

ARRIS SBG8300

ARRIS SURFboard SBG8300 User Manual

DOCSIS 3.1 Cable Modem & Dual-Band Wi-Fi Router

1. INTRODUCTION

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your ARRIS SURFboard SBG8300 DOCSIS 3.1 Cable Modem & Dual-Band Wi-Fi Router. The SBG8300 combines a DOCSIS 3.1 cable modem, an AC2350 dual-band Wi-Fi router, and a 4-port Gigabit Ethernet router into a single device, designed to provide high-speed internet access for your home or business network.

2. SAFETY INFORMATION

- Use only the power adapter supplied with the device.
- Do not expose the device to water or moisture.
- Ensure proper ventilation; do not block ventilation openings.
- Avoid placing the device near heat sources or in direct sunlight.
- For indoor use only.
- Disconnect power before cleaning.

3. SETUP GUIDE

3.1. Package Contents

- ARRIS SURFboard SBG8300 Modem
- Power Cord
- Quick Start Guide

3.2. System Requirements

- Active cable internet service (compatible with Cox, Spectrum, and other cable internet providers; NOT compatible with Xfinity/Comcast).
- A computer or mobile device with a web browser for initial setup.

3.3. Connecting Your SBG8300

1. **Connect Coaxial Cable:** Connect a coaxial cable from your cable wall outlet to the Cable port on the back of your SBG8300. Ensure the connection is finger-tight.

2. **Connect Ethernet Cable (Optional):** For a wired connection, connect an Ethernet cable from one of the Gigabit Ethernet ports on the SBG8300 to the Ethernet port on your computer or other network device.
3. **Connect Power:** Connect the power cord to the Power port on the SBG8300 and then plug it into an electrical outlet. The device will begin its startup sequence.
4. **Observe Indicator Lights:** Wait for the Online and Wi-Fi indicator lights on the front of the modem to become solid. This may take several minutes.



Figure 1: ARRIS SURFboard SBG8300 Cable Modem and Wi-Fi Router. This image shows the front of the device with indicator lights for Online and Wi-Fi status, and the ARRIS and SURFboard logos.

3.4. Activating Your Internet Service

After connecting the hardware, you will need to activate your internet service with your cable internet provider. This typically involves:

- Calling your provider's customer service.
- Providing the MAC address (HFC MAC ID) and Serial Number of your SBG8300, usually found on a label on the bottom or back of the device.
- Some providers may allow self-activation through an online portal or a dedicated app.

3.5. Wi-Fi Network Setup

The default Wi-Fi network name (SSID) and password (Wi-Fi Key) are printed on the label on your SBG8300. To connect your devices:

1. On your Wi-Fi enabled device (smartphone, laptop, tablet), search for available Wi-Fi networks.
2. Select the SSID matching your SBG8300's default network name.
3. Enter the Wi-Fi Key when prompted.
4. For advanced Wi-Fi settings or to change the SSID/password, access the modem's web interface by typing 192.168.0.1 (or as specified in your Quick Start Guide) into a web browser and logging in with the default credentials (usually printed on the label).

You can also manage your network using the [SURFboard Manager app](#).

4. OPERATING YOUR SBG8300

4.1. Indicator Lights

The LED indicators on the front panel provide status information:

Light	Status	Description
Power	Solid Green	Power is on.
Online	Solid Green	Modem is connected to the internet.
Wi-Fi	Solid Green	Wi-Fi is enabled and active.
Wi-Fi	Blinking Green	Wi-Fi Protected Setup (WPS) is active.

4.2. Network Management

The SBG8300 can be managed via its web interface or the SURFboard Manager app. These tools allow you to:

- Change Wi-Fi network names (SSIDs) and passwords.
- Configure guest networks.
- Set up parental controls.
- View connected devices.
- Access advanced network settings.

5. MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use liquid cleaners or aerosols.
- **Ventilation:** Ensure the modem is placed in an area with adequate airflow to prevent overheating. Avoid enclosed

spaces or stacking other devices on top of it.

- **Firmware Updates:** The SBG8300 typically receives firmware updates automatically from your cable internet provider. Do not power off the device during an update.
- **Optimal Placement:** For best Wi-Fi performance, place the modem in a central location, away from obstructions and sources of interference (e.g., microwaves, cordless phones).

6. TROUBLESHOOTING

6.1. No Internet Connection

- **Check Cables:** Ensure all cables (coaxial, Ethernet, power) are securely connected.
- **Check Indicator Lights:** Verify that the Online light is solid green. If it's blinking or off, there might be an issue with your cable signal or ISP connection.
- **Reboot Modem:** Disconnect the power cord from the modem, wait 10-15 seconds, then reconnect it. Allow several minutes for the modem to restart and re-establish connection.
- **Contact ISP:** If the issue persists after rebooting and checking connections, contact your cable internet service provider to confirm service status in your area.

