



SURFboard® Thruster Gaming Acceleration Kit W6B

User Guide, STANDARD Revision x.1

P/N 365-095-36986

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The capabilities, system requirements and/or compatibility with third-party products described herein are subject to change without notice.

Safety and regulatory information

Read all safety and regulatory information before installing your device and setting up your home network connection.

Important safety 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. Give 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 that is included with the device.
- 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, on the device.
- 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.
- Different types of cord sets may be used for connections to the main POWER supply circuit. Use only a main line cord that complies with all applicable device safety requirements of the country of use.
- 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. 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 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.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning. For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device from lightning and power surges.
- Do not use this product near water. For example, near a bathtub, washbowl, kitchen sink, laundry tub, swimming pool, or in a wet basement.
- 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, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device during lightning activity or power surges.



CAUTION: To reduce the risk of fire, use only No. 26 AWG or larger (e.g., 24 AWG) UL Listed or CSA Certified Telecommunication Line Cord, or national equivalent.

- Upon completion of any service or repairs to this device, ask the service technician to perform safety checks to determine that the device is in safe operating condition.
- 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).

SAVE THESE INSTRUCTIONS



Note: To CATV system installer — This reminder is provided to call the CATV system installer's attention to Section 820.93 of the National electric code, which provides guidelines for proper grounding and, in particular, specifies that the coaxial cable shield must be connected to the grounding system of the building, as close to the point of cable entry as practical.

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:

- 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.



CAUTION: Any changes or modifications not expressly approved by CommScope for compliance could void the user's authority to operate the equipment.

FCC Declaration of Conformity

CommScope, Inc, 3871 Lakefield Drive, Suwanee, GA 30024, declares that the SURFboard 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 compliance requirements, the separation distance between the antenna and any person's body (including hands, wrists, feet and ankles) must be at least 8 inches (20.3 centimeters).

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.

Wireless LAN information



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

This device is a wireless network product that uses Direct Sequence Spread Spectrum (DSSS) and Orthogonal Frequency-Division Multiple Access (OFDMA) radio technologies. The device is designed to be interoperable with any other wireless DSSS and OFDMA products that comply with:

- The IEEE 802.11 Standard on Wireless LANs (Revision AC, Revision B, Revision G, and Revision N), 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 failing to comply with these guidelines.

The operation of this device is prohibited on oil platforms, cars, trains, boats, and aircraft, except that operation of this device is permitted in large aircraft while flying above 10,000 feet. Operation of transmitters in the 5.925-7.125GHz band is prohibited for control of or communications with unmanned aircraft systems.



Note: The use of 5150-5250 and 5925-7125 MHz frequency band is restricted to indoor use only.



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, refer to the relevant chapters in this document or visit our Consumer Support website at <http://www.arris.com/selfhelp>.

Caring for the environment by recycling your ARRIS equipment



Please do not dispose of this product with your residential or commercial waste. Contact your local authorities for information about practices established for your region. If collection systems are not available, call ARRIS Technical Support at **1-877-466-8646** for assistance.

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Introduction

The ARRIS SURFboard® Thruster Gaming Acceleration Kit W6B utilizes Wi-Fi 6E technology giving gamers the freedom to play games wherever they want over Wi-Fi with high-speed and latency.

The ARRIS SURFboard® Central mobile application steps you through configuring your Gaming Bridge or Extender (see [Supported devices](#) (page 11)) using your iOS or Android mobile device (smartphone, tablet). With this mobile app, you can set up and monitor Wi-Fi access, Parental Controls, and security protection on all the connected devices (e.g., smartphones, tablets, computers, Smart TVs, gaming consoles, etc.) on your Wi-Fi home network. The mobile app is available online as a free download for your mobile device (see [Get the ARRIS SURFboard Central mobile app](#) (page 17)):

- Apple App Store (for iOS devices)
- Google Play (for Android devices)

In the box

Check that the items listed below are included in the W6B product box. If any items are missing, please call ARRIS technical support at **1-877-466-8646** for assistance.

- A W6B Main unit
- A W6B Satellite unit
- Two Ethernet cables
- Two AC power adaptors

System requirements

- High-speed Internet access account
- Web browser access – Internet Explorer, Google Chrome, Firefox, or Safari
- Compatible operating systems:
 - Windows® 10
 - Windows 8
 - Windows 8.1
 - Windows 7 service pack 1 (SP1)



Note: Although older versions of Microsoft Windows operating systems are no longer specifically supported, they should still function with your W6B.

- Mac® 10.4 or higher
- UNIX®
- Linux®

Supported devices

The retail SURFboard devices W6B and W6U support all versions of the ARRIS SURFboard Central mobile app. Please note that the full features and functionality of the mobile app may be dependent on the version of your managed SURFboard device.

Contact information

For technical support and additional ARRIS product information:

- Visit the ARRIS Support website: www.arris.com/selfhelp
- Call ARRIS Technical Support: **1-877-466-8646**

Front panel and LED behavior



Figure 1: Front view of W6B Main AP and Satellite unit

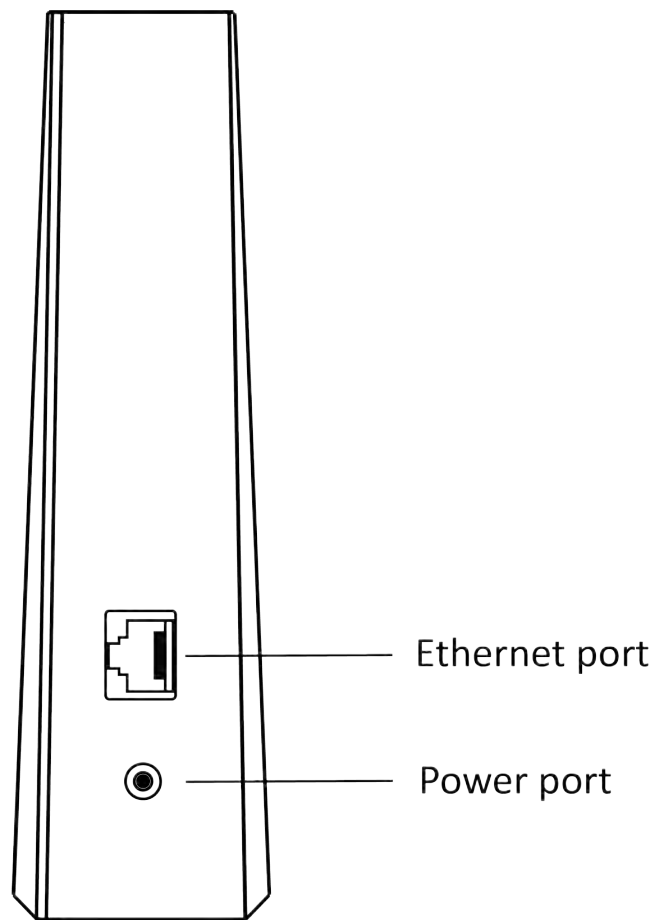
LED behavior

LED behavior	LED description in the Main AP unit
Orange (Blinking)	The unit is powering on
White (Solid)	The unit has successfully powered on
Blue (Solid)	The unit is connected to Internet

LED behavior	LED description in the Main AP unit
Red (Solid)	The unit has no Internet connection

LED behavior	LED description in the Satellite unit
Orange (Blinking)	The unit is powering on
White (Solid)	The unit has successfully powered on
Blue (Solid)	The unit is connected to the main AP unit
Red (Solid)	The unit is not connected to the W6B (Main AP unit)

Rear panel and LED behavior



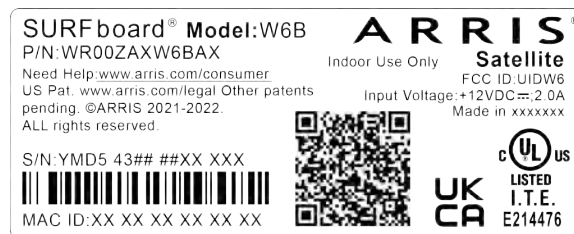
Rear panel and connections

LED behavior	LED description in the Ethernet port
Green (Solid)	Ethernet network link is working
Green (Flashing)	There is network traffic
Off	There is no network link

Main unit and Satellite unit labels



Sample Main unit label



Sample Satellite unit label



Note: These images shown above are sample labels. You can find the labels on the base of your W6B Main and Satellite units. Ensure to scan the QR code on the labels found on the base of the units.

