

## ARRIS SBG8300 / Roku Express 4K+

# User Manual: ARRIS Surfboard SBG8300 & Roku Express 4K+

Your comprehensive guide to setting up, operating, and maintaining your ARRIS Surfboard SBG8300 DOCSIS 3.1 Gigabit Cable Modem & AC2350 Wi-Fi Router, and Roku Express 4K+ Streaming Device.

## INTRODUCTION

This manual provides essential information for the installation, configuration, and daily use of your ARRIS Surfboard SBG8300 cable modem and Wi-Fi router, bundled with the Roku Express 4K+ streaming device. Please read through these instructions carefully to ensure optimal performance and a seamless experience with your new home entertainment and internet connectivity solution.

## SETUP GUIDE

### 1. ARRIS Surfboard SBG8300 Cable Modem & Wi-Fi Router Setup

Follow these steps to set up your ARRIS SBG8300 for internet connectivity:

- 1. Connect Coaxial Cable:** Connect the coaxial cable from your wall outlet to the Cable port on the back of the SBG8300. Ensure the connection is finger-tight.
- 2. Connect Power:** Plug the power cord into the Power port on the SBG8300 and then into an electrical outlet. The modem will begin its startup sequence.
- 3. Wait for Indicators:** Allow several minutes for the modem to power on and connect to your internet service provider (ISP). The Online and Wi-Fi indicator lights on the front panel should turn solid blue or green, indicating a successful connection.
- 4. Activate Your Service:**
  - **Using the SURFboard Central App:** Download the ARRIS SURFboard Central app from your mobile device's app store. Follow the in-app instructions to activate your modem and set up your Wi-Fi network. This is the recommended method for a simple and secure setup.
  - **Contact Your ISP:** If you prefer, you can contact your internet service provider (e.g., Cox,

Spectrum, Xfinity) to activate your new modem. You will need the MAC address (HFC MAC ID) and Serial Number (S/N) located on the label on the bottom of your SBG8300.

5. **Connect Devices:** Once activated, you can connect devices via Wi-Fi using the network name (SSID) and password found on the modem's label, or via Ethernet cable to the Gigabit Ethernet ports on the back.





Image: Front view of the ARRIS Surfboard SBG8300 cable modem and Wi-Fi router, showing the Online and Wi-Fi indicator lights.



# Approved for Use



Compatible with Major  
U.S. Cable Internet Providers

Image: The ARRIS SBG8300 shown alongside logos of compatible internet service providers such as Cox, Spectrum, and Xfinity, indicating broad compatibility.

## 2. Roku Express 4K+ Streaming Device Setup

Prepare your Roku Express 4K+ for streaming content:

1. **Connect to TV:** Plug one end of the included Premium High-Speed HDMI® Cable into the HDMI port on your Roku Express 4K+ and the other end into an available HDMI port on your TV.
2. **Connect Power:** Plug the USB power cable into the Roku device and the other end into a USB power adapter (included) or an available USB port on your TV (if it provides sufficient power). Plug the power adapter into a wall outlet.
3. **Power On TV and Select Input:** Turn on your TV and select the HDMI input that your Roku device is connected to.
4. **Pair Remote:** Insert the included batteries into your Roku Voice Remote. If the remote does not pair automatically, press and hold the pairing button inside the battery compartment for 5 seconds until the pairing light flashes.
5. **On-Screen Setup:** Follow the on-screen instructions to:
  - Select your language.
  - Connect to your Wi-Fi network (using the network name and password from your ARRIS SBG8300).
  - Update the Roku software (if prompted).
  - Activate your Roku device by linking it to a Roku account (create one if you don't have one).

# Premium HDMI® Cable included



Back

*Image: Rear view of the Roku Express 4K+ streaming device, highlighting the HDMI port, USB power input, and reset button, with an HDMI cable connected.*

## OPERATION

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### 1. Using Your ARRIS Surfboard SBG8300

The SBG8300 functions as both a cable modem and a Wi-Fi router, providing internet access throughout your home.

- **Wi-Fi Connectivity:** Connect your wireless devices (smartphones, tablets, laptops) to the Wi-Fi network broadcast by the SBG8300. The network name (SSID) and password are on the modem's label.
- **Ethernet Connectivity:** For wired connections, use an Ethernet cable to connect devices like desktop computers, gaming consoles, or smart TVs to any of the Gigabit Ethernet ports on the back of the SBG8300.
- **SURFboard Central App Features:** The app allows you to:
  - Monitor connected devices.
  - Manage Wi-Fi settings (change password, network name).
  - Set up parental controls and time limits for internet access.
  - Pause internet access for specific devices.

