



SURFboard mAX

User Guide , Standard Revision W30/W31/W130/W133/W21/W121

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Get started

The SURFboard mAX Router can be purchased and installed stand-alone or with an additional mAX Satellite (or even two). The ARRIS SURFboard mAX Manager mobile app steps you through installing your SURFboard mAX home Wi-Fi System using your iOS or Android mobile device.

The SURFboard mAX Manager mobile app lets you manage your home network access, Parental Control, Guest Access, and more on all the connected devices (e.g., smartphones, cameras, tablets, computers, Smart TVs, gaming consoles, and more) all across your mAX Wi-Fi home network.

The ARRIS SURFboard mAX Manager mobile app supports your mobile devices running iOS 9.0 and above and Android 5.0 and above, and requires a cable or DSL modem connected to your ISP.

In the box

Check that the following items are included in the box. If any items are missing, call ARRIS Technical Support at 1-866-757-3598 for assistance.

Item	Description
1 pack: 1 mAX Router OR 2 pack: 1 mAX Router & 1 Satellite	High-speed Router/Satellite with 1 WAN and 3 LAN ethernet ports
	
Power Adaptor	 Power adaptor for an electrical wall outlet connection
	Standard Category 5e (CAT5e) or higher network cable

Hardware diagram

This diagram and table explains the ports on the underside of your mAX router and satellite.



Callout	Name	Description
1	WAN port	For connection to the modem
2	LAC port	For connection to modems that support greater than 1Gbps service
3	Ethernet port	For ethernet device connections (i.e., TV, game console, PC, etc)
4	Ethernet port	For ethernet device connections (i.e., TV, game console, PC, etc)
5	Power	For connection to the power adaptor included in the box
6	Reset button	Resets the mAX to factory defaults

LED behavior

This table describes the Router and Satellite LED behavior.

Action	LED Behavior
Booting	Solid amber
Boot successful	Solid white
Attempting to pair with mobile app via Bluetooth during on-boarding	Rapidly alternating blue and white (~1 sec)
Paired with mobile app via Bluetooth during on-boarding	Slowly alternating blue and white (3 sec)
Paired with mobile app via Bluetooth during on-boarding and WAN down	Slowly alternating blue and red (3 sec)
"Normal" state; on-boarding complete; connected to Internet; latest firmware installed; connection greater than 1Gbps	Solid blue

Action	LED Behavior
Downloading software in background	Rapidly alternating blue and amber (~1 sec)
No WAN or BH connection for more than 30 seconds	Solid red
mAX Router good WAN connection state	Solid blue
mAX Router disconnected WAN connection state	Solid red

Mobile app help and videos

Some of the mAX Manager mobile app screens offer video and textual help. Tap **Help** or **Watch Video** if you require more information or assistance with something on that screen.

Help is also available on the Sliding menu screen accessed on the mobile app Home screen. Here you can access our Frequently Asked Questions, get contact information for ARRIS support, upload logs, and tap to navigate to our self-help site.

Another useful help tool is the mAX videos. You can access the videos directly on Youtube at the following URLs:

- SURFboard mAX Router Placement: https://youtu.be/r_n8IPWudM4
- Meet SURFboard mAX : <https://youtu.be/N7OTGktwCVI>
- SURFboard mAX LED Descriptions: <https://youtu.be/M6of26Cj3Ik>
- SURFboard mAX 101: <https://youtu.be/VsY8ogQpFOU>
- SURFboard mAX Box Contents: <https://youtu.be/x-qt6j5u9e0>
- Connecting Your SURFboard mAX Wi-Fi Router: <https://youtu.be/J8eDLI4ztLs>
- Setting Up Your SURFboard mAX Account: https://youtu.be/l_s6GdCxMSQ
- Creating a Home Network with SURFboard mAX: <https://youtu.be/CQKrzTyuYN4>

If you require more assistance than provided in this User Guide:

- Visit the ARRIS Support website for email, chat, and customer support: www.arris.com/selfhelp
- Call ARRIS Technical Support: 1-866-757-3598

Set up your SURFboard mAX home network

This section covers how to:

- *Get the ARRIS SURFboard mAX Manager mobile app* (page 9)
- *Launch the ARRIS SURFboard mAX Manager mobile app* (page 9)
- *Create your SURFboard mAX account* (page 10)
- *Set up your SURFboard mAX Router* (page 12)
- *Get SURFboard mAX Router online* (page 16)

Get the ARRIS SURFboard mAX Manager mobile app

The mobile app is available online as a free download for your mobile device. From the Apple App Store (for iOS devices) or Google Play Store (for Android devices), search for the ARRIS SURFboard mAX Manager mobile app and download by tapping **OPEN** in the Play Store or **GET** in the Apple Store.

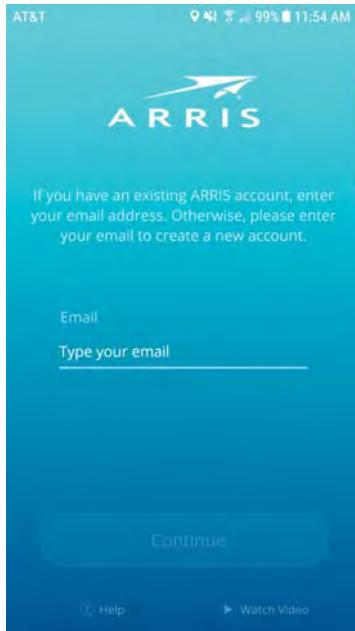
Launch the ARRIS SURFboard mAX Manager mobile app

Once you have the app installed, tap the shortcut for the ARRIS SURFboard mAX Manager mobile app on your mobile device to launch it.



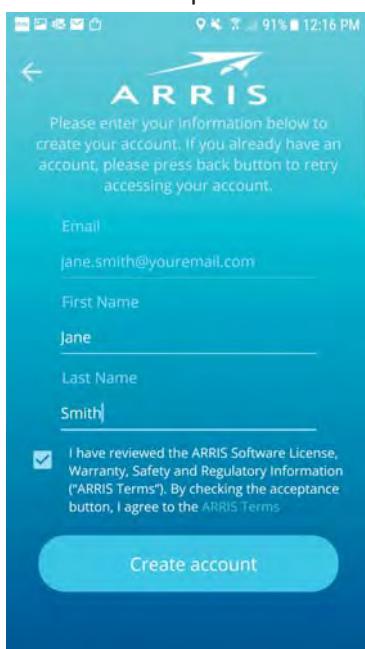
Create your SURFboard mAX account

From the Log In screen, enter an email to associate with your SURFboard mAX account. You will receive a verification code at this email address to activate your account. This will be the account that manages your home network. If you have an existing account, it will be recognized and you will not be prompted for additional information.



Tap **Continue**.

If this is a new account, you will be prompted for account information. Complete the information requested.

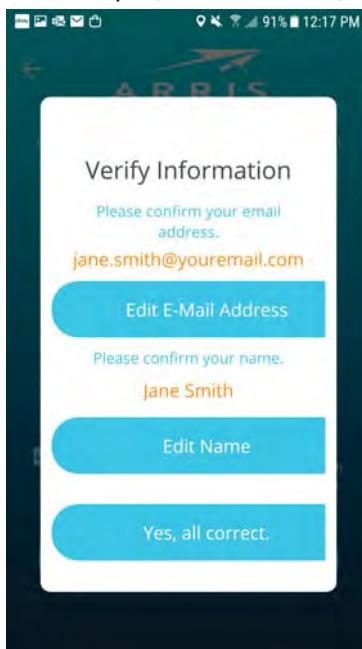




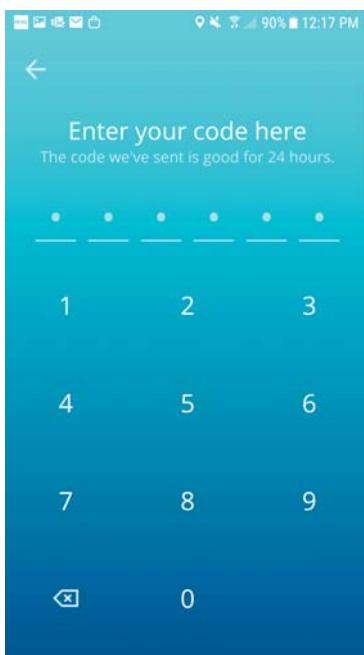
Note: After you enter your account information, you must agree to and accept the Terms and Services (Software License, Warranty, Safety and Regulatory information) to finalize account creation. You can read the Terms and Services by tapping the link **ARRIS Terms** on this screen. Tap **Return** on the Terms and Services page to return to this account information screen, and tap the checkbox to agree. Finally, tap **Create account** to continue.