The labels are located on the bottom of your respective W6B Main and Satellite units . The labels contain the information you will need to activate your W6B or information to report during any technical issues.

The following information are listed on the W6B Main label:

- Model name
- Serial number (SN)
- MAC address

The following information are listed on the W6B Satellite label:

- Model name
- Serial number (SN)
- MAC address

Mobile app help

Some of the SURFboard Central mobile app screens offer textual help. Tap the ? if you require more information or assistance with something on that screen.

FAQ is also available on the **Side menu**, accessed from the **Collapsed menu icon** ☰ on the mobile app **Home** screen. Here, you can read our **Frequently Asked Questions**, get contact information for ARRIS support, tap to navigate to our self-help site, or get answers quickly with our **Live chat** feature.

If you require more assistance, call ARRIS Technical Support: 1-877-466-8646.

Getting started

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.

Before installing your Check with your service provider (or local cable company) to ensure broadband cable service is available in your area.

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

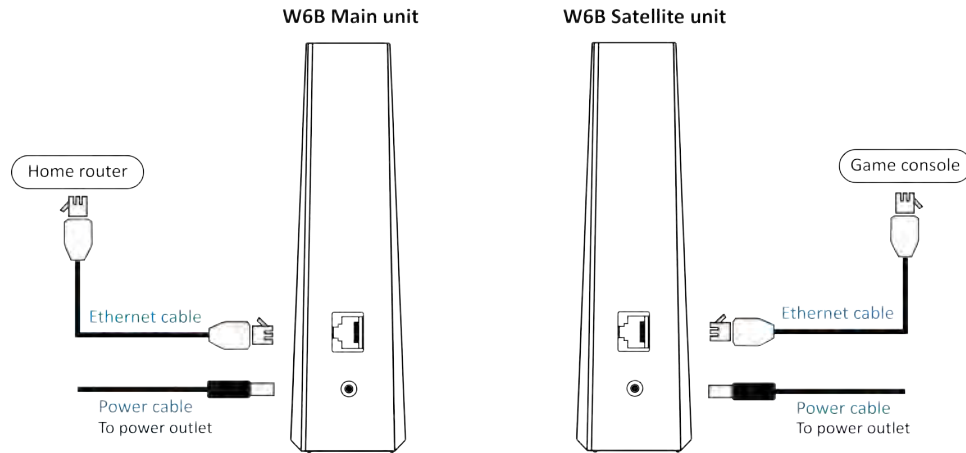
To set up your W6B using the SURFboard Central app:

1. [Get the ARRIS SURFboard Central mobile app](#) (page 17)
2. [Launch the ARRIS SURFboard Central mobile app](#) (page 18)
3. [Set up your W6B using Surfboard Central mobile app](#) (page 19)

Installing your W6B

To install your W6B:

- Choose a location in your home where your computer and your W6B are preferably near existing electrical wall outlets.
- Keep the information such as W6B model name, Main Access Point S/N, Main Access point MAC, Satellite S/N, Satellite MAC address details are listed on your W6B label (available on the bottom of your W6B and last page of the Quick Start Card) ready as you may need them.



W6B connection diagram

1. Connect one end of the Ethernet cable (supplied) to your home router and the other end of the cable to the **Ethernet** port on your W6B Main unit.
2. Connect one end of the other Ethernet cable (supplied) to your gaming console and the other end of the cable to the **Ethernet** port on your W6B Satellite unit.
3. Connect both the W6B Main and the W6B Satellite units to the power outlets using the power cables provided.

Get the ARRIS SURFboard Central mobile app

The ARRIS SURFboard Central mobile app is a quick and easy-to-use option to set up and activate your device (W6B) and register for warranty using your iOS or Android mobile device.

1. Ensure that you have Internet connection on your mobile device and scan the QR code available on your device (you may refer to the Quick Start Card or see the bottom of your device for label details).

The **SURFboard Central** mobile app screen displays.

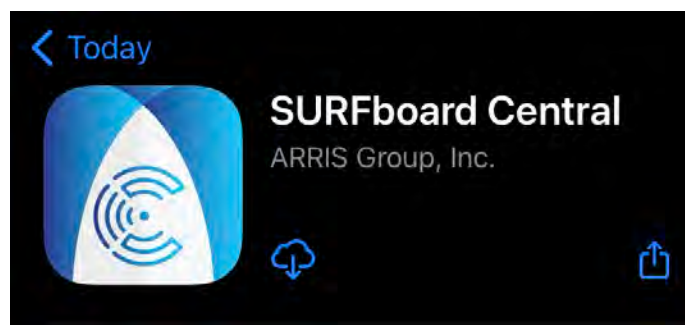


Figure 6: SURFboard Central mobile app download screen

2. Download the SURFboard Central mobile app on your mobile device.



Note: After the download is finished, the ARRIS SURFboard Central mobile app shortcut will be added to your mobile device Home or Apps screen.

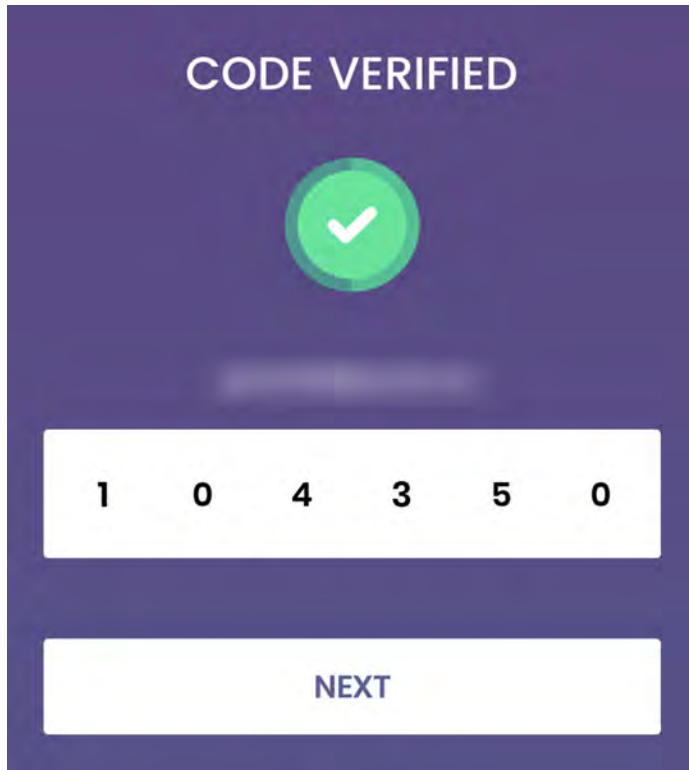
Launch the ARRIS SURFboard Central mobile app

- Once you have the SURFboard Central mobile app installed, tap the shortcut on your mobile device to launch it.



