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MODEM USER GUIDE

Arris TG2470 and TG2472 Series Modems

7072.U.1601.O

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Modem User Guide Table of Contents

1. Note About This User Guide 4

2. Access and Login to Modem 5

3. Basic Setup 6
3.1 System Basic Setup 6
3.1.1 Basic Setup 7
3.1.2 Wireless 2.4 GHz 7
3.1.3 Wireless 5 GHz 7
3.1.4 2.4G/5G WPS Settings 7
3.2 Login Settings 7

4. WAN Setup 9
4.1 Dynamic 9
4.1.1 DHCP 9
4.2 Static 10
4.3 Dynamic (IPv6) 11
4.4 Static (IPv6) 12

5. LAN Setup 13
5.1 LAN Settings 13
5.1.1 LAN IP Settings 13
5.1.2 DHCP Server Settings 14
5.1.3 DNS Override 14
5.1.4 DNS Relay 14
5.1.5 NAT 14
5.1.6 UPnP 14
5.2 LAN Settings (IPV6) 15
5.3 Client List 16
5.4 Ports 17

6. Wireless 2.4 GHz 18
6.1 Basic 18
6.1.1 Enable Wireless 18
6.1.2 Wireless Network Name (SSID) 18
6.1.3 Broadcast Network Name (SSID) 19
6.1.4 TX Power Level 19
6.1.5 Channel 19
6.1.6 AP Isolation 19
6.1.7 WMM 19
6.1.8 Security Mode 19
6.1.9 Pre-Shared Key (PSK) 19
6.2 Advanced 20
6.2.1 Wireless Network and 802.11n Specific Settings 20
6.3 MAC Address Control 21
6.3.1 MAC Address Filtering and Filter List 21
6.4 Wireless Client List 22

7. Wireless 5 GHz 23
7.1 Basic 23
7.1.1 Enable Wireless 23
7.1.2 Wireless Network Name (SSID) 23
7.1.3 Broadcast Network Name (SSID) 24
7.1.4 TX Power Level 24
7.1.5 Channel 24
7.1.6 AP Isolation 24
7.1.7 WMM 24
7.1.8 Security Mode 24
7.1.9 Pre-Shared Key (PSK) 24
7.2 Advanced 25
7.2.1 Wireless Network and 802.11n/ac Specific Settings 25
7.3 MAC Address Control 26
7.3.1 MAC Address Filtering and Filter List 26
7.4 Wireless Client List 27

8. Firewall 28
8.1 Firewall Settings 28
8.1.1 Firewall Settings 28
8.1.2 Virtual Servers 29
8.1.3 Port Triggers 29
8.1.4 Client IP Filters 30
8.1.5 Client IPV6 Filters 30
8.1.6 DMZ 31
8.1.7 Parental Controls 32
8.1.8 ALG (Application Layer Gateway Settings) 33

9. MOCA 34
9.1 MoCA Status 34

10. Utilities 35
10.1 System Information 35
10.1.1 System Information 35
10.1.2 Restart Router 36
10.1.3 Factory Defaults 36
10.1.4 Save/Backup Settings 37
10.1.5 Restore Settings 37
10.1.6 System Settings 38
10.1.7 Language 39
10.1.8 System Logs 40
10.1.9 DDNS 41

Additional Support 42

1. NOTE ABOUT THIS USER GUIDE

While this user guide applies to a specific Arris modem/router deployed by WOW! for Internet service, this guide may also be used for other Arris Modem/Routers that WOW! deploys for service. Minor screen layout and configuration options may differ from model to model. However, most configuration tabs and screens will be similar and have the same look and feel.

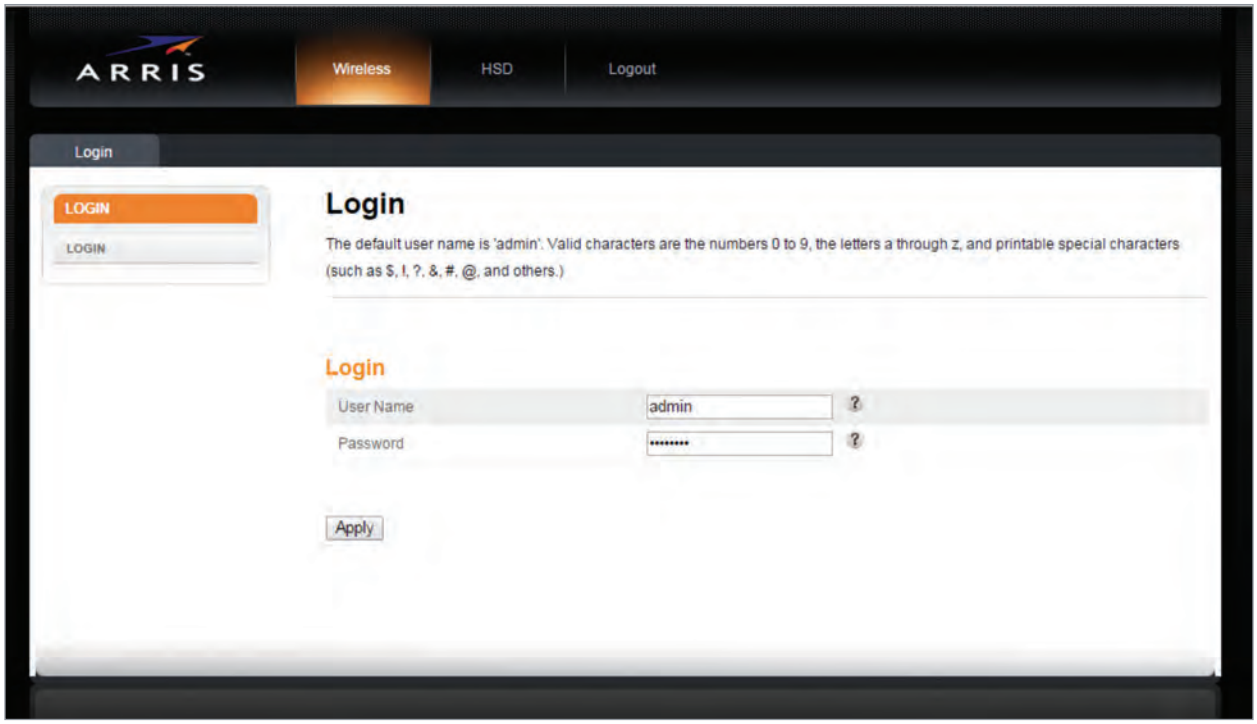
2. ACCESS AND LOGIN TO MODEM

Enter the default IP Address of the modem into your browser URL field and press <Enter>.

- Default IP Address: 192.168.0.1 The following screen should appear.

Enter the default User Name and Password and click <Apply>.

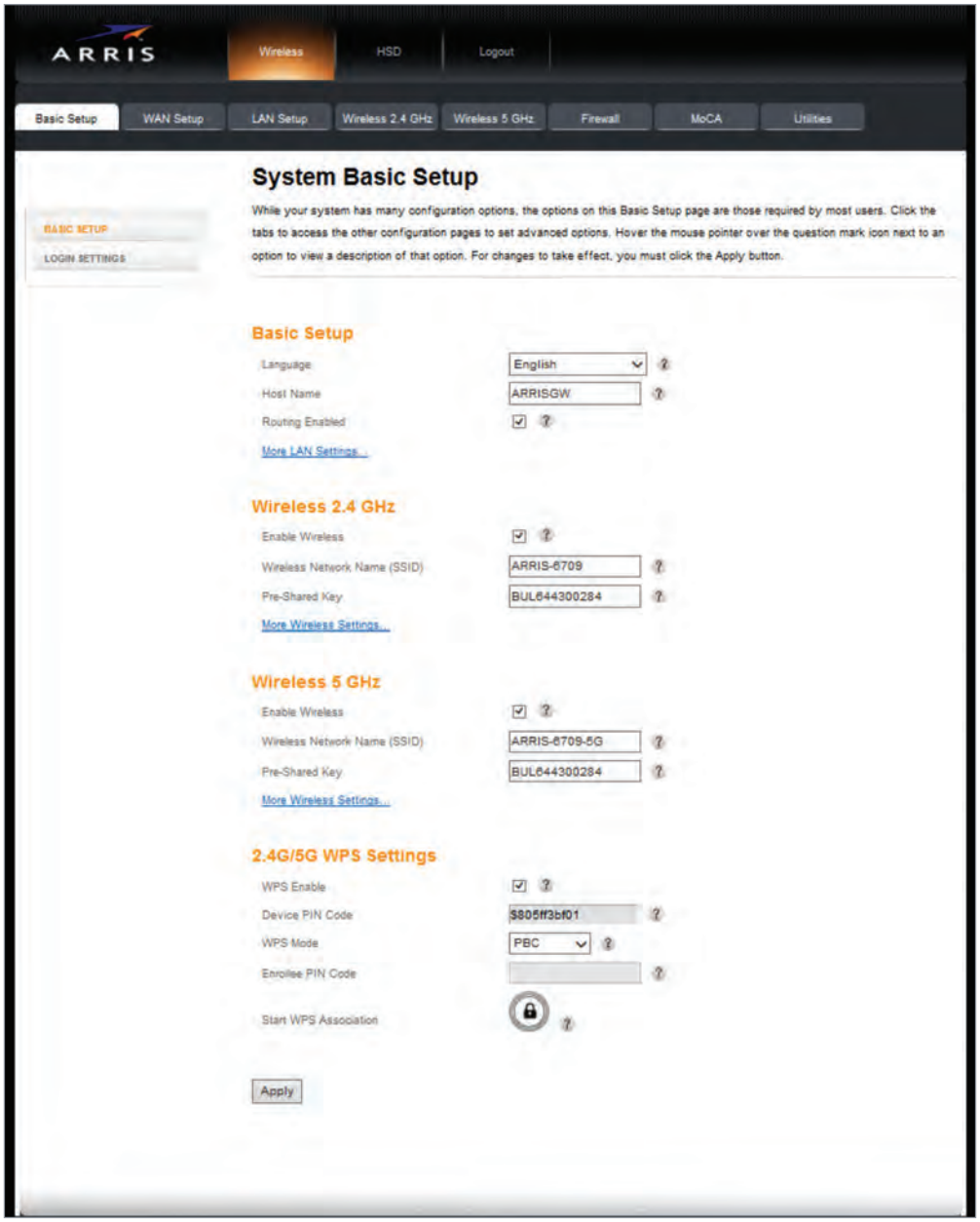
- Default User Name: "Admin"
- Default Password: "Password" (When the EMTA is reset)
- For increased security, at the time if installation, WOW technicians will change the default password to a unique 12 character password and provide to the owner.
- If the EMTA is factory reset, the password will default to "password" and could allow access to the EMTA by unauthorized users. If this occurs, please refer to the unique 12 character password provided at the time of installation and reset the password to this 12 character string.



3. BASIC SETUP

3.1 System Basic Setup

The following four (4) selection are available to customers via the <Basic Setup> Tab. Clicking on the question mark icon next to each option will give the user additional information about that specific configuration.



3.1.1 Basic Setup

Use this option to select the appropriate language.

3.1.2 Wireless 2.4 GHz

This radio frequency applies to many older and existing WIFI connectivity options. Most WIFI devices operate using this option.

3.1.3 Wireless 5 GHz

This radio frequency applies to many newer WIFI connectivity devices. 802.11ac uses this frequency.

3.1.4 2.4G/5G WPS Settings

WIFI Protected Setup (WPS). Select this option to enable WPS.

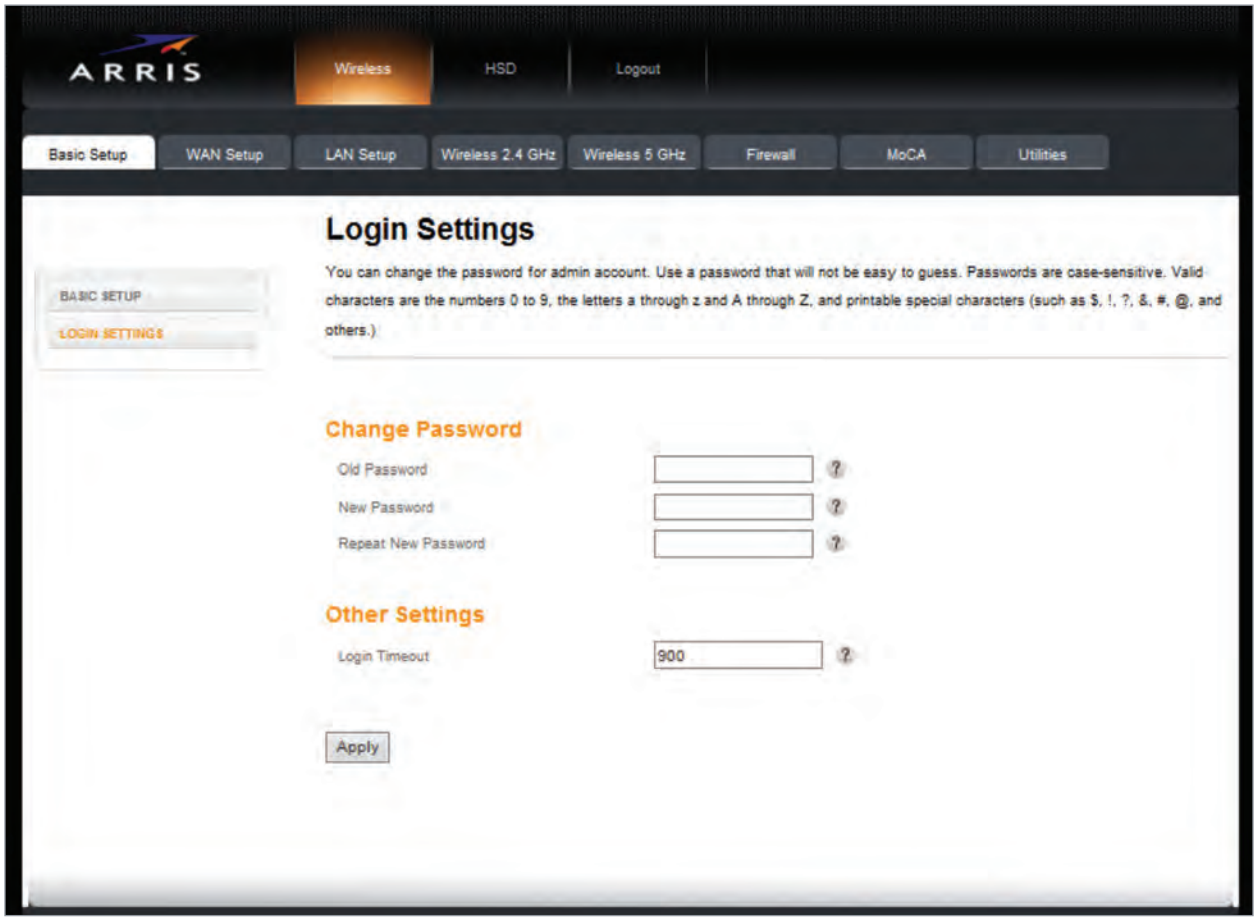
3.2 Login Settings

Login Settings are available to customers via the <Basic Setup> Tab. Clicking on the question mark icon next to each option will give the user additional information about that specific configuration.