On the next screen, you will be asked to verify the information you entered. Make any edits necessary or, if all is correct, tap **Yes, all correct** to continue.



Shortly, you will receive an email with a verification code. Enter the code on the screen. This code is only valid for 24 hours.



A valid code results in the Success screen. Tap **Continue**.



Set up your SURFboard mAX Router

1. Unpack the mAX unit(s) and accessories. Included are:
 - A SURFboard mAX unit (or two for the 2 pack)
 - An ethernet cable per unit
 - A power adapter per unit



Note: If you purchased a 2 pack , there is no need to distinguish which is the Router and which is the Satellite unit: the mAX units are interchangeable. The first unit you install will become the Router and the second will become the Satellite. Tap **Continue**.

2. We need to learn about your existing home network to instruct you how to proceed. Choose which setup, among the 4 options, best reflects your current home network. Options are:
 - Gateway with integrated Wi-Fi: the mAX will replace the Wi-Fi portion of your gateway. Choose this option and the next screen provide instructions to follow that are unique to your setup.
 - Cable modem and router: the mAX will replace your router and work with your modem. Choose this option and the next screen provide instructions to follow that are unique to your setup.
 - DSL modem and router: the mAX will replace your router and work with your modem. Choose this option and the next screen provide instructions to follow that are unique to your setup.
 - Modem with no router: the mAX will work with your modem. Choose this option and the next screen provide instructions to follow that are unique to your setup.



The next screen explains how your configuration will change specific to the option you chose. Follow any instructions and Tap **Continue**.

3. Unplug your existing modem from power, and if you have an existing Wi-Fi router unplug it from the modem and power as well (if you haven't already done so).



Tap **Continue**.

4. Connect the mAX unit to your modem with the ethernet cable. Be sure to use the yellow WAN port on the underside of the mAX.



Tap **Continue**.

5. Power up your mAX Router and your modem. Wait for the LED on the mAX unit to alternate white and blue before you tap **Continue**.



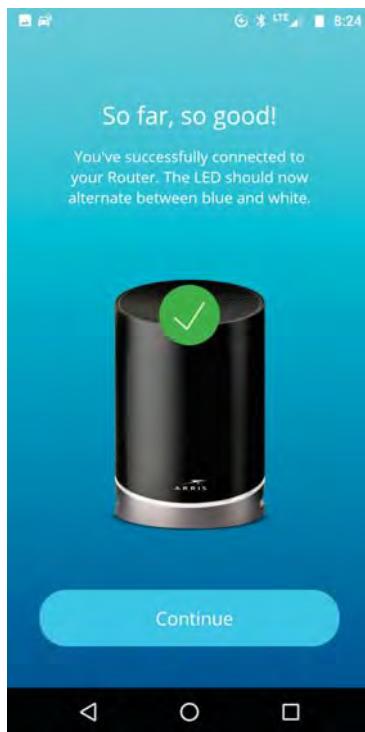
Get SURFboard mAX Router online

This section describes how your mobile app pairs with the mAX Router and connects to the Internet.

1. The mAX Manager mobile app searches for the mAX Router. The LED will alternate white and blue during this process.



2. When the app successfully connects to your mAX Router, this screen displays and the LED will alternate white and blue.



Tap **Continue**.

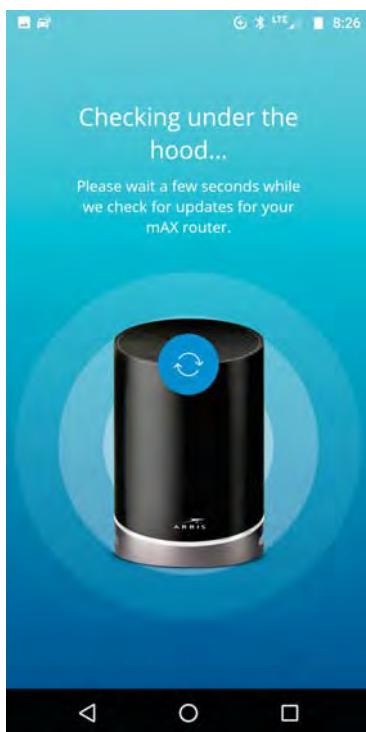
3. The mAX Router attempts to connect to the Internet. The LED will alternate white and blue during this process.



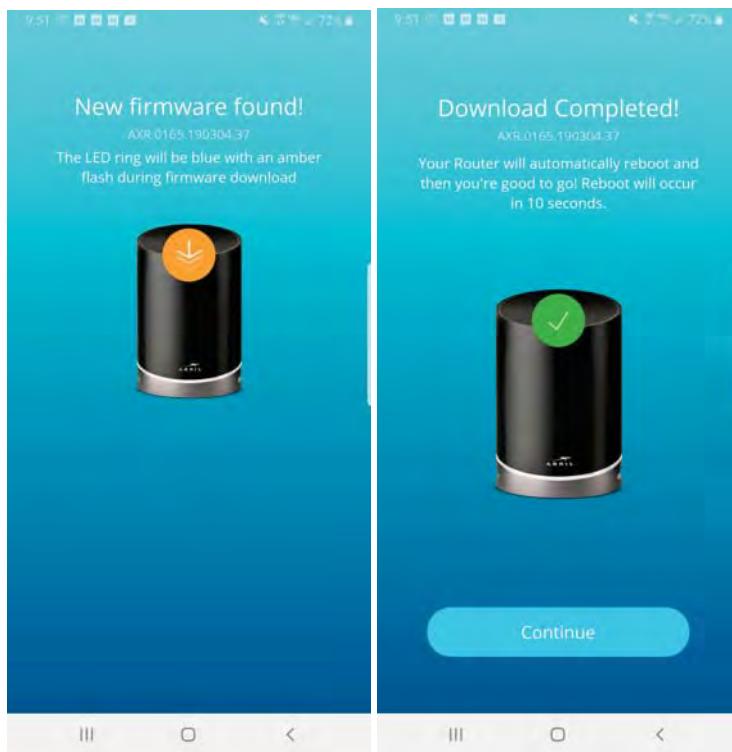
4. Successful connection to the Internet. The LED will continue to alternate white and blue.



5. Your mAX Router will take a few minutes to check for new firmware, which improves system performance. If firmware is found, the LED will alternate blue and amber while downloading.



6. If new firmware is found, the LED will alternate blue and amber while it is downloaded.



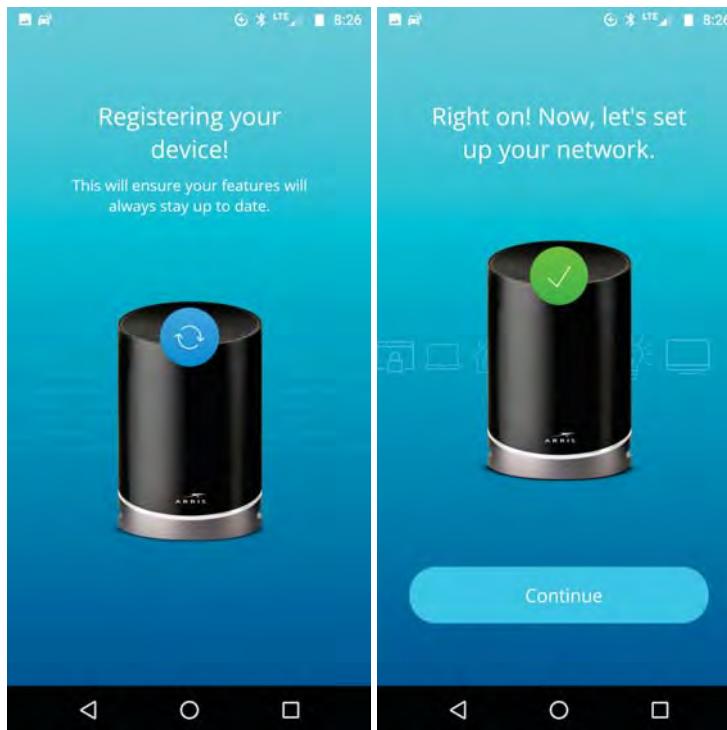
Tap **Continue**.

If no new firmware is found or after the new firmware is downloaded, the app will report the current firmware version.



Tap **Continue**.

7. The mAX Manager mobile app will register your device. This keeps your system up-to-date with the latest features. When registration is complete, tap **Continue**.



