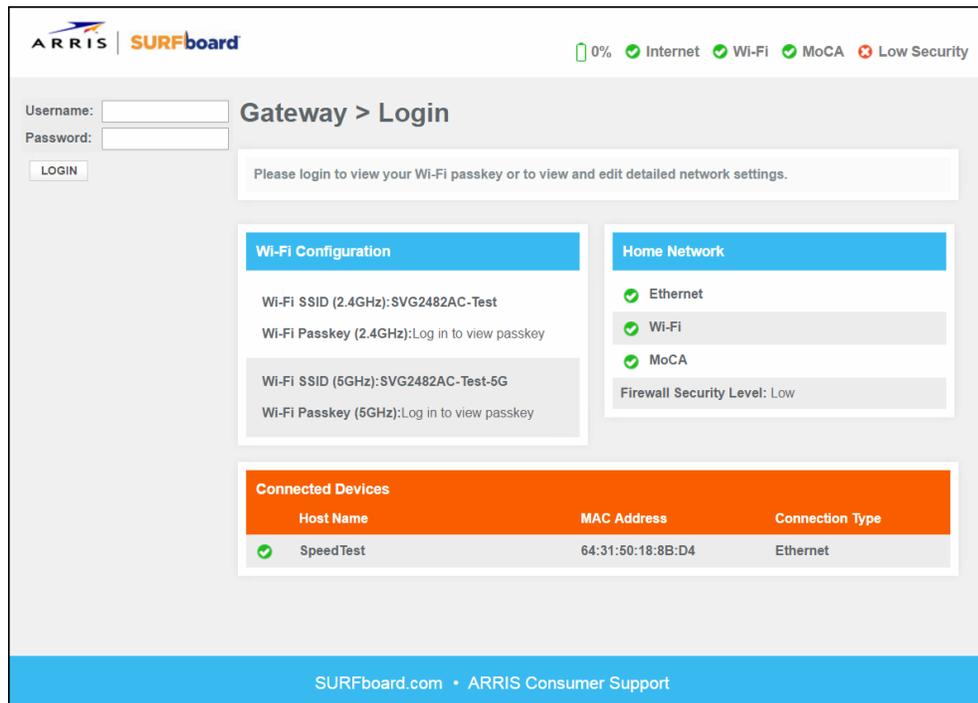
Figure 25: Gateway Login Screen

3. Type the default user name and password as they appear below.

   Please note that both entries are case-sensitive:

   - Username: **admin**
   - Password: **password**

4. Click **LOGIN** to open the SVG2482AC Web Manager.

   The following Change Password message displays.
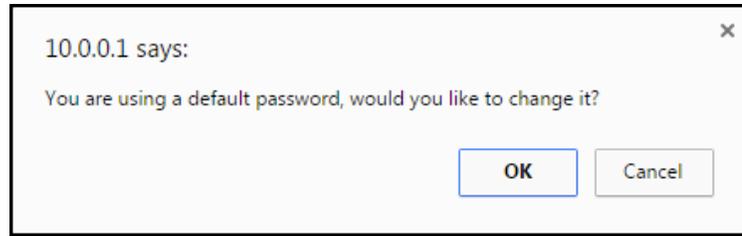
Figure 26: Gateway Login Screen

5. Click **OK** to open the Change Password screen.
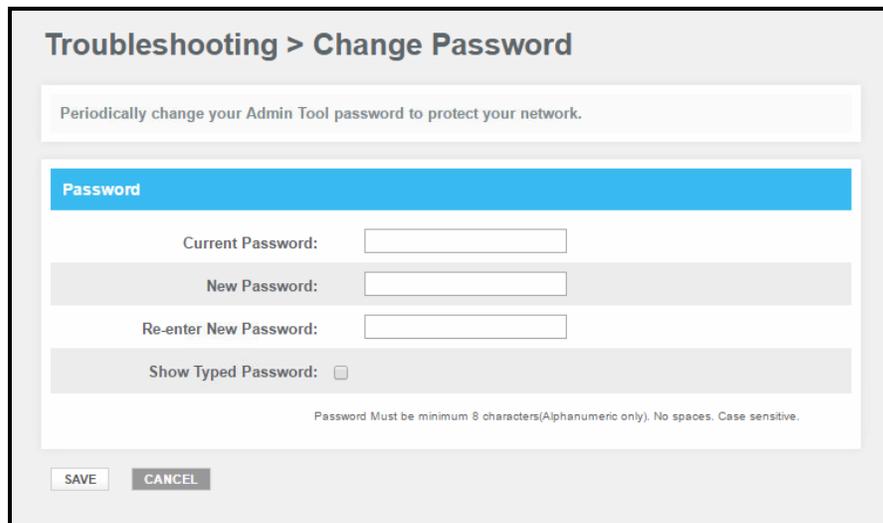
Figure 27: SVG2482AC Change Password Screen

6. Enter your current admin password in the Current Password field.

7. Enter your new admin password in the New Password field.

8. Enter your new admin password again in the Re-enter New Password field.

9. Select the **Show Typed Password** checkbox to confirm that the new passwords match.

   Note: *Remember that passwords are case-sensitive and that you can use any combination of letters and numbers only. Special characters and spaces are not acceptable.*

   - *Letters: **A** through **Z** (uppercase and lowercase)*
   - *Numbers: **0** to **9***

10. Click **SAVE** to update your admin password.

11. Find a secure place to write down and keep your new password.

Changing Your Admin Password

ARRIS recommends that you periodically change your administrator password for network security purposes.

1. From any SVG2482AC Web Manager screen, click the **Troubleshooting** menu link on the SVG2482AC Web Manager screen.

2. Click **Change Password** from the Troubleshooting submenu options list to display the Troubleshooting Change Password Screen.

