



SURFboard™ SVG2482AC Wireless Voice Gateway

Quick Start Guide

What You Should Know

The SURFboard SVG2482AC is a DOCSIS 3.0 telephony cable modem and four-port Ethernet routing device with Wi-Fi and optional battery backup. It uses DOCSIS 3.0 technology to provide ultra high-speed Internet access. Using the connection capabilities of this home network gateway, you can connect your network devices via the Ethernet ports or the two wireless radios.

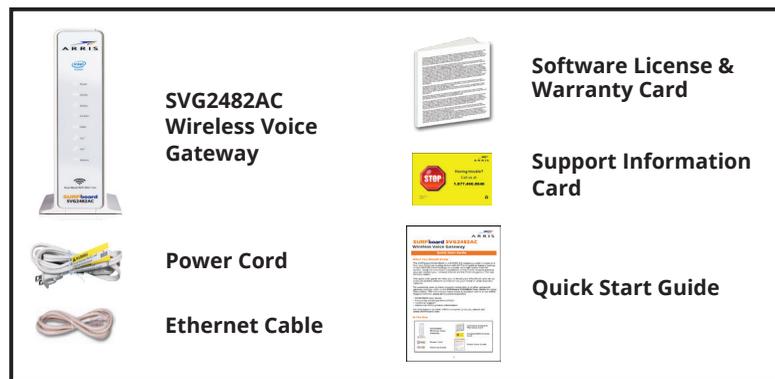
This quick start guide will help you to install your SVG2482AC and set up a secure wireless network connection on your home or small business network.

To customize your wireless network connection and other advanced gateway settings, refer to the **SURFboard SVG2482AC User Guide** for more information. The information listed below is available online at the ARRIS Support website, www.arris.com/selfhelp:

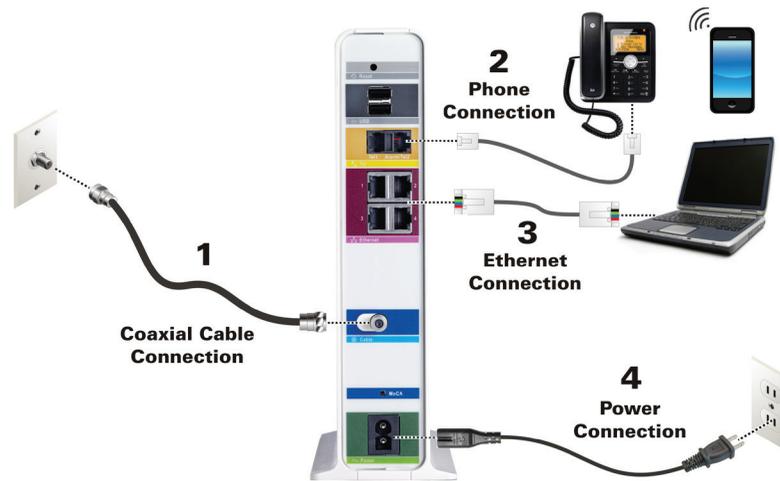
- SVG2482AC User Guide
- Frequently asked questions (FAQs)
- Technical Support
- Additional ARRIS product information

For information on other ARRIS consumer products, please visit www.SURFboard.com.

In the Box



Setting Up Your SVG2482AC



1. Connect the coaxial cable (connected to the cable wall outlet or to an RF splitter) to the **Cable** connector on the rear of your SVG2482AC.

Use your hand to tighten the connector.

2. Connect the Ethernet cable (included) to the **Ethernet** port on your client device and to any open **Ethernet** port on the rear of your SVG2482AC.

Note: It is suggested that you use a client device (such as a laptop or other device with an Ethernet input connector) to connect directly to your SVG2482AC for the best performance when activating your SVG2482AC.

If a directly connected device is not available, you can connect using a mobile device such as a wireless phone or tablet. Use the SSID (wireless network name) and Wi-Fi Security Key (wireless network password) listed on the SVG2482AC label.

3. Connect the power cord (included) to the **Power** port on the rear of your SVG2482AC and then plug it into an electrical wall outlet that is not controlled by a wall switch.

This automatically powers ON your SVG2482AC.

4. Power ON your connected client device (e.g., laptop) and log on.

5. Check the front panel LEDs on your SVG2482AC.

During startup, the **Power**, **US/DS** (Upstream/Downstream), and **Online** LEDs will FLASH and then light up SOLID white. Both **Wireless** LEDs will light up when your wireless devices are connected.

Note: Your SVG2482AC will go online after the **Online** LED stops flashing and then lights up SOLID white. It may take approximately five to 10 minutes for your SVG2482AC to complete the online connection process.

Setting Up Your SVG2482AC (continued)

Note: If you are a current voice subscriber with Comcast and purchased the SVG2482AC, please call Comcast Customer Support at **1-800-Xfinity (1-800-934-6489)** to activate your SVG2482AC.

If you are a new voice subscriber with Comcast, continue with the following steps to set up your new XFINITY telephony service account and activate your SVG2482AC.

6. Open a web browser and then type xfinity.com/activate to activate your SVG2482AC.

7. Follow the online instructions for entering your XFINITY account information.

Afterwards, you will be prompted to set up the following information:

- XFINITY Account Login Name
- XFINITY Account Password
- Wi-Fi Network Name
- Wi-Fi Network Password

Note: Select **Show More Settings** if you want to set up separate network names and passwords for the 2.4 GHz and 5 GHz wireless radios on your SVG2482AC.

