ARRIS SVG2482AC

ARRIS SURFboard SVG2482AC Cable Modem & WiFi Router

USER MANUAL

INTRODUCTION

The ARRIS SURFboard SVG2482AC is a versatile Wi-Fi modem designed for high-speed internet and voice services. It integrates a DOCSIS 3.0 cable modem, an 802.11ac Wi-Fi access point, a 4-port Ethernet router, and a 2-port telephony modem into a single device. This unit is optimized for use with Xfinity Internet & Voice service, offering Wi-Fi speeds up to 1750 Mbps and download speeds up to 1 Gbps (note: not approved for Gigabit speed Internet plans). It provides a comprehensive solution for home networking, allowing users to own their equipment and potentially save on monthly rental fees.

PRODUCT OVERVIEW

Front view of the ARRIS SURFboard SVG2482AC modem, showing the brand logo, Intel Inside branding, and various indicator lights for Power, US/DS, Online, 2.4 GHz, 5 GHz, Tel1, Tel2, and Battery.

Product packaging illustrating the modem's capabilities as a DOCSIS 3.0 Cable Modem, 802.11ac Wi-Fi Access Point, 4-Port Ethernet Router, and 2-Port Telephony Modem.

Key Features

- Approved for Cox, Spectrum, and Xfinity internet. Not compatible with ATT, CenturyLink, Verizon, Frontier, or other Fiber Optic, DSL, or Satellite internet service providers.
- Supports cable digital voice service, specifically compatible with Comcast Xfinity Voice.
- Provides high speeds, better coverage, and a two-in-one product solution.
- Designed to help reduce monthly cable modem rental fees.
- Dual-Band Wi-Fi 802.11ac for enhanced wireless performance.

Package Contents

- SURFboard DOCSIS 3.0 SVG2482-AC-RB Wireless Voice Gateway - Refurbished
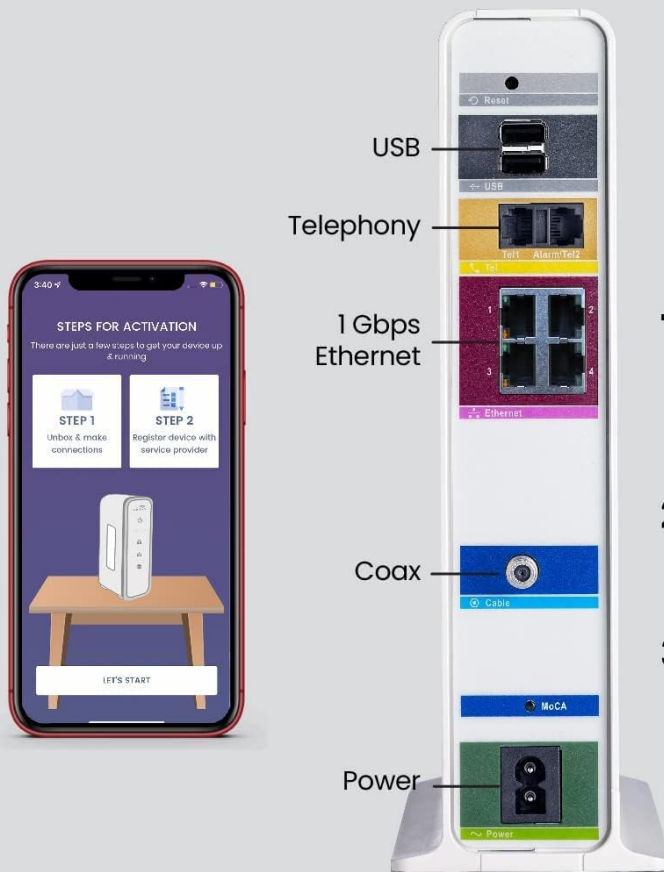
SETUP GUIDE

Follow these steps to set up your ARRIS SURFboard SVG2482AC modem. For detailed instructions, refer to the official User Manual PDF linked in the Warranty & Support section.

