



ARRIS

QUICK START GUIDE

SURFboard™

**Wi-Fi Cable Modem
SBG8300**

What's in the Box



**SBG8300 Wi-Fi
Cable Modem**



Power Adapter



Ethernet Cable



**Software License
& Warranty Card**



**Support
Information
Card**



**SBG8300 Quick
Start Guide**

Introduction

1	Status Indicators	4
2	Let's 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	Download ARRIS Secure Home Internet by McAfee™	22
5	Web Manager	25

Status Indicators



1



Front Panel LEDs



Note: Detailed LED status information is available online in the **SBG8300 User Guide** at the ARRIS Support website, www.arris.com/selfhelp.



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)

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 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.*

Let's Get Started

2



A

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



Tighten the connector by hand.

B

Connect the Ethernet cable 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.

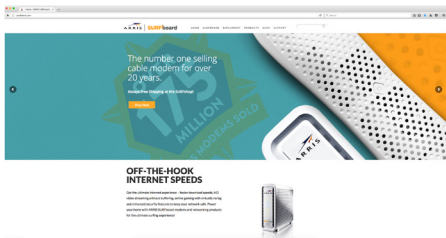


To save time, make sure you have the Wi-Fi cable modem model name (**SBG8300**), HFC MAC ID, and Serial Number (**S/N**) listed on the Wi-Fi cable modem label located on the bottom of your SBG8300 or attached in the **Wi-Fi Cable Modem Label** section at the end of this document.

Note: For **Comcast subscribers only**, please visit register.xfinity.com before calling Comcast or ARRIS. If there is an issue with the activation, please call Comcast: **1-855-OK-BEGIN (1-855-652-3446)**. Make sure you have your Comcast XFINITY account number, account phone number, and login information (your email address or user name and password).

E

Verify Wi-Fi cable modem connectivity by accessing the Internet using the connected PC or laptop.



Visit any public webpage such as 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 the iOS or Android version of the **ARRIS SURFboard Manager** mobile app for your iOS or Android mobile device to set up your Wi-Fi home or small business network connection.

A

Use the ARRIS SURFboard Manager mobile app (see Page 17) or the Web Manager for your SBG8300 (see page 25) 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 will ensure that your Wi-Fi devices will automatically connect to your new SBG8300 Wi-Fi network.

B

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

Click the app icon or scan the QR code to install the mobile app on your 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

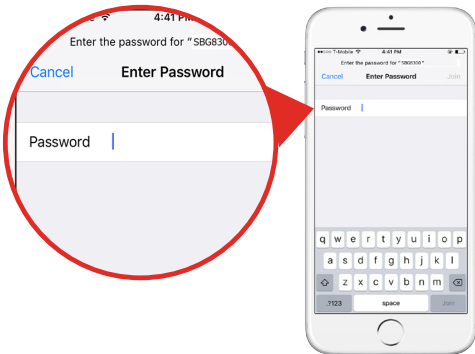
Select the SBG8300 Wi-Fi network from the list of available Wi-Fi networks.



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.



4

ARRIS Secure Home Internet by McAfee™



Get protection in just a few steps.

1



Download the **ARRIS Secure Home Internet by McAfee** mobile app from the App Store or Google Play

2



Sign up through the mobile app

3



Follow the step-by-step instructions in the mobile app to set up your home network

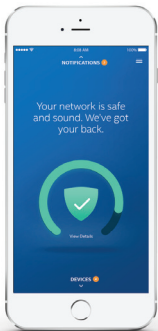
PLUS

Get **McAfee LiveSafe for 90 days free** to keep your devices protected even on other networks

B

Download ARRIS Secure Home Internet by McAfee from the Apple App Store or Google Play Store.

Click the app icon or scan the QR code for your mobile device.



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.

User Name: **admin**

Password: **password**

Change the default SBG8300 Web Manager password located under the Login settings and then select **Apply**.

B

Customize the default Wi-Fi network name (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 and password or create a new network name and password to help you to identify your Wi-Fi home network and also remember your network password.*

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

- Visit 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 gateway.

© 2018 ARRIS Enterprises, LLC. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or by any means without written permission from ARRIS Enterprises, LLC.

ARRIS, SURFboard, and the ARRIS logo are all trademarks or registered trademarks of ARRIS Enterprises, LLC. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks or the names of their products. ARRIS disclaims proprietary interest in the marks and names of others.

ARSVD01745-a

