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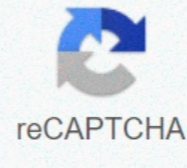
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Arris TG862G-CT routers include a very basic firewall that helps protect your home network form unwanted access from the internet. Since this firewall blocks incoming connections you may need open a port through it for certain games and applications. This process of opening a port is frequently called a port forward, since you are forwarding a port from the internet to your home network. The basic process to open a port is: Setup a static IP address on either your computer or device that you want to forward a port to. Login to your Arris TG862G-CT router. Navigate to the port forwarding section. Click the Advanced link. Click on Port Forwarding. Click the Add Service button. Create a port forward entry. While these steps might seem difficult at first, we will walk you through each step for your Arris TG862G-CT router. We think that forwarding a port should be easy. That's why we created Network Utilities. Our software does everything that you need to forward a port. Get Started Now! When you use Network Utilities you get your port forwarded right now! It is important to setup a static ip address in the device that you are forwarding a port to. This ensures that your ports will remain open even after your device reboots. Recommended - Our free program will setup a static IP address for you. → Download Network Utilities today! Or follow our Static IP Address guides to setup a static IP address. After setting up a static ip address on your devices you need to login to your router. Step 2 Now we are going to login to your Arris TG862G-CT router. Your router has a web interface, so you will login to it using your web browser. This can be either Chrome, Firefox, Internet Explorer, or Edge. It usually does not matter which browser you choose to use. Open up your web browser and find the address bar. It should look something like this: 10.0.0.1 In the picture above the address bar has 10.0.0.1 in it. Just replace all of that with the IP address of your Arris TG862G-CT router. Your router's IP address can also be refered to as your computer's default gateway. By default the IP address is set to: 10.0.0.1 After entering the IP address of your router you can simply press enter. If all goes well you will see the following screen: You should see a box prompting you for your username and password. The Default Arris TG862G-CT Router Username is: admin The Default Arris TG862G-CT Router Password is: password Enter your username and password, and then click the Login button to log in to your Arris TG862G-CT router. If your username and password do not work then please visit our Default Arris Router Passwords page. If you still can't login to your router because you forgot your Arris TG862G-CT router username and password, use our How to Reset a Router Password guide to set your Arris TG862G-CT router back to its factory settings. Step 3 Now we need to find the port forwarding section in your router. Here's how you do it. Starting from the first page in your router: Click the Advanced link near the left of the page. You should now see a new menu. In this new menu, click Port Forwarding. Click the Add Service button near the center of the page. Step 4 Here are the ports to forward for Xbox Live: TCP Ports:3074 UDP Ports:3074 If you are looking for the ports for a different application you can find it by either: Use the Services Name dropdown box to select Other. Make up a name to put in the Other Service box. The name does not have any effect on the functionality of the forward, it's simply there so you can know why it was created. Select the required protocol for these ports from the Service Type dropdown box. Enter the IP address that you are forwarding ports to in the Server IP Address box. This is either the IP address of a computer or the IP address of another device on your network. If you are forwarding a single port, enter that port number into the Start Port and the End Port boxes. If you are forwarding a range of ports, enter the lowest number of that range into the Start Port box. Then enter the highest number of that range into the End Port box. When you are all done click the Save button. Your ports should now be open. It is time to test them. Test if Your Ports are Open Now that you have forwarded ports on the Arris TG862G-CT you should test to see if your ports are forwarded correctly. To test if your port has been properly forwarded, you can use our Network Utilities tool, which includes a free Open Port Checker. Our Open Port Check tool is the only online port checking tool with Guaranteed Results. Arris TG862G-CT Router Screenshots We also have the Internets largest collection of Router Screenshots. ARRIS TG862G/CT DOCSIS TELEPHONE MODEM (EMTA) **SEE OUR ARRIS TG1682G LISTING FOR THE UPGRADED MODEL** The XFINITY Wireless Gateway is your all-in-one device that connects your Internet, phone and home networking. It provides Wi-Fi® connectivity for your home, so there's no need for a separate wireless router. ARRIS TG862G/CT FEATURES: - DOCSIS® 3.0 compliant designs- Up to 8 downstream and 4 upstream channel bonding- Tuners support two 48MHz blocks each consisting of up to 4 bonded channels- High performance WiFi-Alliance certified 802.11b/g/n wireless access point- Internal 2x3 MIMO antenna configuration for optimal throughput and coverage- Supports 802.11n Beam Forming- Designed for CableLabs® Wifi Federation Hardware Compliance- High Speed Internet via 4 ports 10/100/1000Base-T Ethernet (RJ-45)- Multiple (8) SSID Support with individual rate limiting- WPA and WPA2 Personal and Enterprise, 64/ 128 bit WEP, and MAC authentication wireless security options- Support for WMM® QOS, and WMM Power Save- Software support for HNAP, DLNA, and UPnP- Support for a single USB 2.0 Targeted Embedded Host port- High Speed Internet via 4 ports 10/100/1000Base-T Ethernet (RJ- All ports Auto-negotiation, auto speed sensing and Auto MDI/X- Capable of bridging Ethernet traffic including between USB- USB 2.0 powered Host Port- Support for Static and Dynamic IP, DHCP, NAT, L2TP, VLAN¿s and RIPv2- Integrated Universal Power Supply for Higher Reliability- 2 lines of Carrier Grade Voice- Multiple Protocol Support: PacketCable (NCS) and Session Initiation Protocol (SIP)- Toll grade, compression, and High Fidelity Wideband CODECs supported.