

# SURFboard™



## SURFboard® TG862R Wireless Telephony Gateway

For XFINITY® Customers

User Guide

February 2017

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# Safety and Regulatory Information

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## Important Safety Instructions

**Read This Before You Begin** — When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all of the instructions listed here and/or in the user manual before you operate this device. Give particular attention to all safety precautions. Retain the instructions for future reference.
- This device must be installed and used in strict accordance with manufacturer's instructions, as described in the user documentation that is included with the device.
- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this device.
- To prevent fire or shock hazard, do not expose this device to rain or moisture. The device must not be exposed to dripping or splashing. Do not place objects filled with liquids, such as vases, on the device.
- This device was qualified under test conditions that included the use of the supplied cables between system components. To ensure regulatory and safety compliance, use only the provided power and interface cables and install them properly.
- Different types of cord sets may be used for connections to the main POWER supply circuit. Use only a main line cord that complies with all applicable device safety requirements of the country of use.
- Installation of this device must be in accordance with national wiring codes and conform to local regulations.
- Operate this device only from the type of power source indicated on the device's marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- Do not overload outlets or extension cords, as this can result in a risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard.
- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords where they are attached to plugs and convenience receptacles, and examine the point where they exit from the device.

- Place this device in a location that is close enough to an electrical outlet to accommodate the length of the power cord.
  - Place the device to allow for easy access when disconnecting the power cord of the device from the AC wall outlet.
  - Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed.
  - Place this device on a stable surface.
  - Avoid damaging the device with static by touching the coaxial cable when it is attached to the earth-grounded coaxial cable-TV wall outlet.
  - Always first touch the coaxial cable connector on the device when disconnecting or reconnecting the Ethernet cable from the device or user's PC.
  - Installation of an AC surge protector in the AC outlet to which this device is connected is recommended. This is to avoid damaging the device by local lightning strikes and other electrical surges.
  - Postpone installation until there is no risk of thunderstorm or lightning activity in the area.
  - Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning. For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device from lightning and power surges.
  - Do not use this product near water. For example, near a bathtub, washbowl, kitchen sink, laundry tub, swimming pool, or in a wet basement.
  - Do not use the telephone to report a gas leak in the vicinity of the leak.
  - Do not cover the device or block the airflow to the device with any other objects. Keep the device away from excessive heat and humidity and keep the device free from vibration and dust.
  - Wipe the device with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the device or use forced air to remove dust.
  - For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device during lightning activity or power surges.
- CAUTION:** To reduce the risk of fire, use only No. 26 AWG or larger (e.g., 24 AWG) UL Listed or CSA Certified Telecommunication Line Cord, or national equivalent.
- Upon completion of any service or repairs to this device, ask the service technician to perform safety checks to determine that the device is in safe operating condition.
  - Do not open the device. Do not perform any servicing other than that contained in the installation and troubleshooting instructions. Refer all servicing to qualified service personnel.
  - This device should not be used in an environment that exceeds 104° F (40° C).

SAVE THESE INSTRUCTIONS

**Note to CATV System Installer** — This reminder is provided to call the CATV system installer's attention to Section 820.93 of the National Electric Code, which provides guidelines for proper grounding and, in particular, specifies that the Coaxial cable shield must be connected to the grounding system of the building, as close to the point of cable entry as practical.

## FCC Statements

### FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

**FCC Caution:** Any changes or modifications not expressly approved by ARRIS could void the user's authority to operate the equipment.

### FCC Declaration of Conformity

ARRIS Enterprises, LLC, 3871 Lakefield Drive, Suwanee, GA 30024, declares that the SURFboard DOCSIS 3.0 Wireless Gateway-TG862R complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device.

### FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. To comply with the FCC RF exposure compliance requirements, the separation distance between the antenna and any person's body (including hands, wrists, feet and ankles) must be at least 8 inches (20 centimeters).

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter except those already approved in this filing.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destinations. The firmware setting is not accessible by the end user.

## Industry Canada (IC) Statement

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions:

- This device may not cause interference, and
- This device must accept any interference, including interference that may cause undesired operation of the device.

CAN ICES-3 (B)/NMB-3 (B)

In Canada, RLAN devices are restricted from using the 5600-5650 MHz frequency band.

**Caution:** To reduce the potential for harmful interference to co-channel mobile satellite systems, use of the 5150-5250 MHz frequency band is restricted to indoor use only.

High power radars are allocated as primary users (meaning they have priority) of 5250-5350 MHz and 5650-5850 MHz frequency bands. These radars could cause interference and/or damage to License Exempt–Local Area Network (LE-LAN) devices.

## IC Radiation Exposure Statement

**Important Note:** *This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.*

## Avis D'Industrie Canada (IC)

Cet appareil est conforme à la réglementation RSS-210 d'Industrie Canada. Son utilisation est assujettie aux deux conditions suivantes:

- Cet appareil ne doit pas causer d'interférences et
- Cet appareil doit accepter toute interférence reçue, y compris les interférences causant un fonctionnement non désiré.

CAN ICES-3 (B)/NMB-3 (B)

Au Canada, les appareils de réseau local sans fil ne sont pas autorisés à utiliser les bandes de fréquence 5600-5650 MHz.

**Avertissement:** afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux, les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur

Les radars à haute puissance sont définis en tant qu'utilisateurs principaux (c.-à-d. prioritaires) des bandes de fréquences 5250-5350 MHz et 5650-5850 MHz. Ces radars peuvent causer de l'interférence ou des dommages susceptibles de nuire aux appareils exempts de licence–réseau local (LAN-EL).



## Déclaration de IC sur L'Exposition aux Rayonnements

**Note Importante:** *cet équipement est conforme aux limites d'exposition aux rayonnements établies par IC pour un environnement non contrôlé. Cet équipement doit être installé et utilisé de manière à maintenir une distance d'au moins 20 cm entre la source de rayonnement et votre corps.*

## Wireless LAN Information

**Note:** *This applies to devices that provide Wi-Fi capability.*

This device is a wireless network product that uses Direct Sequence Spread Spectrum (DSSS) and Orthogonal Frequency-Division Multiple Access (OFDMA) radio technologies. The device is designed to be interoperable with any other wireless DSSS and OFDMA products that comply with:

- The IEEE 802.11 Standard on Wireless LANs (Revision AC, Revision B, Revision G, and Revision N), as defined and approved by the Institute of Electrical Electronics Engineers
- The Wireless Fidelity (Wi-Fi) certification as defined by the Wireless Ethernet Compatibility Alliance (WECA).



## Restrictions on the Use of Wireless Devices

In some situations or environments, the use of wireless devices may be restricted by the proprietor of the building or responsible representatives of the organization. For example, using wireless equipment in any environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the applicable policy for the use of wireless equipment in a specific organization or environment, you are encouraged to ask for authorization to use the device prior to turning on the equipment.

The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of the devices included with this product, or the substitution or attachment of connecting cables and equipment other than specified by the manufacturer. Correction of the interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the user.

The manufacturer and its authorized resellers or distributors are not liable for any damage or violation of government regulations that may arise from failing to comply with these guidelines.

**Note:** *The use of the 5150-5250 MHz frequency band is restricted to Indoor Use Only.*

**Security Warning:** This device allows you to create a wireless network. Wireless network connections may be accessible by unauthorized users. For more information on how to protect your network, see *Protecting & Monitoring Your Wireless Network* (page 38) in this guide for more information or visit the ARRIS Support website at [www.arris.com/consumers](http://www.arris.com/consumers).

## Caring for the Environment by Recycling Your ARRIS Equipment



Please do not dispose of this product or any included electronic accessories, i.e., power supply or battery, with your residential or commercial waste. ARRIS devices may be disposed of through the ARRIS Product Recycling program, further described at [corporateresponsibility.arris.com/phoenix.zhtml](http://corporateresponsibility.arris.com/phoenix.zhtml). You may also contact your local community authorities for information regarding where you may dispose of your ARRIS devices.

# Getting Started

## Introduction




The ARRIS SURFboard® TG862R is a DOCSIS 3.0® telephony cable modem and four-port Ethernet router device with Wi-Fi and optional battery backup. It uses DOCSIS 3.0 technology to provide ultra high-speed Internet access on your home or small business network. Using the connection capabilities of the gateway, you can connect your computer and other network-enabled devices via the four Ethernet ports or the 2.4 GHz Wireless connection. The TG862R connects to the existing coaxial cable connection in your home. The TG862R also includes a Wi-Fi® Pairing (WPS) button option for quick and easy connections for your WPS-enabled wireless devices.





This guide provides a product overview and instructions for installing and configuring your TG862R. It also includes instructions for setting up secure wireless network connections, and managing your TG862R and network configurations.

## In The Box

Before installing your TG862R, check that the following items are included in the box. If any items are missing, please call ARRIS Technical Support at **1-877-466-8646** for assistance.

**Table 1. TG862R Package Contents**

Item		Description
<b>TG862R Wireless Telephony Gateway</b>		High-speed DOCSIS 3.0 cable modem, wireless access point, and four-port Ethernet router
<b>Power Cord</b>		Power cord for an electrical wall outlet connection
<b>Ethernet Cable</b>		Standard Category 5e (CAT5e) or higher network cable

Item		Description
<b>Internet/Digital Phone Cable Kit</b>		Contains two coaxial cables (20 feet & 3 feet), coaxial cable clips, and a two-way coaxial cable splitter with screws
<b>Software License &amp; Regulatory Card</b>		Contains safety and regulatory information, software license, and warranty for the gateway.
<b>Support Information Card</b>		Provides contact information for obtaining technical support assistance with any issues you may have with your SURFboard device.
<b>TG862R Quick Start Guide</b>		Provides basic information for installing the gateway and setting up a secure wireless connection on your home network.

## Additional Items Needed (Not Included)

The following item is not included in the box and must be purchased separately, if required:

- Ethernet cable for each additional Ethernet-enabled device

## System Requirements

- High-speed Internet access account
- Web browser access – Internet Explorer, Google Chrome, Firefox, or Safari
- Compatible operating systems:
  - Windows® 10
  - Windows 8
  - Windows 7 Service Pack 1 (SP1)



**Note:** Although older versions of Microsoft Windows operating systems are no longer specifically supported, they should still function with this model.

