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How to reset motorola surfboard modem sb6141

Our Call Center is experiencing a high number of calls due to the COVID-19 situation. We are working to assist everyone who contacts us. In the meantime, please visit www.arris.com/selfhelp for most frequently asked questions about your device. We apologize for the inconvenience and will assist you soon. The SB6141 cable modem may need to be reset back to its factory default state, and clear all of the previous settings. Resetting the SB6141 cable modem to its factory default configuration will remove all stored parameters learned by the SB6141 during prior initializations. The document describes how to reset the SB6141 cable modem to the factory default settings by logging in the GUI (Graphical User Interface). CAUTION: This process will clear all configurations and should be used as the last resort. Performing a Factory Reset will erase any configuration changes made previously and will require to re-configure the modem for Internet access. NOTE: The initialization process may take 5 to 30 minutes. Resetting the SB6141 Disconnect the coaxial cable from the modem. NOTE: If the SB6141 is connected to a router, it is recommended to disconnect the router and connect the SB6141 directly to a computer with an Ethernet cable. Power cycle the modem by disconnecting the power cord for 10 seconds, then reconnect the power cord. Launch a web browser, such as Internet Explorer, Firefox, or Safari. Enter into the address box. The Status page appears. Click the Configuration link on the top menu. The Configuration page appears. Click the Reset All Defaults button (as shown below). NOTE: If the Reset All Defaults button is not present, disconnect the coaxial cable and then power cycle the modem. After the modem is rebooted repeat step 1 -2 and the Reset All Default button is present. When asked, Do you want to proceed?, click the OK button. Connect the coaxial cable to the modem. NOTE: The initialization process may take 5 to 30 minutes. Posted on 03 Apr 2021 | Arris Support Likewise, there are certain times the user thinks about how to reset my Arris surfboard 6141 to factory default. In such a scenario, it is important to know the solution for different types of Internet connectivity issues causing by Surfboard cable modem. This eliminates the need of calling the cable company operator or executive. What are the Steps to Reset My Arris Surfboard 6141 to Factory Default? There is an effortless process to reset back the Arris SurfBoard 6141 cable modem to its factory default state. Resetting a device simply clears off all the previously configured settings in just one go. When you will reset the Arris Surfboard 6141 cable modem to its factory default configuration, it will remove all stored parameters learned by the SB6141 during the prior setup process. The detailed post covers a simple answer to your query "How to reset my Arris surfboard 6141 to factory default settings". So, you can easily reset your Arris Surfboard device to its default settings by logging in the GUI (Graphical User Interface). Important Points for Arris Surfboard sb6141 Reset: It is helpful to reset the default settings of the router particularly when you have changed and forgotten the login data for the admin interface. By resetting, data like IP address, username, and password are set to factory settings. Rest all other configurations that you may have made are also cleared. This simple reset process will reset all the existing configurations and should be done as the last step. Remember, doing a Factory Reset will clean all the configuration changes made previously, and then you will have to re-configure the cable modem for Internet access. This complete initialization process will take around 5 to 30 minutes to finish successfully. The router reset can be performed in two ways i.e. hardware reset and software reset. Step 1: Disconnect the coaxial cable from the back of the Arris Surfboard modem 6141. Step 2: Disconnect the power cord for 10 seconds to power cycle the modem device. Note: If your computer system connects to the modem through a switch or router, you can remove the power cable from it as well. Step 3: And then reconnect the power cord/cable back into the Arris Surfboard cable modem. Now, you have to wait until the "Power," "Received," "Send" and "Online" status lights are on. Plug the power cable into the switch or router device. Step 4: Launch any installed web browser on your computer system, such as Internet Explorer, Firefox, or Safari. Enter this default login URL into the address box at the top of the browser window. The Status page will be shown on the screen. Note: The default IP address and the login credentials (predefined access data) is usually present in the user manual of Arris Surfboard cable modem router or at the back side of the device. Step 5: Now, click the Configuration link on the top