6.2. Slow Internet Speed

- **Check Plan Speed:** Confirm your internet plan speed with your ISP.
- **Wired vs. Wireless:** Test speed with a wired Ethernet connection to rule out Wi-Fi interference.
- **Wi-Fi Interference:** Move the modem away from other electronic devices. Ensure optimal placement (central, elevated).
- **Too Many Devices:** Disconnect some devices from the network to see if performance improves.
- **Reboot:** Perform a modem reboot as described above.

6.3. Wi-Fi Connection Issues

- **Check Wi-Fi Light:** Ensure the Wi-Fi light on the modem is solid green.
- **Correct Password:** Double-check that you are entering the correct Wi-Fi password.
- **Signal Strength:** Move closer to the modem to improve signal strength.
- **Network Name (SSID):** Confirm you are connecting to the correct Wi-Fi network name.
- **Device Compatibility:** Ensure your device's Wi-Fi adapter is compatible with 802.11ac (Wi-Fi 5) or older standards supported by the modem.

7. SPECIFICATIONS

Feature	Description
Model Number	SBG8300
DOCSIS Standard	DOCSIS 3.1 (32x8 DOCSIS 3.0 channels, 2x2 OFDM DOCSIS 3.1 channels)
Wi-Fi Standard	AC2350 Dual-Band (802.11ac Wave 2)
Ethernet Ports	4 Gigabit Ethernet ports
Dimensions (H x W x D)	9.33 x 2.87 x 8 inches

Feature	Description
Weight	2.31 pounds
Compatible Devices	iPhone, cell phone, computer, tablet, streaming devices, smart TV, IoT devices
Frequency Band Class	Dual-Band (2.4 GHz and 5 GHz)

8. WARRANTY AND SUPPORT

8.1. Warranty Information

As a renewed product, this ARRIS SURFboard SBG8300 is professionally inspected and tested to work and look like new. Renewed products are typically eligible for replacement or refund under the Amazon Renewed Guarantee for a specified period (e.g., 90 days). Please refer to the specific terms of the Amazon Renewed Guarantee at the time of purchase for detailed warranty information.

8.2. Technical Support

For technical assistance with your ARRIS SURFboard SBG8300, you can:

- Visit the official ARRIS SURFboard support website for FAQs, documentation, and software downloads.
- Contact ARRIS customer support directly.
- Contact your cable internet service provider for issues related to internet service activation or connectivity.

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SURFboard SBG8300 Wi Fi Cable Modem User Guide February 2018 Anyta Jackson@arris Arris Cox
SURFboard® DOCSIS 3 1 cable modem Read all the instructions listed here and or in user manual
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[ARRIS SURFboard SBG8300 User Guide: DOCSIS 3.1 Wi-Fi Cable Modem Setup and Support](#)

This comprehensive user guide provides detailed instructions for setting up, configuring, and managing your ARRIS SURFboard SBG8300 DOCSIS 3.1 Wi-Fi cable modem. Learn about installation, Wi-Fi network setup, Amazon Alexa integration, and troubleshooting tips for your home network.

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User Guide SBG8300 365 095 32542 SURFboard DOCSIS 3 1 Wi Fi cable modem SURFboard® STANDARD Revision x 5 P N sbg8300 user guide B1BcxIN zZS m media amazon images I midco globalassets support new internet modems installation approved

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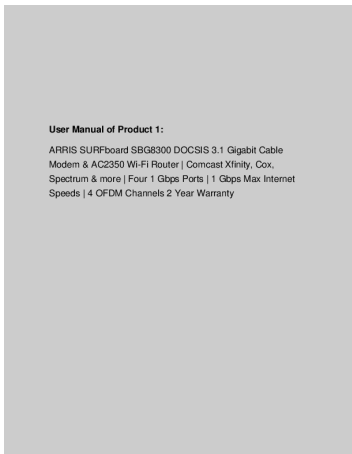
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SURFboard® SBG8300 DOCSIS 3.1 Wi Fi Cable Modem Type the default LAN IP address 192 168 0 in Address bar and then press Enter to If you did not purchase this Product directly from ARRIS or a A1E1keDQvdl m media amazon images I ||| User Manual of Product 1: ARRIS SURFboard**SBG8300** DOCSIS 3.1 Gigabit Cable Modem AC2350 Wi-Fi Router Comcast Xfinity, Cox, Spectrum more Four 1 Gbps Ports 1 Gbps Max Internet Speeds 4 OFDM Channels 2 Year Warranty SURFboard **SBG8300** DOCSIS 3.1 Wi-Fi Cable Modem with McAfee Secure Home I... lang:en **score:30** filesize: 1.63 M page_count: 63 document date: 0000-00-00