- Mac® 10.4 or higher
- UNIX®
- Linux®

## Contact Information

For technical support and additional ARRIS product information:

- Visit the ARRIS Support website: [www.arris.com/consumers](http://www.arris.com/consumers)  
(<http://www.arris.com/consumers>)
- Call ARRIS Technical Support: **1-877-466-8646**

## Product Overview

### Front Panel



Figure 1: TG862R Front View

Table 2. TG862R Front Panel LED Icons

LED Icon	Blinking	On (Solid)
<b>Power</b>	Not applicable – icon does not blink.	Power is properly connected.
<b>US/DS</b>	Scanning for upstream (send) and downstream (receive) channel connections.	Upstream (Send) and Downstream (Receive) channels are connected.
<b>Online</b>	Scanning for an Internet connection.	Gateway is connected to the network.

LED Icon	Blinking	On (Solid)
<b>WiFi</b>	<p>Wi-Fi enabled with encrypted or unencrypted wireless data activity.</p> <p>WPS Pairing process is underway between the TG862R and a WPS-enabled wireless device.</p>	<p>Any of the following applies:</p> <p>2.4 GHz wireless connection is made between the TG862R and another Wi-Fi enabled wireless device on your home network; for example, smartphone, tablet, or laptop.</p> <p>The WPS Pairing process between the TG862R and WPS-enabled wireless device was successful.</p> <p>The WPS Pairing process either failed or did not complete after two minutes.</p>
<b>Tel 1</b>	Telephone Line 1 is open; dialing or call is in progress.	Telephone service for Line 1 is connected.
<b>Tel 2</b>	Telephone Line 2 is open; dialing or call is in progress.	Telephone service for Line 2 is connected.
<b>Battery</b>	Not applicable – LED will not light up if battery is not installed.	Battery is properly connected and fully charged.

## Wi-Fi Protected Setup™ (WPS)

Wi-Fi Protected Setup (WPS) is a wireless network setup option that provides a quick and easy solution for setting up a secure wireless network connection for any WPS-enabled wireless device; such as a computer, tablet, gaming device, or printer. WPS automatically configures your wireless network connections and sets up wireless security. See [Connect Your WPS-Enabled Wireless Device](#) (page 27) for more information.

## Rear Panel

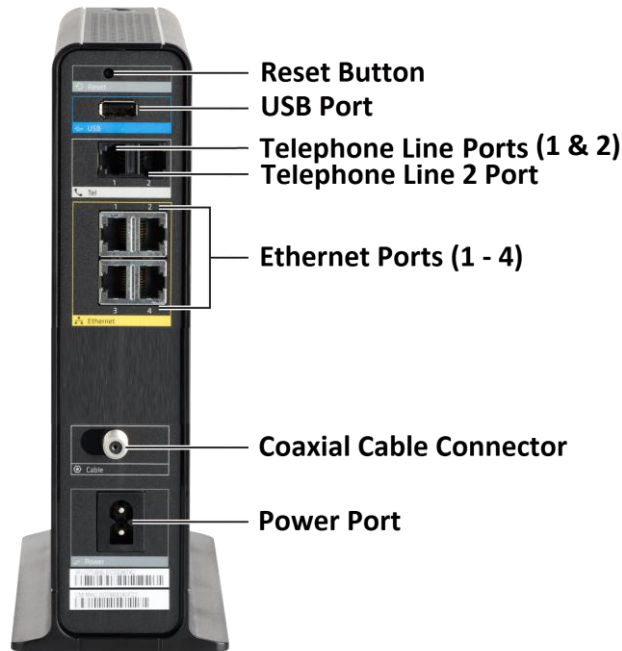






Figure 2: TG862R Rear View

Table 3. TG862R Rear Panel Ports & Connectors

Port Name	Description
<b>Reset Button</b>	<p>Recessed button located on the back of your TG862R can be used to either reboot your gateway or reset your gateway configuration settings.</p> <p>To reboot (or restart) your TG862R:</p> <ol style="list-style-type: none"> <li>1. Insert the end of a paper clip or other small object with a narrow tip into the Reset opening on the back of your TG862R.</li> <li>2. Press and hold the indented Reset button for three to four seconds only.</li> <li>3. Remove the paper clip or small object from the Reset opening.</li> </ol> <p>To reset your TG862R configuration back to the factory default settings:</p> <ol style="list-style-type: none"> <li>1. Insert the end of a paper clip or other small object with a narrow tip into the Reset opening on the back of your TG862R.</li> <li>2. Press and hold the Reset button for 10 seconds or until the front panel LEDs flash.</li> <li>3. Remove the paper clip or small object from the Reset opening.</li> </ol>



Port Name	Description
<b>Reset Button (Continued)</b>	 <b>WARNING!</b> Resetting the gateway configuration settings to the factory defaults will also delete your custom gateway configuration, including your user password, wireless network name (SSID), and other configuration settings. You should first back up your gateway configuration files before resetting your gateway.
<b>USB Port</b>	USB 2.0 port connection for your computer or other USB device.
<b>Telephone Line Ports (1 &amp; 2)</b>	Two RJ-11 cable connector ports for telephone connections: <ul style="list-style-type: none"> <li>■ VoIP connection for a single or two-line telephone</li> <li>■ VoIP connection for a single-line telephone</li> </ul>
 <b>ETHERNET 10/100/1000</b>	Four one-gigabit Ethernet ports for RJ-45 network cable connections: <ul style="list-style-type: none"> <li>■ <b>Yellow:</b> LED is ON - Indicates a data transfer rate of one gigabit per second</li> <li>■ <b>Yellow:</b> LED is Blinking - Indicates data traffic is in progress</li> <li>■ <b>Amber:</b> LED is ON - Indicates a data transfer rate of less than one gigabit per second</li> <li>■ <b>Amber:</b> LED is Blinking - Indicates data traffic is in progress</li> </ul>
 <b>CABLE</b>	Coaxial cable connector
<b>Power Port</b>	100 - 240 VAC Power connector  <b>WARNING!</b> To avoid any damage to your TG862R, only use the power cord provided in the box.



## Installing the Gateway

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**Caution:** This product is for indoor use only. Do not route the Ethernet cable(s) outside of the building. Exposure of the cables to lightning could create a safety hazard and damage the product.

## Connect the TG862R to Your Computer

Before installing your TG862R:

- Check with your service provider (or local cable company) to ensure broadband cable service is available in your area.

To set up a wireless network, you will need a high-speed Internet connection provided by an Internet service provider.



**Note:** When contacting your service provider, you may need your gateway information listed on the gateway label located on the bottom of your TG862R (see [Gateway Label page 17](#)).

- Choose a location in your home where your computer and gateway are preferably near existing cable and electrical wall outlets.

For the best Wi-Fi coverage, a central location in your home or building is recommended.



**Note:** The following installation procedure covers the wired Ethernet connection process so that you can confirm that the TG862R was properly installed and can connect to the Internet.

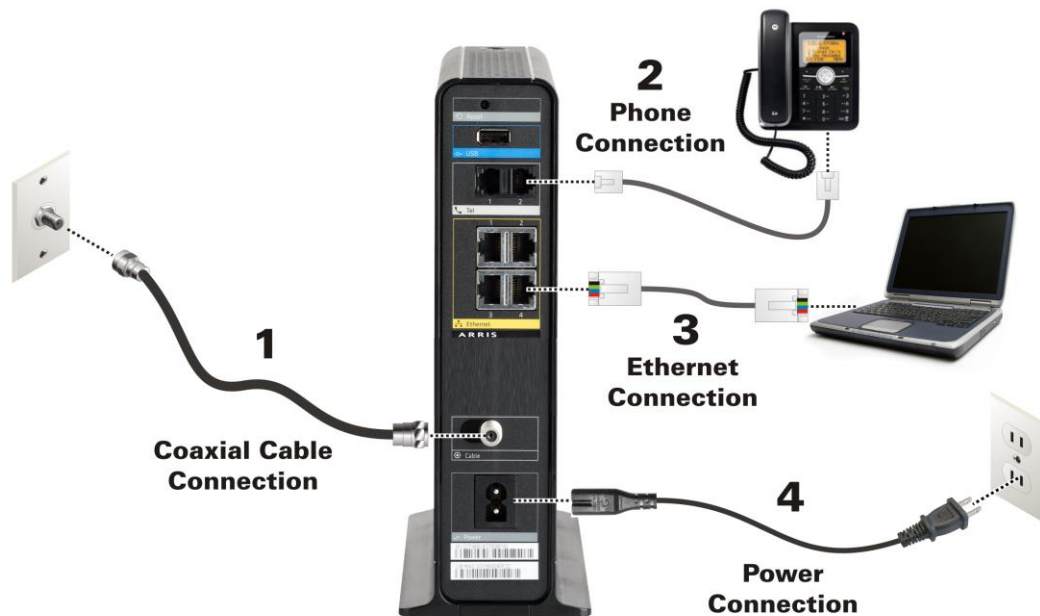


Figure 4: TG862R Connection Diagram

1. Check that a coaxial cable is already connected to a cable wall outlet or RF splitter (not included).
2. Connect the other end of the coaxial cable to the **Cable** connector on the rear of the TG862R.  
Use your hand to tighten the connectors to avoid damaging them.
3. Connect the telephone cord of a single or two-line telephone to your telephone and then plug the other end into the Tel 1 port on the rear of your TG862R.



**Note:** Use the Tel 1 port to connect a two-line telephone. Then, contact a VoIP service provider to activate the VoIP service.

4. For a second telephone, if needed, plug the telephone cord of a single-line telephone into the Tel 2 port on your TG862R.
5. Connect the Ethernet cable to an available **Ethernet** port on the rear of the TG862R.
6. Connect the other end of the Ethernet cable to the **Ethernet** port on your computer.  
**Optional:** Repeat steps 3 and 4 for an additional computer or other network device that you want to install as a wired connection on your home network.
7. Connect the power cord to the **Power** port on the rear of the TG862R.
8. Plug the other end of the power cord into an electrical wall outlet that is not controlled by a wall switch.



**Note:** This automatically powers ON the TG862R. There may be up to a 15 second delay for the **Power** LED on the TG862R front panel to light up after the power is connected.

## Establish an Internet Connection

Although your computer may already be configured to automatically access the Internet, you should still perform the following gateway connectivity test to verify that the devices were connected properly.