Figure 28:   SVG2482AC Change Password Screen

3. Enter your current admin password in the Current Password field.

4. Enter your new admin password in the New Password field.

5. Repeat your new admin password in the Re-enter New Password field.

6. Select the **Show Typed Password** checkbox to confirm that the new passwords match.

   Note: *Remember that passwords are case-sensitive and that you can use any combination of letters and numbers only. Special characters and spaces are not acceptable.*

   - *Letters: **A** through **Z** (uppercase and lowercase)*
   - *Numbers: **0** to **9***

7. Click **SAVE** to update your admin password.

8. Find a secure place to write down and keep your new password.

Set Up Firewall Protection

You can set up firewall filters and firewall alert notifications on your wireless network. You can also block Java Applets, Cookies, ActiveX controls, popup windows, Proxies, and website access.

To set the firewall protection level on your SVG2482AC:

1. From any SVG2482AC Web Manager screen, click the **Gateway** menu link on the SVG2482AC Web Manager screen.

2. Click **Firewall** from the Gateway submenu options list and then click **IPv4** or **IPv6** to display the Gateway Firewall Security Levels Screen.
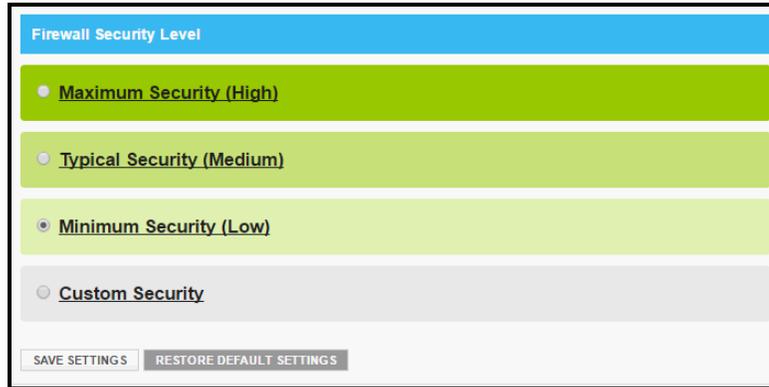
Figure 29: Firewall IPv4 Available Security Levels Screen

Figure 30: Firewall IPv6 Available Security Levels Screen

- **Low** - Common security, higher risk
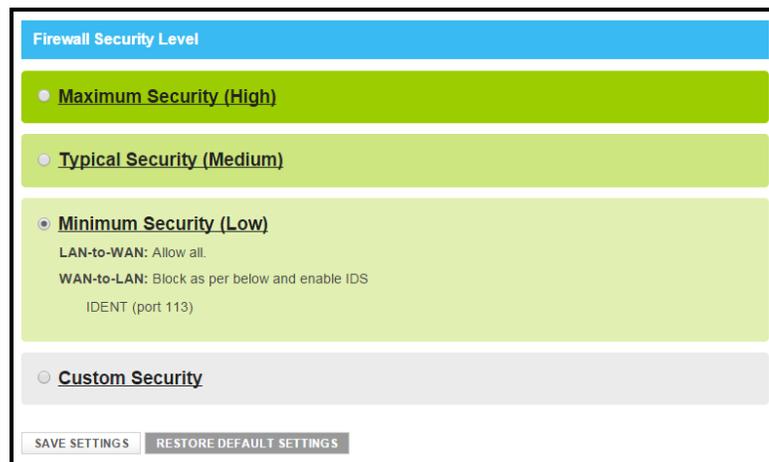
Figure 31: Firewall IPv4 Security Level – Low Screen

- **Medium** – Safer configuration, medium risk

Figure 32: Firewall IPv4 Security Level – Medium Screen

- **High** – Safest configuration, highest security

Figure 33: Firewall IPv4 Security Level – High Screen

- **Custom Security**
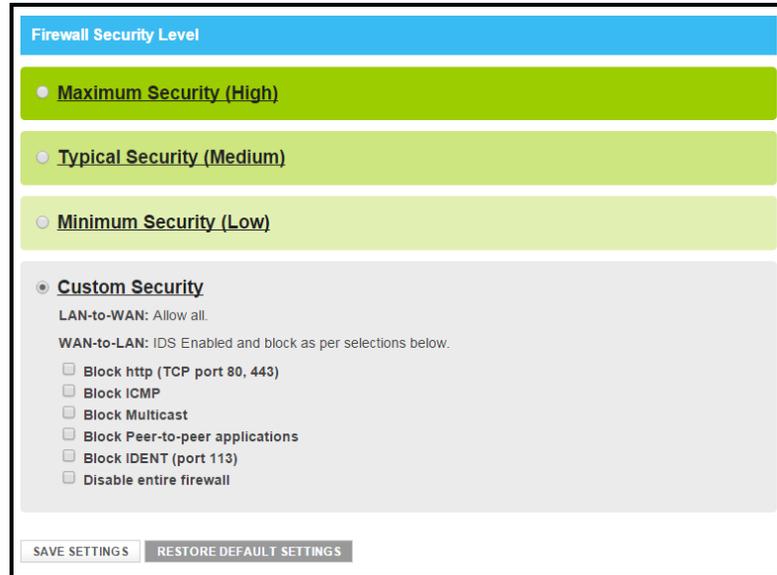
Figure 34: Firewall IPv4 Security Level – Custom Screen

3. Select the security level that you want to set for your gateway firewall.
4. Click **SAVE SETTINGS,** when you are finished.

Set Up Parental Control

You can set up the following Parental Controls to manage and limit the usage and activity for specific users and client devices on your home network:

- Allow or block access to specific Internet sites
- Allow or block access to specific MAC addresses
- Allow or block access based on specific keywords
- Set time limitations for computer usage or Internet access

Note: *Any Parental Control filters that do not include assigned ports, will apply to all ports. This also applies to MAC addresses as well.*

You can also link each user or client device on your home network to specific rules for login, time-access, and content filtering.

