SURFboard™

ARRIS

SB8200

DOCSIS© 3.1 cable modem
Quick start guide

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What you should know

The SURFboard SB8200 is a DOCSIS 3.1 cable modem that provides secure ultra high-speed Internet access and faster data transmission speeds over the broadband connection on your home or small business network.

To get started, you must have a live broadband cable connection already set up in your home to install the SB8200. If you do not, you will have to contact a cable service provider of your choice for assistance. This quick start guide provides instructions to install your SB8200 and to set up your home network connection.

To view the cable modem and network configuration settings, and also monitor the operational status of your SB8200, refer to the **SURFboard SB8200 user guide** for more information. The user guide is available online at the ARRIS Support web site: **www.arris.com/selfhelp**. Frequently asked questions (FAQs) and additional product documentation are also available on the ARRIS Support web site.

IMPORTANT! During the installation or modem activation, you may need to contact your service provider for assistance. To save time, make sure you have the Model name (**SB8200**), MAC (media access control) address (see **HFC MAC ID**), and Serial number (see **S/N**) listed on the cable modem label located on the bottom of your SB8200 (also available under **Cable modem label** overleaf).

Cable modem label

The cable modem label is also located on the bottom of your SB8200.

To receive high-speed internet service, your service provider may request the Media access control (MAC) address (see **HFC MAC ID**) and Serial number (see **S/N**) listed on the cable modem label.

Front panel LED status

Power	**Green** (ON): indicates AC power to the cable modem is properly connected
Receive	**Green** (ON): indicates a downstream (receive data) channel connection
	Blue* (ON): indicates a bonded downstream (receive data) channel connection
Send	**Green** (ON): indicates an upstream (send data) channel connection
	Blue* (ON): indicates a bonded upstream (send data) channel connection
Online	**Green** (ON): indicates cable modem is connected to the network

*DOCSIS 3.1 operation (high-speed internat access) may not be available in all locations. Check with your service provider for more information.

1 Install the cable modem
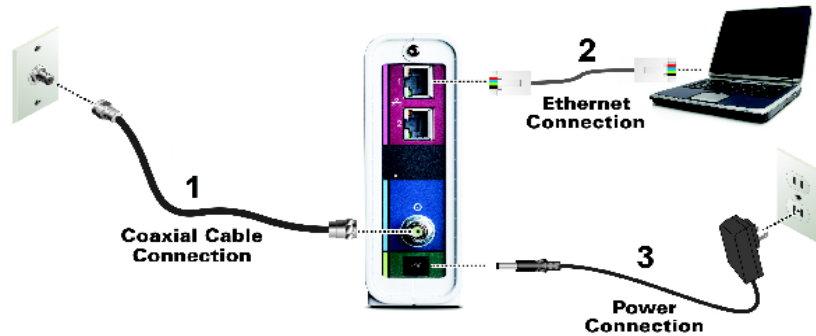
1. Connect the coaxial cable to a cable wall outlet (if not connected) and to the **Cable** connector on the rear of your SB8200. Use your hand to tighten each connector to avoid damaging them.

2. Connect the Ethernet cable to the **Ethernet** port on your computer and to the **Ethernet** port on the rear of your SB8200.

3. Connect the power cord to the **Power** port on the rear of your SB200 and then plug it into an electrical wall outlet that is not controlled by a wall switch to power ON your SB8200.

4. Check the front panel LEDs on your SB8200.

   During the initial startup, the **Power**, **Receive**, **Send**, and **Online** LEDs will FLASH. Afterwards, check that all four LEDs are lit SOLID green or blue. See the **Front panel LED status** table for more information. When the **Receive** and **Send** LEDs continue to FLASH, this indicates that your SB8200 firmware is updating. During this time, you may not be able to access the internet. The firmware update may take 10 to 15 minutes to complete.

To view and monitor the configuration settings and operational status of your SB8200, please refer to the **SURFboard SB8200 cable modem user guide** for more information at **www.arris.com/selfhelp**.

2 Activate your internet service cable modem

After all four front panel LEDs on your SB8200 are lit SOLID, you will have to contact your service provider to activate your internet service.

