

SURFBOARD®

Wi-Fi Cable Modem

Quick Start Guide



PLACE
STICKER
HERE



ACTIVATE YOUR INTERNET



1. Connect the coaxial cable from the wall outlet to the modem. Tighten both ends to ensure a strong signal.
2. Plug in the power adapter to the modem first and then the wall outlet. Wait for the POWER LED to turn solid green.
3. Use your Internet Service Provider's app, website, or call if unavailable, to activate your SURFboard modem.
4. Enter the Model Name, HFC MAC, and Serial Number from the label on this guide's cover.
5. The modem will reboot after activation. When the Wi-Fi LED turns green, a default Wi-Fi network is ready.

LED	State	Status
Power	Flashing Green	Starting up
Power	Solid Green	Modem Ready
Online	Flashing Red or Green	Awaiting activation
Online	Solid Green	Connected
Wi-Fi	Solid Green	Broadcasting

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PERSONALIZE YOUR NETWORK



1. Scan the QR code on the guide cover with your phone. Tap the VBV# Wi-Fi prompt to open the Setup Portal.
NOTE: The Setup Portal should open automatically. If it doesn't, press and hold the reset button (on the bottom of the device) for 10 seconds. When the Wi-Fi LED turns solid green, please return to the beginning of Step 1.
2. In the Setup Portal, create a Web Manager password. You may also change your Wi-Fi name and password.
3. Tap Save to apply changes. The modem will restart. Wait for the Wi-Fi LED to turn solid green again.
4. Reconnect your devices with your new Wi-Fi password.
5. Visit **surfboard.com/selfhelp** to confirm Internet access, download your User Guide, and get advanced support.



Need to customize more? Visit your Web Manager at 192.168.0.1 in your browser or download the SURFboard Central App from the App Store or Google Play.

Important safety instructions

- The model number, serial number, and electrical rating are on a label on the base of the device.
- Do not locate the device near water.
- Do not locate the device in direct sunlight or near a heat source.
- Do not use liquids, aerosols, or forced air to clean the device. It may be cleaned using a dry, lint-free cloth.
- Do not block the ventilation holes on this device. Do not stand it on soft furnishings or carpets.
- Do no use the device in an environment that exceeds 104° F (40° C).
- Use only the power supply and cord provided with the device. Do not use the power supply with any other devices

FCC Part 15B Supplier's Declaration of Conformity: The FCC Part 15B Supplier's Declaration of Conformity (SDOC) for your product is available at the following internet address:

www.vantiva.com/regulatory-information/

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and set-top.
- Connect the equipment into an outlet on a circuit different from that to which the set-top is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This product contains a radio transmitter and accordingly has been certified as compliant with 47 CFR Part 15 of the FCC Rules for intentional radiators. Products that contain a radio transmitter are labeled with FCC ID and the FCC logo.

CAUTION: Exposure to Radio Frequency Radiation. To comply with the FCC RF exposure compliance requirements, the separation distance between the antenna and any person's body (including hands, wrists, feet and ankles) must be at least 22cm (9 inches). This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Wireless Band Restriction: Operations in the 5.15–5.25 GHz band are restricted to indoor usage only.

Caring for the environment by recycling

	When you see this symbol on a product, do not dispose of the product with residential or commercial waste.
	Please recycle product packaging and this document.



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