

Important safety instructions

Read these instructions.

Keep these instructions.

Heed all warnings.

Follow all instructions.

Do not use this apparatus near water.

Clean only with dry cloth.

Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.

Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.

Only use attachments/accessories specified by the manufacturer.

Unplug this apparatus during lightning storms or when unused for long periods of time.

Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

The mains plug is the main disconnect device. It shall remain readily accessible and operable.

The apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

Unit must be installed on a hard, flat surface and not on top of another electronic device. The surface should not be prone to vibration or impact.

Nothing should be placed on top of the unit.

There should be a minimum of 3" of clearance on all four sides and the top of the unit. Install the unit away from heat sources such as radiators, heat registers, and stoves.

Installation of the unit near consumer electronics devices, such as stereo receiver/amplifiers and televisions, is permitted as long as the air surrounding the unit does not exceed 40° C (104° F).

Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

Warning: Batteries shall not be exposed to excessive heat such as sunshine, fire or the like. See label on bottom of unit for additional markings.

During transportation to the subscriber home

Transport the cable terminal in its shipping box or an equally padded container. Do not expose the terminal to rain or moisture.

During Installation

Do not place the terminal in an enclosed area where the cooling vents are blocked or impede the flow of air through the ventilation openings.

Install the terminal so that its position does not interfere with its proper ventilation. For example, do not place the terminal on a bed, sofa, rug, or similar surface that could block the ventilation openings.

Do not install the terminal in an area where condensation occurs.

To prevent the temporary loss of guide data and cause a temporarily non-responding terminal, do not plug the AC power cord into a switched power outlet.

Power Source — If a power supply is not provided with this product, please contact your provider to ensure that the appropriate UL listed power supply is used.

Warning: This device must be connected to another UL listed device and not directly connected to an external cable distribution network.

Note to CATV System Installer: This reminder is provided to call the CATV system installer's attention to Article 820.93 and 820.100 of the National Electric Code, which provides guidelines for proper grounding and, in particular, specifies that the Coaxial cable shield shall be connected to the grounding system of the building, as close to the point of cable entry as practical.

Additional safety considerations for DVR models

To avoid shock and vibration damage to the internal hard drive, do not move the terminal while it is plugged in. To allow the hard drive to spin down and park its heads, wait at least 10 seconds after disconnecting power before moving the terminal.

Electromagnetic compatibility

FCC Part 15

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.

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

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

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Declaration of Conformity

ARRIS, 3871 Lakefield Drive, Suwanee, GA 30024, 1-866-36-ARRIS, declares that this Class B digital device complies with 47 CFR Parts 2 and 15 of the FCC rules.

Industry Canada (IC)

CAN ICES-03(B)/NMB-3(B)

This device complies with ISED's license-exempt RSSs. 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.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Wireless compatibility

FCC certification

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

Radiation exposure statement for the US

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be

installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Note: The country code selection is for non-US models only and is not available to all US models.

Per FCC regulation, all WiFi products marketed in US must fix to US operation channels only.

Radiation exposure statement for Canada

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

Le dispositif rencontre l'exemption des limites courantes d'évaluation dans la section 2.5 de RSS 102 et la conformité à l'exposition de RSS-102 rf, utilisateurs peut obtenir l'information canadienne sur l'exposition et la conformité de rf.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur.

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with greater than 21 cm between the radiator & your body.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à plus de 21 cm entre le radiateur et votre corps.

Caring for the environment by recycling



When you see this symbol on an ARRIS product, do not dispose of the product with residential or commercial waste.

Recycling your ARRIS equipment

Please do not dispose of this product with your residential or commercial waste. Some countries or regions, such as the European Union, have set up systems to collect and recycle electrical and electronic waste items. Contact your local authorities for information about practices established for your region. If collection systems are not available, call ARRIS Customer Service for assistance.

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