[\[pdf\]](#) Datasheet

Data Sheet Pattison Steve Approved Modems Sparklight The SBG8300 Wireless Gateway supporting DOCSIS 3.1 standards allows unprecedented data rates to be delivered cable subscribers Designed support SURFboard® Copyright Statement © 2019 ARRIS Enterprises LLC All rights reserved No part of this publication may reproduced in any form or by PRODUCT OVERVIEW FEATURES 2016 and 0 capable supports 10 Gbps Download Multiple 4k virtual reality HD video streams easily supported 2x2 OFDM OFDMA DOCSIS® sbg8300 sheet rev d sparklight Documents help center approvedmodems 2020 11 ~ media sharepoint **SBG8300** DOCSIS 3.1 Consumer Series Wireless Cable Modem FEATURES DOCSIS 3.1 and DOCSIS 3.0 capable DOCSIS 3.1 supports 10 Gbps Download Multiple 4k, virtual reality, and HD video streams easily supported 2x2 OFDM and OFDMA DOCSIS 3.1 channels 32x8 SC-QAM DOCSIS 3.0 channels Full Capture Bandw... lang:en **score:28** filesize: 316.77 K page_count: 3 document date: 2019-05-01

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BEFORE RETURNING THIS PRODUCT TO THE STORE for any reason, please visit

www.arris.com/selfhelp for a ... ng on the firmware version of your SBC mobile app.

SBG6950AC2 SBG7400AC2 SBG7580-AC SBG7600AC2 **SBG8300** G34 G36 G54

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038SURFG36 ARRIS SURFboard G36 DOCSIS 3 1 Gigabit Cable Modem and Wi Fi 6 Router

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Improve your network by upgrading your DOCSIS 2.0 equipment

With the growing needs for networking, broadband service providers are encouraging that all subscribers with DOCSIS 2.0 devices update to DOCSIS 3.x devices. DOCSIS 3.x devices offer much higher download and upload speeds, with lower latency. Even if you want to keep your current plan, (please check with your specific provider for support), having an updated device can ensure that you are ready to easily update anytime to a higher speed.

Services may be discontinued on DOC535 2.0 devices in the near future and according to your service provider's timeline.

Not sure if your equipment is a DOCSIS 2.0 model? Below is the list of ARRIS DOCSIS 2.0 devices:

Cable Modems	SBS100	SBS101	SBS101U	SBS101N	SBS120	SBS182	D500
Cable Gateways	SBG140	SBG141	SBG900	SBG901	SBG1000		
Modem Gateways	CMG1000						

If you have one of these devices, you may be eligible for an upgrade at a discount.

Cable Modems	586190 (DOCSIS 3.0)	588200 (DOCSIS 3.1)
Cable Gateways	58610 (DOCSIS 3.0)	5868300 (DOCSIS 3.1)
Voice Modem	T25 (DOCSIS 3.1 - for xFinity)	

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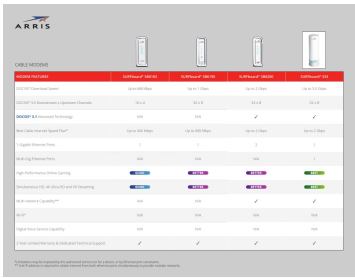
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CABLE MODEMS ✓ HHHHH ARRIS SURFboard arris surfboard comparison charts MODEM FEATURES
SURFboard® SB6183 SB6190 SB8200 DOCSIS® 3.0 Downstream x Upstream Channels 16 4 32 8 1
Advanced Technology N/A Best Service Tier* Up to 300 Mbps 600 2 Gbps Wi-Fi® Gigabit Ethernet Ports
Simultaneous HD 4K and VR Streaming HHH HHHH High Performance Online Gaming Limitations may
be imposed by the authorized service tier for a device or port constraints ** 2nd IP address is required
obtain internet 12 Stream 802.11ax Wi-Fi 6 4x4 5 GHz Backhaul Dedicated band 2x2 globalassets new
allassets products modem chart

CABLE MODEMS MODEM FEATURES DOCSIS Download Speed DOCSIS 3.0
Downstream x Upstream Channels DOCSIS 3 ... N/A Up to 400 Mbps 2 N/A
SURFboard SBG6950AC2 SURFboard SBG7400AC2 SURFboard SBG7600AC2
SURFboard **SBG8300** Up to 686 Mbps Up to 960 Mbps Up to 1 Gbps Up to 4 Gbps
16 x 4 N/A 24 x 8 N/A 32 x 8 ...