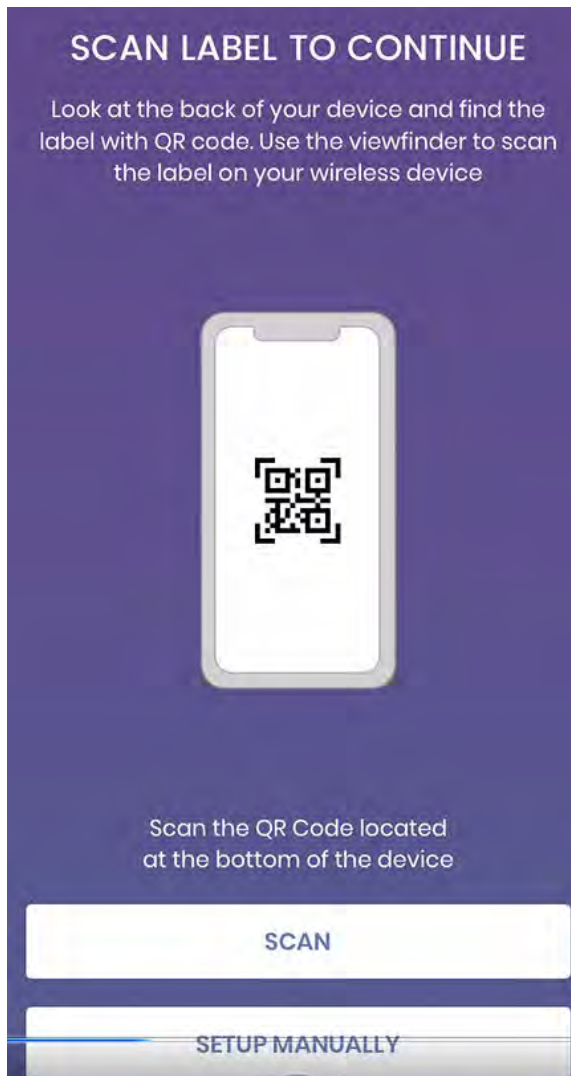
Create your SURFboard account

1. On the **LET'S GET YOU STARTED WITH YOUR NEW SURFBOARD DEVICE!** screen , tap **GET STARTED** to begin the setup process..
2. Tap **CONTINUE** after granting the required permissions. The app may need to request permissions to improve the app experience during setup.
3. On the second **SELECT YOUR DEVICE BELOW** screen, select **6GHz Enabled Devices** and then tap **NEXT**.
4. On the **SELECT YOUR DEVICE BELOW** screen, select the **Gaming Bridge** or **Extender** device group and tap **NEXT**.
5. In the **WELCOME** screen, provide an email for your account and tap to **SIGN UP** (if you do not yet have a registered account) or **SIGN IN** to your registered 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.
6. If this is a new account, you will be prompted for account information. Complete the information requested on the **LET'S CREATE YOUR ACCOUNT** screen. Tap the check box to agree to the Terms and Conditions and **SIGN UP** to continue.
7. Shortly, you will receive a verification code at the email address you provided. This code is only valid for 24 hours. Enter the code on the **ENTER VERIFICATION CODE** screen.
8. When verification is complete, the **ACCOUNT VERIFIED** screen will display. Tap **NEXT**.



Set up your W6B using Surfboard Central mobile app

1. On **SCAN LABEL TO CONTINUE** screen, you can choose to perform one of the following:



2.
 - ● Tap **SCAN** to scan the QR code (available on the labels of the Main and Satellite units located on the base of your W6B or the Quick Start Card) and tap **OK** to allow access to camera.
 - Tap **ENTER MANUALLY** to enter the **Main Access Point S/N**, **Main Access Point MAC**, **Satellite S/N** and **Satellite MAC** details located on the Main unit label and the Satellite unit label and then tap **NEXT**.

Your device W6B registers successfully.

3. In the **6GHz GAMING BRIDGE** screen, tap **NEXT**.
4. The **GETTING CONNECTED** screen appears twice indicating to make the connections as specified (once for connecting to the main unit and the second time for connecting to your satellite unit) and look for the LED indications and then tap **NEXT**.
5. The **YOU'RE GOOD TO GO** screen appears indicating that your devices are connected and you can proceed with gaming.
 - Tap **DONE** if you have no other changes to the device settings and proceed.
 - Tap **ADVANCED SETTINGS** if you want to set your preferred operating channel and configure SSID to connect to any of your 6GHz clients. To change the settings:

The **YOU ARE FREE TO GAME ON!** screen appears indicating that your devices are connected and ready to support your gaming needs.

SURFboard Central mobile app features

The main navigational features of the SURFboard Central mobile app are the **Home**, **User Guide**, and **FAQ** screens - all accessible by tapping the corresponding icon at the bottom of the SURFboard Central mobile app - and a **Side menu**, accessed by tapping the **Collapsed menu icon** ☰ at the top, left-hand corner of the **Home** screen.

The **Home** screen gives you device details, specifications, and access to GUI help.

The **User Guide** screen gives you access to the detailed User Guide for this device.

The **FAQ** screen allows you to browse through the list of topics that range from simple to complex.

The **Side menu**, accessed by tapping the **Collapsed menu icon** ☰ at the top, left-hand corner of the **Home** screen, has eight buttons from which you can perform a **Add Device**, **Remove Device**, **Support Details**, **Visit www.SURFboard.com**, get **Account Details**, learn more **About** your device versions and the licensing, and view your **User Guide**, and **User FAQ**.

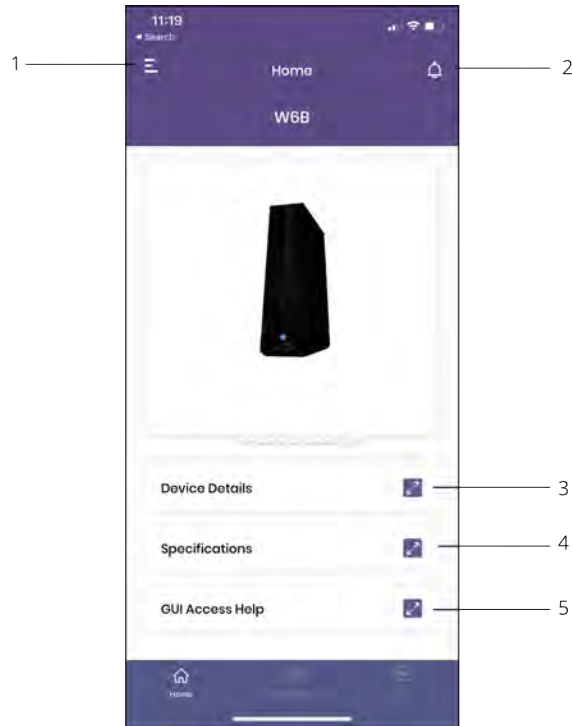


Note: Some screenshots throughout this chapter may contain images of a model different than your own, these are simply examples and the app on your mobile device should represent the model you are configuring.

Home

Tap the **Home** icon at the bottom of the SURFboard Central mobile app to return to the **Home** screen from anywhere in the SURFboard Central mobile app.

These are the main features on the **Home** screen.



- 1 **Collapsed menu icon.** Tap to access the **Side menu**.
- 2 **Notifications:** Tap the **Notification bell** to display firmware updates, incidents of new devices connecting to your network, unsuccessful device responses, and more.
- 3 **Device Details:** Tap to view details about your device that you are connected to.
- 4 **Specifications:** Tap to view the User Guide of your device.
- 5 **GUI Access Help:** Tap to access the advance settings allowing you to connect to your gaming bridge.

