Manuals+ — User Manuals Simplified.

ARRIS Surfboard S33 DOCSIS 3.1 Multi-Gigabit Cable Modem user guide

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Modem Information	**Highest Service Level**
DOCSIS 3.1 Cable Modem 32×8 channel bonding	Gigablast

Front View [Click to enlarge.](#)	After the modem is successfully connected to the network, the LED status indicator illuminates blue or green continuously to indicate that the modem is online and fully operational.
Back View [Click to enlarge.](#)	The following ports or buttons are available on the back of the modem. • RESET – Use this button to reboot the modem or restore to factory defaults. It is recessed to prevent accidental resets. To reboot the modem, press and hold the indented Reset button for three to four seconds. To restore factory defaults, press and hold the indented Reset button for more than 10 seconds or until the front panel LED flashes. • 2.5 GE AND 1 GE ETHERNET – Connects a RJ-45 Ethernet cord to a device. **Note**: Only one Ethernet port is active at a time. • CABLE – Connects to the cable wall outlet. • POWER – Connects the modem to the power cord.

	MAC addresses are written as 12 digits containing both letters and numbers (0-9, A-F).
MAC Address **Click to enlarge.**	• A MAC address is unique. • The first six characters of the MAC address are unique to the manufacturer of the device. • This information is usually found on a sticker located on the bottom of the modem.

Front Panel Troubleshooting

The front panel LED indicates the current status of your modem. To troubleshoot any connection problems, use the table below.

LED Color	Status	Problem
Amber	Off	No power. Verify all cable connections and try resetting the modem.
	Flashing	None. Firmware download is in progress.
Green	Blinking	Searching for downstream or upstream channels. Verify all cable connections and try resetting the modem if the LED indicator continues to blink.
	Solid	None. The modem is online in DOCSIS 3.0 mode.
Blue	Solid	None. The modem is online in DOCSIS 3.1 mode.
Blue and Green	Alternating Flashing	Error mode. Verify all cable connections and try resetting the modem.

Rear Panel Troubleshooting

The rear panel LED indicates the Ethernet connection status of your modem. To troubleshoot Ethernet connection problems, use the table below.

Ethernet Port Light	Status	Problem
1 GE and 2.5 GE Ethernet	Off	Device is not connected to an Ethernet port. Verify all cable connections and try resetting the modem.
	Green	None. A GigE connection is made between the modem and connected device.
	Amber	None. A 10/100 Mbps connection is made between the modem and connected device.

Manufacturer Resources

For more detailed technical information on the S33, use the resources below.

- **ArrisS33_DataSheet** [PDF]
- **Arris_S33_QSG** [PDF]
- **ArrisS33_UserGuide** [PDF]