USB

Tel1   Alarm/Tel2

Tel

1   2

3   4

Ethernet

Cable

MoCA

Power

Rear view of the modem, displaying the Reset button, USB ports, Telephone ports (Tel1, Tel2), Ethernet ports (1-4), Cable coaxial input, MoCA port, and Power input.

Easy Set-up & Activation

1 Download the SURFboard® Central App

2 Follow step-by-step instructions

3 Activate Xfinity Internet & Digital Voice Service

Labels on modem: USB, Telephony, 1 Gbps Ethernet, Coax, Power

Visual guide for easy setup and activation, including downloading the SURFboard Central App, following step-by-step instructions, and activating Xfinity Internet & Digital Voice Service.

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 ARRIS modem.

2. **Connect Power:** Plug the power adapter into the "Power" port on the modem and then into an electrical outlet.

3. **Connect Ethernet (Optional):** For wired devices, connect an Ethernet cable from one of the "Ethernet" ports on the modem to your computer or other network device.

4. **Connect Telephone (Optional):** If you have Xfinity Voice service, connect your telephone to the "Tel1" or "Tel2" port.

5. **Wait for Lights:** Allow several minutes for the modem to power on and connect to the network. The Power, US/DS, and Online lights should become solid. The 2.4 GHz and 5 GHz Wi-Fi lights should also be solid or blinking, indicating active wireless networks.

6. **Activate Your Service:**
   - Download the SURFboard Central App on your smartphone.
   - Follow the in-app instructions to register your device and activate your Xfinity Internet & Digital Voice

Service.

- Alternatively, you may need to contact your service provider (e.g., Xfinity) to provision the modem using its MAC address and serial number, which are typically found on a label on the device.

OPERATING INSTRUCTIONS

Once your ARRIS SURFboard modem is successfully set up and activated, it will provide internet and voice services to your home network. Here are some general operating guidelines:

- **Indicator Lights:** Monitor the LED indicator lights on the front panel to understand the modem's status. Solid lights generally indicate a stable connection, while blinking lights may indicate activity or a connection in progress. Refer to the full user manual for a detailed explanation of each light.
- **Wi-Fi Connectivity:** Connect your wireless devices (smartphones, tablets, laptops, smart TVs) to the Wi-Fi networks broadcast by the modem. The modem supports Dual-Band Wi-Fi (2.4 GHz and 5 GHz) for optimal performance. The default Wi-Fi network names (SSIDs) and password can usually be found on a label on the modem.
- **Wired Connectivity:** Use the Ethernet ports on the back of the modem to connect devices that require a stable wired connection, such as desktop computers, gaming consoles, or smart home hubs.
- **Voice Service:** If you have Xfinity Voice, ensure your telephone is connected to the appropriate Tel port. The Tel1 and Tel2 lights will indicate the status of your voice lines.

MAINTENANCE

Proper maintenance helps ensure the longevity and optimal performance of your ARRIS SURFboard modem:

- **Placement:** Place the modem in a central location in your home, away from obstructions, large metal objects, and other electronic devices that may cause interference. Ensure it has adequate ventilation.
- **Cleaning:** Keep the modem clean and free of dust. Use a soft, dry cloth to wipe the exterior. Do not use liquid cleaners or abrasive materials.
- **Ventilation:** Do not block the ventilation holes on the modem. Overheating can lead to performance issues or damage.
- **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.
- **Power Cycling:** If you experience connectivity issues, try power cycling the modem by unplugging it from the power outlet for 30 seconds and then plugging it back in.

TROUBLESHOOTING

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

Problem	Possible Solution
No Power Light: Modem is not turning on.	Ensure the power adapter is securely connected to the modem and a working electrical outlet. Try a different outlet.
US/DS or Online Light Blinking/Off: No internet connection.	Check coaxial cable connections. Ensure they are tight. Power cycle the modem. Contact your internet service provider to verify service status and modem provisioning.