Wireless SSIDs & Pre-Shared Keys should be kept as the factory defaults unless a customer desires to change them.

The SSIDs and Pre-Shared Key are provided by the manufacture on the bottom of the Modem along with the CMAC address and other information.

The Login Settings page is where the user can change the default password. At the time of installation, a WOW! technician will set the default password to the CMAC of the modem.

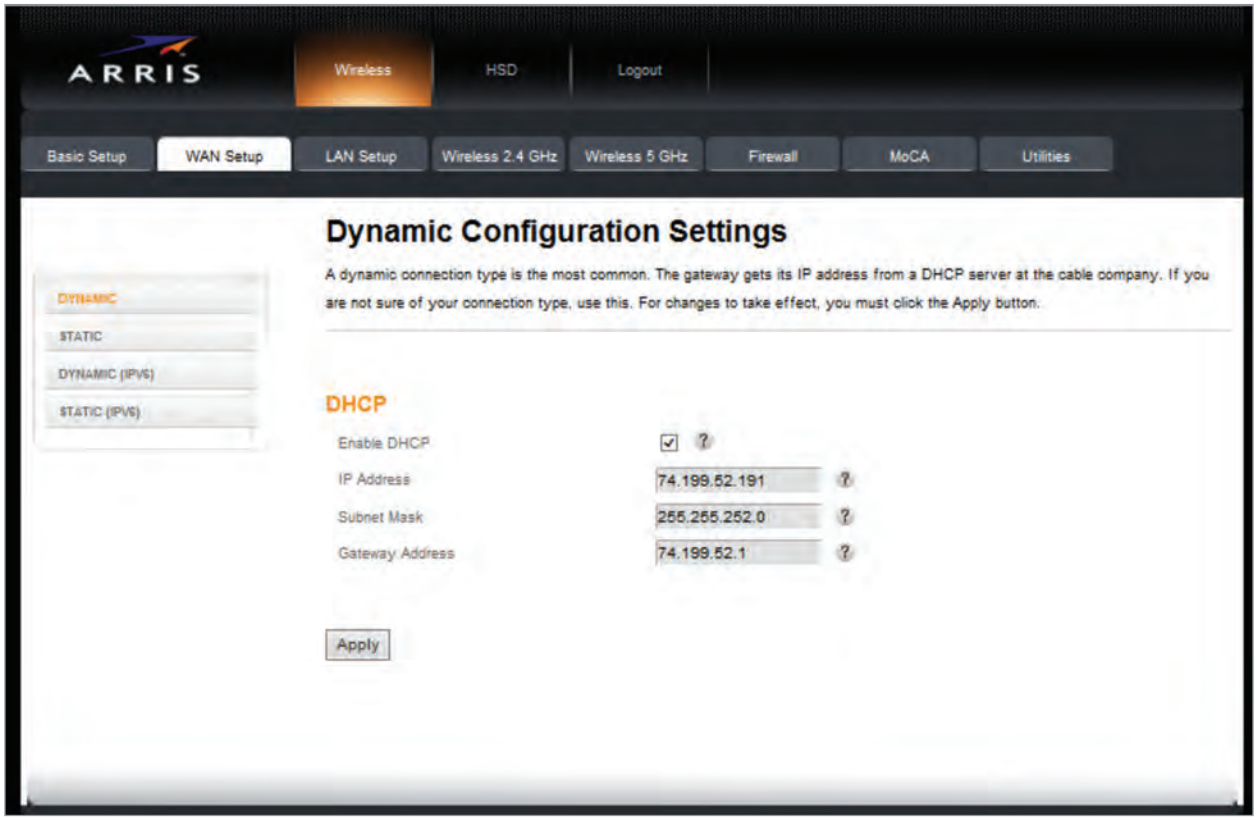


4. WAN SETUP

4.1 Dynamic

4.1.1 DHCP

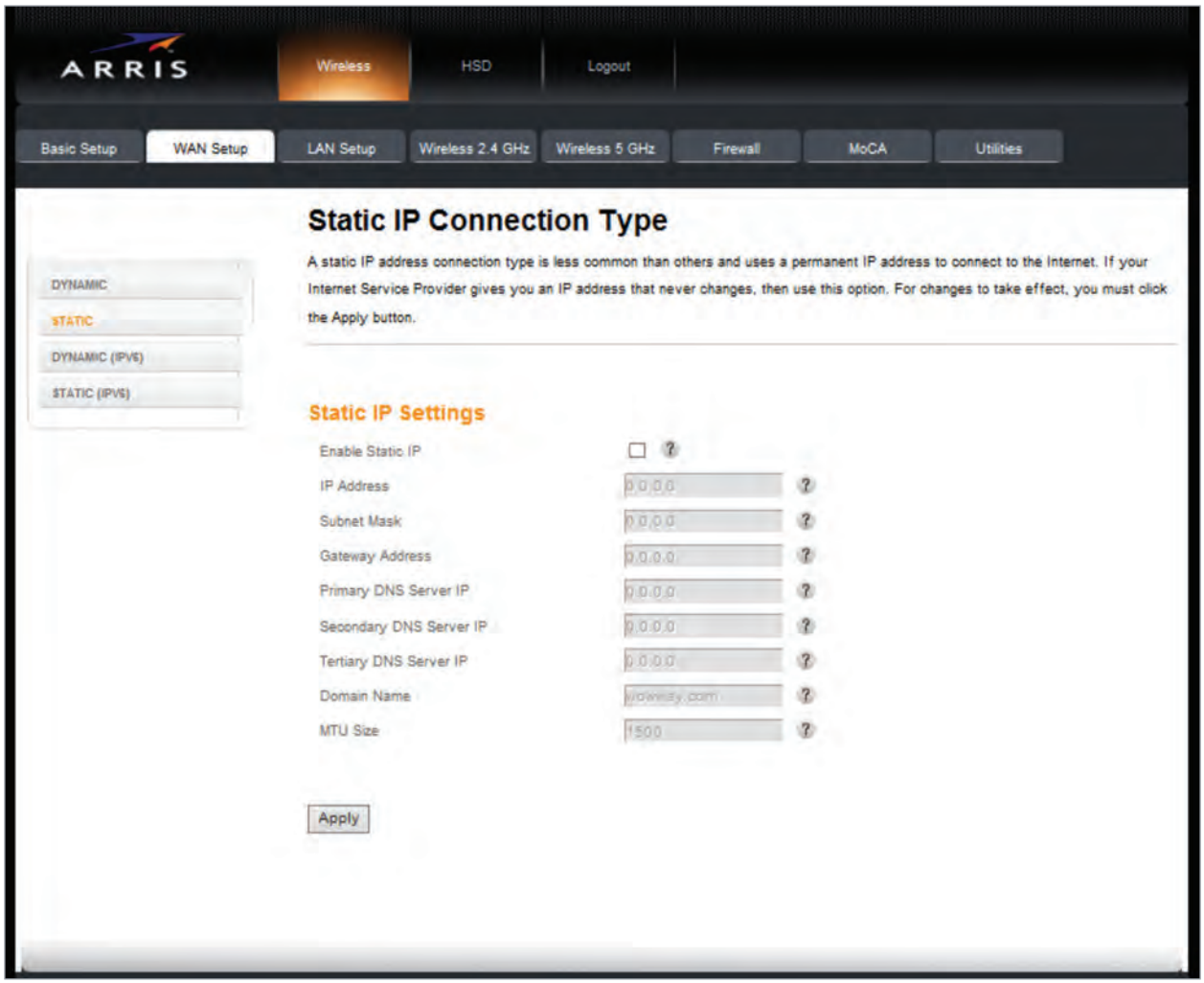
Dynamic Host Control Protocol (DHCP) is enabled by default. Additionally, the IP Address, Subnet Mask and Gateway Address fields are auto-configured at initial turn-up with WOW! provided Internet service. Unchecking DHCP is an advanced routing feature that disables internal routing and allows users to use their own router.



4.2 Static

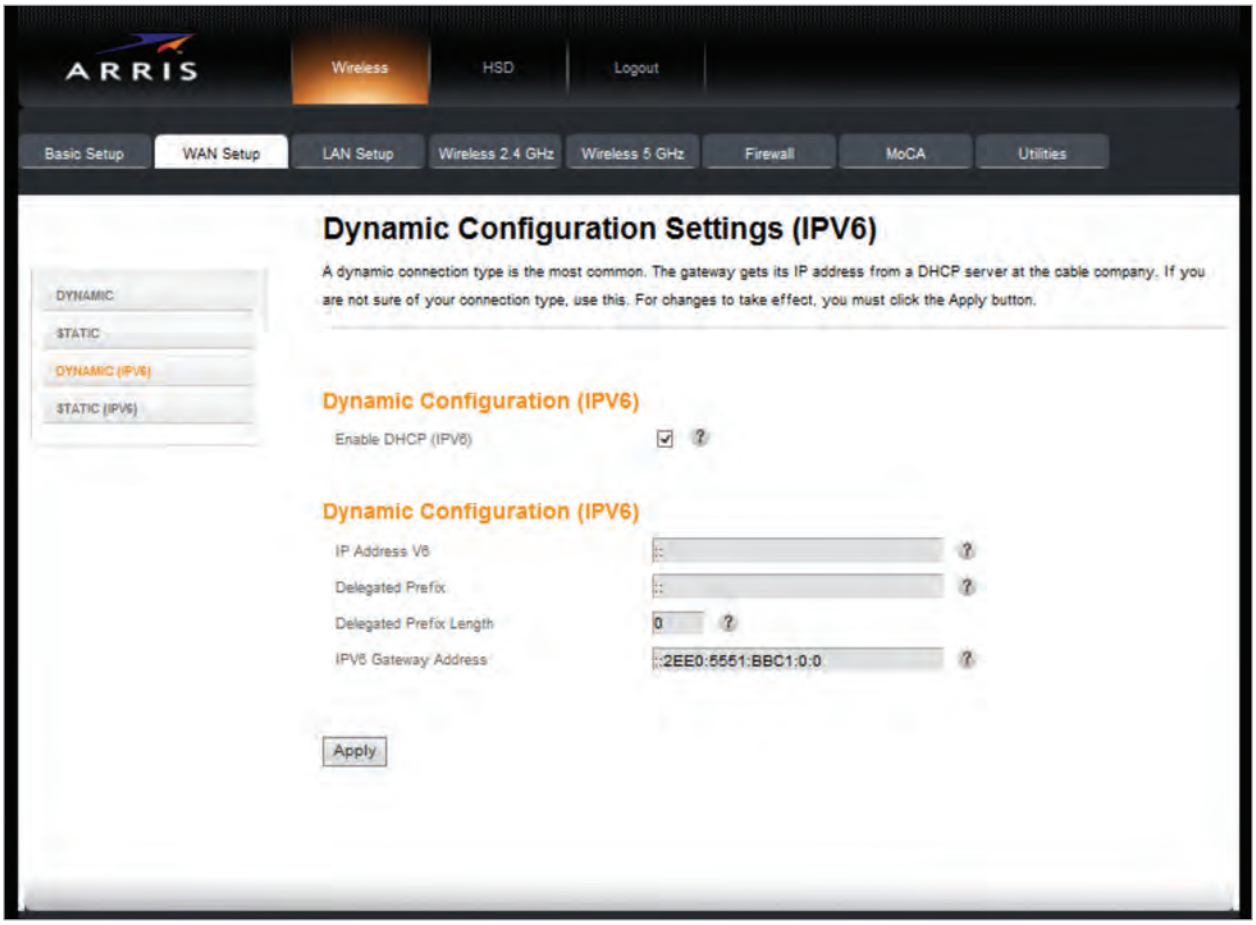
No changes are needed on this configuration page for normal operation. Static IP assignments are an advanced routing feature that should only be configured and utilized as needed when ordered accordingly from WOW!.

This is not common.



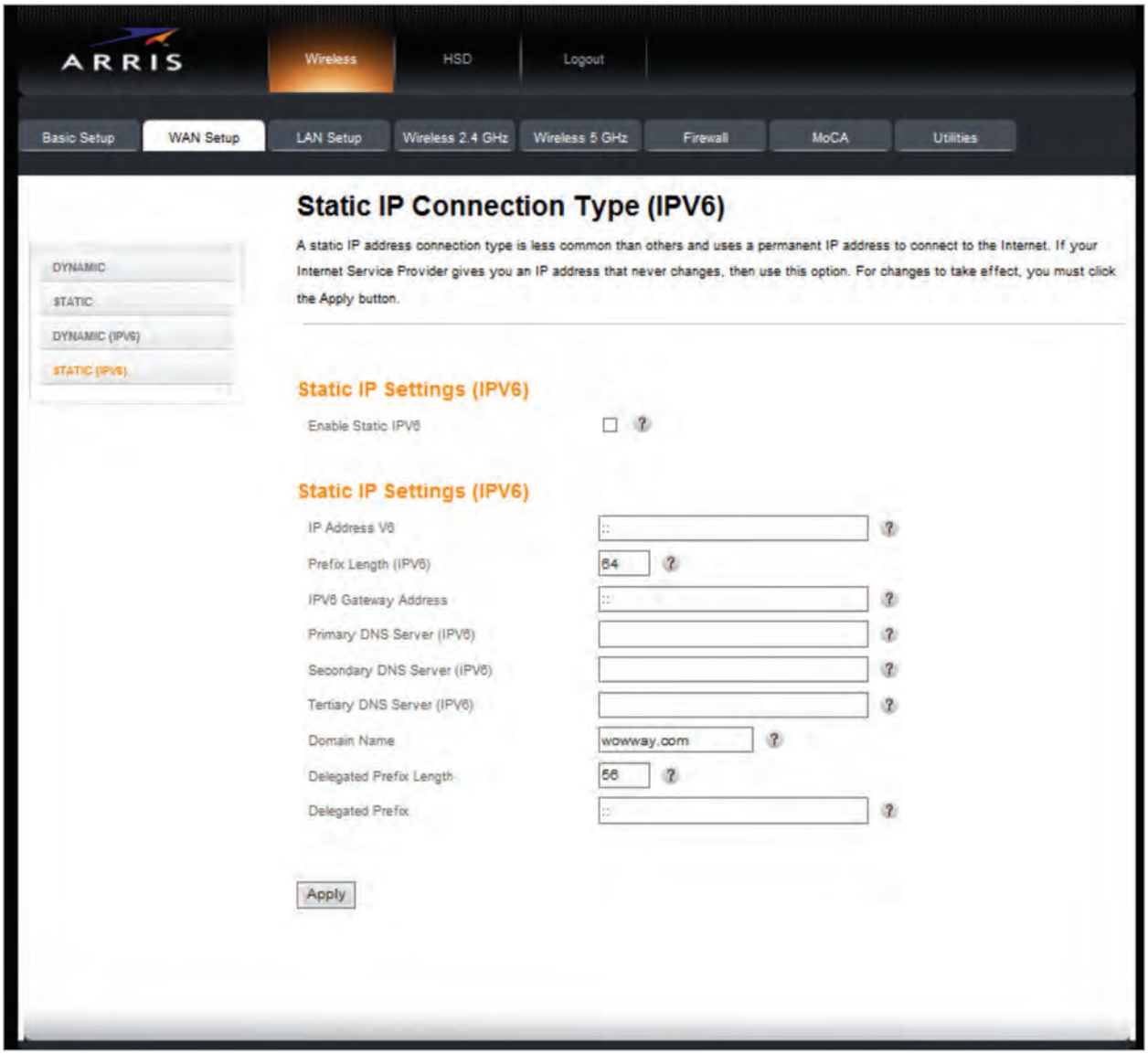
4.3 Dynamic (IPv6)

No changes are needed on this configuration page for normal operation.



