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## ARRIS SB6190

# ARRIS SURFboard SB6190 DOCSIS 3.0 Cable Modem User Manual

Model: SB6190

## INTRODUCTION

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This manual provides comprehensive instructions for the installation, operation, and maintenance of your ARRIS SURFboard SB6190 DOCSIS 3.0 Cable Modem. The SB6190 is designed to deliver high-speed internet connectivity to your home network, supporting cable internet speed plans up to 800 Mbps.

The ARRIS SURFboard SB6190 features 32 downstream and 8 upstream bonded channels, ensuring efficient data transfer. It includes a 1 Gigabit Ethernet port for direct connection to a Wi-Fi router or other network devices. Please note that this device requires a cable internet service and does not include Wi-Fi functionality or support cable digital voice services.



Figure 1: ARRIS SURFboard SB6190 Cable Modem. This image displays the front and side of the white cable modem, highlighting its sleek design and the indicator lights on the front panel.

## PACKAGE CONTENTS

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Verify that all items are present in your product packaging:

- SURFboard Cable Modem SB6190 DOCSIS 3.0
- Power Adapter
- Ethernet Cable (may vary by region)
- Quick Start Guide (this manual serves as a detailed guide)



Figure 2: Packaging of the ARRIS SURFboard SB6190. The image shows the product box alongside the modem itself, illustrating what is typically included in the package.

## SETUP INSTRUCTIONS

Follow these steps to set up your ARRIS SURFboard SB6190 cable modem:

1. **Connect Coaxial Cable:** Connect one end of a coaxial cable (not included) to the cable wall outlet and the other end to the Cable port on the back of your SB6190 modem. Ensure the connection is finger-tight.
2. **Connect Power Adapter:** Connect the power adapter to the Power port on the back of the SB6190 and then plug the other end into an electrical outlet. The modem will begin its startup sequence.
3. **Connect Ethernet Cable:** Connect one end of the supplied Ethernet cable to the Ethernet port on the back of your

SB6190 modem. Connect the other end to the WAN (Internet) port of your Wi-Fi router or directly to the Ethernet port of your computer if you are not using a router.

4. **Power On Devices:** Power on your Wi-Fi router (if applicable) and your computer.
5. **Activate Service:** Contact your Internet Service Provider (ISP) to activate your new modem. You will need to provide them with the MAC address and serial number located on the label on the bottom of your SB6190. Many ISPs also offer online activation portals.

## Easy Setup

Easily connect in three simple steps.

### SB6190

**Step 3: Connect Ethernet Cable to PC or Wi-Fi Router**

**Step 2: Connect to Power Outlet**

**Step 1: Connect Coaxial Cable**



Figure 3: Easy Setup Guide. This diagram illustrates the three simple steps for connecting the SB6190: coaxial cable, power, and Ethernet cable connections.

**Important Note:** The SB6190 is a cable modem only. It does not provide Wi-Fi functionality. A separate Wi-Fi router is required to create a wireless network.

# Pairs Well

Works with most Wi-Fi Router or Mesh Systems

## SB6190



Figure 4: SB6190 paired with a Wi-Fi router. This image demonstrates how the SB6190 cable modem works in conjunction with a separate Wi-Fi router or mesh system to provide internet access.

## OPERATING YOUR MODEM

### Indicator Lights

The front panel of your SB6190 modem features several LED indicator lights that provide status information:

Light	Status	Description
Power (Green)	Solid Green	The modem is powered on.
Receive (Blue/Green)	Solid Blue	Downstream channel is bonded (DOCSIS 3.0).
Send (Blue/Green)	Solid Blue	Upstream channel is bonded (DOCSIS 3.0).

<b>Light</b>	<b>Status</b>	<b>Description</b>
Online (Green)	Solid Green	The modem is connected to the internet.
Link (Green)	Solid Green	Ethernet connection is active.



Figure 5: Front Panel Indicator Lights. This image provides a clear view of the SB6190's front panel, where the status indicator lights are located.

