

ARRIS SBR-AC3200P

ARRIS SURFboard SBR-AC3200P AC3200 Wi-Fi Router User Manual

Model: SBR-AC3200P

INTRODUCTION

This manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your ARRIS SURFboard SBR-AC3200P AC3200 Wi-Fi Router. The SBR-AC3200P is designed to deliver high-speed Wi-Fi performance for various home networking needs, including gaming, streaming, and general internet use. It features tri-band concurrent operation and integrated RipCurrent G.hn Powerline technology for extended network coverage.

PACKAGE CONTENTS

- SURFboard WiFi Router SBR-AC3200P
- Ethernet Cable
- AC Power Cord
- Quick Start Guide

SETUP

1. Physical Connections

Before powering on your router, ensure all necessary cables are connected securely. Refer to the diagram below for port identification.



Image: Rear view of the ARRIS SURFboard SBR-AC3200P AC3200 Wi-Fi Router. From left to right, the ports include the Power input, two USB ports (one USB 2.0, one USB 3.0), a blue WAN port for connecting to a modem, four yellow LAN ports (1-4) for wired devices, and a small recessed Reset button.

1. **Connect to Modem:** Connect one end of the provided Ethernet cable to the WAN port (blue) on the back of the SBR-AC3200P router and the other end to your cable/DSL/fiber modem.
2. **Connect Power:** Plug the AC power cord into the Power input on the router and then into an electrical outlet. The router will begin its startup sequence.
3. **Power On:** Wait for the router's indicator lights to stabilize. Refer to the Operating section for LED indicator meanings.

2. Initial Configuration

You can configure your router using a web browser or the dedicated mobile application.

- **Using a Web Browser:**
 - a. Connect a computer to one of the router's LAN ports (yellow) using an Ethernet cable, or connect wirelessly to the default Wi-Fi network (SSID and password typically found on a label on the router).
 - b. Open a web browser and enter the router's default IP address (e.g., 192.168.0.1 or 192.168.1.1) into the address bar. Consult the Quick Start Guide for the exact IP address and default login credentials.
 - c. Follow the on-screen instructions to set up your internet connection and customize your Wi-Fi network name (SSID) and password.
- **Using the Mobile App:** Download the ARRIS SURFboard Manager app from your device's app store. Follow the in-app instructions to set up and manage your router.

OPERATING

LED Indicators

The front panel of the SBR-AC3200P features several LED indicators that provide status information:

- **Power LED:** Indicates the power status of the device.

- **Internet LED:** Shows the status of the internet connection.
- **Wi-Fi LEDs (2.4 GHz and 5 GHz):** Indicate the activity of the wireless networks.
- **RipCurrent LED:** Displays the status of the G.hn Powerline network.

Refer to the Quick Start Guide for specific color and blinking patterns and their meanings.

Connecting Devices

- **Wireless Devices:** Search for your customized Wi-Fi network name (SSID) on your device and enter the password you created during setup.
- **Wired Devices:** Connect devices such as computers, gaming consoles, or smart TVs to the LAN ports (yellow) on the back of the router using Ethernet cables.

RipCurrent G.hn Technology

The SBR-AC3200P integrates RipCurrent G.hn Powerline technology, allowing you to expand your network coverage using your home's existing electrical wiring. This feature enables compatible SURFboard RipCurrent Wi-Fi Hotspots and network extenders (sold separately) to connect to your network through any electrical outlet, providing seamless Wi-Fi extension throughout your home.

MAINTENANCE

- **Firmware Updates:** Periodically check the ARRIS support website for firmware updates. Keeping your router's firmware up-to-date ensures optimal performance, security, and access to new features. Firmware updates are typically performed through the router's web interface or the mobile app.
- **Cleaning:** Keep the router in a clean, dust-free environment. Use a soft, dry cloth to clean the exterior. Do not use liquid cleaners or abrasive materials. Ensure ventilation openings are not blocked.
- **Resetting the Router:** If you experience persistent issues, you may need to reset the router. A soft reset (power cycle) can often resolve minor problems. For a factory reset, locate the recessed Reset button on the back of the router. Use a paperclip or similar pointed object to press and hold the button for approximately 10-15 seconds until the LEDs indicate a reset. **Warning:** A factory reset will erase all custom settings, including your Wi-Fi name and password, reverting the router to its default factory settings.

TROUBLESHOOTING

- **No Internet Connection:**
 - Verify that your modem is working correctly and has an active internet connection.
 - Check all Ethernet cable connections between the modem and the router's WAN port.
 - Restart both your modem and router by unplugging them from power for 30 seconds and then plugging them back in, starting with the modem.
- **Slow Wi-Fi Speeds or Dropped Connections:**
 - Ensure the router is placed in a central location, away from obstructions and interference sources (e.g., microwaves, cordless phones).
 - Check for firmware updates.
 - Consider using RipCurrent extenders to improve coverage in dead zones.
 - Perform a factory reset if issues persist after other troubleshooting steps.
- **Cannot Access Router Settings:**

- Ensure your device is connected to the router's network (wired or wireless).
- Verify the correct IP address for the router's web interface.
- Clear your browser's cache or try a different browser.

SPECIFICATIONS

Feature	Description
Brand	ARRIS
Model Name	SBR-AC3200P
Wireless Standard	802.11ac
Frequency Band Class	Tri-Band (N450 + AC1350 + AC1350)
Data Transfer Rate	Up to 3200 Megabits Per Second
Ethernet Ports	4 Gigabit Ethernet Ports
USB Ports	1x USB 2.0, 1x USB 3.0
Special Features	RipCurrent G.hn Powerline Technology, Wi-Fi Beamforming
Security Protocol	WPA2, WPA3
Control Method	App
Item Weight	3.8 Pounds

WARRANTY INFORMATION

The ARRIS SURFboard SBR-AC3200P AC3200 Wi-Fi Router comes with a **2-Year Limited Warranty**. For detailed terms and conditions, please refer to the warranty documentation included with your product or visit the official ARRIS support website.

SUPPORT

For further assistance, technical support, or to access additional resources, please visit the official ARRIS support website. You can find FAQs, updated documentation, and contact information for customer service.
