Getting started

CAUTION: This product is for indoor use only. Do not route the Ethernet cable(s) outside of the building. Exposure of the cables to lightning could create a safety hazard and damage the product.

Some screenshots throughout this chapter may contain images of a model different that your own, these are simply examples and the app on your mobile device should represent the model you are configuring.

You can set up your cable modem in one of the following ways.

- **Using the Surfboard Central app (SBC app): It is recommended that you install and set up your cable modem using the SBC app. For details on how to set up, refer to the SURFboard Central User Guide for Cable Modems available on the** *http://www.arris.com/selfhelp*.

- Using client device (laptop/desktop): If you are using your client device (laptop/Desktop) with a wired Ethernet connection, then see *Setting up your cable modem using your client device (computer/laptop)* (page 12).

Setting up your cable modem using your client device (computer/laptop)

To set up your cable modem using your client device (laptop/computer):

- Contact your service provider or a local cable company to make sure broadband cable service is available in your area.

    Note: When contacting your service provider, you will need the information listed on the label on the bottom of your cable modem. For more information, see *Cable modem label* (page 11).

- Choose a location in your home where your cable modem and computer will be near existing cable and electrical wall outlets.

S33 connection diagram

1. Check that a coaxial cable is already connected to a cable wall outlet or RF splitter (not included).

2. Connect the other end of the coaxial cable to the **Cable** connector on the rear of your S33.

   Use your hand to tighten the connectors to avoid damaging them.

3. Connect an Ethernet cable to the 2.5 GE **Ethernet** port on the rear of your cable modem.

4. Connect the other end of the Ethernet cable to an available **Ethernet** port on your computer, laptop, or router.

   Optional: Repeat steps 3 and 4 for an additional client device or other network-enabled device that you want to install as a wired connection on your home network.

   Note: Your service provider may not support activation of the second Ethernet port or may require an additional fee for use. Contact your service provider for more information.

5. Connect the power supply to the **Power** port on the rear of your cable modem.

6. Plug the other end of the power supply into an electrical wall outlet that is not controlled by a wall switch.

   Note: Your cable modem automatically powers ON. The LED on the front panel may take up to 15 seconds to light up after the power is connected.

▶ *To establish Internet connection:*

   Note:

   Although your computer or laptop may be configured to automatically access the internet, you should still perform the following cable modem connectivity test to check that your cable modem and computer or laptop are connected on your home network.

7. Power ON your computer or laptop connected to your cable modem, if it is turned off; then log on.

8. Check that the front panel LED on your cable modem lights up.

9. Contact your service provider to activate your cable modem.

You may have to provide the HFC MAC ID listed on your cable modem label.

> **Note:** Your service provider may allow for automatic activation which will automatically launch their special website on your computer or laptop when you open a web browser.

10. To activate your internet service, select your service provider's activation web site:

    Comcast/Xfinity: *https://xfinity.com/activate*

    Cox: *https://www.cox.com/activate*

    Spectrum: *https://spectrum.net/selfinstall*

11. After your cable modem is provisioned (or activated), open a web browser (such as Internet Explorer, Google Chrome, Firefox, or Safari) on your connected laptop or computer.

12. Type a valid URL (such as *www.surfboard.com*) in the Address bar and then press Enter.

    The ARRIS SURFboard website should open. If the website fails to open, please contact your service provider for assistance to either reactivate your cable modem or check for possible signal issues.

13. Check that your cable modem's front panel LED lights up to confirm that your cable modem is connected to the Internet.

> **Note:** If you still cannot access the Internet, please contact ARRIS Technical Support 1-877-466-8646 .