Arris DG3450

Arris Touchstone DG3450 Cable Modem Wireless Gateway User Manual

Model: DG3450 | Brand: Arris

INTRODUCTION

The Arris Touchstone DG3450 is an integrated home gateway designed to provide high-speed internet access. It features DOCSIS 3.1 technology, supporting advanced downstream and upstream channel bonding for robust broadband data. This device combines a 4-port Gigabit router and a dual-band 802.11ac Wave2 wireless access point, making it a central hub for wired and wireless connectivity within your home. It is optimized for delivering Gigabit data services over a DOCSIS 3.1 Wide Area Network (WAN).

PACKAGE CONTENTS

Before you begin, please ensure all items are present in the box:

- Arris Touchstone DG3450 Cable Modem Wireless Gateway
- Power Adapter
- Ethernet Cable
- Quick Start Guide

SETUP

1. Physical Connection

1. **Connect Coaxial Cable:** Connect one end of a coaxial cable (not included) to the cable wall outlet and the other end to the **Cable** port on the back of the DG3450. Ensure the connection is finger-tight.

2. **Connect Ethernet Cable:** Connect one end of the provided Ethernet cable to any of the **LAN** ports on the back of the DG3450 and the other end to your computer or Wi-Fi router.

3. **Connect Power Adapter:** Plug the power adapter into the **Power** port on the back of the DG3450 and then into an electrical outlet. The device will begin to power on.

Image: Rear view of the Arris Touchstone DG3450, highlighting the coaxial cable input, four Gigabit Ethernet LAN ports, and the power input. A USB 3.0 port is also visible.

2. Device Activation

Once the DG3450 is powered on and the indicator lights stabilize (refer to the Operating section for light status), you will need to activate the device with your internet service provider (ISP). This can typically be done through your provider's self-install portal or by contacting their customer support. Have your account information and the modem's MAC address (usually found on a label on the device) ready.

3. Wi-Fi Setup

After activation, you can connect your wireless devices. The default Wi-Fi network name (SSID) and password are often found on a label on the DG3450. You can customize these settings using the user-friendly web dashboard, accessible via a web browser on a connected device.

Image: Front view of the Arris Touchstone DG3450, displaying its sleek black design and the vertical indicator lights for power, internet, and Wi-Fi status.

OPERATING

Indicator Lights

The front panel of the DG3450 features several LED indicator lights that provide status information:

- **Power:** Indicates the power status of the device.
- **Downstream:** Indicates the downstream connection status.
- **Upstream:** Indicates the upstream connection status.
- **Online:** Indicates successful internet connectivity.
- **Wi-Fi:** Indicates the status of the wireless network.

- **Ethernet (LAN):** Indicates activity on the wired Ethernet ports.

Refer to the full user manual for detailed explanations of each light's color and blinking patterns.

Key Features

- **DOCSIS 3.1 Technology:** Supports advanced channel bonding for high-speed data transfer, ideal for multi-gigabit downloads and 4K streaming.
- **Dual-Band Wi-Fi (802.11ac Wave2):** Provides simultaneous 2.4GHz and 5GHz radios with 4x4 MU-MIMO for broad and interference-resistant wireless coverage.
- **4 Gigabit Ethernet Ports:** Offers reliable wired connections for devices such as desktops, gaming consoles, and IPTV set-top boxes.
- **MoCA 2.0 Support:** Utilizes existing coaxial cabling for a high-speed wired backbone, enhancing network performance.
- **Built-In Security:** Features WPA2 encryption, an advanced firewall, guest SSID options, and parental controls for network protection and management.

MAINTENANCE

To ensure optimal performance and longevity of your Arris DG3450, consider the following maintenance tips:

- **Regular Restart:** Periodically restart your device (unplug from power for 30 seconds, then plug back in) to refresh its connection and clear any temporary issues.
- **Optimal Placement:** Place the DG3450 in a central location in your home, away from obstructions and other electronic devices that may cause interference, to maximize Wi-Fi coverage.
- **Firmware Updates:** Firmware updates are typically managed automatically by your internet service provider to ensure your device has the latest features and security enhancements.
- **Keep Ventilated:** Ensure the device is placed in an area with good airflow to prevent overheating.