8. On the **Name your Router** screen, choose a name to identify your Router. This is useful when you have a mAX Router and a mAX Satellite and want to manage them separately. You can use the naming conventions provided by tapping to select (example, Office) or use the **name it yourself** field to create your own.



Tap **Continue**.

Create your SURFboard mAX home network

In this section, you will create your SURFboard mAX home Wi-Fi network.

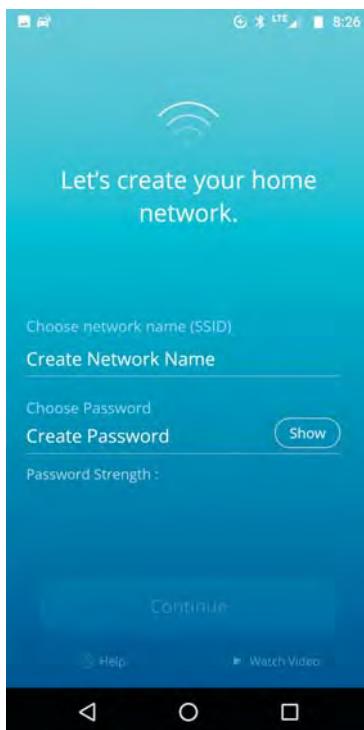
1. Name your home network and choose a password. You will be able to connect and manage all Wi-Fi enabled devices on this new home network.



Note: A shortcut - If you use the network name (SSID) and password from your old router as the network name (SSID) and password for your SURFboard mAX Router, any devices previously connected to the old network will automatically connect to the new mAX home Wi-Fi network when the installation process is complete. This only works if you remove or disable your old router.



Note: If you wish to have your wired devices connect to the new mAX network (recommended), be sure to disconnect the wired devices from your old gateway or router and reconnect them into the ethernet ports on the underside of your mAX Router.



Tap **Continue**.

2. The mAX Router will create and connect to your new mAX home Wi-Fi network.



When the LED is solid blue, the network is connected.



Note: If you purchased the 2 pack and want to set up your mAX Satellite at this time, see [Add a mAX Satellite](#) (page 24).

Add a mAX Satellite

Adding a mAX Satellite to your home network extends your home Wi-Fi coverage. If you purchased a 1 pack, tap **I'll do it later** on the Add another mAX Satellite screen. You can always purchase and install a mAX Satellite at another time.

There are two parts to adding your mAX Satellite:

- *Set up your mAX Satellite* (page 24)
- *Get SURFboard mAX Satellite online* (page 26)

Set up your mAX Satellite

To add a mAX Satellite to your home network, tap **Install Satellite**.



Locate the mAX unit and the power adapter. There are 4 Placement tip screens that provide information to ensure optimal coverage throughout your mAX network. Tap **Placement tips** to learn more or tap **Continue**.



Choose if you want to connect the Satellite to your mAX router with a wired connection or wirelessly.



Tap **Continue**.

For a wired connection, connect one end of the ethernet cable to a port on the underside of the mAX Satellite and the other end to a port on the underside of the mAX Router - use any port EXCEPT the yellow port labeled WAN.



Tap **Continue**.

Get SURFboard mAX Satellite online

Connect the power adaptor to the underside of the mAX Satellite and plug it into an outlet.

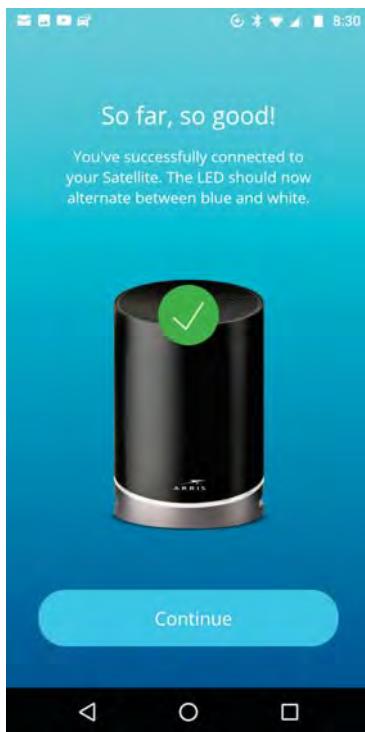


Tap **Continue**.

The SURFboard mAX Manager mobile app will search for the Satellite in order to pair. The LED will alternate blue and white during this process.



The LED will continue to alternate white and blue when pairing is complete.

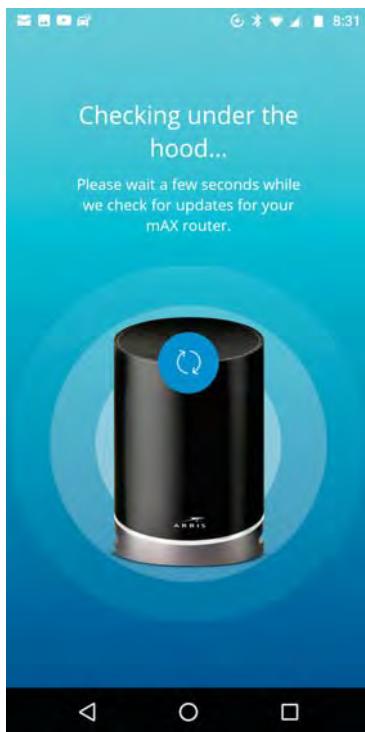


Tap **Continue**.

It might take a few minutes for the Satellite to connect to the Internet. The LED will continue to alternate between white and blue during this process.



After an Internet connection is established, the Satellite will check for any new firmware updates. The latest firmware will improve your system's performance.



If new firmware is found, the LED will alternate blue and amber while it is downloaded.



After the download is complete, Tap **Continue**.



If no new firmware is found or after the new firmware is downloaded, the mAX Manager mobile app will report the current firmware version.



Tap **Continue**.

The mAX Manager mobile app will register your device. This keeps your system up-to-date with the latest features. When registration is complete, tap **Continue**.



On the Name your Router screen, choose a name to identify your Satellite. This makes it easy to identify which devices are connected to the Satellite and which to the Router. You can use the naming conventions provided by tapping to select (example, Bedroom) or use the **name it yourself** field to create your own.



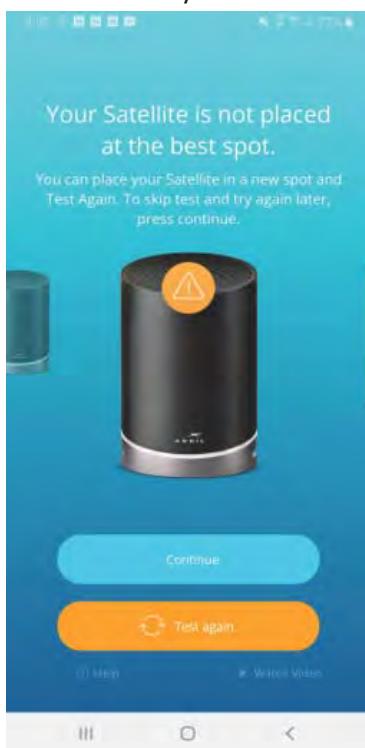
The mAX Manager mobile app will check the connection strength between the mAX Router and Satellite by running a Wi-Fi speed test. This will ensure your Satellite placement gives the optimal network coverage.



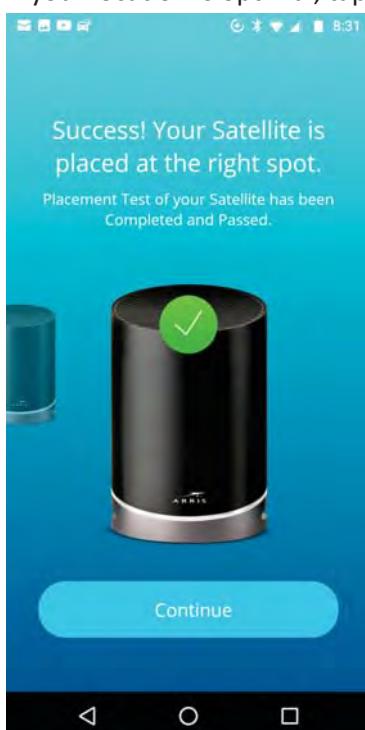
The progress bar displays the test progression in percentage.



At the conclusion of the test, if the connection between the Router and Satellite is poor, you can choose to relocate the Satellite and tap **Test again**, or skip the test and tap **Continue** to continue with your mAX Satellite installation.



If your location is optimal, tap **Continue**.