Problem	Possible Solution
Wi-Fi Not Working: Devices cannot connect to Wi-Fi.	Ensure the 2.4 GHz and 5 GHz lights are solid. Verify Wi-Fi password. Try power cycling the modem. Check if Wi-Fi is enabled on your devices.
Slow Internet Speeds: Performance is not as expected.	Ensure the modem is placed optimally for Wi-Fi coverage. Reduce interference from other electronics. Power cycle the modem. Contact your ISP to check your service plan and line quality.
Telephone Service Issues: No dial tone or call problems.	Check phone cable connections to Tel1/Tel2 ports. Ensure Tel1/Tel2 lights are solid. Power cycle the modem. Contact your voice service provider.
Modem Constantly Reboots: Unstable operation.	Ensure proper ventilation. Contact your internet service provider for diagnosis and support.

If these steps do not resolve the issue, please contact ARRIS Customer Support or your internet service provider for further assistance.

TECHNICAL SPECIFICATIONS

Feature	Detail
Product Dimensions	11 x 3 x 10 inches
Item Weight	3.25 pounds
ASIN	B07MND9X18
Item model number	SVG2482AC
Manufacturer	CommScope
Brand	ARRIS
Model Name	SVG2482AC-RB
Special Feature	LED Indicator
Frequency Band Class	Dual-Band
Wireless Communication Standard	802.11ac
Compatible Devices	Personal Computer, Smart Television, Smartphone
Frequency	5 GHz
Recommended Uses For Product	Home, Gaming, Business
Connectivity Technology	Ethernet

WARRANTY AND SUPPORT

This ARRIS SURFboard SVG2482AC unit is a renewed product that has been professionally inspected, tested, and cleaned by Amazon qualified vendors. For specific warranty details, please refer to the terms provided at the time of purchase or contact the vendor.

Protection Plans: Additional protection plans may be available for purchase to extend coverage beyond the standard warranty. These include:

- 3-Year Protection Plan
- 4-Year Protection Plan
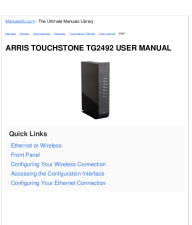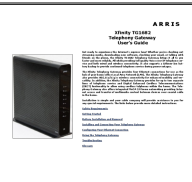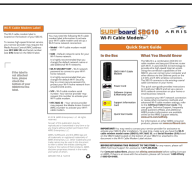- Complete Protect: One plan covers all eligible past and future purchases.

User Manuals: For comprehensive information and detailed diagrams, you can access the official user guides:

- User Manual (PDF)
- User Guide (PDF)

For technical support or service-related inquiries, please contact ARRIS customer support or your internet service provider (e.g., Xfinity).

Related Documents - SVG2482AC

	Xfinity Arris TG852G Gateway Manual: Features, Setup, and Configuration Guide User guide and technical overview for the Xfinity Arris TG852G DOCSIS 3.0 Wireless Telephone Gateway, covering its features, configuration, and related models from Arris and Comcast.
	ARRIS Touchstone TG2492 Telephony Gateway User Manual User guide for the ARRIS Touchstone TG2492 Telephony Gateway, covering installation, configuration, wireless and Ethernet connectivity, and troubleshooting for home and office networks.
	Xfinity TG1682 Telephony Gateway User's Guide This user's guide provides comprehensive instructions for setting up, configuring, and using the ARRIS Xfinity TG1682 Telephony Gateway. Learn about its features, installation steps, safety precautions, and troubleshooting tips for reliable internet and voice services.
	**ARRIS SURFboard SBV2402 Cable Modem Quick Start Guide	Setup and Support** Quick start guide for the ARRIS SURFboard SBV2402 DOCSIS 3.0 Cable Modem. Learn how to unbox, connect, set up using the mobile app, and access the web interface. Includes support information and legal details.
	ARRIS SURFboard SBG10 Wi-Fi Cable Modem Quick Start Guide 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.

SURFboard T25 Cable Modem with Xfinity Voice
User Guide, STANDARD Revision 2.0
P/N 365-095-33855

[ARRIS SURFboard T25 Cable Modem with Xfinity Voice User Guide](#)
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.