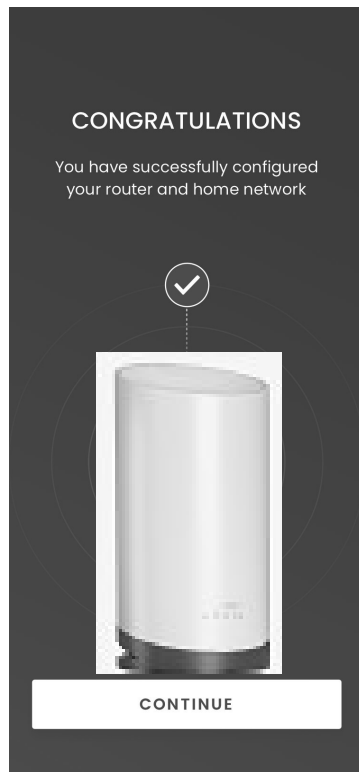




**Note:** If you want to set up your mAX satellite at this time, choose **INSTALL NOW** on the next screen. If you choose the option to **INSTALL LATER**, refer to *Add a SURFboard mAX satellite* (page 23) when you are ready to install the satellite.

## Add devices to home network

Ensure Wi-Fi is enabled for the device you wish to connect to your SURFboard mAX Wi-Fi home network. Repeat these steps for each device.



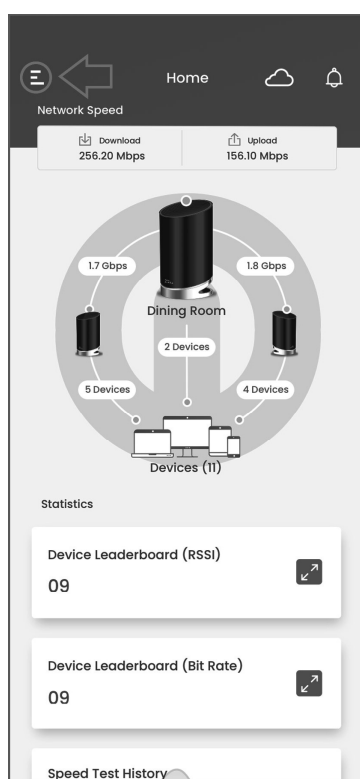
**Note:** If you had a previous Wi-Fi network and used the same SSID (network name) and password for your SURFboard mAX home Wi-Fi network, your devices will connect automatically.

1. In your device **Settings**, browse to the available Wi-Fi networks.
2. Tap your SURFboard mAX home Wi-Fi network.
3. Enter the password for your SURFboard mAX home Wi-Fi network.  
Your device will connect to the network.

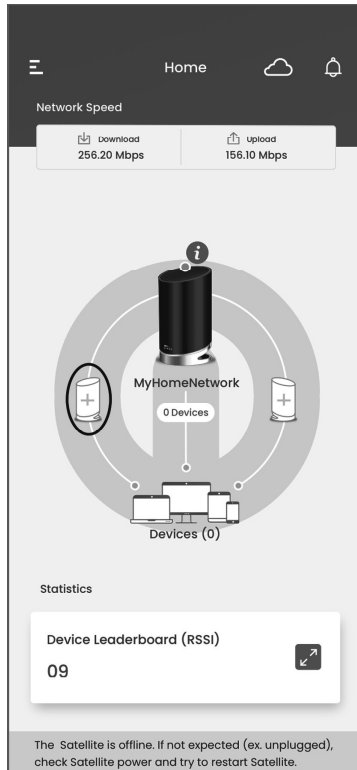
## Add a SURFboard mAX satellite

Adding a mAX satellite to your home network extends your home network Wi-Fi coverage. After you install and configure your router, you will be given the option to add one, even two, satellites to your SURFboard mAX home network.

You can access the feature from the **Side menu** by tapping the **Hamburger menu** and selecting **Add a New Satellite** from the **Side menu**.



You can also access the feature by tapping one of the satellite's on the **Home** screen.