4.4 Static (IPv6)

No changes are needed on this configuration page for normal operation. Leave this box un-checked. As with the STATIC configuration page, STATIC (IPV6) assignments are an advanced routing feature that should only be configured and utilized as needed when ordered accordingly from WOW! This is not common.



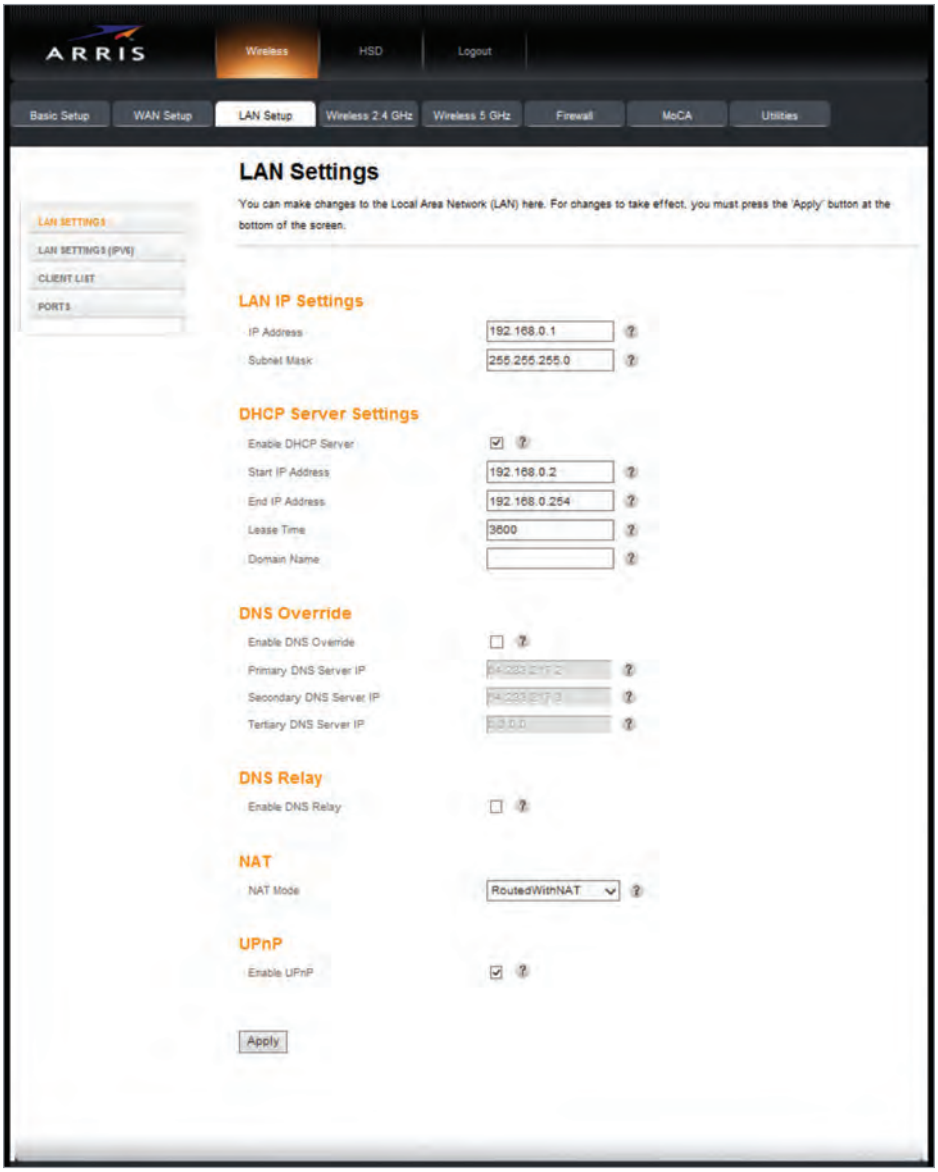
5. LAN SETUP

LAN Settings are advanced configuration options that do not need to be altered for normal operation.

5.1 LAN Settings

5.1.1 LAN IP Settings

192.168.0.1 is the default IP address assigned to the modem and does not need to changed for normal operation. The Subnet Mask value does not need to be changed either. These two default settings, combined, allow for 253 devices to be connected, physically or via WIFI, to the modem. One (1) of these 254 IP addresses is actually the modem itself. The IP address assigned to the modem can be thought of as the gateway IP address.



5.1.2 DHCP Server Settings

Leaving this option enabled (radio button checked) allows for the modem to assign IP addresses dynamically to devices within the IP address range specified. The default range is from 192.168.0.2 to 192.168.0.254 (253 potential devices). Lease time and domain names are additional advanced configuration options. These do not need to be changed for normal operation.

Note: Should static IPs be assigned on the LAN, they should not be within the dynamic IP range. If they are, undesirable and unpredictable network behavior may occur.

5.1.3 DNS Override

Alternate DNS servers may be entered and utilized. This is an advanced routing feature and should not be changed for normal operation. Leaving this option un-checked is the WOW! default configuration.

5.1.4 DNS Relay

This is an advanced routing feature and should not be changed for normal operation. Leaving this option un-checked is the WOW! default configuration.

5.1.5 NAT

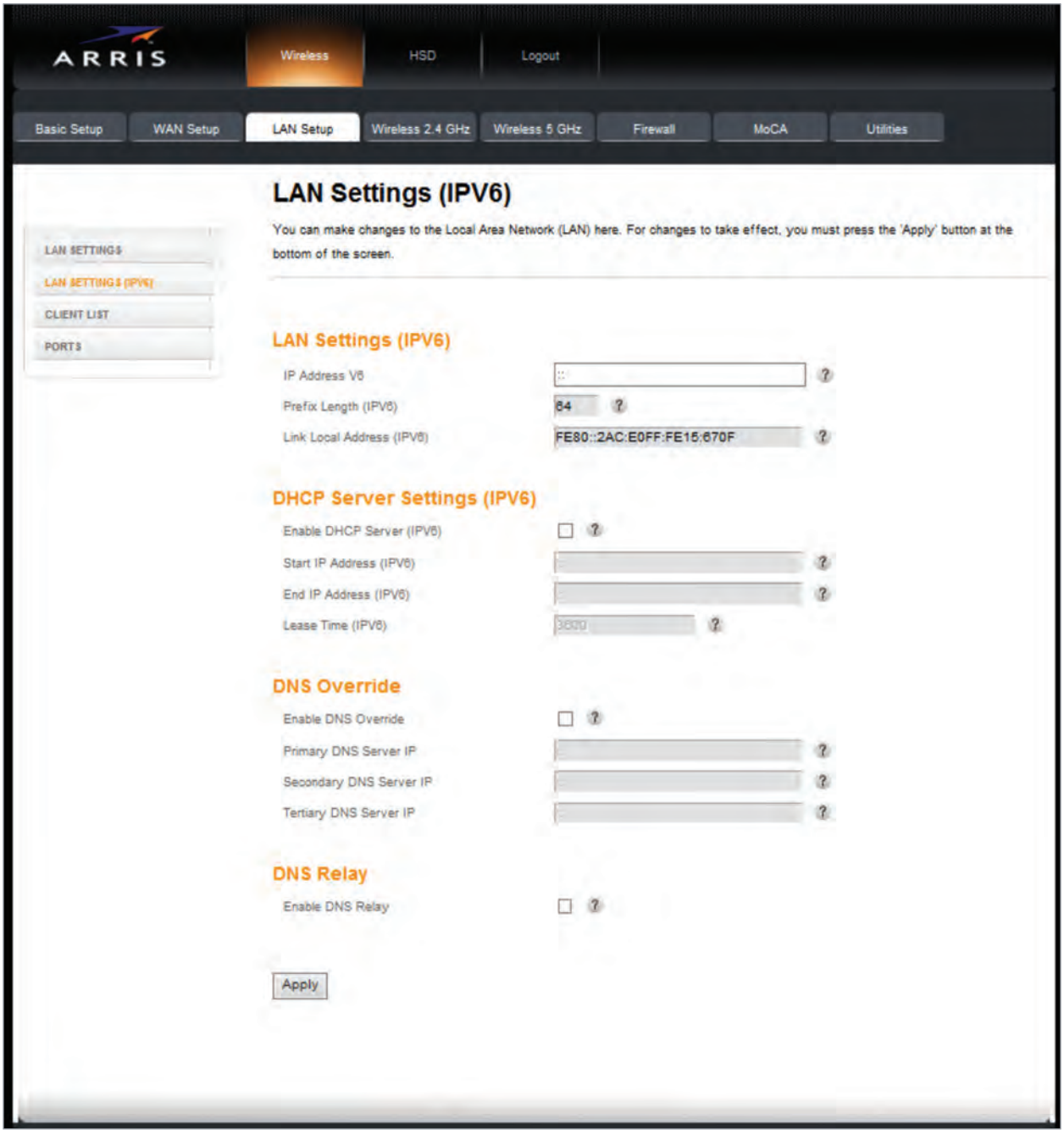
<RoutedWithNAT> is the default configuration option and should not be changed for normal operation.

5.1.6 UPnP

Enabling UPnP is the default configuration for normal operation.

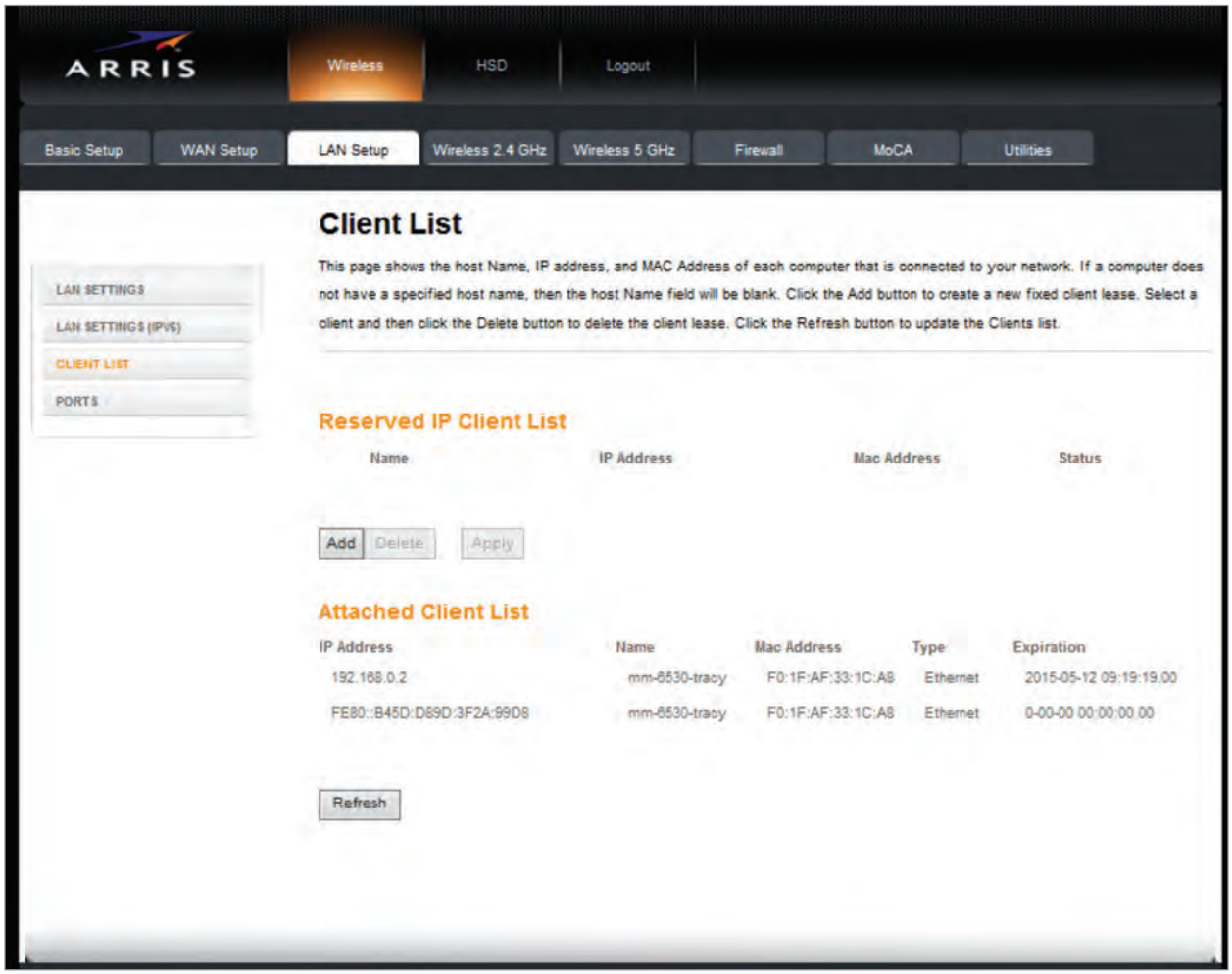
5.2 LAN Settings (IPV6)

All IPV6 LAN settings are set to the following default entries at service activation. No IPV6 addresses need to be configured. DHCP Server, DNS Override or DNS Relay options do not need to be selected. These all should be left unchecked (disabled) for normal operation with WOW! Internet services.