- Battery Backup options allow over 8 hours of standby support. Compatibility Major U.S. Cable Providers Download Speed (Internet) Up to 343 Mbps DOCSIS 3.0 Gigabit Ethernet Port 4 MoCA Technology No Wi-Fi 802.11b/g/n WPS (Wi-Fi Pairing Button) Yes Preset Wi-Fi Security Yes Wireless Guest Access Yes Telephone Port 2 Item is in QUALITY refurbished condition with EXTENDED WARRANTY and includes: 1 Arris TG862G/CT Docsis 3 Wireless Telephone Modem 1 External Power Cord 1 CAT5e High Speed Ethernet Cord Custom Self Install Instructions USER GUIDE/SET UP INFO LINK: CUT YOUR MONTHLY TV BILL NOW! Try Amazon Music Unlimited Free Trial **SAVE UP TO $600 FOR EVERY 5 YEARS YOU OWN YOUR OWN ARRIS TG862G/CT MODEM!** *Terms and Conditions apply to the following **SAVE UP TO $600 FOR EVERY 5 YEARS YOU OWN YOUR OWN ARRIS TG862G/CT MODEM!** Known Issues: This device is incompatible with Polycom phones because it does not have an option to change the DHCP DNS servers. This causes the phones to intermittently lose registration, causing call and feature failures on just Polycom phones. We confirmed SIP ALG is enabled by default on this device with firmware TS070659S_032114_MODEL_862_GW_CT. There is no option to disable it. This causes intermittent one-way audio at the start of calls, phones calls to fail to voicemail, transfer failures, and other strange phone issues. Resolution: Purchase a recommended router if you do not have one already. Intermedia cannot setup the new router for you, but your IT or the manufacturer of your new router can help you. Call Comcast to bridge your internet gateway to your new router. Note: It is at the discretion of the ISP, whether or not they will allow the modem to be bridged. If they choose to deny the request, then the above resolution will apply. Additional Resources: Was this article helpful? If you need immediate technical assistance, you can: Help us improve our knowledge base. Please note: we do not monitor these comments for support requests. Thank you for your feedback! Modified on: Wed, Dec 21, 2016 at 5:39 PM It is a good practice with this router to keep the firmware current with the latest version.We have found that this router may need to be in a state called Bridge Mode to be able to pass traffic correctly to our servers. This is because the SIP ALG setting cannot be disabled. SIP ALG can interrupt the flow of audio from the phones to our servers and visa verse. Below is some more information on Bridge Mode for this router.Bridge ModeTypically, two pieces of equipment are required to connect to the Internet and the WiFi network in your home: A modem connects your home to an Internet Service Provider's (e.g. Comcast's) network. A router connects your wired and wireless devices to your modem. The wireless gateway from XFINITY puts the technology of a modem and router into one piece of equipment. This can cause the aforementioned issues to occur and to bypass this you will need to use a different router. The new router that you will need for this process will act as the router and effectively causing the XFINITY device to act solely as the modem. To do this, you will have to enable the Bridge Mode feature on the wireless gateway, which turns off its routing capabilities while leaving the modem capabilities on. Below is a diagram of how this setup compares to the regular.Note: Enabling Bridge Mode does not disable the XFINITY WiFi Home Hotspot feature. If your wireless gateway has been enabled with the XFINITY WiFi Home Hotspot feature, and you wish to disable the Home Hotspot feature, please visit Turn XFINITY WiFi Home Hotspot On or Off - My Account Help.Toggle Bridge Mode On/Off Find a device connected to your wireless gateway home network. This device can be wirelessly or directly connected to your gateway with an Ethernet cable. Open a web browser and go to the Admin Tool at Enter the default username and password: Username: admin Password: password (case sensitive) Note: If you previously changed your Admin Tool password, use the new password to log in. From the left-hand column, select Gateway > At a Glance. Next to Enable Bridge Mode, click Enable. If you do not see Enable Bridge Mode, navigate to Gateway > Connection > Local IP Network and follow the on-screen instructions. If you still do not see Enable Bridge Mode, please contact your ISP to have your settings manually updated. A message appears stating "WARNING: Enabling Bridge Mode will disable Router functionality of gateway and turn off the private Wi-Fi network. Are you sure you want to continue?" Click OK to confirm. Note: Your wireless gateway may reboot/restart. You can now use your own router in place of the wireless gateway's router capabilities. Click Logout at the top right. Connect router to port 1 on the XFINITY wireless gateway as the other ports are now disabled.Contact FluentStream support if you have any questions or concerns. Did you find it helpful? Yes No

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