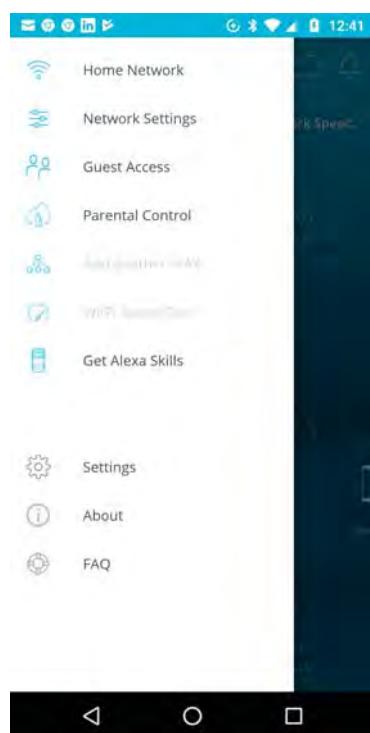


Manage your mAX home network

The Home screen and the Sliding menu (located by tapping the hamburger icon in the top, left-hand corner of the Home screen) allow you to navigate through all the controls and features of your SURFboard mAX Manager mobile app. This section describes the features and controls you will use to manage your mAX home network.

Sliding menu screen

Your SURFboard mAX Manager mobile app allows you to view, change, and monitor all aspects of your mAX home W-Fi network. From the Sliding menu screen, tap the following options:



- [Home Network](#) (page 35): view your home Wi-Fi network connectivity and device details
- [Network settings](#) (page 44): view configuration and network settings
- [Guest Access](#) (page 47): enable, disable, delete, and secure guest accounts
- [Parental Control](#) (page 50): create profiles and manage network access
- [Add another mAX](#): instructions for mAX Satellite installation
- [Wi-Fi Speed Test](#) (page 56): Perform a speed test to monitor your mAX network upload and download speeds
- [Get Alexa Skills](#) (page 59): learn about adding Alexa Skills to your mAX
- [Settings](#) (page 61)
- [About](#) (page 61)
- [FAQ](#) (page 62): get your questions answered by accessing the mAX FAQs or contact support

Home Network

Tap **Home Network** on the Sliding menu screen. This screen is the landing screen for the mAX Manager mobile app and gives you quick access to the features you will use most while managing your home network. Tap the  icon (hamburger menu) in the top, left corner of the Home Network screen to access the Sliding menu again.

The Home Network screen has 3 sections: Graphic Network panel, View All Devices carousel, and Shortcut panel.

In addition, there is a bell Notification icon in the top, right corner of the home screen to let you know information is available about upgrades and security. When you are remote, a cloud icon denoting remote access is displayed beside the Notification icon.



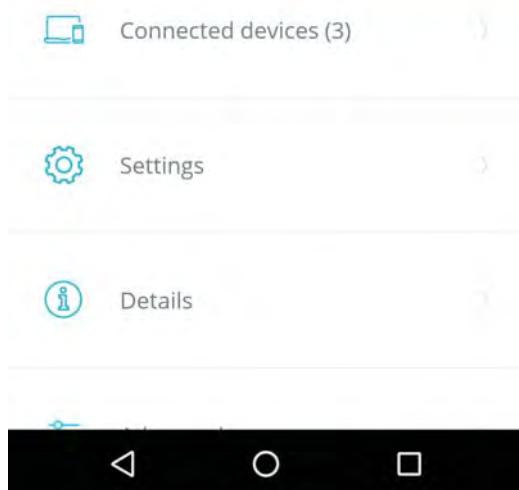
Graphic Network panel

The top section of the Home Network screen is the Graphic Network panel.



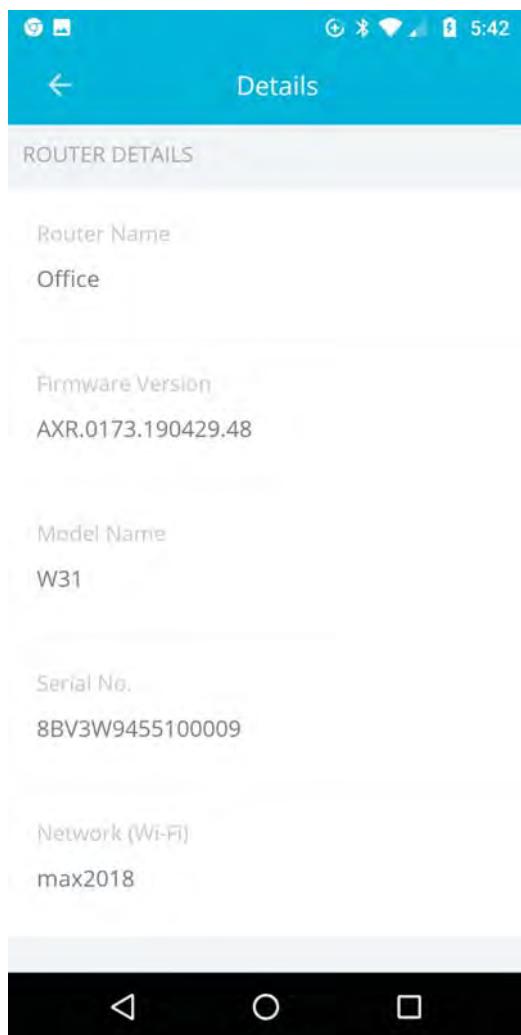
- Tap the Internet globe to run a Wi-Fi speed test. See [Wi-Fi Speed Test](#) (page 56) for more information.
- The values for Internet upstream and downstream speeds (displayed on either side of the globe) report the last known Internet speed test run. This value will display as dashes if the test has not been initiated.
- The speed value displayed between the mAX Router and Satellite (if applicable) is the speed in Gigabits/second of your Wi-Fi within your home.
- Captions on mAX devices are the assigned friendly name you created (or the host name), and inactive devices are shown as faded images.
- Tap the mAX Router or mAX Satellite(s) image to display their device details screens.
- The LED color on the mAX Router displays the WAN connection state and on the mAX Satellite displays the Wi-Fi strength. See [LED behavior](#) (page 7) for more information.

Tap the mAX Router or mAX Satellite in the Graphic panel to see the device details.



- **Connected devices** reports the number of devices connected to the unit. Tap on **Connected devices** to view a list of the devices. Tap on an individual device to view connection details.
- Tap **Settings** to control the brightness of the LED display.

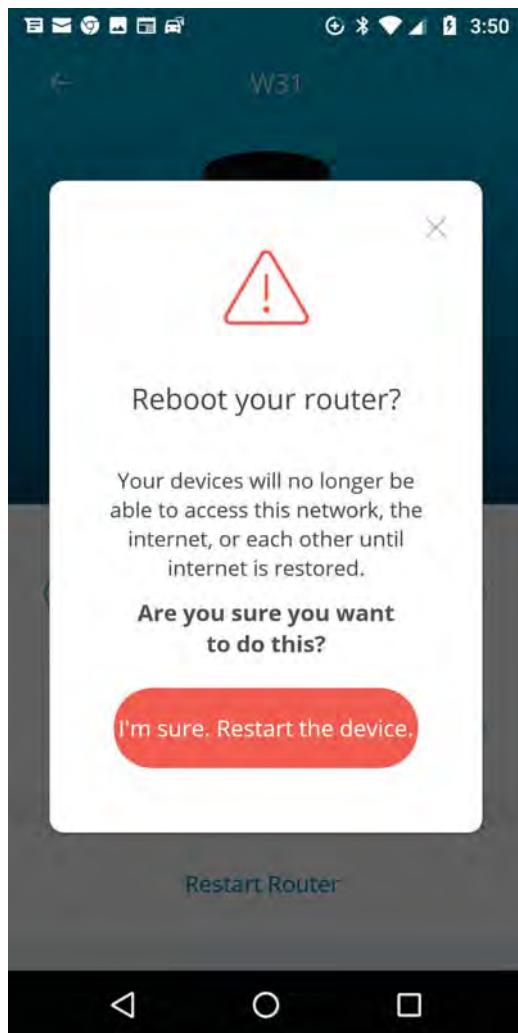
Tap **Details** to view the name of the unit, firmware version, model name, serial number, and the network name (SSID).



Scroll down to and tap **Advanced**. The advanced details include the channel, LAN IP, WAN, and MAC addresses.



At the bottom of the details screen, tap **Reboot Router**. Exercise extreme caution before exercising this feature.



