# COMMSCOPE®



# SURFboard® Central Mobile App DOCSIS® Cable Modems

**Release x.1**
**User Guide, Revision**
P/N 365-095-36671

# CommScope copyrights and trademarks

# Safety and regulatory information

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

## Important safety instructions

Read this before you begin — When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all the instructions listed here and/or in the user manual before you operate this device. Give attention to all safety precautions. Retain the instructions for future reference.
- This device must be installed and used in strict accordance with manufacturer's instructions, as described in the user documentation that is included with the device.
- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this device.
- To prevent fire or shock hazard, do not expose this device to rain or moisture. The device must not be exposed to dripping or splashing. Do not place objects filled with liquids, such as vases, on the device.
- This device was qualified under test conditions that included the use of the supplied cables between system components. To ensure regulatory and safety compliance, use only the provided power and interface cables and install them properly.
- Different types of cord sets may be used for connections to the main POWER supply circuit. Use only a main line cord that complies with all applicable device safety requirements of the country of use.
- Installation of this device must be in accordance with national wiring codes and conform to local regulations.
- Operate this device only from the type of power source indicated on the device's marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- Do not overload outlets or extension cords, as this can result in a risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard.
- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay attention to cords where they are attached to plugs and convenience receptacles; and examine the point where they exit from the device.
- Place this device in a location that is close enough to an electrical outlet to accommodate the length of the power cord.
- Place the device to allow for easy access when disconnecting the power cord of the device from the AC wall outlet.

- Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed.
- Place this device on a stable surface.
- Avoid damaging the device with static by touching the coaxial cable when it is attached to the earth-grounded coaxial cable-TV wall outlet.
- Always first touch the coaxial cable connector on the device when disconnecting or reconnecting the Ethernet cable from the device or user's PC.
- Installation of an AC surge protector in the AC outlet to which this device is connected is recommended. This is to avoid damaging the device by local lightning strikes and other electrical surges.
- Postpone installation until there is no risk of thunderstorm or lightning activity in the area.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning. For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device from lightning and power surges.
- Do not use this product near water. For example, near a bathtub, washbowl, kitchen sink, laundry tub, swimming pool, or in a wet basement.
- Do not use the telephone to report a gas leak located near the leak.
- Do not cover the device or block the airflow to the device with any other objects. Keep the device away from excessive heat and humidity and keep the device free from vibration and dust.
- Wipe the device with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the device or use forced air to remove dust.
- For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device during lightning activity or power surges.

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

- Upon completion of any service or repairs to this device, ask the service technician to perform safety checks to determine that the device is in safe operating condition.
- Do not open the device. Do not perform any servicing other than that contained in the installation and troubleshooting instructions. Refer all servicing to qualified service personnel.
- This device should not be used in an environment that exceeds 104° F (40° C).

## SAVE THESE INSTRUCTIONS

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

# FCC statements

## FCC Interference statement

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

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

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

## FCC Declaration of Conformity

CommScope, Inc, 3871 Lakefield Drive, Suwanee, GA 30024, declares that the SURFboard device complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device.

## FCC Radiation Exposure statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. To comply with the FCC RF exposure compliance requirements, the separation distance between the antenna and any person's body (including hands, wrists, feet and ankles) must be at least 8 inches (20.3 centimeters).

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter except those already approved in this filing.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destinations. The firmware setting is not accessible by the end user.

# Caring for the environment by recycling your ARRIS equipment

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

# Table of contents

# Introduction

The ARRIS SURFboard® Central mobile application steps you with the product setup and functions as you interface into your SURFboard cable modem products (see *Supported devices* (page 8)) using your iOS or Android mobile device (smartphone, tablet). With this mobile app, you can add a device to extend the Wi-Fi coverage, view and monitor the status and network configuration settings of your cable modem . The mobile app is available online as a free download for your mobile device (see *Get the ARRIS SURFboard Central mobile app* (page 10)):

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

## Supported devices

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

- SB devices (SURFboard DOCSIS cable modems)
  - S33
  - SB6121
  - SB6141
  - SB6183
  - SB6190
  - SB8200
  - SBV2402
  - SBV3202
  - T25

## Contact information

For technical support and additional ARRIS product information:

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

# Mobile app help

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

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

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

# Getting started

This product is for indoor use only. Do not route the Ethernet cable(s) outside of the building. Exposure of the cables to lightning could create a safety hazard and damage the product.

