





Cable Modem Label

The cable modem label is 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	ON - Green: Power is properly connected
 RECEIVE	ON - Green: High-speed Internet connection using bonded DOCSIS 3.0 channels ON - Blue: High-speed Internet connection with DOCSIS 3.1
 SEND	ON - Green: High-speed Internet connection using bonded DOCSIS 3.0 channels ON - Blue: High-speed Internet connection with DOCSIS 3.1
 ONLINE	ON - Green: Cable modem is connected to the Internet

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SURFboard™ SB8200

DOCSIS® 3.1 Cable Modem

Quick Start Guide

In the Box



What You Should Know

The SURFboard SB8200 Cable Modem uses the new DOCSIS 3.1 technology to provide significantly higher data transmission speeds over the broadband connection on your home or small business network.

This quick start guide will help you install your SB8200 Cable Modem and connect it on your home network.

To view the configuration settings and monitor the operational status of your SB8200, see the ***SURFboard SB8200 User Guide*** for more information. The user guide is available online at the ARRIS Support website: www.arris.com/consumers. Frequently Asked Questions (FAQs) and additional product documentation are also available.

IMPORTANT! During the installation or cable 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** on page 4).

BEFORE RETURNING THIS PRODUCT TO THE STORE for any reason, please call ARRIS Technical Support for assistance: **1-877-466-8646**

For Comcast subscribers only, please visit www.comcast.com/activate before calling Comcast or ARRIS.

Install the Cable Modem

1. Connect the coaxial cable to a cable wall outlet (if not connected) and the **Cable** connector on the rear of your SB8200.

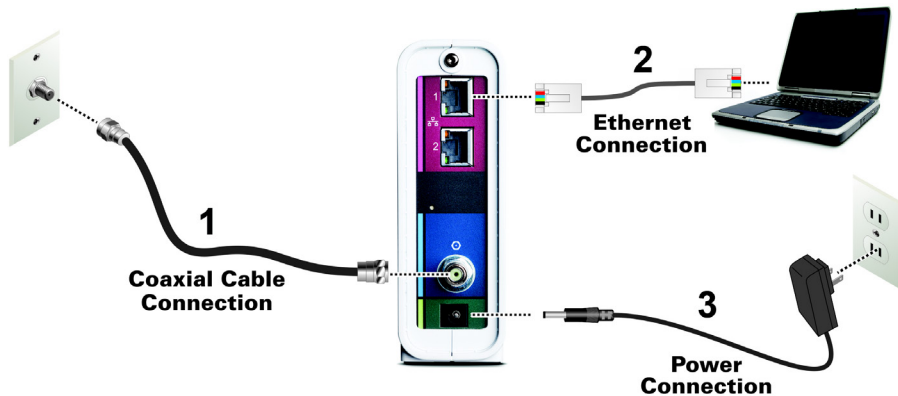
Hand-tighten each connector.

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

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

This automatically powers ON your SB8200. 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.

To view and monitor the configuration settings and operational status of your SB8200, please see the **SURFboard SB8200 User Guide** for more information at www.arris.com/consumers.



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Test the Cable Modem Connection

1. Power ON your computer and log in.

Note: Your service provider may allow for automatic activation which will automatically launch a special website when you open a web browser.

2. Contact your service provider 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 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.

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.

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.



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