Manage Website Access

To set up managing website access:

1. From any SVG2482AC Web Manager screen, click the **Parental Control** menu button on the SVG2482AC Web Manager main menu bar.
2. Click **Managed Sites** from the Parental Control submenu options list to display the Parental Control Managed Sites screen.

3. Click the **Enable Managed Sites** button to turn ON website and keyword blocking.
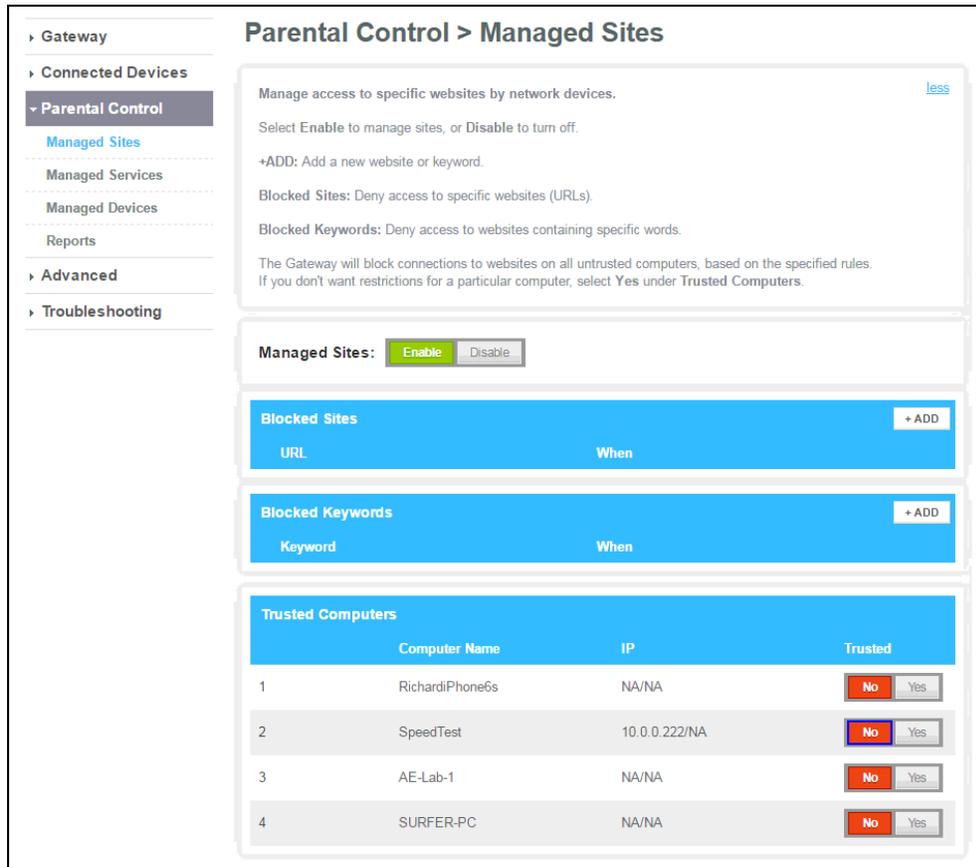
Figure 35: Parental Control-Managed Sites Screen

4. Click **+ADD** button in the Blocked Sites section to open the Add Site to be Blocked screen.
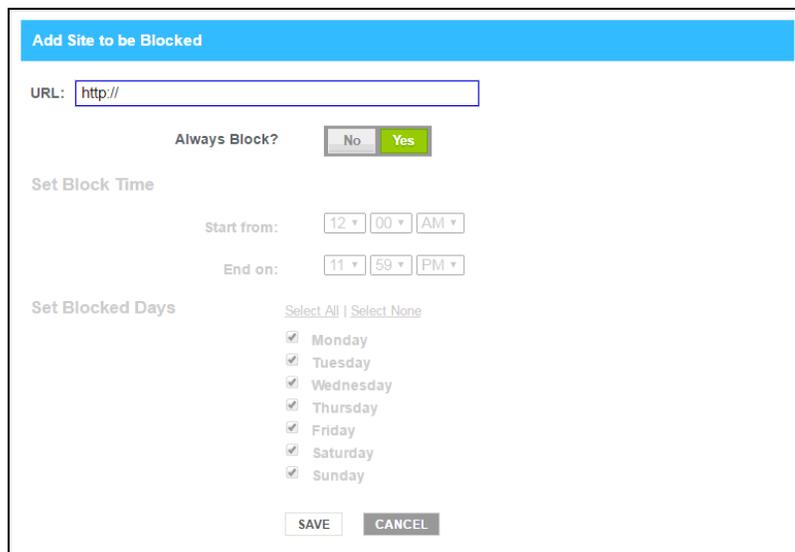
Figure 36: Parental Control-Managed Sites Screen

5. To fully block a website, enter the website address in the URL field and then click the **Yes Always Block?** button.

6. Click **SAVE.**

7. Repeat steps 5 and 6 for each website that you want to block.

8. To block a website for specific days and times, enter the website address in the URL field and then click the **No Always Block?** button.

9. Select the **Start from** and **End on** times of the day in the Set Block Time section.

10. Select the days of the week in the Set Blocked Days section.

11. Click **SAVE.**

Set Up Port Forwarding

Your SVG2482AC firewall may be set up to block all device or application connections from the Internet to the devices on your home network. Port Forwarding allows you to open specific ports or IP addresses on the Internet behind the firewall on your home or small business network. It also allows for remote access to your wireless computer or other client devices. The inbound traffic from the Internet, such as specific websites or online gaming applications, is forwarded to the designated open ports that you set up.