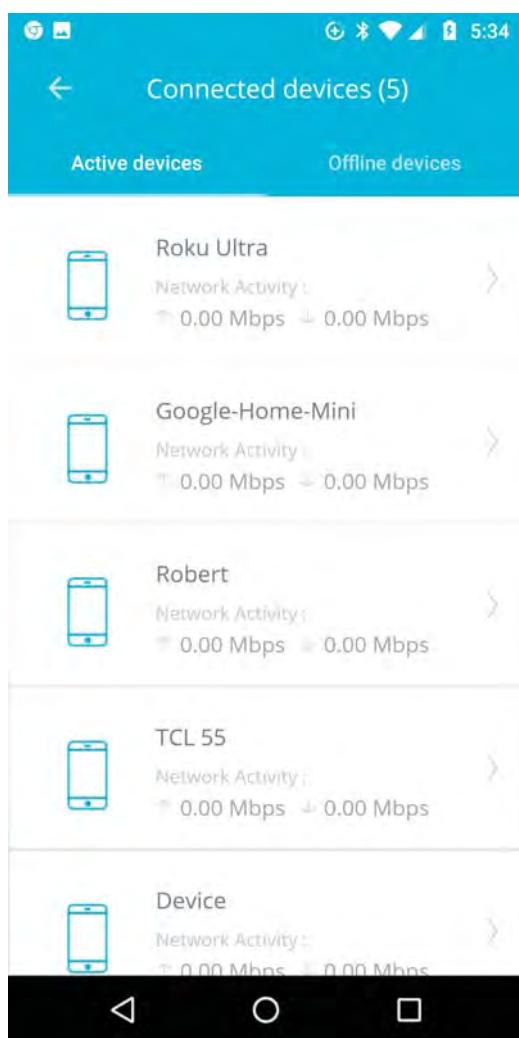
View All Devices panel

The center section of the Home Network screen is the View All Devices panel. Swipe left or right to scroll through the alphabetized list of all connected devices to both home and guest networks.



- Captions on connected devices are the assigned, friendly name (or the hostname if not assigned).
- Tap **View All Devices** to see and manage all devices that have been added to the network, both connected and offline, in a single screen.
- Tap a device to display its device details.
- See [Connect devices to your mAX home Wi-Fi network](#) for information about adding your devices to the network.

Tap **View All Devices** to view a list of all devices added to the mAX Wi-Fi network both connected and offline .



Tap a device to display its details. These details include the last time the device accessed the network, which mAX unit it is connected to, and the signal strength. Offline devices will appear idle.



Shortcut panel

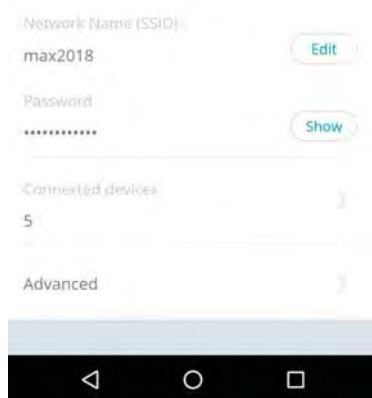
The bottom portion of the Home Network screen is the Shortcut panel. This panel provides quick access to the most used features of the SURFboard Max Manager mobile app.



- See [Parental Control](#) (page 50) for information about creating profiles and enabling and disabling time blocks for associated devices.
- See [Network Settings](#) (page 44) for information about viewing and managing the devices connected to your mAX Wi-Fi network.
- See [Guest Access](#) (page 47) to set up a separate, secure guest network

Network Settings

Tap **Network Settings** on the Sliding menu to view and manage your mAX Wi-Fi home network.



On this screen you can:

- Edit your mAX home Wi-Fi network name (SSID)
- Show the mAX home Wi-Fi network password
- See a list of all devices connected to the network. Tap the > icon to the right of a device to see details. See [View All Devices](#) (page 40) for detail descriptions.
- Tap the **Advanced** to view the configurable and read-only settings. See [Advanced Network Settings](#) (page 45) for more information.

Advanced Network Settings

Tap **Advanced** on the Network Settings screen.



From this screen you can view and/or manage your home network settings:

- LAN IP Address: View your network IP address
- Gateway IP: View your gateway IP
- DNS Configuration: The default configuration for this value is “Obtain DNS automatically”. A Domain Name Server is, by default, configured by your Internet Service Provider (ISP). The DNS server allows your devices to access services across the network by name instead numeric IP address. Over riding this default configuration is possible for the advanced user that desires more control over website lookups. This may be for speed, security, or reliability. You must know the address of another DNS server before turning off the default. Tap **DNS Configuration** to select to obtain the address automatically or manually configure it.
- LAN IP Reservation: The mAX device assigns an IP address for every device that joins your home network. This is called DHCP and allows your devices to join the home network and have connectivity to the Internet. Typically, there is no need to make any changes to this support. However, in some cases you may want to establish fixed (or reserved) IP addresses for particular devices in your network. Examples include setting up a file or media server. To establish a reservation rule, tap the **+**. Specify the MAC address for the desired device and the new reserved IP address. This IP address must

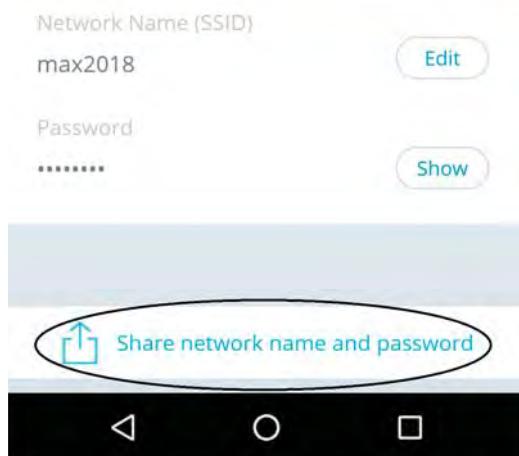
be within the home network subnet. From this time forward, the specified device will maintain this IP address. To remove this fixed address, delete the rule.

- **WAN:** Based on your Internet Service Provider (ISP) configuration, you may need to set a Static IP for your mAX Router. This is not typical for most users, but may apply to some business accounts. If this is required, tap the protocol button to **Static** and then populate the fields with the values provided by your ISP. Tap the **Save changes** button. The mAX will re-establish its WAN connection and may briefly show a red LED. To restore the default value, tap the protocol button back to the default value of DHCP. Note: Misconfiguration of this setting will cause disruption of Internet access across all your network devices.
- **Port Forwarding:** Port forwarding rules are evaluated in the order that they are listed. Traffic is checked against the top rule first, followed by the next rule until a match is found. If multiple rules have similar characteristics, traffic will only be forwarded to the first rule that it matches. For any rule, the number of internal and external ports defined should match.
- **Enable UPnP:** The default state of UPnP is enabled. UPnP is an abbreviation for the Universal Plug and Play protocol. This protocol allows the discovery of devices and auto-configurations of the network. Common UPnP supported devices are game consoles, smart TVs, and network printers. This protocol allows the device to interact with Internet servers and makes it available across your home network. This is a convenient capability, but to accomplish this, the UPnP protocol allows devices to open connection/ports through the mAX. Some users consider this a security risk. Disabling UPnP will sacrifice convenience for added security.
- **Timezone:** tap the **Timezone** to the right and select your timezone from the list. Changes made on this screen are updated in the mAX Router. When you are finished, tap **Save**.

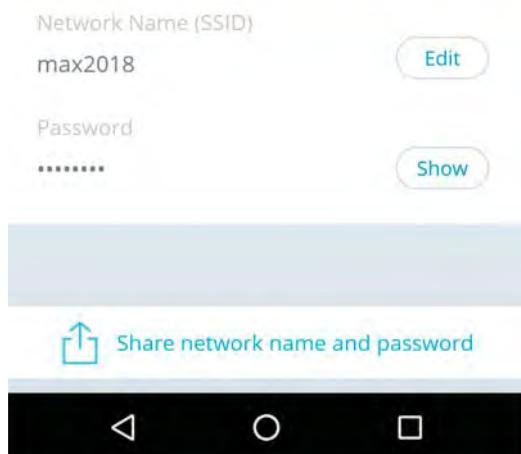
Guest Access

Tap **Guest Access** on the Sliding menu to create a separate, secure guest network, share access to that network, and enable/disable the network. Enter your mAX network name (SSID) in the **Wi-Fi network name (SSID)** field and a password different from the password you set for your mAX home Wi-Fi network.