TROUBLESHOOTING

If you encounter issues with your Arris DG3450, try the following steps:

- **No Internet Connection:**
  - Check all cable connections (coaxial, Ethernet, power) to ensure they are secure.
  - Verify the indicator lights on the front panel. If the Online light is off or blinking, there may be an issue with your ISP connection.
  - Restart the DG3450 by unplugging the power adapter for 30 seconds and then plugging it back in.
- **Slow Internet Speeds:**
  - Confirm your internet plan speed with your ISP.
  - Ensure your devices are connected to the appropriate Wi-Fi band (5GHz for faster speeds, 2.4GHz for wider coverage).
  - Minimize interference by moving the DG3450 away from other electronics.
- **Wi-Fi Connectivity Issues:**
  - Check the Wi-Fi indicator light on the DG3450.
  - Ensure your devices are within the Wi-Fi range.
  - Try forgetting and rejoining the Wi-Fi network on your device.

- **Factory Reset:** If problems persist, you may perform a factory reset. Locate the **Reset** button on the back of the device (often a small pinhole). Use a paperclip to press and hold the button for about 10-15 seconds until the lights flash. *Note: A factory reset will erase all custom settings, including Wi-Fi name and password, reverting them to factory defaults.*

If these steps do not resolve the issue, please contact your internet service provider for further assistance.

SPECIFICATIONS

Feature	Detail
Model	DG3450
DOCSIS Standard	DOCSIS 3.1 (2x192 MHz OFDM downstream, 2x96MHz OFDMA upstream)
Channel Bonding	32x8 DOCSIS 3.0
Max Download Speed	Up to 2.5 Gbps
Wi-Fi Standard	802.11ac Wave2 (Dual-Band 2.4GHz & 5GHz with 4x4 MU-MIMO)
Ethernet Ports	4 x Gigabit LAN ports
MoCA Support	MoCA 2.0
Security	WPA2 encryption, Advanced Firewall, Guest SSID, Parental Controls
Dimensions	11.69 x 9.09 x 3.27 inches
Weight	2 pounds
Color	Black

WARRANTY AND SUPPORT

The Arris Touchstone DG3450 Cable Modem Wireless Gateway comes with a **2-Year Limited Warranty**. For technical assistance or warranty claims, please refer to the contact information provided in your product's Quick Start Guide or visit the official Arris support website. Dedicated technical support is available to assist with any issues you may encounter.

Related Documents - DG3450

[ARRIS Touchstone TG2492 Telephony Gateway User Manual](#)
User guide for the ARRIS Touchstone TG2492 Telephony Gateway, covering installation, configuration, wireless and Ethernet connectivity, and troubleshooting for home and office networks.

	[ARRIS Touchstone AR01.1 Firmware Guide: DOCSIS 3.1 & PacketCable Configuration](#) Comprehensive firmware guide for ARRIS Touchstone devices (AR01.1), detailing DOCSIS 3.1 and PacketCable 1.5/2.0 provisioning, configuration, and operational features for networking and telephony.
	[ARRIS SURFboard SBG6400 Wireless Cable Modem Gateway Quick Start Guide](#) Quick start guide for the ARRIS SURFboard SBG6400 Wireless Cable Modem Gateway, covering installation, wireless network setup, testing, and web manager access.
	[ARRIS Touchstone TG2472G Telephony Gateway User Guide](#) User guide for the ARRIS Touchstone TG2472G Telephony Gateway, detailing installation, configuration, features like DOCSIS 3.0, VoIP, MoCA 2.0, wireless connectivity, and troubleshooting.
	[ARRIS Touchstone TG4482 Telephony Gateway User Guide](#) Comprehensive user guide for the ARRIS Touchstone TG4482 Telephony Gateway, covering installation, setup, operation, security, troubleshooting, and safety requirements.
	[Guía del usuario ARRIS Touchstone TG862: Conectividad y Telefonía](#) Descubra cómo configurar y utilizar su puerta de enlace ARRIS Touchstone TG862 para Internet de alta velocidad y servicios telefónicos. Incluye guías de instalación, seguridad y solución de problemas.