Global Knowledge Services

SURFboard® mAX

Router and Satellite

User Guide

May 2018

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

ARRIS Copyrights and Trademarks

© 2018 ARRIS Enterprises, LLC. All rights reserved.

No part of this publication may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from ARRIS Enterprises, LLC ("ARRIS"). ARRIS reserves the right to revise this publication and to make changes in content from time to time without obligation on the part of ARRIS to provide notification of such revision or change.

ARRIS, SURFboard, mAX, and the ARRIS logo are all trademarks of ARRIS Enterprises, LLC. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks or the names of their products. ARRIS disclaims proprietary interest in the marks and names of others.

Wi-Fi Alliance®, Wi-Fi®, the Wi-Fi logo, the Wi-Fi CERTIFIED logo, Wi-Fi Protected Access® (WPA), the Wi-Fi Protected Setup logo, and WMM® are registered trademarks of Wi-Fi Alliance. Wi-Fi Protected Setup™, Wi-Fi Multimedia™, and WPA2™ are trademarks of Wi-Fi Alliance.

ARRIS provides this guide without warranty of any kind, implied or expressed, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. ARRIS may make improvements or changes in the product(s) described in this manual at any time.

Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Android, Google Play and the Google Play logo are trademarks of Google Inc.

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

Table of Contents

1. **Introduction** **5**
   - Hardware diagram 5
     - LED behavior 5
2. **Downloading the SURFboard mAX mobile app** **8**
   - Download the mobile app using QR code 8
   - Download the mobile app from the App or Play Store 10
3. **Launching the SURFboard mAX mobile app** **12**
   - Mobile app help and videos 12
   - ARRIS Terms and Services Agreement 12
   - Register an existing or create a new an account 13
     - Existing ARRIS account 13
     - Create an ARRIS account 13
     - Verification code 14
4. **Install Device Wizard** **16**
   - Install the SURFboard mAX router 16
5. **Create your home network** **21**
6. **Managing your whole home network** **27**
   - Introduction 27
   - View your Wi-Fi home network connection status 28
     - Create accounts and manage your guest access 33
   - Parental Control 34
     - Create profile 34
     - Block Internet access, delete profile 37
7. **Tools** **39**
   - ALEXA 39
   - Wi-Fi speed test 39
   - Placement Guide 41
   - Firmware updates 41
8. **Web UI** **42**
9. **Support** **43**
   - Frequently Asked Questions 43

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

10. ARRIS Software License, Warranty, Safety and Regulatory information..... 44
Contents 44
Safety and regulatory information 45
Caring for the environment by recycling your ARRIS equipment 46
FCC Statements..... 46
FCC Interference Statement 46
FCC Declaration of Conformity 47
FCC Radiation Exposure Statement 47
Industry Canada (IC) Statement..... 47
IC Radiation Exposure Statement 48
Avis D'Industrie Canada (IC)..... 48
Déclaration de IC Sur L'Exposition Aux Rayonnements..... 48
Wireless LAN information..... 48
Restrictions on the use of wireless devices 48
Open Source software information..... 49
Software license 49
Privacy notice..... 51
Warranty information..... 51
Limited warranty for retail purchasers (retail devices) 51
Limited warranty for retail purchasers (refurbished retail devices)..... 52

Copyright 2017, ARRIS Enterprises, LLC. All rights reserved.

Introduction

The ARRIS SURFboard® mAX mobile application steps you through configuring your SURFboard mAX Whole-Home Wi-Fi System using your iOS or Android mobile device. 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 SURFboard mAX router can be purchased and installed stand-alone or with an additional mAX satellite. The mobile app is available online as a free download for your mobile device (see Downloading the SURFboard mAX mobile app):

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

The ARRIS SURFboard mAX mobile application supports your mobile devices running iOS 9.3 or higher and Android Marshmallow 6.0 or higher, and requires a cable or DSL modem connected to your ISP.

Hardware diagram

put the SURFboard mAX with ethernet port on underside callouts. Connectors (cable power and ethernet)

Reset button

Bluetooth?

LED behavior

Simplified version of LED behavior needed.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

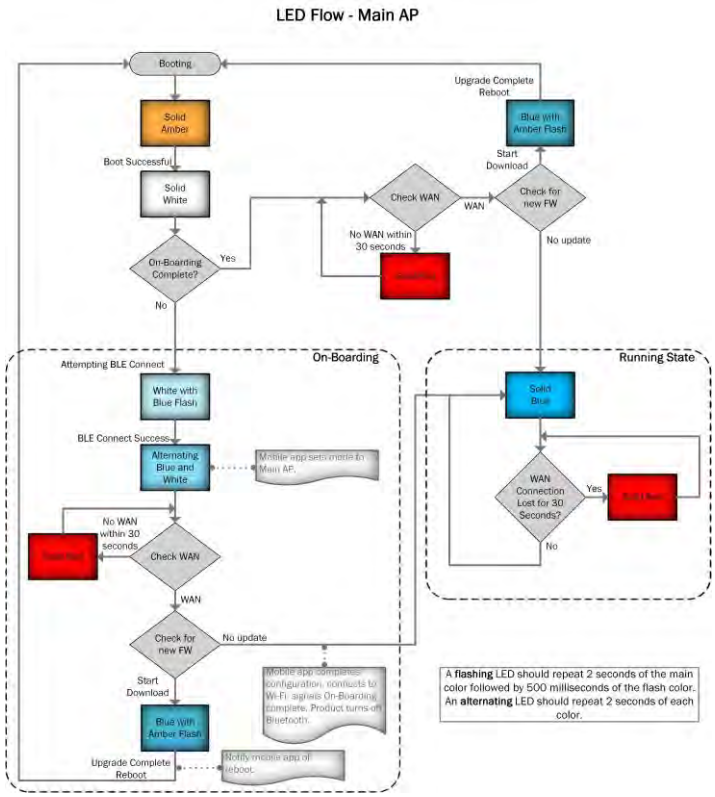


Figure 1: LED Flow – mAX Router

skdjfkja

Copyright 2017 ARRIS Enterprises, LLC. All rights reserved.

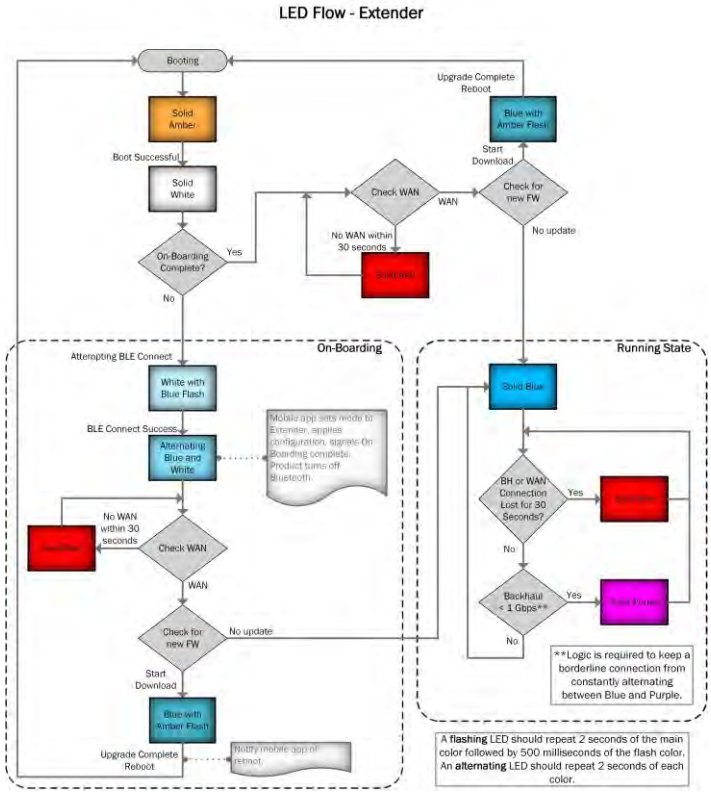


Figure 2: LED Flow – mAX Satellite

Copyright 2017, ARRIS Enterprises, LLC. All rights reserved.

Downloading the SURFboard mAX mobile app

To get started, from the Apple App Store or Google Play Store:

- Download the mobile app using QR code, or
- Manually Download the Mobile App

Download the mobile app using QR code

Confirm with John Giacobetti we are doing this. The screens are placeholders

You can download the mobile app using the QR Code, as described below. If you prefer to manually download the mobile app, see Download the mobile app from the App or Play Store.

1. Locate the label (see sample label below) containing the QR code to access the Apple App store or Google Play Store to download the SURFboard mAX mobile app using your smartphone or tablet.

2. Check that your iOS or Android mobile device is connected to your Wi-Fi home network.
3. Scan the QR code on the label using your mobile device.

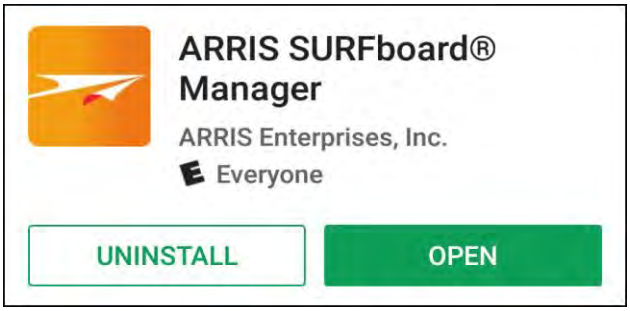
   The ARRIS SURFboard mAX mobile app download links for the Apple App Store and Google Play Store displays on your mobile device screen:

   - App Store: itunes.apple.com/us/app/arris-surfboardmanager/id1061716447?mt=8
   - Google Play: play.google.com/store/apps/details?id=com.arris.SURFboardmAX&hl=en
4. Tap the **App Store** or **Google Play** download link on your mobile device.

