

## ARRIS G54

# ARRIS SURFboard G54 Cable Modem Router User Manual

Model: G54

## 1. INTRODUCTION

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The ARRIS SURFboard G54 is a high-performance cable modem and Wi-Fi 7 router combo designed to provide ultra-fast internet speeds and extensive Wi-Fi coverage for your home. This device integrates DOCSIS 3.1 modem technology with advanced Wi-Fi 7 capabilities, offering a comprehensive solution for multi-gigabit internet plans.

It is compatible with major U.S. cable internet providers and is engineered to deliver reliable and secure network connectivity.

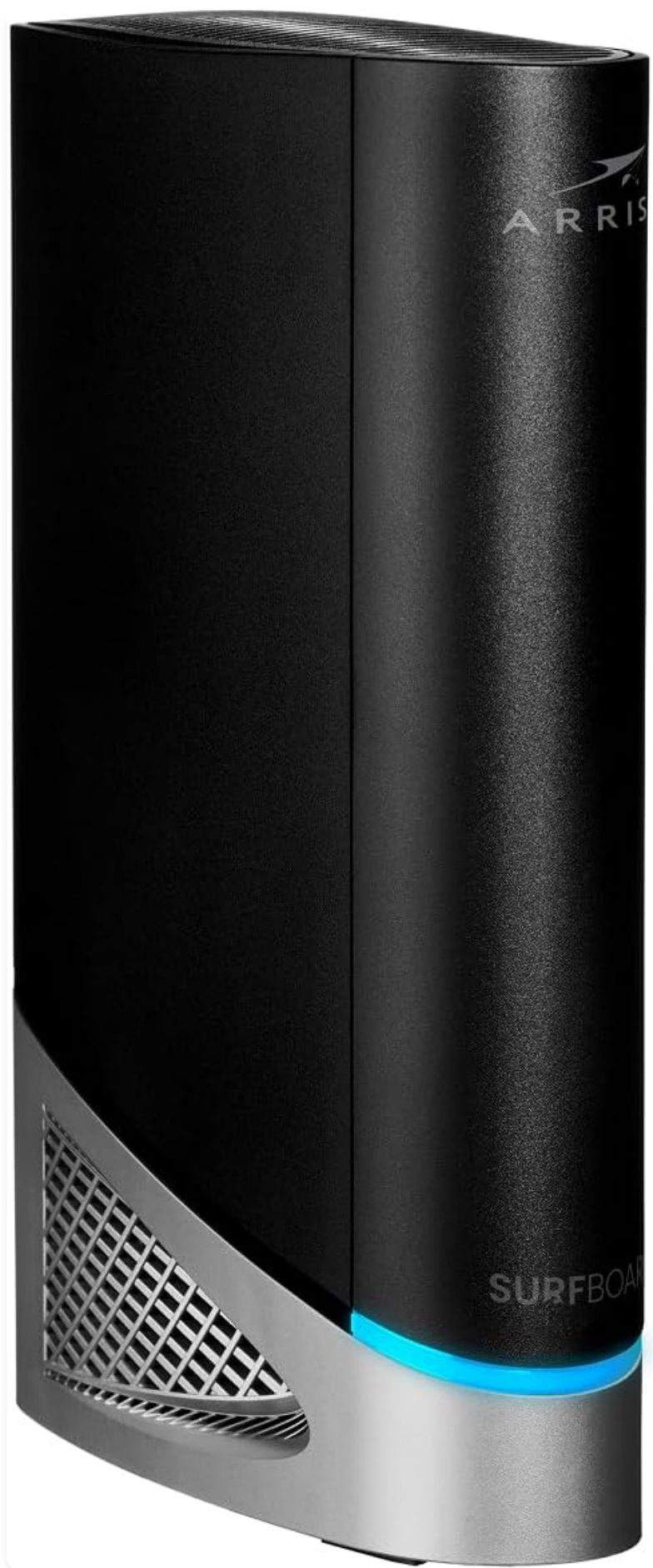


Figure 1: Front view of the ARRIS SURFboard G54 Cable Modem Router, showcasing its sleek black design with a silver base and blue LED indicator.

