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User Guide

SURFboard mAX Dash

WC4T

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Get started

The SURFboard mAX home Wi-Fi system is a mAX router alone or with one or two satellites. The ARRIS SURFboard Central mobile app steps you through installing your SURFboard mAX home Wi-Fi network using your iOS or Android mobile device.

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

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

In the box

Item		Description
2 mAX units		High-speed mAX with 1 WAN and 3 LAN Ethernet ports
Power cord		Power cord for an electrical wall outlet connection
Ethernet cable		Standard Category 5e (CAT5e) or higher network cable

Hardware diagram

This diagram and table explain the ports on the underside of your mAX unit.



Callout	Name	Description
1	WAN port	For connection to the modem
2	LAN port	For connecting your client device(s) to the local area network
3	Power	For connection to the power adaptor included in the box
4	Reset button	Use a pin to press for 12 seconds to reset to factory defaults

LED behavior

This table describes the MAX LED behavior.

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

Action	LED Behavior
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Mobile app help and videos

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.

Help is also available on the **Side menu**, accessed from the **Hamburger menu** 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.

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

- SURFboard mAX router placement: https://youtu.be/r_n8IPWudM4
- Meet SURFboard mAX : <https://youtu.be/N7OTGktwCVI>
- SURFboard mAX LED descriptions: <https://youtu.be/M6of26Cj3Ik>
- SURFboard mAX 101: <https://youtu.be/VsY8ogQpFOU>
- SURFboard mAX box contents: <https://youtu.be/x-qt6j5u9e0>
- Connecting your SURFboard mAX Wi-Fi router: <https://youtu.be/J8eDLI4ztLs>
- Setting up your SURFboard mAX account: https://youtu.be/I_s6GdCxMSQ
- Creating a home network with SURFboard mAX: <https://youtu.be/CQKrZTyuYN4>

If you require more assistance, call ARRIS Technical Support: 1-866-757-3598.

Related information

Help (page 52)

Side menu (page 49)

Set up your SURFboard mAX home network

These are the tasks you will perform to set up your SURFboard mAX home Wi-Fi network.

- *Get the ARRIS SURFboard Central mobile app* (page 9)
- *Launch the ARRIS SURFboard Central mobile app* (page 9)
- *Create your SURFboard account* (page 9)
- *Select your device* (page 12)
- *Set up your SURFboard mAX router* (page 13)
- *Get your SURFboard mAX router online* (page 17)

Get the ARRIS SURFboard Central mobile app

The mobile app is available online as a free download for your mobile device.

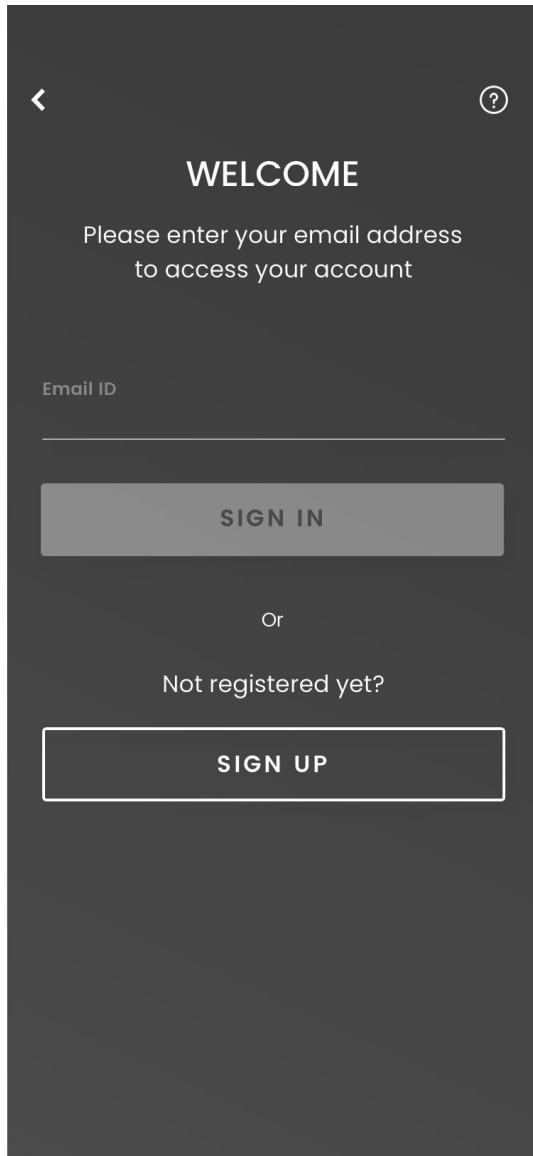
1. Navigate to the Apple App Store (for iOS devices) or Google Play Store (for Android devices).
2. Search for the ARRIS SURFboard Central mobile app.
3. Download by tapping **OPEN** in the Play Store or **GET** in the Apple Store.