   The ARRIS SURFboard mAX Install window opens.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

5. Tap **INSTALL** to download the SURFboard mAX mobile app to your mobile device.



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

6. Tap **OPEN** to start the SURFboard mAX mobile app.

See Launch SURFboard mAX to proceed with configuring your Wi-Fi home network.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Download the mobile app from the App or Play Store

Screens are placeholders

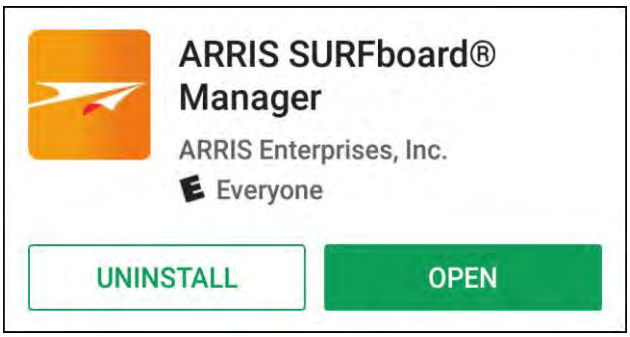
1. Check that your iOS or Android mobile device is connected to your Wi-Fi home network.
2. Tap the Apple **App Store** icon or Google **Play Store** icon located on your iOS or Android mobile device Home screen to open the App Store or Play Store mobile app.

   Note: *Check that the Play Store app is downloaded on your mobile device.*
3. Enter **ARRIS SURFboard mAX** in the Search field on your mobile device and tap the **Search** button.
4. Scroll down the list of mobile apps to locate **ARRIS SURFboard® mAX.**

5. Tap **ARRIS SURFboard® mAX** on the app screen to select the mobile app.

6. Tap **INSTALL** to download the SURFboard mAX mobile app to your mobile device.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.



Note: *After the download is finished, a shortcut for the ARRIS SURFboard mAX mobile app will be added to your mobile device Home screen.*

7. Tap **OPEN** to launch the SURFboard mAX mobile app.

   The ARRIS SURFboard mAX splash screen displays.

See Launch SURFboard mAX to start configuring your Wi-Fi home network.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Launching the SURFboard mAX mobile app

***Note**: Some screenshots throughout this document may have changed due to app updates.*

Check that your SURFboard device and mobile device are connected on your Wi-Fi home network. Click the shortcut for the **ARRIS SURFboard mAX** mobile app on your mobile device Home screen to launch the mobile app.

Mobile app help and videos

put info here about this

ARRIS Terms and Services Agreement

After you launch the mobile application, tap the links to review and the click the check box to accept the ARRIS Terms (see ARRIS Software License, Warranty, Safety and Regulatory information) and the "McAfee Terms" (see McAfee Privacy & Legal Terms).

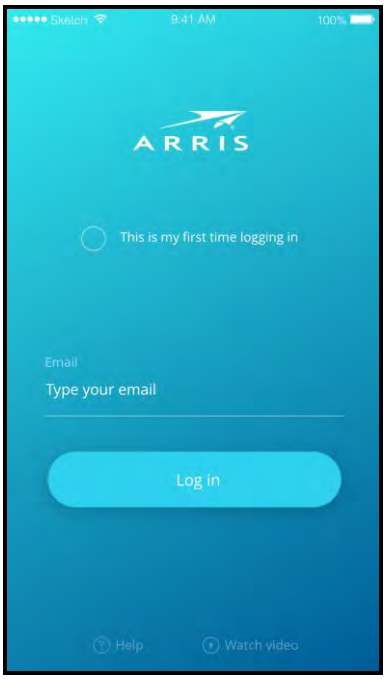
Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Register an existing or create a new an account

From the Log In screen, you can login with an existing ARRIS account or create new account. Be sure, in either case, to review and confirm agreement to the **End User Agreement** (see ARRIS Software License, Warranty, Safety and Regulatory information and see McAfee Privacy & Legal Terms before proceeding).

Existing ARRIS account

If you have an existing ARRIS account, **enter the email address** associated with this account in the Email field and click **Log in**. Skip to Install Device Wizard.

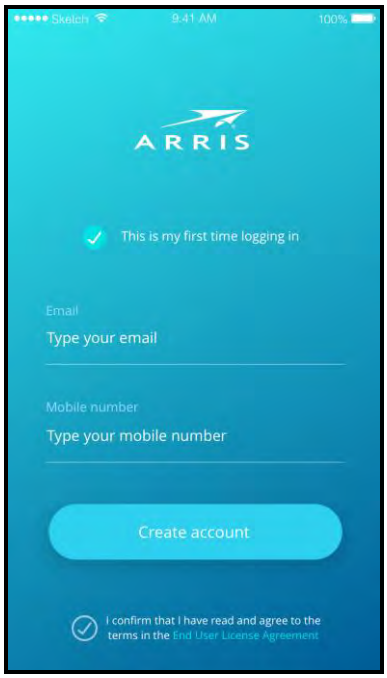


Create an ARRIS account

Click the **This is my first time logging in** option. A screen will display to prompt you to enter an **Email address** and **Mobile number** to associate with this account.

- This must be a valid email as you will receive a verification code at this email address to continue with registration
- The mobile number will be used to manage your mAX account

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

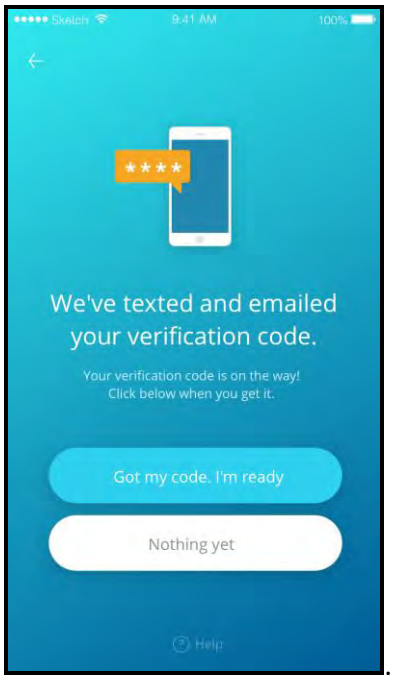


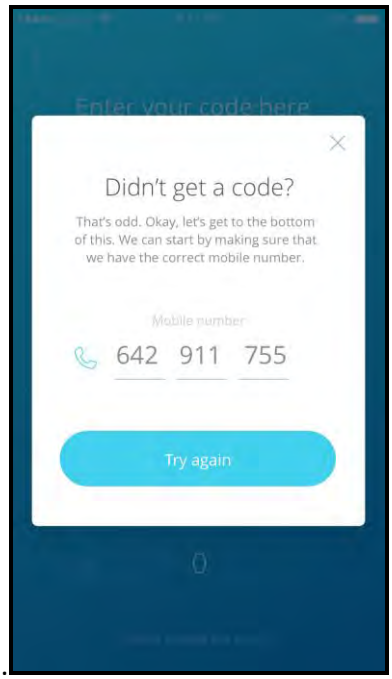
Click **Create account** to continue.

Verification code

In approximately 30 seconds, you will receive a verification code via sms. Click **Got my code. I'm ready** when you receive the code.

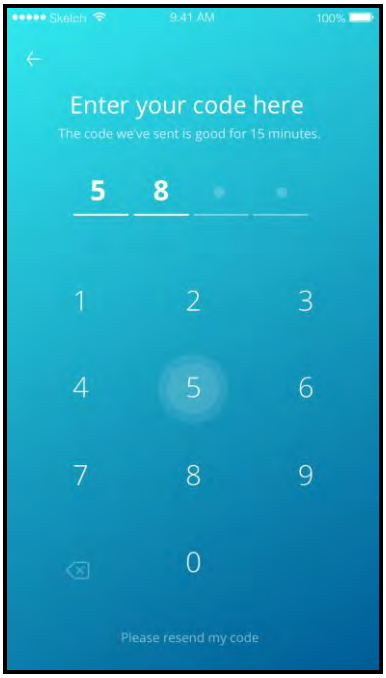
If you do not receive a code, click **Nothing yet**, check the **Didn't get a code?** screen to ensure that you entered your mobile number correctly, and **Try again**.





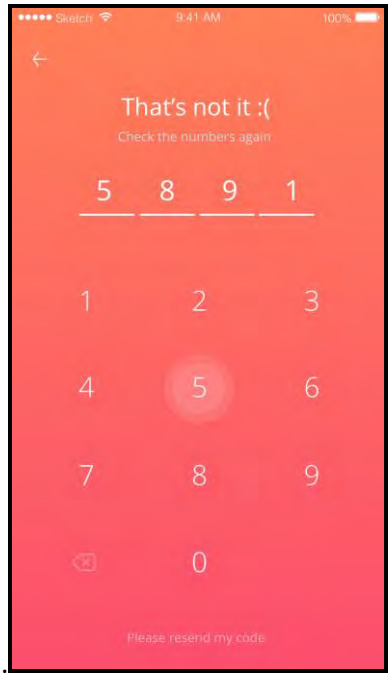
Enter your 4-digit verification code on the Authentication screen.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.



When the verification code is accepted, the **Success!** screen displays. If the verification code fails, re-enter your verification code on the **That's not it** screen.

...



Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

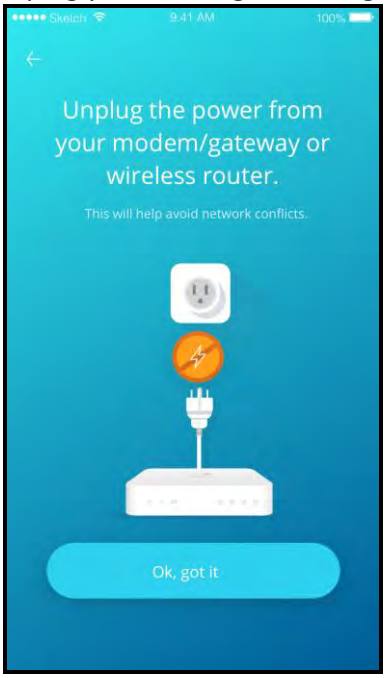
Install Device Wizard

Install the SURFboard mAX router

1. Unpack the router and accessories. Included are the SURFboard mAX router, an ethernet cable, and power cord. Optional – SURFboard mAX satellite.

When complete, click **OK, I'm ready**.

2. Unplug your existing modem/gateway or wireless router, as applicable.



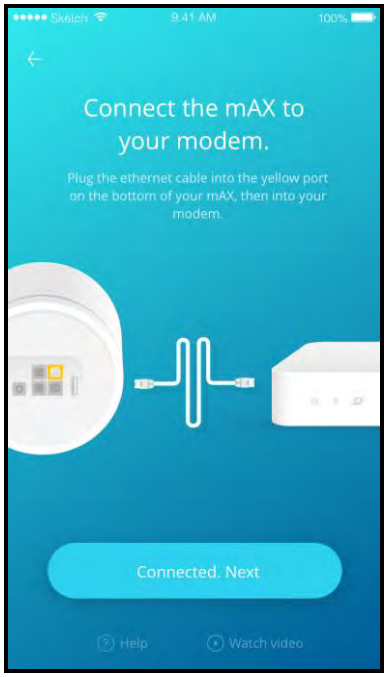
Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Click **Ok, got it** to continue.

