



**ARRIS**

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QUICK START GUIDE

**SURFboard™**

**Wi-Fi cable modem  
SBG8300**

# What's in the box



SBG8300 Wi-Fi  
cable modem



Power adapter



Software License  
& Warranty card



SBG8300  
Quick Start Guide

# Introduction

1	Status indicators	4
2	Get started	7
3	Set up your Wi-Fi network connection	14
	3.1 Download ARRIS SURFboard® Manager	
	3.2 Connect using your mobile device	
4	Web Manager	21

# Status indicators

1



## Front panel LEDs



Online

**Blue (Solid)** - Power is connected

**Blue (Slow Blink)** - Acquiring downstream connection

**Blue (Fast Blink)** - Acquiring upstream connection

**Green (Solid)** - IP Link/Online

**Blue & Green (Alternating)** - Firmware download



Wi-Fi

**Green (Solid)** - Clients found (5 GHz or dual-band)

**Green (Slow Blink)** - No clients found (5 GHz or dual-band)

**Blue (Slow Blink)** - No clients found (2.4 GHz band only)

*Note:* Detailed LED status information is available online in the **SBG8300 User Guide** on the ARRIS Support website, [www.arris.com/selfhelp](http://www.arris.com/selfhelp).

The SBG8300 is a combination DOCSIS 3.1 cable modem and four-port Ethernet router with Wi-Fi. It uses DOCSIS 3.1 technology to provide ultra high-speed Internet access on your Wi-Fi home network or small business network.

Using the connection capabilities of the SBG8300, you can connect your computer and other network-enabled devices via the four Ethernet ports or the 2.4 GHz and 5 GHz Wi-Fi connections. The SBG8300 connects to the existing coaxial cable connection in your home.

**Note:** For Internet connections, you need a cable service connection with a cable Internet Service Provider. The SBG8300 will not work with DSL or Satellite Internet Service.

2

## Get started



A

**Connect** the coaxial cable (not included) from the cable wall outlet or RF splitter (not included) to the **Cable** connector on the rear of your SBG8300.



Tighten the connector by hand.

B

**Connect** the Ethernet cable (not included) to any **Ethernet** port on the rear of your SBG8300 and the **Ethernet** port on your PC or laptop.



C

**Connect** the power adapter to the **Power** port on the rear of your SBG8300, then plug it into an electrical wall outlet that is not controlled by a wall switch.



Your SBG8300 will automatically power ON when the power adapter is connected.

D

**Check** the front panel LEDs on your SBG8300. After a brief pause, both LEDs should light up **SOLID** green.



## E

The model name (SBG8300), HFC MAC ID, and the serial number (S/N) are listed on the Wi-Fi cable modem label.

**Activate** your new Wi-Fi cable modem; choose one of the following options:

- Call your cable service provider.
- Connect to your cable operator's activation web site using your computer or laptop:

**Power ON** your computer or laptop and log in.

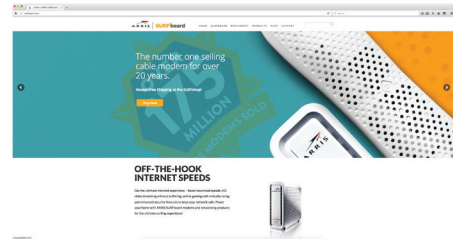
**Enter** your service provider's web browser URL:

- Comcast/Xfinity: [www.xfinity.com/activate](http://www.xfinity.com/activate)
- Cox: [www.cox.com/activate](http://www.cox.com/activate)
- Spectrum: [spectrum.net/selfinstall](http://spectrum.net/selfinstall)

**Note:** If you have any trouble accessing the URL, please contact your service provider.

## F

**Verify** SBG8300 connectivity by accessing the Internet using the connected PC or laptop.



Visit any public web page such as [www.surfboard.com](http://www.surfboard.com). If the website fails to open, please contact your service provider to set up your Internet service or activate your SBG8300.

# 3

## Set up your Wi-Fi network connection



Choose one of the following options:

**3.1** Download **ARRIS SURFboard® Manager**

**3.2** Connect using your mobile device

# 3.1

## Download **ARRIS SURFboard® Manager** mobile app

**Use** the **ARRIS SURFboard Manager** mobile app (see page 16) or the **SBG8300 Web Manager** (see page 21) to set the same network name and password, if you are replacing the router or Wi-Fi cable modem in an existing Wi-Fi network. This ensures that your Wi-Fi devices will automatically connect to your **SBG8300** Wi-Fi network.



# A

**Download** the ARRIS SURFboard Manager mobile app from the Apple App Store or Google Play Store.

Scan the QR code to download the mobile app on your iOS or Android mobile device:



**Open** the ARRIS SURFboard Manager mobile app and follow the prompts to configure your SBG8300 Wi-Fi network.

# 3.2

## Connect using your mobile device

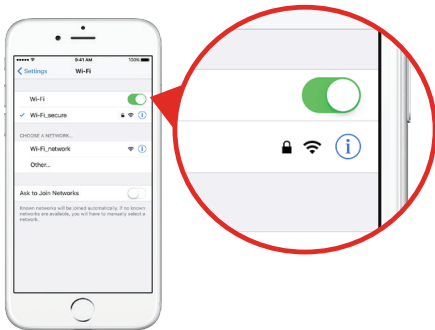
- ⓘ Some of the selections used in this procedure may vary slightly depending on your mobile device and operating system. Please make sure to select the most applicable selections on your mobile device.

**A**

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

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

For Apple devices, you may have to enter a password and then select **JOIN**.

**B**

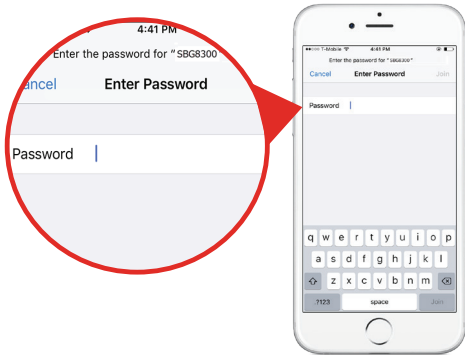
**Select** the SBG8300 Wi-Fi network from the list of available Wi-Fi networks.



C

**Enter** your Wi-Fi network password in the **Password** field and select **Join** or **Connect**.

This is the password that you set up during the SBG8300 activation.



5

## Web Manager



## A

**Manage** your SBG8300 using the SBG8300 Web Manager.

Open a web browser (e.g., Internet Explorer, Google Chrome, etc.) on your connected computer or laptop and then type **192.168.0.1** in the address bar.

The default login is case-sensitive.

Username: **admin**

Password: **password**

**Change** the default SBG8300 Web Manager password located on the **Gateway > Login** screen and then click **LOGIN** to update your password.

## B

**Customize** the default Wi-Fi network name or SSID (**SBG8300-####**) for your Wi-Fi home network after installing your SBG8300 and setting up your network connection(s).

**Note:** *You have the option to either keep the default Wi-Fi network name or create a new network name to help you to easily identify your Wi-Fi home network.*

For additional assistance with your SBG8300, ARRIS is available to help. Choose one of the following:

- Visit [www.arris.com/selfhelp](http://www.arris.com/selfhelp) for Self Help, FAQs, Product Manuals, Live Chat, and Email support.
- Call us at **1-877-466-8646**.

# Wi-Fi cable modem label

If the label is not attached,  
please check the bottom of  
your Wi-Fi cable modem.

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