Device details

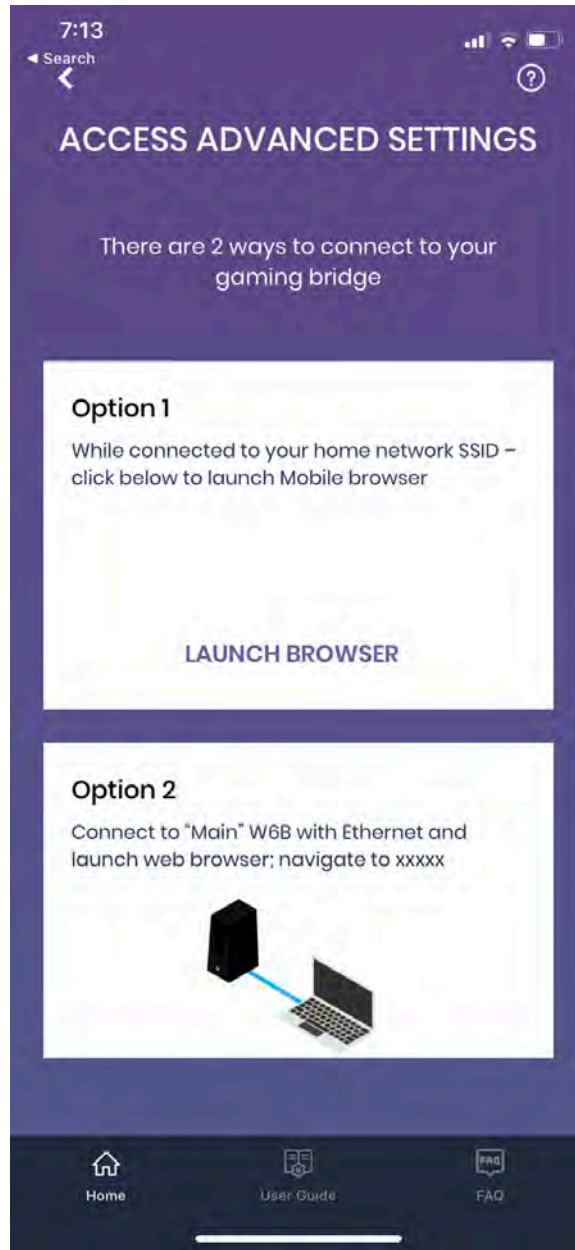
To access information about your device, On the **Home** screen tap **Device Details** to display details.

You can view your device model number, operating band and if your Ethernet port is enabled at 2.5Gbps.



GUI Access Help

To access information about your device, on the **Home** screen, tap **GUI Access Help** and at the bottom of the SURFboard Central mobile app to display the details about advanced settings.



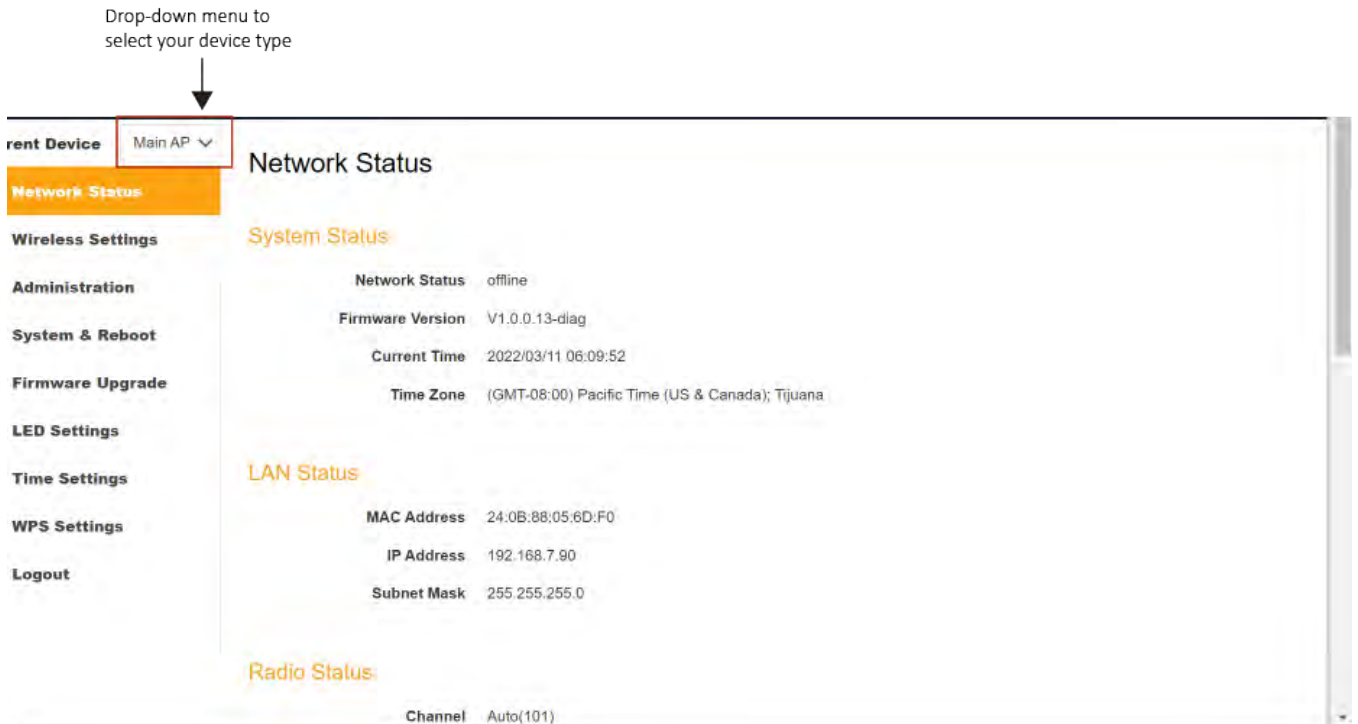
You have two options to connect to your gaming bridge:

- **Option 1:** Tap **LAUNCH BROWSER** if you prefer to access the settings while connected to your home network and launch your mobile browser.
- **Option 2:** Connect your "Main" W6B unit with Ethernet cable and launch web browser to navigate to <https://www.w6b.local>



Note: You will need to create your login credentials when you login to the web browser for the first time. Remember to note the credentials as you will need to enter them when you need to access the GUI Access help to change the settings for your main unit or the satellite unit.

As part of advanced settings, you can change the following settings for the Main unit and the Satellite unit in the web browser. You can select the device type (main or satellite) from the drop-down option.