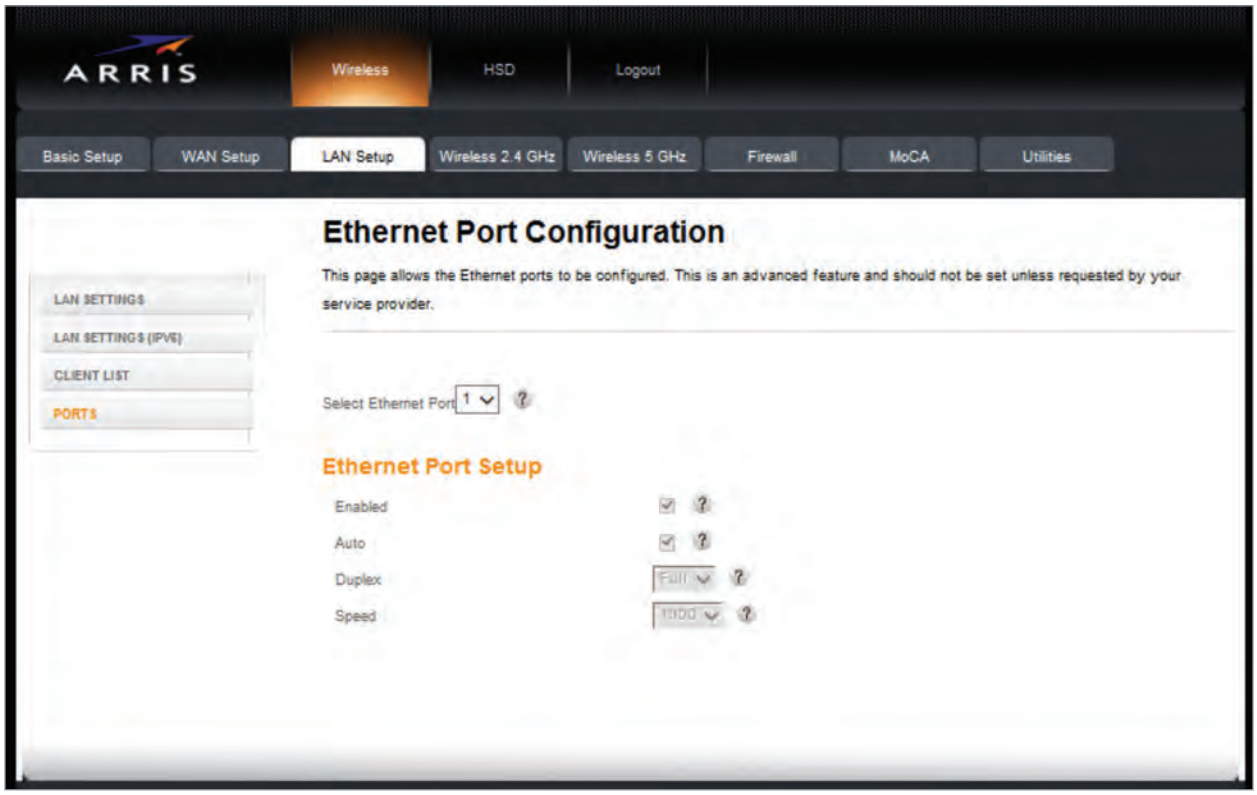
5.3 Client List

The Client List page lists actively connected devices to your network. As an advanced feature, individual devices may be manually entered. This is used in conjunction with the advanced static address routing features of the modem. By default and for normal operation, adding devices, or clients, along with static IP addresses is not required.



5.4 Ports

All Ethernet ports are configured to a default state to be enabled, set to Auto, set to Full-Duplex and set to a speed of 1000. Modification of these settings may adversely affect network operation.



6. WIRELESS 2.4 GHZ

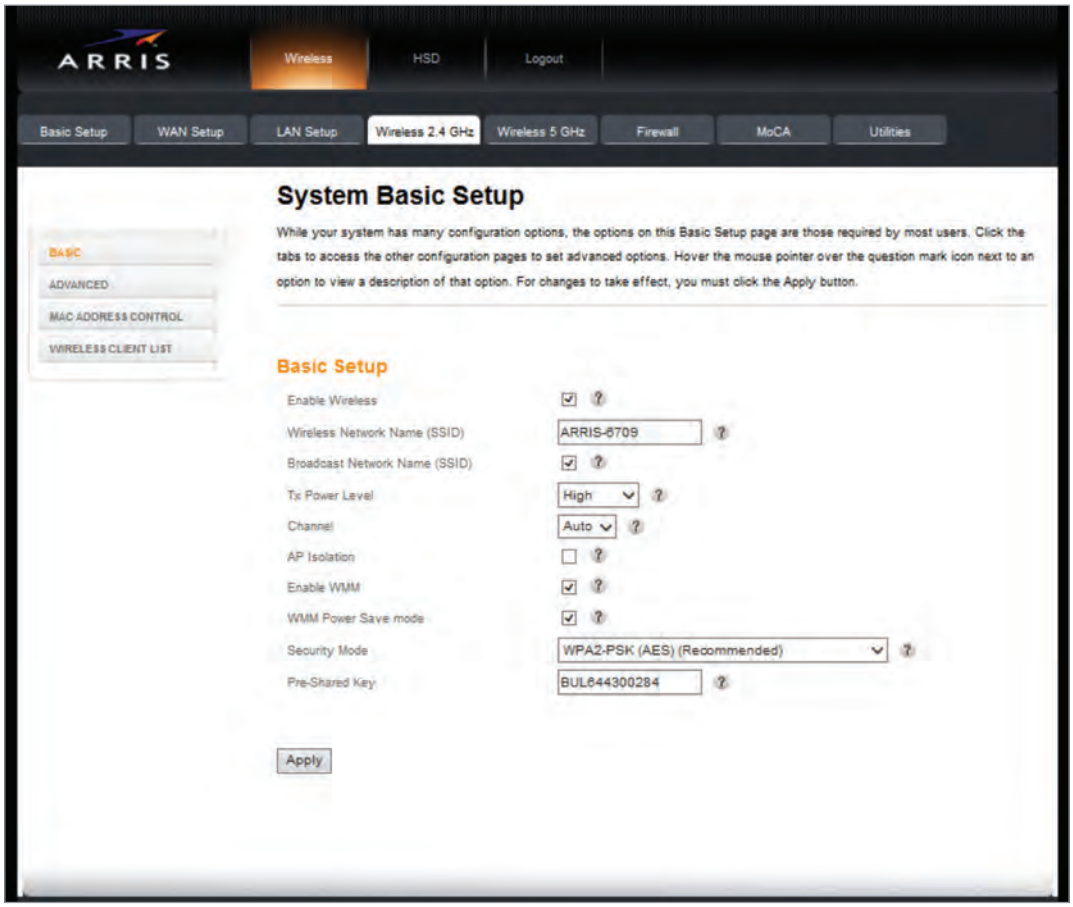
6.1 Basic

6.1.1 Enable Wireless

This option needs to be checked to in order to utilize the WIFI functionality of the modem.

6.1.2 Wireless Network Name (SSID)

The provided SSID, or WIFI network name, is the default WIFI network users will connect to. One SSID is assigned to the 2.4 GHz radio while another is assigned to the 5Ghz radio. Both may be manually changed at the user's discretion to a description that is more fitting to their environment.



6.1.3 Broadcast Network Name (SSID)

Leave this box checked (enabled) in order to visually identify your WIFI network.

6.1.4 TX Power Level

TX (Transmit) Power Level pertains to the WIFI strength. Leaving the setting on high will ensure the maximum range in which devices will be able to connect to your modem via WIFI.

6.1.5 Channel

Leaving this option set to <Auto> will improve WIFI connectivity and performance by minimizing interference with other radio and WIFI signals.

6.1.6 AP Isolation

Leave this option unchecked (Disabled).

6.1.7 WMM

WMM is an advanced modem setting used to improve throughput performance for certain real-time applications like VoIP (Voice over IP/Internet) or interactive video.

6.1.8 Security Mode

WOW! Recommends WPA2-PSK (AES) as the most robust WIFI security option. Note: TKIP is the most compatible, however, TKIP is slower than AES and will limit wireless speeds.

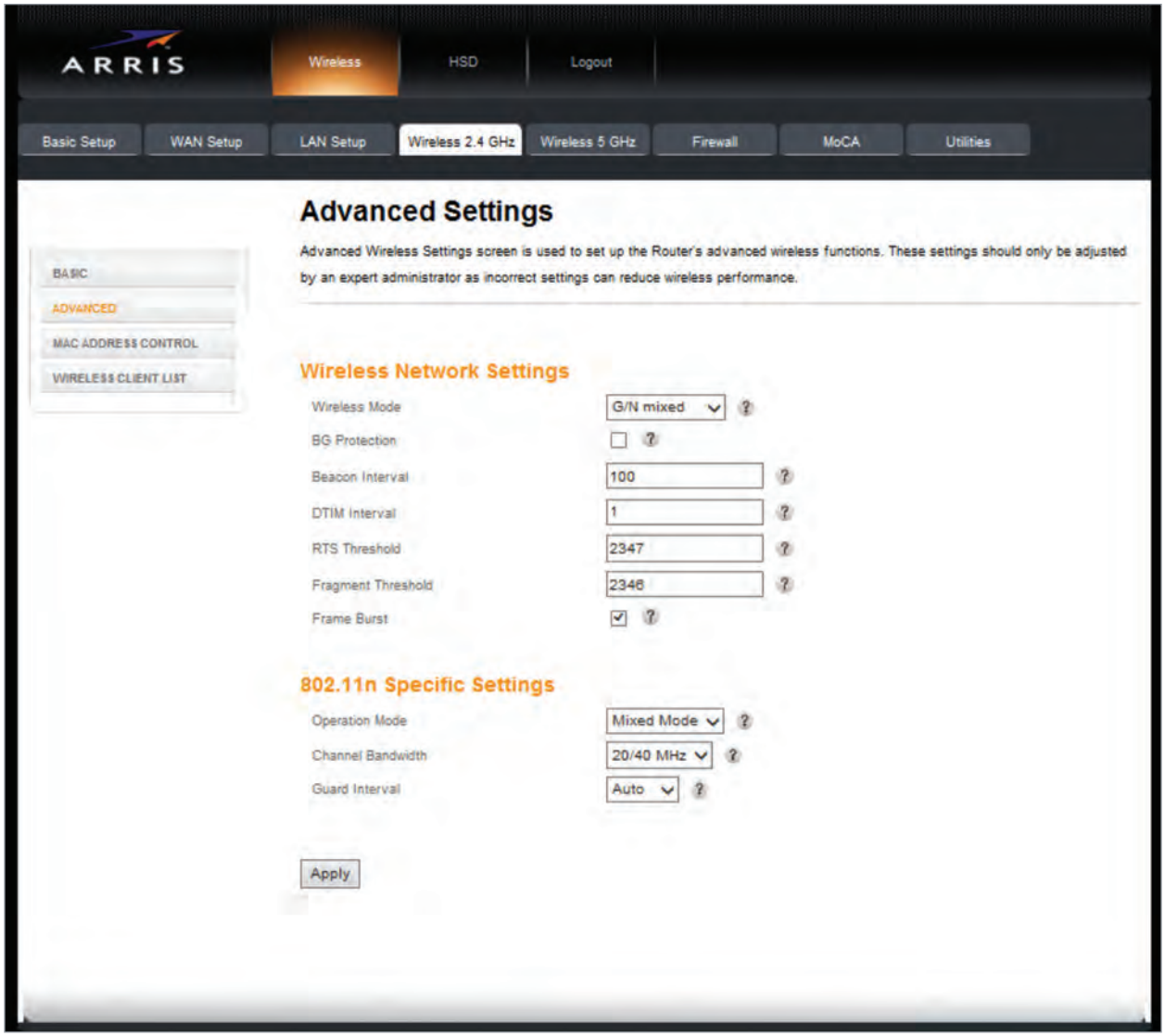
6.1.9 Pre-Shared Key (PSK)

This is the default password for WIFI. Upon service activation, this will be the CMAC of the modem.

6.2 Advanced

6.2.1 Wireless Network and 802.11n Specific Settings

The following screen shot shows the default settings that should be used for normal operation. These do not need to be change for optimal performance.



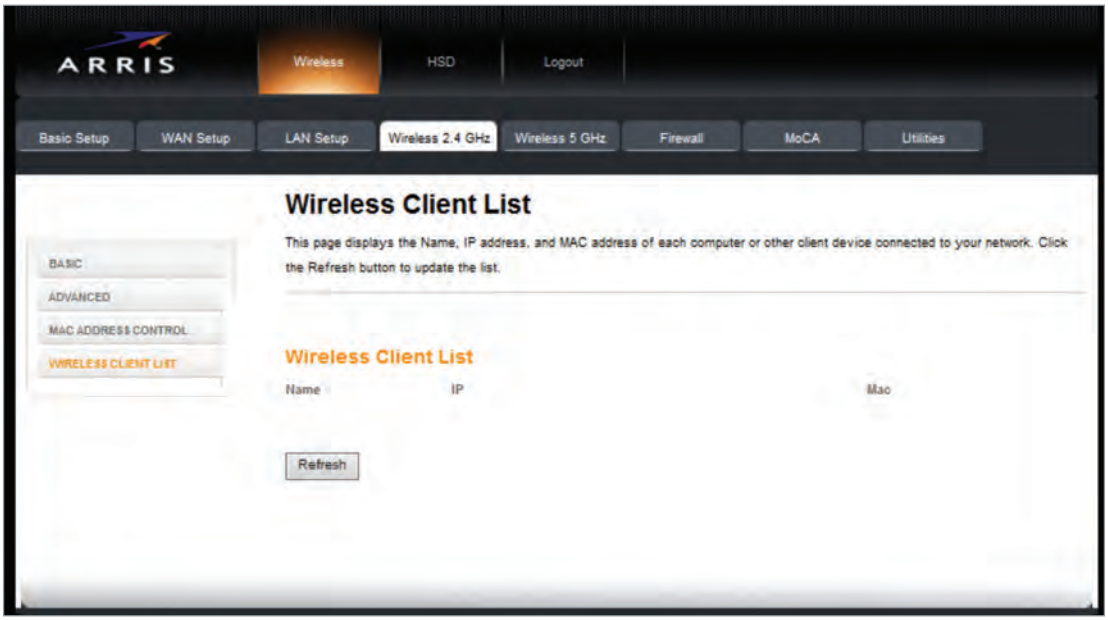
6.3 MAC Address Control

6.3.1 MAC Address Filtering and Filter List

MAC Address Control options are advanced modem settings and have the ability to hinder unwanted access. Modifications to this page are for advanced users only. No changes need to be made for normal operation.

6.4 Wireless Client List

This page lists all connected devices via WIFI to the modem.