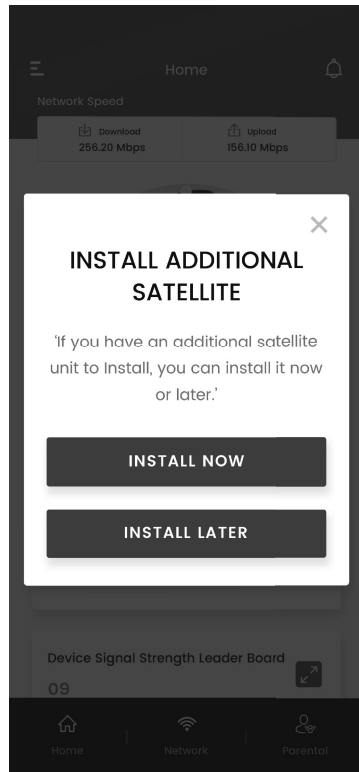


When adding a satellite, you will perform the following tasks.

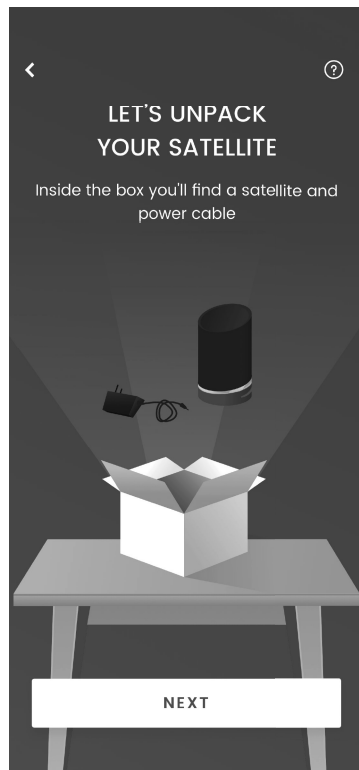
- *Set up your SURFboard mAX satellite (page 24)*
- *Get your SURFboard mAX satellite online (page 26)*

## Set up your SURFboard mAX satellite

1. Tap **INSTALL NOW** to add an additional satellite to your mAX home Wi-Fi network.



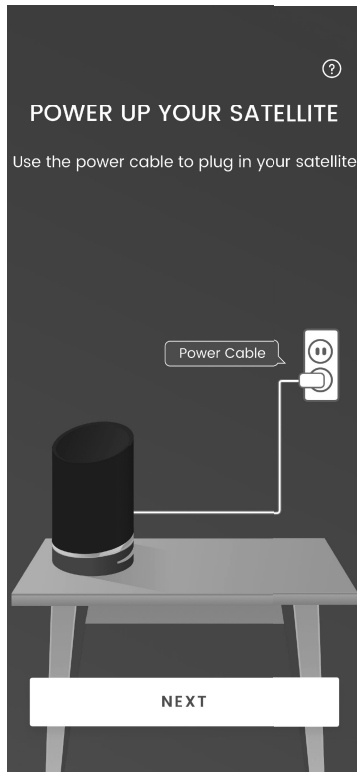
2. From the box you unpacked before installing the mAX router, locate the second mAX unit and power cord. Tap **NEXT**.



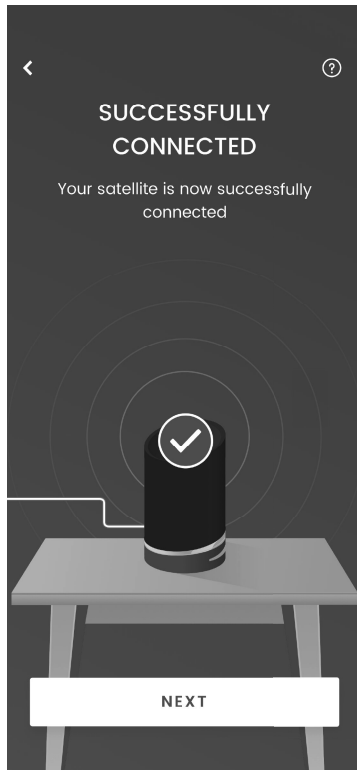
3. The next screens present satellite placement information you can use to optimize your network's coverage. Choose **SKIP TIPS** if you want to skip to installation.

## Get your SURFboard mAX satellite online

1. Use the provided power cord and plug the satellite into an outlet. Tap **NEXT**.



2. The mAX satellite searches to connect to the mAX router. The LED will flash blue and white throughout the attempt. This may take a moment. If the attempt is unsuccessful resulting in a red LED on the satellite, move the satellite closer to the router and try again. Upon establishing a connection, the **SUCCESSFULLY CONNECTED TO MAIN ROUTER** screen displays.



