ARRIS SB6190-RB

ARRIS SURFboard SB6190-RB DOCSIS 3.0 Cable Modem Instruction Manual

Model: SB6190-RB

PRODUCT OVERVIEW

The ARRIS SURFboard SB6190-RB is a DOCSIS 3.0 cable modem designed to provide high-speed internet access. It supports up to 32 downstream and 8 upstream channels, making it suitable for internet speed plans up to 800 Mbps. This modem features a 1 Gigabit Ethernet port for connecting to a Wi-Fi router or other devices. It is important to note that this modem does not include Wi-Fi functionality and does not support cable digital voice service.

The SB6190-RB is approved for use with various US cable internet providers, including Cox and Xfinity. It is not compatible with Fiber Optic, DSL, or Satellite internet service providers such as AT&T, CenturyLink, Verizon, or Frontier.

PACKAGE CONTENTS

The package for your ARRIS SURFboard SB6190-RB cable modem should contain the following items:

- SURFboard Cable Modem SB6190-RB DOCSIS 3.0
- Power Adapter
- Ethernet Cable
- Quick Start Guide (if included)

SETUP INSTRUCTIONS

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

1. **Connect the Coaxial Cable:** Connect one end of the coaxial cable to the cable wall outlet and the other end to the Cable port on the back of your SB6190-RB modem. Ensure the connection is finger-tight.

Image: Rear view of the ARRIS SB6190-RB modem, highlighting the coaxial cable input, Ethernet port, and power connection.

2. **Connect the Ethernet Cable:** Connect one end of the Ethernet cable to the Ethernet port on the back of your SB6190-RB modem and the other end to the WAN (Internet) port on your Wi-Fi router. If you are connecting directly to a computer, connect the Ethernet cable from the modem to the Ethernet port on your computer.

3. **Connect the Power Adapter:** Connect the power adapter to the Power port on the back of your SB6190-RB modem and then plug the other end into an electrical wall outlet.

4. **Power On:** The modem will automatically power on. Wait for the front panel LED indicators to stabilize. The Power, Receive, Send, and Online LEDs should be solid blue or green, indicating a

successful connection.

Image: Front view of the ARRIS SB6190-RB modem, showing the LED status lights.

5. **Activate with your Internet Service Provider (ISP):** You will need to contact your ISP to activate your new modem. Provide them with the MAC address (CM MAC) and Serial Number (SN) located on the label on the bottom or back of your modem.

Setup Demonstration Video

Your browser does not support the video tag.

Video: A user demonstrates connecting the ARRIS SB6190-RB cable modem to a network switch and a Google Home router, highlighting its capability to handle multiple devices and streaming services simultaneously.

Your browser does not support the video tag.

Video: A user shows the ARRIS SB6190-RB modem connected to a Wavlink router, emphasizing its reliable performance with Cox internet and ease of setup.

OPERATING THE MODEM

Once your modem is successfully set up and activated, it will automatically provide internet access through its Gigabit Ethernet port. You can connect a single device directly or connect a Wi-Fi router to distribute internet wirelessly to multiple devices.

LED Indicators

The front panel LEDs provide status information about your modem's operation:

- **Power (Green/Blue):** Solid indicates the modem is powered on.
- **Receive (Blue):** Solid blue indicates at least one downstream channel is bonded. Blinking indicates scanning for downstream channels.
- **Send (Blue):** Solid blue indicates at least one upstream channel is bonded. Blinking indicates scanning for upstream channels.
- **Online (Blue):** Solid blue indicates the modem is online and connected to the internet. Blinking indicates scanning for an internet connection.
- **Link (Green/Blue):** Indicates Ethernet connection status.

Image: Front view of the ARRIS SB6190-RB modem with its status lights illuminated, indicating operational status.

MAINTENANCE

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

- **Placement:** Place the modem in a well-ventilated area to prevent overheating. Avoid enclosed spaces or direct sunlight.
- **Cleaning:** Periodically clean the exterior of the modem with a soft, dry cloth. Do not use liquid cleaners or aerosols.
- **Cable Connections:** Ensure all cable connections (coaxial, Ethernet, power) are secure and not damaged.
- **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.

TROUBLESHOOTING

If you experience issues with your ARRIS SB6190-RB modem, try the following troubleshooting steps:

1. **Check LED Indicators:** Refer to the "Operating the Modem" section to understand the meaning of

the LED lights. If any critical lights (Power, Receive, Send, Online) are off or blinking unexpectedly, it indicates a connection issue.

2. **Power Cycle the Modem:** Disconnect the power adapter from the modem, wait for about 10-15 seconds, and then reconnect it. Allow the modem a few minutes to restart and re-establish its connection.

3. **Check Cable Connections:** Ensure all coaxial and Ethernet cables are securely connected to the modem and the respective outlets/devices.

4. **Verify ISP Service:** Contact your Internet Service Provider to confirm there are no service outages in your area and that your modem is properly provisioned on their network.

5. **Reset to Factory Defaults:** If instructed by your ISP, you may need to perform a factory reset. This typically involves pressing and holding a small reset button on the modem for several seconds. *Note: A factory reset will erase any custom settings.*

Troubleshooting Video

Your browser does not support the video tag.

Video: A short video demonstrating a modem that does not finish syncing, which can be a common troubleshooting scenario. (Note: This is a short preview video.)

SPECIFICATIONS

Feature	Description
Brand	Commscope (ARRIS)
Model	SB6190-RB
Modem Type	Cable Modem
DOCSIS Standard	DOCSIS 3.0
Channel Bonding	32 Downstream x 8 Upstream
Max Downstream Data Rate	800 Mbps
Max Upstream Data Rate	262 Mbps
Ethernet Ports	1 Gigabit Ethernet Port
Wi-Fi	Not Included
Digital Voice Service	Not Supported
Dimensions (L x W x H)	5.13"L x 1.75"W x 5.25"H
Weight	1.1 Pounds
UPC	612572213759

Compatibility Information

Choosing the Right Cable Modem for You
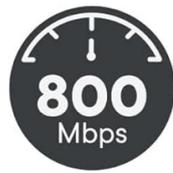
800 Mbps

Recommended for cable Internet speed plans up to 400 Mbps.

Certified for use with major U.S. Cable Internet providers.

COX Charter Spectrum xfinity

Cable modem only. Wi-Fi not included.

Not compatible with DSL, Fiber or Satellite Service.

Does not support cable digital voice service.

DOCSIS® 3.0 Compatible

Image: Detailed compatibility information for the ARRIS SB6190-RB modem, including supported speeds and compatible internet service providers.
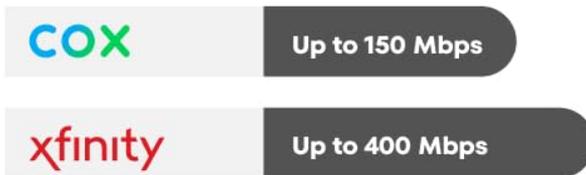

Speed Comparison

| COX | Up to 150 Mbps |
| xfinity | Up to 400 Mbps |

Image: A speed comparison chart illustrating the modem's performance with Cox and Xfinity internet services.

WARRANTY AND SUPPORT

The ARRIS SURFboard SB6190-RB cable modem typically comes with a 1-year limited warranty. For specific warranty details and to initiate a claim, please refer to the warranty information provided with your product or contact the manufacturer directly.

For technical support, setup assistance, or troubleshooting, it is recommended to first contact your Internet Service Provider (ISP), as they manage the network connection and modem provisioning. For hardware-related issues not resolved by your ISP, you may contact ARRIS customer support.