7. WIRELESS 5 GHZ

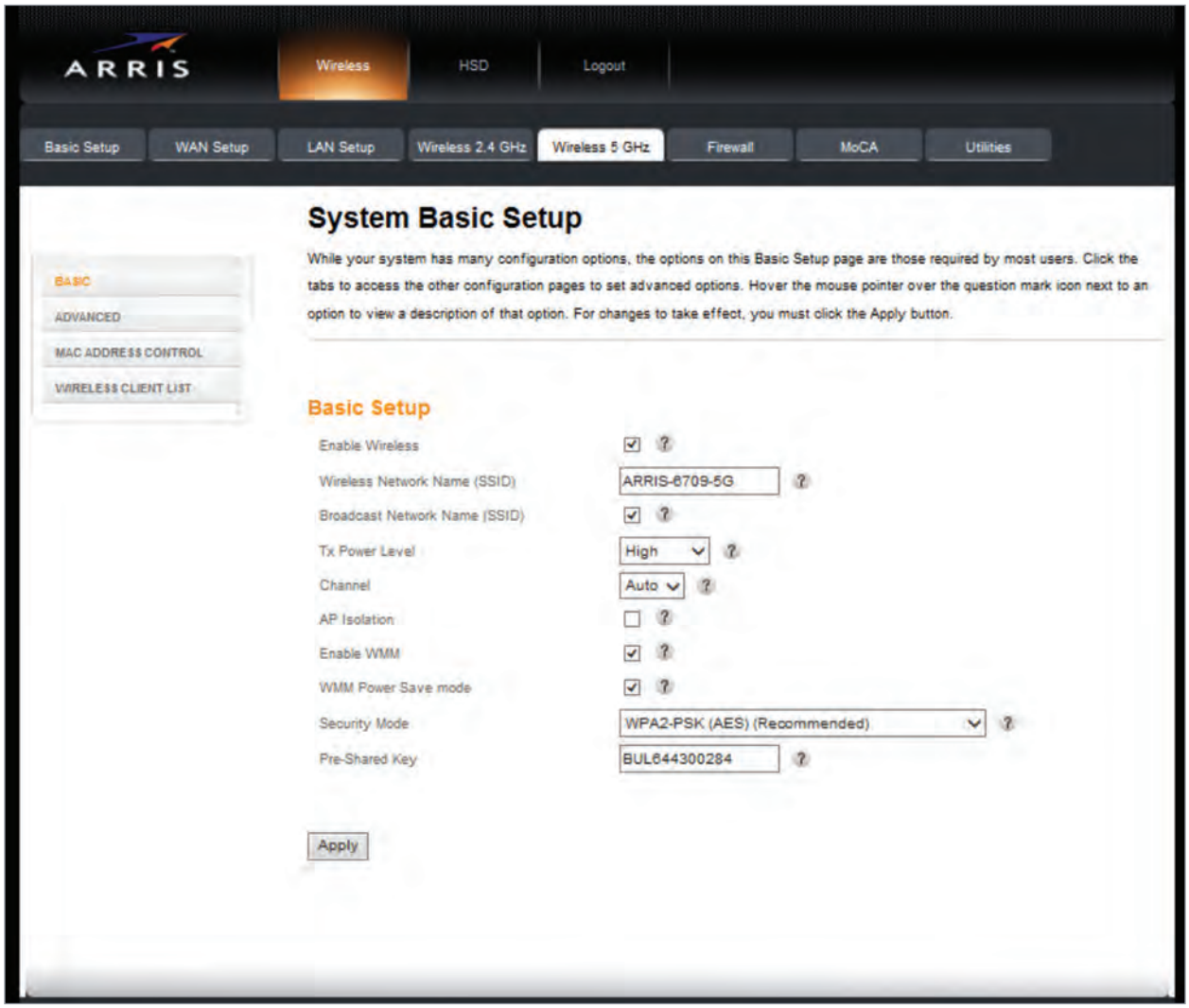
7.1 Basic

7.1.1 Enable Wireless

This option needs to be checked to in order to utilize the 5Ghz (802.11ac) WIFI functionality of the modem.

7.1.2 Wireless Network Name (SSID)

The provided SSID, or WIFI network name, is the default WIFI network users will connect to. One SSID is assigned to the 2.4 GHz radio while another is assigned to the 5Ghz radio. Both may be manually changed at the user's discretion to a description that is more fitting to their environment.



7.1.3 Broadcast Network Name (SSID)

Leave this box checked (enabled) in order to visually identify your WIFI network.

7.1.4 TX Power Level

TX (Transmit) Power Level pertains to the WIFI strength. Leaving the setting on high will ensure the maximum range in which devices will be able to connect to your modem via WIFI.

7.1.5 Channel

Leaving this option set to <Auto> will improve WIFI connectivity and performance by minimizing interference with other radio and WIFI signals.

7.1.6 AP Isolation

Leave this option unchecked (Disabled).

7.1.7 WMM

WMM is an advanced modem setting used to improve throughput performance for certain real-time applications like VoIP (Voice over IP/Internet) or interactive video.

7.1.8 Security Mode

WOW! Recommends WPA2-PSK (AES) as the most robust WIFI security option. Note: TKIP is the most compatible, however, TKIP is slower than AES and will limit wireless speeds.

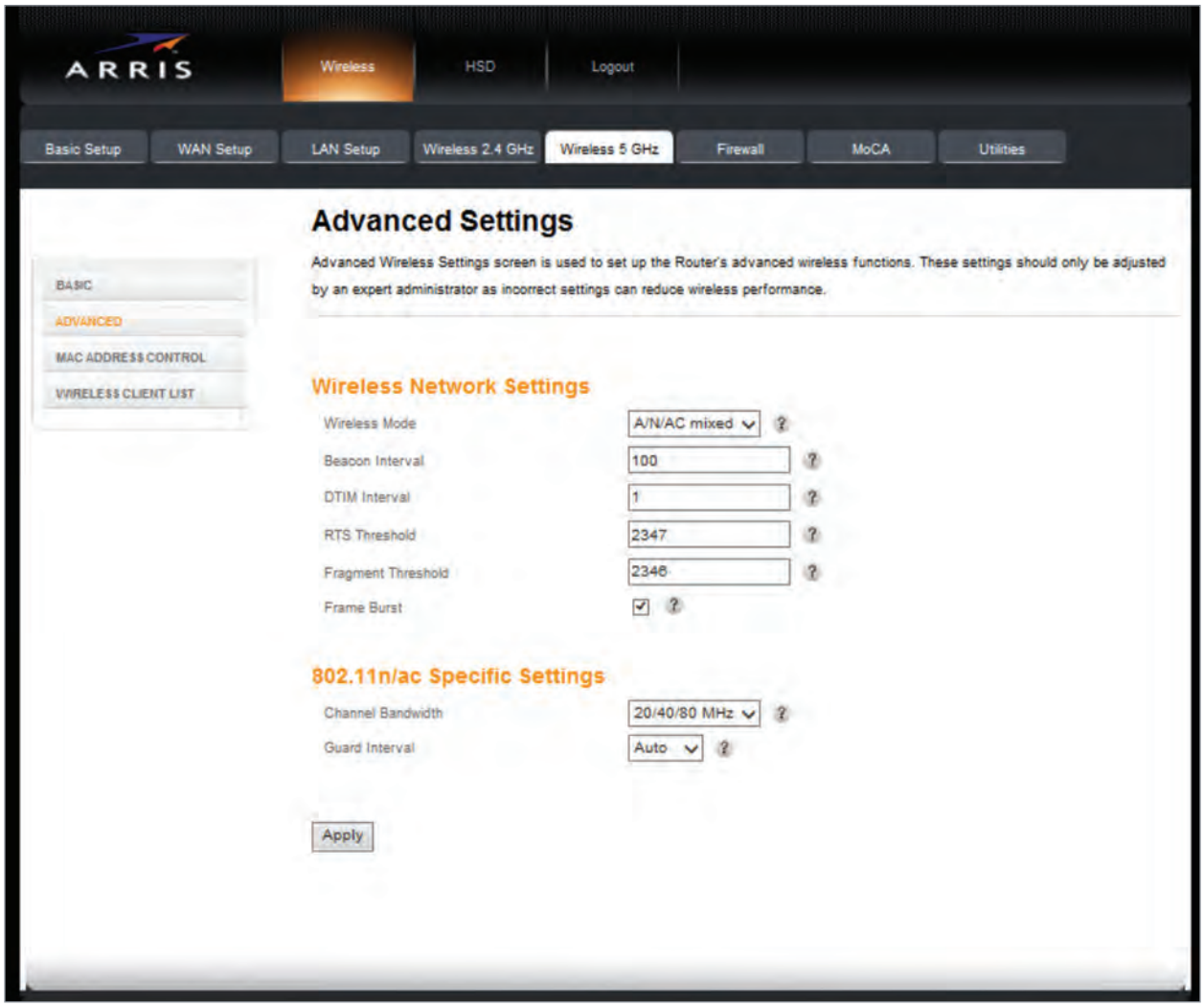
7.1.9 Pre-Shared Key (PSK)

This is the default password for WIFI. Upon service activation, this will be the CMAC of the modem.

7.2 Advanced

7.2.1 Wireless Network and 802.11n/ac Specific Settings

The following screen shot shows the default settings that should be used for normal operation. These do not need to be change for optimal performance.



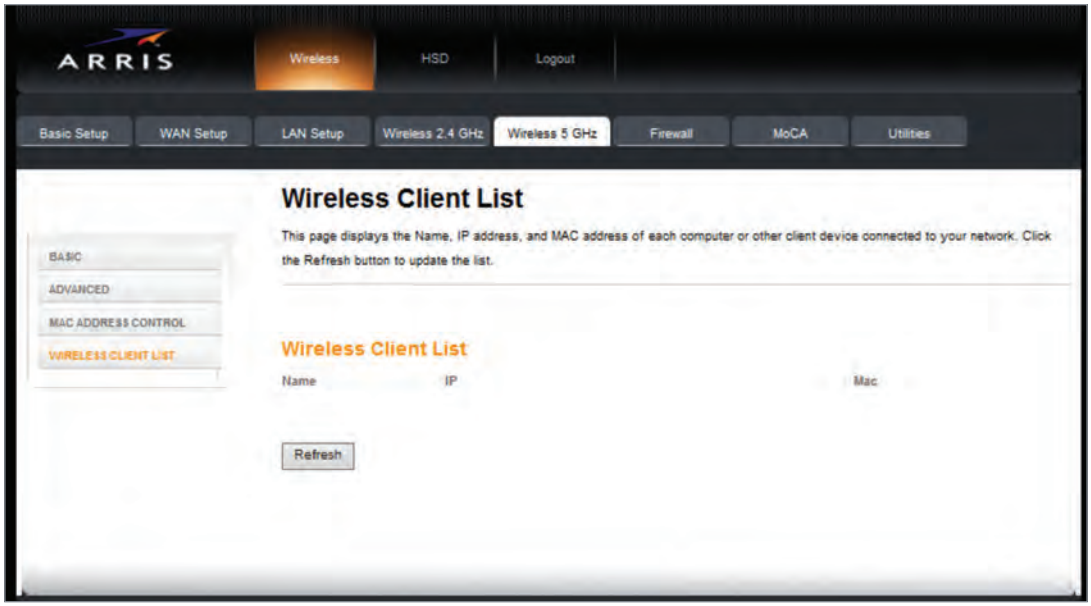
7.3 MAC Address Control

7.3.1 MAC Address Filtering and Filter List

MAC Address Control options are advanced modem settings and have the ability to hinder unwanted access. Modifications to this page are for advanced users only. No changes need to be made for normal operation.

7.4 Wireless Client List

This page lists all WIFI connected devices.

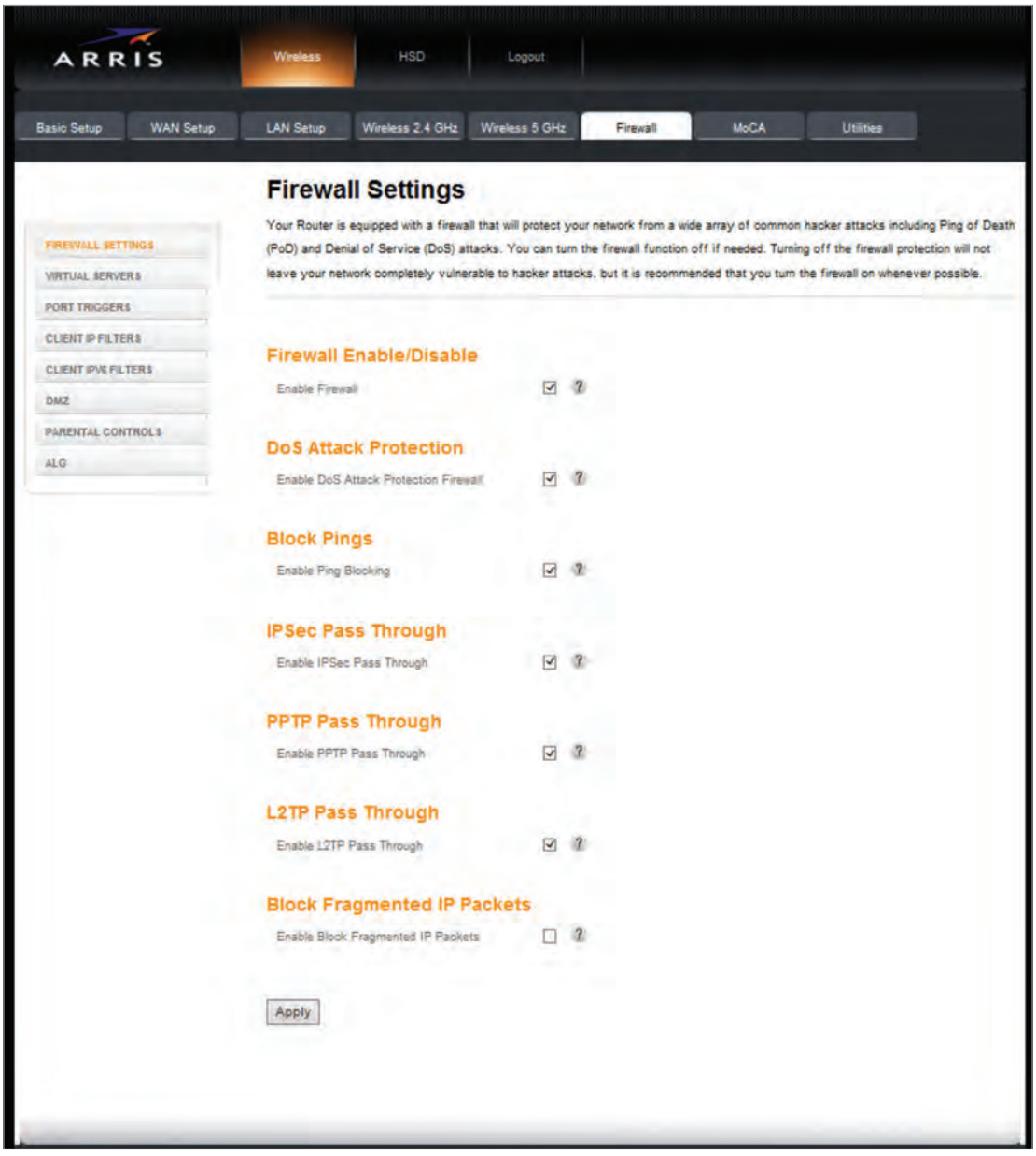


8. FIREWALL

8.1 Firewall Settings

The following screen capture shows the WOW! recommended default firewall settings that should be set for optimal performance, operation and security. Additional details about each configuration setting can be found by clicking on the <?> next to each option.

