

ARRIS SBG6782-AC

Arris SURFboard SBG6782AC DOCSIS 3.0 Cable Modem/Wi-Fi AC1750 Router User Manual

Model: SBG6782-AC | Brand: ARRIS

INTRODUCTION

The ARRIS SURFboard SBG6782AC is an advanced DOCSIS 3.0 Cable Modem and Wi-Fi AC1750 Router, designed to provide high-speed internet access and robust wireless connectivity for your home or small office. This device combines a cable modem and a wireless router into a single unit, simplifying your network setup and reducing cable clutter. It supports fast download speeds and dual-band Wi-Fi for optimal performance across multiple devices.



This image displays the Arris SURFboard SBG6782AC device alongside its retail box. The device is a white, vertical unit with indicator lights on the front. The box highlights features such as 'SURFboard Modem & Wi-Fi Router AC1800M', '3X WI-FI', and '8X DOWNLOAD SPEEDS'.

SETUP GUIDE

Package Contents

- ARRIS SURFboard SBG6782AC Cable Modem/Wi-Fi Router
- Ethernet Cable
- Power Adapter
- Quick Start Guide

Before You Begin

Ensure you have an active cable internet service subscription from a compatible Internet Service Provider (ISP). You will also need a computer with an Ethernet port or Wi-Fi capability, and a web browser.

Connection Steps

- 1. Connect Coaxial Cable:** Connect a coaxial cable from your wall outlet to the Cable port on the back of the SBG6782AC. Ensure the connection is finger-tight.
- 2. Connect Ethernet Cable (Optional):** For a wired connection, connect one end of the supplied Ethernet cable to an Ethernet port on the SBG6782AC and the other end to the Ethernet port on your computer.
- 3. Connect Power Adapter:** Connect the power adapter to the Power port on the SBG6782AC and then plug it into an electrical outlet.
- 4. Wait for Indicator Lights:** Allow the modem/router to power on and establish a connection. The Power, Downstream, Upstream, and Online indicator lights on the front panel should become solid green or blue, indicating a successful connection. This may take several minutes.

Activation

Once the indicator lights show a stable connection, you may need to contact your ISP to activate the device. Provide them with the MAC address (HFC MAC ID) and Serial Number (S/N) located on the label on the bottom or back of your SBG6782AC.

OPERATING YOUR DEVICE

Indicator Lights

The front panel LEDs provide status information:

Light	Status	Description
Power	Solid Green	Power is on.
Downstream	Solid Blue	Bonded downstream channels (high speed).
	Solid Green	Single downstream channel.
Upstream	Solid Blue	Bonded upstream channels (high speed).
	Solid Green	Single upstream channel.
Online	Solid Green	Modem is online and operational.
Wi-Fi	Solid Green	Wi-Fi is enabled.
WPS	Flashing Green	WPS pairing in progress.

Connecting Devices

Wired Connection: Use an Ethernet cable to connect your computer or other network devices to any of the Ethernet ports on the back of the SBG6782AC.

Wireless Connection:

- Manual Connection:** On your wireless device (laptop, smartphone, tablet), search for available Wi-Fi networks. Select the network name (SSID) printed on the label of your SBG6782AC. Enter the Wi-Fi

Security Key (password) also found on the label.

- **WPS (Wi-Fi Protected Setup):** Press the WPS button on the front or back of the SBG6782AC. Within two minutes, press the WPS button on your wireless device. The devices will automatically connect.

Accessing the Web Manager

To configure advanced settings, you can access the SBG6782AC's web manager:

1. Ensure your device is connected to the SBG6782AC (wired or wireless).
2. Open a web browser (e.g., Chrome, Firefox, Edge).
3. In the address bar, type `http://192.168.0.1` and press Enter.
4. Enter the default username `admin` and password `password` (or as specified on the device label). It is highly recommended to change the default password for security.