### Key Features:

- **DOCSIS 3.1 Technology:** Provides speeds up to 10 Gbps, offering 10x faster performance than DOCSIS 3.0 and enhanced security.
- **Wi-Fi 7 (802.11be):** Delivers speeds up to 18 Gbps with Quad-Band support for extensive coverage up to 5,000 sq ft.
- **Multi-Gigabit Ethernet Ports:** Includes one 10-Gigabit Ethernet port and four 1-Gigabit Ethernet ports for wired connections.
- **Integrated Design:** Combines a cable modem and Wi-Fi router into a single unit, reducing clutter and simplifying setup.
- **ISP Compatibility:** Certified for use with major U.S. cable internet providers such as Cox, Spectrum, and Xfinity.

## 2. PACKAGE CONTENTS

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Before you begin, ensure all items are present in your package:

- ARRIS SURFboard G54 Cable Modem Router
- Power Supply
- Quick-Start Guide

## 3. SETUP AND INSTALLATION

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Follow these steps to set up your ARRIS SURFboard G54 and activate your internet service.

# Easy Setup

Easily connect in three simple steps.

## G54

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

**Step 2: Connect to Power Outlet**

**Step 1: Connect Coaxial Cable**



Figure 2: Rear view of the ARRIS G54 showing connection ports and the three-step setup process.

**1. Step 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 your SURFboard G54.

**2. Step 2: Connect to Power Outlet**

Connect the power supply to the "12V" power port on the back of your SURFboard G54, then plug the power adapter into an electrical outlet.

*Allow the device to power on and the indicator lights to stabilize. This may take a few minutes.*

**3. Step 3: Connect Ethernet Cable (Optional for Wired Devices)**

For a wired connection, connect an Ethernet cable from one of the Gigabit Ethernet ports (1-4) or the 10-Gigabit Ethernet port on the SURFboard G54 to your computer or other network device.

**4. Step 4: Activate Your Internet Service**

Most internet service providers (ISPs) require activation of your new modem. You can typically do this by:

- **Using the SURFboard Central App:** Download the ARRIS SURFboard Central app on your smartphone or tablet. Follow the step-by-step instructions within the app to activate the modem

and set up your Wi-Fi network.

- **Contacting Your ISP:** Call your internet service provider's customer support. You will need to provide them with the MAC address (CM MAC) and Serial Number (S/N) located on the label on the bottom or back of your G54.
- **Online Activation Portal:** Some ISPs offer an online activation portal that automatically appears when you open a web browser on a device connected to your new modem.

*It is recommended to check your ISP's website for specific activation instructions and compatibility before setup.*



Figure 3: The ARRIS G54 is approved for use with various Internet Service Providers, including Xfinity, Spectrum, and Cox.



## Compatible Service Providers

Advanced Stream  
Altice Optimum  
Altice Suddenlink  
Armstrong  
Atlantic Broadband  
CableOne/Sparklight  
Click CableTV  
Comcast/Xfinity  
Cox  
Grande Communications  
New Wave/Sparklight  
Mediacom  
Midcontinent Communications  
RCN  
Service Electric  
Spectrum  
Wave Broadband  
WOW  
Zito Media



Figure 4: A comprehensive list of compatible service providers for the ARRIS G54, including Advanced Stream, Altice Optimum, and Comcast/Xfinity.

## 4. OPERATING YOUR G54

Once activated, your G54 will provide both wired and wireless internet connectivity.

### 4.1 Wi-Fi Connectivity

The G54 broadcasts a Wi-Fi network (or multiple networks if configured). You can find the default Wi-Fi network name (SSID) and password on the label of your device. For optimal performance, consider using the SURFboard Central app to customize your Wi-Fi settings, including network name, password, and parental controls.