1. Power ON the computer connected to the TG862R if it is turned off, and then log in.
2. Contact your service provider to activate (provision) the TG862R. You may have to provide the **HFC MAC ID** listed on the gateway label.



**Note:** Your service provider may allow for automatic activation, which will automatically launch their own special website on your computer when you open a web browser.

3. After the TG862R is provisioned (or activated), open a web browser (such as Internet Explorer, Google Chrome, Firefox, or Safari) on your computer.
4. Type a valid URL (such as [www.surfboard.com](http://www.surfboard.com)) in the address bar and then press **Enter**. The ARRIS website should open. If the website fails to open, please contact your service provider for assistance.
5. Check that the **Power**, **Upstream/Downstream**, and **Online** front panel LEDs on the TG862R light up in sequential order. See [Front Panel](#) (page 14) for additional LED status information.
  - If all four LEDs did not light up solid and you also do not have an Internet connection, you may have to contact your service provider to reactivate the TG862R or check for signal issues.
  - If you still cannot connect to the Internet, the TG862R may be defective. Please call ARRIS Technical Support at **1-877-466-8646** for assistance.

## Setting Up a Wireless Network Connection

ARRIS recommends that you first verify that your computer can connect to the Internet using a wired Ethernet connection before configuring your wireless network.

You must currently have access to an Internet service in your home before you can set up a wireless network connection. If you do not have Internet service already set up in your home, contact a service provider of your choice for assistance. Before proceeding, make sure your computer and the TG862R are connected through an Ethernet connection.

### Set Up a Wireless Network Using Your Computer

Choose one of the following options to set up a wireless network connection on your home network:

- Quick Connect Using the Windows Taskbar
- Connect Using the Windows Control Panel



**Note:** The steps for setting up a wireless network may differ slightly depending on the version of the Microsoft Windows operating system running on your computer. The steps used in this section apply to Windows 7 systems.

#### Quick Connect Using the Windows Taskbar

1. From the Windows taskbar on your computer, click the **Wireless Link** icon (see Figure 5) to open the list of available wireless networks (see Figure 6).



**Figure 5: Windows Taskbar Icons**



**Note:** If the **Wireless Link** icon is not visible, left-click on the **Show hidden icons** button on the Windows taskbar to open the list of additional icons.



Figure 6: Sample Available Wireless Networks Window

2. Locate and left-click on the TG862R wireless network name or SSID (for example, **HOME-####**) for your TG862R from the list of available wireless networks. The default SSID is located on the gateway label on the bottom of your TG862R.



**Note:** You must use the default SSID listed on the gateway label when installing the gateway and setting up your first wireless network connection. You can change the SSID after your network connections are up and running. See [Change Your Wireless Network Name \(SSID\)](#) (page 46) for more information.



Figure 7: Sample Wireless Network Connection Screen

3. Select **Connect automatically** to set up your wireless devices to automatically connect to your wireless network without having to log on using a user password.
4. Click **Connect** to open the Connect to a Network window and set up your new network password.



Figure 8: Network Connection Window

5. Enter the **Network Security Key** (your wireless network password) in the **Security key** field.



**Note:** You can use the default **Wi-Fi Security Key** code listed on the TG862R Gateway label or enter your own personal wireless network password. See [Prevent Unauthorized Access](#) (page 40) for more information on creating user passwords.

If you have already changed your wireless network password using the TG862R Web Manager, enter that password in the **Security key** field.



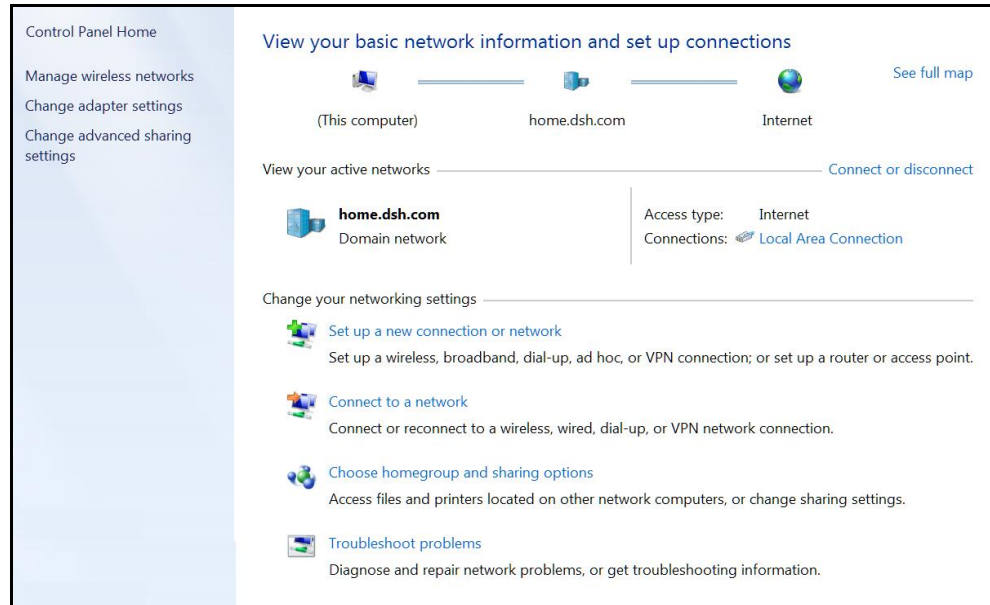
Figure 9: Network Connection-Create Network Password Window

6. Select **Hide characters** and then click **OK** to encrypt your network password.



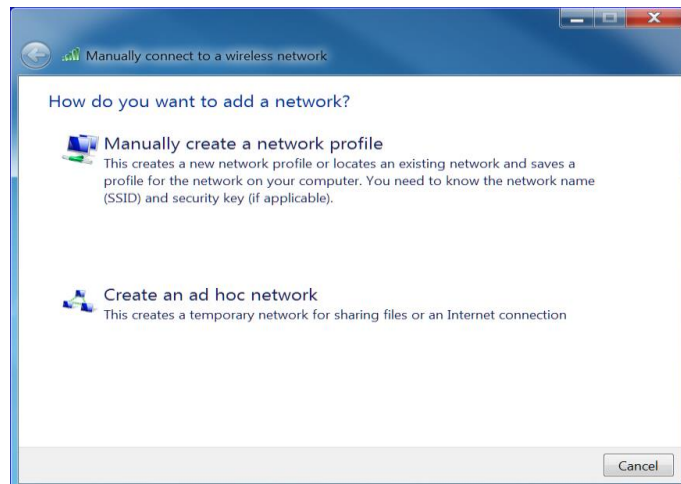
## Connect Using the Windows Control Panel

1. From the Windows taskbar on your computer, click **Start** button and then click **Control Panel**.
2. Click **Network and Sharing Center** to open the Network and Sharing Center window.



**Figure 10: Control Panel-Network and Sharing Center Window**

3. Click **Manage wireless networks** under Control Panel Home side panel to open the Manage Wireless Networks window.
4. Click **Add** to open the Manually Connect to a Wireless Network window.



**Figure 11: Manually Connect to a Wireless Network Window**

5. Click **Manually create a network profile** to open another Manually Connect to a Wireless Network window.



**Figure 12: Manually Connect to a Wireless Network Window**

6. Enter the TG862R wireless network name or SSID (**HOME-####**) for your TG862R in the **Network name** field.

The default SSID is listed on the gateway label on the bottom of your TG862R.



**Note:** You have the option to change your wireless network name or SSID after setting up your wireless network connection. However, you must use the default SSID listed on the gateway label after installing your gateway. See [Change Your Wireless Network Name \(SSID\)](#) (page 36) for more information.

7. Select the wireless Security level for your wireless network from the **Security type** drop-down list.



**Note:** **WPA2-Personal** is the recommended wireless security level for your wireless home network. It is the default security level for the TG862R and is also the highest security level available.

8. Select the password encryption type from the **Encryption type** drop-down list.

This is used for securing your wireless network.

- **TKIP** – Temporal Key Integrity Protocol
- **AES** – Advanced Encryption Standard (recommended). AES is the default encryption type for the TG862R.

9. Enter a security code (passphrase) for your wireless network password in the **Security Key** field.

You can use the default **WI-FI SECURITY KEY** listed on the TG862R gateway label or create your own personal network password.



**Note:** Remember to use a unique combination of letters, numbers, and special characters to create a more secure password. See [Prevent Unauthorized Access](#) (page 38) for more information.

10. Select **Hide characters** checkbox to prevent your Security Key (network password) from displaying in the field.
11. Select **Start this connection automatically** so that your wireless devices will automatically connect to your wireless network when they are powered on.
12. Click **Next** to complete the wireless network setup.  
The **Successfully added <Network name>** message for your new wireless network should appear.
13. Click **Close** to exit.

## Test Your Wireless Network Connection

Perform the following connectivity test to check that wireless connections were established for the TG862R and the other wireless devices on your home network:

1. Check if your wireless devices successfully connected to your wireless network, then disconnect the Ethernet cable, if connected, from your computer and the TG862R.
2. Check that the **Wireless** LED on the TG862R front panel is lit SOLID green.
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](http://www.surfboard.com)) in the address bar and then press **Enter**.  
If the website failed to open, please contact your service provider or call ARRIS Technical Support at **1-877-466-8646** for assistance.

## Connect Your WPS-Enabled Devices

You can use either the Wi-Fi Protected Setup (WPS) Push Button or WPS Pin Number option on the TG862R to connect your WPS-enabled wireless devices to your wireless network. WPS assigns a random wireless network name (SSID) and Wi-Fi Security Key (network password) to the TG862R and your other WPS-enabled wireless devices to connect them to your wireless network. See [Set Up WPS on Your Wireless Network](#) (page 35) for more information on setting up WPS and connecting your WPS-enabled devices to your wireless network.



**Note:** To use the WPS Push Button option, your computer hardware must support WPS and also have WPA security compatibility.

## Using the Gateway Web Manager

Use the TG862R Web Manager to view and monitor the network configuration settings and operational status of your TG862R. You can also configure your network connections and wireless security settings. See [Protecting & Monitoring Your Wireless Network](#) (page 39) or more information.



