User Guide

SURFboard® SB6183

DOCSIS 3.0® Cable Modem

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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.
- Different types of cord sets may be used for connections to the main POWER supply circuit. Use only a main line cord that complies with all applicable device safety requirements of the country of use.
- 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 AC 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 AC 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 cable modem 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 cable modem when disconnecting or reconnecting the Ethernet cable from the cable modem or user's PC.
- It is recommended that the customer install an AC surge protector in the AC 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 due to lightning and 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 40º C (104º F).

SAVE THE ABOVE INSTRUCTIONS

Note to CATV System Installer — This reminder is provided to call the CATV system installer's attention to Articles 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, Inc. 3871 Lakefield Drive, Suwanee, GA 30024, 1-215-323-1000, declares that the SURFboard SB6183 DOCSIS 3.0 Cable Modem complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device.

INDUSTRY CANADA (IC) STATEMENT

CAN ICES-3 (B)/NMB-3 (B)

CARING FOR THE ENVIRONMENT BY RECYCLING

When you see this symbol on an ARRIS product, do not dispose of the product with residential or commercial waste.

Recycling your ARRIS Equipment

Please do not dispose of this product with your residential or commercial waste. Some countries or regions, such as the European Union, have set up systems to collect and recycle electrical and electronic waste items. Contact your local authorities for information about practices established for your region.

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1 Getting Started

The ARRIS-Motorola SURFboard® SB6183 DOCSIS® 3.0 Cable Modem provides high-speed access to the Internet and other online services on your home network. You can use your SB6183 to directly connect a computer to your home or small business LAN through an Ethernet connection.

This guide provides a product overview and instructions for installing and configuring your SB6183 Cable Modem to get it up and running on your home network.

In the Box

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

Table 1: SB6183 Package Contents

Item		Description
SB6183 Cable Modem		High-speed DOCSIS 3.0 cable modem
Power Supply		Provides power to the modem using an electrical outlet
Ethernet Cable		Standard Category 5, or higher, cable for connecting to the network
Software License & Regulatory Card		Contains the software license, warranty, and safety instructions for the modem

Item		Description
SB6183 Quick Start Guide		Provides basic instructions for installing the cable modem and setting up your network connections

Additional Items You May Need

- Coaxial (coax) cable, if one is not already connected to a cable wall outlet

System Requirements

- High-speed Internet access account
- Web browser access – Microsoft Internet Explorer, Google Chrome, Firefox, or Safari
- Compatible operating systems:
  - Windows® 8
  - Windows 7 Service Pack 1 (SP1)
  - Windows Vista™ SP2 or later
  - Windows XP SP3
  - Mac® 10.4 or higher
  - UNIX®
  - Linux®

Contact Information

For technical support or additional ARRIS-Motorola product information, please visit the ARRIS Support website at www.arrisi.com/consumer.

ARRIS Technical Support is also available at **1-877-466-8646**. When you call, you will need the following information located on the modem label on the bottom of your SB6183:

- Cable modem model name (**SB6183**)
- Cable modem serial number (**S/N**)
- Cable modem MAC address (**HFC MAC ID**)

2 Product Overview

Front Panel

Figure 1 – SB6183 Front View

Table 2: SB6183 Front Panel LED Icons

LED Icon	Flashing	On
POWER	Not applicable — icon does not flash	**Green**: Power is properly connected
RECEIVE	Scanning for a downstream (receive) channel Internet connection	**Green**: Non-bonded downstream channel is connected **Blue***: High-speed Internet connection with bonded downstream channels
SEND	Scanning for an upstream (send) channel Internet connection	**Green:** Non-bonded upstream channel is connected **Blue***: High-speed Internet connection with bonded upstream channels
ONLINE	Scanning for an Internet connection	**Green:** Connection to the Internet is completed

* **Blue** - Indicates DOCSIS 3.0 operation (high-speed Internet access) which may not be available in all locations. Check with your service provider for availability in your area.

Rear Panel

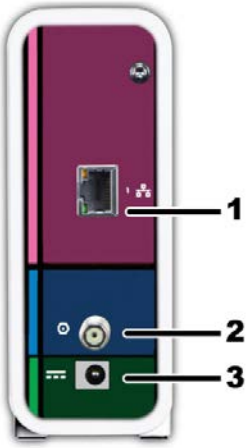

Figure 2 – SB6183 Rear View

Table 3: SB6183 Rear Panel Ports & Connectors

	Port Name	Description
1	ETHERNET	Ethernet port for an RJ-45 network cable connection **Green** LED indicates a data connection is made
2	CABLE	Coaxial cable connector
3	POWER	Power connector ***Note**: Only use the power supply provided with the cable modem.*

Modem Label

The modem label is located on the bottom of your SB6183. It contains specific cable modem ID information that you may need when contacting ARRIS Technical Support or your service provider.

To receive Internet service, you will have to contact your service provider for assistance. Make sure you have the cable modem model name (**SB6183**), MAC address (**HFC MAC ID**), and serial number (**S/N**) located on the modem label.