# Quad-band Wi-Fi 7 Technology

Wi-Fi® 7  
LATEST TECHNOLOGY



ARRIS

SURFBOARD®

Figure 5: Illustration of the ARRIS G54 providing Quad-band Wi-Fi 7 coverage throughout a home.



## Choosing the Right ARRIS® Surfboard® Wi-Fi® Cable Modem for You

Recommended for multi-gig cable internet speed plans.

Internet and Wi-Fi  
(2 products in 1).

Certified for use with major U.S. Cable internet providers.

Not compatible with DSL, fiber or satellite service.

Does not support digital voice service.

**DOCSIS® 3.1**  
Compatible

Figure 6: Key considerations for choosing the ARRIS G54, highlighting its multi-gigabit support, 2-in-1 functionality, and DOCSIS 3.1 compatibility.

### 4.2 Wired Connectivity

Use the Ethernet ports on the back of the G54 to connect devices such as computers, gaming consoles, smart TVs, or network-attached storage (NAS) for stable and high-speed wired connections. The 10-Gigabit port is ideal for devices requiring maximum bandwidth.

## 5. MAINTENANCE

To ensure optimal performance and longevity of your ARRIS SURFboard G54:

- **Placement:** Place the device in a central location, away from obstructions, large metal objects, and other electronic devices that may cause interference. Ensure good ventilation.
- **Cleaning:** Keep the device clean and free of dust. Use a soft, dry cloth for cleaning. Do not use liquid cleaners or aerosols.
- **Power Cycle:** If you experience connectivity issues, try power cycling the device by unplugging it from the power outlet for 10-15 seconds, then plugging it back in.
- **Firmware Updates:** Firmware updates are typically managed automatically by your ISP. Ensure your



device is connected and powered on to receive these updates.

## 6. TROUBLESHOOTING

This section addresses common issues you might encounter with your G54.

### 6.1 No Internet Connection

- **Check Cables:** Ensure all coaxial and Ethernet cables are securely connected.
- **Power Lights:** Verify that the power and internet indicator lights on the G54 are solid. Refer to the Quick-Start Guide for light status definitions.
- **Power Cycle:** Perform a power cycle of the G54 (unplug, wait 10-15 seconds, plug back in).
- **ISP Status:** Contact your internet service provider to confirm there are no service outages in your area and that your modem is properly activated on their network.

### 6.2 Slow Internet Speeds

- **ISP Plan:** Confirm your internet plan speed with your ISP.
- **Wired vs. Wireless:** Test speeds with a wired connection to rule out Wi-Fi issues.
- **Wi-Fi Interference:** Move the G54 away from other electronics or large metal objects.
- **Network Congestion:** Too many devices or high-bandwidth activities (streaming, gaming) can slow down your network.
- **Firmware:** Ensure your modem's firmware is up to date (usually managed by ISP).

### 6.3 Wi-Fi Signal Issues

- **Placement:** Ensure the G54 is centrally located and not in a cabinet or behind large furniture.
- **Obstructions:** Walls, floors, and large appliances can degrade Wi-Fi signals.
- **Band Steering:** If experiencing issues with 6GHz clients, consider disabling band steering and splitting the SSIDs (2.4GHz, 5GHz, 6GHz) in the modem's advanced settings via the SURFboard Central app or web interface.
- **Interference:** Other Wi-Fi networks or devices (cordless phones, microwaves) can cause interference.

### 6.4 Cannot Access Modem Settings via App/Web Interface

- **Network Connection:** Ensure your device is connected to the G54's Wi-Fi network or via an Ethernet cable.
- **App Issues:** If using the SURFboard Central app, ensure it is updated to the latest version.
- **Default IP:** Try accessing the web interface by typing the default IP address (e.g., 192.168.0.1 or 192.168.100.1) into your browser. Check the modem's label or Quick-Start Guide for the correct IP and login credentials.