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

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

To set up your cable modem using the SURFboard Central app:

1. *Get the ARRIS SURFboard Central mobile app* (page 10)
2. *Launch the ARRIS SURFboard Central mobile app* (page 11)
3. *Set up your cable modem using Surfboard Central mobile app* (page 12)

# Get the ARRIS SURFboard Central mobile app

The ARRIS SURFboard Central mobile app is a quick and easy-to-use option to set up and activate your modem with your cable service provider and register for warranty using your iOS or Android mobile device.

1. Ensure that you have Internet connection on your mobile device and scan the QR code available on your cable modem label (you may refer to the Quick Start Card or see the bottom of your modem for label details).
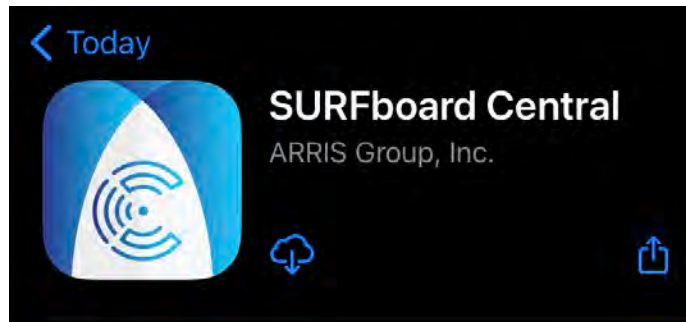The **SURFboard Central** mobile app screen displays.



**Figure 6: SURFboard Central mobile app download screen**

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

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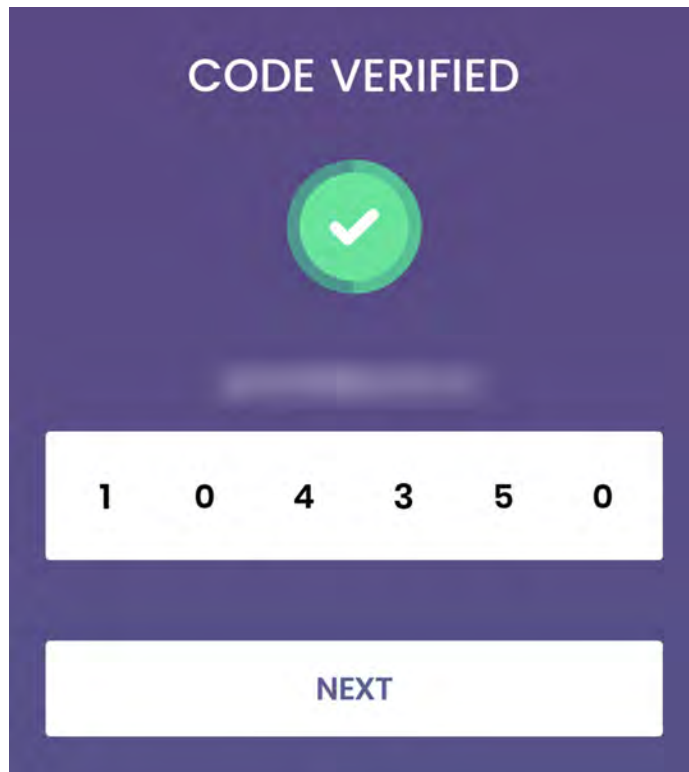
# Launch the ARRIS SURFboard Central mobile app

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

# Create your SURFboard account

1. On the **LET'S GET YOU STARTED WITH YOUR NEW SURFBOARD DEVICE!** screen, tap **GET STARTED** to begin the setup process.