3. Next, the satellite will check for new firmware updates. If updates are required, the LED will flash blue and amber while they are downloaded. Once the satellite has confirmed the firmware is up to date, the **YOUR SATELLITE IS UP TO DATE!** screen displays in your mobile app. Tap **NEXT**.



4. Now, your setup will be finalized. This could take a few minutes. When complete, the **CONGRATULATIONS** screen displays in your mobile app. Tap **CONTINUE**.



# SURFboard Central mobile app: feature locations

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The main navigational features of the SURFboard Central mobile app are the **Home**, **Network**, and **Parental Control** screens - all accessible by tapping the corresponding icon at the bottom of the SURFboard Central mobile app - and a **Side menu**, located by tapping the **Hamburger menu** at the top, left-hand corner of the **Home** screen.

The **Home** screen gives you router and satellite information, and details about devices both connected and offline.

The **Network** screen gives you access to view, edit, and enable/disable network settings. Settings include IP addresses, various configurations, forwarding, and reservation options, plus information about your main network, a button to test your connection speed, and a slider to enable or disable your **Guest network** - a separate, secure network apart from your main network.

The **Parental** control screen is where you create profiles for your household members. You can add devices to individual profiles which allows you to control the days and times those devices are permitted access to your home Wi-Fi network, as well as the ability to instantly pause all Internet access for a profile and all the associated devices or for your entire network.

The **Side menu** (located by tapping the **Hamburger menu** at the top, left-hand corner of the **Home** screen) has 6 buttons from which you can tap to view your **Settings**, learn **About** licensing and purchase information; start a **Speed Test** or view previous tests; get **Help**; **Add another mAX** to your network; and **Get Alexa Skills**.

## Related information

*Home* (page 30)

*Network* (page 34)

*Parental Control* (page 41)

*Side menu* (page 49)

*Setup and manage Guest network* (page 35)

*Start or view speed tests* (page 40)

*Help* (page 52)

*Add a SURFboard mAX satellite* (page 23)

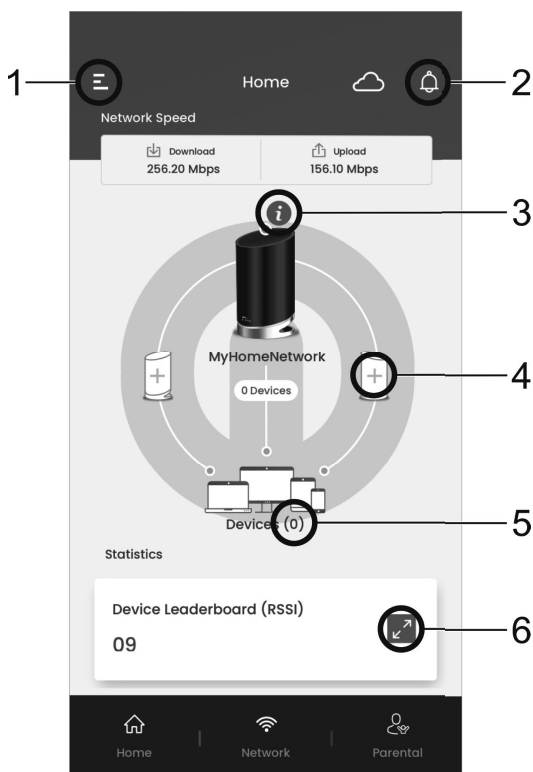
*Get Alexa Skills* (page 52)



# Home

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

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



- 1 - **Hamburger menu.** Tap to access the **Side menu**.
- 2 - **Notifications.** Tap the **Notification bell** to display firmware updates, incidents of new devices connecting to your network, unsuccessful router responses, and more.
- 3 - **Information.** Indicates an issue. Tap the error banner that displays for more information.
- 4 - **Add satellite.** Tap either the left or the right satellite image to add a new satellite to your home Wi-Fi network. A maximum of 2 satellites can be added.
- 5 - **Devices.** Lists the number of devices online.
- 6 - **Expand card.** Tap to expand the section for more information.