3. Connect the SURFboard mAX to your current home network configuration.

- **Do you have a modem only?** This is a single cable or DSL modem box without Wi-Fi capability.
  Plug one end of the ethernet cable into a LAN port (there will be 2 to 4) on your modem and the other end into the yellow port on the underside of your SURFboard mAX router.
- **Do you have an integrated gateway?** This is a single cable or DSL modem box with Wi-Fi capability. We will turn off the Wi-Fi in a later step as it will be replaced by your new router.
  Plug one end of the ethernet cable into a LAN port (there will be 2 to 4) on your modem and the other end into the yellow port on the underside of your SURFboard mAX router.
- **Do you have a modem and a separate Wi-Fi router?** You will not need the Wi-Fi router as the SURFboard mAX takes over this functionality.
  Plug one end of the ethernet cable into a LAN port (there will be 2 to 4) on your modem and the other end into the yellow port on the underside of your SURFboard mAX router.

***Note**: To review port locations, see* Hardware diagram.



When the SURFboard mAX is connected by ethernet cable to your modem, click **Connected. Next.**

4. Connect to power. Use the power cord to connect the SURFboard mAX to an outlet. Also plug your modem into an outlet at this time.

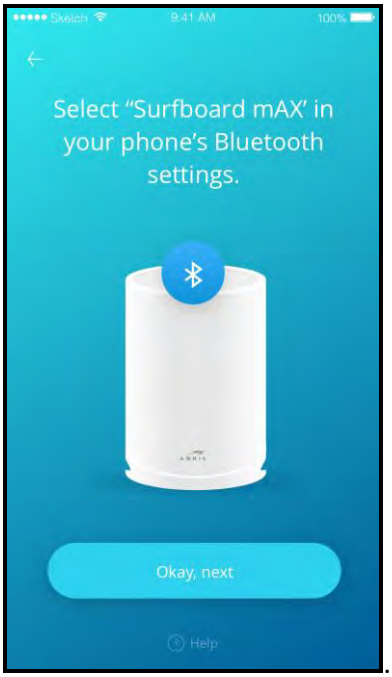
Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

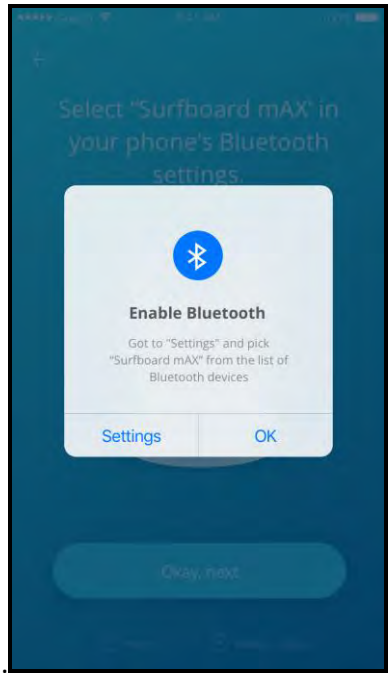
Click **Okay, I'm done** to continue.

The SURFboard mAX LED will blink white while powering up and change to a solid white when the mAX is ready to connect to your mobile phone. This will take a minute or two.

5. Enable Bluetooth. If you have **Android**, your Bluetooth is automatically enabled.

   For iPhone users only: you must enable your Bluetooth by selecting SURFboard mAX in your phone's Settings, then click **Okay, next**.

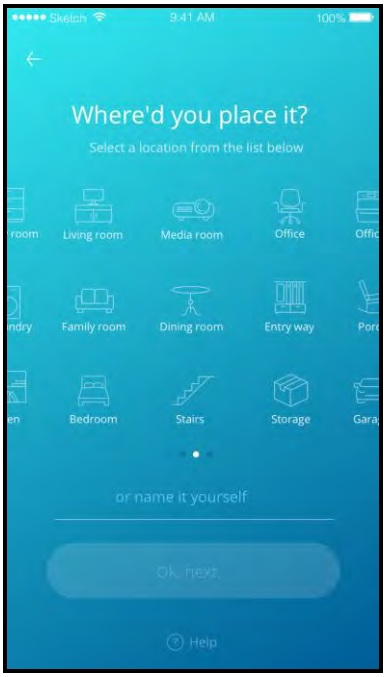




The LED will flash blue intermittently to indicate Bluetooth is connecting. When connection between Bluetooth and the mobile app is established, the LED will change to solid blue for 3 seconds. Solid amber indicates set up is complete.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

6. SURFboard mAX placement. On this screen, click to choose the room you named on your home network screen where you placed your SURFboard mAX router.



Click **OK, next** to continue.

7. The mAX will attempt to connect to the Internet. The LED is solid blue when connection is successfully established.
   If the LED is solid red, connection has failed. Check the following possible issues:
   - Are both the SURFboard mAX router and the modem connected to power?
   - Is the modem connected to the Internet?
   - Is an ethernet cable connected from the yellow ethernet port on the SURFboard mAX to a LAN port on the modem?

   If the connections are correct, refer to the following for additional assistance:
   - Visit (URL for installation troubleshooting video)
   - See (NAME OF TOPIC) in the FAQ in this manual
   - Call customer support at ….

***Note**: If the LED flashes blue with amber during download, a firmware update is required for the best network performance. The mobile app will download the update(s) required and report progress until the download is complete.*

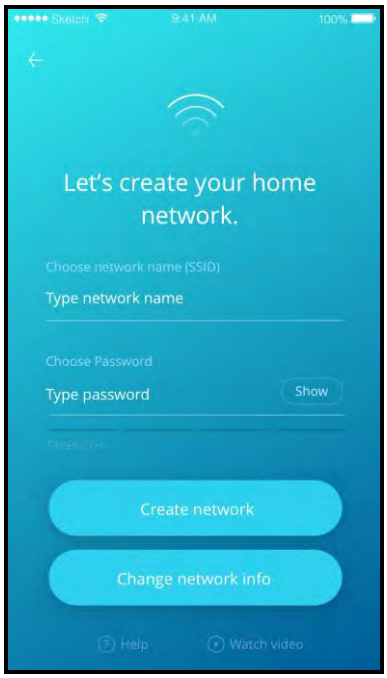
Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Create your home network

1. Use this screen to name your network and choose a password. Your network will manage all the Internet-enabled devices in your home.

***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 on the old network will automatically connect to the new home network when the installation process is complete. Just don't forget to disable the old network!*



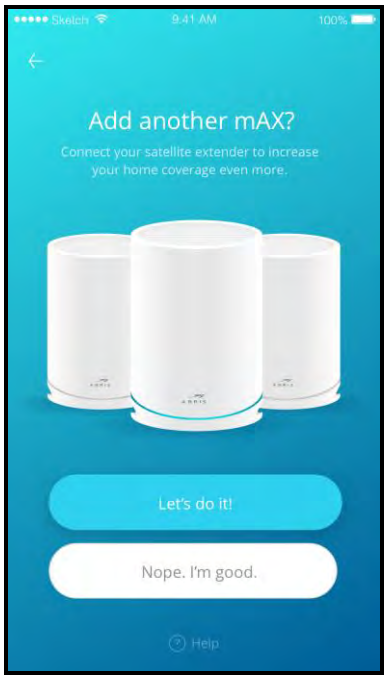
Click **Create network** to continue.

2. After the network is created, the mAX will connect to your new Wi-Fi network.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

3. **OPTIONAL:** Add a Satellite mAX. A second mAX extends your wi-Fi coverage significantly. Click **Let's do it** to add a Satellite or **Nope. I'm good** to skip this option.

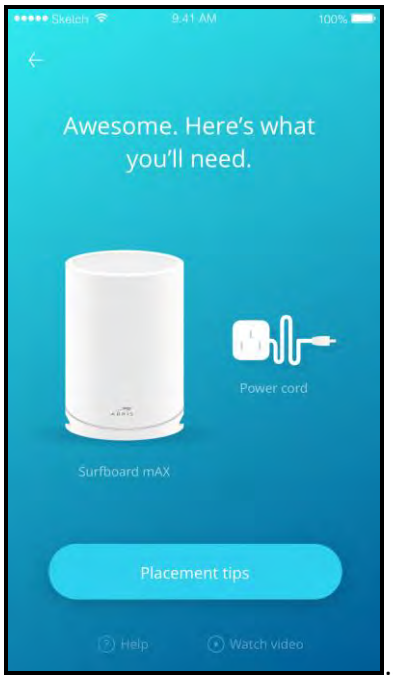
***Note**: For placement recommendations, see Placement Tips and information about using the Wi-Fi Meter to get the most out of your device.*

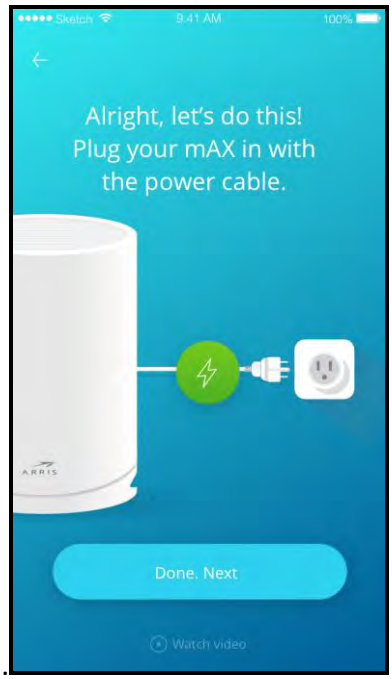


a. Place your Satellite mAX in a location that maximizes your coverage and plug in the unit.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

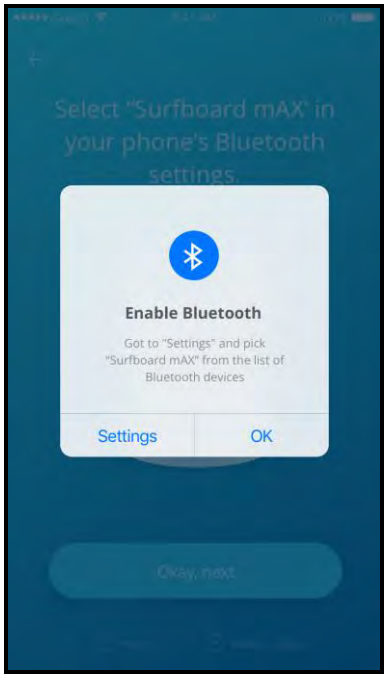
***Note**: For placement recommendations and to check Wi-Fi strength, click Placement Tips (or see Placement Tips and Wi-Fi Meter in this user guide) to get the most out of your device.*





When the Satellite is connected to power, click **Done. Next**

b. Enable Bluetooth. Bluetooth pairs automatically for Android users. For IOS, select SURFboard mAX in your phone's Bluetooth settings.

