

ARRIS S33

ARRIS SURFboard S33 Cable Modem User Manual

Model: S33 | Brand: ARRIS

1. INTRODUCTION AND OVERVIEW

The ARRIS SURFboard S33 is a high-performance DOCSIS 3.1 cable modem designed to provide fast, reliable internet connectivity for your home network. It features a 2.5 Gbps Ethernet port and an additional 1 Gbps Ethernet port, supporting combined download speeds up to 3.5 Gbps. This modem is ideal for high-speed streaming, gaming, and browsing, offering advanced security and low latency.

Key features include:

- **Fast, Reliable Connection:** Enjoy high-speed streaming, gaming, and browsing with a trusted brand.
- **Fast & Reliable Modem:** DOCSIS 3.1 delivers Gbps Speed with better security and low latency—ideal for gaming and streaming.
- **Save on Fees:** Own your modem and avoid up to \$168/year in rental charges (varies by provider).



Image: Front view of the ARRIS SURFboard S33 cable modem.

2. SETUP

Setting up your ARRIS SURFboard S33 modem is a straightforward process. Follow these steps to get your internet service up and running:

1. **Connect Coaxial Cable:** Connect the coaxial cable from your wall outlet to the Cable port on the back of the

modem. Ensure the connection is finger-tight.

2. **Connect to Power Outlet:** Plug the power adapter into the modem's power port and then into an electrical outlet. The modem will begin its startup sequence.
3. **Connect Ethernet Cable to PC or Wi-Fi Router:**
 - For a direct connection: Connect an Ethernet cable from either the 2.5 GE or 1 GE port on the modem to your computer's Ethernet port.
 - For a Wi-Fi network: Connect an Ethernet cable from either the 2.5 GE or 1 GE port on the modem to the WAN/Internet port on your Wi-Fi router.
4. **Activate Service:** Contact your Internet Service Provider (ISP) to activate your new modem. You will need the modem's MAC address, which is typically found on a label on the bottom or back of the device. Many ISPs also allow self-activation through their website or a dedicated app.

The SURFboard Central app can assist with activation and management. This modem is compatible with major ISPs such as Comcast Xfinity, Cox, and Spectrum.

Easy Setup

Easily connect in three simple steps.

S33

Step 3: Connect Ethernet Cable to PC or Wi-Fi Router

Step 2: Connect to Power Outlet

Step 1: Connect Coaxial Cable



Image: Easy setup guide for the ARRIS SURFboard S33, illustrating cable connections.

ISP Approved



xfinity

Spectrum

COX

Astound
Broadband

GRANDE
COMMUNICATIONS

RCN

/Sparklight

wave

WOW!

Image: The ARRIS SURFboard S33 modem pairs well with most Wi-Fi routers or mesh systems.

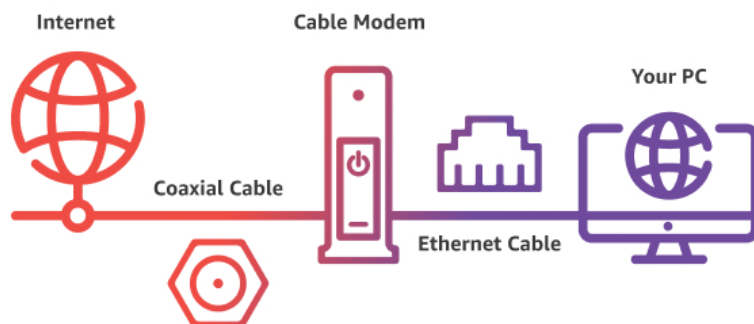


Image: The ARRIS SURFboard S33 is approved by various Internet Service Providers.

3. OPERATING THE MODEM

The ARRIS SURFboard S33 is a cable modem, which means it provides the connection to your Internet Service Provider (ISP). It does not include built-in Wi-Fi routing capabilities. To create a Wi-Fi network for your devices, you will need to connect a separate Wi-Fi router or mesh system to the modem.

Once connected and activated, the modem will automatically establish and maintain your internet connection. The LED indicator on the front of the modem provides status information:

- **Solid Blue:** Indicates a successful DOCSIS 3.1 connection.
- **Solid Green:** Indicates a successful DOCSIS 3.0 connection.
- **Flashing Blue/Green:** Indicates the modem is scanning for a connection.
- **No Light:** Indicates the modem is off or not receiving power.

For optimal performance, ensure the modem is placed in a well-ventilated area, away from direct sunlight or heat sources.

At-A-Glance



S33



**Cable modem ONLY.
Wi-Fi NOT included.**

**IS NOT compatible with DSL,
Fiber, or Satellite Service.**

**DOES NOT support cable
digital voice service**

**Recommended for cable Internet
speed plans up to 1 Gbps.**

**Certified for use with major
U.S. Cable Internet providers
including:**

xfinity COX Spectrum

Image: Important notes about the ARRIS SURFboard S33 modem's functionality and compatibility.

4. MAINTENANCE

- To ensure the longevity and optimal performance of your ARRIS SURFboard S33 cable modem, consider the following maintenance tips:
- **Ventilation:** Ensure the modem is placed in an area with adequate airflow to prevent overheating. Do not cover ventilation openings.
 - **Cleaning:** Periodically wipe the exterior of the modem with a soft, dry cloth to remove dust. Avoid using liquid cleaners or abrasive materials.
 - **Cable Connections:** Occasionally check that all coaxial and Ethernet cable connections are secure and not loose.
 - **Power Cycling:** If you experience connectivity issues, a simple power cycle (unplugging the power adapter for 30 seconds and then plugging it back in) can often resolve minor problems.

