



QUICK START GUIDE

SURFboard™

Wi-Fi cable modem
G34
G36

What's in the box



Wi-Fi cable modem
G34
G36



Power adapter



Software License
& Warranty card



Quick Start Guide
G34
G36

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Status indicators



Front panel LEDs



Amber (Solid) - Power is connected

Green (Blinking) - Acquiring downstream/upstream connection

Green (Solid) - Online status in DOCSIS 3.0 mode

Blue (Solid) - Online status in DOCSIS 3.1 mode

Amber (Blinking) - Firmware download

***Note:** Detailed LED status information is available online in the **G34/G36 User Guide** on the ARRIS Support website, www.arris.com/selfhelp.*

This SURFboard device is a combination of DOCSIS 3.1 cable modem and four-port Ethernet router with Wi-Fi. It uses DOCSIS 3.1 technology to provide ultra high-speed Internet access on your Wi-Fi home or small business network.

Using the connection capabilities of the Wi-Fi cable modem, you can connect your computer and other network-enabled devices via the four Ethernet ports or the 2.4 GHz and 5 GHz Wi-Fi connections. The Wi-Fi cable modem connects to the existing coaxial cable connection in your home.

Note: For Internet connections, you need a cable service connection (coaxial cable line) with a cable Internet Service Provider. The G34/G36 will not operate with a Digital Subscriber Line service (DSL) or Satellite Internet service.

2

Get started



A

Connect the coaxial cable (not included) from the cable wall outlet or RF splitter (not included) to the **Cable** connector on the rear of your Wi-Fi cable modem.



Tighten the connector by hand.

B

Connect an Ethernet cable (not included) to any **Ethernet** port on the rear of your Wi-Fi cable modem and the **Ethernet** port on your PC or laptop.



C

Connect the power adapter to the **Power** port on the rear of your Wi-Fi cable modem, then plug it into an electrical wall outlet that is not controlled by a wall switch to power on your Wi-Fi cable modem.



Your Wi-Fi cable modem will automatically power ON when the power adapter is connected.

D

Check the front panel LED on your Wi-Fi cable modem. After a brief pause, the LED should light up SOLID green or SOLID blue.



E

The model name (G34/G36), HFC MAC ID, and the serial number (S/N) are listed on the Wi-Fi cable modem label.

Activate your new Wi-Fi cable modem; choose one of the following options:

- Call your cable service provider.
- Connect to your cable operator's activation web site using your computer or laptop:

Power ON your computer or laptop and log in.

Enter your service provider's web browser URL:

- Comcast/Xfinity: www.xfinity.com/activate
- Cox: www.cox.com/activate
- Spectrum: spectrum.net/selfinstall

Note: If you have any trouble accessing the URL, please contact your service provider.

F

Verify your Wi-Fi cable modem connectivity by accessing the Internet using the connected PC or laptop.



Visit any public web page such as www.surfboard.com. If the website fails to open, please contact your service provider to set up your Internet service or activate your Wi-Fi cable modem.

3

Set Up Your Wi-Fi Network Connection



3.1 Connect using your mobile device

3.1

Connect using your mobile device

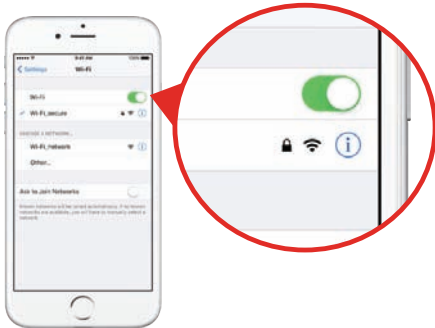
- ⓘ Some of the selections used in this procedure may vary slightly depending on your mobile device and operating system. Please make sure to select the most applicable selections on your mobile device.

A

Access the Settings screen on your mobile device and then select: **Wi-Fi**, **Wireless**, or **Connections**.

Check that **Wi-Fi** or **Wireless** is set to ON.

For Apple devices, you may have to enter a password and then select **JOIN**.

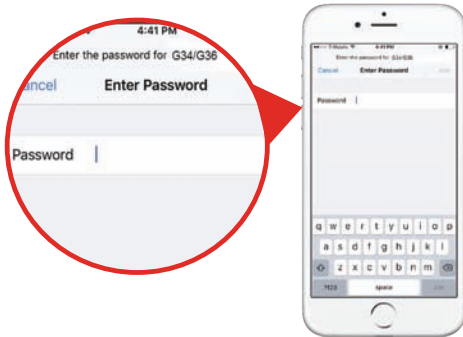
**B**

Select the G34 or G36 Wi-Fi network from the list of available Wi-Fi networks.



Enter your Wi-Fi network password in the **Password** field and select **Join** or **Connect**.

Note: If you are setting up the Wi-Fi connection for the first time, use the default Wi-Fi password listed on the Wi-Fi cable modem label.



4

Web Manager



A

Manage your G34 or G36 using the Web Manager.

Open a web browser (e.g., Internet Explorer, Google Chrome, etc.) on your connected computer or laptop and then type **192.168.0.1** in the address bar.

The default login is case-sensitive.

Username: **admin**

Password: **password**

Change the default Web Manager password located on the **Gateway > Login** screen and then click **LOGIN** to update your password.

B

Customize the default Wi-Fi network name or SSID (**ARRIS-####**) for your Wi-Fi home network after installing your Wi-Fi cable modem and setting up your network connection(s).

Note: *You have the option to either keep the default Wi-Fi network name or create a new network name to help you to easily identify your Wi-Fi home network.*

For additional assistance with your Wi-Fi cable modem, ARRIS is available to help. Choose one of the following:

- Visit **www.arris.com/selfhelp** for Self Help, FAQs, Product Manuals, Live Chat, and Email support.
- Call us at **1-877-466-8646**.

Wi-Fi cable modem label



If the label is not attached,
please check the bottom of
your Wi-Fi cable modem.

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