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› ARRIS SURFboard SBG7600AC2 Cable Modem Router Combo User Manual

ARRIS SBG7600AC2

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MODEL: SBG7600AC2

1. Introduction

This manual provides instructions for installing, configuring, and troubleshooting your ARRIS SURFboard SBG7600AC2 Cable Modem Router Combo. This device integrates a DOCSIS 3.0 cable modem with an AC2350 Wi-Fi router, designed to deliver high-speed internet and Wi-Fi connectivity to your home.

1.1. Package Contents

- ARRIS SURFboard SBG7600AC2 Cable Modem Router Combo
- Power Supply
- Ethernet Cable
- Quick-Start Guide
- 2-Year Warranty Card



Image 1.1: ARRIS SURFboard SBG7600AC2 device and its retail packaging, showing the modem router combo unit alongside its box.

2. Setup Instructions

Follow these steps to set up your ARRIS SURFboard SBG7600AC2 and establish an internet connection.

2.1. Connecting the Hardware

1. **Connect Coaxial Cable:** Connect a coaxial cable from your cable wall outlet to the Cable port on the back of your SBG7600AC2. Ensure the connection is finger-tight.
2. **Connect Power:** Connect the power supply to the Power port on the back of your SBG7600AC2 and then plug it into an electrical outlet. The device will begin its startup sequence.
3. **Connect Ethernet (Optional):** For a wired connection, connect an Ethernet cable from one of the Ethernet ports on the back of your SBG7600AC2 to the Ethernet port on your computer or network device.







Image 2.1: Rear view of the ARRIS SBG7600AC2, highlighting the coaxial cable input, four Gigabit Ethernet ports, and the power input.

2.2. Device Activation

After connecting the hardware, you must activate the device with your Internet Service Provider (ISP).

1. **Wait for Indicator Lights:** Allow several minutes for the SBG7600AC2 to power on and connect to the cable network. The Power, Receive, Send, and Online indicator lights on the front panel should become solid.
2. **Contact Your ISP:** Call your ISP (e.g., Comcast Xfinity, Cox) to activate your new modem. You will need to provide the MAC address and serial number, typically found on a label on the bottom or back of the device.
3. **SURFboard Central App:** Download the SURFboard Central App for iOS or Android. This app can guide you through activation, Wi-Fi setup, and network management.

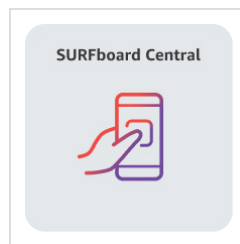


Image 2.2: Icon representing the SURFboard Central mobile application, used for device setup and management.

3. Operating Instructions

Understanding the indicator lights and basic functions of your SBG7600AC2.

