

SURFboard® SB6141 DOCSIS® 3.0 Cable Modem



MOTOROLA



Quick Start Guide

Items Included in the Box

- SB6141 Cable Modem
- Power Supply
- Ethernet Cable
- Software License & Warranty Card
- 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 be asked for the **MAC address** and **Serial number** located on the bottom of your modem (see back page for details).

Connecting Your Modem

1. Connect a coaxial cable to a cable wall outlet and to the Cable connector on the rear of your modem. Hand-tighten each connector.
2. Plug the power cord into the Power port on the rear of your modem and into an electrical wall outlet.

This automatically powers ON your modem.

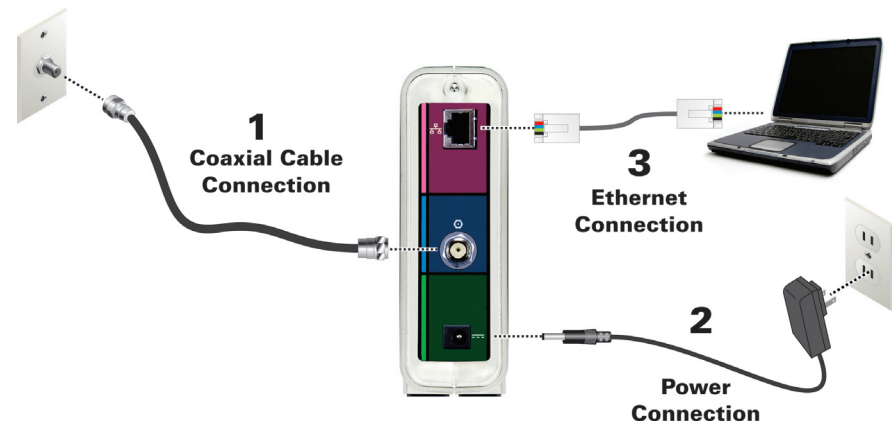
3. Connect the Ethernet cable to the Ethernet port on your computer (or other device) and to the Ethernet port on the rear of your modem.

Testing Your Modem

1. Power ON your computer. The **Receive**, **Send**, and **Online** LEDs on your modem will first FLASH (blink) and then turn SOLID. See back page for specific LED information.

Note: If all three LEDs did not turn SOLID, contact your service provider.

2. Open any web browser on your computer, such as Internet Explorer, Firefox, Google Chrome, or Safari.
3. Type a valid URL (for example, **www.arris.com/consumer**) in the address bar and click or press **Enter** to test your network connection.
 - If the web page opens, your modem was set up properly.
 - If the web page does not open, you may have to contact your current service provider to set up your Internet service or activate your modem.



**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 FAQs and additional product documentation.

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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.*

Modem Label

Place Label Here

Please note: The SB6141 modem label is also located on the bottom of your modem. The label contains specific ID information for your modem.

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**) located on the modem label.

ICON	LED STATUS
	Green (ON): Indicates power to the modem 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 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 device, computer, or router is connected to the Ethernet port and is operating in high-speed Gigabit Ethernet (1000Base-T) mode

* High-speed data service may not be available in your location. Check with your service provider for more information.

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