If you already have an existing Wi-Fi network and you are replacing your router or gateway, ARRIS suggests that you use the same Wi-Fi Network Name and Password that is currently set for your Wi-Fi network.

Your Wi-Fi devices will automatically connect to your SVG2482AC Wi-Fi network.

8. To check for Internet connectivity, open a web browser on your device and then type a valid URL (such as www.SURFboard.com) in the address bar and press **Enter**.

The ARRIS website should open. If it fails to open, please contact your service provider to set up your Internet service or activate your SVG2482AC.

Connecting Your Telephone

If you are migrating your current XFINITY Telephony service from an existing device, your current phone service and phone number will be transferred to your SVG2482AC after it is installed.

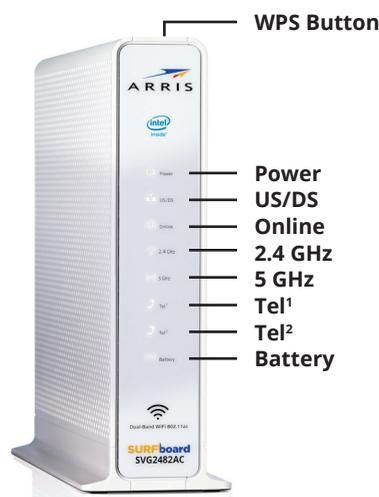
Note: Battery usage is optional, but it is available on the SVG2482AC for Telephony back-up only. Batteries are available for purchase online at the ARRIS SURFboard website, shop.surfboard.com/arris-telephony-modem-back-up-batteries. For more information on installing the battery, see **Install the Battery** in the **SURFboard SVG2482AC User Guide**.

1. Connect a telephone cord (not included) to the **TEL LINE** port on your telephone and to the **TEL 1** port on the rear of your SVG2482AC.

2. Check to make sure that your telephone has a dial tone.

Front Panel LEDs

During normal operation, the **Power**, **US/DS** (Upstream/Downstream), **Online**, and **Tel¹** (if connected) LEDs on the SVG2482AC front panel should always be lit SOLID.



Connect to Your Wi-Fi Network

After installing your SVG2482AC, choose one of the following network connection options:

- Connect Using Your Mobile Device
- Connect Using Your Computer or Laptop
- Connect Using the WPS Pairing Button for Your WPS-Enabled Device

Connect Using Your Mobile Device

Note: Some of the selections used in this procedure may vary slightly depending on your device and operating system. Please make sure to choose the most applicable selections on your device.

1. Access the Settings screen on your mobile device and then select one of the following: **Wi-Fi**, **Wireless**, or **Connections**.

2. Check that **Wi-Fi** or **Wireless** is set to ON.

Please note that for your Apple devices you may have to enter a password and then select **JOIN**.

3. Select the SVG2482AC Wi-Fi Network name from the list of available Wi-Fi networks to connect to your network.
4. Enter your Wi-Fi network password in the Password field and select **Connect**.

This is the password that you set up during the SVG2482AC activation.

Connect Using Your Computer or Laptop

1. Locate the Wireless Network Connection icon on the taskbar of your device screen.



2. Click on the Network Connection icon for your device to view the list of available wireless networks.
3. Locate and then click on the SVG2482AC Network name that you set up during the SVG2482AC activation.

4. Click **Connect** and then at the prompt, enter your Wi-Fi network password in the Password field.

This is the network password that you set up during the SVG2482AC activation.

5. Open a web browser on your computer.
6. Type a valid URL, such as **www.SURFboard.com**, in the web browser address bar and press **Enter** to confirm network connectivity.

Connect Using the WPS Pairing Button for Your WPS-Enabled Device

Note: To use WPS, your device hardware must support WPS and also have WPA security compatibility.

1. Power ON your SVG2482AC and other WPS-enabled devices that you want to connect to your wireless network.
2. Press the **WPS** button located on the top of your SVG2482AC.
3. Press and hold the **WPS** button on your WPS-enabled computer or other WPS-enabled device for five or more seconds, and then release.

Use the Gateway Web Manager

Use the SVG2482AC Web Manager to set up and manage your wireless gateway and network security configurations. To access the web manager:

1. Open any web browser on your connected network device, then type **10.0.0.1** in the address bar, and press **Enter**.

2. Type the following default user name and password:

Username: **admin**
Password: **password**

3. Click **LOGIN** to open the SVG2482AC Web Manager.

Note: The message, **You are using a default password, would you like to change it?**, will display. You can choose to either click **OK** to change the default password or click **Cancel** to open the SVG2482AC Web Manager. Additional information for changing the default password is available in the **SVG2482AC User Guide** (available online at www.arris.com/selfhelp).

Network Access Information

For future reference, if needed, write down the following online account access and wireless network access information that you set up during the SVG2482AC activation.

XFINITY Account Login Name:

XFINITY Account Password:

Gateway Login Password:

Wi-Fi Name: 2.4 GHz: 5 GHz:

Wi-Fi Password: 2.4 GHz: 5 GHz:

Gateway Label

The SVG2482AC labels are located on the side and bottom of your gateway. The following gateway information listed on the label may be needed when contacting customer service:

- **Model** – Gateway model name
- **S/N** – Gateway serial number
- **HFC MAC ID** – Media Access Control (MAC) address
- **SSID** – Default wireless network name
- **WI-FI SECURITY KEY** – Default wireless network password

If the label is not attached, please refer to the bottom of your gateway.

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