Note: *ARRIS recommends that you manually configure the TCP/IP settings listed below on the client device you are setting up for remote access. Otherwise, remote access to your client device will not be available on the Internet.*

- IP address
- Subnet mask
- Default gateway
- DNS address (at least one)

To set up Port Forwarding:

1. From any SVG2482AC Web Manager screen, click the **Advanced** menu button on the SVG2482AC Web Manager main menu bar.

2. Click **Port Forwarding** from the Advanced submenu options list to display the Port Forwarding Configuration screen.

3. Click the **Enable** button.
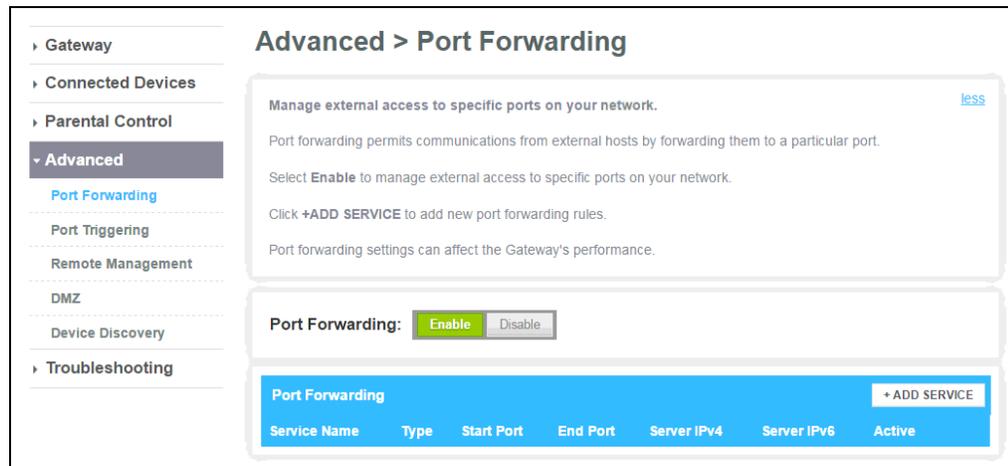
Figure 37: Advanced Port Forwarding Screen

4. Click **+ADD SERVICE** button to open the Port Forwarding Add Service screen.
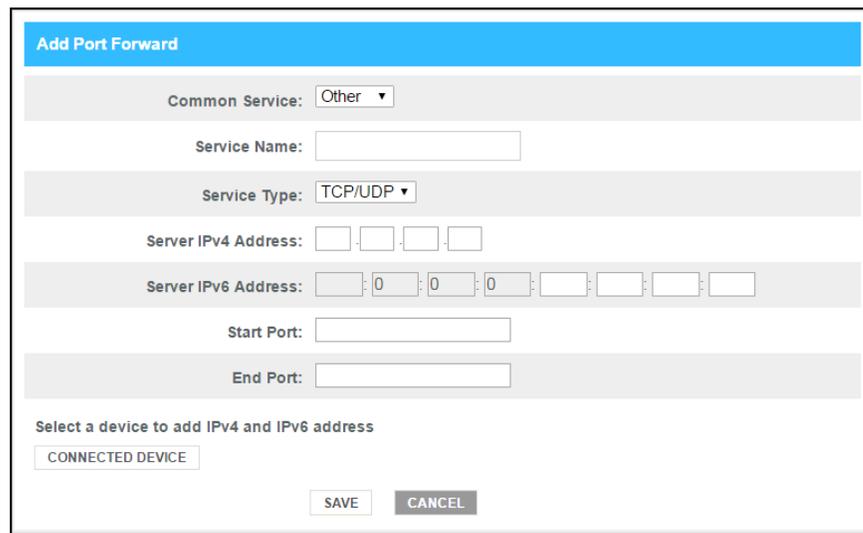
Figure 38: Advanced Port Forwarding Screen

5. Select **FTP**, **AIM**, **HTTP**, **PPTP**, **HTTPs**, **Telnet**, **SSH**, or **Other** for the Internet data transfer protocol from the Common Service drop-down list.

*Note: If **Other** is selected, the Service Name field will display. Enter a name for the service type you will be using.*

6. Select **TCP/UDP**, **TCP**, or **UDP** for the Internet data transmission protocol from the Service Type drop-down list.

7. Enter the IP address of your local computer that you are setting up for port forwarding in the Server IPv4 Address field.
   -or -

   Enter the IP address for your local computer that you are setting up for port forwarding in the Server IPv6 Address field.

8. Enter the starting port number of the website or online application in the Start Port field.

9. Enter the ending port number of the website or online application in the End Port field.

10. Click **CONNECTED DEVICE** to display the list of connected devices on your home network.

    a. Select the **Add** selection box next to the device or website you want to connect to.

    b. Click **Add** to exit.

11. Click **SAVE**.

Set Up Port Triggers

You can use Port Triggers to set up your SVG2482AC to monitor outgoing traffic on specific ports on your home network. Port triggering can be useful for some applications such as video conferencing, online chatting, and online gaming that may require specific port numbers with bi-directional traffic to function properly.

To configure Port Triggers:

1. From any SVG2482AC Web Manager screen, click the **Advanced** menu button on the SVG2482AC Web Manager main menu bar.

2. Click **Port Triggering** from the Advanced submenu options list to display the Port Triggering Configuration screen.

3. Click the **Enable** button.
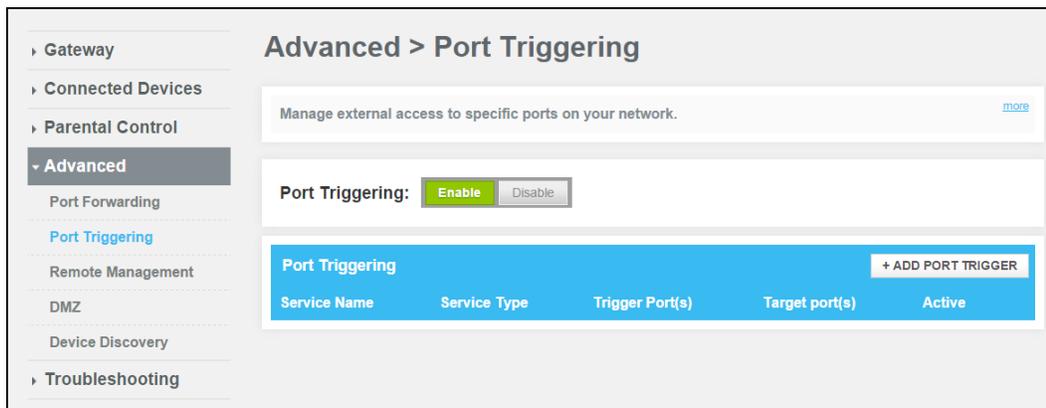
Figure 39: Advanced Port Triggering Screen

4. Click +**ADD PORT TRIGGER** button to open the Add Port Trigger screen.

Figure 40: Add Port Triggers Screen

5. Enter a name or description for the port trigger in the Service Name field.

6. Select **TCP/UDP**, **TCP**, or **UDP** from the Service Type drop-down list.

7. Enter the starting port number in the Trigger Port From field.

8. Enter the ending port number in the Trigger Port To field.

9. Enter the starting port number in the Target Port From field.

10. Enter the ending port number in the Target Port To field.

11. Click **ADD** to create the port trigger.

12. Repeat steps 4 thru 11 for each additional port trigger that you want to create.

Set Up the DMZ Host

 WARNING! The gaming DMZ host is not protected by the SVG2482AC firewall. It is exposed to the Internet and thus vulnerable to attacks or hacking from any client device on the Internet. Consider carefully before configuring a device to be in the DMZ.

You can configure one client device on your home network to be the DMZ Host. That client device will operate outside of the SVG2482AC firewall and allow remote access from the Internet to your client device, gaming device, or other IP-enabled device. The DMZ Host feature will only allow outside users to have direct access to the designated DMZ Host device and not your home network.

To create the DMZ Host:

1. From any SVG2482AC Web Manager screen, click the **Advanced** menu link on the SVG2482AC Web Manager screen.

2. Click **DMZ** from the Advanced submenu links list to display the DMZ screen.

3. Click the **Enable** DMZ button to set up the DMZ Host on your home network.
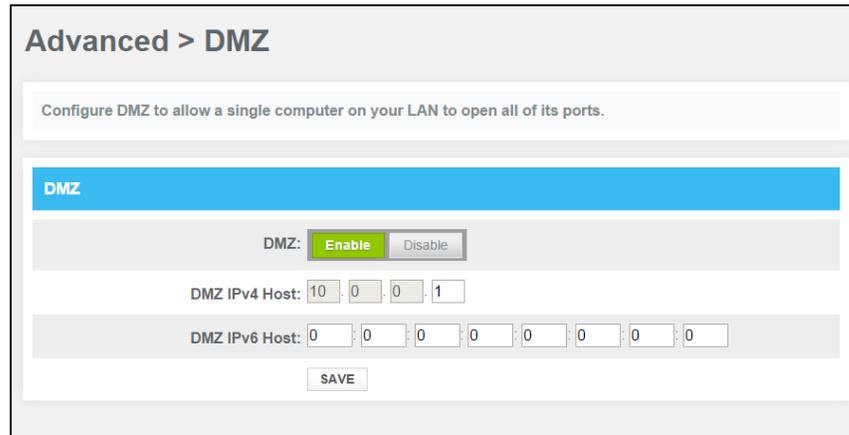
Figure 41: Advanced DMZ Screen

4. Enter the last one to three digits (from 2 to 254) of the IP address of the client device or gaming device that you are setting up as the DMZ host.

5. Click **Save**, when you are finished.

Note: *To disable the DMZ Host, click the* **Disable** *DMZ button and then click* **SAVE**.

Managing Your Gateway and Connected Networks

You can also use the SVG2482AC Web Manager to view and monitor the network configuration settings and operational status of your SVG2482AC.

View the Gateway Hardware Information

The Gateway Hardware screen displays specific information related to the gateway device. This information may be helpful if you have to contact ARRIS or Comcast for technical assistance.

To open the Gateway Hardware screen:

1. From any SVG2482AC Web Manager screen, click the **Gateway** menu link.
2. Click **Hardware** from the Gateway submenu links and then click **System Hardware** from the Hardware submenu options to display the Gateway System Hardware screen.

System Hardware	
Model:	SVG2482AC
Vendor:	ARRIS Group, Inc.
Hardware Revision:	11.0
Serial Number:	6CN3W3699B00057
Processor Speed:	MHz
DRAM Total Memory:	1048576 MB
DRAM Used Memory:	976848 MB
DRAM Available Memory:	71728 MB
Flash Total Memory:	256 MB
Flash Used Memory:	248 MB
Flash Available Memory:	8 MB

Figure 42: SVG2482AC Hardware Information Screen

View the Gateway Software Version

To open the Gateway Software screen:

1. From any SVG2482AC Web Manager screen, click the **Gateway** menu link.
2. Click **Software** from the Gateway submenu links list to display the Gateway Software screen.
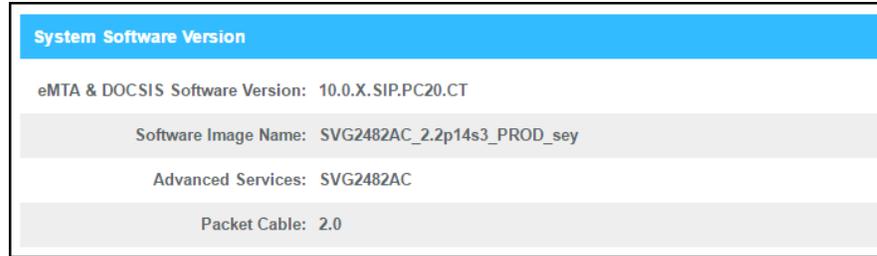
Figure 43: SVG2482AC Software Version Screen

View the Gateway Network Connections

The Gateway At a Glance screen displays a summarized list of your Wi-Fi network configuration and the connected devices (online and offline) on your home network.