8.1.1 Firewall Settings

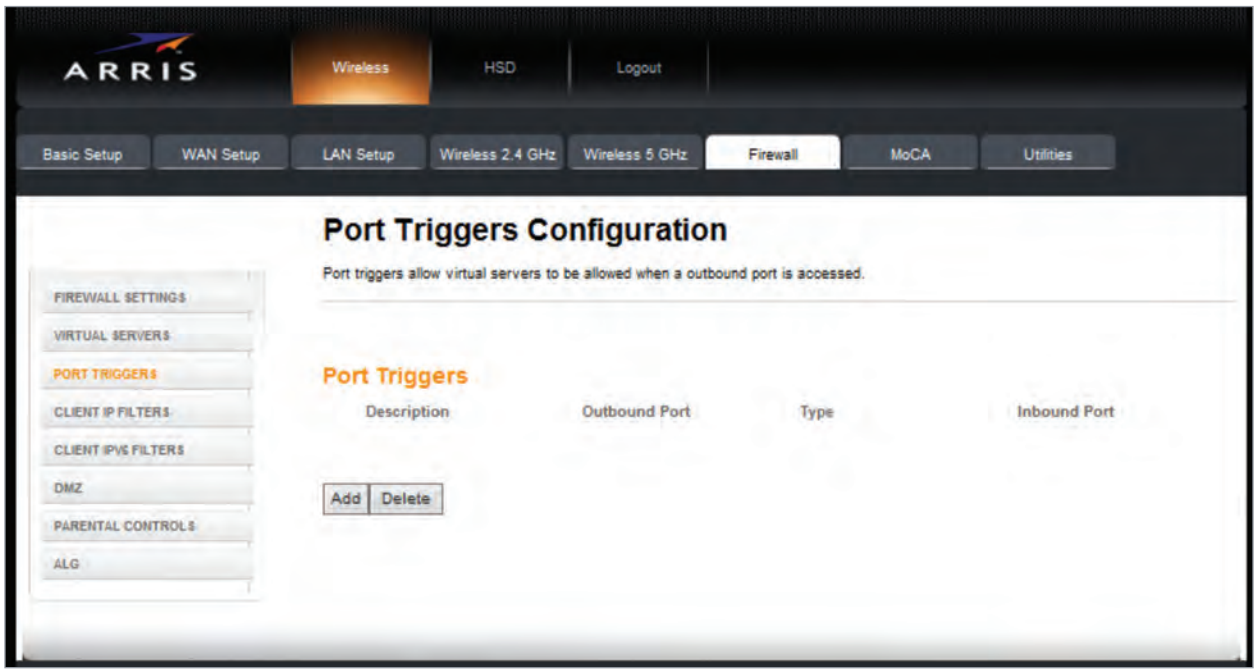


8.1.2 Virtual Servers

No changes on this page need to be made for normal operation. This is an advanced router and remote/ public access configuration page.

8.1.3 Port Triggers

This is an advanced router setting page allowing for the configuration of virtual server operation. No changes need to be made here for normal operation.

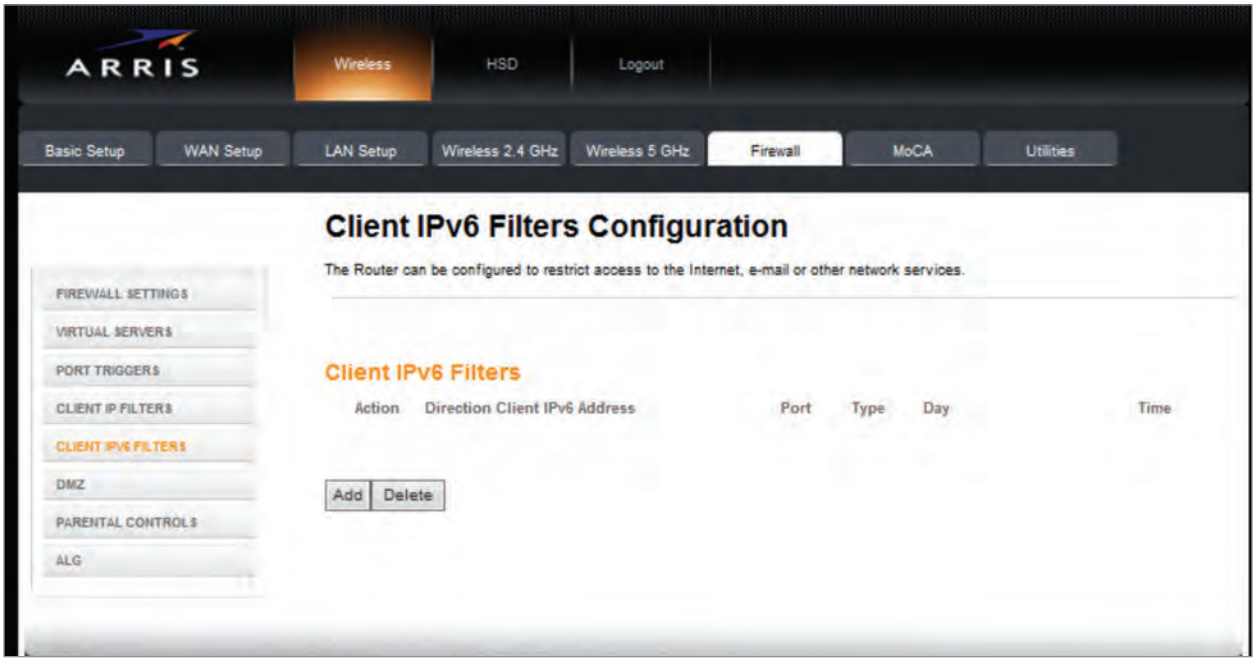


8.1.4 Client IP Filters

This is an advanced router setting page that allows users to restrict outbound access to certain services, locations or applications. No configurations on this page are needed for normal operation.

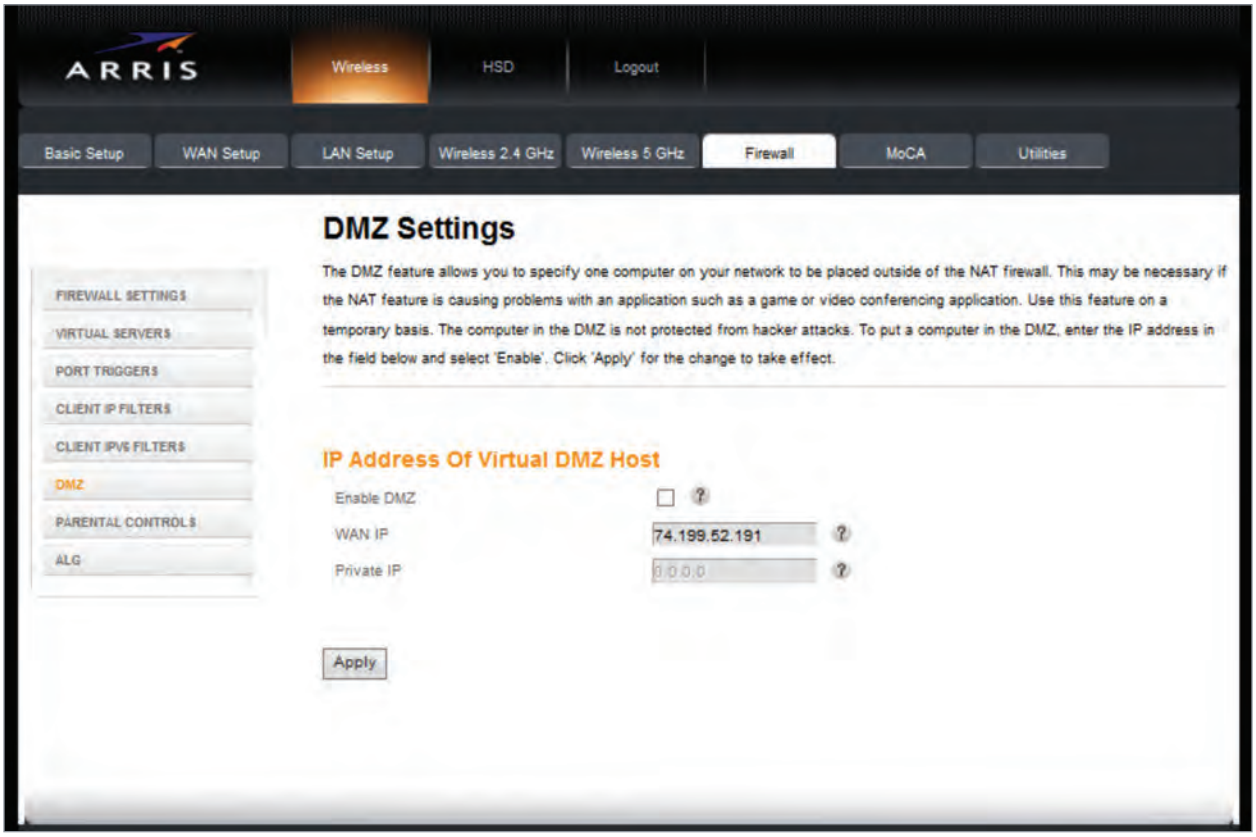
8.1.5 Client IPV6 Filters

This is an advanced router setting page that allows users to restrict outbound access to certain services, locations or applications. No configurations on this page are needed for normal operation.



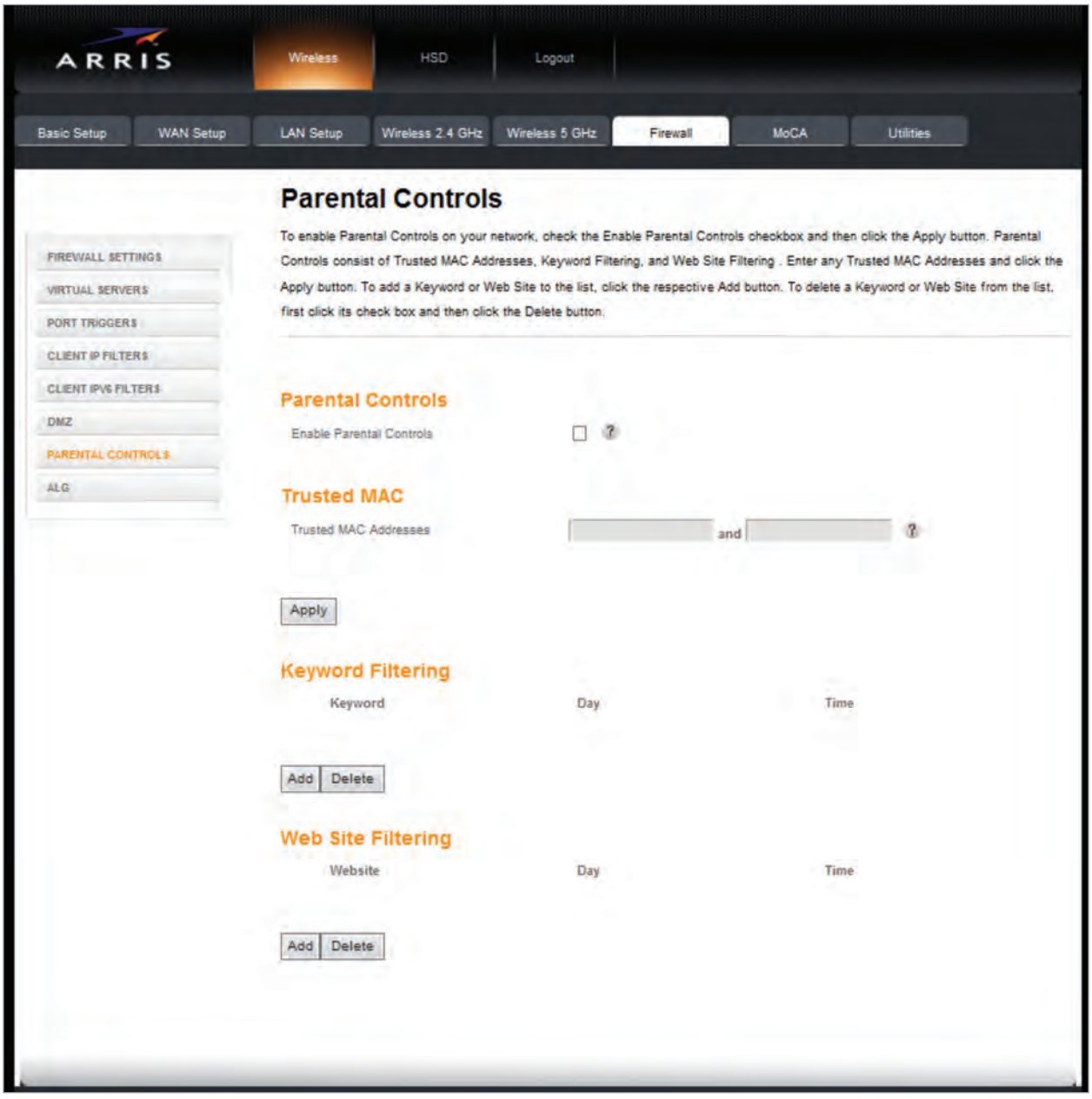
8.1.6 DMZ

De-Militarized Zone (DMZ) settings are advanced router configuration options users may set in order for certain network devices to operate correctly. No configurations on this page are needed for normal operation.



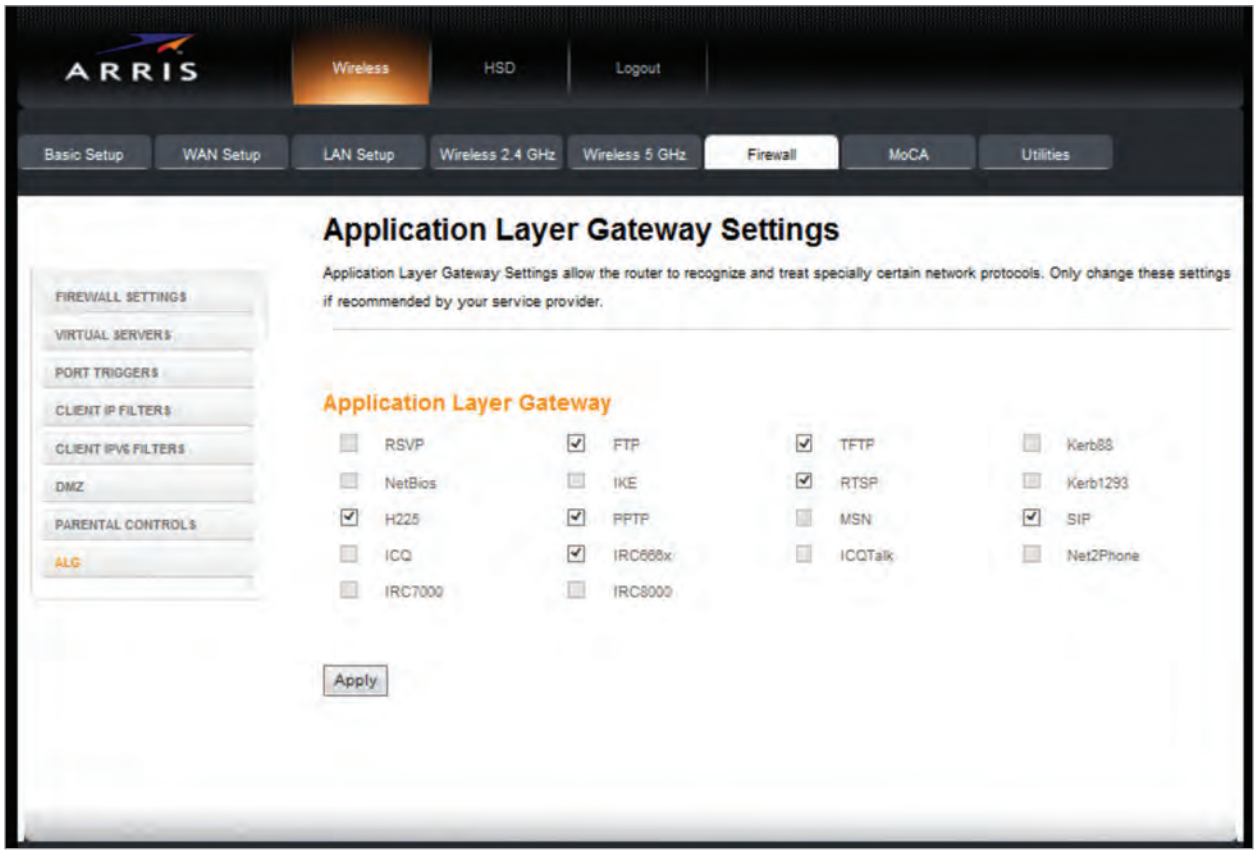
8.1.7 Parental Controls

This is an advanced router and modem configuration page users may use to restrict access to certain network devices or websites. No configurations on this page are needed for normal operation. While useful for controlling access to unwanted or untrusted Internet information, normal network operation or Internet access to certain websites or Internet material may be affected.