2. Tap **CONTINUE** after granting the required permissions. The app may need to request permissions to improve the app experience during setup.

3. On the **SELECT YOUR DEVICE BELOW** screen, select the `SURFboard Modem` device group and tap **NEXT**.

4. On the second **SELECT YOUR DEVICE BELOW** screen, select your SURFboard model and tap **NEXT**.

5. In the **WELCOME** screen, provide an email for your account and tap to **SIGN UP** (if you do not yet have a registered account) or **SIGN IN** to your registered account. You will receive a verification code at this email address to activate your account. This will be the account that manages your home network. If you have an existing account, it will be recognized, and you will not be prompted for additional information.

6. If this is a new account, you will be prompted for account information. Complete the information requested on the **LET'S CREATE YOUR ACCOUNT** screen. Tap the check box to agree to the Terms and Conditions and **SIGN UP** to continue.

7. Shortly, you will receive a verification code at the email address you provided. This code is only valid for 24 hours. Enter the code on the **ENTER VERIFICATION CODE** screen.

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

# Set up your cable modem using Surfboard Central mobile app

1. On the **STEPS FOR ACTIVATION** screen, tap **LET'S START** and follow on the on-screen instructions until you reach **CHOOSE YOUR INTERNET SERVICE PROVIDER** screen.
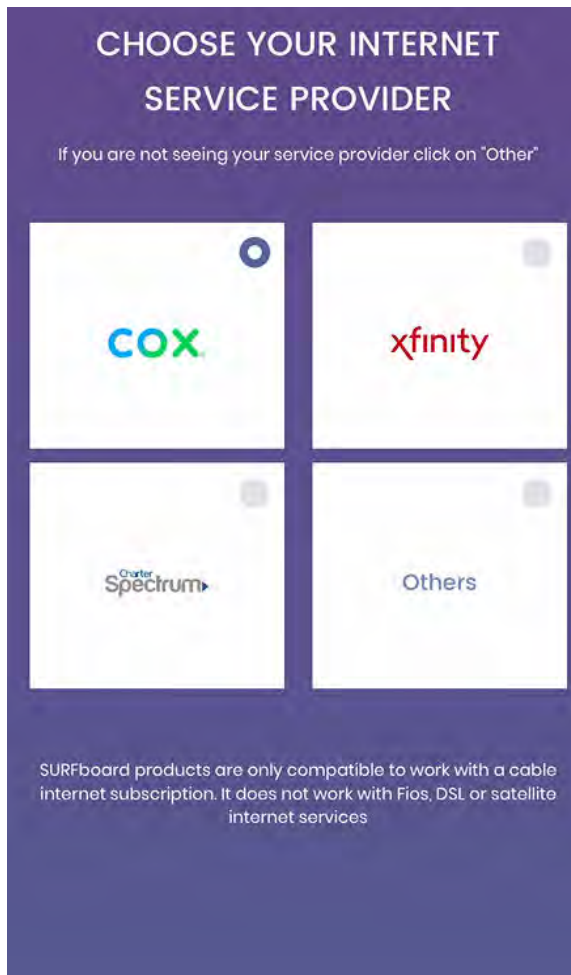
**Note:** If your Internet service provider is not listed, then tap **Others** and then tap to select your service provider and tap **NEXT**.

2. On the **ACTIVATE YOUR DEVICE WITH SERVICE PROVIDER** screen, tap to choose one of the methods to register your modem.

- ■ **CONTACT SERVICE PROVIDER**: If you are not sure how to activate your modem with service provider, then tap **ISP's CUSTOMER SUPPORT** to call the customer support and then tap **CONTINUE**.