1. Power ON your computer and log in.

   Note: Your service provider may allow for automatic activation which will automatically launch a special web site when you open a web browser of your choice on your computer. If you are not automatically redirected to your service provider's web site, enter your service provider's browser URL field, for example:

   - *Comcast/Xfinity: www.xfinity.com/activate*
   - *Cox: www.cox.com/activate*
   - *Spectrum: spectrum.net/selfinstall*

2. Contact your service provider to activate your SB8200, if automatic activation is not available.

   For other service providers, please check their web site or call them to activate your SB8200 if automatic activation is not available.

3. Open a web browser on your computer, such as Internet Explorer, Google Chrome, Firefox, or Safari.

4. Type a valid URL (such as **www.surfboard.com**) in the address bar and press **Enter** to test your network connection.

The ARRIS SURFboard website should open.

- If the web page opens, your SB8200 was set up properly.
- If the web page fails to open, first check each cable connection on your devices to ensure that they are securely connected. Then, retype the URL.

If still unsuccessful, you may have to contact your current service provider to either set up your internet service or activate your SB8200.

5. To view and monitor the configuration settings and operational status of your SB8200, please refer to the **SURFboard SB8200 cable modem user guide** for more information at **www.arris.com/selfhelp**.

3 Front panel LEDs and rear panel connections

During normal operation, the **Power**, **Receive**, **Send**, and **Online** LEDs on the SB8200 front panel should always be lit SOLID green or blue. See **Front panel LED status** table for more information.

*Note: During startup, all four LEDs will FLASH and then light up SOLID in sequence. If the **Power** LED does not light up SOLID, please first check the power connection on your SB8200 before contacting ARRIS Technical Support. If the other LEDs do not light up SOLID green or blue, please call ARRIS Technical Support at **1-877-466-8646** for assistance.*
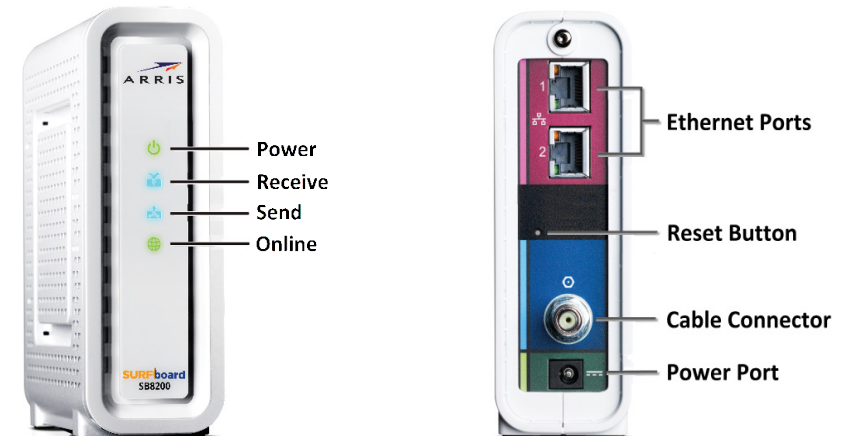
4 Start the cable modem web manager

The SB8200 web manager is available to view and monitor the SB8200 operational status and network configuration settings. You can also use the web manager to reset or reboot your SB8200. Using your computer, open the SB8200 web manager:

1. Open any web browser (e.g., Internet Explorer, Google Chrome, etc.) on the computer or laptop connected to your SB8200.

2. Type the default LAN IP address, **192.168.100.1**, in the Address bar and then press **Enter** to open the SB8200 web manager.

   The SB8200 Status screen displays.

More detailed SB8200 web manager information is available in the **SURFboard SB8200 cable modem user guide** at **www.arris.com/selfhelp**.

www.arris.com

BEFORE RETURNING THIS PRODUCT TO THE STORE for any reason, please call ARRIS Technical Support for assistance: **1-877-466-8646.** Please visit **www.arris.com/selfhelp** for frequently asked questions (FAQs) and additional product documentation.

For **Comcast subscribers only**, please visit: **xfinity.com/activate** before calling Comcast or **ARRIS**.

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