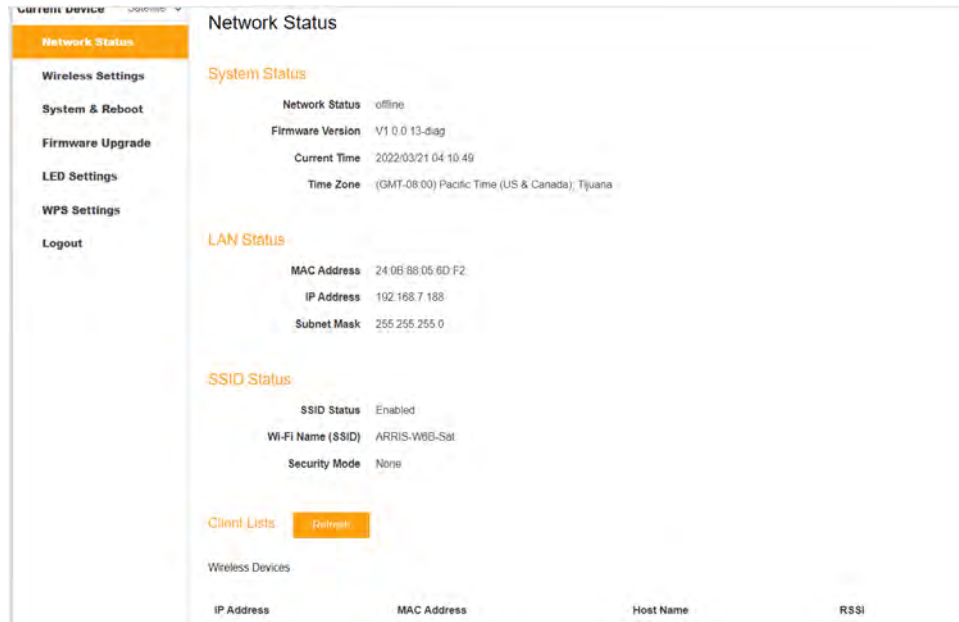


- Network Status: You can view the network status of your W6B Main and Satellite units.
- Wireless Settings: You can view and change the Radio and SSID settings of your W6B and Satellite units.
- Administration: You can change your login credentials (user name and password) to keep your W6B device secure.
- System and Reboot: You can restore and restart your W6B device.
- Firmware Upgrade: You can check online and ensure to upgrade your firmware.
- LED Status: You can change your LED settings as per your requirement.
- Time Settings: You can change the time based on your time zone and automatically adjust your also daylight saving time.
- WPS Settings: You can enable or disable the WPS settings allowing your Wi-Fi client devices to connect through WPS.
- Logout: To logout from the web browser page.

Network status

You can view the network status based on the device type (main or satellite) that you have selected. You can view system status, LAN status, SSID status, list of client devices connected to your Gaming console.

Tap **Refresh** under **Client Lists** to view the list of devices connected.

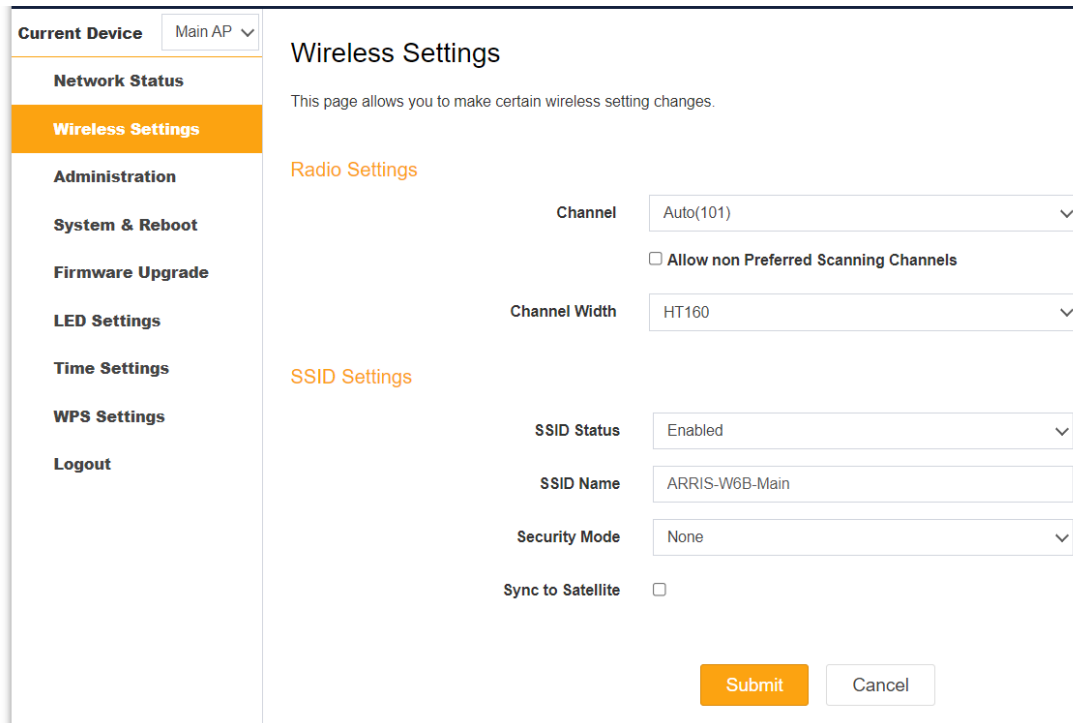


Wireless settings

You can select the device type (main or satellite) and then change the wireless settings.

To change the wireless settings for the Main unit:

1. On the **Wireless Settings** page, under **Radio Settings**, you can specify the following:

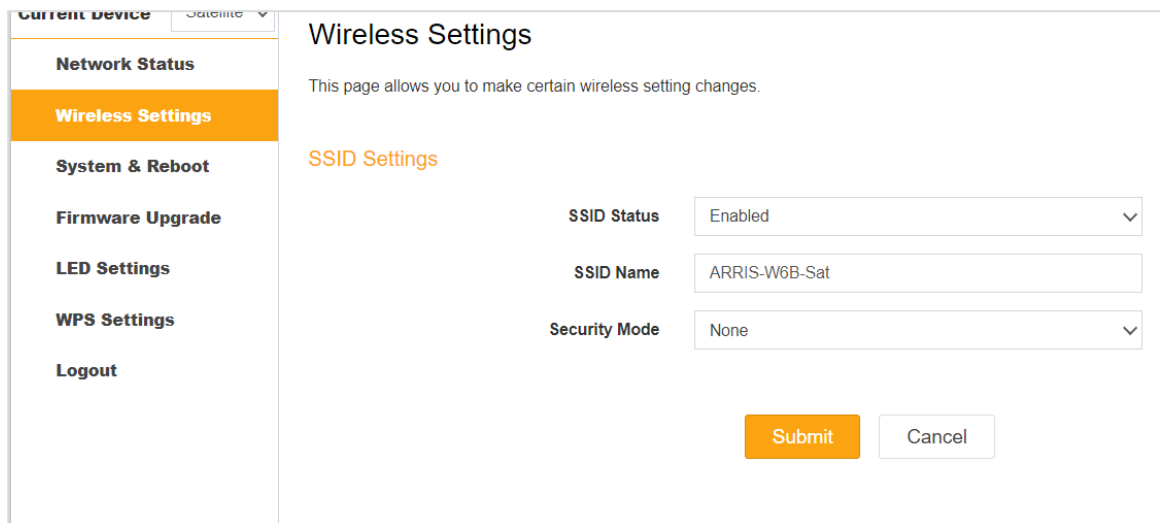


- **Channel:** The device will be operating in the wireless channel. To ensure best compatibility, choose a channel that is marked PSC (Primary Scan Channel).

- **Allow non Preferred Scanning Channels:** Tap to select this option if you prefer to enable all the 6GHz channels. It may take longer duration for the clients to discover a device on a non-PSC, and few devices will not be able to connect at all.
 - **Channel Width:** This allows you to set the maximum width of the channel from 20MHz to 160MHz.
2. Under **SSID Settings**, you can perform the following:
 - **SSID Status:** Enable this option if you prefer to enable the front haul SSID thereby allowing other Wi-Fi 6E capable devices to connect to your W6B.
 - **SSID Name:** Specify the name for your wireless network.
 - **Security Mode:** WPA3-Personal is the only security type allowed for Wi-Fi 6E.
 - **Sync to Satellite:** Enable this option if you prefer to sync to Satellite.
 3. Tap **Submit** to save the changes.

To change the wireless settings for the Satellite unit:

1. On the **Wireless Settings** page, under **SSID Settings**, specify the **SSID Status**, **SSID Name**, and the **Security Mode** as per your requirement.