To open the Gateway Network Connections screen:

1. From any SVG2482AC Web Manager screen, click the **Gateway** menu link.

2. Click **At a Glance** from the Gateway submenu links list to display the Gateway At a Glance screen.
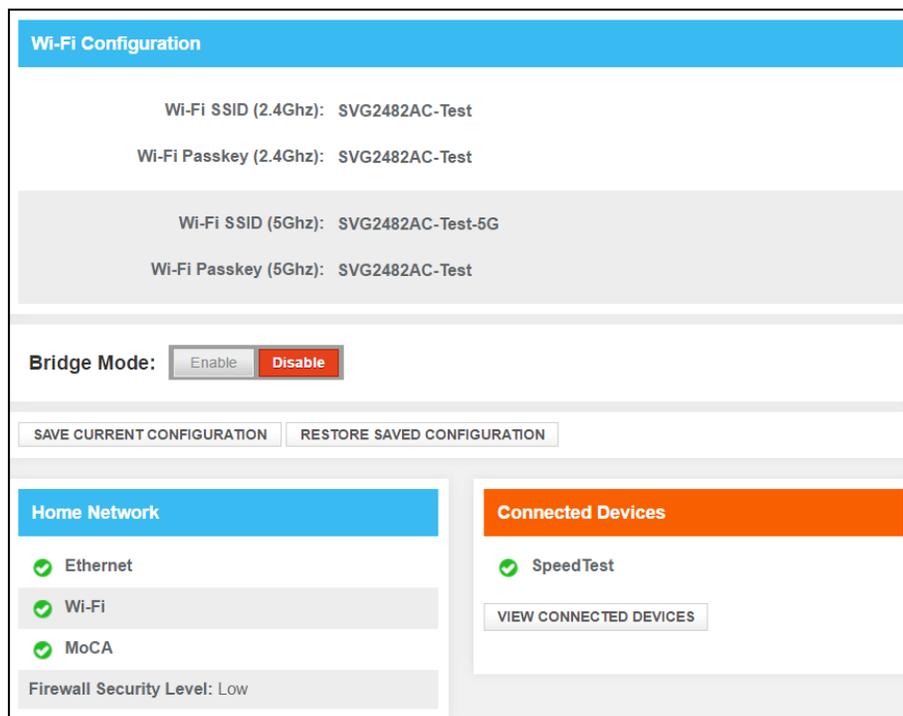
Figure 44: SVG2482AC Network Connections Screen

3. Click **View Connected Devices** to display a list of the online and offline devices connected on your home network.
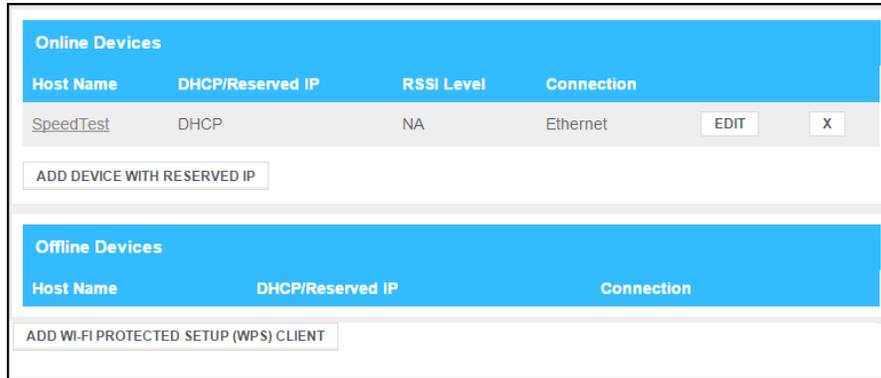
Figure 45: SVG2482AC Connected Devices Screen

View the Network Connection Settings

1. From any SVG2482AC Web Manager screen, click the **Gateway** menu link.
2. Click **Connection** from the Gateway submenu links and then click **Status** from the Connection submenu options to display the Network Connection Status screen.
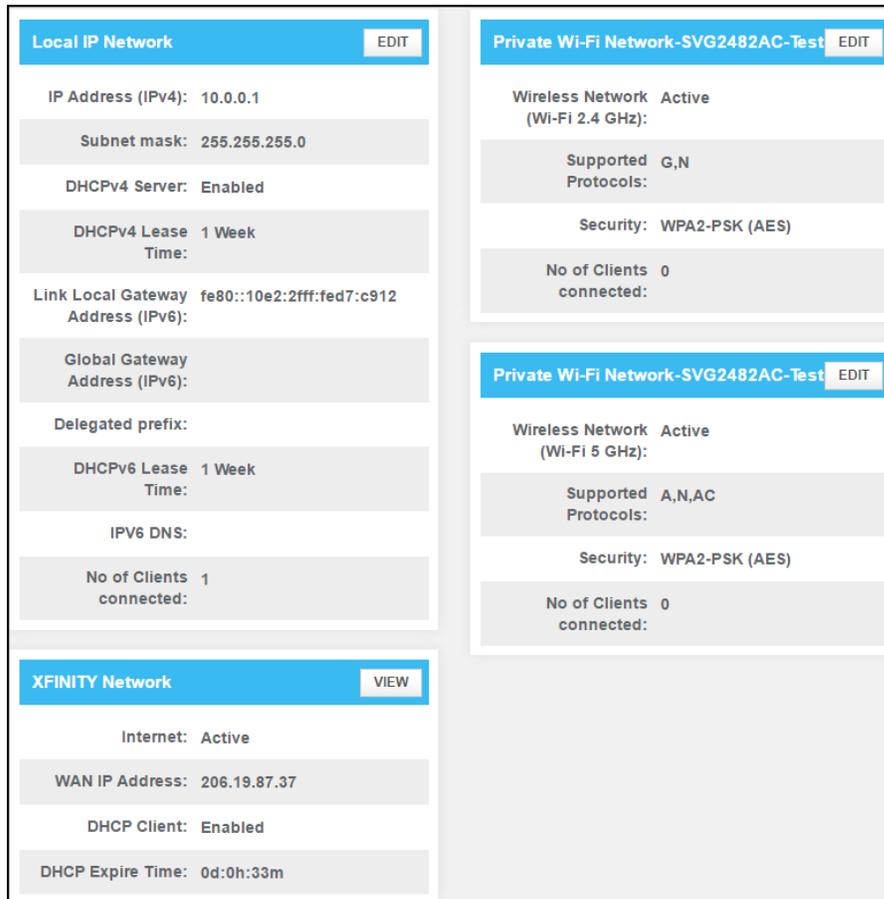
Figure 46: Local IP, XFINITY, & SVG2482AC Network Settings Screen