**Note:** If you did not purchase your wireless gateway from a retail store, you may notice a few blocked configuration settings in the TG862R Web Manager that cannot be modified. This may be due to some restrictions set up by your service provider to prevent unauthorized changes to certain configuration parameters.

## Start the TG862R Web Manager



**Note:** You must use the default user name and password (see step 3 below) if you are logging on to the TG862R Web Manager for the first time. For network security purposes, ARRIS recommends that you change the default user name and password after setting up your wireless network. See [Change the Default User Password](#) (page 39) for more information.

1. Open a web browser (such as Internet Explorer, Google Chrome, Firefox, or Safari) on the computer connected to the TG862R.
2. Type the default LAN IP address, **10.0.0.1**, in the Address bar and then press **Enter** to log onto the TG862R.

The Gateway Login screen displays.

A screenshot of the xfinity TG862R login screen. The page has a light gray background. At the top left is the 'xfinity' logo in red. Below it is the word 'Login' in a bold, dark gray font. Underneath is the instruction 'Please login to manage your router.' in a smaller, gray font. There are two input fields: 'Username:' followed by a text box, and 'Password:' followed by a text box. At the bottom right of the form is a button labeled 'LOGIN'.

**Figure 13:** TG862R Login Screen

3. Type the following default user name and password. Both entries are case-sensitive.
  - Username: **admin**
  - Password: **password**



**Note:** You must enter the default user name and password if you are logging in to the TG862R Web Manager for the first time.

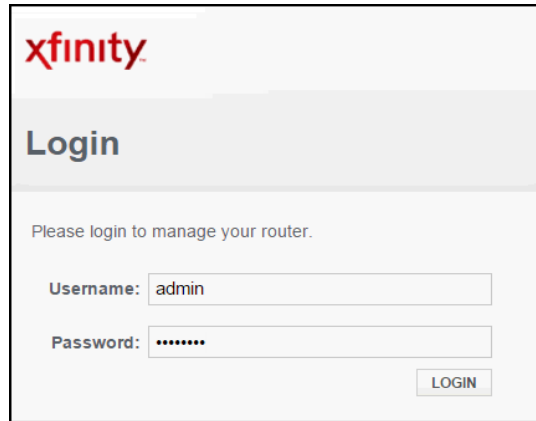


Figure 14: TG862R Login Screen

4. Click **LOGIN** to open the TG862R Web Manager.  
The Gateway > At a Glance screen displays.

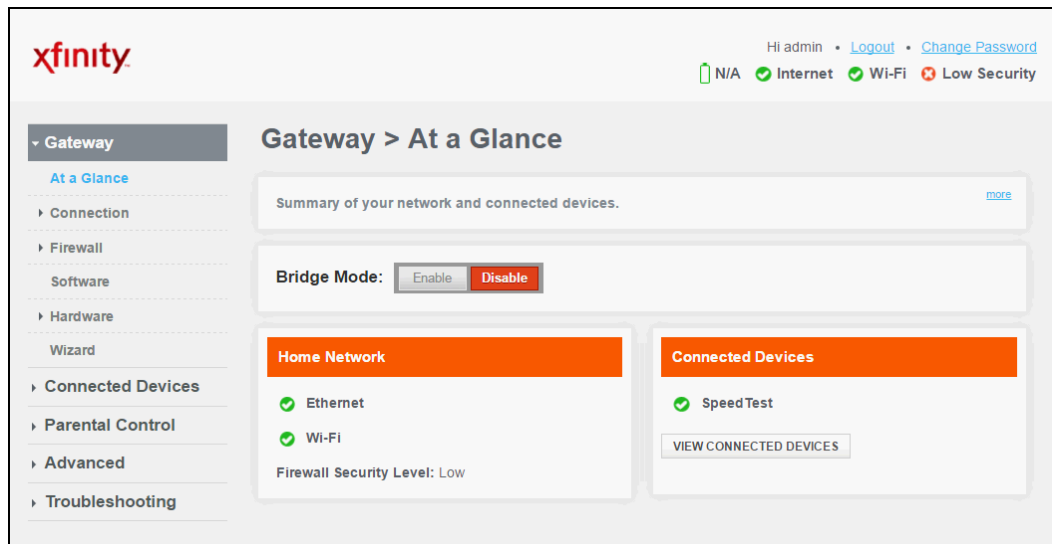


Figure 15: TG862R Opening Screen



**Note:** If the default user name and password are not working, your service provider may have to set up alternate login credentials. Please contact your service provider or [ARRIS Technical Support](#) (page 13).



**Note:** ARRIS recommends that you change the default password for network security purposes. You can use the TG862R Web Manager (see [Change the Default User Password](#) (page 39) for more information).

## TG862R Web Manager Menu Links

The TG862R menu links are displayed along the left side of the TG862R Web Manager screen.

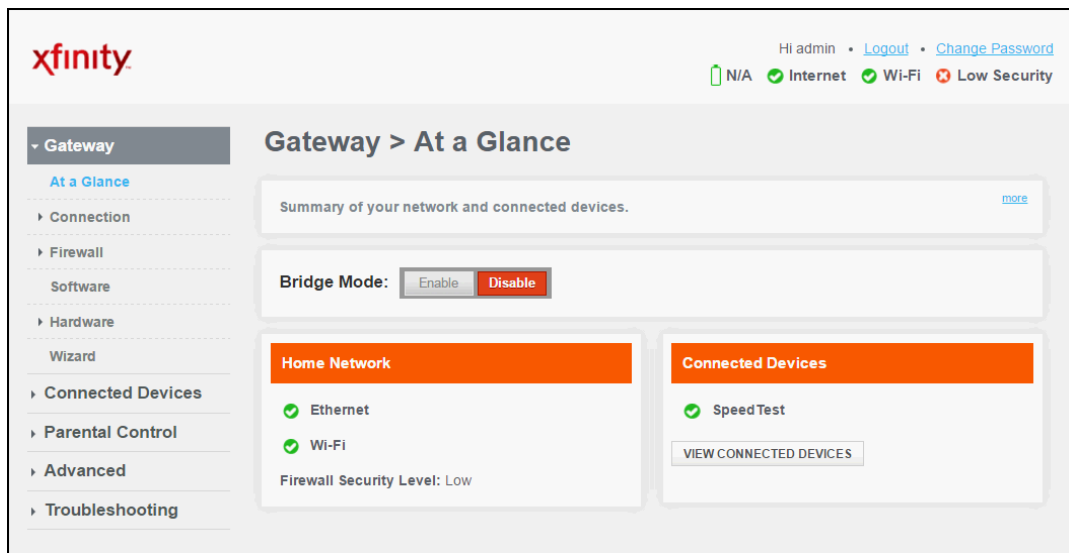


Figure 16: TG862R Web Manager Menu Links

Table 4. TG862R Web Manager Menu Links

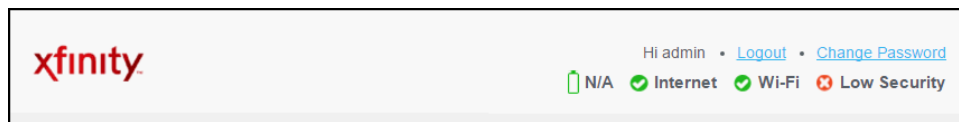
Menu Link	Function
<b>Gateway</b>	Displays a summary of your network connections and a list of the connected devices on your home network.
<b>At a Glance</b>	Provides a list of your home network connections and connected devices.
<b>Connection</b>	Displays the network connection status for your local IP network, private Wi-Fi network, and XFINITY network.
<b>Firewall</b>	Configures the gateway firewall settings to protect your home network from possible attacks from hackers or viruses.
<b>Software</b>	Displays information related to the gateway software version.
<b>Hardware</b>	Displays status information for the gateway hardware, such as the battery status, Ethernet connection(s), and Wi-Fi connections.

Menu Link	Function
<b>Wizard</b>	Allows you to configure the default network settings on the gateway to set up a secure home network.
<b>Connected Devices</b>	Provides general information for the connected devices on your home network.
<b>Parental Control</b>	Allows you to set up specific restrictions to manage and control usage for specific users and network devices on your home network.
<b>Advanced</b>	Allows you to set up Port Forwarding, Port Triggering, Remote Management for troubleshooting or maintenance purposes, the DMZ Host, and manage the UPnP network on your home network.
<b>Troubleshooting</b>	Provides several options to help you resolve certain problems that may occur with your gateway.

## Exit the TG862R Web Manager

To log out and close the TG862R Web Manager:

- Click **Logout** link located at the top of the TG862R Web Manager screen.



**Figure 17: TG862R Web Manager Logout Link**

## Configuring Your Wireless Network

The TG862R supports a secure method for setting up multiple wireless access points on your home network.

### Set Up Your Wireless Network

1. From any TG862R Web Manager screen, click the **Gateway** menu link and then click the **Connection** submenu options link.
2. Click **Wi-Fi** under the **Connection** submenu options to open the Gateway Connection Wi-Fi screen.

Figure 18: TG862R Connection Wi-Fi Screen



3. Click the **EDIT** button in the Private Wi-Fi Network section.



**Figure 19: TG862R Connection Wi-Fi Edit Screen**

4. Click **Enable** or **Disable** in the Wireless Network field to turn ON or OFF wireless networking on your home network.
5. Do one of the following to set the network name or SSID (Service Set Identifier) for your wireless network in the Network Name (SSID) field:
  - Keep the default network name listed in the network name field (also listed on the gateway label).
  - Enter a new network name for your wireless network.  
The wireless network name cannot be the same name as any other SSID on your home network. You can use any combination of letters (lowercase and uppercase), numbers, and/or special characters (symbols) up to a maximum of 32 characters.
6. Select the wireless networking mode in the Mode drop-down list:
  - **802.11 g/n**
  - **802.11 b/g/n**
7. Select one of the following wireless network security options for your wireless gateway from the **Security Mode** drop-down list:
  - **WPA/WPA2-PSK (TKIP/AES)** (recommended): Wi-Fi Protected Access version 2 with Pre-Shared Key (most compatible)
  - **WPA2-PSK (AES)**: Wi-Fi Protected Access version 2 with Pre-Shared Key

- **WEP (64)** (poor security): Wired Equivalent Privacy. This is only applicable for legacy Wi-Fi devices. Using this option will impact your Wi-Fi performance. Only select this option if you have a very old Wi-Fi device and if it does not support the WPA or WPA2 option.
  - **WEP (128)** (poor security): Wired Equivalent Privacy. This is only applicable for legacy Wi-Fi devices. Using this option will impact your Wi-Fi performance. Only select this option if you have a very old Wi-Fi device and if it does not support the WPA or WPA2 option.
  - **Open** (risky; not secure; not recommended): This network security option does not provide any level of network security for your wireless network. It allows outside users to connect to your Wi-Fi network without having to use a Wi-Fi Security Key (network password).
8. Select **Manual** in the Channel Selection field to change the wireless channel number on your TG862R.
- The **Automatic** selection uses the default wireless channel number listed in the Channel field.
9. Select a wireless channel number (**1** thru **11**) from the **Channel** drop-down list to improve network connectivity or signal strength on your home network.