## Compatible Internet Service Providers

The ARRIS SURFboard SB6190 is certified for use with major U.S. Cable Internet providers. Always check with your

specific ISP for compatibility before purchase and setup.

- Comcast Xfinity
- Cox
- Optimum
- Advanced Stream
- Altice Optimum
- Altice Suddenlink
- Armstrong
- Atlantic Broadband
- CableOne/Sparklight
- Click CableTV
- Grande Communications
- New Wave/Sparklight
- Mediacom
- Midcontinent Communications
- RCN
- Service Electric
- Spectrum (*Note: Product title states "Not for Spectrum", but some product images and specifications indicate compatibility. Please verify with your ISP.*)
- Wave Broadband
- WOW
- Zito Media

## Compatible Service Providers

**Advanced Stream**  
**Altice Optimum**  
**Altice Suddenlink**  
**Armstrong**  
**Atlantic Broadband**  
**CableOne/Sparklight**  
**Click CableTV**  
**Comcast/Xfinity**  
**Cox**  
**Grande Communications**  
**New Wave/Sparklight**  
**Mediacom**  
**Midcontinent Communications**  
**RCN**  
**Service Electric**  
**Spectrum**  
**Wave Broadband**  
**WOW**  
**Zito Media**



Figure 6: Compatible Service Providers. This image lists various internet service providers that are compatible with the SB6190 modem.

## MAINTENANCE

To ensure optimal performance and longevity of your ARRIS SURFboard SB6190 modem, consider the following maintenance tips:

- **Placement:** Place the modem in a well-ventilated area, away from direct sunlight, heat sources, and moisture. Ensure adequate airflow around the device to prevent overheating.
- **Cleaning:** Periodically clean the exterior of the modem with a soft, dry cloth. Do not use liquid cleaners or aerosol sprays directly on the device.
- **Cable Connections:** Occasionally check all cable connections (coaxial, Ethernet, power) to ensure they are secure and not damaged. Loose connections can lead to performance issues.
- **Firmware Updates:** Firmware updates are typically managed by your Internet Service Provider. Do not attempt to manually update the firmware unless instructed by your ISP or ARRIS support.
- **Power Cycling:** If you experience connectivity issues, a simple power cycle (unplugging the power adapter for 10-

15 seconds and then plugging it back in) can often resolve minor problems.

## TROUBLESHOOTING

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This section addresses common issues you might encounter with your SB6190 modem.

### No Internet Connection

- **Check Cables:** Ensure all cables (coaxial, Ethernet, power) are securely connected.
- **Check Indicator Lights:** Refer to the "Operating Your Modem" section for the meaning of the indicator lights. If the "Online" light is not solid green, the modem is not connected to the internet.
- **Power Cycle:** Unplug the modem's power adapter from the electrical outlet for 10-15 seconds, then plug it back in. Wait for the modem to fully restart (this may take several minutes).
- **ISP Activation:** Confirm that your modem has been properly activated with your Internet Service Provider. You may need to provide them with the modem's MAC address and serial number.
- **ISP Outage:** Check with your ISP for any reported service outages in your area.

### Slow Internet Speed

- **ISP Plan:** Verify that your internet speed plan with your ISP matches your expectations. The SB6190 supports speeds up to 800 Mbps.
- **Router Performance:** If you are using a Wi-Fi router, its performance can impact your overall speed. Ensure your router is capable of handling your internet plan's speed.
- **Network Congestion:** Multiple devices using the internet simultaneously can reduce speeds.
- **Signal Quality:** Poor coaxial cable signal quality can affect modem performance. Your ISP can check signal levels.

### Modem Overheating

- **Ventilation:** Ensure the modem is placed in a well-ventilated area and that its ventilation holes are not blocked.
- **Environment:** Keep the modem away from direct sunlight or other heat-generating devices.