5. TROUBLESHOOTING

If you encounter issues with your ARRIS SURFboard S33 modem, refer to the following common troubleshooting steps:

Problem	Possible Cause / Solution
No Internet Connection	Check all cable connections (coaxial, power, Ethernet) are secure. Power cycle the modem: Unplug the power cord, wait 30 seconds, then plug it back in. Verify modem lights are solid blue or green. If not, contact your ISP. Ensure your service is activated with your ISP.
Slow Internet Speeds	Confirm your internet plan speed with your ISP. Ensure your router (if used) is capable of handling your internet speed. Perform a speed test with a wired connection directly to the modem to rule out Wi-Fi issues. Check for excessive network traffic or background downloads.
Intermittent Connection / Frequent Disconnects	Check for loose coaxial cable connections at the modem and wall outlet. Ensure the modem is not overheating; provide adequate ventilation. Contact your ISP to check for signal issues on their end.

For more detailed troubleshooting or persistent issues, please refer to the official User Manual PDF available via the link in the Warranty and Support section, or contact ARRIS customer support.

6. SPECIFICATIONS

Feature	Detail
---------	--------

Feature	Detail
Brand	ARRIS
Model Number	S33
Connectivity Technology	Ethernet
DOCSIS Standard	3.1
Ethernet Ports	1 x 2.5 Gbps, 1 x 1 Gbps
Max Internet Speeds	Up to 2.5 Gbps (combined download speeds up to 3.5 Gbps)
Dimensions (LxWxH)	5.14 x 1.8 x 4.74 inches
Weight	14.4 ounces
Color	White
Compatible ISPs	Cox, Mediacom, Spectrum, Suddenlink, Xfinity (and more)

7. WARRANTY AND SUPPORT

The ARRIS SURFboard S33 cable modem typically comes with a manufacturer's warranty. For specific warranty terms and conditions, please refer to the official documentation included with your product or visit the ARRIS website.



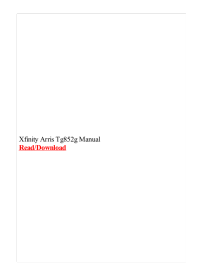


Additional protection plans may be available for purchase, offering extended coverage beyond the standard manufacturer's warranty. Examples include 3-Year and 4-Year Protection Plans.

For comprehensive information, including detailed setup instructions, advanced configurations, and troubleshooting guides, please download the official User Manual (PDF): [ARRIS SURFboard S33 User Manual PDF](#).

For technical support or customer service inquiries, please visit the official ARRIS support website or contact their customer service line as provided in your product packaging.

Related Documents - S33

<div><p>SB6183: Troubleshoot Internet Connection</p><p>When you're unable to connect to the Internet, there are several things you can try to troubleshoot the problem. This document provides a step-by-step guide to help you identify and resolve the issue.</p><p>Before you begin, make sure you have the following information:</p><ul style="list-style-type: none">The type of Internet connection you are using (cable, DSL, fiber, etc.)The type of device you are using (computer, smartphone, tablet, etc.)The type of operating system you are using (Windows, macOS, iOS, Android, etc.)<p>Follow the steps in this document to troubleshoot your Internet connection. If you are still unable to connect, contact your Internet Service Provider (ISP) for further assistance.</p></div>	<div><p>ARRIS SB6183 Cable Modem: Troubleshooting Internet Connection Issues</p><p>Comprehensive guide to troubleshooting internet connection problems with the ARRIS SB6183 cable modem. Covers physical connections, LED verification, power resets, factory resets, and signal level checks.</p></div>
---	---

 <p>SURFboard® S33 DOCSIS® 3.1 cable modem DOCSIS 3.1 Cable Modem v2 (see surfbord.com)</p>	<p>ARRIS SURFboard S33 DOCSIS 3.1 Cable Modem User Guide</p> <p>Comprehensive user guide for the ARRIS SURFboard S33 DOCSIS 3.1 cable modem, covering safety, setup, product overview, web manager usage, monitoring, troubleshooting, and warranty information.</p>
 <p>SURFboard® S33 DOCSIS® 3.1 cable modem User guide May 2017 Copyright 2017 ARRIS Enterprises LLC. All rights reserved.</p>	<p>ARRIS SURFboard S33 DOCSIS 3.1 Cable Modem User Guide</p> <p>This user guide from ARRIS provides comprehensive instructions for setting up, installing, and managing the ARRIS SURFboard S33 DOCSIS 3.1 cable modem, including troubleshooting and warranty information.</p>
 <p>Xfinity Arris TG852G Manual Read/Download</p>	<p>Xfinity Arris TG852G Gateway Manual: Features, Setup, and Configuration Guide</p> <p>User guide and technical overview for the Xfinity Arris TG852G DOCSIS 3.0 Wireless Telephone Gateway, covering its features, configuration, and related models from Arris and Comcast.</p>
 <p>ARRIS SURFboard Cable Modem</p>	<p>ARRIS SURFboard Cable Modem Quick Start Guide</p> <p>A quick start guide for setting up and managing your ARRIS SURFboard cable modem using the SURFboard Central mobile app or web interface.</p>
 <p>ARRIS SURFboard Cable Modem</p>	<p>ARRIS SURFboard SBV2402 Cable Modem Quick Start Guide Setup and Support</p> <p>Quick start guide for the ARRIS SURFboard SBV2402 DOCSIS 3.0 Cable Modem. Learn how to unbox, connect, set up using the mobile app, and access the web interface. Includes support information and legal details.</p>