MAINTENANCE AND CARE

To ensure optimal performance and longevity of your SBG6782AC, follow these maintenance guidelines:

- **Placement:** Place the device in a well-ventilated area, away from direct sunlight, heat sources, and moisture. Avoid placing it in enclosed spaces that can restrict airflow.
- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use liquid cleaners or aerosol sprays.
- **Firmware Updates:** The SBG6782AC typically receives firmware updates automatically from your ISP. Do not power off the device during an update.
- **Restarting:** If you experience network issues, a simple restart can often resolve them. Unplug the power adapter, wait 10-15 seconds, and then plug it back in. Allow a few minutes for the device to fully restart and reconnect.

TROUBLESHOOTING COMMON ISSUES

No Internet Connection

- **Check Cables:** Ensure all coaxial and Ethernet cables are securely connected.
- **Check Power:** Verify the power adapter is securely plugged into the device and a working electrical outlet.
- **Check Indicator Lights:** Confirm that the Power, Downstream, Upstream, and Online lights are solid. If any are off or flashing, refer to the Indicator Lights section or contact your ISP.
- **Restart Device:** Power cycle the SBG6782AC by unplugging it for 10-15 seconds and then plugging it back in.
- **ISP Outage:** Check with your ISP for any reported service outages in your area.

Slow Wi-Fi Speed or Dropped Connections

- **Signal Strength:** Ensure your wireless device is within a reasonable range of the SBG6782AC. Walls and other obstacles can weaken the signal.
- **Interference:** Other electronic devices (cordless phones, microwaves, Bluetooth devices) can interfere with Wi-Fi signals. Try moving the SBG6782AC or interfering devices.
- **Device Placement:** Position the SBG6782AC in a central location, elevated if possible, to maximize Wi-Fi coverage.

- **Network Congestion:** Too many devices or high-bandwidth activities (streaming, gaming) can slow down the network.

Cannot Access Web Manager

- **Correct IP Address:** Ensure you are typing http://192.168.0.1 correctly into your browser's address bar.
- **Connection:** Verify your computer is connected to the SBG6782AC's network.
- **Restart:** Restart both your computer and the SBG6782AC.
- **Firewall/Antivirus:** Temporarily disable any firewall or antivirus software on your computer to see if it's blocking access.

If issues persist after trying these steps, please contact ARRIS customer support or your Internet Service Provider.

TECHNICAL SPECIFICATIONS

Feature	Specification
Model Number	SBG6782-AC
DOCSIS Standard	3.0
Wi-Fi Standard	802.11ac
Frequency Band Class	Dual-Band (2.4 GHz, 5 GHz)
Ethernet Ports	4 x Gigabit Ethernet
Dimensions (H x W x D)	11.8 x 10.5 x 4 inches
Item Weight	2 pounds
Special Feature	WPS
Compatible Devices	Personal Computer

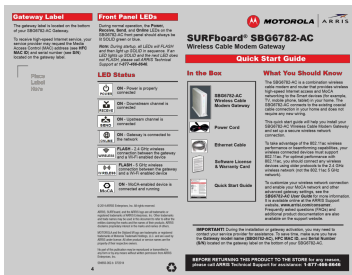
WARRANTY AND SUPPORT

For detailed warranty information, please refer to the documentation included with your product or visit the official ARRIS website. Warranty terms and conditions may vary by region and retailer.

For technical assistance, troubleshooting, or further inquiries, please contact ARRIS customer support. You can typically find support contact information (phone numbers, chat, or support portals) on the official ARRIS website:

[Visit ARRIS Support Website](#)

Alternatively, your Internet Service Provider (ISP) may also offer support for the SBG6782AC, as it is often provided or recommended by them.

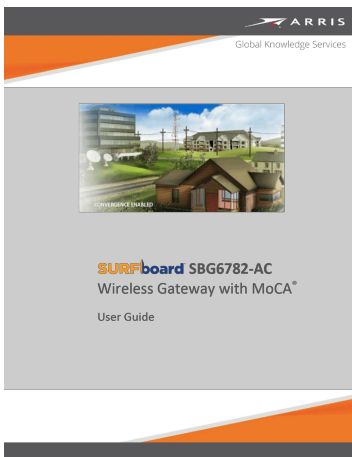


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Gateway Label The gateway label is located on the bottom of your **SBG6782-AC** Gateway. To receive high-speed Internet service, your service provider may request the Media Access Control MAC address see HFC MAC ID and serial number see S/N located on the gateway label. Front Panel LEDs During no...