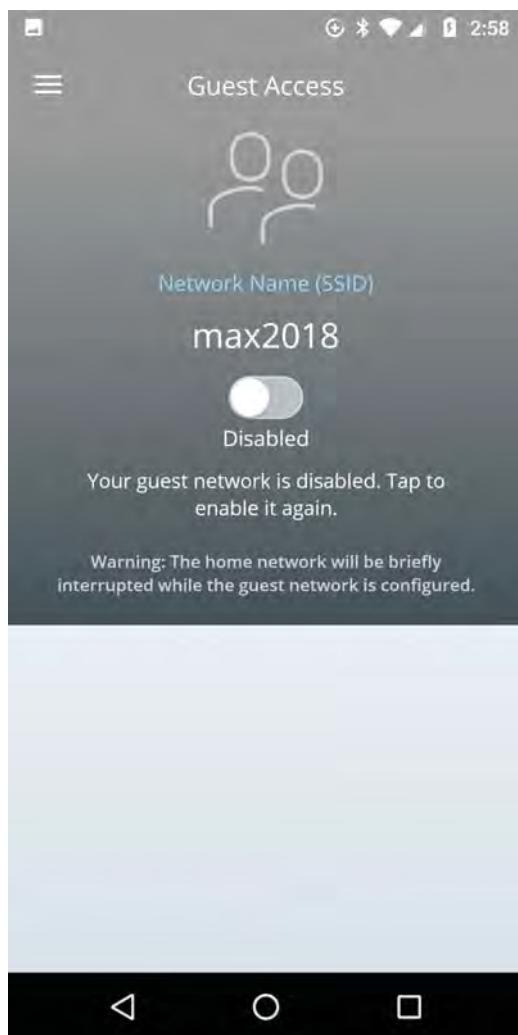
You can easily send your guests the guest network credentials. Tap **Share network name and password** at the bottom of the Guest Access screen and choose the delivery method - from email to messenger to text, and more.



To disable the guest network, move the slider to the left. This does not delete the guest network but suspends Internet access for all devices connected to your mAX home Wi-Fi guest network.



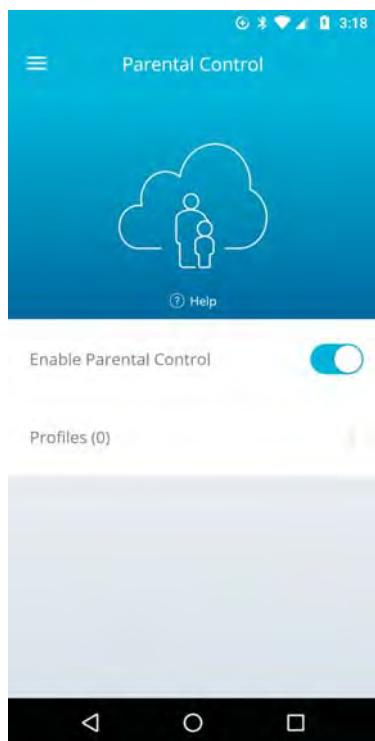
When disabled, the Guest Access mAX Manager mobile app screen appears gray. To enable the network again, move the slider to the left.



Parental Control

Use profiles to assign personal devices to members of the household and manage their network access. Parental Control allows you to enable and disable access for time blocks of hours, days, or weeks by profile. When you assign devices to a profile, the time blocks control all devices on the profile. You can even instantly pause and unpause Internet Access by profile.

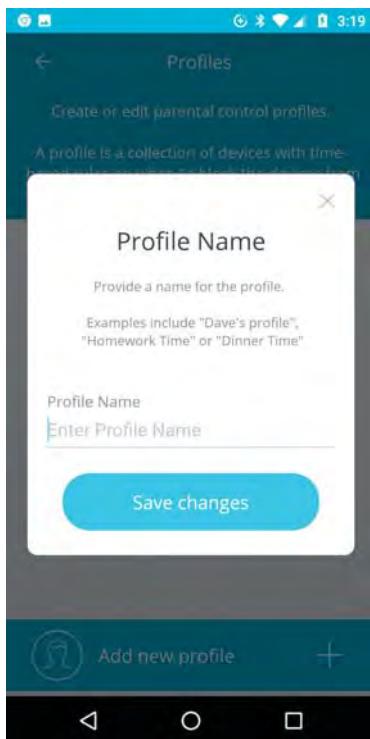
Tap **Parental Control** on the Sliding menu and, on the Parental Control screen, move the slider to the right to enable Parental Control. Once enabled, you can access and manage all profiles listed on this screen by tapping **Profiles**. Tap **Profiles** to create a new profile.



Tap **Add new profile**.



On the **Profile Name** screen, choose a name for the profile. If you change your mind later, it is easy to change the profile name. Tap **Save Changes**.

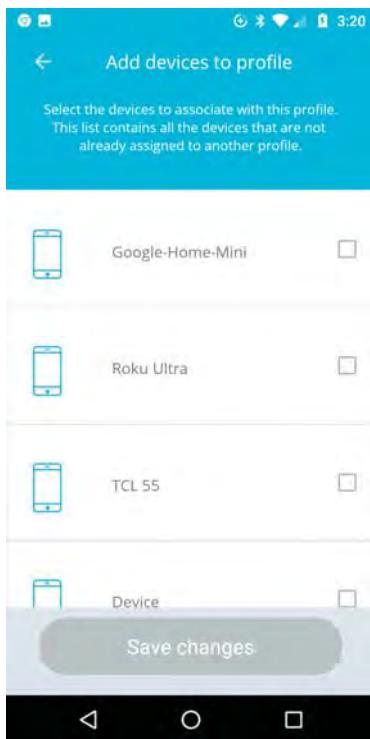


Each profile you create will have its own profile details screen. This one is named "child". Tap the pencil underneath the profile photo circle to edit the profile name. Tap the profile circle to take a photo with your phone camera or upload one to use as this profile's photo.

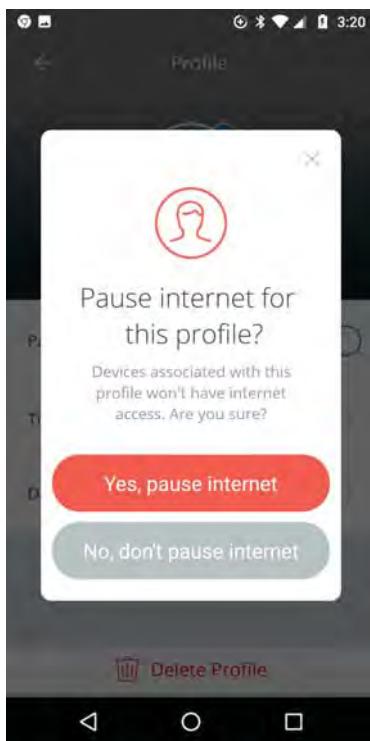


Before you can add time restrictions or pause access, you need to add devices to this profile. Tap **Devices**. The list contains all devices that are active or offline on your mAX home Wi-Fi network, but not devices that already belong to an existing profile. A device cannot belong

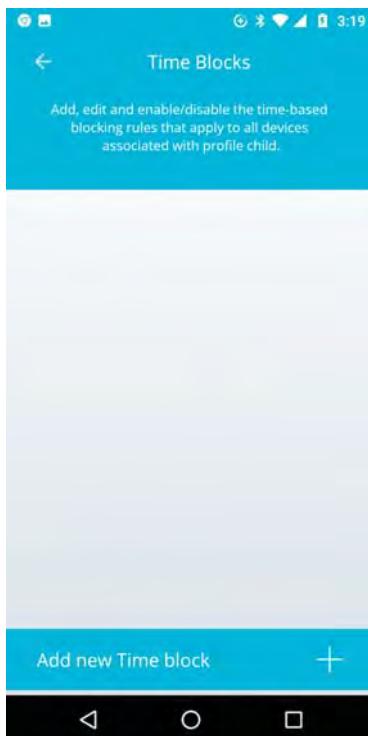
to more than one profile. Tap the device or devices in the list that you want to add to the profile and see the checkbox checked. Tap **Save changes** and tap the arrow in the upper, left-hand corner of the screen to return to the previous screen.



Move the slider to the right on the **Pause the Internet** option to pause the Internet for all devices associated with this profile. A new screen will display to ensure you want to take this action.



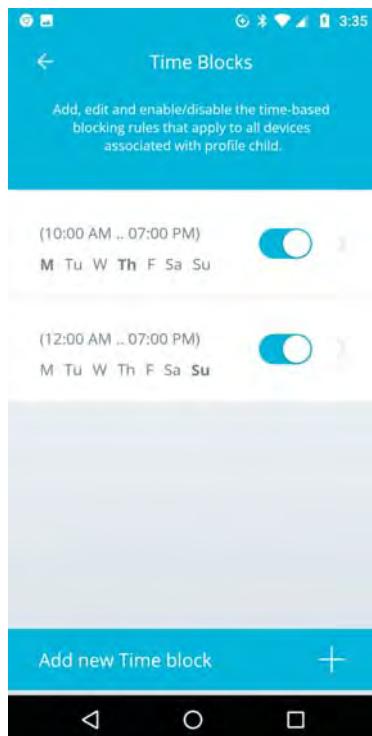
You can assign time blocks for this profile that will enable and disable Internet access for defined periods of time. Tap **Time Block** on the profile screen and **Add new Time block** on the Time Blocks screen.