  **SELF-ACTIVATE**: If you prefer to self-activate your modem, then perform the following actions.
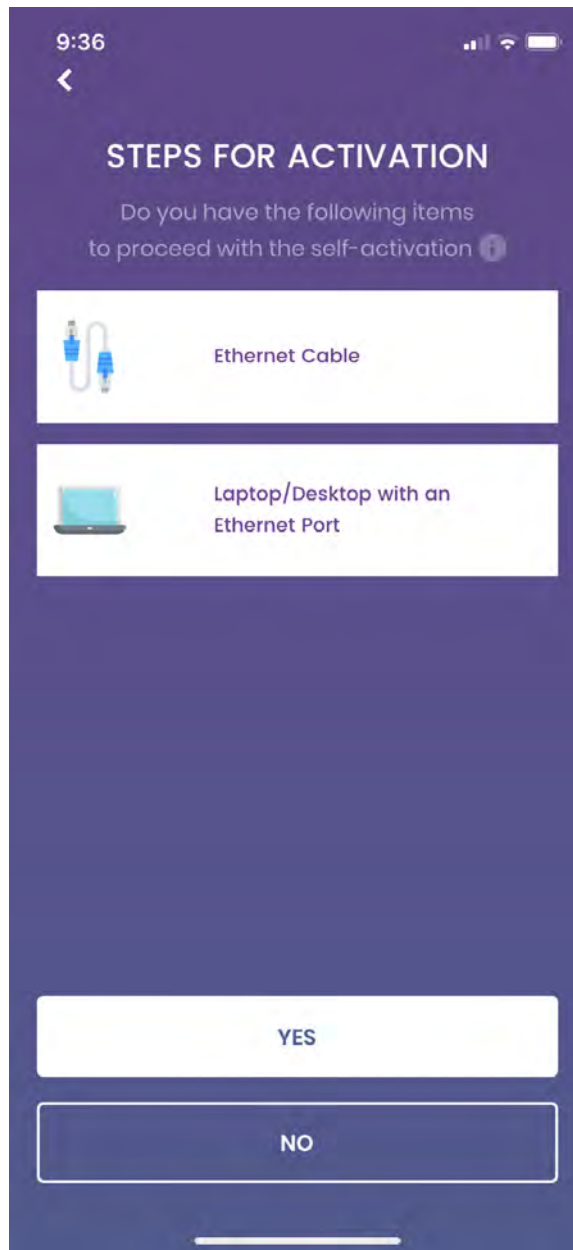
a. Tap **YES**.

b. Connect an Ethernet cable from your modem to your laptop/desktop.

c. Enter your service provider's web browser URL:

- Comcast/Xfinity:*http://www.xfinity.com/activate*

- Cox: *http://www.cox.com/activate*

- Spectrum: *http://spectrum.net/selfinstall*

3. On the **ESTABLISHING CONNECTION** screen, wait for 5-10 minutes until the LED is solid blue or solid green and tap **I'M ONLINE**.
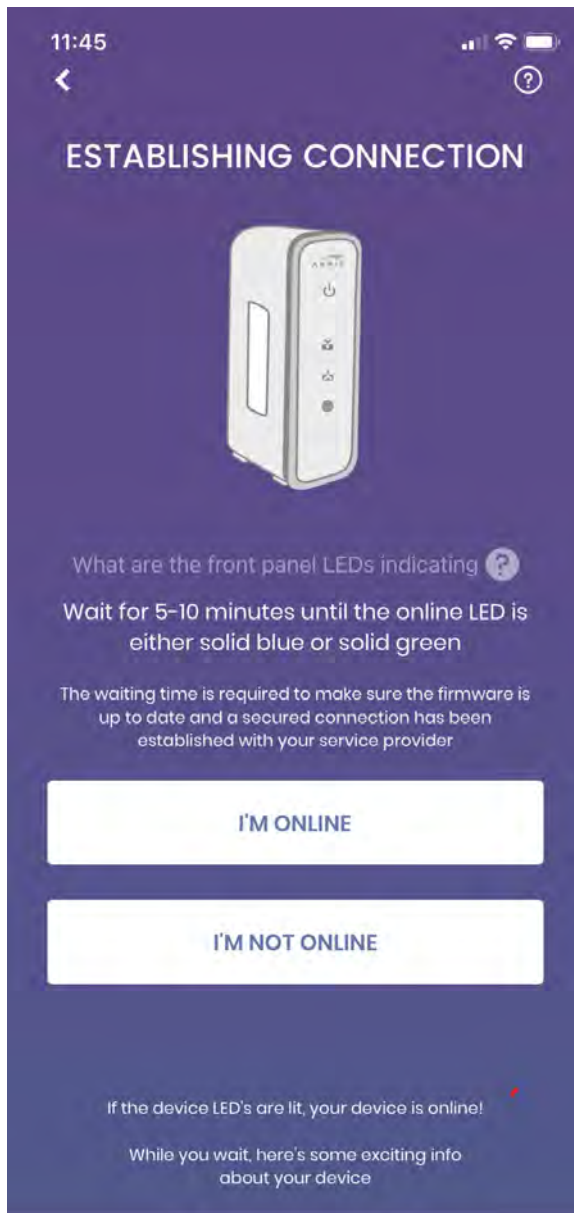
4. On the **SUCCESS** screen, tap **NEXT**.
5. On **SCAN LABEL TO CONTINUE** screen, you can choose to perform one of the following:
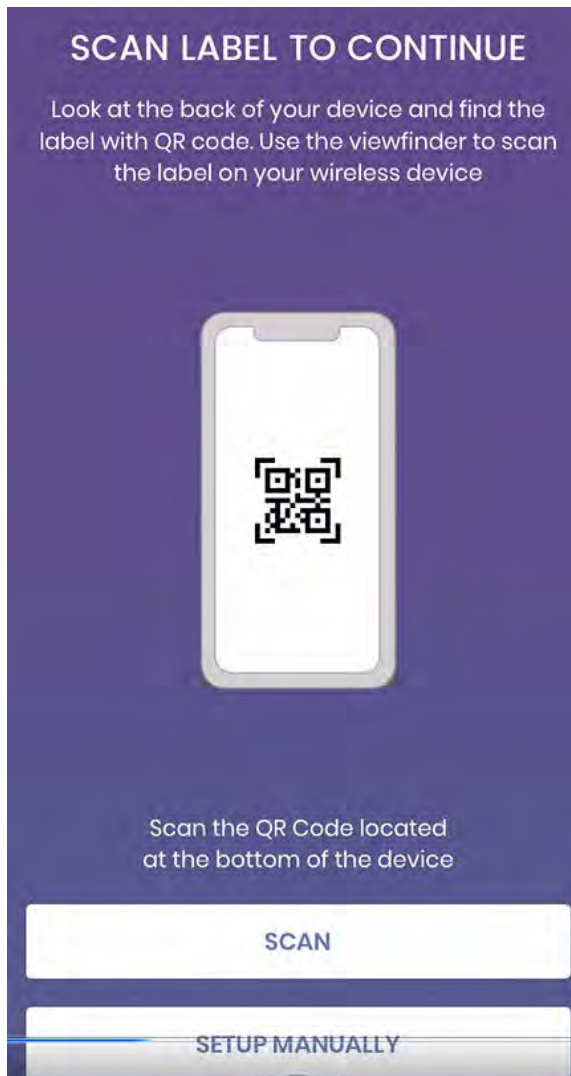
- Tap **SCAN** to scan the QR code (available on the label located on the base of your modem or the Quick Start Card).

- Tap **SET UP MANUALLY** to enter the `serial number` and `MAC address` details located on the label and tap **SUBMIT**.

Once your cable modem (device) has been registered successfully, the following screen appears indicating that you now connect your cable modem to a Wi-Fi router using an Ethernet cable and get access to Internet.

# SURFboard Central mobile app features

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

The **Home** screen gives you device details and specifications.

The **User Guide** screen gives you access to view the Cable Modem User Guide.