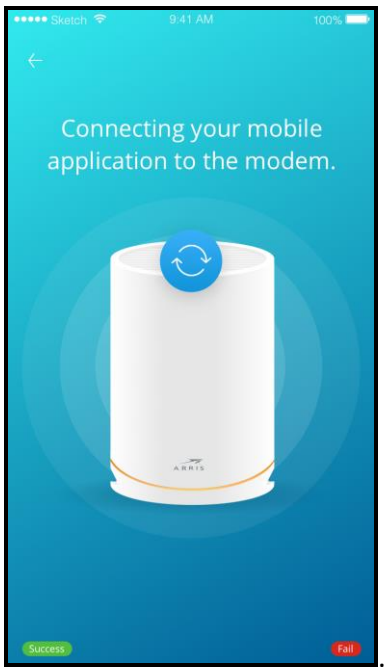


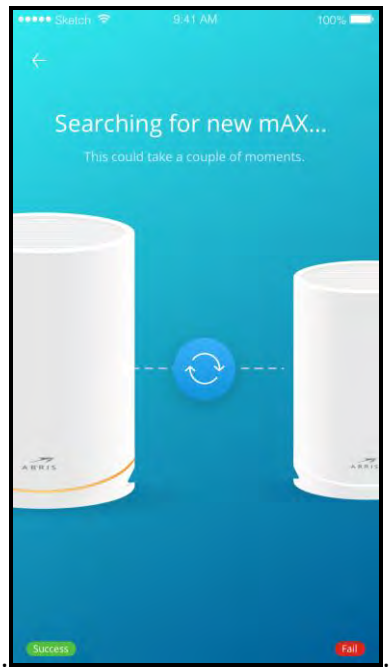
Click **Okay, Next** to continue.

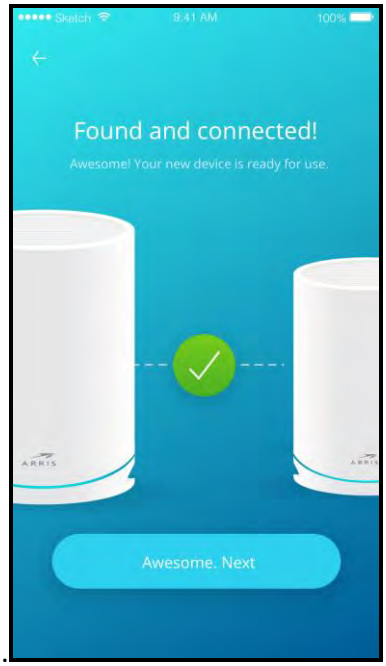
Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

b. The device will now pair with your mobile application. This step is complete when the new mAX Satellite is located and connected. The LED is solid blue to indicate a good connection between the router and the satellite, solid blue with intermittent white flash for an average connection, and solid red if no connection is established with the router.

***Note**: For tips to improve the connection from average (less than 1 Gbps) or to resolve a failed connection, see*



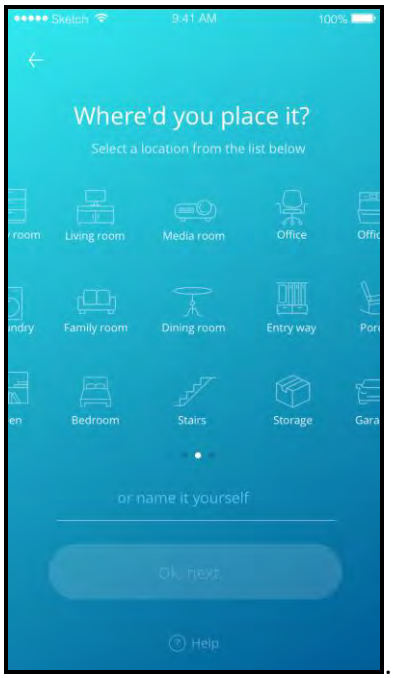




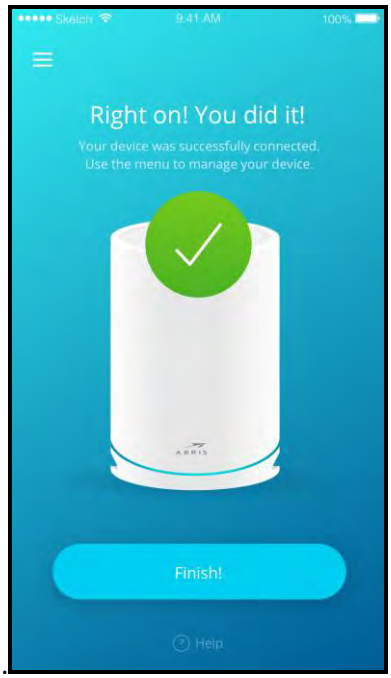
Click **Awesome. Next** to continue.

b. On the Device Location screen, select the location for the Satellite mAX and click **Finish!**.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.



...



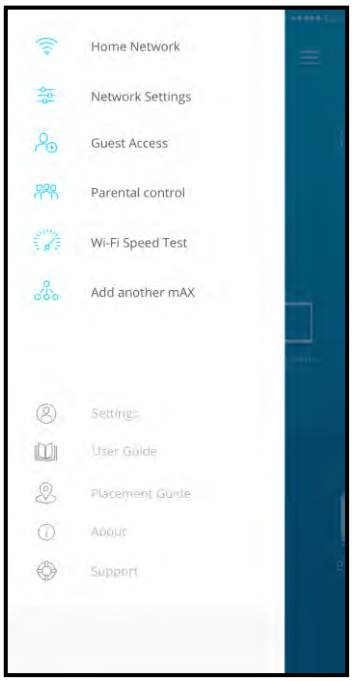
Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Managing your whole home network

Introduction

Your mobile app on your mobile phone allows you to view, change, and monitor all aspects of your new SURFboard mAX Whole Home W-Fi Network. This section explains:

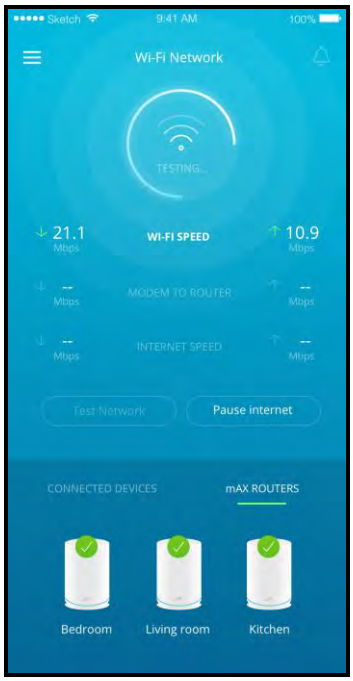


- Home Network: view your Wi-Fi network connectivity and device details
- Network Settings: view and manage the devices in your home network
- Guest Access: enable, disable, delete, and secure guest accounts
- Parental control: create profiles and manage network access
- Wi-Fi Speed Test: check upload and download speeds
- Add another mAX: instructions for Satellite mAX installation
- Additional options
    - Settings
    - User Guide
    - Placement Guide
    - About
    - Support

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

View your Wi-Fi home network connection status

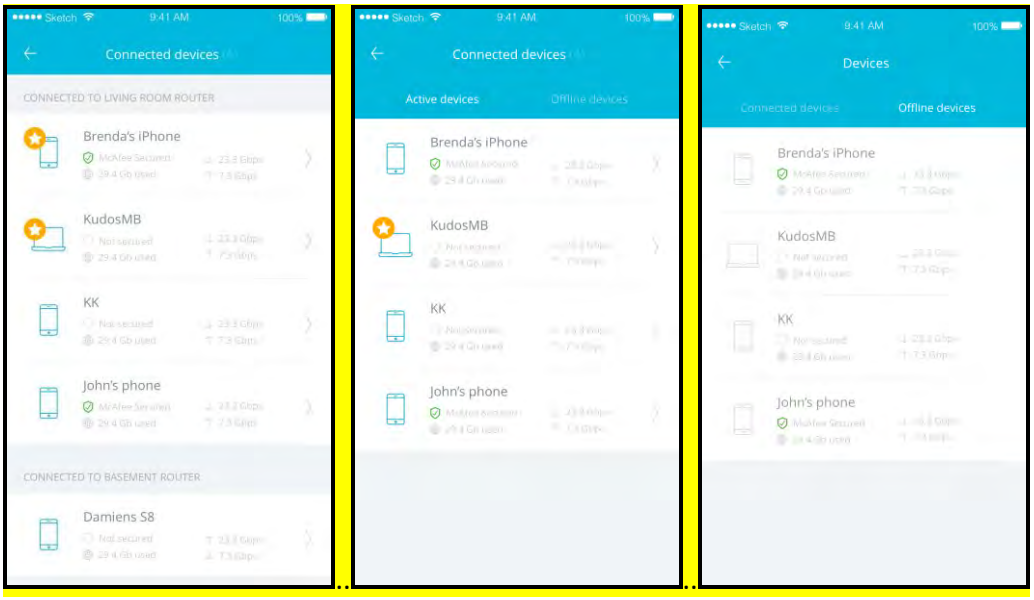
From the Contents screen, tap **HOME NETWORK** to open the SURFboard mAX network screen.



1. You can:
    - Check the Wi-Fi signal strength of your Wi-Fi home network.
    - Test the network (see Wi-Fi speed test) or
    - Pause the Internet (WHY WOULD THEY DO THIS AND WHERE ARE THE SCREENS?)

2. Tap **Connected Devices** for a list of connected devices – both active and offine - on your Wi-Fi home network.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.



Tap each device for more detailed device information (e.g., default device name, IP address, MAC address, signal strength).

