ARRIS G34

ARRIS SURFboard G34 Cable Modem Router Combo User Manual

Model: G34 | Brand: ARRIS

1. INTRODUCTION AND OVERVIEW

The ARRIS SURFboard G34 Wi-Fi Cable Modem is a high-performance, two-in-one device designed to provide ultra-fast internet speeds and reliable Wi-Fi connectivity throughout your home. This device combines a DOCSIS 3.1 cable modem with a Wi-Fi 6 (AX3000) router, offering advanced features for gaming, streaming, smart devices, and more. By owning your modem, you can eliminate monthly rental fees from your internet service provider.

Figure 1: ARRIS SURFboard G34 Cable Modem Router Combo.

Key Features:

- **DOCSIS 3.1 Technology:** Provides 10x faster speeds than DOCSIS 3.0, enhanced security, and reduced lag for gaming.
- **Wi-Fi 6 (AX3000):** Delivers speeds up to 3 Gbps (3,000 Mbps) for seamless streaming and downloading.
- **Multi-Gig Wired and Wireless Networking:** Features four 1-Gigabit Ethernet ports, including a 2.5 Gigabit Ethernet port for ultra-fast wired connections.
- **ISP Compatibility:** Approved for major U.S. cable internet providers including Cox (Gigablast),

Spectrum (Internet Gig), Xfinity (Gigabit/Gigabit x2), and others. Supports speed plans up to 1 Gbps.

- **SURFboard Central App:** Simplifies setup, Wi-Fi network customization, device monitoring, and parental controls.
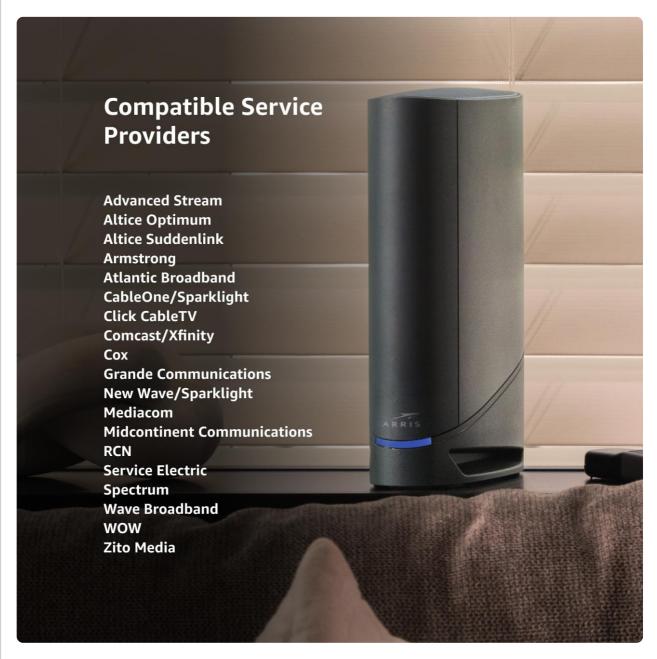

Figure 2: List of compatible internet service providers for the ARRIS SURFboard G34.

At-A-Glance

G34

Cable modem WITH Wi-Fi 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▸

Figure 3: Overview of key features and compatibility for the G34 modem.

Your browser does not support the video tag.
Video 1: Official ARRIS SURFboard G34 overview, highlighting features and benefits for home networking.

2. SETUP

Setting up your ARRIS SURFboard G34 is a straightforward process designed for ease of use. Follow these steps to get your modem router combo up and running:

1. **Connect Coaxial Cable:** Connect the coaxial cable from your wall outlet to the "Cable" port on the back of the SURFboard G34. Ensure the connection is finger-tight.

2. **Connect Power:** Plug the power supply into the "Power" port on the modem and then into a standard electrical outlet. The modem will begin its startup sequence.

3. **Connect Ethernet Cable (Optional):** For a wired connection to a PC or Wi-Fi router, connect an Ethernet cable from one of the LAN ports on the SURFboard G34 to your device. For optimal performance, use the 2.5 Gigabit Ethernet port for high-speed devices.

4. **Activate Your Modem:** Download the ARRIS SURFboard Central App on your smartphone or tablet.

Follow the step-by-step instructions within the app to activate your modem, set up your Wi-Fi network, and customize settings. Most service providers allow self-activation through their website or app, eliminating the need to call customer support.

Figure 4: Visual guide to the three easy steps for setting up the ARRIS G34.