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

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

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

## Home

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

These are the main features on the **Home** screen.
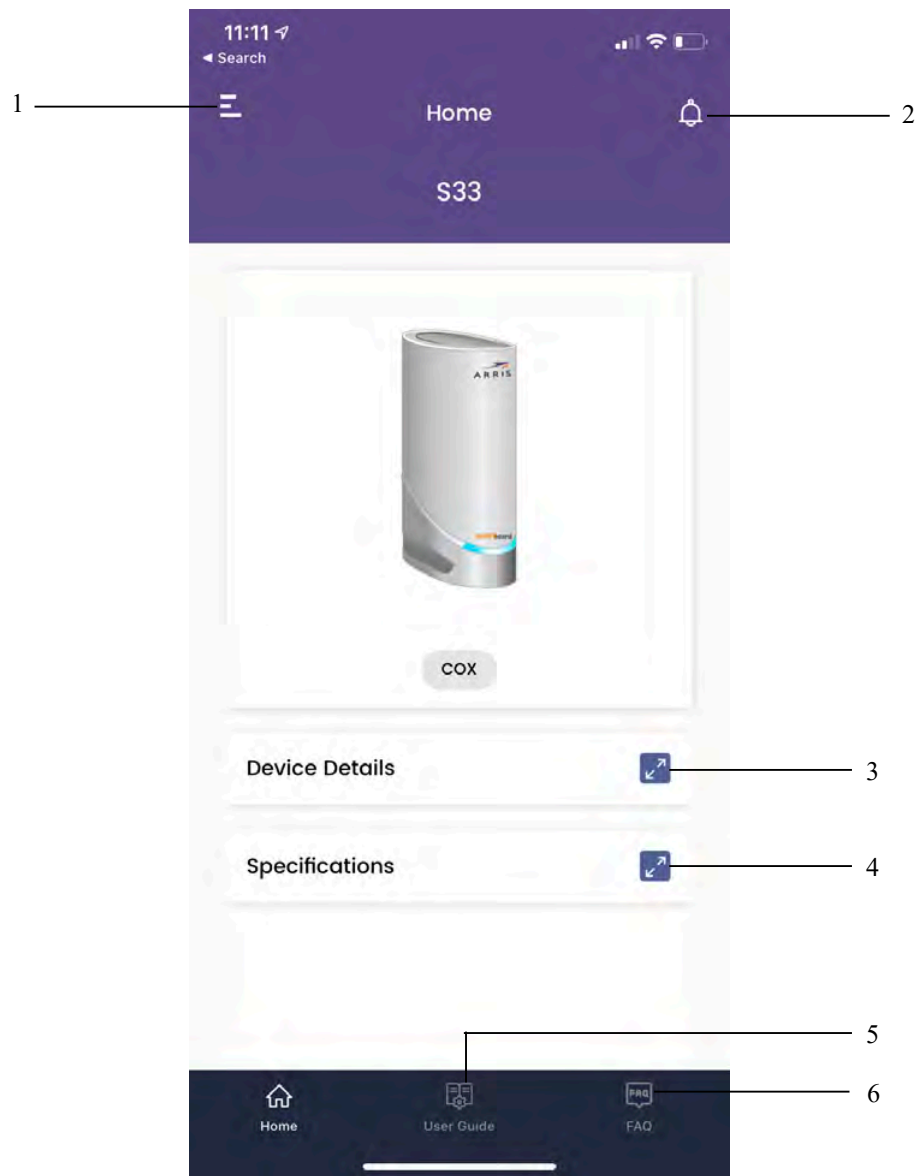
1　**Collapsed menu icon**. Tap to access the **Side menu**.

2　**Notifications**: Tap the **Notification bell** to display firmware updates, incidents of new devices connecting to your network, unsuccessful modem responses, and more.

3　**Device Details**: Tap to view details about your modem that you are connected to.

4　**Specifications**: Displays the technical specifications about your modem.