3. Tap **mAX Routers** and tap to select a Router or Satellite to view or manage on your home network.

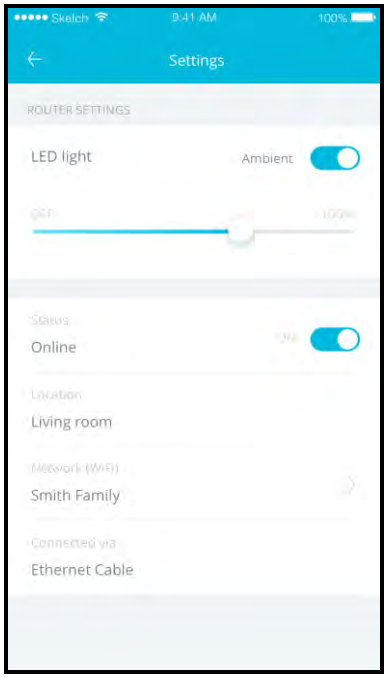
This screen has links to a list of connected devices – both active and offline, router settings that you can view and change, details about the router and the connected devices, and an advanced screen that provides more options for managing and information about the router and the connected devices.

Restart Router: click this link to restart the router…. SAY WHY

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

a. Connected devices: view a list of current and offline connected devices.

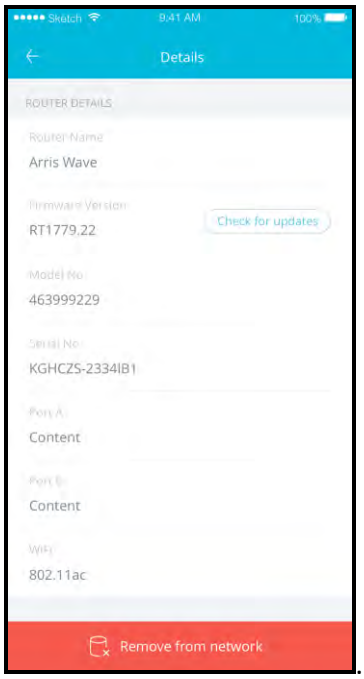
b. Settings: View the location, Network (wiFi) name, and connection mechanism for the router. Use a slider to change the LED ambient setting (to the right for on, left for off) and the router status (to the right for online, left for offline).



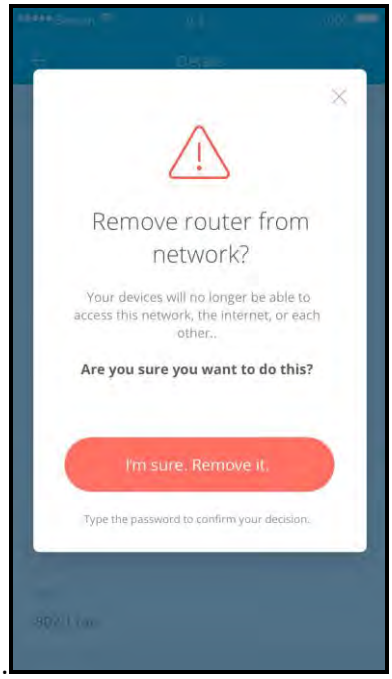
c. Details:

Details: Router

WRITE STUFF.. CONNECTED DEVICES… DETAIL SCREEN PLUS CHECK FOR UPDATES… REMOVE ROUTER



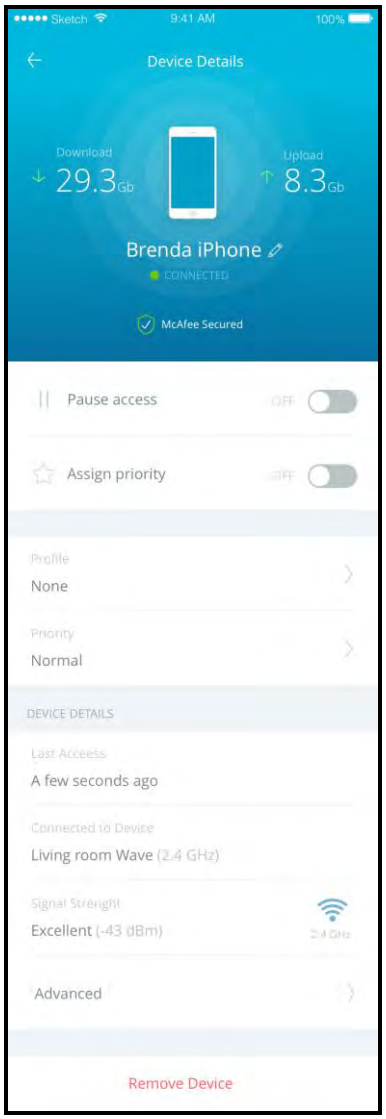
…

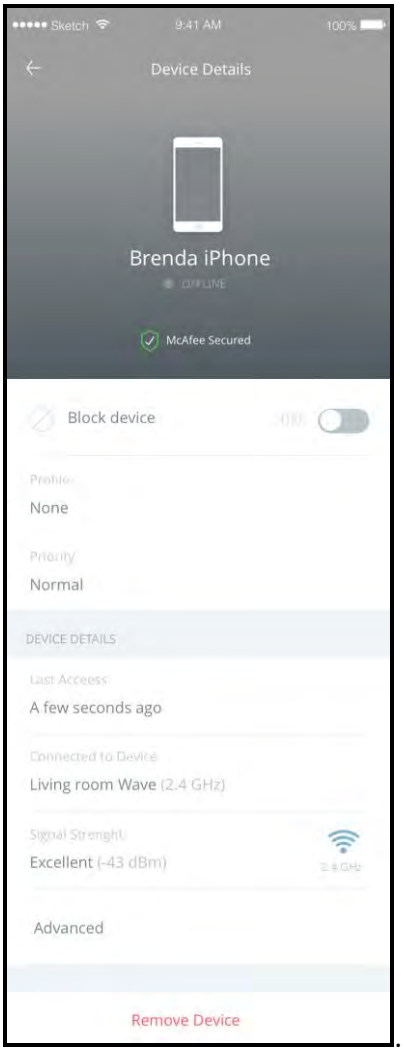


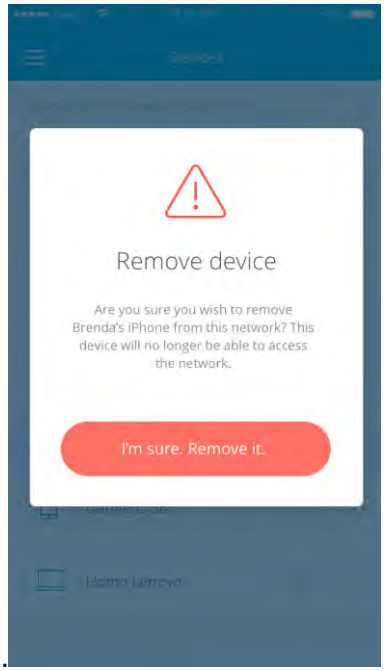
Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Details: Device

WRITE STUFF



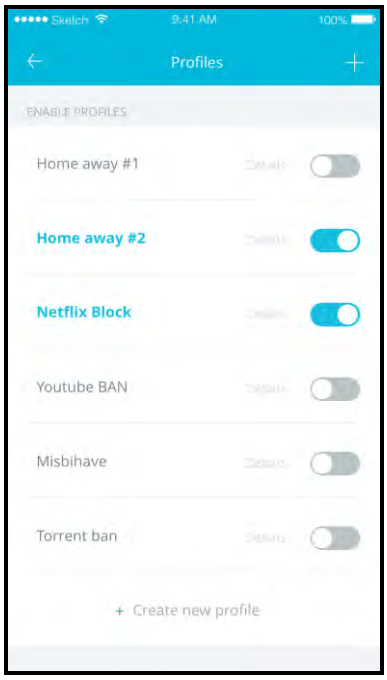




Device profiles

Aklsdjkjasdkfj

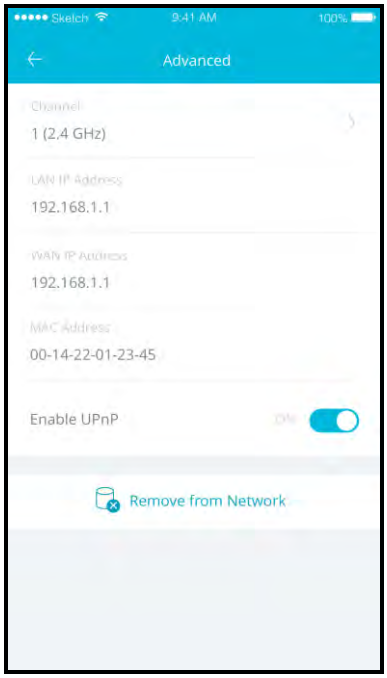
Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.



d. Advanced

askldjfklasdjkfjklj

Advanced Router

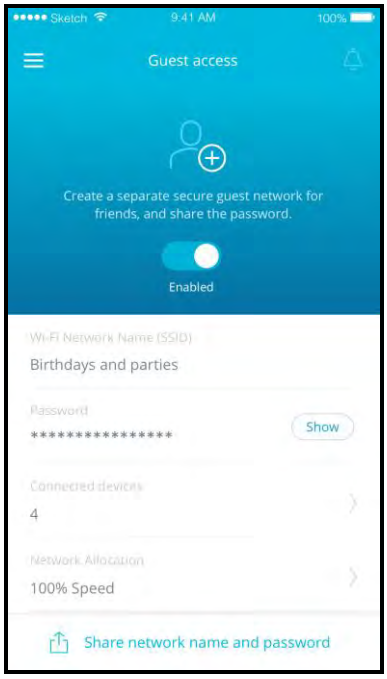


Advanced: Device

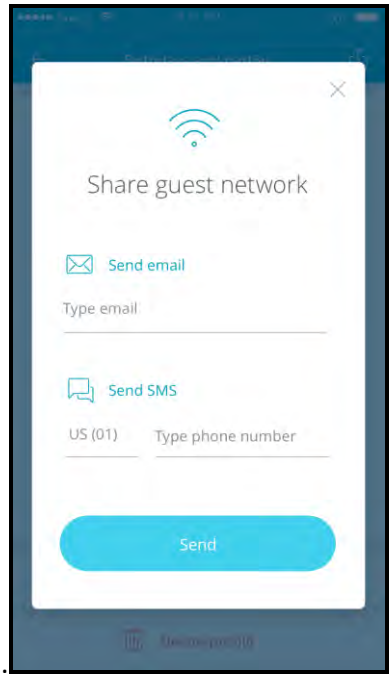
Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Create accounts and manage your guest access

From the Contents screen, tap **Guest Access**. This creates a separate, secure guest network for friends that you can enable or disable.



