ARRIS S34

ARRIS SURFboard S34 Cable Modem User Manual

Fast DOCSIS 3.1 Multi-Gigabit Cable Modem

Introduction

The ARRIS SURFboard S34 is a high-performance DOCSIS 3.1 cable modem designed to deliver multi-gigabit internet speeds. It is engineered to support the latest upload speed tiers offered by cable internet providers, ensuring a future-proof connection for your home or office. With a 2.5 Gbps Ethernet port and an additional 1 Gbps Ethernet port, the S34 is capable of combined download speeds up to 3.5 Gbps, making it ideal for demanding online activities such as 4K streaming, online gaming, and large file transfers.

This modem is a standalone unit and does not include built-in Wi-Fi. It is designed to connect to your existing Wi-Fi router or mesh system to create a complete home network solution. By owning your modem, you can avoid recurring rental fees from your internet service provider.



Front view of the ARRIS SURFboard S34 Cable Modem, a sleek white cylindrical device with the ARRIS and SURFboard logos.

What's in the Box

- ARRIS SURFboard S34 Cable Modem
- Power Supply
- Quick Start Guide

Setup Guide

Setting up your ARRIS SURFboard S34 modem is a straightforward process. Follow these steps to get your internet connection up and running.

1. Connect the Coaxial Cable

Connect one end of the coaxial cable (not included) to the cable wall outlet and the other end to the Cable port on the back of your SURFboard S34 modem.

2. Connect to Power Outlet

Connect the power supply to the Power port on the back of your modem and then plug the power adapter into an electrical outlet. The modem will begin its startup sequence.

3. Connect Ethernet Cable to PC or Wi-Fi Router

Connect an Ethernet cable from either the 2.5 Gbps Ethernet port (yellow) or the 1 Gbps Ethernet port (black) on the modem to your computer or to the WAN/Internet port on your Wi-Fi router. If connecting to a router, ensure your router is also powered on.



Visual guide for connecting cables to the ARRIS SURFboard S34 modem.

4. Activate Your Internet Service

Once the modem is connected and powered on, you will need to activate your internet service with your Internet Service Provider (ISP). Most ISPs allow self-activation through their website or a dedicated phone number. You may need the MAC address and serial number located on the label at the bottom of your modem.
The ARRIS SURFboard S34 is compatible with major U.S. cable internet providers, including:

- Comcast Xfinity
- Cox
- Spectrum
- Advanced Stream
- Altice Optimum

Altice Suddenlink

Armstrong

Atlantic Broadband

CableOne/Sparklight

Click CableTV

Grande Communications

New Wave/Sparklight

Mediacom

Midcontinent Communications

RCN

Service Electric

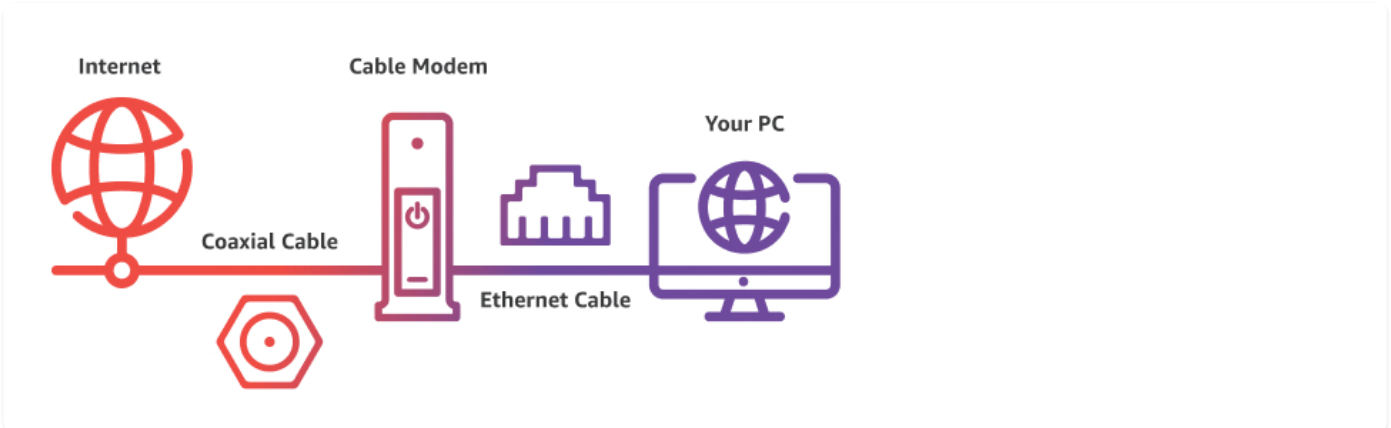
Wave Broadband

WOW!