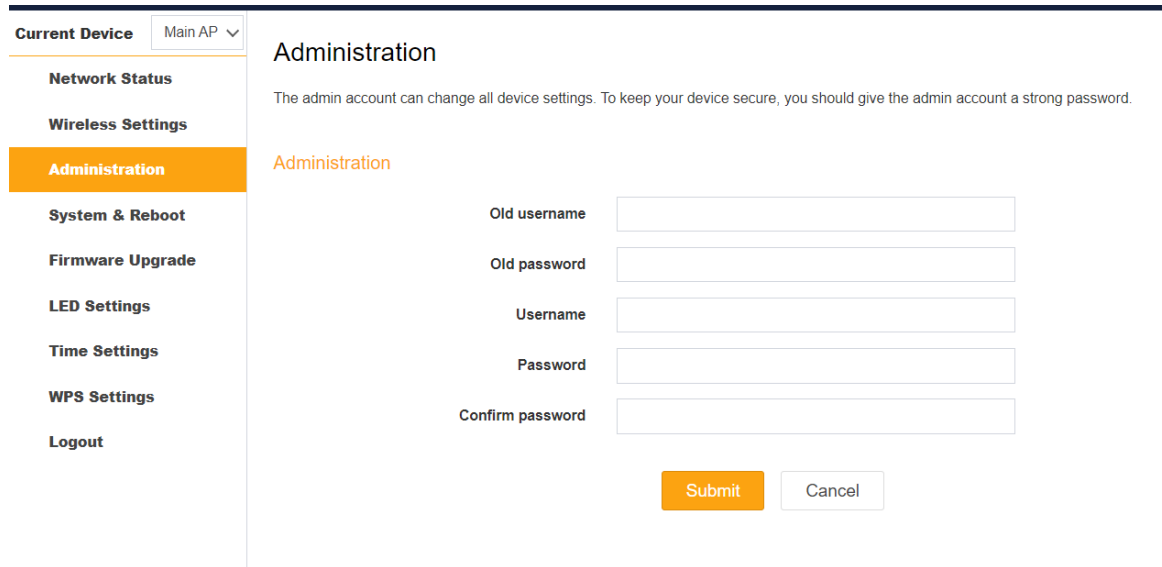
2. Tap **Submit** to save the changes.

Administration

As part of administration, it allows you to secure your device and connections.

To change the login credentials:

1. On the **Administration** page of the Main AP device, enter the **Old username** and **Old password** fields.

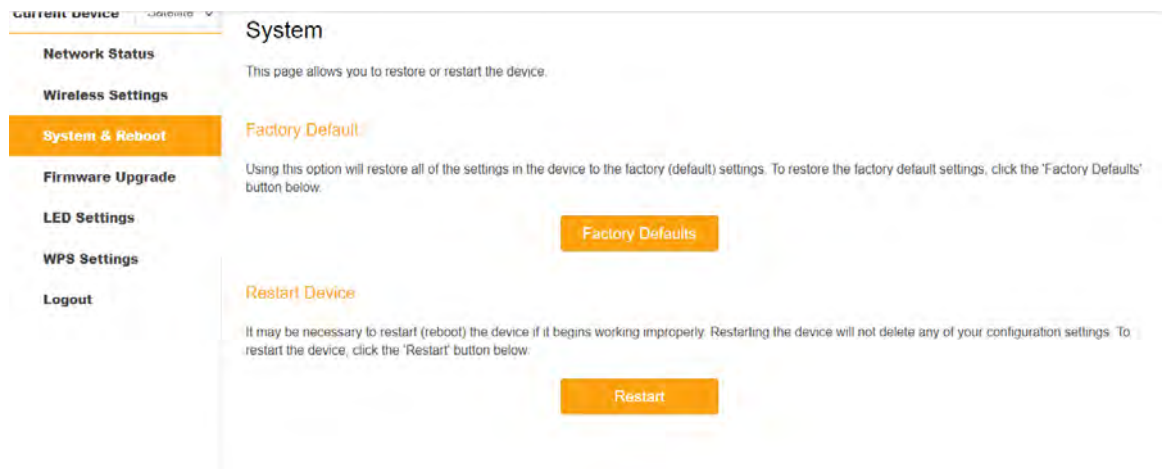


2. Enter the new **Username**, **Password**, and **Confirm password** fields.
3. Tap **Submit** to save the changes.

Reboot or restart your device

To reboot your device

- On the **System & Reboot** page, tap **Factory Defaults** to restore your device to factory default settings.

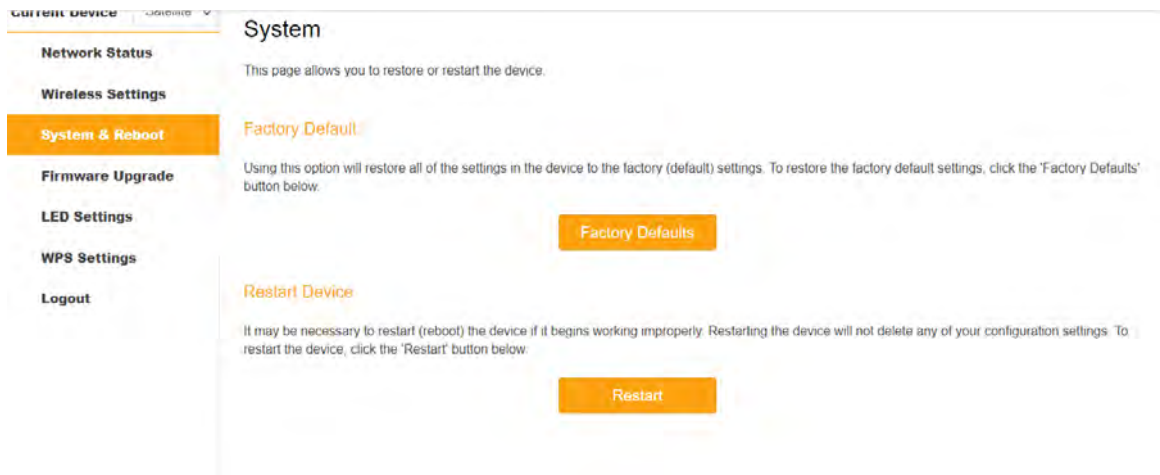


To restart your device



Warning: This action will not delete any of your configuration settings and allow you to restore the default (original) W6B configuration.

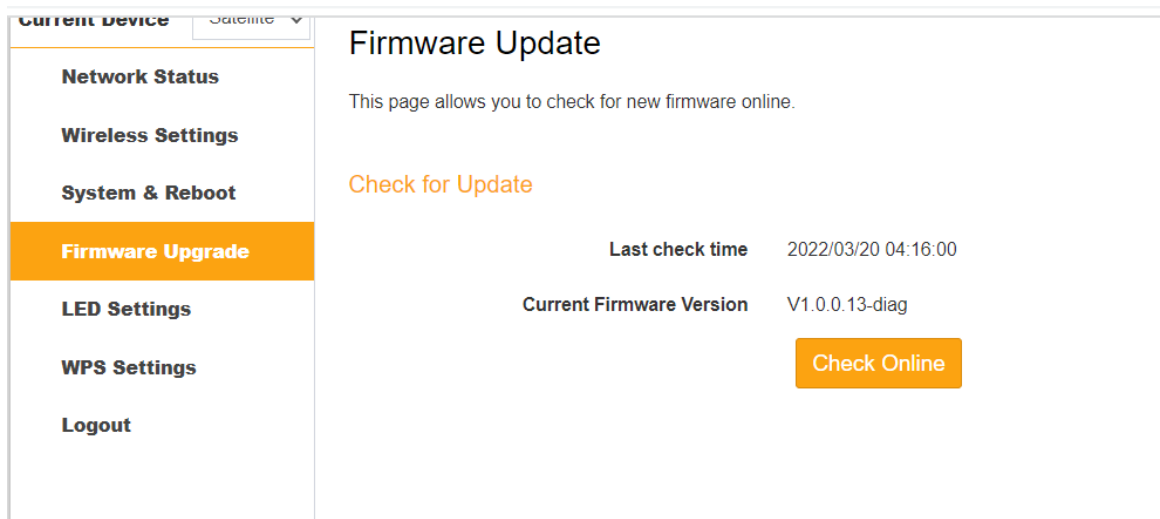
- On the **System & Reboot** page, tap **Restart** to restart your device. This action is required if your device does not intend to work as expected.