5　**User Guide**: Displays the User Guide of your modem.

6　**FAQ**: Tap to read the Frequently Asked Questions.

# Device details

To access information about your modem, on the **Home** page, at tap **Device Details** to display the details about it.

The details window of your modem such as your modem model number, name of the service provider, hardware specification and Ethernet ports.
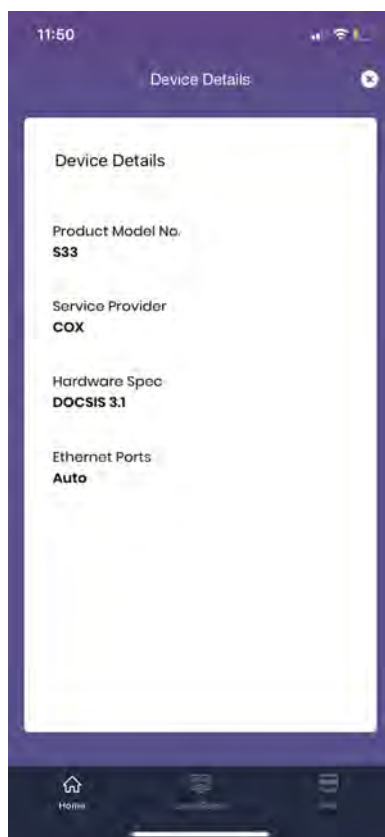


# Device specifications

To access device specifications about your modem, on the **Home** page, at tap **Specifications** to display the specifications about it.

You can view the technical specifications of your modem such as technology features and overview of your product.

# Side menu

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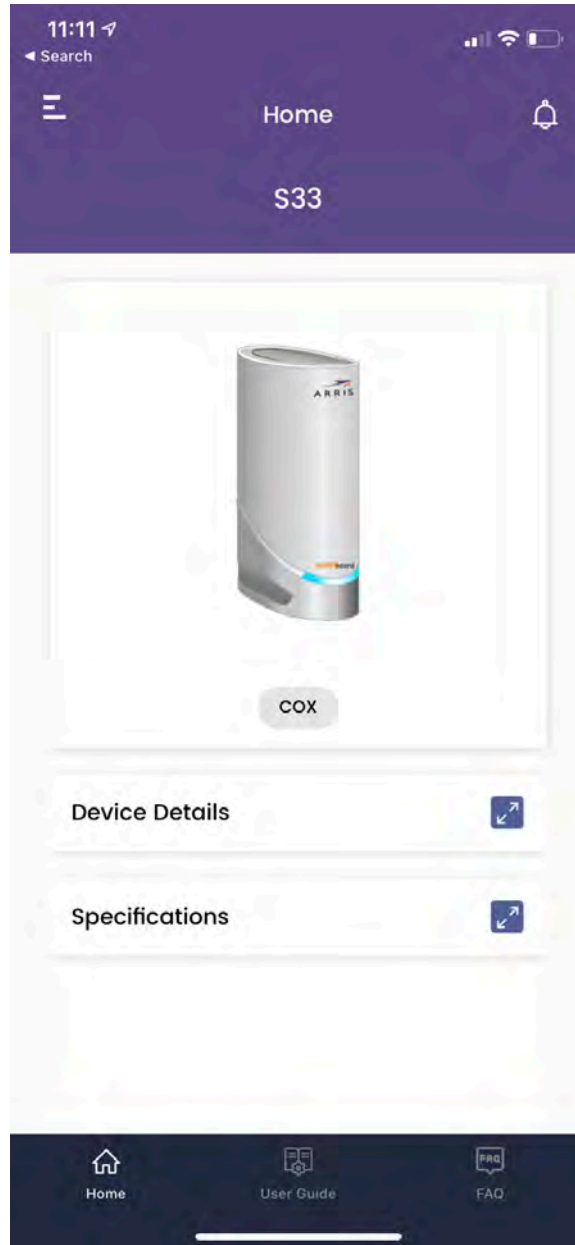


