











Arris S34



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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It is there. It is the Arris S34. That's what this post is all about.







What did they say in the MODmail last night? That there is no bootfile for it for the higher speeds? That is what they told me.

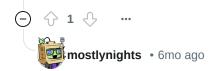




Thank you for your patience u/lwillnit4getus! I noticed one of the main resources we use for determining which customer owned modems are compatible does not align with the public site's information. I have gone ahead and submitted feedback to address this concern.

At this time, I'd like to provision the modem to see if we can update the boot file to receive the higher upload speeds. If that doesn't work, I'd like to open a ticket with our engineers to make sure the Arris S34 is eligible.

If you could please send me a Modmail message with your full name and full address.



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Diligent_Expert • 6mo ago

I would also like to know if the revised provisioning and boot file helped with upload speeds. So <u>u/lwillnit4getus</u> please let us know how things went with the modification.





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r/Comcast_Xfinity • 7 mo. ago

Issues with connectivity on Arris G34

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r/Comcast_Xfinity • 8 mo. ago

Arris S34



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