

ARRIS G34

ARRIS SURFboard G34 DOCSIS 3.1 Gigabit Cable Modem & Wi-Fi 6 Router (AX3000) User Manual

Includes Monoprice RG6 Quad Shield CL2 Coaxial Cable Information

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your ARRIS SURFboard G34 DOCSIS 3.1 Gigabit Cable Modem & Wi-Fi 6 Router (AX3000) and the included Monoprice RG6 Quad Shield CL2 Coaxial Cable. The ARRIS SURFboard G34 is a high-performance device designed to deliver ultra-fast internet speeds and robust Wi-Fi coverage throughout your home. The Monoprice coaxial cable ensures optimal signal transfer and minimizes interference for a stable connection.

2. PACKAGE CONTENTS

Please verify that all items listed below are included in your package. If any items are missing or damaged, please contact your retailer or ARRIS customer support.

- ARRIS SURFboard G34 DOCSIS 3.1 Gigabit Cable Modem & Wi-Fi 6 Router (AX3000)
- Monoprice RG6 Quad Shield CL2 Coaxial Cable with F Type Connector - 18AWG, 75 Ohm, 6 Feet
- Power Adapter
- Ethernet Cable
- Quick Start Guide

3. PRODUCT OVERVIEW

3.1 ARRIS SURFboard G34 Modem & Router

The ARRIS SURFboard G34 is a combined cable modem and Wi-Fi 6 router, offering a streamlined solution for your home internet needs. It supports DOCSIS 3.1 technology for the fastest available cable internet speeds and Wi-Fi 6 (802.11ax) for superior wireless performance, especially in environments with multiple connected devices. It features four 1 Gbps Ethernet ports for wired connections.



Figure 3.1: ARRIS SURFboard G34 Modem & Wi-Fi 6 Router with Monoprice Coaxial Cable. The modem is a tall, black, rectangular device with a blue light at the base, and the coaxial cable is black and coiled next to it.





Figure 3.2: Close-up view of the ARRIS SURFboard G34 Modem. This image highlights the sleek black design and the ARRIS logo with a glowing blue indicator light at the bottom.

3.2 Monoprice RG6 Coaxial Cable

The Monoprice RG6 Quad Shield CL2 Coaxial Cable is designed for maximum signal transfer and minimal interference. It is a heavy-duty, 18AWG, 75 Ohm cable, suitable for connecting your cable modem to the wall outlet.



Figure 3.3: Monoprice RG6 Quad Shield CL2 Coaxial Cable. The image shows the black cable coiled, with F-type connectors visible at both ends.



Figure 3.4: Close-up view of the F-type connector on the Monoprice RG6 Coaxial Cable. The gold-plated connector is clearly visible, designed for secure and efficient signal transmission.

4. SETUP GUIDE

Follow these steps to set up your ARRIS SURFboard G34 modem and Wi-Fi 6 router.

1. **Prepare for Installation:** Ensure your cable internet service is active. Disconnect any existing modem or router from the coaxial wall outlet.
2. **Connect the Coaxial Cable:** Connect one end of the Monoprice RG6 coaxial cable to the cable wall outlet and the other end to the 'Cable' port on the back of your ARRIS SURFboard G34 modem. Ensure connections are finger-tight.
3. **Connect Power:** Connect the power adapter to the 'Power' port on the modem and then plug the other end into an electrical outlet. The modem will begin its startup sequence, which may take several minutes.
4. **Observe Indicator Lights:** Wait for the indicator lights on the front of the modem to stabilize. Refer to the modem's quick start guide for specific light patterns indicating a successful connection. Typically, the online indicator will be solid blue or green.
5. **Activate Your Modem:**
 - **Using the SURFboard Central App:** Download the ARRIS SURFboard Central app from your mobile device's app store. Follow the in-app instructions to activate your modem, set up your Wi-Fi network, and customize settings. This is the recommended method for a simple and secure setup.
 - **Contacting Your Internet Service Provider (ISP):** If the app activation is not successful, you may need to contact your ISP directly. Provide them with the modem's MAC address (located on a sticker on the bottom or back of the modem) to register the device on their network.
6. **Connect Devices:** Once activated, you can connect devices via Wi-Fi using the network name (SSID) and password found on the modem's label, or via Ethernet cable to the Gigabit Ethernet ports on the back of the modem.