**Note:** For 2.4 GHz Wi-Fi networks, it is recommended to use **Channel 1, 6, or 11**. In the Wi-Fi spectrum, there are multiple channels that overlap and thus degrade wireless network performance. **Channels 1, 6, and 11** are used for better network performance and stability because they do not overlap.

10. Enter your wireless network password in the Network Password field.
- You can use any combination of letters, numbers, and/or special characters.
11. Select the **Show Network Password** checkbox to display your new network password.
12. Select the **Enabled** checkbox in the **Broadcast Network Name (SSID)** field to display your SSID as an available wireless network to outside users.

- or -

Deselect the **Enabled** checkbox in the **Broadcast Network Name (SSID)** checkbox to disable displaying your SSID as an available wireless network to outside users.



**Note:** When **Broadcast Network Name (SSID)** is enabled, your SSID is visible and also available to unauthorized wireless clients that are within range to connect to your home network.

13. Click **SAVE SETTINGS**, when you are finished.

## Set Up WPS on Your Wireless Network

You can set up either the Wi-Fi Protected Setup (WPS) Push Button or WPS Pin option on the TG862R to connect your WPS-enabled devices to your home network.

1. From any TG862R Web Manager screen, click the **Gateway** menu link and then click the **Connection** submenu options link.
2. Click **Wi-Fi** under the **Connection** submenu options to open the Gateway Connection Wi-Fi screen.

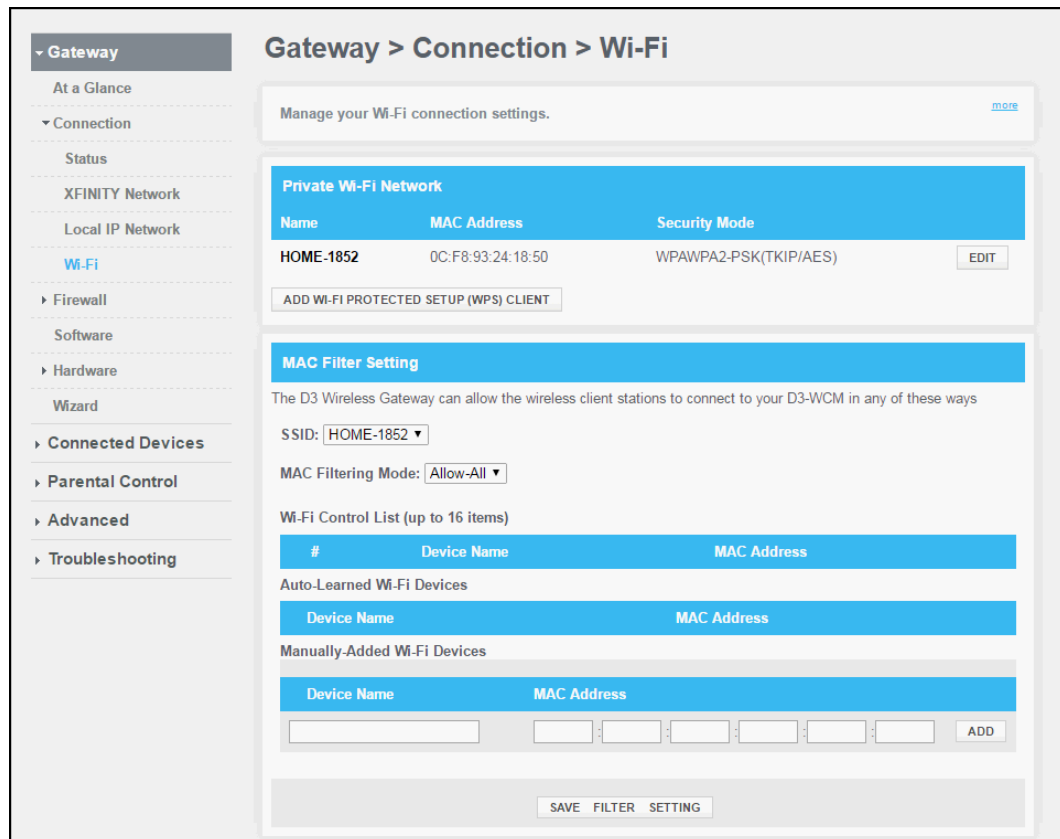
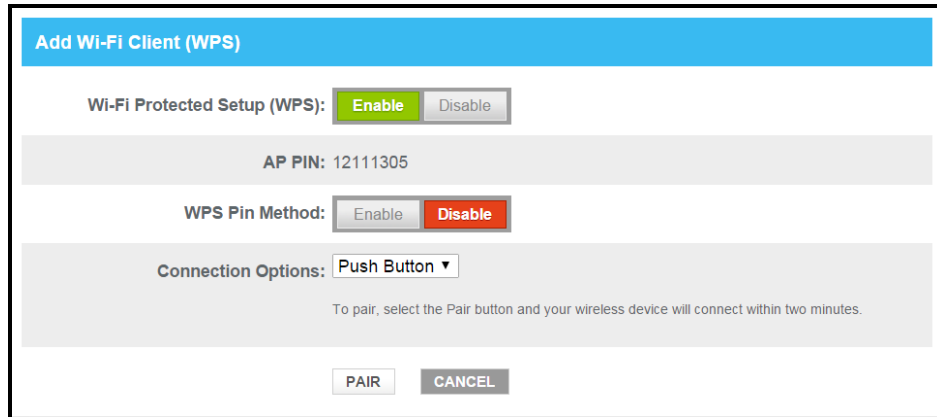


Figure 20: TG862R Connection Wi-Fi Screen

3. Click the **ADD WI-FI PROTECTED SETUP (WPS) CLIENT** button to open the Add Wi-Fi Client (WPS) screen.



**Figure 21: TG862R Add Wi-Fi Client (WPS) Screen**

4. Click **Enable** in the Wi-Fi Protected Setup (WPS) field to turn ON WPS wireless networking on your home network.  
- or -  
Click **Disable** in the Wi-Fi Protected Setup (WPS) field to turn OFF WPS wireless networking on your home network.
5. Click **Enable** in the WPS Pin Method field to turn ON the WPS Pin option.
6. Select **Push Button** or **Pin Number** from the Connection Options drop-down list to set the WPS Pairing method for connecting your WPS-enabled devices.  
- or -  
Click **Disable** WPS wireless networking on your home network.
7. For WPS Pin connections, enter the WPS Pin number (see **AP PIN** field) in the field prompted on your WPS device screen.

For WPS Push button connections, press and hold the **WPS** button on your WPS device for five or more seconds and then release.

8. Click **PAIR** button on the TG862R to connect your WPS-enabled wireless devices.

## Change Your Wireless Network Name (SSID)

The SSID (Service Set Identification) is the wireless network name assigned to your TG862R wireless network. The default SSID (listed on the gateway label) is automatically populated in the network configuration screens. A list of available wireless networks (SSIDs) in close proximity of your home (for example, neighbors or local businesses) will display when you or someone else in your home attempt to establish a wireless network connection. For security purposes and quick recognition of your wireless network, ARRIS recommends that you change the default SSID. You should also consider changing the default wireless password or passphrase (see [Prevent Unauthorized Access \(page 37\)](#) **Apply** for more information).



**Note:** When you change the SSID, any wireless devices that are already connected to your wireless network will be disconnected from the network. The wireless devices will have to be reconnected to the wireless network using the new SSID.

Do the following to change your wireless network name (SSID):

1. From any TG862R Web Manager screen, click the **Gateway** menu link and then click the **Connection** submenu options link.
2. Click **Wi-Fi** under the **Connection** menu options to open the Gateway Connection Wi-Fi screen.

The screenshot shows the 'Gateway > Connection > Wi-Fi' configuration page. On the left is a navigation menu with options like Gateway, Connection, Firewall, and Connected Devices. The main content area is titled 'Gateway > Connection > Wi-Fi' and contains the following sections:

- Private Wi-Fi Network:** A table with columns for Name, MAC Address, and Security Mode. One entry is shown: HOME-1852 with MAC address 0C:F8:93:24:18:50 and Security Mode WPAWPA2-PSK(TKIP/AES). An 'EDIT' button is next to it.
- MAC Filter Setting:** A section for configuring MAC filtering. It includes a dropdown for SSID (set to HOME-1852) and a dropdown for MAC Filtering Mode (set to Allow-All).
- Wi-Fi Control List (up to 16 items):** A table with columns for #, Device Name, and MAC Address. It is divided into 'Auto-Learned Wi-Fi Devices' and 'Manually-Added Wi-Fi Devices'. The manually-added section has input fields for device name and MAC address, and an 'ADD' button.

At the bottom of the main content area is a 'SAVE FILTER SETTING' button.

**Figure 22: TG862R Connection Wi-Fi Screen**

3. Click the **EDIT** button in the Private Wi-Fi Network section.
4. Click **Enable** in the Wireless Network field to turn ON wireless networking on your home network.

Gateway > Connection > Wi-Fi > Edit 2.4 GHz

Manage your 2.4 GHz network settings. [more](#)

**Private Wi-Fi Network Configuration (2.4 GHz)**

Wireless Network:

Network Name (SSID):

Mode: 802.11 g/n ▼

Security Mode: WPAWPA2-PSK (TKIP/AES) (Recommended) ▼

Channel Selection:  Automatic  Manual

Channel: 1 ▼

Network Password:

Show Network Password:

WPA2 requires a 8-33 ASCII character password.

