

ARRIS G36

ARRIS SURFboard G36 Cable Modem & Wi-Fi 6 Router User Manual

Model: G36

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, maintenance, and troubleshooting of your ARRIS SURFboard G36 Multi-Gigabit Cable Modem & AX3000 Wi-Fi 6 Router. The G36 combines a DOCSIS 3.1 cable modem with an AX3000 Wi-Fi 6 router, offering high-speed internet access and a robust wireless network for your home or small office. Please read this manual thoroughly before setting up your device to ensure optimal performance and proper usage.

2. PACKAGE CONTENTS

Verify that all items listed below are included in your product package:

- ARRIS SURFboard G36 Cable Modem & Wi-Fi 6 Router
- Power Cord
- Ethernet Cable (may be included)
- Quick Start Guide (may be included)

3. PRODUCT OVERVIEW

The ARRIS SURFboard G36 is a high-performance device designed to deliver fast and reliable internet connectivity. It integrates a DOCSIS 3.1 cable modem for multi-gigabit internet speeds and an AX3000 Wi-Fi 6 router for advanced wireless networking.



Figure 3.1: Front view of the ARRIS SURFboard G36 device.

Front Panel Indicators

The front panel features LED indicators that provide status information about the device's operation. Refer to the table below for a description of each indicator.

Indicator	Status	Description
Power	Solid Green	Device is powered on.
Online	Solid Green	Internet connection is established.
Wi-Fi	Solid Green	Wi-Fi is enabled and active.
2.5G Ethernet	Solid Green	2.5 Gbps Ethernet port is active.

Rear Panel Ports



Figure 3.2: Rear panel connections of the ARRIS SURFboard G36.

- **COAX Port:** Connects to your cable wall outlet for internet service.
- **2.5 Gbps Ethernet Port:** For connecting a high-speed device like a computer or switch.
- **Gigabit Ethernet Ports (x4):** For connecting wired devices such as computers, gaming consoles, or smart TVs.
- **Reset Button:** Used to restore factory default settings (requires a paperclip or similar object).
- **Power Port:** Connects to the included power adapter.

4. SETUP INSTRUCTIONS

4.1 Before You Begin

- Contact your Internet Service Provider (ISP) to confirm compatibility and service requirements. The ARRIS G36 is approved for Cox, Spectrum, Xfinity, and others.
- Disconnect any existing modem and router from your network.
- Ensure you have your ISP account information readily available for activation.

4.2 Hardware Installation

1. **Connect Coaxial Cable:** Connect one end of a coaxial cable (not included) to the COAX port on the rear of the G36 and the other end to a cable wall outlet. Ensure the connection is finger-tight.
2. **Connect Power:** Connect the included power cord to the Power port on the G36 and then plug the other end into an electrical outlet. The Power LED on the front panel should illuminate.
3. **Wait for Online LED:** Allow the G36 to power on and establish a connection. This may take several minutes. The Online LED on the front panel will turn solid green once the modem is successfully connected to your ISP's network.
4. **(Optional) Connect Wired Devices:** For wired connections, connect an Ethernet cable from the 2.5 Gbps Ethernet port or any of the Gigabit Ethernet ports on the G36 to your computer or other network device.

4.3 Service Activation

After hardware installation, you must activate your G36 with your Internet Service Provider. This process typically involves:

- Calling your ISP's customer support line.
- Providing the MAC address (CM MAC) and Serial Number (S/N) located on the label on the bottom or back of your G36.
- Following the instructions provided by your ISP to complete the activation.

Some ISPs may offer an online activation portal. Refer to your ISP's documentation for specific activation procedures.

5. OPERATING INSTRUCTIONS

5.1 Connecting to Wi-Fi

The G36 broadcasts a Wi-Fi network. The default Wi-Fi network name (SSID) and password (Wi-Fi Key) are printed on the label on the bottom or back of your device.

1. On your wireless device (laptop, smartphone, tablet), open the Wi-Fi settings.
2. Select the Wi-Fi network name (SSID) that matches the one on your G36 label.
3. Enter the Wi-Fi Key (password) when prompted.
4. Your device should now be connected to the internet via Wi-Fi.

5.2 Accessing the Web Manager

You can configure advanced settings of your G36 through its web-based management interface.