View the XFINITY Network Connection Status

1. From any SVG2482AC Web Manager screen, click the **Gateway** menu link.

2. Click **Connection** from the Gateway submenu links and then click **XFINITY Network** from the Connection submenu options to display the **XFINITY Network** Connection Status screen.

Figure 47: XFINITY Network-Connection Status Screen

Reboot Your SVG2482AC

Choose one of the following options to reboot (or restart) your SVG2482AC:

- Reboot SVG2482AC Using the Reset Button
- Reboot SVG2482AC Using the Web Manager

Reboot SVG2482AC Using the Reset Button

To reboot (or restart) your SVG2482AC using the SVG2482AC **Reset** button:

1. Insert the end of a paper clip (or other small object with a narrow tip) into the indented **Reset** button opening on the rear of your SVG2482AC.

Figure 48:   SVG2482AC Reset Button

2. Press and hold the small object in place for three to four seconds.

   WARNING! Do not press the **Reset** button for more than five seconds. If you do, your SVG2482AC will automatically reset and your custom gateway configuration settings (e.g., admin password, network name (SSID) and password, Parental Controls, etc.) will be deleted and replaced with the factory default configuration.

3. Remove the paper clip or small object from the **Reset** opening.

Reboot SVG2482AC Using the Web Manager

To reboot (or restart) your SVG2482AC using the SVG2482AC Web Manager:

1. From any SVG2482AC Web Manager screen, click the **Troubleshooting** menu link.

2. Click **Reset/Restore Gateway** from the Troubleshooting submenu links.
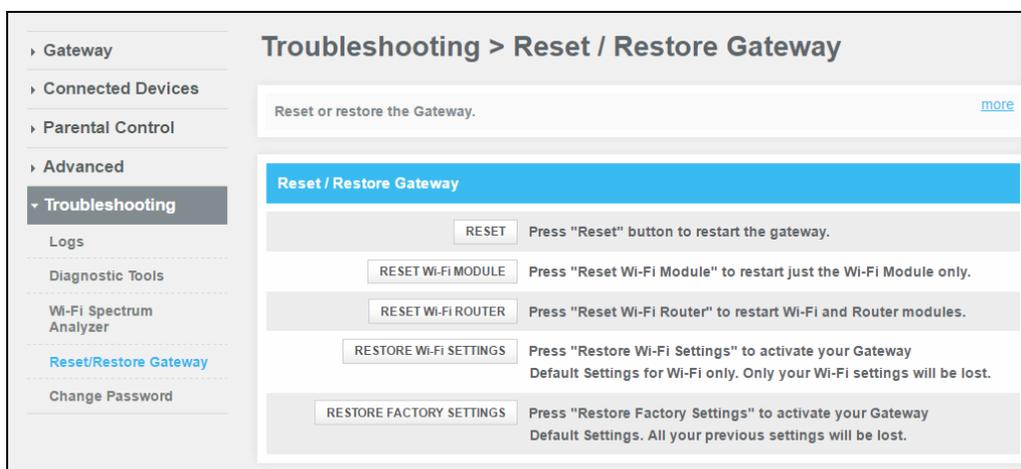
Figure 49:   SVG2482AC Reset/Restore Gateway Screen

3.   Click **RESET** located in the Reset / Restore Gateway table. The following message will display:
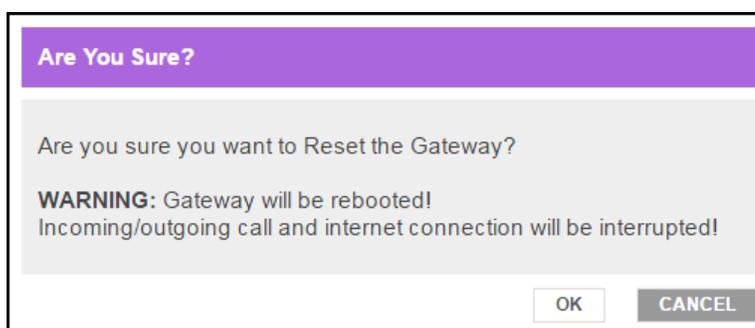
Figure 50:   Reboot Gateway Message Box

4.   Click **OK** to reboot the SVG2482AC and then log back in.

Reset Your SVG2482AC

WARNING! Resetting your SVG2482AC will delete your current gateway configuration settings which include your passwords, wireless network name (SSID), firewall, Parental Control, etc. The SVG2482AC default factory settings will be restored.

Choose one of the following options to reset your SVG2482AC configuration:

- Reset SVG2482AC Using the Reset Button
- Reset SVG2482AC Using the Web Manager

Note: *For network security purposes, ARRIS recommends that you change the default admin password on your SVG2482AC. See Change the Default Password (page 38) for more information.*

Reset SVG2482AC Using the Reset Button

WARNING! Resetting your SVG2482AC will delete your current gateway configuration.

To reset your SVG2482AC using the **Reset** button:

1. Insert the end of a paper clip (or other small object with a narrow tip) into the indented **Reset** button opening on the rear of your SVG2482AC.

Figure 51: SVG2482AC Reset Button

2. Press and hold the small object in place for 10 seconds, and then release.
3. Remove the paper clip or small object from the **Reset** opening.