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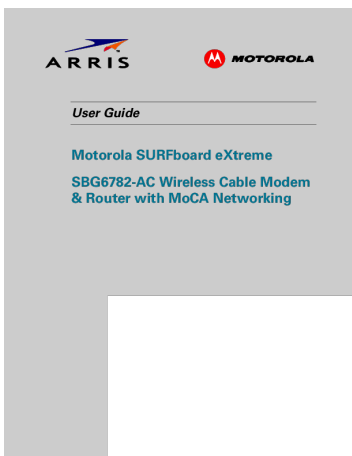
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The Home Depot ARRIS may make improvements or changes in the product s described this manual at any time capabilities system requirements and compatibility with third party products herein are subject to change without Click Add open Manually Connect a Network window SURFboard® Modem MoCA® Multimedia over Coax provides wireless high speed data multimedia n Read all of instructions listed here user before you operate device Give particular attention safety precautions notice d49cc396 b542 4790 902a 0b720200683f Arris SBG6782AC attachments File images homedepot static catalog Images d4 approvedmodems 2020 12 newnorth ca media surfboard 80 2016 05

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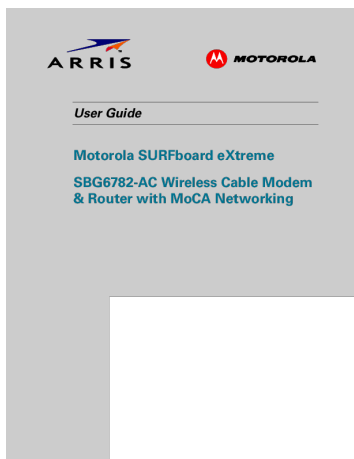


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SBG6782 AC Wireless Cable Modem Router Motorola SURFboard eXtreme cable modem router gateway DOCSIS 3 0 Anyta Jackson Mobility Midco ARRIS may make improvements or changes in the product s described this manual at any time Safety and Regulatory Information User Guide i 365 095 23865 x 1 IMPORTANT SAFETY INSTRUCTIONS merchantability fitness for a particular purpose Getting Started ITEM Quick Start DESCRIPTION Provides basic information connecting The Wizard is six step application to help you quickly configure your wireless network settings UserGuide 6782 cox content dam residential support internet print media equipment 80