Broadcast Network Name (SSID):  Enabled

**Figure 23: TG862R Connection Wi-Fi Edit 2.4 GHz Screen**

5. Delete the default or current network name in the Network Name (SSID) field.
6. Enter a new name for your wireless network.

The wireless network name cannot be the same as any other SSIDs on your home network. You can use any combination of letters (lowercase and uppercase) and numbers up to a maximum of 32 characters.

7. Click **SAVE SETTINGS**, when you are finished.

## Protecting & Monitoring Your Wireless Network

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After you have successfully connected the TG862R and your wireless devices, you should configure the TG862R to protect your wireless network from unwanted and unauthorized access by any wireless network devices that are within range of your wireless network. Although network security for the TG862R is already configured, you can use the TG862R Web Manager to set the level of security and access that you want to allow on your wireless network.

### Prevent Unauthorized Access



**Caution:** To prevent unauthorized access and configuration to your wireless network, ARRIS recommends that you immediately change the default password after connecting to the Internet and logging on to the TG862R for the first time.

One of the most important recommendations for securing your wireless home network is to change the default user password on your TG862R and other wireless devices as well. Default passwords are commonly used and shared on the Internet.

To ensure that your wireless home network is secure, ARRIS recommends that you follow these best practices for user passwords:

- Always create a secure password or pass phrase that is not easily guessed.
- Use phrases instead of names so that it may be easier for you to remember.
- Use a combination of upper and lowercase letters, numbers, and symbols.
- Continue to change your administrator password on a regular basis.



**Note:** *If your service provider supplied the TG862R, you may not have the necessary user privileges to change the log in user name.*

### Change the Default User Password

To change the default user password:

1. Open a web browser (such as Internet Explorer, Google Chrome, Firefox, or Safari) on the computer connected to the TG862R.
2. Type the default LAN IP address, **10.0.0.1**, in the Address bar and then press **Enter** to log onto the TG862R.

The TG862R Login screen displays.

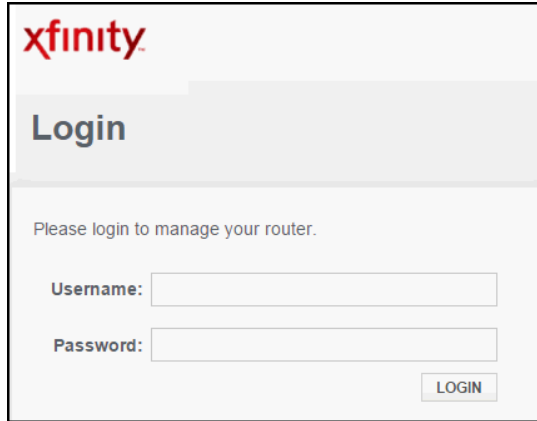


Figure 24: TG862R Login Screen

3. Type the following default user name and password.  
Both entries are case-sensitive.  
Username: **admin**  
Password: **password**

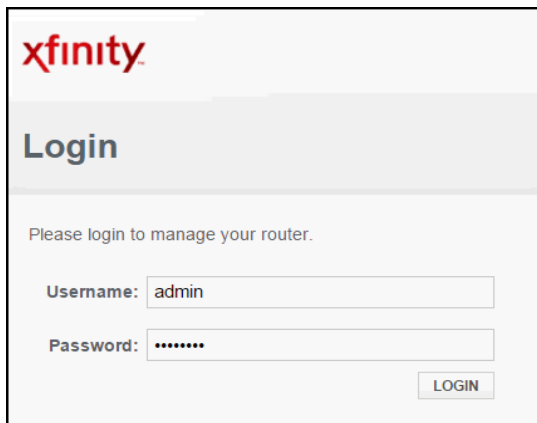


Figure 25: TG862R Login Screen

4. Click **LOGIN** to open the TG862R Web Manager.  
The Gateway At a Glance screen displays.



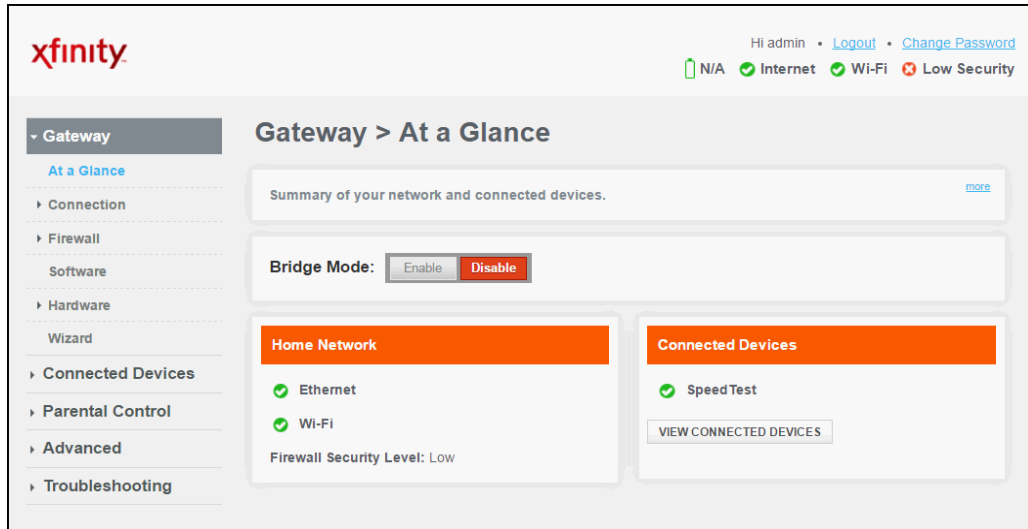


Figure 26: TG862R Opening Screen

5. Choose one of the following to open the Change Password screen:
  - Click the **Change Password** link located in the upper right corner of the TG862R Web Manager screen.
  - Click the **Troubleshooting** menu link and then click **Change Password**

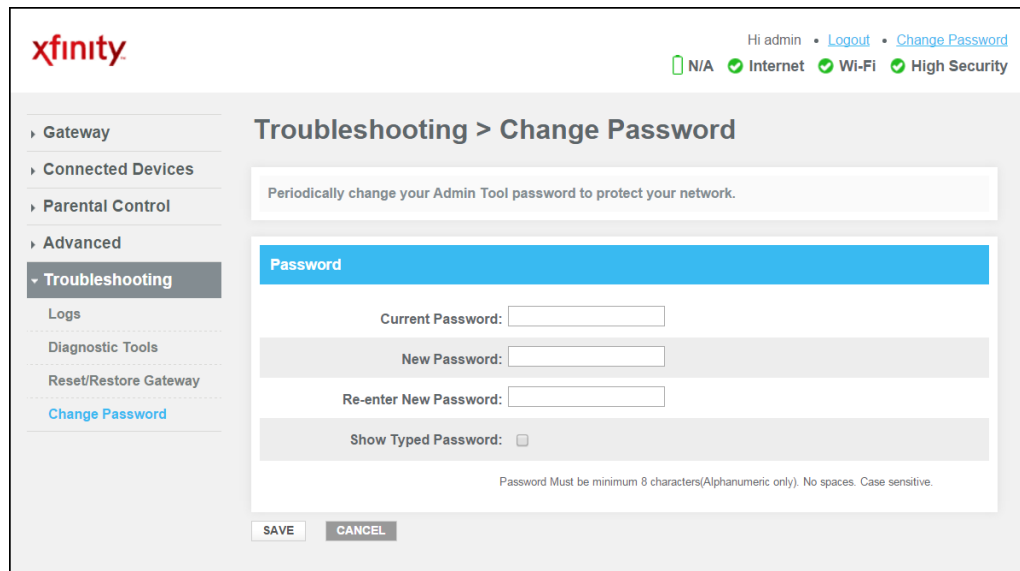


Figure 27: TG862R Change Password Screen

6. Enter your current password in the Current Password field.
7. Enter a new password in the New Password field.  
See note on the following page for specific information.
8. Repeat the new password in the Re-enter New Password field.
9. Select the **Show Typed Password** checkbox to confirm that the new passwords match.



**Note:** Remember that passwords are case-sensitive and that you can use any combination of letters and numbers only. Special characters and spaces are not acceptable.

- Letters: **A** through **Z** (uppercase and lowercase)
- Numbers: **0** to **9**

10. Click **SAVE** to update your password.

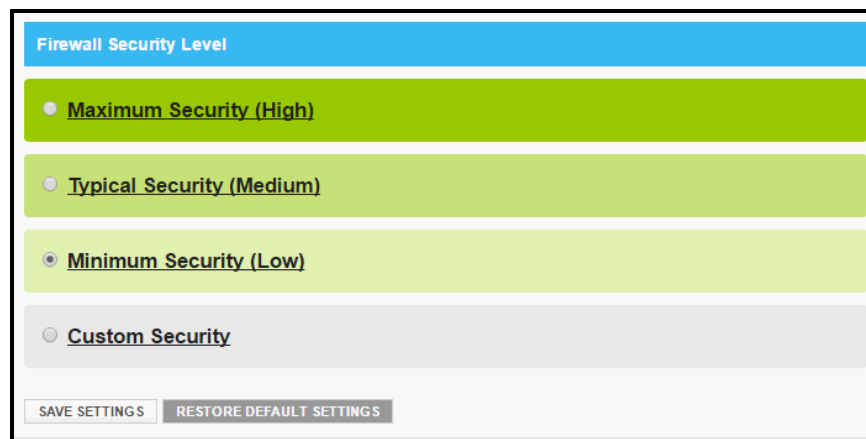
11. Find a secure place to write down and keep your new password.

## Set Up Firewall Protection

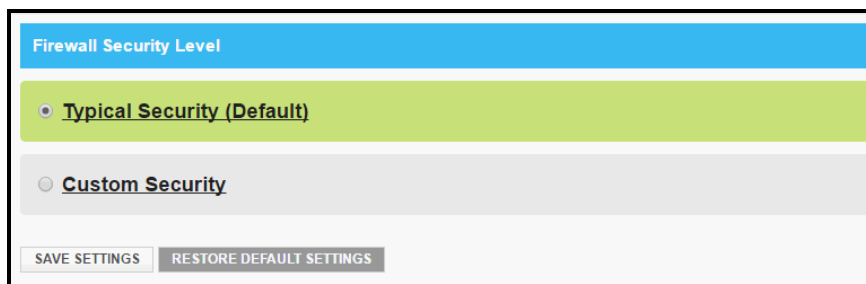
You can set up firewall filters and firewall alert notifications on your wireless network. You can also block Java Applets, Cookies, ActiveX controls, popup windows, Proxies, and website access.