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Model	Model	Model	Model	Model
ARRIS SURFboard SB6183	ARRIS SURFboard SB6190	ARRIS SURFboard SB8200	ARRIS SURFboard SBG6950AC2	ARRIS SURFboard SBG7400AC2
DOCSIS 3.0	DOCSIS 3.0	DOCSIS 3.0	DOCSIS 3.0	DOCSIS 3.0
Downstream Channels	16	16	16	16
Upstream Channels	4	4	4	4
Download Speed	Up to 300 Mbps	Up to 300 Mbps	Up to 300 Mbps	Up to 300 Mbps
Upload Speed	Up to 600 Mbps	Up to 600 Mbps	Up to 600 Mbps	Up to 600 Mbps
Wi-Fi	Wi-Fi	Wi-Fi	Wi-Fi	Wi-Fi
Ethernet Ports	1	1	1	1
Simultaneous HD 4K and VR Streaming	Yes	Yes	Yes	Yes
High Performance Online Gaming	Yes	Yes	Yes	Yes
Advanced Technology	Yes	Yes	Yes	Yes
Best Service Tier*	Yes	Yes	Yes	Yes
2nd IP address is required	Yes	Yes	Yes	Yes

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2023 09 11 Full List of Compatible Devices docx vF Cannon Matthew WiFi Voice Telephone enabled
DOCSIS Wired Download Speed Upload HitronTechnologies CODA No 3.1 Up to 934 Mbps 456 assets
xfinity dotcom projects cix 4997 compatible devices |||

Recommended Devices for Our Internet Plans To ensure the most reliable
experience, here s a list of ... to 2.32 Gbps Up to 2.33 Gbps Recommended Devices
Model Number ARRIS / Surfboard S33 Recommended **SBG8300** Recommended T25
Recommended Motorola MG8725 Recommended MB8600 Recommended MB7621
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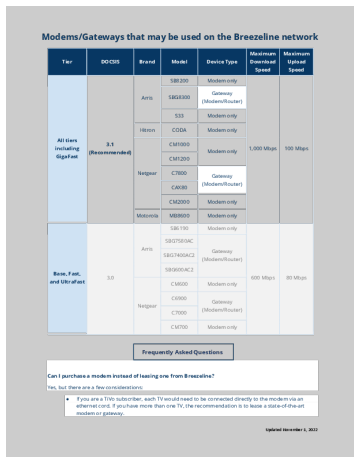
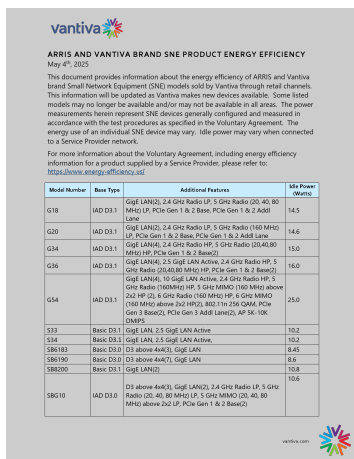
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Tier Brand Model DOCSIS SB6190 Arris SBG7580AC SBG7400AC2 Base, Fast, and
Ultrafast SBG7600AC2 CM600 3.0 Netgear C6900 C7000 CM700 SB8200 Arris
SBG8300 S33 All Tiers including Gigafast Netgear CM1000 CM1200 C7800 3.1
CAX80 CM2000 Motorola MB8600 Device Modem only Gateway Modem...
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Tier	Brand	Model	DOCSIS	Device	Maximum Download Speed
Base, Fast, and Ultrafast	Arris	SB6183	3.0	Modem only	600 Mbps
		SB6190AC		Gateway (Modem/Router)	
		SB6190AC2		Gateway (Modem/Router)	
		SB6190AC2		Gateway (Modem/Router)	
		SB6190AC2		Gateway (Modem/Router)	
	Netgear	CM600	Modem only		
		C6900	Gateway (Modem/Router)		
		C7000	Gateway (Modem/Router)		
		CM700	Gateway (Modem/Router)		
		CM700	Modem only		
All Tiers including Gigafast	Arris	SBG6950	3.1	Modem only	1,000 Mbps
		SBG7400		Gateway (Modem/Router)	
		SBG7400AC2		Gateway (Modem/Router)	
		SBG7400AC2		Gateway (Modem/Router)	
		SBG7400AC2		Gateway (Modem/Router)	
	Netgear	CM1000	Gateway (Modem/Router)		
		CM1200	Modem only		
		CM1200	Modem only		
		C7800	Gateway (Modem/Router)		
		CAX80	Gateway (Modem/Router)		
Motorola	MB8600	Modem only			
	MB8600	Modem only			



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