### 2. Using Your Roku Express 4K+

Navigate and enjoy content on your Roku streaming device:

- **Home Screen Navigation:** Use the directional pad on your Roku remote to navigate the home screen. The home screen displays your installed streaming channels, settings, and search options.
- **Streaming Channels:** Select a channel icon to launch it. You can add new channels from the "Streaming Channels" menu on the left side of the home screen. Many popular services like Netflix, Hulu, Disney+, and YouTube are available.
- **Voice Remote:** Press and hold the microphone button on your Roku Voice Remote to activate voice search. Speak clearly to search for movies, TV shows, actors, or to launch specific channels. The remote also includes TV controls for power and volume.
- **4K/HDR Content:** If your TV supports 4K or HDR, the Roku Express 4K+ will automatically optimize the picture quality for compatible content. Ensure your TV's HDMI input is set to "Enhanced" or "UHD Color" mode if necessary.



# Incredible picture. Exceptional value.



4K picture  
& HDR color



Fast  
Wi-Fi®



TV  
controls



App shortcut buttons may vary

*Image: The Roku Express 4K+ streaming device and its accompanying voice remote, showcasing the simple design and key buttons for navigation and voice control.*

## MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your devices:

- **Ventilation:** Ensure both the ARRIS SBG8300 and Roku Express 4K+ are placed in well-ventilated areas. Avoid placing them in enclosed spaces or near heat sources, as overheating can affect performance and lifespan.
- **Cleaning:** Gently wipe the exterior of both devices with a soft, dry, lint-free cloth. Do not use liquid cleaners, aerosols, or abrasive materials.
- **Firmware Updates:** The ARRIS SBG8300's firmware is typically updated automatically by your ISP. For the Roku Express 4K+, software updates are downloaded and installed automatically when connected to the internet. Ensure your devices remain connected to receive these important updates.
- **Cable Management:** Keep cables neatly organized and avoid sharp bends or kinks, especially for the coaxial and HDMI cables, to prevent signal degradation.

## TROUBLESHOOTING

Refer to the following table for common issues and their solutions:

Issue	Possible Cause	Solution
No Internet Connection (SBG8300)	Coaxial cable loose, ISP outage, modem not activated.	Check all cable connections. Power cycle the modem (unplug for 30 seconds, then plug back in). Verify service activation with your ISP. Check ISP's status page for outages.
Slow Wi-Fi Speeds (SBG8300)	Interference, too many devices, outdated device drivers, modem placement.	Move modem to a central location. Reduce interference from other electronics. Update Wi-Fi drivers on your devices. Consider using the 5GHz band for faster speeds if available.
Roku Not Displaying on TV	Incorrect HDMI input, loose HDMI cable, power issue.	Ensure your TV is on the correct HDMI input. Check HDMI cable connection at both the Roku and TV. Verify Roku device is powered on (status light should be on). Try a different HDMI port or cable.
Roku Remote Not Responding	Low batteries, remote not paired.	Replace batteries. Re-pair the remote by pressing and holding the pairing button inside the battery compartment for 5 seconds. Ensure no obstructions between remote and device.

## SPECIFICATIONS

### ARRIS Surfboard SBG8300

- **DOCSIS Standard:** DOCSIS 3.1 (backward compatible with 3.0)
- **Wi-Fi Standard:** AC2350 (802.11ac) Dual-Band
- **Ethernet Ports:** Gigabit Ethernet
- **Max Internet Speeds:** Up to 1 Gbps (dependent on ISP plan)
- **Wi-Fi Coverage:** Up to 2,800 sq ft
- **Special Feature:** WPS (Wi-Fi Protected Setup)

### Roku Express 4K+

- **Video Output:** HD, 4K, HDR (HDR10/10+, HLG)
- **Wireless Connectivity:** Faster wireless network connection (802.11ac dual-band)
- **Remote:** Roku Voice Remote with TV controls (power, volume, mute)
- **Included Components:** Roku Express 4K+ streaming player, Voice Remote, Premium High-Speed HDMI® Cable, USB power cable, power adapter, batteries.

## WARRANTY AND SUPPORT

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Both the ARRIS Surfboard SBG8300 and Roku Express 4K+ are covered by their respective manufacturer's warranties. For specific warranty terms and conditions, please refer to the documentation included with your product packaging or visit the official ARRIS and Roku support websites.

For technical assistance, troubleshooting, or warranty claims:

- **ARRIS Support:** Visit the ARRIS support website or contact their customer service for assistance with your SBG8300 modem/router.
- **Roku Support:** Visit the Roku support website or contact their customer service for assistance with your Roku Express 4K+ streaming device.
- **Internet Service Provider (ISP):** For issues related to internet service activation or connectivity, contact your internet service provider directly.

Always ensure you have your product model number and serial number ready when contacting support.