…



- Password: WHAT ARE THE PASSWORD RESTRICTIONS? Click the **Show** button to show the characters as you enter the password.
- Connected devices:
- Network Allocation:

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

- Share network name and password (link): Click here to open the Share guest network screen to easily share the guest account and password with others.
- Delete profile icon?? How do you access this?
- Enabled slider: slide to the right to enable this account, and to the left to disable
- Share guest network screen: share the guest account name and password with others via text or email.

Parental Control

From the Contents screen, tap **Parental Control**. These screens let you manage how devices access your home network. You can create profiles for the people on your home network. These profiles give you many options for restricting home network access from date and time to granular Internet site level.

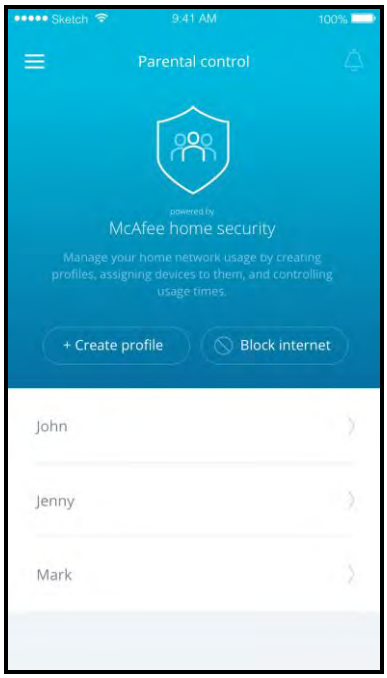
Before you can activate parental controls, you need to add McAfee Home security app from the app store. On first use, when **Parental Control** is tapped on the Contents screen, a screen will display with buttons to download McAfee Home security app for both Android and IOS. Tap the appropriate button and follow app installation instructions to continue.

Create profile

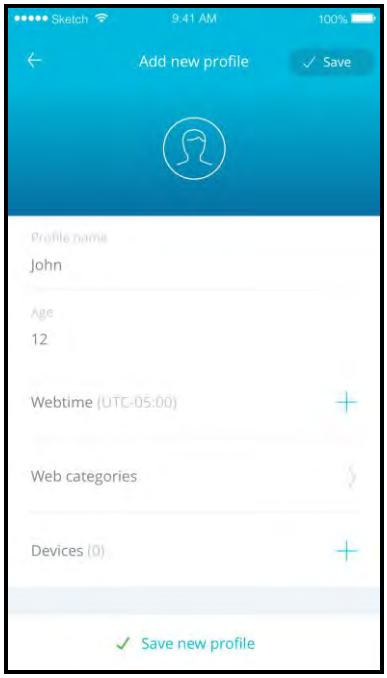
From the Contents screen, tap **Parental Control**. The Parental Control main screen shows a list of profiles already created on the home network. You can access each profile by tapping the right arrow **<** to the right of the profile name.

1. Tap **Create profile** to create a new profile.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

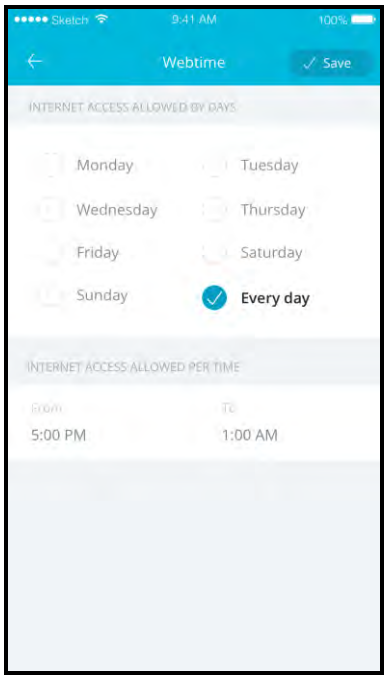


2. Enter the profile information (name for profile, age of user), and access the screens to set up the profile restrictions and devices to associate with this profile on this screen. ARE ANY OF THESE OPTIONAL?

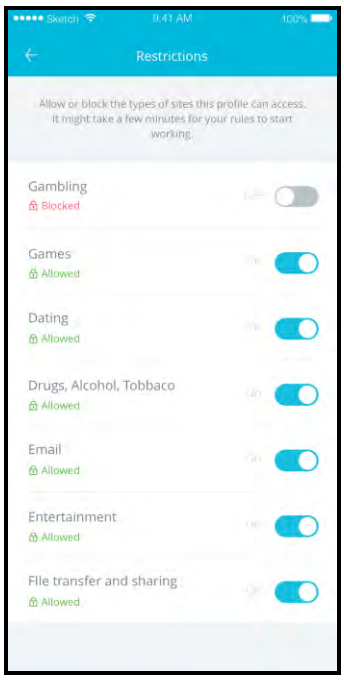


- Tap the **+** icon next to Webtime to selection the days and time allowed for Internet access for this profile. Tap **Save** when complete.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

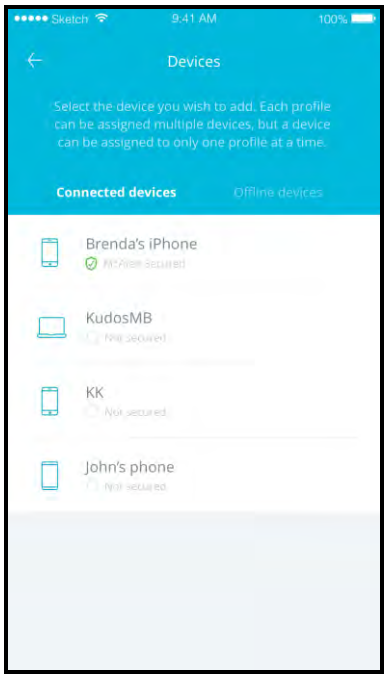


- Tap the right arrow **>** to the right of Web categories to allow (slider to the right) or block (slider to the left) the listed web categories for the profile. ARE THESE CONFIGURABLE?



- Tap the **+** icon next to Devices to open a screen to view connected and offline (for existing profiles) or add devices (for existing and new profiles). Each profile can be assigned multiple devices, but a unique device can only be assigned to one profile at a time.

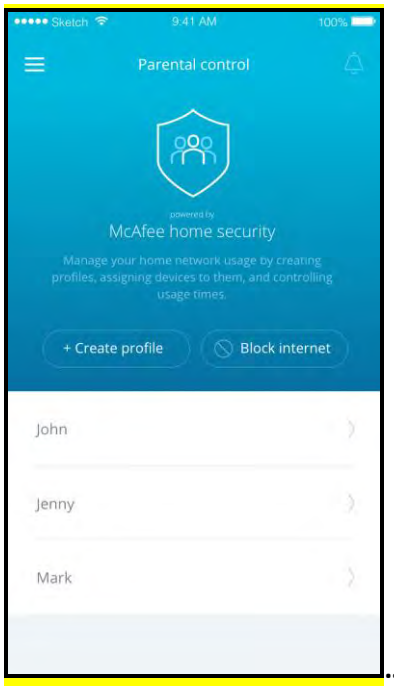
Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

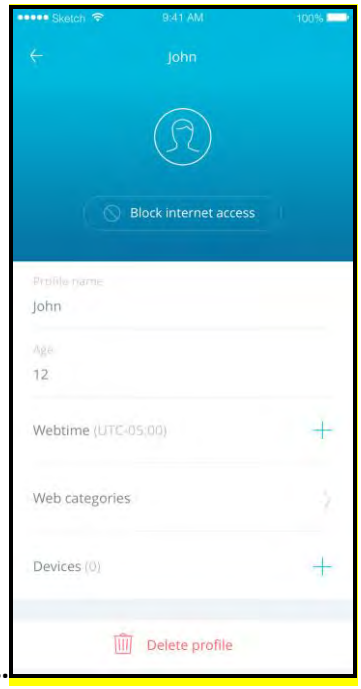


***Note**: The connected and offline devices that appear for selection in this list are devices that have already been added to the network. For more information about adding devices to the network, see*

Block Internet access, delete profile

After you have created a profile, you can view the list of all the profiles on your home network by tapping **Parental Control** from the Contents screen, and select a profile from the list.





Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

- **Block Internet access**. Tap the **+** icon to the right of Webtime and set the options. Then tap **Block Internet access** for the options set in Webtime for this profile.
- **Delete profile**. Tap **Delete profile** at the bottom of this screen to remove this profile from your home network. All devices that are assigned to this profile will revert to default usage options as set when the device was added to your home network.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

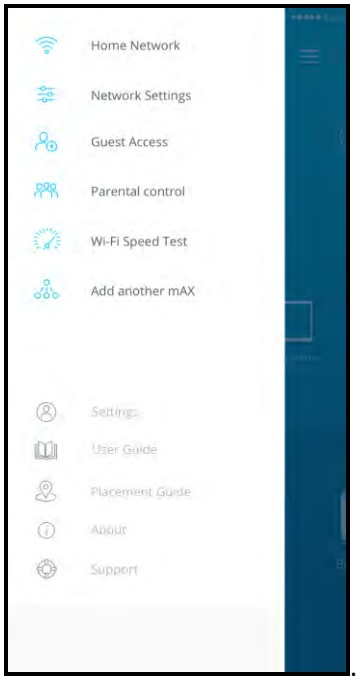
Tools

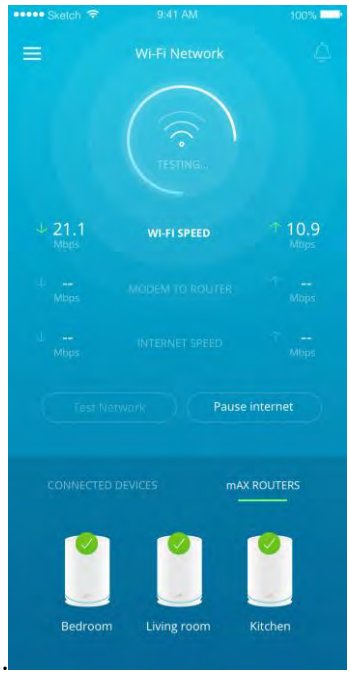
ALEXA

I don’t have information for this anywhere.