1. Ensure your computer is connected to the G36 via Ethernet or Wi-Fi.
2. Open a web browser (e.g., Chrome, Firefox, Edge).
3. In the address bar, type **192.168.0.1** or **192.168.100.1** and press Enter. (The exact IP address may vary; check the label on your device or your ISP's documentation).
4. Enter the default username and password. These are typically printed on the device label. Common defaults are **admin** for username and **password** for password, or a unique password provided on the label.
5. Once logged in, you can configure Wi-Fi settings, network security, parental controls, and other advanced features.

Important: For security, it is highly recommended to change the default Wi-Fi password and the web manager login password after initial setup.

6. MAINTENANCE

6.1 Rebooting the Device

Periodically rebooting your G36 can help resolve minor connectivity issues and improve performance. To reboot:

1. Unplug the power cord from the back of the G36.
2. Wait for at least 10-15 seconds.
3. Plug the power cord back into the G36.
4. Allow several minutes for the device to power on and reconnect to your ISP's network.

6.2 Firmware Updates

Firmware updates are typically managed automatically by your Internet Service Provider. Do not attempt to manually update

the firmware unless instructed by your ISP or ARRIS support.

6.3 Cleaning

To clean the exterior of your G36, use a soft, dry cloth. Do not use liquid cleaners or aerosol sprays, as they may damage the device.

7. TROUBLESHOOTING

7.1 No Internet Connection

- **Check Cables:** Ensure all cables (coaxial, Ethernet, power) are securely connected.
- **Check LEDs:** Verify that the Power and Online LEDs on the front panel are solid green. If the Online LED is blinking or off, the modem is not connected to your ISP's network.
- **Reboot:** Perform a power cycle (unplug, wait 15 seconds, plug back in) on the G36.
- **Contact ISP:** If the issue persists, contact your Internet Service Provider to confirm service status and modem activation.

7.2 Slow Internet Speeds

- **Test Wired Connection:** Connect a computer directly to the G36 via an Ethernet cable and test speeds. If wired speeds are normal, the issue may be with your Wi-Fi network.
- **Wi-Fi Interference:** Move the G36 away from other electronic devices that may cause interference (e.g., microwaves, cordless phones).
- **Channel Congestion:** In the web manager, try changing your Wi-Fi channel to a less congested one.
- **ISP Service:** Contact your ISP to verify your subscribed speed plan and check for any network issues in your area.

7.3 Wi-Fi Not Broadcasting or Connecting

- **Check Wi-Fi LED:** Ensure the Wi-Fi LED on the front panel is solid green.
- **Verify SSID/Password:** Double-check that you are selecting the correct Wi-Fi network name (SSID) and entering the correct password (Wi-Fi Key).
- **Reboot:** Reboot the G36.
- **Factory Reset:** As a last resort, you can perform a factory reset by pressing and holding the Reset button on the rear panel for 10-15 seconds with a paperclip. **Warning:** This will erase all custom settings and restore the device to its default configuration. You will need to reconfigure your Wi-Fi settings and potentially reactivate with your ISP.

8. SPECIFICATIONS

Model Name	ARRIS SURFboard G36 DOCSIS 3.1 Cable Modem & Wi-Fi 6 Router
Brand	ARRIS
DOCSIS Standard	3.1
Wi-Fi Standard	802.11ax (Wi-Fi 6)
Frequency Band Class	Dual-Band
Ethernet Ports	1 x 2.5 Gbps Ethernet, 4 x Gigabit Ethernet
Connectivity Technology	Ethernet, Wi-Fi, Coaxial Cable

Compatible Devices	Personal Computer, other network devices
Dimensions (L x W x H)	10 x 3 x 8 inches
Item Weight	2.86 pounds
Manufacturer	CommScope

9. WARRANTY AND SUPPORT

9.1 Product Warranty

For information regarding the warranty of your ARRIS SURFboard G36, please refer to the warranty card included with your product or visit the official ARRIS website. As this is a renewed product, specific warranty terms may be provided by the Amazon Renewed program or the seller. Please consult your purchase documentation for details.

9.2 Technical Support

If you encounter issues that cannot be resolved using the troubleshooting steps in this manual, please contact ARRIS Technical Support or your Internet Service Provider for assistance.

- **ARRIS Support Website:** www.arris.com/support
- **ISP Support:** Refer to your Internet Service Provider's contact information.