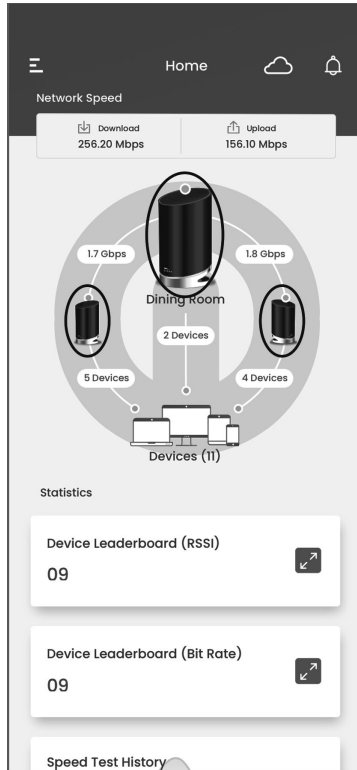
Router, satellite, and online and offline devices details, plus IP addresses, LED settings, and more are accessed from the **Home** screen by tapping the corresponding image.

Tap **Network Optimization** to review some tips to improve your network performance.

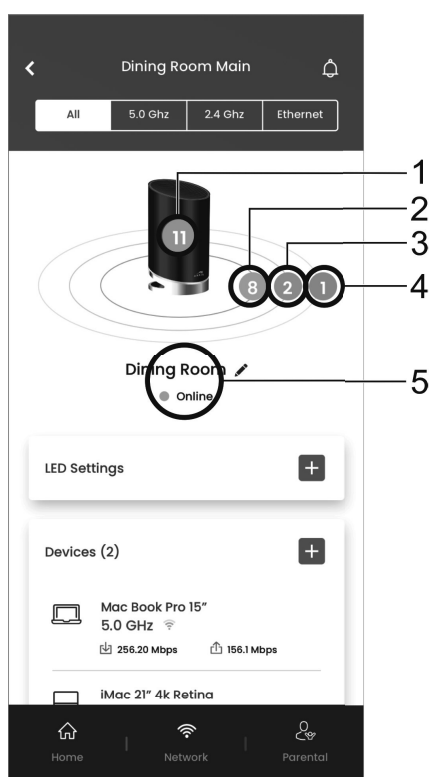
The **Home** screen also provides **Statistics** about the top 5 connected devices' signal strength that you can choose to view strongest to weakest or weakest to strongest, a history of speed tests, and a list of blocked devices. Swipe left or right to move through the **Statistics** screens.

## mAX router and satellite details

To access information about your mAX router or satellite(s), tap **Home** at the bottom of the SURFboard Central mobile app, and tap the image of the router or satellite to display details about it.



The details window for the router or satellite displays the device's name at the top of the window and information about connected devices and connection strength.



- 1 - Total number of devices connected to the router or satellite
- 2 - Number of connected devices with excellent connectivity
- 3 - Number of connected devices with medium connectivity
- 4 - Number of connected devices with poor connectivity
- 5 - Name of device and status (online or offline)