## 7. SPECIFICATIONS

Feature	Detail
Model Name	G54
Wireless Standard	802.11be (Wi-Fi 7)

Feature	Detail
DOCSIS Standard	DOCSIS 3.1
Frequency Band Class	Quad-Band
Ethernet Ports	1 x 10-Gigabit, 4 x 1-Gigabit
Wi-Fi Coverage	Up to 5,000 sq ft
Product Dimensions (L x W x H)	11.81 x 25.4 x 31.6 cm
Item Weight	1.42 kg
Operating System	Proprietary Firmware OS
Special Feature	WPS (Wi-Fi Protected Setup)
Manufacturer	CommScope

## At-A-Glance



### G54



**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 7: An overview of the G54's key features, including its status as a cable modem with Wi-Fi, non-compatibility with DSL/Fiber/Satellite, and recommendation for up to 1 Gbps internet plans.

## 8. WARRANTY AND SUPPORT

## 8.1 Warranty Information

The ARRIS SURFboard G54 comes with a **1-Year Limited Warranty** provided by ARRIS. Please retain your proof of purchase for warranty claims.

## 8.2 Customer Support

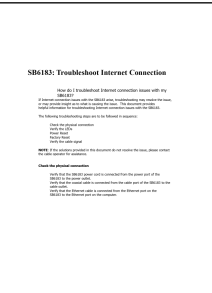
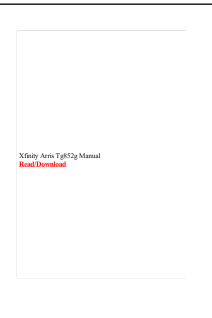

For technical assistance, troubleshooting, or warranty inquiries, you can contact ARRIS customer support:




- **Live Chat and Phone Support:** Available 7am - 7pm PST, Monday - Saturday.
- Refer to the Quick-Start Guide or the ARRIS website for the most current contact information.

For additional resources and frequently asked questions, visit the official ARRIS SURFboard website.

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This manual is for informational purposes only. Specifications are subject to change without notice.

### Related Documents - G54

	<p><a href="#">ARRIS SB6183 Cable Modem: Troubleshooting Internet Connection Issues</a></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>
	<p><a href="#">Xfinity Arris TG852G Gateway Manual: Features, Setup, and Configuration Guide</a></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><a href="#">ARRIS SURFboard Wi-Fi Cable Modem Quick Start Card</a></p> <p>Quick start guide for the ARRIS SURFboard Wi-Fi Cable Modem, covering initial setup, mobile app installation, and web interface access.</p>

 <p>ARRIS SURFboard T25 Cable Modem with Xfinity Voice User Guide, 10/20/2010 Edition 1.0 © 2010 ARRIS</p>	<p><a href="#">ARRIS SURFboard T25 Cable Modem with Xfinity Voice User Guide</a></p> <p>Comprehensive user guide for the ARRIS SURFboard T25 DOCSIS 3.1 Cable Modem with Xfinity Voice. Learn how to install, configure, manage, and troubleshoot your device for high-speed internet and reliable voice services.</p>
 <p> ManualsLib.com - The Ultimate Manuals Library Home   Search   Categories   Contact Us   About Us   Privacy Policy   Terms of Service   Sitemap</p> <p>ARRIS TOUCHSTONE TG2492 USER MANUAL</p> <p>Quick Links Ethernet or Wireless Front Panel Configuring Your Wireless Connection Accessing the Configuration Interface Configuring Your Ethernet Connection</p>	<p><a href="#">ARRIS Touchstone TG2492 Telephony Gateway User Manual</a></p> <p>User guide for the ARRIS Touchstone TG2492 Telephony Gateway, covering installation, configuration, wireless and Ethernet connectivity, and troubleshooting for home and office networks.</p>
 <p>ARRIS Xfinity TG1682 Telephony Gateway User's Guide</p>	<p><a href="#">Xfinity TG1682 Telephony Gateway User's Guide</a></p> <p>This user's guide provides comprehensive instructions for setting up, configuring, and using the ARRIS Xfinity TG1682 Telephony Gateway. Learn about its features, installation steps, safety precautions, and troubleshooting tips for reliable internet and voice services.</p>