**Add Device**, **Remove Device**, get **Support Details**, visit **www.Surfboard.com**, view **Account Details**, learn more **About** your modem versions and the licensing, access the **User Guide** and go through the **FAQ** .
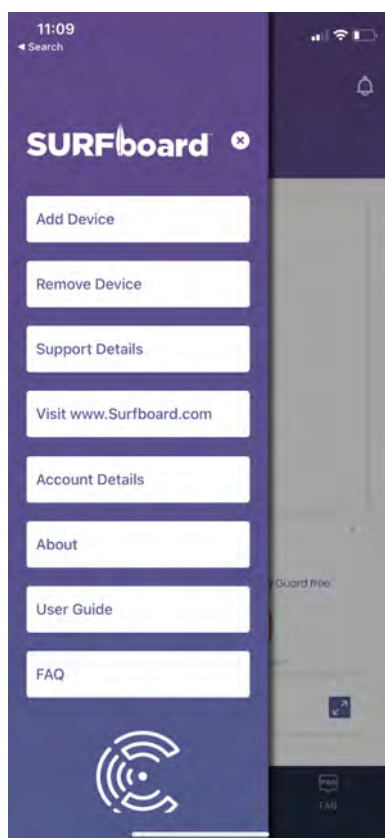
# Add or remove devices

■ You can add a new device such as SURFboard Max or remove an existing connected SURFboard Max device , you can do so by referring to their respective SURFboard Quick Start Guide or the SURFboard User Guide.

# Support Details

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

■ Browse ARRIS Consumer Support by tapping **www.arris.com/selfhelp**.

■ Tap **Chat with us** to connect with one of our helpful, live tech support people.

■ **Service Provider Contact Details**: Tap the link to connect with your service provider.

# Visit SURFboard site

You can visit the SURFboard site to view information about various SURFboard products and shop them.

You can access information from the **Side menu** > **Visit www.Surfboard.com**

# Account Details

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

# About

The **About** screen displays the following information on your cable modem:

- **Model Number**: This is the model number of your cable modem.
- **App Version**: This is the current version of the SURFboard Central app you are using.
- **Serial Number**: This is the serial number of your cable modem.
- **MAC Address**: This is the MAC address of your cable modem.
- **VIEW EULA** button provides relevant safety and regulatory information of your cable modem.

# Warranty Information

CommScope, Inc. ("ARRIS")

## Retail Purchasers

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

## Cable Operator or Service Provider Arrangements

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

## General Information

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

ARRIS IS NOT RESPONSIBLE FOR, AND PROVIDES "AS IS" ANY SOFTWARE SUPPLIED BY 3RD PARTIES. EXCEPT AS EXPRESSLY STATED IN THIS SECTION ("WARRANTY INFORMATION"), THERE ARE NO WARRANTIES OF ANY KIND RELATING TO THE PRODUCT, EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR THE WARRANTY AGAINST

INFRINGEMENT PROVIDED IN THE UNIFORM COMMERCIAL CODE. Some states do not allow for the exclusion of implied warranties, so the above exclusion may not apply to you.

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.

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.

IN NO EVENT SHALL ARRIS BE LIABLE TO YOU OR ANY OTHER PARTY FOR ANY DIRECT, INDIRECT, GENERAL, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR OTHER DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCT (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF INFORMATION OR ANY OTHER PECUNIARY LOSS), OR FROM ANY BREACH OF WARRANTY, EVEN IF ARRIS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO CASE SHALL ARRIS' LIABILITY EXCEED THE AMOUNT YOU PAID FOR THE PRODUCT.

These matters are governed by the laws of the Commonwealth of Pennsylvania, without regard to conflict of laws principles and excluding the provisions of the United Nations Convention on Contracts for the International Sale of Goods.

## 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.

## Cable Operator or Service Provider Arrangements

If you did not purchase this Product directly from ARRIS or from an ARRIS authorized retail reseller, please contact your Service Provider for technical support.