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r/Comcast_Xfinity • 6 mo. ago

lwillnit4getus



Arris S34

X Official Reply

Per the Next-Gen compatibility list, Arris S34 is compatible. However, myself and several redditors have encountered issues installing this device to include download and upload speeds capped at original gen speeds. Several support reps via phone have indicated this device is not next-gen compatible. Can someone at Comcast clarify this information and advise their support reps that it is indeed compatible and train them to provision our new modems correctly? Is Comcast doing anything additional to troubleshoot this issue and remedy it?



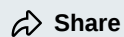
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AutoModerator **MOD** • 6mo ago • lwillnit4getus **OP** • 6mo agoNext gen list found [here](#)

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Diligent_Expert • 6mo ago

I'm also looking for a resolution to this, as I intend to buy this modem for better upload speeds.

So if you get anywhere with Xfinity on provisioning this, please post here about the black-magic you had to do :O

Also that note, is the s34 stable and reliable as is, even though not receiving the upload speed it should ?



2



1 more reply



SnooPoems7789 • 6mo ago

[Skip to main content](#)[Log In](#)**lwillnit4getus** OP • 6mo ago

Nah, those are just recommended devices. Those are separate from the next-gen devices.

↑ 2 ↓ ...

(+) 10 more replies

**mostlynights** • 6mo ago

I've had the Arris S34 for a few weeks on the 800/100 plan. Still limited to 20 Mbps upload. On speed tests, I almost always get something like 23.8 or 23.9 Mbps exactly (i.e., 20 Mbps + 20% overprovision). Aside from the upload speed being pegged at <24 Mbps, the service is rock solid, just like it was with my SB8200. Almost always getting the rated upload/download speeds, with the only issue being that the next-gen upload speed is not enabled.

From my perspective, all the modem stats look good (us/ds power levels, SNR, etc.), and I have the two downstream OFDM PLC and one upstream OFDMA channel shown as locked.

When I log in to my account online, I see 800/100 as the plan speed, a rep has confirmed my address is eligible for next-gen, xfinity had emailed me back in January to state that next-gen was available to me, and xfinity had done the big upgrades in my neighborhood last year.

⊖ ↑ 1 ↓ ...

**Diligent_Expert** • 6mo ago

Yes, this I think is just because Xfinity hasn't caught up to this modem being approved yet, as the OP has posted. I'm hoping they create the right provisioning file for this modem soon, so that it can have the higher upload speeds with stability.

I think its just a matter of time, knowing Xfinity.

↑ 2 ↓ ...

(+) 2 more replies

**CCArmandH** • 6mo ago

Thanks so much for taking the time to reach out to Xfinity Support here on Reddit [u/lwillnit4getus](#)! We are so glad to hear from you and want to help in any way that we can to get things squared away for you. Are you able to check the certified modem list at <https://www.xfinity.com/support/devices> ?

⊖ ↑ 1 ↓ ...

**lwillnit4getus** OP • 6mo ago

Is [this](#) list not accurate?

↑ 2 ↓ ...

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xfinitysupport • 6mo ago

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Arris S34

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