Wi-Fi speed test

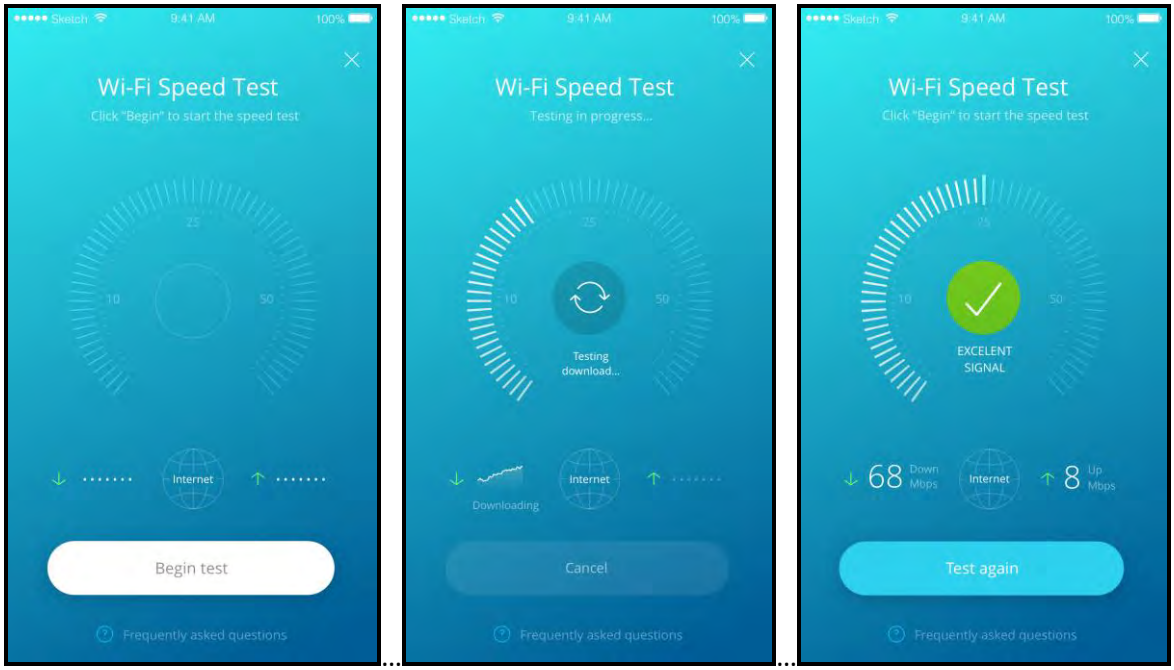
On the Contents screen, tap **Wi-Fi Speed Test**. On the Wi-Fi Network screen, tap **Test network**. The Wi-Fi Speed Test is useful for understanding the upload and download speeds of your home network, placing your SURFboard mAX router and Satellite mAX (optional) in the optimal location(s) for performance. WHAT ELSE? I don’t see how the info is differentiated between placement and router performance? I guess that is the same thing though.





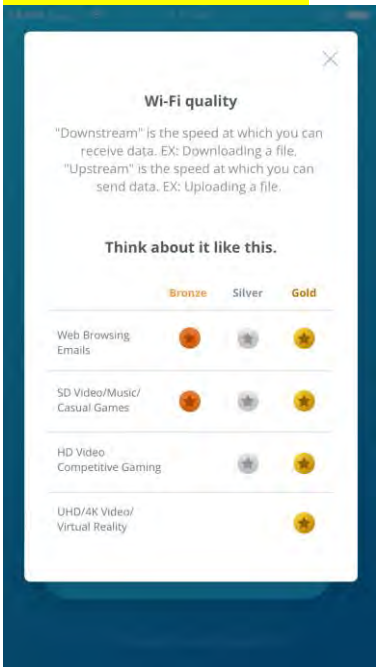
1. On the Wi-Fi Speed Test screen, tap Begin test. This will take a few minutes and provide a reporting screen when the test is complete.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.



The reporting screen contains the following information:

- Signal Strength: WHAT ARE THE OPTIONS… EXCELLENT (what is excellent) ETC
- Down Mbps: Internet download speed. WHAT IS GOOD AVERAGE ETC? IS THAT IMPT?
- Up Mbps: Internet upload speed. . WHAT IS GOOD AVERAGE ETC? IS THAT IMPT?
- Frequently asked question link: I DON"T SEE HOW BRONZE, SILVER, and GOLD equate to the Result screen above.



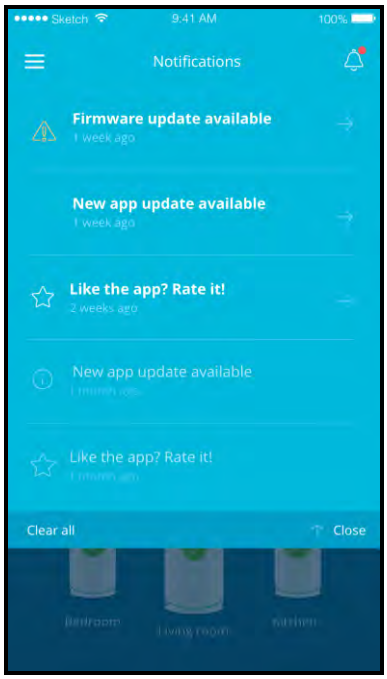
Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Placement Guide

I don't really want to put the screens here. How about putting the tips in FAQ?

Firmware updates

I only have one screen…



Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Web UI

TBD

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Support

If you require more assistance than provided in this User Guide, you can

- Visit the ARRIS Support website: www.arris.com/selfhelp is this product info AND videos?
- Call ARRIS Technical Support: **1-877-466-8646**
- Email us: support@arris.com

Frequently Asked Questions

I will use what you guys have put together here

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

ARRIS Software License, Warranty, Safety and Regulatory information

Contents

- 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

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

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 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; around, above, or in the proximity of 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.
- 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. 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.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

- 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 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 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 104º F (40º 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:

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

- 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. 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 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.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

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.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

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

IMPORTANT: PLEASE READ THIS SOFTWARE LICENSE, INCLUDING THE MCAFEELICENSE AGREEMENT AVAILABLE AT https://www.mcafee.com/consumer/en-us/policy/global/legal.html ("LICENSE") CAREFULLY BEFORE YOU INSTALL, DOWNLOAD, OR USE ANY SOFTWARE, INCLUDING THE OPERATING SYSTEM EXECUTABLE CODE, EMBEDDED SOFTWARE, A MOBILE APPLICATION, FIRMWARE, FONTS, AND OTHER DATA, WHETHER ON DISK, IN READ ONLY MEMORY, ON ANY OTHER MEDIA IN ANY OTHER FORM AND RELATED DOCUMENTATION ("SOFTWARE") PROVIDED WITH THE ARRIS PRODUCT ("ARRIS PRODUCT"). BY USING THE ARRIS PRODUCT AND/OR INSTALLING, DOWNLOADING, OR USING ANY OF THE SOFTWARE, YOU INDICATE YOUR ACCEPTANCE OF EACH OF THE TERMS OF THIS LICENSE. UPON ACCEPTANCE, THIS LICENSE WILL BE A LEGALLY BINDING AGREEMENT BETWEEN YOU AND ARRIS. THE TERMS OF THIS LICENSE APPLY TO YOU AND TO ANY SUBSEQUENT USER OF THIS SOFTWARE.

IF YOU DO NOT AGREE TO ALL THE TERMS OF THIS LICENSE (I) DO NOT INSTALL OR USE THE SOFTWARE AND (II) RETURN THE ARRIS PRODUCT AND THE SOFTWARE (COLLECTIVELY, "PRODUCT"), INCLUDING ALL COMPONENTS, DOCUMENTATION, AND ANY OTHER MATERIALS PROVIDED WITH THE PRODUCT, TO YOUR POINT OF PURCHASE OR SERVICE PROVIDER, AS THE CASE MAY BE, FOR A FULL REFUND. BY

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

INSTALLING OR USING THE SOFTWARE, YOU AGREE TO BE BOUND BY THE PROVISIONS OF THIS LICENSE AGREEMENT.

The Software includes associated media, any printed materials, and any “on-line” or electronic documentation, as well as any updates, revisions, bug fixes, or drivers, thereto, obtained by you from ARRIS or your service provider. Software provided by third parties may be subject to separate end-user license agreements from the manufacturers of such software.

The Software is never sold. ARRIS licenses the Software to the original customer and to any subsequent licensee for personal use only under the terms of this License. ARRIS and its third-party licensors retain the ownership of the Software.

You may:

USE the Software only in connection with the operation of the Product.
TRANSFER the Software (including all component parts and printed materials) permanently to another person, but only if the person agrees to accept all the terms of this License. If you transfer the Software, you must at the same time transfer the Product and all copies of the Software (if applicable) to the same person or destroy any copies not transferred TERMINATE this License by destroying the original and all copies of the Software (if applicable) in whatever form.

You may not:

(1) Loan, distribute, rent, lease, give, sublicense, or otherwise transfer the Software, in whole or in part, to any other person, except as permitted under the TRANSFER paragraph above. (2) Copy or translate the User Guide included with the Software, other than for personal use. (3) Copy, alter, translate, decompile, disassemble, or reverse engineer the Software, including, but not limited to, modifying the Software to make it operate on non-compatible hardware. (4) Remove, alter, or cause not to be displayed any copyright notices or startup message contained in the Software programs or documentation. (5) Attempt to gain unauthorized access to the Product or Software through hacking, password mining, or any other means. (6) Export the Software or the Product components in violation of any national, federal, state or local laws, as well as all ordinances, orders, rules, regulations, and requirements relating to the export or other regulations of the Product, including the Software. (7) Violate any applicable law, contract, intellectual property or other third-party right or commit a tort. (8) Engage in any harassing, threatening, intimidating, predatory, or stalking conduct. (9) Use the Product or Software in any way that could damage, disable, overburden, or impair the Product, or interfere with anyone else's use of the Product. (10) Obtain or attempt to obtain any materials or information through any means not intentionally made available through the Product or Software. (11) Use the Product or Software for any fraudulent, unlawful, harassing, abusive, illegal, or unauthorized purpose, or engage in, encourage or promote any activity that violates this Software License. You further acknowledge and agree that a violation of this Software License may subject you to administrative penalty and/or criminal liability.