Zito Media



The ARRIS SURFboard S34 is compatible with a wide range of internet service providers.



Connection diagram illustrating how the modem connects to your internet service and devices.

Operating Your Modem

Once activated, your SURFboard S34 modem will provide a high-speed internet connection to your connected devices. It supports DOCSIS 3.1 technology, delivering gigabit speeds with enhanced security and low latency, which is ideal for gaming and streaming.

Status Indicator Light

The front of the modem features a single status indicator light. This light changes color and blinks to indicate the modem's current status. Refer to the Quick Start Guide or the ARRIS support website for a detailed explanation of each light pattern and its meaning. A solid blue light typically indicates a stable and active internet connection.



At-A-Glance view of the S34, highlighting that it is a cable modem only, does not include Wi-Fi, is not compatible with DSL, Fiber, or Satellite, and does not support digital voice service.

Maintenance

To ensure optimal performance and longevity of your ARRIS SURFboard S34 modem, consider the following maintenance tips:

- **Ventilation:** Ensure the modem is placed in a well-ventilated area. The top of the modem features slats designed to help with heat dissipation and prevent overheating. Avoid placing it in enclosed spaces or near heat sources.
- **Cleaning:** Periodically clean the exterior of the modem with a soft, dry cloth. Do not use liquid cleaners or abrasive materials.
- **Firmware Updates:** Modem firmware updates are typically managed by your Internet Service Provider. Ensure your modem is connected and online to receive necessary updates.

Troubleshooting

If you encounter issues with your ARRIS SURFboard S34 modem, try the following troubleshooting steps:

- **No Internet Connection:**
  - Check all cable connections (coaxial, Ethernet, power) to ensure they are secure.
  - Observe the status indicator light on the front of the modem. Refer to the Quick Start Guide for light meanings.
  - Power cycle the modem: Unplug the power cord from the modem, wait 10-15 seconds, then plug it back in. Allow a few minutes for the modem to restart and re-establish connection.
  - If using a router, power cycle the router as well.
  - Contact your Internet Service Provider (ISP) to confirm service status and modem activation. Provide them with the MAC address and serial number if requested.
- **Slow Speeds:**
  - Ensure your internet plan supports the speeds you expect.
  - Verify that your connected router and devices are capable of handling high speeds (e.g., Wi-Fi 6 router, Gigabit Ethernet ports).
  - Minimize the number of active devices or bandwidth-intensive applications on your network.
  - Consider the placement of your modem and router to optimize signal strength and minimize interference.
- **Overheating:**
  - Ensure adequate ventilation around the modem. Do not block the ventilation slats.
  - Move the modem to a cooler location if it consistently feels excessively hot to the touch.

Specifications

Feature	Detail
Brand	ARRIS
Model Number	S34
DOCSIS Standard	3.1
Max Internet Speeds	Up to 2.5 Gbps (via 2.5 Gbps Ethernet port)
Ethernet Ports	1 x 2.5 Gbps Ethernet, 1 x 1 Gbps Ethernet
Dimensions (LxWxH)	10.55" x 6.75" x 2.46"
Item Weight	1.37 pounds

Feature	Detail
Color	White
Compatible Devices	Laptop, Gaming Console, Router, Personal Computer, Tablet, Smart Television, Smartphone
Country of Origin	Vietnam

Warranty and Support

The ARRIS SURFboard S34 Cable Modem comes with a**2-Year Warranty**, providing peace of mind for your investment. For technical support, product registration, or additional resources, please visit the official ARRIS support website or contact their customer service.
By owning your ARRIS SURFboard S34 modem, you can potentially save on monthly rental fees charged by your Internet Service Provider. These savings can amount to significant cost reductions over time.



The ARRIS SURFboard S34 helps you save on monthly modem rental fees.

For more information and to explore other ARRIS products, visit theOfficial ARRIS Store.

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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