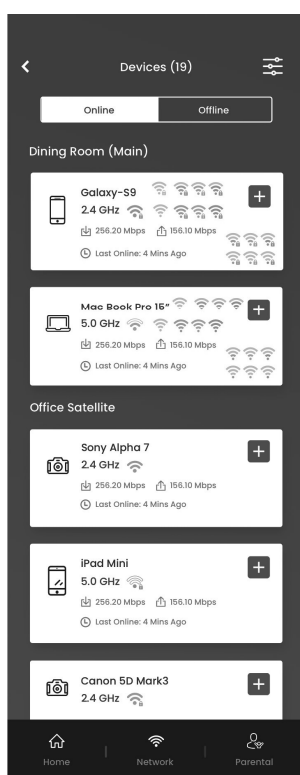


**Note:** To edit a device name or password, refer to *Edit name for mAX and devices* (page 34)

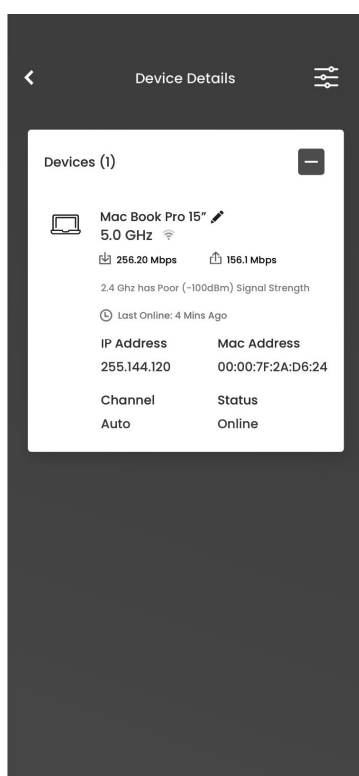
## Online and offline device details

After you have added devices to your home Wi-Fi network, you can access information about your online and offline devices. Tap **Home** at the bottom of the SURFboard Central mobile app, and tap the devices image to display details about them.

You can browse devices by online or offline status by tapping the buttons at the top of the screen and tap the + by each device to expand for more information.



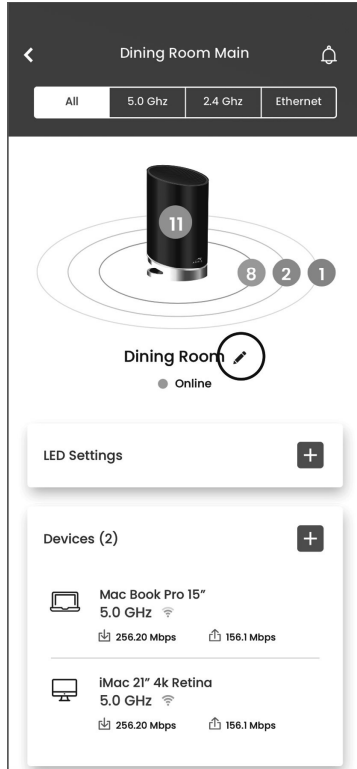
Tap the router image on the **Home** screen and in the **Connected Devices** section, tap **+** to expand a device. Tap on the expanded information to display a **Device Details** screen to edit the device name, view UL and DL speeds and the connection (5.0 or 2.4 GHz), the last network access time, if it is currently online or offline, and addresses.



## Edit name for mAX and devices

You can change the name of your mAX router, satellite(s), and connected devices as much and as often as you like.

1. Tap the pencil next to a router, satellite, or connected device image/name.



2. Enter a name for the router, satellite, or device.

## Adjust LED brightness level

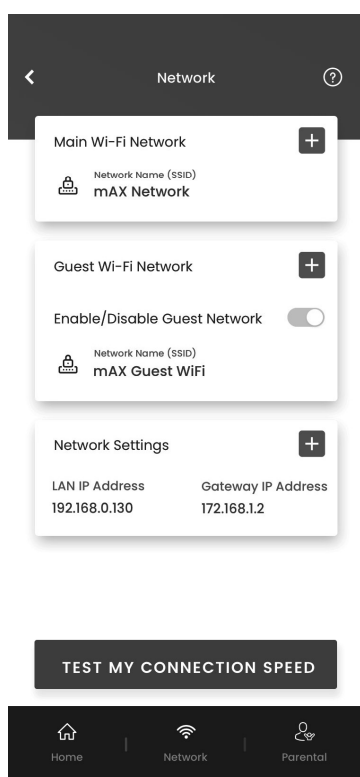
1. On the router or satellite details screen, tap the + to expand the **LED Settings** section.
2. Use the slider to choose the brightness of the unit's LED. Move to the left to dim and to the right to brighten.

## Restart mAX

1. On the router or satellite details page, tap **RESTART ROUTER** at the bottom of the screen.
2. On the confirmation screen, tap **RESTART ROUTER** to confirm.
3. If you decide to cancel the action, close the SURFboard Central mobile app.

## Network

Tap **Network** at the bottom of the SURFboard Central mobile app to access these settings.