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 **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.

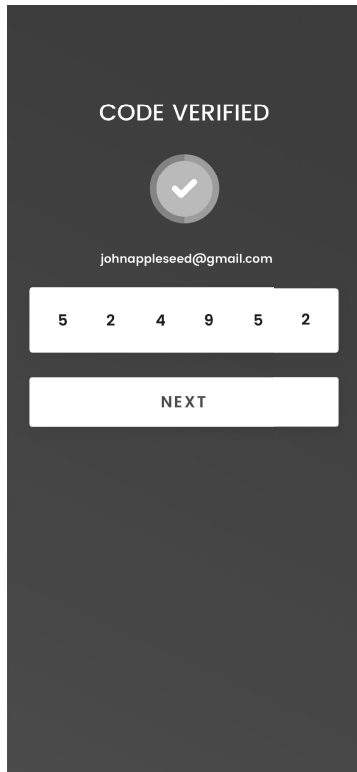


The image shows a mobile application screen with a dark background. At the top left is a back arrow icon, and at the top right is a help icon (a question mark inside a circle). The word "WELCOME" is centered in large white capital letters. Below it, the text "Please enter your email address to access your account" is centered in a smaller white font. There is a text input field with the placeholder "Email ID" in light gray. Below the input field is a solid gray button with the text "SIGN IN" in white capital letters. Underneath the button is the word "Or" in white. Below "Or" is the text "Not registered yet?" in white. At the bottom is a white-outlined button with the text "SIGN UP" in black capital letters.

2. 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.

3. 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.

4. When verification is complete, the **ACCOUNT VERIFIED** screen will display. Tap **NEXT**.



Select your device

Note: If you have already installed SURFboard mAX with an older version of the SURFboard Central mobile app, tap the **Migrate From Existing System** button.

- Tap the corresponding button to choose to install the SURFboard mAX Pro or the SURFboard mAX Plus. If you are unsure which product you purchased, check the packaging or the unit itself.
- If the device you purchased is not listed, it is not supported by the SURFboard Central mobile app. Tap the App Store Link at the bottom of the screen to download the correct mobile app for your device.
- Tap **NEXT**.



Set up your SURFboard mAX router

1. On the **PLEASE SELECT YOUR HOME NETWORK CONFIGURATION** screen, tap the option that best describes your current network set up. If you do not know your configuration, tap **I Don't Know My Configuration**. Other options include:

Cable Modem Only

Internet access is provided via a single device with a wired connection to networked devices. Typically, a cable is connected to a modem. Wi-Fi is not available.

Gateway: Cable Modem and Inbuilt Router

Internet access is provided via a single device. Cable is connected to the gateway. Wi-Fi is provided through the built-in functionality of the same gateway device.

Cable Modem and Additional Router

Internet access is provided through a cable modem which is connected to an external Wi-Fi router that provides wireless Internet to the client devices.

DSL-based Modem or Gateway

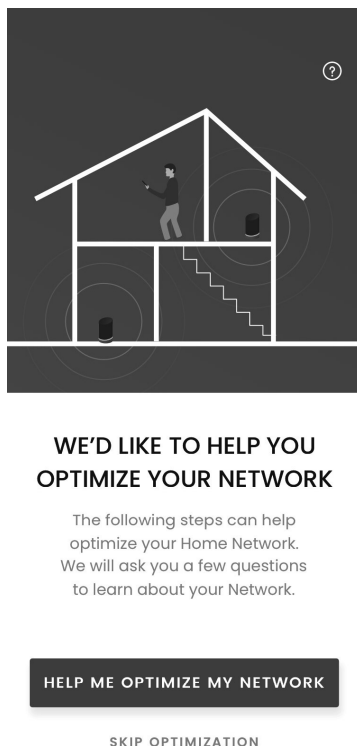
Internet access is provided through a DSL modem or gateway. For this configuration, we recommend that the DSL modem

and router connection is maintained; but that the Wi-Fi component of the router is disabled.