To set the firewall protection level:

1. From any TG862R Web Manager screen, click the Gateway menu link on the TG862R Web Manager screen.
2. Click **Firewall** from the Gateway submenu options list and then click **IPv4** or **IPv6** to display the Gateway Firewall Security Levels Screen.



**Figure 28: Firewall IPv4 Available Security Levels Screen**



**Figure 29: Firewall IPv6 Available Security Levels Screen**

- **Low** - Common security, higher risk

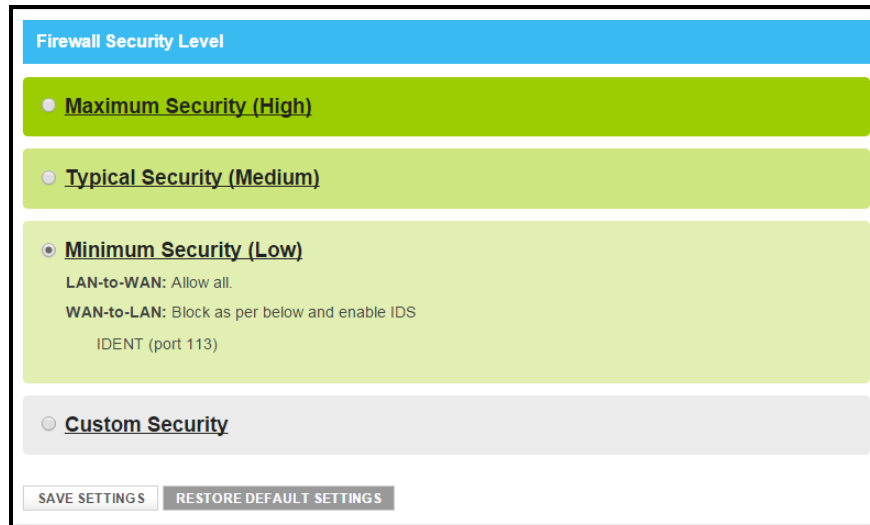


Figure 30: Firewall IPv4 Security Level – Low Screen

- **Medium** – Safer configuration, medium risk

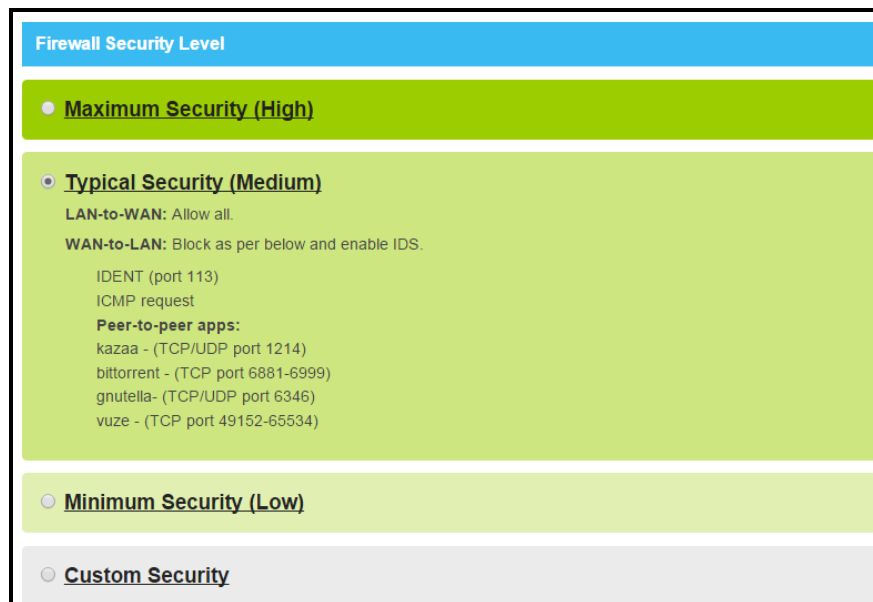


Figure 31: Firewall IPv4 Security Level – Medium Screen

- **High** – Safest configuration, highest security



Figure 32: Firewall IPv4 Security Level – High Screen

- **Custom Security**

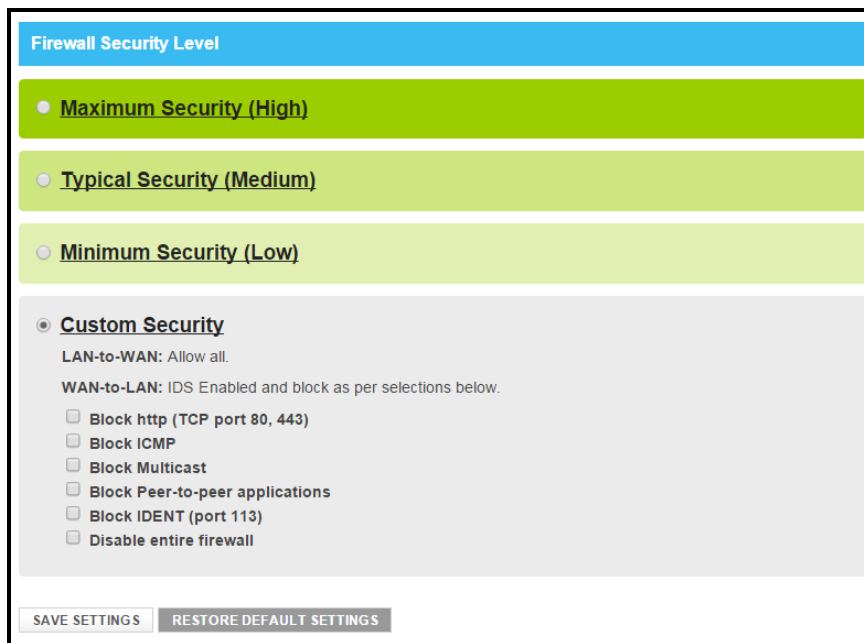


Figure 33: Firewall IPv4 Security Level – Custom Screen

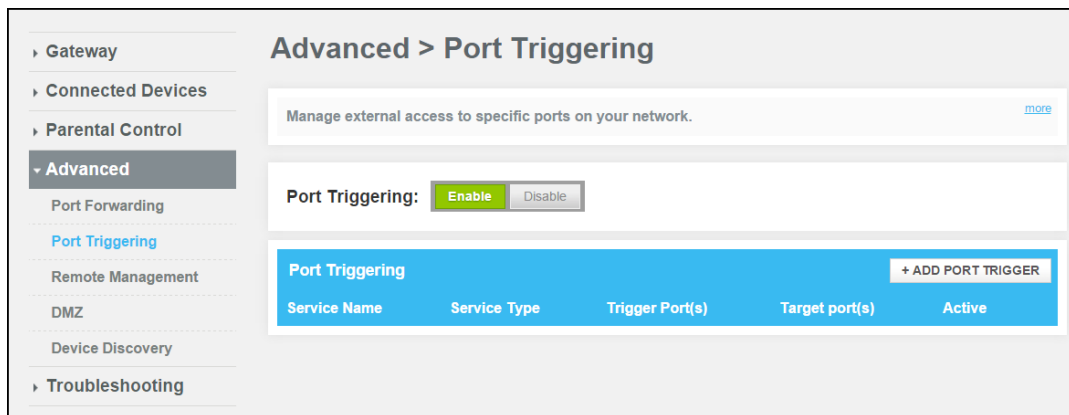
3. Select the security level that you want to set for your gateway firewall.
4. Click **SAVE SETTINGS**, when you are finished.

## Set Up Port Triggers

You can use Port Triggers to configure dynamic triggers to specific devices on your LAN. This allows special applications that require specific port numbers with bi-directional traffic to function properly. Applications such as video conferencing, voice, gaming, and some messaging program features may require these special settings.

To configure Port Triggers:

1. From any TG862R Web Manager screen, click the **Advanced** menu link on the TG862R Web Manager screen.
2. Click **Port Triggering** from the **Advanced** submenu options list to display the Port Triggering Configuration screen.
3. Click the **Enable** button.



**Figure 34: Advanced Port Triggering Screen**

4. Click **+ADD PORT TRIGGER** button to open the Add Port Trigger screen.

**Figure 35: Add Port Triggers Screen**

5. Enter a name or description for the Port Trigger in the Service Name field.
6. Select **TCP/UDP**, **TCP**, or **UDP** for the Port Trigger from the Service Type drop-down list.
7. Enter the starting port number in the Trigger Port From field.
8. Enter the ending port number in the Trigger Port To field.
9. Enter the starting port number in the Target Port From field.
10. Enter the ending port number in the Target To field.
11. Click **SAVE** to create your port triggers.
12. Repeat steps 3 thru 8 to create additional port triggers.

## Set Up the DMZ Host



**WARNING!** The gaming DMZ host is not protected by the TG862R firewall. It is exposed to the Internet and thus vulnerable to attacks or hacking from any computer on the Internet. Consider carefully before configuring a device to be in the DMZ.

You can configure one computer on your home network to be the DMZ Host. That computer will operate outside of the TG862R firewall and allow remote access from the Internet to your computer, gaming device, or other IP-enabled device. The DMZ Host feature will only allow outside users to have direct access to the designated DMZ Host device and not your home network.

To create the DMZ Host:

1. From any TG862R Web Manager screen, click the **Advanced** menu link on the TG862R Web Manager screen.
2. Click **DMZ** from the Advanced submenu links list to display the DMZ screen.

**Figure 36: Advanced DMZ Host Screen**

3. Click the **Enable** DMZ button to set up the DMZ Host on your home network.

4. Enter the last one to three digits (from 2 to 254) of the IP address of the computer or gaming device that you are setting up as the DMZ host.
5. Click **SAVE**, when you are finished.



**Note:** Remember to reset the IP address back to 0 (zero) to close all the ports when you are finished with the needed application. If you do not reset the IP address, that computer will be exposed to the public Internet.