## SPECIFICATIONS

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Feature	Detail
Model Number	SB6190
DOCSIS Standard	3.0
Channel Bonding	32 Downstream x 8 Upstream
Max Download Speed	Up to 1.4 Gbps (ISP dependent, typically up to 800 Mbps for service plans)
Ethernet Port	1 Gigabit Ethernet Port
Dimensions (LxWxH)	6.4 x 2 x 8.7 inches
Weight	12 ounces
Color	White
Power Source	Power Adapter Input 115-240VAC 50/60Hz AC

Feature	Detail
Compatible Operating Systems	Windows 7, Mac OS (for connected devices)
Manufacturer	CommScope



Figure 7: Rear Panel of SB6190. This image shows the back of the modem with its various ports, including the coaxial input, Ethernet port, and power input.

## WARRANTY INFORMATION

The ARRIS SURFboard SB6190 Cable Modem typically comes with a **2-Year Limited Warranty**. This warranty covers defects in materials and workmanship under normal use.

Additionally, a **30-Day Money Back Guarantee** may apply from the point of purchase. Please refer to your purchase documentation or contact your retailer for specific terms and conditions regarding returns and refunds.

For detailed warranty terms and conditions, please visit the official ARRIS support website or consult the warranty card included with your product.

## SUPPORT AND RESOURCES

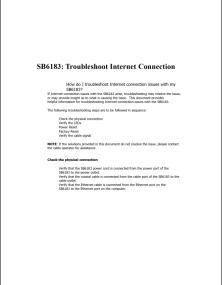
For further assistance, technical support, or to access additional resources, please refer to the following:

- **Online User Guides:** You can often find the latest user guides and documentation on the ARRIS support website.
- **ISP Support:** For issues related to internet service activation, connectivity, or billing, contact your Internet Service Provider directly.
- **ARRIS Support:** For product-specific technical support, visit the official ARRIS support portal.

*Note:* Always have your modem's model number (SB6190) and serial number ready when contacting support.

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## Related Documents - SB6190

	<p><a href="#"><b>ARRIS SB6183 Cable Modem: Troubleshooting Internet Connection Issues</b></a></p> <p>Comprehensive guide to troubleshooting internet connection problems with the ARRIS SB6183 cable modem. Covers physical connections, LED verification, power resets, factory resets, and signal level checks.</p>
	<p><a href="#"><b>ARRIS SURFboard Cable Modem Quick Start Guide</b></a></p> <p>A quick start guide for setting up and managing your ARRIS SURFboard cable modem using the SURFboard Central mobile app or web interface.</p>
	<p><a href="#"><b>ARRIS SURFboard SB6190 DOCSIS 3.0 Cable Modem User Guide</b></a></p> <p>This user guide provides comprehensive instructions for setting up, operating, and troubleshooting the ARRIS SURFboard SB6190 DOCSIS 3.0 Cable Modem, including product overview, installation steps, web manager usage, and safety information.</p>

	<p><a href="#"><u>Xfinity Arris TG852G Gateway Manual: Features, Setup, and Configuration Guide</u></a></p> <p>User guide and technical overview for the Xfinity Arris TG852G DOCSIS 3.0 Wireless Telephone Gateway, covering its features, configuration, and related models from Arris and Comcast.</p>
	<p><a href="#"><u>ARRIS SURFboard SBV2402 Cable Modem Quick Start Guide   Setup and Support</u></a></p> <p>Quick start guide for the ARRIS SURFboard SBV2402 DOCSIS 3.0 Cable Modem. Learn how to unbox, connect, set up using the mobile app, and access the web interface. Includes support information and legal details.</p>
	<p><a href="#"><u>ARRIS SURFboard T25 Cable Modem with Xfinity Voice User Guide</u></a></p> <p>Comprehensive user guide for the ARRIS SURFboard T25 DOCSIS 3.1 Cable Modem with Xfinity Voice. Learn how to install, configure, manage, and troubleshoot your device for high-speed internet and reliable voice services.</p>