Firmware update

As part of firmware update, you can check and ensure that the firmware of your devices are up-to-date.

- On the **Firmware update** page of the Main AP device or Satellite device, tap **Check Online** to check for the new firmware if available.

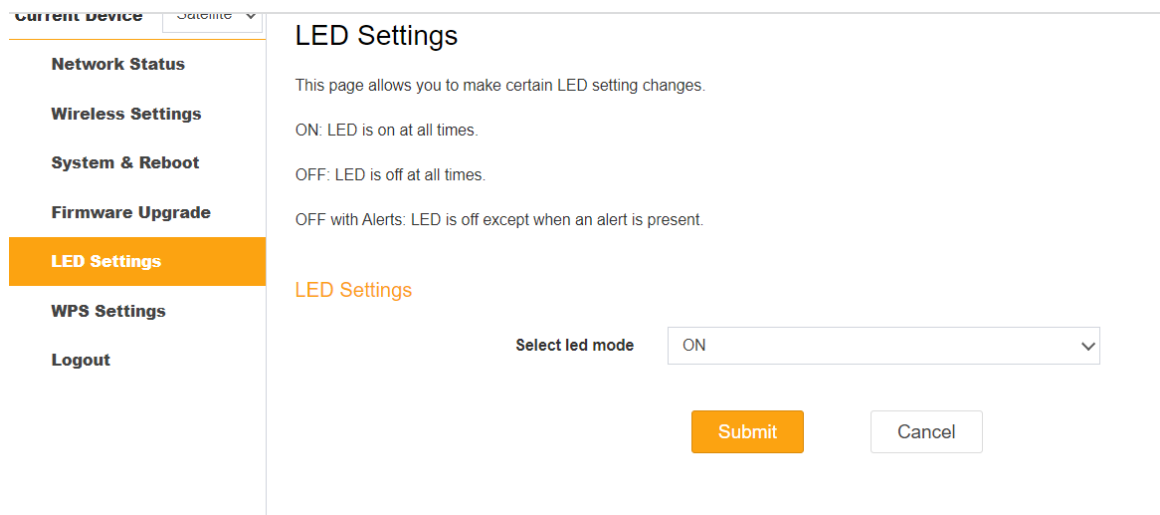


Note: The **Last check time** field indicates the time of the latest firmware update . The device checks on a everyday basis for the latest firmware updates. The **Current Firmware Version**field indicates the current firmware version that is installed on the device

LED settings

To change your LED settings

1. On the **LED Settings** page, under the **Select LED mode** drop-down menu, choose any of the below options as per your requirement.



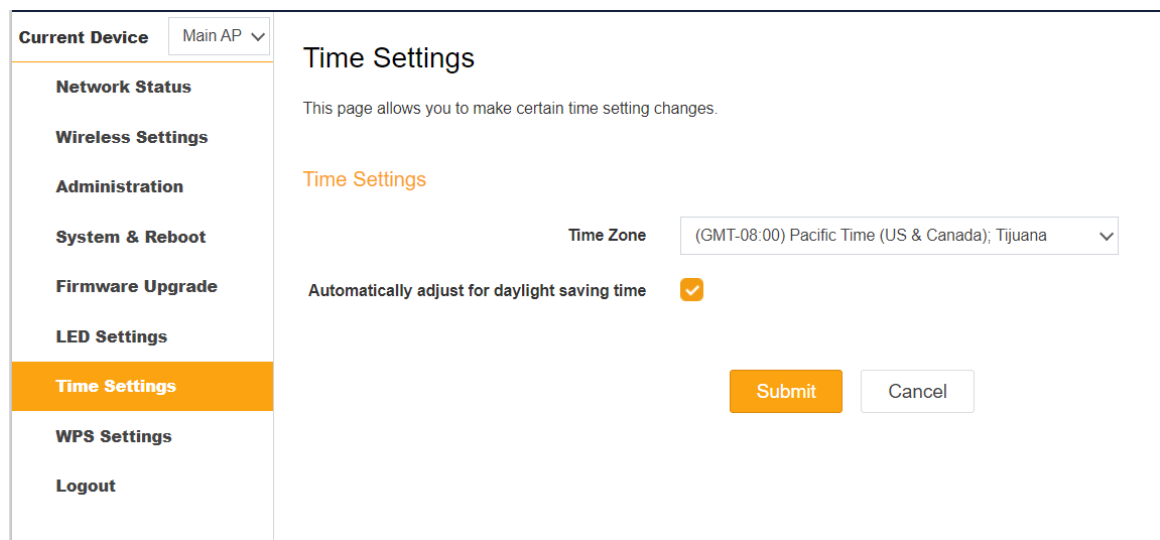
- **ON:** Indicates the LED is turned on at all times.
- **OFF:** Indicates the LED is turned off at all times.
- **OFF with Alerts:** Indicates LED is turned off except when an alert appears.

2. Tap **Submit** to save the changes.

Time settings

To change your Time zone

1. On the **Time Settings** page, under the **Time Zone** drop-down menu, choose your time zone.



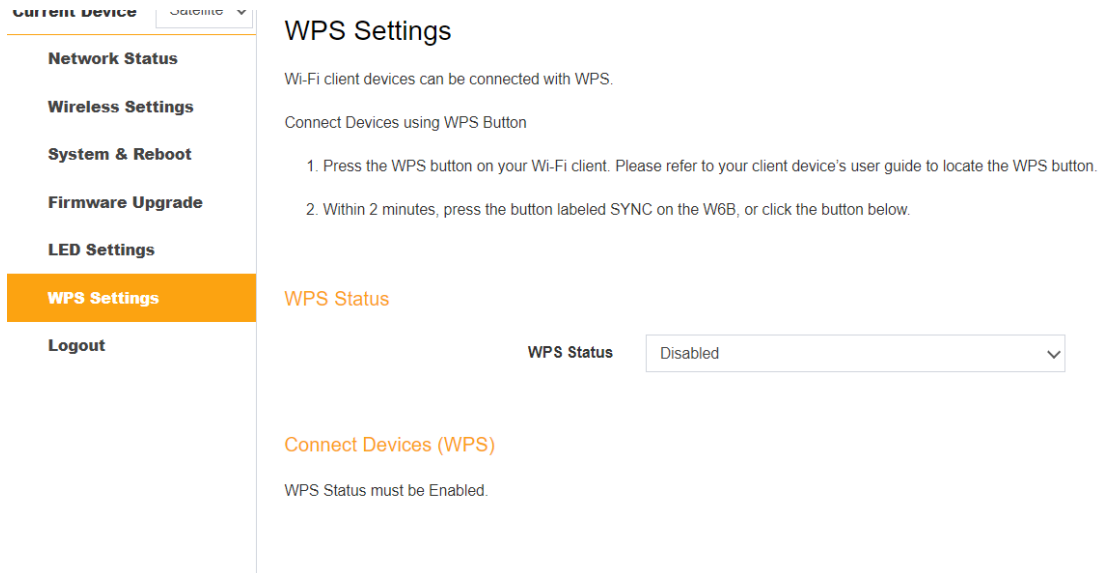
Note: If you choose to automatically adjust the daylight saving time, then tap to select the **Automatically adjust for daylight saving time** checkbox.