3.1. Front Panel Indicator Lights

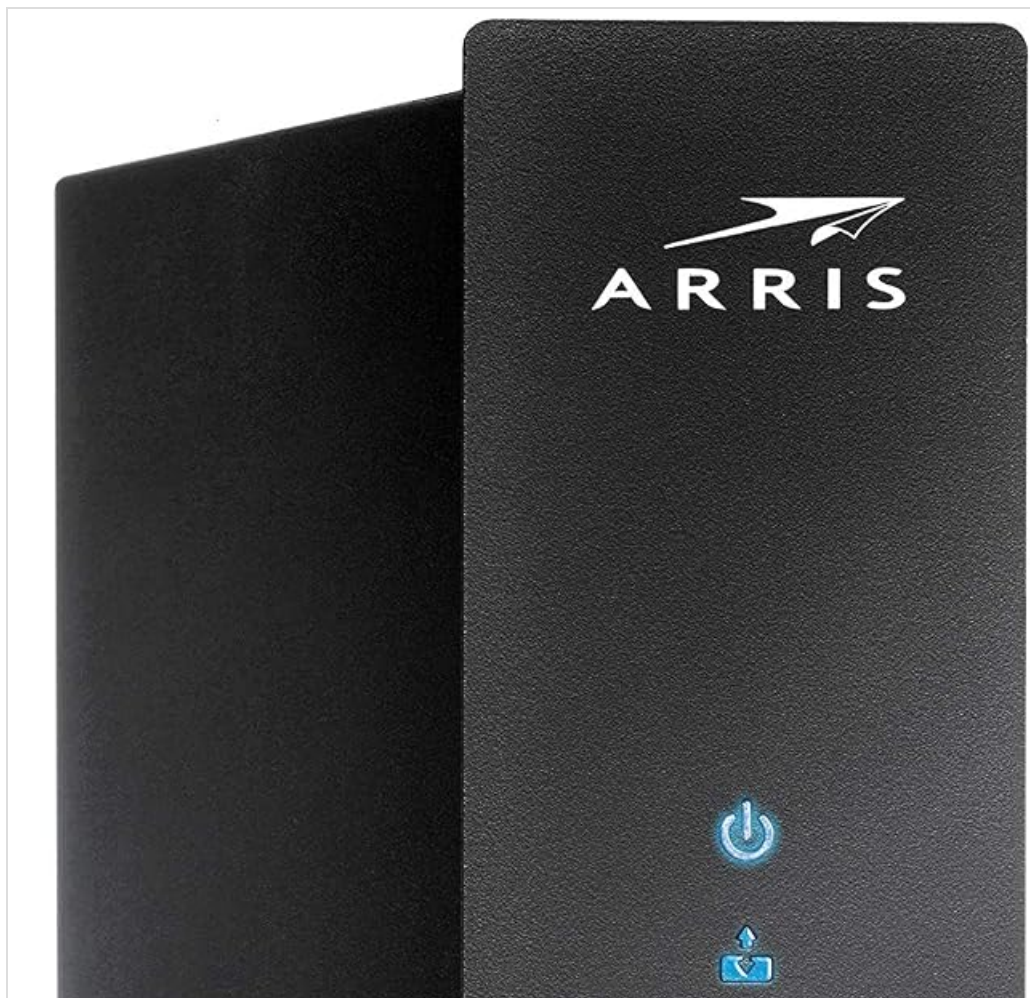




Image 3.1: Front view of the ARRIS SBG7600AC2, displaying the vertical row of indicator lights and the WPS button.

Table 3.1: Indicator Light Status

Light	Status	Description
Power	Solid Green	Power is on.
Receive	Solid Green	Downstream channel connected.
Send	Solid Green	Upstream channel connected.
Online	Solid Green	Internet connection established.
Wi-Fi (2.4 GHz)	Solid Green	2.4 GHz Wi-Fi is enabled.
Wi-Fi (5 GHz)	Solid Green	5 GHz Wi-Fi is enabled.

Light	Status	Description
WPS	Flashing Green	WPS pairing in progress.

3.2. Wi-Fi Protected Setup (WPS)

The WPS button on the front of the device allows for easy connection of WPS-compatible Wi-Fi devices without entering the network password. Press the WPS button on the SBG7600AC2, then activate WPS on your client device within two minutes.

4. Compatibility

The ARRIS SURFboard SBG7600AC2 is designed for use with specific Internet Service Providers and connection types.

- **Compatible ISPs:** Certified for use with major U.S. cable internet providers including Cox and Xfinity. Always verify compatibility with your specific ISP and service plan before purchase.
- **Not Compatible With:** This device is not compatible with Spectrum, DSL, Fiber, or Satellite internet services. It also does not support cable digital voice service.

Choosing the Right Cable Modem for You



The image shows a black ARRIS SURFboard SBG7600AC2 Cable Modem Router Combo. It features the ARRIS logo at the top, a series of status LEDs (power, Ethernet, Wi-Fi, and DSL) in the middle, a WPS button, and a USB port at the bottom. The model name 'SURFboard SBG7600AC2' is printed at the bottom.