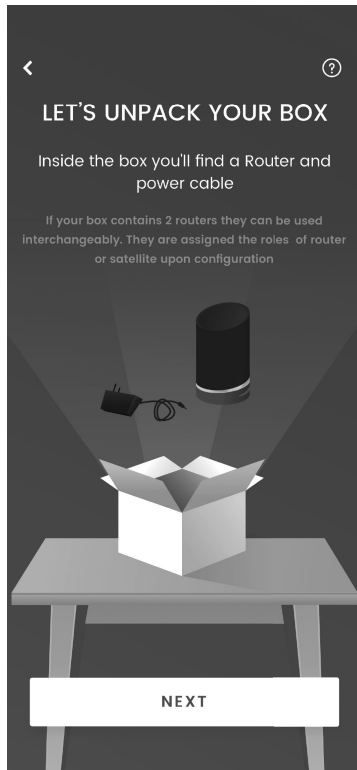
Fiber-based Modem or Gateway

Internet access is provided through a single device. The optical fiber cable connects to the gateway and Wi-Fi is provided through the built-in functionality of the fiber gateway device.

2. Next, you can follow the network optimization recommendations based on the information you provided about your network or opt to skip the recommendations and begin router set up. To optimize your network, tap **HELP ME OPTIMIZE MY NETWORK** or tap **SKIP OPTIMIZATION** to begin router set up.



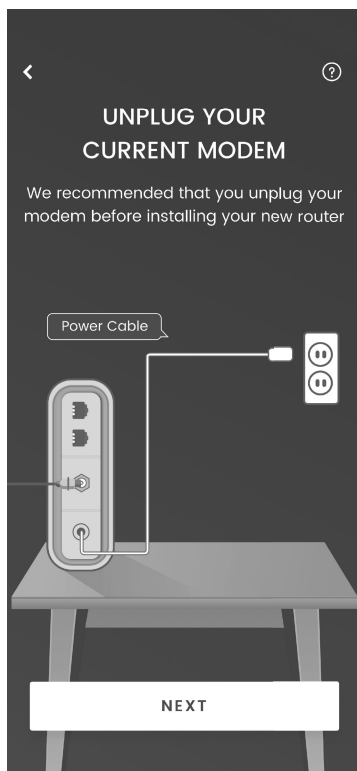
3. Unpack the mAX unit(s) and accessories. Included are:
 - Two SURFboard mAX units
 - An Ethernet cable
 - A power cord



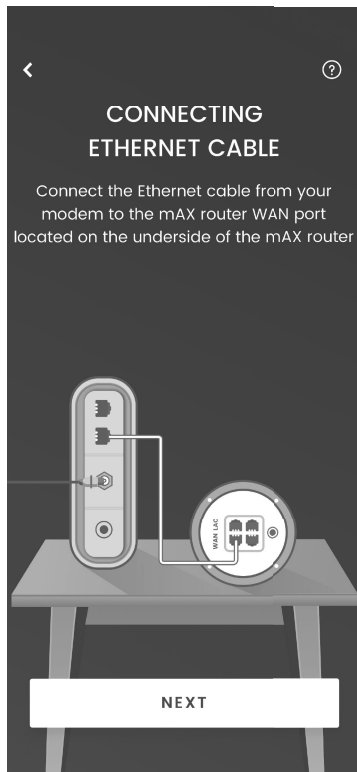
Note: The mAX units are interchangeable for router and satellite. They are assigned the roles of router or satellite upon configuration.

Tap **NEXT**.

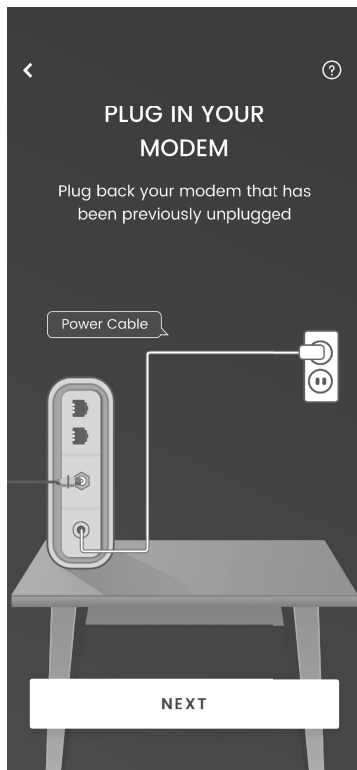
4. Unplug your existing modem from power and tap **NEXT**.

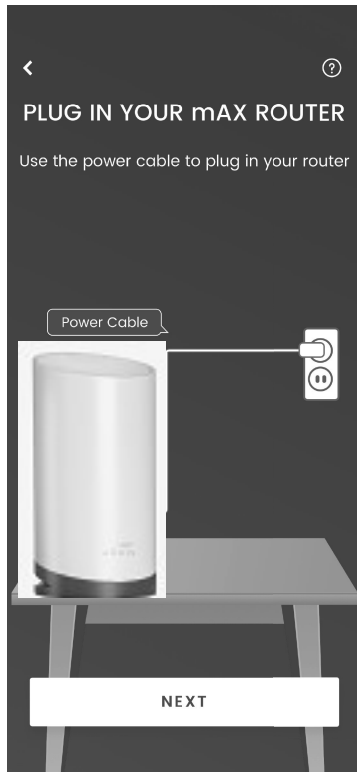


5. Connect a mAX unit to your modem with the Ethernet cable. Be sure to use the yellow WAN port on the underside of the mAX. Tap **NEXT**.