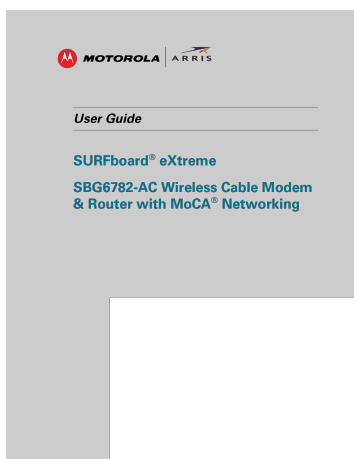
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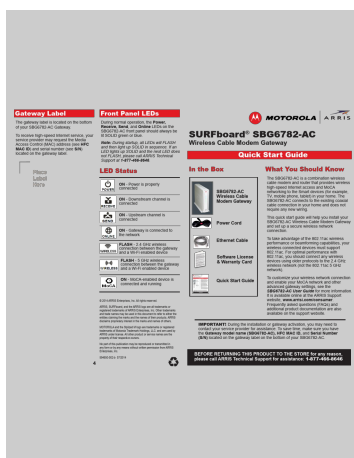
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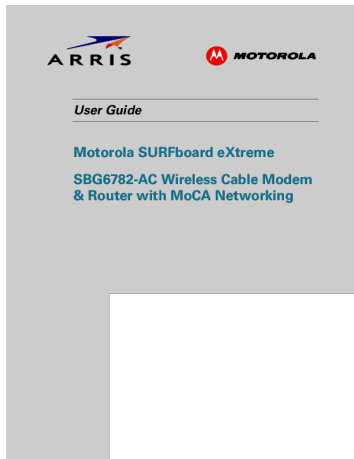
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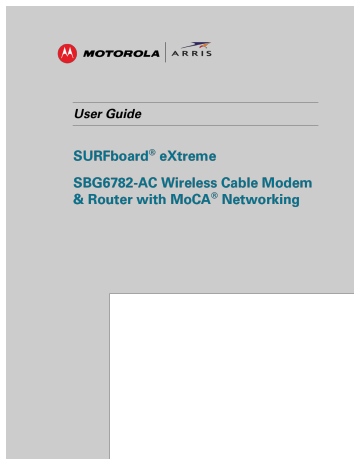
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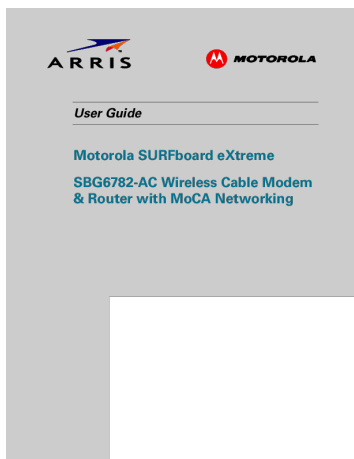
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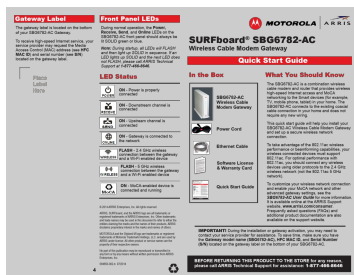
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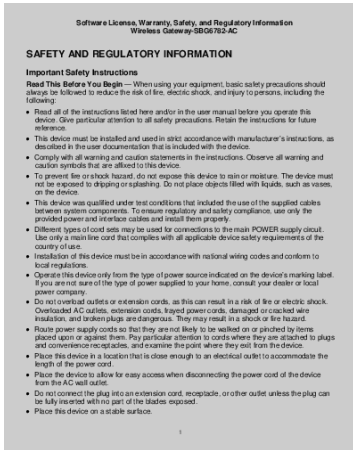
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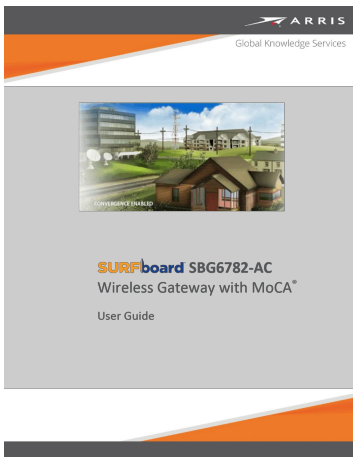
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Software License, Warranty, Safety, and Regulatory Information Wireless

Gateway-**SBG6782-AC** 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 ...

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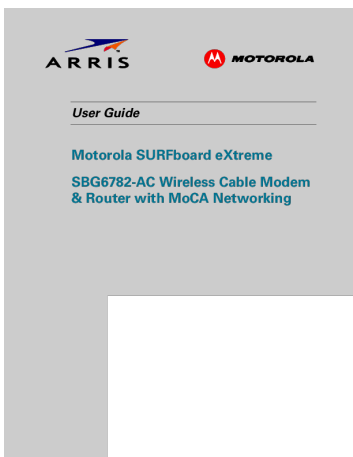