The Product is not designed or intended for use in on-line control of aircraft, air traffic, aircraft navigation, or aircraft communications; or in design, construction, operation, or maintenance of any nuclear facility. ARRIS AND ITS THIRD-PARTY LICENSORS DISCLAIM ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR SUCH USES. YOU REPRESENT AND WARRANT THAT YOU SHALL NOT USE THE PRODUCT FOR SUCH PURPOSES.
Title to this Software, including the ownership of all copyrights, mask work rights, patents, trademarks, and all other intellectual property rights subsisting in the foregoing, and all adaptations to and modifications of the foregoing, shall at all times remain with ARRIS and its third-party licensors. ARRIS retains all rights not expressly licensed under this License. The Software, including any images, graphics, photographs, animation, video, audio, music, and text incorporated therein, is owned by ARRIS or its third-party licensors and is protected by United States copyright laws and international treaty provisions. Except as otherwise expressly provided in this License, the copying, reproduction, distribution or preparation of derivative works of the Software, any portion of the Product or the documentation is strictly prohibited by such laws and

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

treaty provisions. Nothing in this License constitutes a waiver of the rights of ARRIS under United States copyright law.

This License and your rights regarding any matter it addresses are governed by the laws of the State of Georgia of the United States of America, excluding its conflict of laws principles and excluding the provisions of the UN Convention on Contracts for the International Sales of Goods and the Uniform Computers Information Transactions Act. THIS LICENSE SHALL TERMINATE AUTOMATICALLY if you fail to comply with the terms of this License.

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.

U.S. Government restricted rights
The Product and documentation is provided with RESTRICTED RIGHTS. The use, duplication, or disclosure by the Government is subject to restrictions as set forth in subdivision (c)(1)(ii) of The Rights in Technical Data and Computer Software clause at 52.227-7013. The contractor/manufacturer is ARRIS International, plc., 3871 Lakefield Drive, Suwanee, GA 30024.

Warranty information

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

Limited warranty for retail purchasers (retail devices)

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

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

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 two (2) years 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**. Technical support charges may apply. 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.

Limited warranty for retail purchasers (refurbished retail devices)

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**. Technical support charges may apply. 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.

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.

Any dealings with any third parties (including advertisers and/or sponsors) appearing on the Product, and any other terms, conditions, warranties or representations associated with such dealings are solely between you and those third parties. ARRIS is not responsible for examining or evaluating, and does not warrant the offerings of, any of these businesses or individuals or the content of their websites. ARRIS does not assume any responsibility or liability for the actions, products, or website contents of any third parties. You should carefully review their privacy statements and other conditions of use.

You acknowledge that some security breaches involve attacks on data. For example, there are viruses and other malware that: (i) delete or destroy your data (sometimes individual files, but sometimes even an entire disk by corrupting a master boot record or other key element); (ii) modify your files (such as parasitic malware that attaches itself to a file and modifies the file to enable its own execution and/or propagation); and (iii) encrypt files on your drive (such as ransomware that uses asymmetric encryption). The best way for you to protect yourself from these types of attacks is frequent back-ups of your data to another device/location. This provides another copy of the data in the event that the attacking software has deleted, modified, or destroyed the data. It is your sole and exclusive responsibility to back-up all data and files on your device so that they can be restored in the event of an attack on your data.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Without such a back-up, it may not be possible to restore any deleted, destroyed, or modified data/content. McAfee is not liable for loss of or recovery of data, or for files or loss of use of systems or networks arising from attacks on data.

Our Products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

ARRIS IS NOT RESPONSIBLE FOR, AND PROVIDES ANY SOFTWARE ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND. EXCEPT AS EXPRESSLY STATED IN THIS SECTION ("WARRANTY INFORMATION"). THERE ARE NO WARRANTIES OR REPRESENTATIONS OF ANY KIND RELATING TO THE PRODUCT, EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF DESIGN, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND TITLE, OR ANY WARRANTY ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE, OR AGAINST INFRINGEMENT PROVIDED IN THE UNIFORM COMMERCIAL CODE, INCLUDING BUT NOT LIMITED TO, ANY THIRD PARTY'S PATENT(S), TRADE SECRET(S), COPYRIGHT(S), OR OTHER INTELLECTUAL PROPERTY RIGHTS. Some states do not allow for the exclusion of implied warranties, so the above exclusion may not apply to you. ARRIS EXPRESSLY DISCLAIMS ALL WARRANTIES FOR ANY SOFTWARE AND/OR COMPONENTS OF THE SOFTWARE CREATED OR OWNED BY ANY THIRD PARTY, INCLUDING WITHOUT LIMITATION MCAFEE LIVESAFE SOFTWARE, AND ANY THIRD-PARTY EQUIPMENT AND SOFTWARE PURCHASED AND LICENSED BY YOU DIRECTLY FROM ANY THIRD PARTY, EVEN IF RECOMMENDED FOR USE BY ARRIS WITH THE PRODUCTS. ANY AND ALL WARRANTIES FOR SUCH THIRD PARTY EQUIPMENT AND SOFTWARE SHALL BE PROVIDED UNDER THE TERMS AND CONDITIONS OF THE AGREEMENT(S) BETWEEN YOU AND THE THIRD PARTY VENDOR FOR SUCH THIRD PARTY EQUIPMENT AND SOFTWARE.

What additional provisions should I be aware of? Because it is impossible for ARRIS to know the purposes for which you acquired this Product or the uses to which you will put this Product, you assume full responsibility for the selection of the Product for its installation and use. While every reasonable effort has been made to ensure that you will receive a Product that you can use and enjoy, ARRIS does not warrant that the functions of the Product will meet your requirements or that the operation of the Product will be uninterrupted or error-free. No oral or written information given by ARRIS or an authorized representative of ARRIS shall create any warranty. If you are dissatisfied with any portion of the Product or the Software, or with any of the terms of this Software License, your sole and exclusive remedy is to discontinue using the Product.

In addition, ARRIS does not represent or warrant that the Product and Software are accurate, complete, reliable, current or error-free, or that the content or websites that you or users request, receive, or visit will be safe, legal, acceptable, or appropriate for a particular age. You acknowledge that any age-based filtering may not be 100% accurate, and that ARRIS is not responsible in the event that certain content accessed through a Product is not appropriately filtered according to your configurations. While ARRIS attempts to make your access to and use of the Product and Software safe, we cannot and do not represent or warrant that the Product and Software, or our servers are free of viruses or other harmful components. You assume the entire risk as to the quality and performance of the Product and Software.

Except for the limited warranty above, ARRIS disclaims any and all other warranties, and any and all responsibility for any loss, injury, claim, liability, or damage of any kind resulting from, arising out of, or in any way related to (a) any errors in or omissions on or from the Product or Software, including but not limited to technical inaccuracies and typographical errors, (b) any third party websites or content therein directly or indirectly accessed through links on the Product or Software, including but not limited to any errors in or omissions contained therein, (c) the unavailability of the Product or Software, (d) your use of the Product or Software, (e) your use of any equipment or

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

software in connection with the Product or Software, or (f) information you might access or encounter or any activity that results from your access, encounter or activity on the internet.

ARRIS IS NOT RESPONSIBLE FOR PROBLEMS OR DAMAGE CAUSED BY THE INTERACTION OF THE PRODUCT WITH ANY OTHER SOFTWARE OR HARDWARE. ALL WARRANTIES ARE VOID IF THE PRODUCT IS OPENED, ALTERED, AND/OR DAMAGED.

THESE ARE YOUR SOLE AND EXCLUSIVE REMEDIES for any and all claims that you may have arising out of or in connection with this Product, whether made or suffered by you or another person and whether based in contract or tort.

UNDER NO CIRCUMSTANCES AND IN NO EVENT SHALL ARRIS OR ANY SUPPLIER, LICENSOR, OR OTHER THIRD-PARTY SERVICE PROVIDER OF ARRIS BE LIABLE TO YOU OR ANY OTHER PARTY FOR ANY (A) DIRECT, INDIRECT, GENERAL, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR OTHER DAMAGES; (B) THEFT OF PERSONALLY IDENTIFIABLE INFORMATION OR COST OF PROCURING SUBSTITUTE SERVICES; AND (C) DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION, LOSS OF GOODWILL, LOSS OF PERONNEL SALARIES, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, LOSS OF DATA, INFORMATION OR ANY OTHER PECUNIARY LOSS OR NEGLIGENCE OF ANY KIND, OR FOR ANY OTHER
NON-DIRECT DAMAGE OR LOSS ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCT OR FROM ANY BREACH OF WARRANTY, EVEN IF ARRIS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL ARRIS' OR SUPPLIERS', LICENSORS', OR OTHER THIRD-PARTY SERVICE PROVIDERS' OF ARRIS AGGREGATE LIABILITY EXCEED THE GREATER OF (i) THE AMOUNT YOU PAID FOR THE PRODUCT, OR (ii) IF YOU HAVE NOT PAID ARRIS FOR THE USE OF ANY PRODUCT, $100 USD (ONE HUNDRED U.S. DOLLARS). Nothing in this Software License limits any rights you may have under existing consumer-protection statutes or other applicable laws that may not be waived by contract in your jurisdiction.

These matters are governed by the laws of the State of Georgia of the United States of America, without regard to conflict of laws principles and excluding the provisions of the United Nations Convention on Contracts for the International Sale of Goods and the Uniform Computers Information Transactions Act.

Retail purchasers only. If you purchased this Product directly from ARRIS or from an ARRIS authorized retail reseller, please call the ARRIS toll-free phone number, **1-877-466-8646**, for warranty service or technical support. Technical support charges may apply. For online technical support, please visit www.arris.com/consumers.

No part of this publication may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from ARRIS International, plc. ("ARRIS"). ARRIS reserves the right to revise this publication and to make changes in content from time to time without obligation on the part of ARRIS to provide notification of such revision or change.

ARRIS and the ARRIS logo are trademarks or registered trademarks of ARRIS International, plc. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks or the names of their products. ARRIS disclaims proprietary interest in the marks and names of others.

ARRIS provides this guide without warranty of any kind, implied or expressed, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. ARRIS may make improvements or changes in the product(s) described in this manual at any time.

Copyright 2018, ARRIS Enterprises, LLC. All rights reserved.

Corporate Headquarters
ARRIS · Suwanee · Georgia · 30024 · USA
~~**T**: 1 678 473 2000 **F**: 1 678 473 8470~~
www.arris.com