Tap a day or days to set the weekday and to and from to set the time range to disable Internet access for all devices associated with this profile. When you are finished, tap **Save changes**.



Now the Time Blocks screen for this profile is populated with all the Time Block rules you have created. You can use the slider to enable (to the right) or disable (to the left) each Time Block.



Returning to the completed profile, you can see the number of devices associated with the example "child" and the number of Time Blocks created. To view the details of each, just tap **Devices** or **Time Blocks**.



To delete a profile, tap **Delete Profile** in red at the bottom of the profile screen.

Add Another mAX

This feature cannot be accessed remotely.

Tap **Add Another mAX** on the Sliding menu to add 1 or 2 mAX Satellites to your mAX home Wi-Fi network. For more information, see [Add a mAX Satellite](#) (page 24).

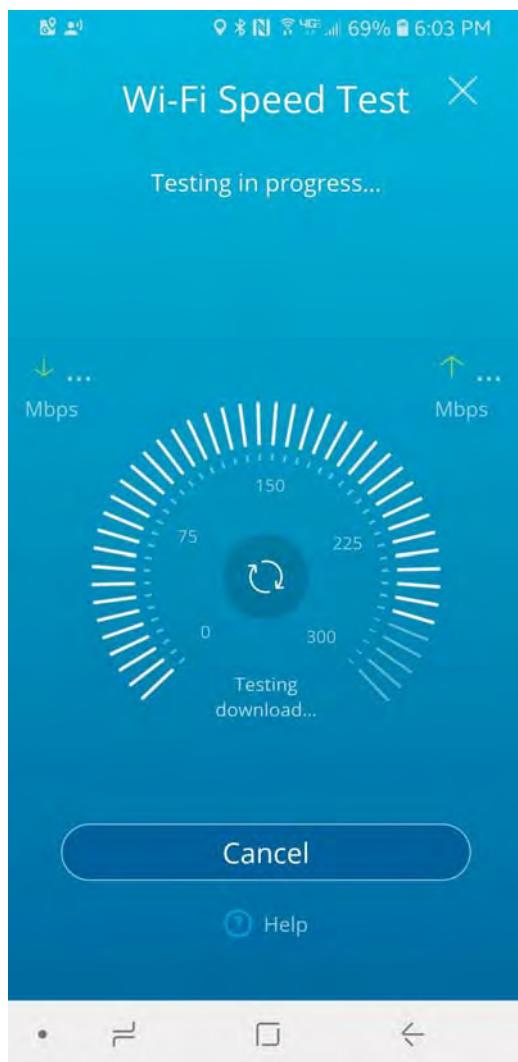
Wi-Fi Speed Test

This feature cannot be accessed remotely.

Tap **Wi-Fi Speed Test** on the Sliding menu. The speed test measures the speed between your device and the mAX Router or Satellite to which it is connected on your mAX home Wi-Fi network.

Tap **Begin test** to perform the test.





A test in progression screen will show you progress at the test continues.

When testing is complete, the results screen displays information about your Wi-Fi speed.

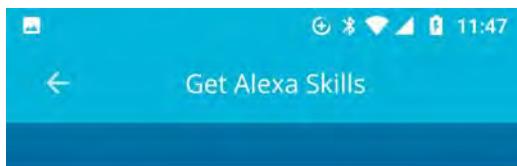


Get Alexa Skills

Tap **Get Alexa Skills** on the Sliding menu screen to learn how to get Alexa Skills. Alexa Skills are like apps. You can add them to your mAX to bring products and services to life. To learn more about Alexa Skills, visit www.amazon.com/alexaskills.



Tap **Get an Alexa Rule** and follow the on-screen procedure.



Get an Alexa Rule

- 1) Open the Amazon Alexa app.
- 2) Tap the menu and select Skills.
- 3) Search for the ARRIS skill by using the term "ARRIS".
- 4) Tap the Enable button.
- 5) When prompted, enter the email address for your SURFboard mAX account.
- 6) When prompted for the activation password, do the following:
 - a) Go back to this Alexa help screen in the ARRIS SURFboard mAX app.
 - b) Tap the Copy button. This will automatically copy the activation password copied your password to the clipboard.
 - c) Go back to Alexa app and paste it (or type it) into the password field.
 - d) Tap the continue button when you are done.

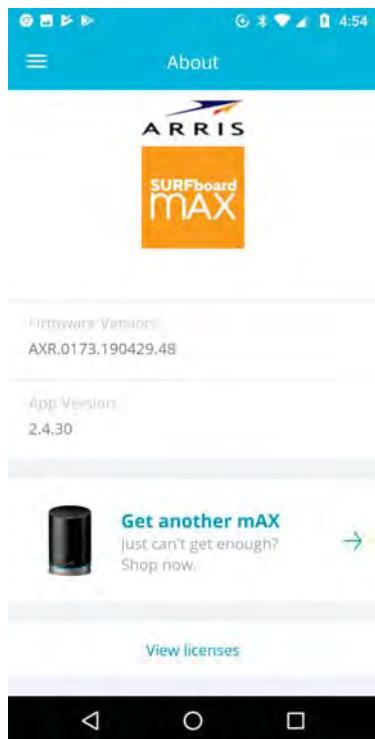


Settings

Tap **Settings** on the Sliding menu to view the SURFboard mAX firmware version and the name and email address of the account holder.

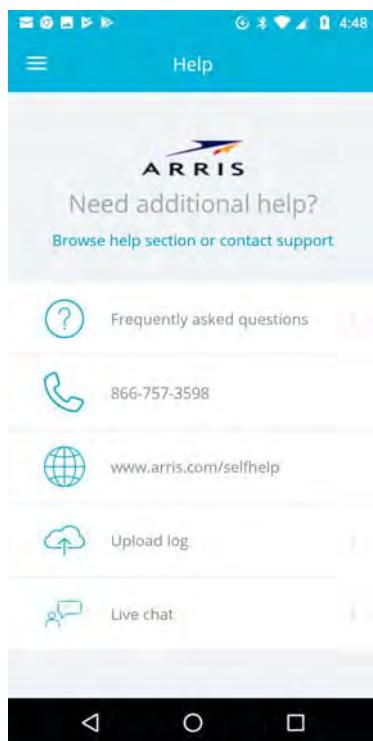
About

Tap **About** on the Sliding menu to view licenses associated with this product and find a link to purchase another mAX (or other SURFboard product). You will also find your mAX firmware and SURFboard mAX Manager mobile app versions here.



FAQ

Tap **FAQ** on the Sliding menu to access the SURFboard mAX Frequently Asked Questions. If you are unable to find your answers there, you can also get support contact information on this screen.



Appendix: ARRIS Software License, Warranty, Safety and Regulatory information

- Safety and regulatory information
- Caring for the environment by recycling your ARRIS equipment
- FCC statements
 - FCC Interference Statement
 - FCC Declaration of Conformity
 - FCC Radiation Exposure Statement
 - Industry Canada (IC) Statement
 - IC Radiation Exposure Statement
 - Avis D'Industrie Canada (IC)
 - Déclaration de IC Sur L'Exposition Aux Rayonnements
- Wireless LAN information
 - Restrictions on the use of wireless devices
- Open Source software information
- Software license
- Privacy notice.
- Warranty information
 - Retail purchasers – retail devices
 - Retail purchasers – refurbished retail devices

Safety and regulatory information

Important safety instructions - Save these instructions

Read This Before You Begin - When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all the instructions listed here and/or in the user manual before you operate this device. Pay particular attention to all safety precautions. Retain the instructions for future reference.