5. OPERATING INSTRUCTIONS

5.1 Wi-Fi Network Management

Your ARRIS SURFboard G34 creates a secure Wi-Fi 6 network. You can manage your Wi-Fi settings, including changing the network name (SSID) and password, through the SURFboard Central app. The app also allows you to monitor connected devices, set up guest networks, and implement parental controls.

5.2 Wired Connections

Use the four Gigabit Ethernet ports on the back of the modem to connect devices such as computers, gaming consoles, or smart TVs directly for the most stable and fastest wired internet connection.

5.3 Indicator Lights

The LED indicator lights on the front of the modem provide status information. Consult the quick start guide or the SURFboard Central app for a detailed explanation of each light's meaning (e.g., power, upstream, downstream, internet, Wi-Fi status).

6. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your modem and cable.

- **Cleaning:** Gently wipe the exterior of the modem with a soft, dry cloth. Do not use liquid cleaners or abrasive materials. Ensure ventilation openings are clear of dust.

- **Placement:** Place the modem in a well-ventilated area, away from direct sunlight, heat sources, and moisture. Avoid placing it in enclosed spaces that could restrict airflow.
- **Firmware Updates:** Your ISP typically manages firmware updates for your modem. These updates are crucial for security and performance improvements. Ensure your modem remains powered on to receive these updates.
- **Cable Care:** Avoid bending or kinking the coaxial cable sharply. Ensure the connectors are securely fastened but do not overtighten.

7. TROUBLESHOOTING

If you encounter issues with your ARRIS SURFboard G34, try the following troubleshooting steps:

- **No Internet Connection:**
 - Check all cable connections (coaxial, Ethernet, power) to ensure they are secure.
 - Power cycle the modem: Unplug the power cord from the modem, wait 15 seconds, then plug it back in. Allow several minutes for the modem to restart and reconnect.
 - Verify your ISP service is active and there are no local outages.
- **Slow Internet Speeds:**
 - Ensure your devices are connected to the Wi-Fi 6 network (if supported by your device).
 - Try connecting a device directly to the modem via an Ethernet cable to rule out Wi-Fi issues.
 - Reduce the number of active devices or bandwidth-intensive activities on your network.
 - Perform a speed test and compare it to your ISP's advertised speeds.
- **Wi-Fi Connectivity Issues:**
 - Ensure your Wi-Fi network is visible and you are using the correct password.
 - Move closer to the modem to check for signal strength issues.
 - Check for interference from other electronic devices (e.g., cordless phones, microwaves).
 - Consider adjusting Wi-Fi channels if you experience frequent disconnections (advanced setting, usually via SURFboard Central app or web interface).
- **Modem Lights Not On:**
 - Check the power adapter connection to the modem and the electrical outlet.
 - Try a different electrical outlet.

If these steps do not resolve the issue, please contact ARRIS customer support or your Internet Service Provider.

8. SPECIFICATIONS

Detailed technical specifications for the ARRIS SURFboard G34 and Monoprice RG6 Coaxial Cable.

Feature	Specification
Brand	ARRIS
Model Name	G34
Connectivity Technology	DOCSIS 3.1
Wireless Standard	802.11ax (Wi-Fi 6)
Wireless Type	802.11ax

Feature	Specification
Frequency Band Class	Dual-Band
Ethernet Ports	4 x 1 Gbps Gigabit Ethernet
Operating System	Linux
Color	Black
Coaxial Cable Type	RG6 Quad Shield CL2
Coaxial Cable Gauge	18AWG
Coaxial Cable Impedance	75 Ohm
Coaxial Cable Length	6 Feet
Coaxial Cable Connector	F Type Connector
Recommended Uses	Home, Small Office

9. WARRANTY AND SUPPORT

9.1 Warranty Information

ARRIS products typically come with a limited warranty. Please refer to the warranty card included with your product or visit the official ARRIS website for detailed warranty terms and conditions. Keep your proof of purchase for warranty claims.

9.2 Technical Support

For technical assistance, troubleshooting, or product inquiries, please contact ARRIS customer support. You can find contact information, FAQs, and additional resources on the official ARRIS website:

- **ARRIS Support Website:** www.arris.com/support
- **SURFboard Central App:** The app provides in-app support and resources.

When contacting support, please have your modem's model number (G34) and serial number ready. The serial number is usually located on a sticker on the bottom or back of the device.

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question