

ARRIS SBG7400AC2

ARRIS SURFboard SBG7400AC2 Wi-Fi Cable Modem User Manual

Model: SBG7400AC2 | Brand: ARRIS

INTRODUCTION AND OVERVIEW

The ARRIS SURFboard SBG7400AC2 Wi-Fi Cable Modem is a high-performance device designed to enhance your home network's capability, providing faster streaming and downloading. This two-in-one product combines a DOCSIS 3.0 cable modem with an AC2350 Wi-Fi router, offering reliable and high-speed internet connectivity. It is approved for use with most major U.S. cable internet providers, including Cox, Spectrum, and Xfinity, supporting internet speed plans up to 800 Mbps.

Key features include:

- **DOCSIS 3.0 Modem Technology:** Delivers high-speed internet reliably.
- **AC2350 Wi-Fi:** Provides fast and broad wireless coverage throughout your home.
- **Four 1 Gbps Ethernet Ports:** For high-speed wired connections.
- **Cost Savings:** Eliminates monthly cable modem rental fees.
- **SURFboard Central App:** For simple and secure setup, network customization, and parental controls.

SETUP AND INSTALLATION

Setting up your ARRIS SURFboard SBG7400AC2 is a straightforward process. Follow these steps for a quick and secure installation:

1. **Connect Coaxial Cable:** Connect the coaxial cable from your wall outlet to the "Cable" port on the back of the SBG7400AC2.
2. **Connect Power:** Plug the power adapter into the "Power" port on the back of the SBG7400AC2, then plug the other end into a power outlet.
3. **Connect Ethernet Cable:** For wired devices, connect an Ethernet cable from one of the LAN ports on the back of the SBG7400AC2 to your computer or other network device.
4. **Activate Service:** Download the SURFboard Central App on your smartphone or tablet. Follow the step-by-step instructions within the app to activate your modem and set up your Wi-Fi network. Most cable providers allow self-activation through their website or the app.

Visual Guide for Connections:



Image: Rear view of the ARRIS SBG7400AC2, highlighting the coaxial cable input, power port, and four Gigabit Ethernet LAN ports. This illustrates where to connect your internet service, power, and wired devices.



Image: A simplified diagram illustrating the three main steps for setting up the SBG7400AC2: 1) Connect Coaxial Cable, 2) Connect to Power Outlet, and 3) Connect Ethernet Cable to PC or Wi-Fi Router.

Official Setup Video:

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Video: "SURFboard SBG7400AC2 Features" - This official video from Vantiva USA LLC (ARRIS) provides an overview of the modem's features and connectivity options, aiding in visual setup understanding.

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Video: "ARRIS SURFboard (24x8) DOCSIS 3.0 Cable Modem Plus AC2350 Dual Band Wi-Fi Router, approved for Cox," - An official merchant video showcasing the product and its compatibility with various ISPs, useful for confirming service provider approval.

OPERATING INSTRUCTIONS

Once your SBG7400AC2 is set up and activated, it will automatically begin providing internet service. The front panel LEDs indicate the status of your connection:

- **Power:** Solid green indicates the device is powered on.
- **Receive/Send:** Solid green indicates successful connection to the cable network. Blinking indicates data transfer.

- **Online:** Solid green indicates successful internet connection.
- **2.4 GHz Wi-Fi:** Solid green indicates the 2.4 GHz Wi-Fi network is active.
- **5 GHz Wi-Fi:** Solid green indicates the 5 GHz Wi-Fi network is active.
- **WPS:** Blinking when WPS pairing is active.

Manage your network, customize Wi-Fi settings, and implement parental controls using the **SURFboard Central App**. This app provides real-time monitoring of connected devices, allows setting time limits, and pausing internet access for specific devices.

MAINTENANCE

To ensure optimal performance and longevity of your ARRIS SURFboard SBG7400AC2, consider the following maintenance tips:

- **Placement:** Place the modem in a central location, away from obstructions, other electronic devices, and heat sources to maximize Wi-Fi coverage and prevent overheating.
- **Cleaning:** Keep the device clean and dust-free. Use a soft, dry cloth to wipe the exterior. Do not use liquid cleaners.
- **Rebooting:** Periodically rebooting your modem (unplugging it for 30 seconds and plugging it back in) can resolve minor connectivity issues and improve performance.
- **Firmware Updates:** Firmware updates are typically managed automatically by your Internet Service Provider (ISP). Ensure your device is connected and powered on to receive these updates.