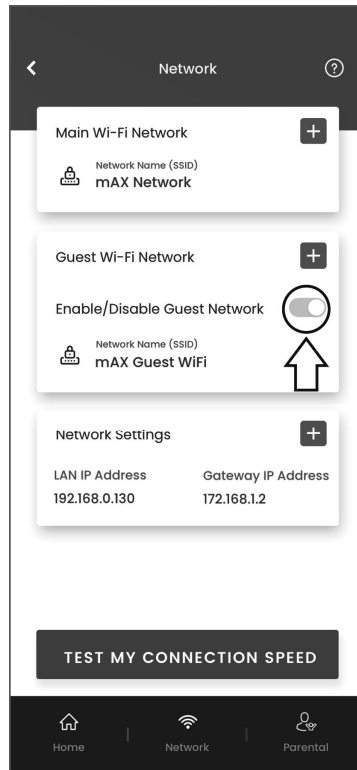
You can view your LAN and Gateway IP Addresses here. In addition, from the Network screen, you can:

- *Change your network SSID and password* (page 34)
- *Set up and manage a Guest network* (page 35)
- *Network settings* (page 37)
- *Test your connection speed* (page 40)

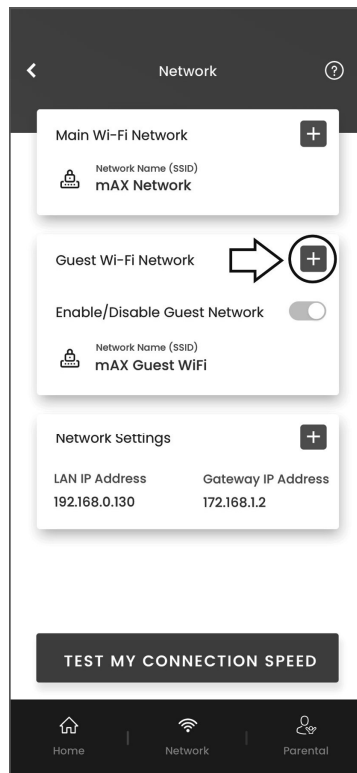
## Setup and manage Guest network

A Guest network is a separate, secure network apart from your main network.

1. Tap **Network** at the bottom of the SURFboard Central mobile app.
2. Move the **Enable/Disable Guest Network** slider to the right to enable the Guest network feature.



3. Tap the + to expand the Guest Wi-Fi Network section.



4. Tap the pencil next to **Network Name (SSID)** to enter a name and password for your Guest network. The Guest network name cannot be the same as your main network.
5. Tap **SAVE CHANGES**.

6. To send the login information to a guest, tap **SHARE CREDENTIALS**, and choose from email, text, or any other of the options to send the credentials.
7. To disable the Guest network, moved the **Enable/Disable Guest Network** slider to the left. This does not delete your Guest network, but it does suspend Internet access for all devices connected to your Guest network.

## Network settings

Although the SURFboard mAX Wi-Fi home network works very well with the default settings, there may be instances where you wish to change some of them. You can access all the settings by tapping **NETWORK** at the bottom of the SURFboard Central mobile app, add tapping the + to expand **Network Settings**.

To learn more about configurable settings, refer to:

- *UPnP* (page 37)
- *DNS configuration* (page 37)
- *LAN IP reservation* (page 38)
- *WAN IP configuration* (page 38)
- *Port Forwarding* (page 39)
- *Time zone* (page 40)

### UPnP

Access path: **Network** at the bottom of the SURFboard Central mobile app, expand **Network Settings** with the + button, **UPnP**.

UPnP is an abbreviation for the Universal Plug and Play protocol. The default state of UPnP is enabled. This protocol allows the discovery of devices and auto-configurations of the network. Common UPnP supported devices are game consoles, smart TVs, and network printers. This protocol allows the device to interact with Internet servers and makes it available across your home Wi-Fi network. This is a convenient capability, but to accomplish this, the UPnP protocol allows devices to open connection/ports through the mAX. Some users consider this a security risk. Disabling UPnP will sacrifice convenience for added security.

- Move the slider for **UPnP** to the left to disable or to the right to enable.

### DNS configuration

Access path: **Network** at the bottom of the SURFboard Central mobile app, expand **Network Settings** with the + button, tap **DNS Configuration**, displays **DNS Configuration** screen

A Domain Name Server (DNS) is, by default, configured by your Internet Service Provider (ISP). The DNS server allows your devices to access services across the network by name instead numeric IP address. The default configuration for this value is **Obtain DNS automatically**. Over riding this default configuration is possible for the advanced user that desires more control over website lookups. This may be for speed, security, or reliability. You must know the address of another DNS server before turning off the default.

- Move the slider for **Obtain DNS automatically** to the left to disable or to the right to enable.