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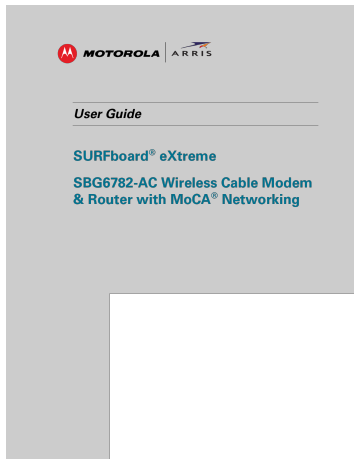
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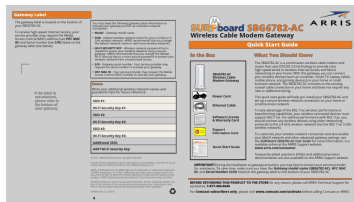
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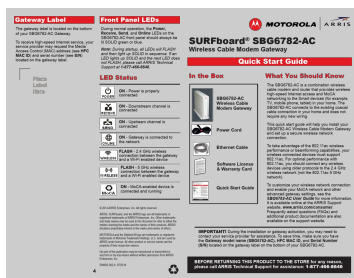


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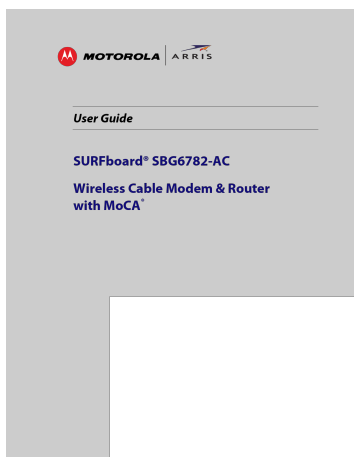
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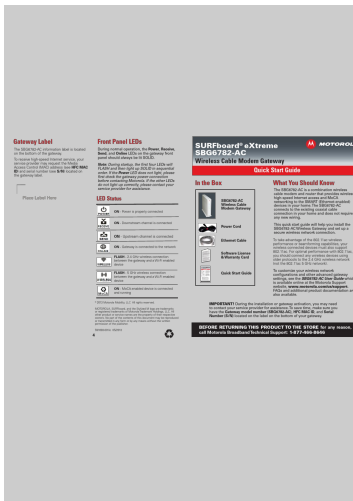


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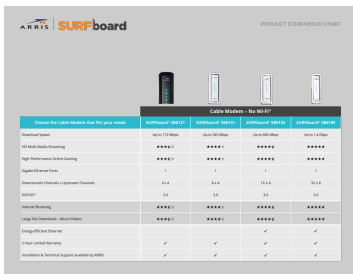
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SURFboard® SBG6782 AC DOCSIS 3.0 Wireless Gateway DATA SHEET SURFBOARD® WIRELESS GATEWAY Backwards compatible to 1 x and 2 Integrated 4 GHz 802.11n 5.11ac Wi-Fi® access point concurrent radio operation sparklight ~ media sharepoint Documents help center

SURFboard **SBG6782-AC** DOCSIS 3.0 Wireless Gateway PRODUCT OVERVIEW:

The ARRIS SURFboard **SBG6782-AC** Wireless Gateway powers the delivery of today's innovative, ultra-broadband services both in and around consumers' homes. Using 802.11ac technology, the **SBG6782-AC** provides consumers with the fastest W...

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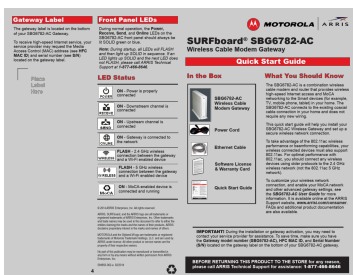


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ARRIS Product Comp Chart FNL 2 surfboard 80 2013 10

PRODUCT COMPARISON CHART Choose the Cable Modem that fits your needs Download Speed HD Multi-Media ... II 2 3.0 N300 HHIII Cable Modem Wi-Fi Router SURFboard SBG6580 SURFboard SBG6700-AC SURFboard **SBG6782-AC** Up to 343 Mbps Up to 343 Mbps Up to 343 Mbps HH II HHH I HHHH HH II HHH I HHHH ...