8.1.8 ALG (Application Layer Gateway Settings)

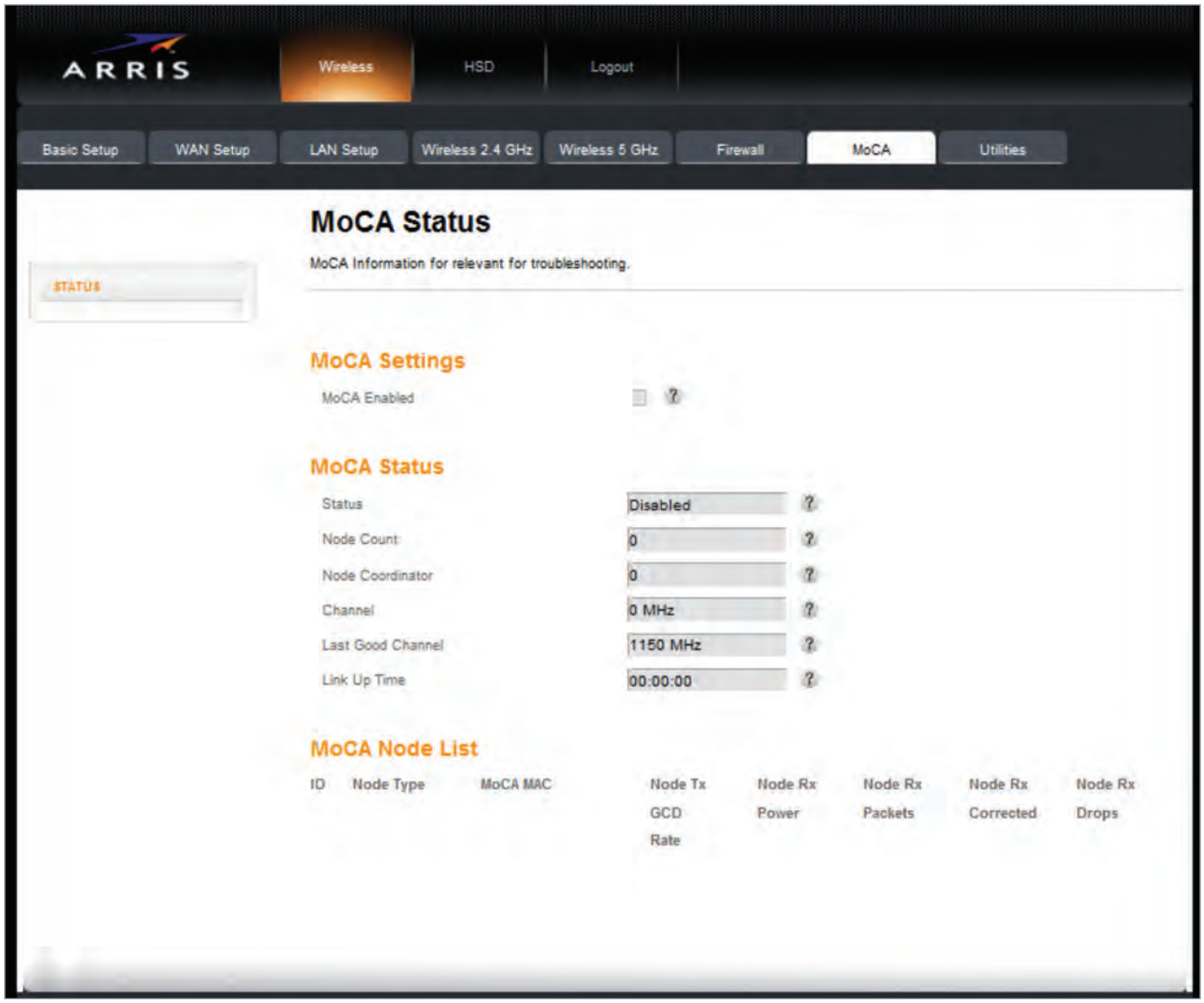
No changes on this page are needed for normal operation. Settings on this page are for advanced router configurations and if altered from their default settings normal operation may be adversely affected.



9. MOCA

9.1 MoCA Status

No configuration changes on this page are needed for normal Internet or LAN network operation. MoCA pertains to home set top video connectivity and need only be configured per request of a WOW! service technician.

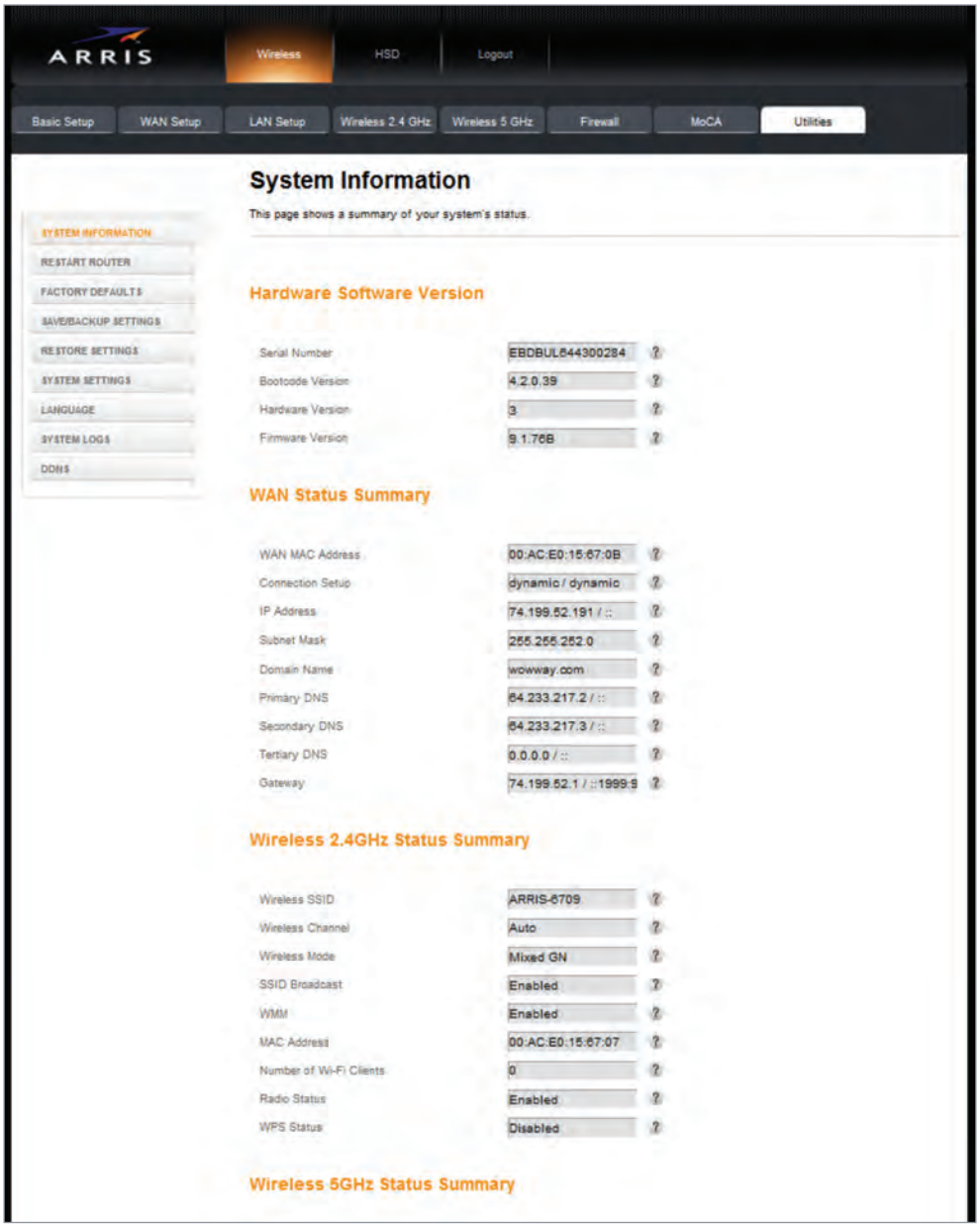


10. UTILITIES

10.1 System Information

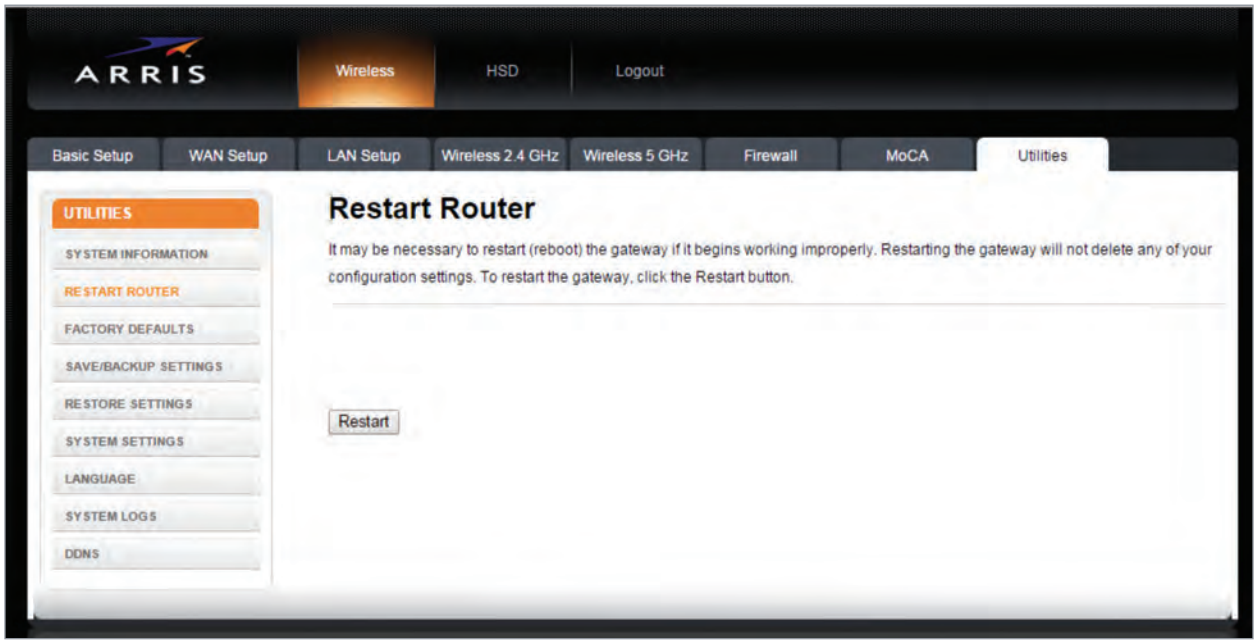
10.1.1 System Information

Vital and specific modem information may be obtained by accessing this page.



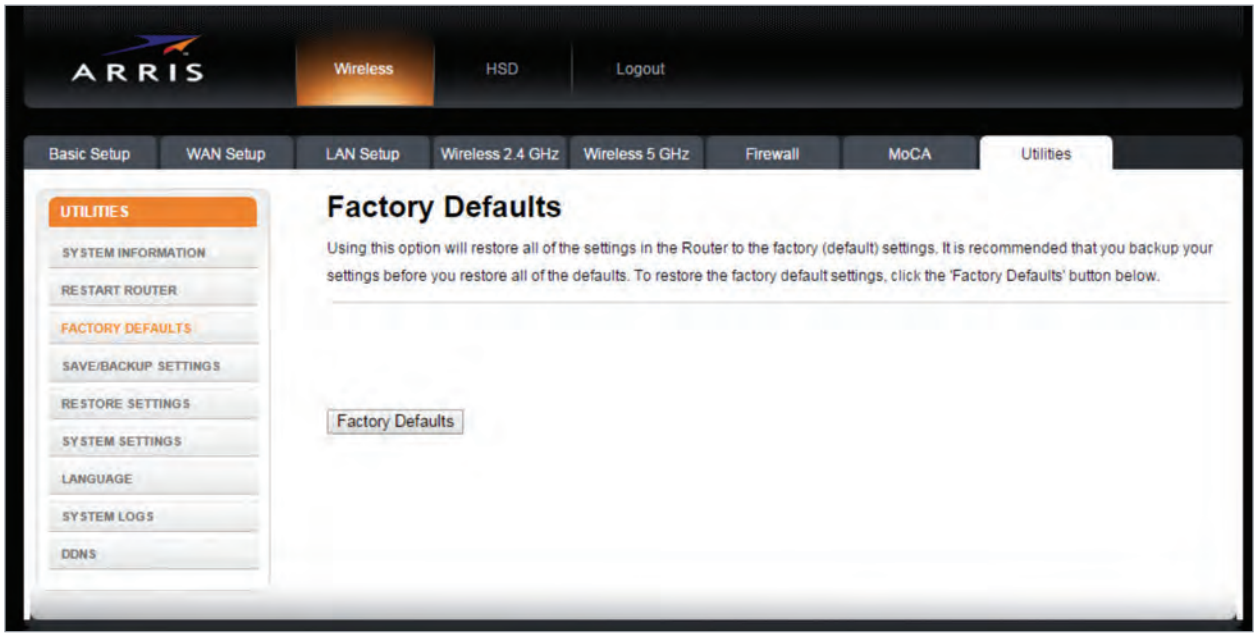
10.1.2 Restart Router

In certain circumstances restarting your router may restore Network and Internet access. Doing so will not affect any settings that have been programmed into your device.