**Note:** To disable the DMZ Host, click the **Disable DMZ** button and then click **SAVE**.

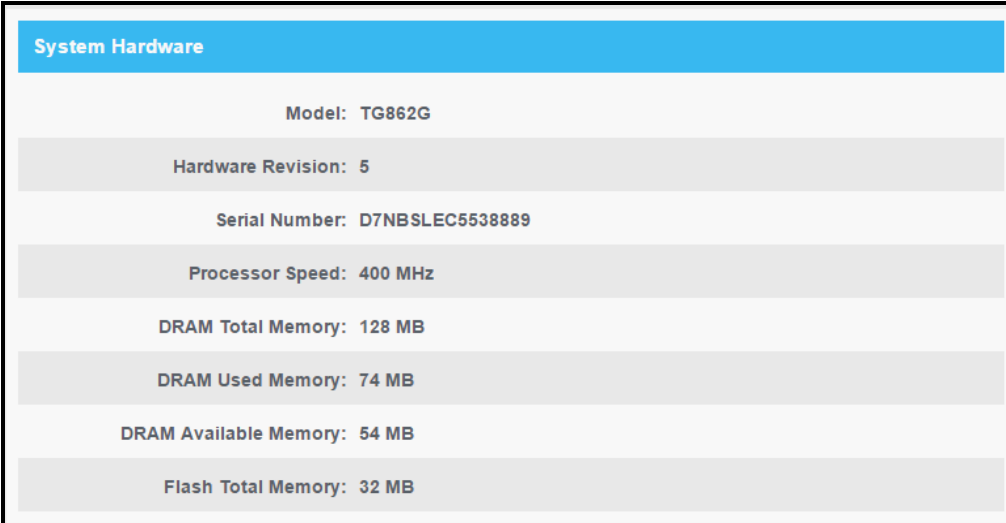
## Managing Your Gateway and Connected Networks

Use the TG862R Web Manager to view and monitor the network configuration settings and operational status of your TG862R. You can also configure your network connections and wireless security settings. See [Protecting & Monitoring Your Wireless Network](#) (page 39) for more information.

### View the Gateway Hardware Information

To open the Gateway Hardware screen:

1. From any TG862R Web Manager screen, click the **Gateway** menu link.
2. Click **Hardware** from the Gateway submenu links and then click **System Hardware** from the Hardware submenu options to display the Gateway System Hardware screen.



System Hardware
Model: TG862G
Hardware Revision: 5
Serial Number: D7NBSLEC5538889
Processor Speed: 400 MHz
DRAM Total Memory: 128 MB
DRAM Used Memory: 74 MB
DRAM Available Memory: 54 MB
Flash Total Memory: 32 MB

Figure 37: TG862R Hardware Information Screen



## View the Gateway Software Version

To open the Gateway Software screen:

1. From any TG862R Web Manager screen, click the **Gateway** menu link.
2. Click **Software** from the Gateway submenu links list to display the Gateway Software screen.

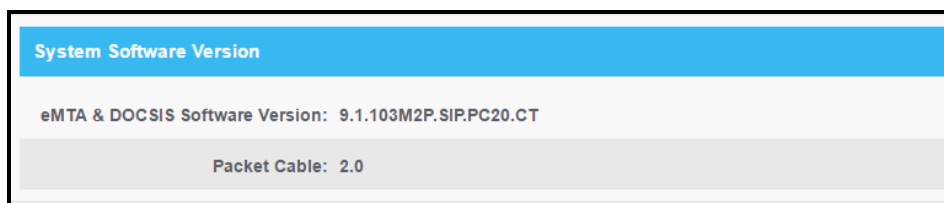


Figure 38: TG862R Software Version Screen

## View the Gateway Network Connections

To open the Gateway Network Connections screen:

1. From any TG862R Web Manager screen, click the **Gateway** menu link.
2. Click **At a Glance** from the Gateway submenu links list to display the Gateway Network Connections screen.

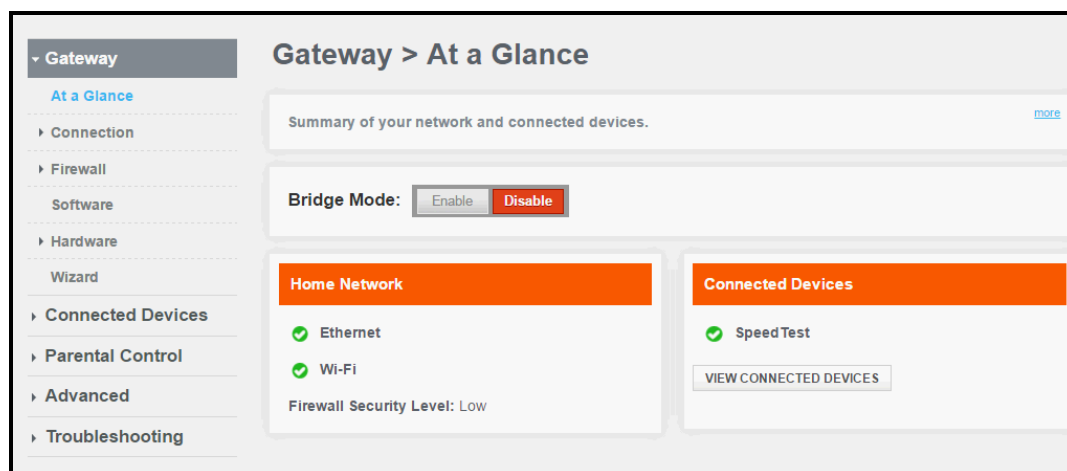


Figure 39: TG862R Network Connections Screen

## View the XFINITY Network Connection Status

1. From any TG862R Web Manager screen, click the **Gateway** menu link.
2. Click **Connection** from the Gateway submenu links and then click **XFINITY Network** from the Connection submenu options to display the XFINITY Network Connection Status screen.

XFINITY Network	
Internet:	Active
Local time:	2017-1-19 19:6:34
System Uptime:	10days 3h: 35m: 30s
WAN IP Address (IPv4):	206.19.87.43
WAN Default Gateway Address (IPv4):	206.19.87.33
WAN IP Address (IPv6):	0:0:0:0:0:0:0
WAN Default Gateway Address (IPv6):	fe80:0:0:0:230:b8ff:fec6:3a26
Delegated prefix (IPv6):	0:0:0:0:0:0:0/0
Primary DNS Server (IPv4):	8.8.8.8
Secondary DNS Server (IPv4):	8.8.4.4
Primary DNS Server (IPv6):	
Secondary DNS Server (IPv6):	
WAN Link Local Address (IPv6):	fe80:0:0:0:ef8:93ff:fe24:1854
DHCP Client (IPv4):	Enabled
DHCP Client (IPv6):	Enabled
DHCP Lease Expire Time (IPv4):	0d:0h:57m
DHCP Lease Expire Time (IPv6):	0d:0h:0m
WAN MAC:	0C:F8:93:24:18:54
eMTA MAC:	0C:F8:93:24:18:53
CM MAC:	0C:F8:93:24:18:52

**Figure 40: TG862R Network Connection Status Screen**

## View the Network Connection Status

1. From any TG862R Web Manager screen, click the **Gateway** menu link.
2. Click **Connection** from the Gateway submenu links and then click **Status** from the Connection submenu options to display the Network Connection Status screen.

Figure 41: TG862R Connection Status Screen

## Reset the TG862R Configuration Settings



**WARNING!** The Reset process will also delete any custom TG862R configurations you may have already created. ARRIS recommends that you create a backup copy of your configuration before resetting the TG862R.

From the TG862R Web Manager, do the following to open the Reset/Restore Gateway screen:

1. From any TG862R Web Manager screen, click the **Troubleshooting** menu link.
2. Click **Reset/Restore Gateway** from the Troubleshooting submenu links.



Figure 42: TG862R Reset Configuration Settings Screen

3. Click **RESET WI-FI ROUTER** located in the Reset / Restore Gateway table.  
The message, Are you sure you want to Reset the Wi-Fi Gateway? will display.
4. Click **OK**.  
The TG862R will reboot.
5. Log back in using the default user name and password.
  - Username: **admin**
  - Password: **password**

## Exit the TG862R Web Manager

To log out and close the TG862R Web Manager:

- Click **Logout** link located at the top of the TG862R Web Manager screen.

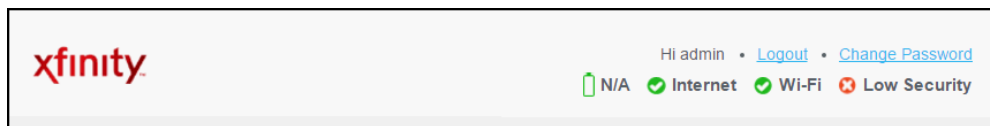


Figure 43: TG862R Web Manager Logout Link

## Troubleshooting Tips

If the solutions listed in the Troubleshooting Solutions table below do not solve your problem, please contact your service provider for assistance.

You may have to reset the TG862R gateway configuration to its original factory settings if the gateway is not functioning properly.

## Solutions

**Table 5. Troubleshooting Solutions**

Gateway Problem	Possible Solution
<b>Power LED Icon is OFF</b>	<ul style="list-style-type: none"> <li>■ Check the power connection on the gateway and to the electrical outlet.</li> <li>■ Check that the electrical outlet is working. Is the outlet controlled by a light switch? If so, unplug the gateway power cord and connect it to another electrical outlet that is not controlled by a wall switch.</li> </ul>
<b>Cannot Send or Receive Data</b>	<ul style="list-style-type: none"> <li>■ Check each end of the coaxial cable connection on the gateway and cable wall outlet. Use your hand to tighten each connector, if necessary.</li> <li>■ Check the Ethernet cable to make sure it is properly connected to the gateway and computer.</li> <li>■ If you have cable television service, check your television to ensure your cable service is operating properly.</li> <li>■ If none of the above solutions resolves the problem, contact your service provider or call ARRIS Technical Support at <b>1-877-466-8646</b> for assistance.</li> </ul>
<b>Cannot Access the Internet</b>	<ul style="list-style-type: none"> <li>■ Check that all cable and power connections on your gateway and computer are properly connected.</li> <li>■ Check that the <b>Power</b>, <b>Online</b>, and <b>WiFi</b> LED icons on the front panel are lit up solid.</li> <li>■ Contact your service provider for assistance.</li> </ul>

## Warranty Information

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SURFboard TG862R Wireless Telephony Gateway

ARRIS Enterprises, LLC ("ARRIS")

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