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Time Warner Cable TWC Internet compatible modems

VENDOR	MODEL	MODEM ONLY	MODEM & WIFI	COMPATIBLE FOR SPEEDS UP TO
ARRIS/Motorola	CM820A	✓		100Mbps
ARRIS/Motorola	DG820A		✓	100Mbps
ARRIS/Motorola	DG860A		✓	100Mbps
ARRIS/Motorola	SB5101	✓		50Mbps
ARRIS/Motorola	SB5101N	✓		50Mbps
ARRIS/Motorola	SB5101U	✓		50Mbps
ARRIS/Motorola	SB6120	✓		100Mbps
ARRIS/Motorola	SB6121	✓		100Mbps
ARRIS/Motorola	SB6141	✓		100Mbps
ARRIS/Motorola	SB6183	✓		100Mbps
ARRIS/Motorola	SBG6400		✓	100Mbps
ARRIS/Motorola	SBG6580		✓	100Mbps
ARRIS/Motorola	SBG6580-2		✓	100Mbps
ARRIS/Motorola	SBG6700-AC		✓	100Mbps
ARRIS/Motorola	SBG6782-AC		✓	100Mbps
ARRIS/Motorola	SBG6900-AC		✓	100Mbps
D-Link	DCM301	✓		100Mbps
Motorola	MB7220	✓		100Mbps
Motorola	MB7420	✓		100Mbps
Netgear	CM320T	✓		50Mbps
Netgear	C3000-100NAS		✓	100Mbps
Netgear	C3700-100NAS		✓	100Mbps
Netgear	C6300		✓	100Mbps
Netgear	C7000-100NAS		✓	100Mbps
Netgear	CM400	✓		100Mbps
Netgear	CM400-100NAS		✓	100Mbps
Netgear	CM400	✓		100Mbps

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TWC Internet compatible modems VENDOR ARRIS/Motorola ARRIS/Motorola ARRIS/Motorola ARRIS/Motorola A ... CM820A DG1670A DG860A SB5101 SB5101N SB5101U SB6120 SB6121 SB6141 SB6183 SBG6400 SBG6580 SBG6700-AC **SBG6782-AC** SBG6900-AC DCM301 MB7220 MB7420 CMD31T C3000-100NAS C3700-100NAS C6300 C7000-100NAS CM400...

lang:nl **score:19** filesize: 38.16 K page_count: 2 document date: 2016-02-10

COMMScope

ARRIS BRAND SNE PRODUCT ENERGY EFFICIENCY
June 10, 2021

This document provides information about the energy efficiency of ARRIS brand Small Network Equipment (SNE) models sold by CommScope through retail channels since January 1, 2015. This information will be updated as CommScope makes new devices available. Some listed models may no longer be available and/or may not be available in all areas. The power measurements herein represent SNE devices generally configured and measured in accordance with the test procedures as specified in the Voluntary Agreement. The energy use of an individual SNE device may vary. Site power may vary when connected to a Service Provider network.

For more information about the Voluntary Agreement, including energy efficiency information for a product supplied by a Service Provider, please refer to: <https://www.commscope.com/energy-efficiency>

Model Number	Base Type	Additional Features	Est Power (Watts)
SB6121	Basic D3.1	GigE LAN2	8.5
SB6121	Basic D3.0	GigE LAN	5.68
SB6141	Basic D3.1	D3 above 4x4, GigE LAN	5.45
SB6183	Basic D3.1	D3 above 4x4, GigE LAN	5.45
SB6190	Basic D3.0	D3 above 4x4, GigE LAN	8.6
SB6200	Basic D3.1	GigE LAN2	10.8
SB6210	IAD D3.0	D3 above 4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac LP, Wi-Fi above 2x2 LP	10.6
SBG6400	IAD D3.0	D3 above 4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac LP, Wi-Fi above 2x2 LP	8.0
SBG6580	IAD D3.0	D3 above 4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac LP, Wi-Fi above 2x2 LP	11.5
SBG6580-2	IAD D3.0	D3 above 4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac LP, Wi-Fi above 2x2 LP	11.6
SBG6700-AC	IAD D3.0	D3 above 4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac LP, Wi-Fi above 2x2 LP	10.0
SBG6782-AC	IAD D3.0	D3 above 4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac LP, Wi-Fi above 2x2 LP, MoCA	13.2
SBG6900-AC	IAD D3.0	D3 above 4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac LP, Wi-Fi above 2x2 LP, MoCA	14.1
SBG6950AC2	IAD D3.0	D3 above 4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac LP, Wi-Fi above 2x2 LP, MoCA	11.3
SBG7400AC2	IAD D3.0	D3 above 4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac LP, Wi-Fi above 2x2 LP, MoCA	13.2
SBG7580-AC	IAD D3.0	D3 above 4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac LP, Wi-Fi above 2x2 LP, MoCA	14.0