menu. The Configuration page appears on your screen. Step 6: Click the Reset All Defaults button shown in the web interface screen. NOTE: If in case the Reset All Defaults button is not provided or available, disconnect the coaxial cable and then power cycle the modem again. Step 7: Once the modem is rebooted successfully, repeat the above steps 1 -2 and the Reset All Default button is present. Step 8: Click on the OK button when you are asked "Do you want to proceed?" Step 9: Now, finally you can connect the coaxial cable to the modem. Points to Note: The initialization process takes nearly 5 to 30 minutes to execute until completion. The reset process deletes the modified settings but retains the configuration information. The frequency value of the router is not changed even after reset. For this, ask special authorization from your respective Internet service provider in order to change the cable modem frequencies. With every type of Internet connection, a user has to face various issues from time to time. But, most of the problems or issues occur on the user end rather than on the side of the Internet service provider. This is the reason, why it is essentially helpful to learn and understand the basic troubleshooting steps for the equipment you are using so that some basic problems can be resolved without making a call to an Internet service provider. Share this: Our Services are rated 4.2 out of 5 based on 16 ratings on Google & Featured Customers If your SURFboard SB6141 router is not working as it should, dropping connections or not being responsive, you should first do a reset of the router to see if the problems persist. Other scenarios where you might want to reset your router is if you've forgotten the password or misconfigured it and can't get access anymore. Your can reset your Motorola SURFboard SB6141 in the following way(s): The 30-30-30 reset There are no specific instructions for this model yet, but you can always do the 30-30-30 reset as follows: When router is powered on, press the reset button and hold for 30 seconds. (Use a paper clip or something sharp) While holding the reset button pressed, unplug the power of the router and hold the reset button for 30 seconds While still holding the reset button down, turn on the power to the unit again and hold for another 30 seconds. This process usually works for resetting any router to it's factory setting. Note: It is worth reading more about how to reset routers with the 30 30 30 reset and what the risks and considerations are when resetting your router this way, instead of just rebooting it. The perfect spot does it all; be it romance or your router! To avail the best signal and network connectivity, make sure you keep your Motorola SURFboard SB6141 router visible and not facing the wall or behind the curtains Auto-channels might fail you once in a while; believe that you’re smarter than the Motorola router! Find a seamless wireless channel instead of what the router finds automatically. This would ensure that your signal doesn't interfere with that of your neighbors. If you’re running a Windows-based PC, you can see what channels neighboring Wi-Fi networks are using. Press Start > type “cmd”. Open Command prompt In command prompt type netsh wlan show all You will see a list of all wireless networks and the channels being used in your vicinity. instead of using “Auto” for the control channel, Pick the channel that has the lowest interference Check if Motorola SURFboard SB6141 has dual-band, the most commonly used band would be 2.4GHz; however, switching to 5GHz would bring out better results! It depends on your device though; if you’re running an old lad, you might have to switch back to the conventional Gaming consoles/media streamers work better when connected through Ethernet cable of Motorola SURFboard SB6141; in fact, as you might not be moving your TV all over the house, why connect it to the Wi-Fi at all? The Gaming consoles / video streaming devices flood the network with data. This means that if possible, you should consider hardwire (using Ethernet cable) the devices that tend to consume a lot of bandwidth. Although this can sort of defeat the purpose of having wireless networks, it can actually help your overall network speed of Motorola SURFboard SB6141 if you can hardwire the bandwidth hogs. Here's something important to note! On schedule, folks, reboot your Motorola SURFboard SB6141 router! Though routers are built to constantly be running at all times, simple tweaks like regular power cycling (a fancy way of saying, unplugging the power cord and shoving it back up) helps with most issues. Rebooting your Motorola SURFboard SB6141 can fix Internet connection problems, improve slow moving connections, and resolve wireless issues altogether. Try unplugging your Motorola modem on a quarterly basis to stay proactive (Never reset; always reboot router)

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