6. Connect your modem to power with your modem's power cable and your mAX unit to power via the provided power cord. Wait for the LED on the mAX unit to alternate white and blue before you tap **Continue**.



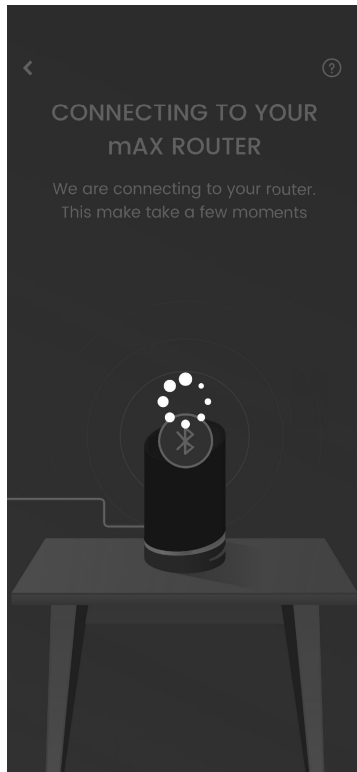


Note: If you get a message that Bluetooth is disabled, follow the directions on the screen to enable Bluetooth before continuing.

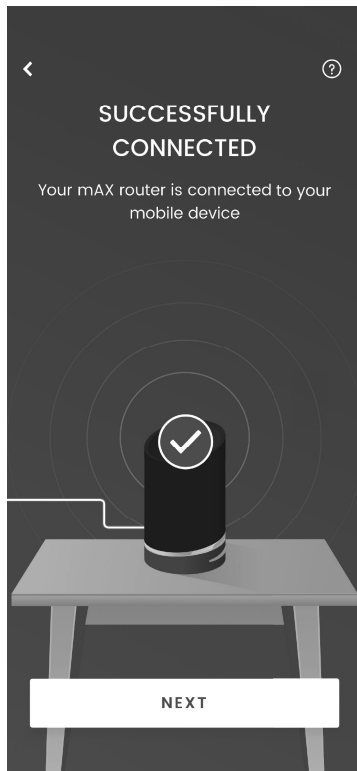
Get your SURFboard mAX router online

This topic describes how your SURFboard Central mobile app pairs with the mAX router, and the router connects to the Internet.

1. The SURFboard Central mobile app searches for the mAX router. The LED alternates white and blue during this process.



2. When the SURFboard Central mobile app successfully connects to your mAX router, the LED will light solid blue and a **SUCCESSFULLY CONNECTED** screen displays on your mobile app. Tap **NEXT**.



3. The mAX router will now be connected to the Internet. This will take a few minutes. The LED will alternate white and blue during this process. Tap **NEXT**.



4. With a successful connection to the Internet, the LED will continue to alternate white and blue, but the **SUCCESSFULLY CONNECTED TO THE INTERNET** screen displays. Tap **NEXT**.

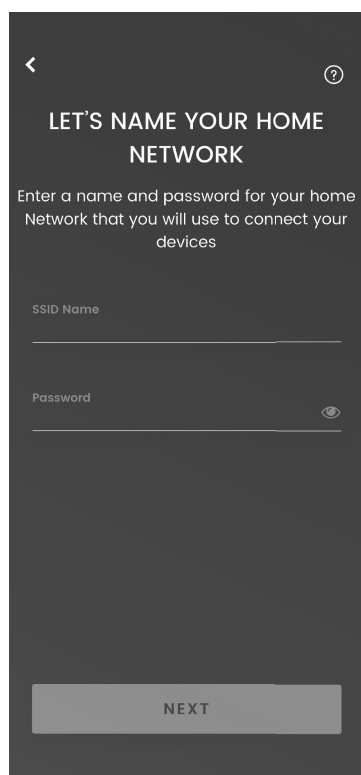


5. Your mAX router will take a few minutes to check for new firmware, which improves system performance. If firmware is found, the LED will alternate blue and amber while

downloading. If your firmware is already up-to-date or after the firmware is updated, the router will be registered. Registration ensures that you will always be running the latest and greatest firmware for maximum performance.

Create your SURFboard mAX home network

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



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



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

2. The mAX router will create your new SURFboard mAX home Wi-Fi network and report **CONGRATULATIONS** screen in your mobile app when complete. Tap **CONTINUE**.