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ARRIS Small Network Equipment SNE Energy Efficiency Report This document provides information about the energy efficiency of brand models sold by CommScope through retail channels since January 1 2015 www mscope globalassets digizuite 330860 commscope sne public report commscope.com ARRIS BRAND SNE PRODUCT ENERGY EFFICIENCY June 10, 2021 This document provides inform ... itional Features S33 SB6121 SB6141 SB6183 SB6190 SB8200 SBG10 SBG6400 SBG6580 SBG6580-2 SBG6700-AC **SBG6782-AC** SBG6900-AC SBG6950AC2 SBG7400AC2 SBG7580-AC Basic D3.1 GigE LAN 2 Basic D3.0 GigE LAN ...

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[pdf] Specifications

ARIS SB Evolution 082715 surfboard 2015 12

EVOLUTION OF THE WORLD S NUMBER ONE SELLING CABLE MODEM General Instrument introduces the first cab ... Modem in the market. ARRIS announces the first 802.11ac Wi-Fi Cable Modem in Retail: The SURFboard **SBG6782-AC**. ARRIS launches the SURFboard SB6183 - the first 16x4 cable modem for Retail, followed b...

lang:en **score:18** filesize: 214.69 K page_count: 1 document date: 2015-08-27



D+R International

2016 Annual Report

Voluntary Agreement for Ongoing Improvement to the Energy Efficiency of Small Network Equipment

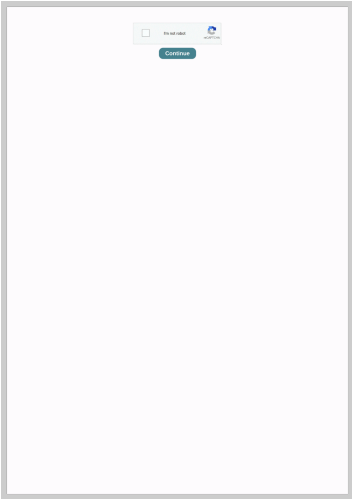
Prepared on behalf of the Steering Committee by: D+R International, 1000 Wayne Avenue, Suite 700, Silver Spring, Maryland 20910

September 5, 2017

[pdf] Annual Report

2016 Annual Report Voluntary Agreement for Ongoing TM1602AP2 IAD D3 above 4x4 3 GigE LAN FXS 2 9 00 Yes Charter ARRIS TM1602G Small Network Equipment US technicolor sites default files medialib document csr ||| 2016 Annual Report Voluntary Agreement for Ongoing Improvement to the Energy Efficiency of Small Net ... 2 , USB 2 11.90 Yes 15.00 No 14.10 Yes SB6190 Basic D3 D3 above 4x4 7 , GigE LAN 8.60 Yes **SBG6782-AC** IAD D3 D3 above 4x4, GigE LAN 4 , WiFi n LP, WiFi ac LP, WiFi above 2x2 LP, MoCA 1...

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	<p>ARRIS SURFboard SBG6400 Wireless Cable Modem Gateway Quick Start Guide</p> <p>Quick start guide for the ARRIS SURFboard SBG6400 Wireless Cable Modem Gateway, covering installation, wireless network setup, testing, and web manager access.</p>
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