



QUICK START GUIDE

SURFboard™

**Cable Modem with
Xfinity Voice**

T25

What's in the Box



T25 Cable Modem
with Xfinity Voice



12vDC 2.5A
Power Adapter



Ethernet Cable



Software License
& Warranty Card



Support
Information
Card



Quick Start Guide
T25

Introduction

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Status Indicators




1



Front Panel LEDs



Power  **On** Power is properly connected to the voice cable modem

US/DS  **On** Upstream (Send data) and Downstream (Receive data) channels are connected

Online  **On** Voice cable modem is connected to the network

Tel1 & Tel2  **Flash** Telephone service for lines 1 & 2 are connected.

Note: Detailed LED status information is available online in the **SURFboard T25 User Guide** at the ARRIS Support website, www.arris.com/selfhelp.

The SURFboard T25 is a combination DOCSIS 3.0 telephony cable modem with two Voice-over-IP (VoIP) telephone lines. It uses DOCSIS 3.0 technology to provide ultra high-speed Internet access on your home or small business network.

For whole home connectivity, use the T25 Ethernet port to add a Wi-Fi router (separate purchase).

Using the connection capabilities of the T25, you can connect your computer and other network-enabled devices via the two Ethernet ports. The T25 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 T25 will not work with DSL or satellite Internet service.*

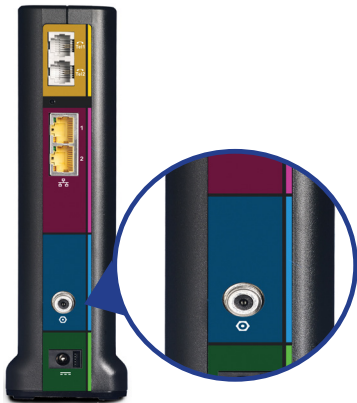
Let's Get Started

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 cable modem.

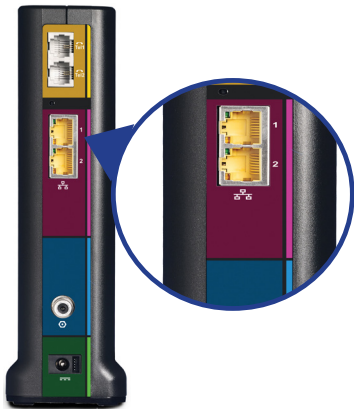


Tighten the cable connector by hand.

B

Connect the Ethernet cable to **Ethernet** port 1 on the rear of your cable modem and the **Ethernet** port on your PC or laptop.

Ethernet port 2 is bridged to Ethernet port 1. Your Internet service provider may require a subscription to a second IP address to support using both Ethernet ports.



C

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

Your cable modem will automatically power ON when the power adapter is connected.



D

Check the front panel LEDs on your cable modem. After a brief pause, the first three LEDs should light up SOLID white.



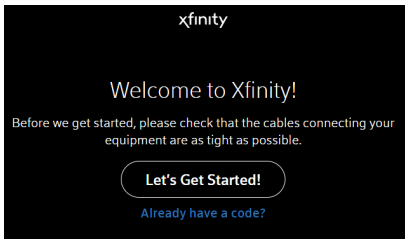
Make sure you have the cable modem model name (**T25**), HFC MAC ID, and Serial Number (**S/N**) listed on the modem label located on the bottom of your cable modem or attached in the **Cable Modem Label** section at the end of this document.

Note: For **Comcast subscribers**, please visit xfinity.com/activate before calling Comcast or ARRIS. If there is an issue with the activation, please call Comcast: **1-800-Xfinity (1-800-934-6489)**. Make sure you have your Comcast XFINITY account number, account phone number, and login information (your email address or user name and password).

E

Open a web browser using your mobile device and visit xfinity.com/activate to activate your Xfinity service.

Activate your Xfinity service using either your mobile phone number or your Xfinity user name and password.



xfinity

Verify Your Xfinity Account

First, confirm one of the following details associated with your account:

- Mobile phone number
- Xfinity Username & Password

xfinity

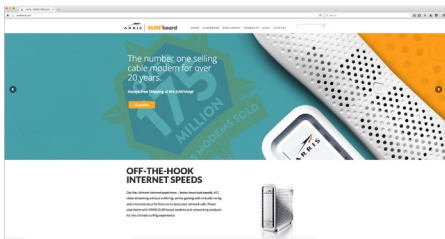
Welcome to Xfinity

Enter the mobile number on your account, and we'll text you a verification code.

[Already have a code?](#)

(###) ###-####

Verify T25 connectivity by accessing the Internet on your 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 cable modem.

Cable Modem Web Manager

3



A

Monitor the T25 operational status using the T25 Web Manager.

Open a web browser (e.g., Internet Explorer, Google Chrome, etc.) on your connected computer or laptop.

Type the default LAN IP address, **192.168.100.1** in the Address bar and press **Enter**.

B

For additional assistance with your T25, 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](tel:1-877-466-8646).
- For information on additional SURFboard products, including www.surfboard.com.

Cable Modem Label

If the cable modem label is not attached, please check the bottom of your T25.

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