600 Mbps

Recommended for cable Internet speed plans up to 400 Mbps.

Internet and Wi-Fi (2 products in 1).

Does not support cable digital voice service.

Thumbs up icon

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

COX Charter Spectrum xfinity

Not compatible with DSL, Fiber or Satellite Service.

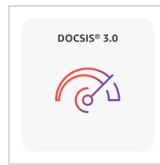
DOCSIS® 3.0 Compatible

Image 4.1: Visual representation of ISP compatibility, showing logos for Cox and Xfinity, and indicating non-compatibility with DSL, Fiber, Satellite, and digital voice services.

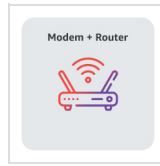
5. Features

Key features of the ARRIS SURFboard SBG7600AC2 Cable Modem Router Combo.

- **DOCSIS 3.0 Technology:** Supports high-speed internet plans up to 800 Mbps.
- **AC2350 Wi-Fi Router:** Dual-band Wi-Fi (2.4 GHz and 5 GHz) for broad coverage and fast wireless speeds.
- **Four 1 Gigabit Ethernet Ports:** Provides reliable wired connections for devices such as computers, gaming consoles, and smart TVs.
- **Cost Savings:** Owning your modem can eliminate monthly rental fees from your ISP.
- **SURFboard Central App:** Offers simplified setup, network monitoring, and parental controls.
- **Parental Controls:** Manage internet access and set time limits for connected devices.
- **Access Point Mode:** Can function as a Wi-Fi access point in existing network configurations.



DOCSIS 3.0



Modem + Router



Cost Savings

6. Troubleshooting

Common issues and solutions for your SBG7600AC2.

6.1. No Internet Connection

- **Check Cables:** Ensure all coaxial and power cables are securely connected.
- **Indicator Lights:** Verify that the Power, Receive, Send, and Online lights are solid green. If not, refer to Table 3.1.
- **Restart Device:** Unplug the power cord from the SBG7600AC2, wait 10 seconds, then plug it back in. Allow several minutes for the device to restart and reconnect.
- **ISP Status:** Contact your Internet Service Provider to confirm there are no service outages in your area and that your modem is properly provisioned.

6.2. Slow Internet Speeds

- **Wi-Fi Interference:** Move the SBG7600AC2 away from other electronic devices that may cause interference (e.g., cordless phones, microwaves).
- **Network Congestion:** Reduce the number of devices actively using the network or bandwidth-intensive applications.
- **ISP Plan:** Confirm your internet plan supports the speeds you expect.
- **Firmware:** Ensure your modem's firmware is up to date. Firmware updates are typically managed by your ISP.

6.3. Wi-Fi Connection Issues

- **Check Wi-Fi Lights:** Ensure both 2.4 GHz and 5 GHz Wi-Fi indicator lights are solid green.
- **Network Name/Password:** Verify you are connecting to the correct Wi-Fi network (SSID) and using the correct password.
- **Distance/Obstacles:** Move closer to the SBG7600AC2 or remove obstacles that may block the Wi-Fi signal.

7. Specifications

Table 7.1: Technical Specifications

Feature	Detail
Model Number	SBG7600AC2
DOCSIS Standard	3.0
Wi-Fi Standard	802.11ac (AC2350)
Frequency Band Class	Dual-Band (2.4 GHz, 5 GHz)
Ethernet Ports	4 x 1 Gigabit Ethernet
Max Internet Speed	Up to 800 Mbps (ISP dependent)
Dimensions (H x W x D)	9.72 x 4.06 x 9.5 inches
Item Weight	2.64 pounds
Color	Black
Special Features	Access Point Mode, Parental Control

8. Warranty and Support

Your ARRIS SURFboard SBG7600AC2 comes with a 2-year limited warranty. For technical assistance, warranty claims, or additional support, please refer to the contact information provided in your Quick-Start Guide or visit the official ARRIS support website.

It is recommended to register your product to receive updates and support information.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question