Reset SVG2482AC Using the Web Manager

WARNING! Resetting your SVG2482AC will delete your current gateway configuration.

From the SVG2482AC Web Manager, do the following to open the Reset/Restore Gateway screen:

1. From any SVG2482AC Web Manager screen, click the **Troubleshooting** menu link.
2. Click **Reset/Restore Gateway** from the Troubleshooting submenu links.
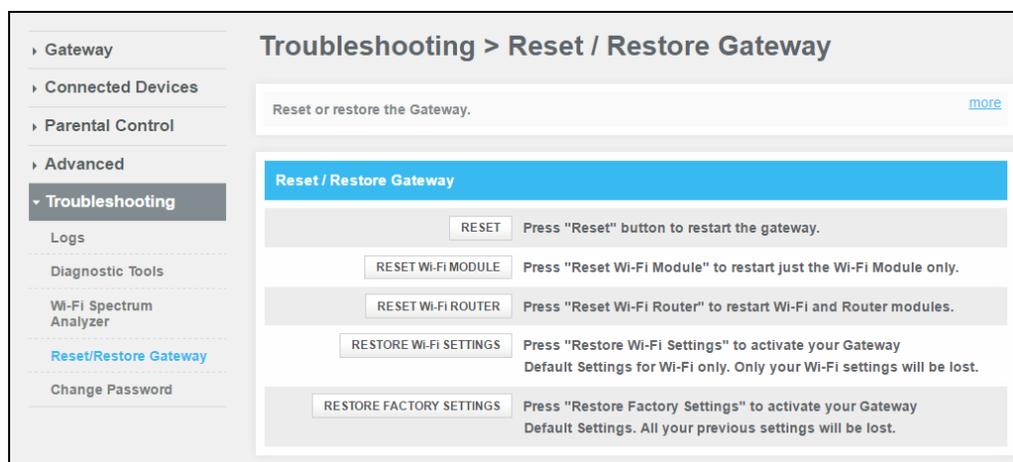
Figure 52:   SVG2482AC Reset/Restore Gateway Screen

3. Click **RESET WI-FI ROUTER** located in the Reset / Restore Gateway table.

   The message, **Are you sure you want to Reset the Wi-Fi Gateway?**, will display.

4. Click **OK** to proceed**.**

   The resetting process will take approximately 60 to 90 seconds to complete and then the SVG2482AC will reboot.

5. Log back in to the SVG2482AC using the default user name and password.

   - Username: **admin**
   - Password: **password**

Exit the SVG2482AC Web Manager

To log out and close the SVG2482AC Web Manager:

■ Click **Logout** link located in the upper right corner of the SVG2482AC Web Manager screen.

Figure 53:   SVG2482AC Web Manager Logout Link

Troubleshooting Tips

If the solutions listed in the Troubleshooting Solutions table below do not solve your problem, please contact your service provider for assistance. Your service provider may ask for the status of the SVG2482AC front panel LEDs (see *Front Panel LED Icons and Error Conditions* for more information).

You may have to reset the SVG2482AC gateway configuration to its original factory settings if the gateway is not functioning properly. See *Reset the SVG2482AC Configuration* for more information.

Solutions

Table 5.   Troubleshooting Solutions

Gateway Problem	Possible Solution
Power LED Icon is OFF	■ Check the power connection on the gateway and to the electrical outlet. ■ Check that the electrical outlet is working. Is the outlet controlled by a light switch? If so, unplug the gateway power cord and connect it to another electrical outlet that is not controlled by a wall switch.
Cannot Send or Receive Data	■ Check each end of the coaxial cable connection on the gateway and cable wall outlet. Use your hand to tighten each connector, if necessary. ■ Check the Ethernet cable to make sure it is properly connected to the gateway and client device. ■ On the front panel, check the status of the LED icons and refer to *Front Panel LED Icons and Error Conditions* to identify the problem. ■ If you have cable television service, check your television to ensure your cable service is operating properly. ■ If none of the above solutions resolves the problem, contact your service provider or call ARRIS Technical Support at **1-877-466-8646** for assistance.

Gateway Problem	Possible Solution
Cannot Access the Internet	■ Check that all cable and power connections on your gateway and client device are properly connected. ■ Check that the **Power**, **Online**, and **Wireless** LED icons on the front panel are lit up solid. ■ Contact your service provider for assistance.
Wireless devices cannot send or receive data	■ If the problem still continues after checking the coaxial cable and Ethernet connections and your IP address, check the **Wireless Security Mode** setting on the Wireless Primary Network screen. ■ If you enabled WPA and configured a passphrase on the gateway, be sure each affected wireless client has the identical passphrase. If this does not solve the problem, check if the wireless client supports WPA.

Front Panel LED Icons and Error Conditions

The SVG2482AC front panel LED icons provide status information for the following error conditions:

Table 6.   Front Panel LED Icons and Error Conditions

LED Icon	Status	If, During Startup:	If, During Normal Operation
POWER	OFF	Gateway is not properly plugged into the electrical wall outlet	Gateway is unplugged
US/DS	BLINKING	Upstream (send) channel or Downstream (receive) channel cannot be acquired	Upstream channel is lost Downstream channel is lost
ONLINE	BLINKING	IP registration is unsuccessful	IP registration is lost
WIRELESS	OFF	No connected device is detected	Device is disconnected
WIRELESS	OFF	No connected device is detected	Device is disconnected
TEL 1	OFF	Telephone is not detected	Telephone is disconnected

LED Icon	Status	If, During Startup:	If, During Normal Operation
TEL 2	**OFF**	Telephone is not detected	Telephone is disconnected
BATTERY	**OFF**	Battery is not detected	Battery is disconnected

Warranty Information

SURFboard SVG2482AC Wireless Voice Gateway

ARRIS Enterprises, LLC ("ARRIS")

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