2. Tap **Submit** to save the changes.

WPS settings

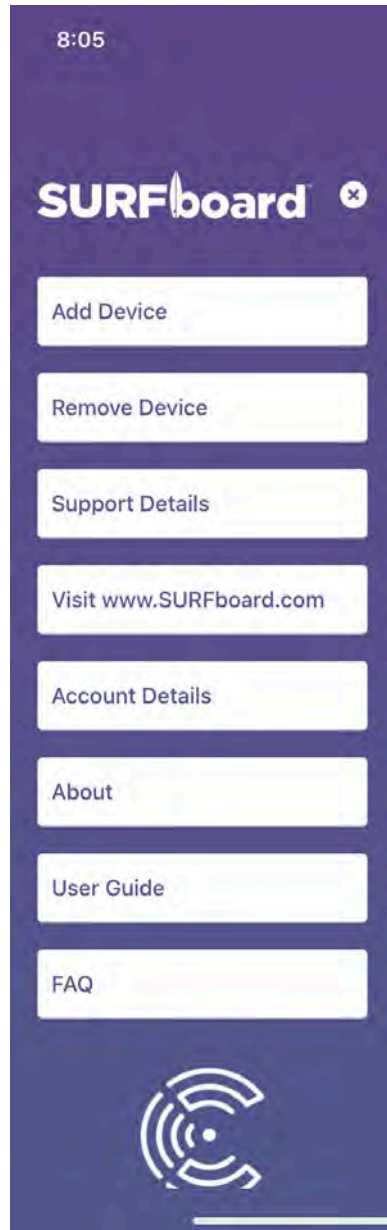
To connect your client device using the WPS button

1. Press the WPS button on your Wi-Fi client device. For more details to locate the WPS button on your device, refer to your client device's user guide.
2. Within a couple of minutes, press the button labelled SYNC on your W6B device or on the WPS Settings page, tap to enable to **WPS Status** drop-down menu to choose **Enabled** .



Side menu

Access the **Side menu** by tapping the **Collapsed menu icon** ☰ at the top, left-hand corner of the **Home** screen.



The **Side menu** has eight buttons, which you can tap to **Add Device** or **Remove Device**; view **Support Details**; visit **www.SURFboard.com** to your network; view **Account Details**; learn **About** licensing and purchase information; get help **User Guide**; and view **FAQ**.


Add or remove devices

You can add a new device such as SURFboard Max, Gateway, cable modem or remove an existing connected device.

To add a new device:

On the Home screen, tap the side menu and then tap Add Device. Tap to select your device type and tap Next. Follow the on-screen instructions. For more details, refer to the respective SURFboard Quick Start Guide or the SURFboard User Guide.

To remove an existing connected device:

1. On the **Home** screen, tap the side menu  and then tap **Remove Device**.
2. Tap to select your device type and tap **Next**.
3. Follow the on-screen instructions. For more details, refer to the respective SURFboard Quick Start Guide or the SURFboard User Guide.

Account Details

The **Account Details** screen shows you the account information associated with your SURFboard account including your Name and Email address. If this account information is not accurate or you want to switch to another account, simply tap **SIGN OUT** and you will be brought back to the **Welcome** screen where you can either switch accounts or sign up for a new one.

Visit www.SURFboard.com

You can visit the <http://www.SURFboard.com> to understand various other SURFboard products that are available and related documentation.

- On the Side menu, tap **www.SURFboard.com**.

The SURFboard website appears.

Support Details

We are here to help! Choose your preferred method to contact us for assistance from the options below. You can access this information from the **Side menu > Support Details**.

- Browse ARRIS Consumer Support by tapping **www.arris.com/selfhelp**.
- Tap **Chat with us** to connect with one of our helpful, live tech support people.
- **Service Provider Contact Details**: Tap the link to connect with your service provider.

About

The **About** screen displays the following information on your device:

- **Model name**: This is the model name of your device (for eg: W6B or W6U).
- **App Version**: This is the current version of the SURFboard Central app you are using.
- **VIEW EULA** button provides relevant safety and regulatory information of your device.

Help

We are here to help! Choose your preferred method to contact us for assistance from the options below. You can access this information from the **Side menu > FAQ**.

- **Frequently Asked Questions**: Tap to browse the list of topics that range from the simple to the complex.
- Call us at **1-877-466-8646**.

- Browse ARRIS Consumer Support by tapping www.arris.com/selfhelp.
- Tap **Live chat** to connect with one of our helpful, live tech support people.

Troubleshooting tips

If the solutions listed in the Troubleshooting Solutions table below do not solve your problem, please contact your ARRIS Technical support for any assistance.

Solutions

Problem	Possible solution
The LED on my Main unit is red.	<p>The Main unit is not connected to the Internet. Check the Ethernet connection and make sure you are connected to your router or your gateway that has an active Internet connection.</p> <p>If the above solution does not resolve the problem, contact your service provider or call ARRIS Technical Support at 1-877-466-8646 for assistance.</p>
The LED on my Satellite unit is red	<p>The Satellite is not connected to the Main unit.</p> <ul style="list-style-type: none"> ■ Move your Satellite unit closer to the Main unit. <p>OR</p> <ul style="list-style-type: none"> ■ Press the Sync button on the back of your Main unit and within one minute, press the Sync button on your Satellite unit to re-establish connection.
The LED on my device is flashing orange	<p>The device is performing a firmware upgrade. Please do not disconnect the power or interrupt the firmware upgrade process. The firmware upgrade process will complete within 5 minutes.</p>

Warranty Information

CommScope, Inc. ("ARRIS")

Retail Purchasers

If you purchased this Product directly from ARRIS or from an authorized ARRIS retail reseller, ARRIS warrants to you, the original end user customer, that (A) the Product, excluding Software, will be free from defects in materials and workmanship under normal use, and (B) with respect to Software, (i) the media on which the Software is provided will be free from defects in material and workmanship under normal use, and (ii) the Software will perform substantially as described in its documentation. This Limited Warranty to you, the original end user customer, continues (A) for Software and the media upon which it is provided, for a period of ninety (90) days from the date of purchase from ARRIS or an authorized ARRIS reseller, and (B) for the Product (excluding Software), for a period of one (1) year from the date of purchase from ARRIS or from an authorized ARRIS reseller. To take advantage of this Limited Warranty or to obtain technical support, you must call the ARRIS toll-free phone number: **1-877-466-8646**. ARRIS' sole and exclusive obligation under this Limited Warranty for retail sales shall be to repair or replace any Product or Software that does not meet this Limited Warranty. All warranty claims must be made within the applicable Warranty Period.

Cable Operator or Service Provider Arrangements

If you did not purchase this Product directly from ARRIS or from a ARRIS authorized retail reseller, ARRIS does not warrant this Product to you, the end-user. A limited warranty for this Product (including Software) may have been provided to your cable operator or Internet Service Provider ("Service Provider") from whom you obtained the Product. Please contact your Service Provider if you experience problems with this Product.

General Information

The warranties described in this Section shall not apply: (i) to any Product subjected to accident, misuse, neglect, alteration, Acts of God, improper handling, improper transport, improper storage, improper use or application, improper installation, improper testing, or unauthorized repair; or (ii) to cosmetic problems or defects which result from normal wear and tear under ordinary use, and do not affect the performance or use of the Product. ARRIS' warranties apply only to a Product that is manufactured by ARRIS and identified by ARRIS owned trademark, trade name or product identification logos affixed to the Product. ARRIS does not warrant to you, the end user, or to anyone else that the Software will perform error free or without bugs.

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Retail Purchasers Only

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