Once activated, the app provides real-time monitoring of devices on your network, enhanced parental controls (like setting time limits and pausing internet access), and much more.

3. OPERATING THE DEVICE

The ARRIS SURFboard G34 operates as a combined modem and Wi-Fi router, providing internet access to all your connected devices. The device features dual-concurrent AX3000 Wi-Fi, supporting both 2.4 GHz and 5 GHz frequency bands for optimal performance across various devices.

LED Indicators:

The front panel of the G34 features LED indicators that provide status information:

- **Power LED:** Indicates the power status of the device.
- **Online LED:** Shows the modem's connection status to the internet. A solid blue light typically indicates a successful connection.
- **Wi-Fi LED:** Indicates the status of the wireless network.
- **LAN LEDs:** Indicate activity on the Ethernet ports.

For detailed information on LED behavior and their meanings, refer to the full user manual available on the ARRIS support website.

Network Management:

Manage your network settings, including Wi-Fi names (SSIDs), passwords, and security protocols, through the SURFboard Central App. This app also allows you to:

- View connected devices and their network activity.
- Set up guest Wi-Fi networks.
- Implement parental controls to manage internet access for specific devices or users.
- Prioritize network traffic for gaming or streaming (QoS).

4. MAINTENANCE

To ensure optimal performance and longevity of your ARRIS SURFboard G34, consider the following maintenance tips:

- **Placement:** Place the modem in an open, central location to maximize Wi-Fi coverage and ensure proper ventilation. Avoid enclosed spaces or areas with poor airflow.
- **Cleaning:** Periodically clean the exterior of the device with a soft, dry cloth. Do not use liquid cleaners or aerosols.
- **Firmware Updates:** Your internet service provider typically manages firmware updates for the modem. Ensure your device is connected and powered on to receive these updates, which can improve performance and security.
- **Restarting:** If you experience slow speeds or connectivity issues, a simple restart of the modem (unplugging it for 30 seconds and plugging it back in) can often resolve the problem.

5. TROUBLESHOOTING

If you encounter issues with your ARRIS SURFboard G34, refer to the following common troubleshooting steps:

- **No Internet Connection:**

- Check all cable connections (coaxial, Ethernet, power) to ensure they are secure.
- Restart the modem by unplugging it from the power outlet for 30 seconds, then plugging it back in.
- Verify the Online LED on the modem is solid blue. If it's blinking or off, there might be an issue with your internet service.
- Contact your Internet Service Provider (ISP) to check for outages in your area or to re-provision your modem if necessary.

- **Slow Internet Speeds:**

  - Ensure your devices are connected to the appropriate Wi-Fi band (5 GHz for faster speeds, 2.4 GHz for wider coverage).
  - Reduce the number of active devices or bandwidth-intensive activities on your network.
  - Check for potential Wi-Fi interference from other electronic devices.
  - Access the modem's diagnostic page (usually via a web browser, consult your ISP or ARRIS documentation for the specific address) to check signal levels. Poor line signal quality can significantly impact performance.

- **Wi-Fi Connectivity Issues:**

  - Ensure your device is within the Wi-Fi range of the modem.
  - Verify your Wi-Fi password is correct.
  - Try restarting the modem and the affected device.
  - If experiencing frequent disconnections, consider changing your Wi-Fi channel in the SURFboard Central App to avoid interference.

6. SPECIFICATIONS

Feature	Detail
Model Number	G34
DOCSIS Standard	DOCSIS 3.1
Wi-Fi Standard	Wi-Fi 6 (802.11ax)
Wi-Fi Speed	Up to AX3000 (3,000 Mbps)
Download Speed	Up to 4 Gbps (via DOCSIS 3.1)
Ethernet Ports	Four 1-Gigabit Ethernet ports (including one 2.5 Gigabit Ethernet port)
Dimensions	10 x 3 x 8 inches
Item Weight	2.93 pounds
Included Components	ARRIS SURFboard G34 Cable Modem, Power Supply, Quick-Start guide, 2-year warranty card

7. WARRANTY AND SUPPORT

The ARRIS SURFboard G34 comes with a **2-Year Limited Warranty** provided by ARRIS. For any product-related inquiries or technical assistance, you can reach ARRIS customer support via Live Chat or Phone Support, available 8am - 1am EST.

For additional resources, including the full user manual and FAQs, please visit the official ARRIS SURFboard website or refer to the documentation included in your product packaging.

Visit the ARRIS Store on Amazon