



QUICK START GUIDE

SURFboard™

**Cable modem
S33**

In the box



S33 cable modem



Quick start guide
S33



Software license
& warranty card



Power supply

Note: To connect to the internet, you need a cable service connection (coaxial cable line) with a cable internet service provider.

Introduction

1	Status indicators	4
	Front panel LED status indicators	5
2	Let's get started	7
3	Cable modem web manager	13

Status indicators



1



Front panel LED status indicators

There is only one front panel LED. It is located under the SURFboard logo on the front of the S33.



Amber (solid) - power on/off status

Amber (flash) - firmware download is in progress

Green (blink) - downstream/upstream channel search (unlock status)

Green (solid) - online status in DOCSIS 3.0 mode

Blue (solid) - online status in DOCSIS 3.1 mode

Blue & Green (alternating flash) - error mode

Note: Detailed LED status information is available online in the **SURFboard S33 user guide** at the ARRIS support web site, www.arris.com/selfhelp.

The SURFboard S33 is a DOCSIS 3.1 cable modem. It uses DOCSIS 3.1 technology to provide ultra high-speed internet access on your home or small business network.

For whole-home connectivity, you can use the Ethernet port on your S33 to connect a Wi-Fi router (separate purchase). To use the second Ethernet port, you will need a second IP address. Please contact your service provider for assistance.

Note: *For Cox customers, a second IP address is not supported on the Residential service.*

Using the connection capabilities of the S33, you can connect your computer and other network-enabled devices via the two Ethernet ports. The S33 connects to the existing coaxial cable connection in your home. The S33 will not work with DSL, Fiber to home, or satellite internet service.

2

Let's get started



A

Connect the coaxial cable (not included) from the cable wall outlet or RF splitter to the **Cable** connector on the rear of your S33.



Tighten the cable connector by hand.

B

Connect an Ethernet cable (not included) to the **2.5 GE Ethernet** port on the rear of your S33 and the **Ethernet** port on your PC or laptop.



Your internet service provider may require a subscription to a second IP address to support using both Ethernet ports.

C

Connect the power supply to the **Power** port on the rear of your S33, then plug it into an electrical wall outlet that is not controlled by a wall switch.



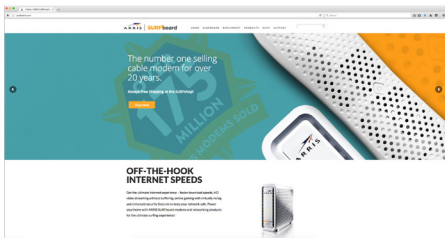
Your S33 automatically powers ON when the power supply is connected.

To activate your internet service, you will need the cable modem model name (**S33**), HFC MAC ID, and serial number (**S/N**) listed on the cable modem label located on the bottom of your S33 or attached in the **Cable modem label** section at the end of this document.

To activate your internet service, select your service provider's activation web site from the list below:

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

Verify S33 connectivity by accessing the internet on your 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 S33.

Cable modem web manager

3



A

Monitor the S33 operational status using the S33 web manager.

Open a web browser (e.g., Internet Explorer, Google Chrome, etc.) on your connected computer or laptop to log in to the S33 web manager.

Type the default LAN IP address, **192.168.100.1** in the Address bar and press **Enter**.

The default log in is case-sensitive. Log in using the following default user name and password:

- User name: **admin**
- Password: **password**

Note: *For security purposes, it is recommended that you change the default user password.*

B

For additional assistance with your S33, 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**.

Cable modem label

If the cable modem label is not attached, please check the bottom of your S33.

© 2020 ARRIS Enterprises, LLC. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or by any means without written permission from ARRIS Enterprises, LLC.

ARRIS, SURFboard, and the ARRIS logo are all trademarks or registered trademarks of ARRIS Enterprises, LLC. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks or the names of their products. ARRIS disclaims proprietary interest in the marks and names of others.

ARSVD01623-a