- This device must be installed and used in strict accordance with manufacturer's instructions, as described in the user documentation.
- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this device.
- To prevent fire or shock hazard, do not expose this device to rain or moisture. The device must not be exposed to dripping or splashing. Do not place objects filled with liquids such as vases; around, above, or in the proximity of the device. Do not use this product near water. For example, near a bathtub, washbowl, kitchen sink, laundry tub, swimming pool, or in a wet basement.
- This device was qualified under test conditions that included the use of the supplied cables between system components. To ensure regulatory and safety compliance, use only the provided power and interface cables and install them properly.
- Use only the power cord that was either supplied for this model in the original packaging or supplied as a replacement by ARRIS or your service provider.
- Installation of this device must be in accordance with national wiring codes and conform to local regulations.
- Operate this device only from the type of power source indicated on the device's marking label either on the back or underside of the device. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- Do not overload outlets or extension cords, as this can result in a risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard.
- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords where they are attached to plugs and convenience receptacles, and examine the point where they exit from the device.
- Place this device in a location that is close enough to an electrical outlet to accommodate the length of the power cord.
- Place the device to allow for easy access when disconnecting the power cord of the device from the AC wall outlet.
- Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed.
- Place this device on a stable surface.
- Installation of an AC surge protector in the AC outlet to which this device is connected is recommended. This is to avoid damaging the device by local lightning strikes and other electrical surges.
- Postpone installation until there is no risk of thunderstorm or lightning activity in the area.
- Do not cover the device or block the airflow to the device with any other objects. Keep the device away from excessive heat and humidity and keep the device free from vibration and dust.
- Wipe the device with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the device or use forced air to remove dust.

- For added protection during an electrical storm, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device due to lightning and power surges.
- Do not open the device. Do not perform any servicing other than that contained in the installation and troubleshooting instructions. Refer all servicing to qualified service personnel.
- This device should not be used in an environment that exceeds 104° F (40° C).

Caring for the environment by recycling your ARRIS equipment

Please do not dispose of this product or any included electronic accessories, i.e., power supply or battery, with your residential or commercial waste. ARRIS devices may be disposed of through the ARRIS Product Recycling program, further described at corporateresponsibility.arrisi.com/phoenix.zhtml. You may also contact your local community authorities for information regarding where you may dispose of your ARRIS electronic devices.

For your convenience, batteries are also accepted at no charge for recycling at various locations. Please visit www.call2recycle.org or call 1-877-2RECYCL (1-877-273-2925) for a battery recycling location near you.

FCC Statements

FCC Interference Statement

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 environment. This equipment generates, 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 device 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 device and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device

must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications to the device not expressly approved by ARRIS could void the user's authority to operate the equipment.

FCC Declaration of Conformity

ARRIS International, plc., 3871 Lakefield Drive, Suwanee, GA 30024, declares that your ARRIS retail device complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. To comply with the FCC RF exposure for an uncontrolled environment compliance requirements, the separation distance between the antenna and any person's body (including hands, wrists, feet and ankles) must be at least 12 inches (30 cm).

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter except those already approved in this filing.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destinations. The firmware setting is not accessible by the end user.

Industry Canada (IC) Statement

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

CAN ICES-3 (B)/NMB-3 (B)

In Canada, RLAN devices are restricted from using the 5600-5650 MHz frequency band.

Caution: To reduce the potential for harmful interference to co-channel mobile satellite systems, use of the 5150-5250 MHz frequency band is restricted to indoor use only.

High power radars are allocated as primary users (meaning they have priority) of 5250-5350 MHz and 5650-5850 MHz frequency bands. These radars could cause interference and/or damage to License Exempt–Local Area Network (LE-LAN) devices.

IC Radiation Exposure Statement

Important Note: This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 30 cm between the radiator and your body.

Avis D'Industrie Canada (IC)

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- . l'appareil ne doit pas produire de brouillage, et
- . l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CAN ICES-3 (B)/NMB-3 (B)

Au Canada, les appareils de réseau local sans fil ne sont pas autorisés à utiliser les bandes de fréquence 5600-5650 MHz.

Avertissement: afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux, les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur.

Les radars à haute puissance sont définis en tant qu'utilisateurs principaux (c.-à-d. prioritaires) des bandes de fréquences 5250-5350 MHz et 5650-5850 MHz. Ces radars peuvent causer de l'interférence ou des dommages susceptibles de nuire aux appareils exempts de licence-réseau local (LAN-EL).

Déclaration de IC Sur L'Exposition Aux Rayonnements

Note Importante: cet équipement est conforme aux limites d'exposition aux rayonnements établies par IC pour un environnement non contrôlé. Cet équipement doit être installé et utilisé de manière à maintenir une distance d'au moins 30 cm entre la source de rayonnement et votre corps.

Wireless LAN information

Note: This applies to devices that provide Wi-Fi capability.

The IEEE 802.11 Standard on Wireless LANs (Revision B, Revision G, Revision N, and Revision AC), as defined and approved by the Institute of Electrical Electronics Engineers.

The Wireless Fidelity (Wi-Fi) certification as defined by the Wireless Ethernet Compatibility Alliance (WECA).



Restrictions on the use of wireless devices

In some situations or environments, the use of wireless devices may be restricted by the proprietor of the building or responsible representatives of the organization. For example, using wireless equipment in any environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the applicable policy for the use of wireless equipment in a specific organization or environment, you are encouraged to ask for authorization to use the device prior to turning on the equipment.

The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of the devices included with this product, or the substitution or attachment of connecting cables and equipment other than specified by the manufacturer. Correction of the interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the user.

The manufacturer and its authorized resellers or distributors are not liable for any damage or violation of government regulations that may arise from the user's failure to comply with these guidelines.

Note: The use of the 5150-5250 MHz frequency band is restricted to Indoor Use Only.

Security warning: This device allows you to create a wireless network. Wireless network connections may be accessible by unauthorized users. For more information on how to protect your network, see your product's documentation and the ARRIS FAQs available on the ARRIS Support website, www.arris.com/consumers.

Open Source software information

For instructions on how to obtain a copy of any source code being made publicly available by ARRIS related to software used in this ARRIS product, you may send your request in writing to:

ARRIS
Software Pedigree Operations 2450 Walsh Avenue
Santa Clara, CA 95051 USA

The ARRIS website opensource.arrisi.com also contains information regarding use of open source. ARRIS created opensource.arrisi.com to serve as a portal for interaction with the software community-at-large. This document contains additional information regarding licenses, acknowledgments and required copyright notices for open source packages used in this ARRIS product.

Software license

ARRIS International, plc. ("ARRIS")
3871 Lakefield Drive Suwanee, GA 30024

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You may:

USE the Software only in connection with the operation of the Product.

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Wireless communications, including those sent and received by the Product, are not secure communications. ARRIS is not responsible for the privacy of activity using the Product or Software. For security purposes, activity on the Product may be monitored, but there is no obligation on ARRIS to do so or to take any action even if it does.

ARRIS is not responsible for any third-party software provided as a bundled application, or otherwise, with the Software.

Privacy notice

ARRIS will collect certain personal and anonymous information from and about you in connection with your use of the Product, including your email address and phone number for the limited purposes of Product registration, security and warranty support services. Your email address and phone number will not be shared with any third parties. In general, our collection, protection, use and disclosure of this information will be subject to the ARRIS Privacy Policy located at <http://www.arris.com/company/privacy/>. Your use of this Product indicates your consent to allow ARRIS' collection and use of such information.

This Product uses Google Analytics, which collects and processes certain data. Google's use such data is described at www.google.com/policies/privacy/partners/.

This Product includes certain McAfee products, and your use of this Product also indicates your acceptance of the McAfee Privacy & Legal Terms available at <https://www.mcafee.com/consumer/en-us/policy/global/legal.html>.

This Product uses Ookla Speedtest software application which tests the Internet speed between the Product and your Internet Service Provider (ISP). Ookla Speedtest collects certain personal data which is subject to Ookla's privacy policy set forth at <http://www.speedtest.net/privacy>.

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Warranty information

ARRIS Retail Devices & Refurbished Retail Devices ARRIS International, plc. ("ARRIS")

Limited warranty for retail purchasers (retail devices)

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ARRIS Contacts

Technical services

For technical support on ARRIS products, you can contact us by phone, email, or on the web.

By telephone

The Technical Support Center may be reached at: 1-888-944-HELP (4357). Additional support numbers are located at: [Phone Support](#).

On the web

The ARRIS Membership site located at <https://www.arris.com/support> gives you the ability to request access to numerous service and support tools once you are registered on that site.

One specific tool is Ask ARRIS, which is the Technical Support web portal. You will need to register for this tool using your support contract ID and email address. Ask ARRIS is located at: <https://ask.arris.com>.

There you will be able to access:

- Support Contact Information for all products
- Knowledge Base Information (also known as Solutions)
- User Documentation
- Current open support cases
- Ability to create a new support case (for technical support or repair and return)
- Training Webcast

By email

The Technical Support Center may also be reached by email. Email addresses for ARRIS products are located at: [Email Support](#).

Technical training

For more information about our Global Knowledge Services Department and the programs we offer, email us at: training@arris.com

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