TROUBLESHOOTING

If you encounter issues with your ARRIS SURFboard SBG7400AC2, try the following common troubleshooting steps:

- **No Internet Connection:**
 - Check all cable connections (coaxial, Ethernet, power) to ensure they are secure.
 - Reboot the modem by unplugging it from the power outlet for 30 seconds, then plugging it back in. Wait for all indicator lights to stabilize.
 - Verify that your ISP service is active and there are no local outages.
- **Slow Speeds:**
 - Ensure your devices are connected to the appropriate Wi-Fi band (5 GHz for faster speeds, 2.4 GHz for wider coverage).
 - Minimize interference from other electronic devices (cordless phones, microwaves).
 - Consider connecting critical devices directly via Ethernet for maximum speed.
 - Check your ISP's advertised speeds and compare them with actual speeds using an online speed test.
- **Wi-Fi Connectivity Issues:**
 - Ensure your Wi-Fi networks (2.4 GHz and 5 GHz) are enabled on the modem.
 - Check your Wi-Fi password.
 - If using the SURFboard Central App, ensure no parental controls or access restrictions are active.

For persistent issues, refer to the official User Guide (PDF) linked in the Warranty and Support section or contact ARRIS customer support.

SPECIFICATIONS

Feature	Detail
Model Number	SBG7400AC2
DOCSIS Standard	DOCSIS 3.0
Wi-Fi Standard	802.11ac (AC2350)
Frequency Band Class	Dual-Band (2.4 GHz, 5 GHz)
Ethernet Ports	Four 1 Gbps Ports
Max Internet Speeds	Up to 800 Mbps (ISP dependent)
Product Dimensions	7.69 x 2.25 x 9.5 inches
Item Weight	2.46 pounds
Special Features	WPS, Parental Control
Compatible Devices	Gaming Console, Personal Computer, Tablet, Smart Television, Smartphone

WHAT'S IN THE BOX

The ARRIS SURFboard SBG7400AC2 package includes:

- SURFboard SBG7400AC2 DOCSIS 3.0 Wireless Cable Modem - BLACK AMZ


Please ensure all components are present upon unboxing.





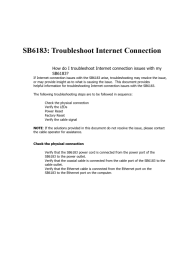
WARRANTY AND SUPPORT

The ARRIS SURFboard SBG7400AC2 comes with a **2-year limited warranty**. For detailed warranty information, technical support, or further assistance, please refer to the official user guide or contact ARRIS customer support. You can access the official User Guide (PDF) here: [User Guide \(PDF\)](#)
For additional support, visit the ARRIS website or utilize the SURFboard Central App.

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Related Documents - SBG7400AC2

	<p>ARRIS SURFboard Wi-Fi Cable Modem Quick Start Guide</p> <p>Quick start guide for ARRIS SURFboard Wi-Fi Cable Modems (SBG6950AC2, SBG7400AC2, SBG7600AC2). Learn how to set up your device, connect to Wi-Fi, and use the Web Manager for internet access.</p>
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	<p>ARRIS SURFboard Wi-Fi Cable Modem Quick Start Guide (SBG6950AC2, SBG7400AC2, SBG7600AC2)</p> <p>Quick start guide for ARRIS SURFboard Wi-Fi Cable Modems (models SBG6950AC2, SBG7400AC2, SBG7600AC2). Learn how to set up your device, connect to Wi-Fi, and use the Web Manager.</p>
	<p>ARRIS SURFboard T25 Cable Modem with Xfinity Voice User Guide</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>
	<p>ARRIS SURFboard SBG10 Wi-Fi Cable Modem Quick Start Guide</p> <p>Quick start guide for the ARRIS SURFboard SBG10 Wi-Fi Cable Modem, providing instructions for installation, Wi-Fi setup, and basic troubleshooting. Learn how to connect your devices for high-speed internet access.</p>
	<p>ARRIS SURFboard DOCSIS 3.0 Wi-Fi Cable Modems User Guide</p> <p>Comprehensive user guide for ARRIS SURFboard DOCSIS 3.0 Wi-Fi cable modems (SBG6950AC2, SBG7400AC2, SBG7600AC2), covering installation, setup, configuration, and troubleshooting.</p>
	<p>ARRIS SB6183 Cable Modem: Troubleshooting Internet Connection Issues</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>