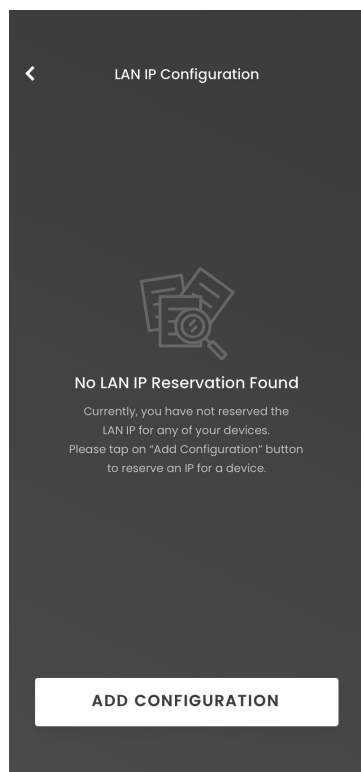


## LAN IP reservation

Access path: **Network** at the bottom of the SURFboard Central mobile app, expand **Network Settings** with the + button, **LAN IP Reservation**.

The mAX router assigns an IP address for every device that joins your home Wi-Fi network. This is called DHCP and allows your devices to join the home network and have connectivity to the Internet. Typically, there is no need to make any changes to this support. However, in some cases you may want to establish fixed (or reserved) IP addresses for particular devices in your network. Examples include setting up a file or media server.

1. On the **LAN IP Reservation** screen, tap **ADD CONFIGURATION**.



2. On the **Reserve a LAN IP** screen:
  - a. Enter an IP address. This IP address must be within the home network subnet. From this time forward, the specified device will maintain this IP address.
  - b. Tap in the **Select Your Device** field and choose the device from the list that you want to assign the static IP address.
  - c. Tap **SAVE CHANGES**.

## WAN IP configuration

Access path: **Network** at the bottom of the SURFboard Central mobile app, expand **Network Settings** with the + button, **WAN IP configuration**.

Based on your Internet Service Provider (ISP) configuration, you may need to set a static IP for your mAX router. This is not typical for most users, but may apply to some business accounts. You can view the default DHCP settings on the **WAN IP CONFIGURATION** screen.



**Note:** Misconfiguration of this setting will cause disruption of Internet access across all your network devices.

1. On the **WAN IP CONFIGURATION** screen tap **STATIC** to manually configure these settings.

WAN IP Configuration

DHCP STATIC

WAN IP Address  
70.184.70.204

Subnet Mask  
255.255.255.0

Default Gateway IP Address  
172.168.1.2

DNS Primary IP  
103.8.46.5

DNS Secondary IP  
202.83.21.12

SAVE CHANGES

2. Populate the fields with the values provided by your ISP.
3. Tap **SAVE CHANGES**.  
The mAX will re-establish its WAN connection and may briefly show a red LED.
4. To revert to DHCP values, tap **DHCP** and the values will be restored dynamically.

## Port Forwarding

Access path: **Network** at the bottom of the SURFboard Central mobile app, expand **Network Settings** with the + button, **Port Forwarding**.

Port forwarding rules are evaluated in the order that they are listed. Traffic is checked against the top rule first, followed by the next rule until a match is found. If multiple rules have similar characteristics, traffic will only be forwarded to the first rule that it matches. For any rule, the number of internal and external ports defined should match.

1. On the Port Forwarding screen, tap **Port Forwarding Rule name** to add a name for the rule.

2. Tap to choose the rule **Protocol** - **TCP**, **UDP**, or **TCP/UDP**.
3. Complete fields and tap **SAVE CHANGES**.

## Set time zone

Access path: **Network** at the bottom of the SURFboard Central mobile app, expand **Network Settings** with the + button, **Time Zone**..

- Tap the box next to your time zone to select it. Changes made on this screen are updated in the mAX router. When you are finished, tap **Done**.

## Start or view speed tests

The speed test measures the speed between the device running your SURFboard Central mobile app and the mAX router or satellite to which it is connected, as well as the speed between your router and the Internet. A speed test between the device running your SURFboard Central mobile app and the router cannot be run remotely.

1. Tap **Network** at the bottom of the SURFboard Central mobile app and then **TEST MY CONNECTION SPEED** or tap **Speed Test** on the **Side menu**.
2. To start a speed test, tap **Go** on the speed dial.