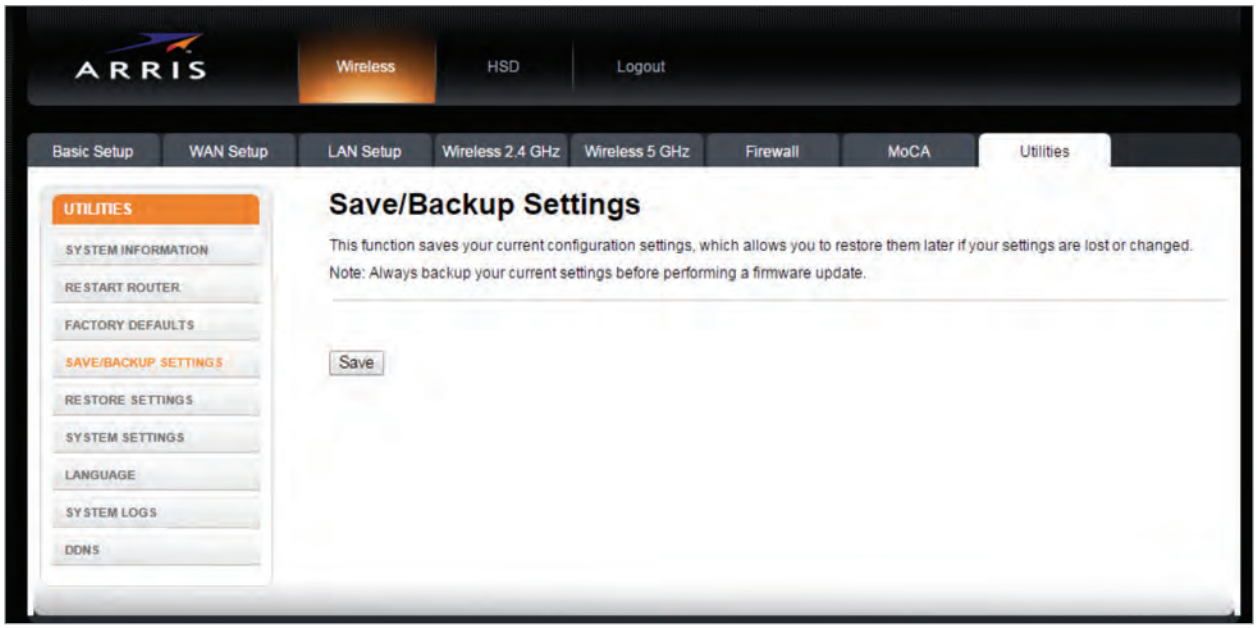
10.1.3 Factory Defaults

This is an advanced operation that should only be performed at the request of a WOW! service technician. Before doing so, as a precautionary measure to preserve modem and router configuration setting data, be sure to backup the device first before resetting to factory defaults.



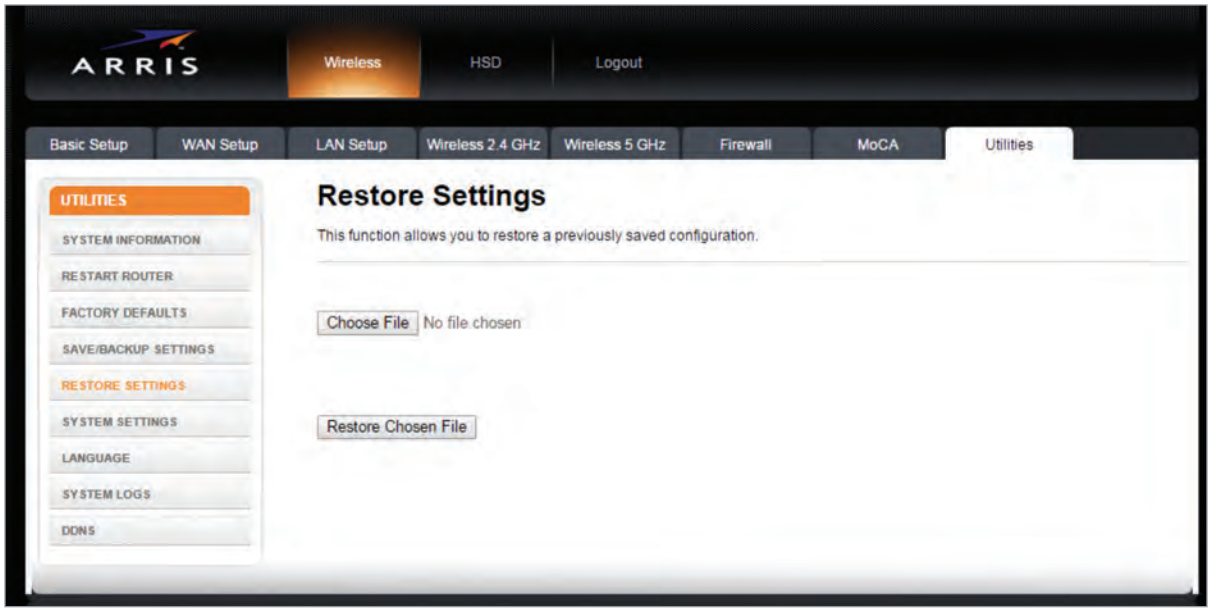
10.1.4 Save/Backup Settings

Save and backup your device settings before resetting or restoring your device to factory default settings.



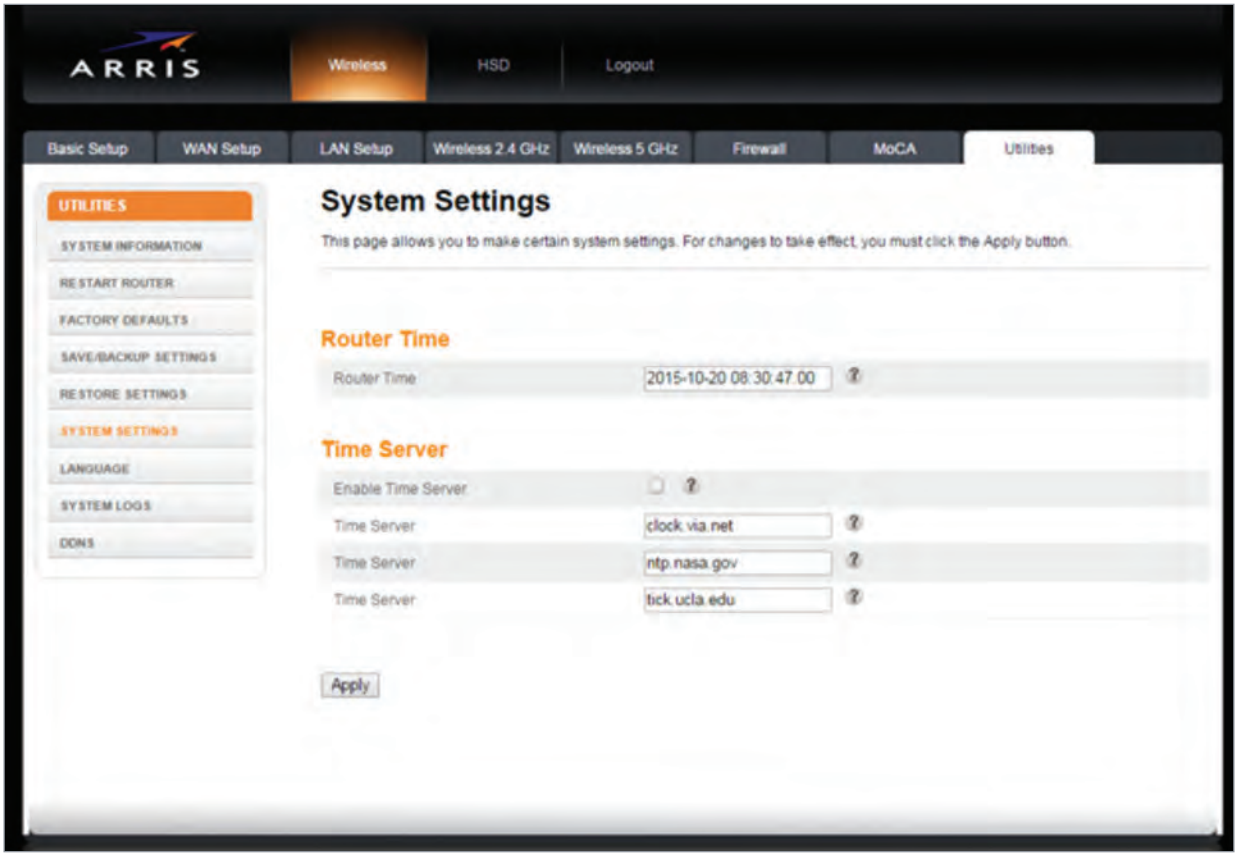
10.1.5 Restore Settings

Use this option to restore your device to previously configured settings. This is usually performed after restoring your modem to default factory settings.



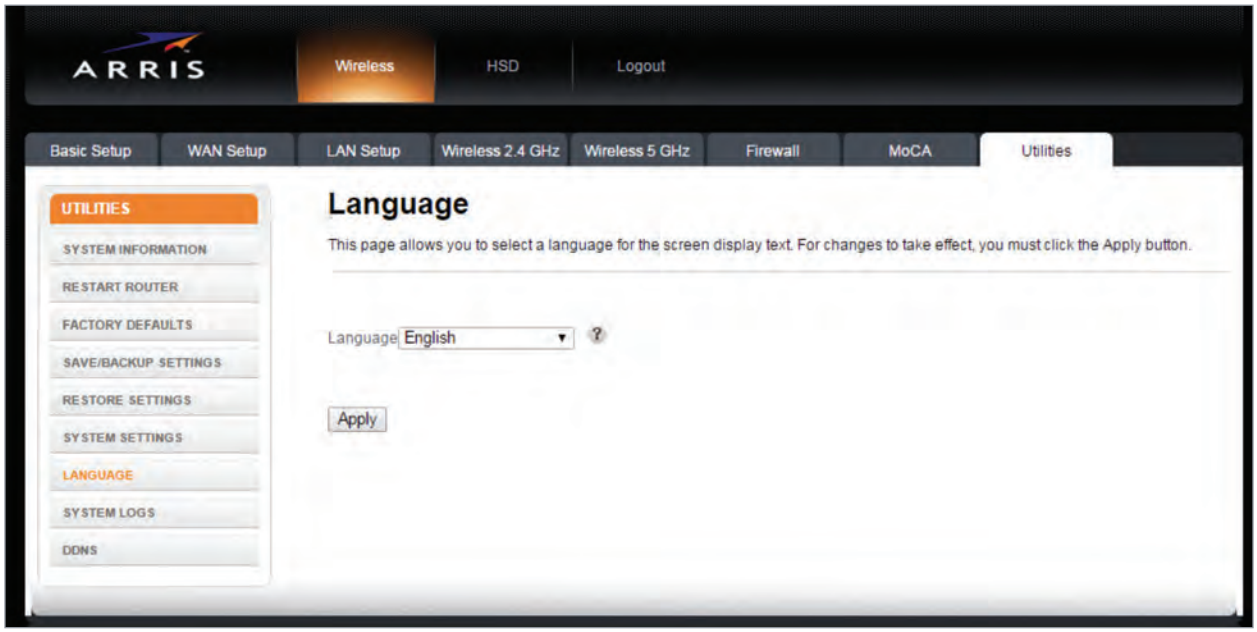
10.1.6 System Settings

No changes on this page need to be made for normal operation.



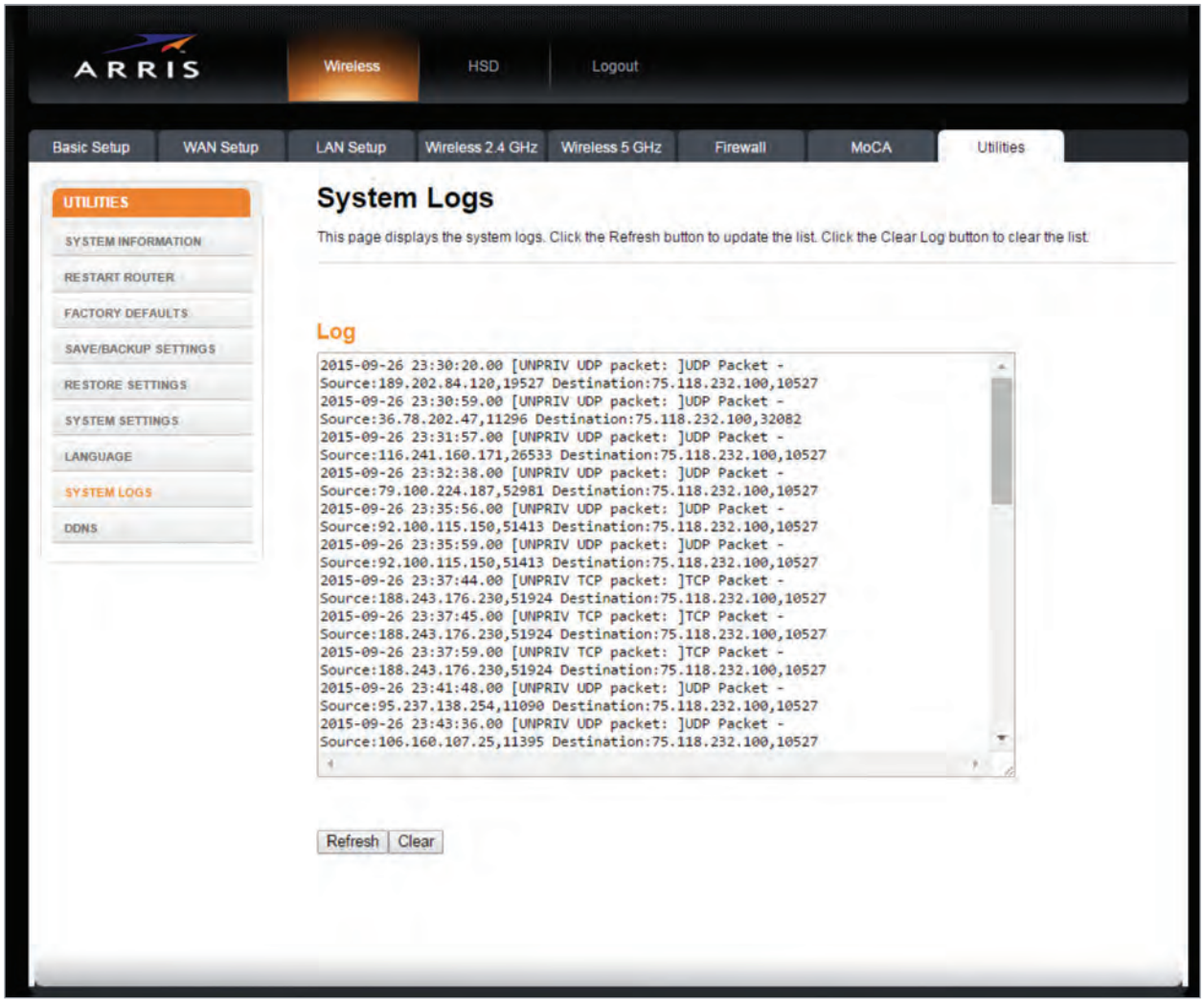
10.1.7 Language

Use this page to set the appropriate device language.



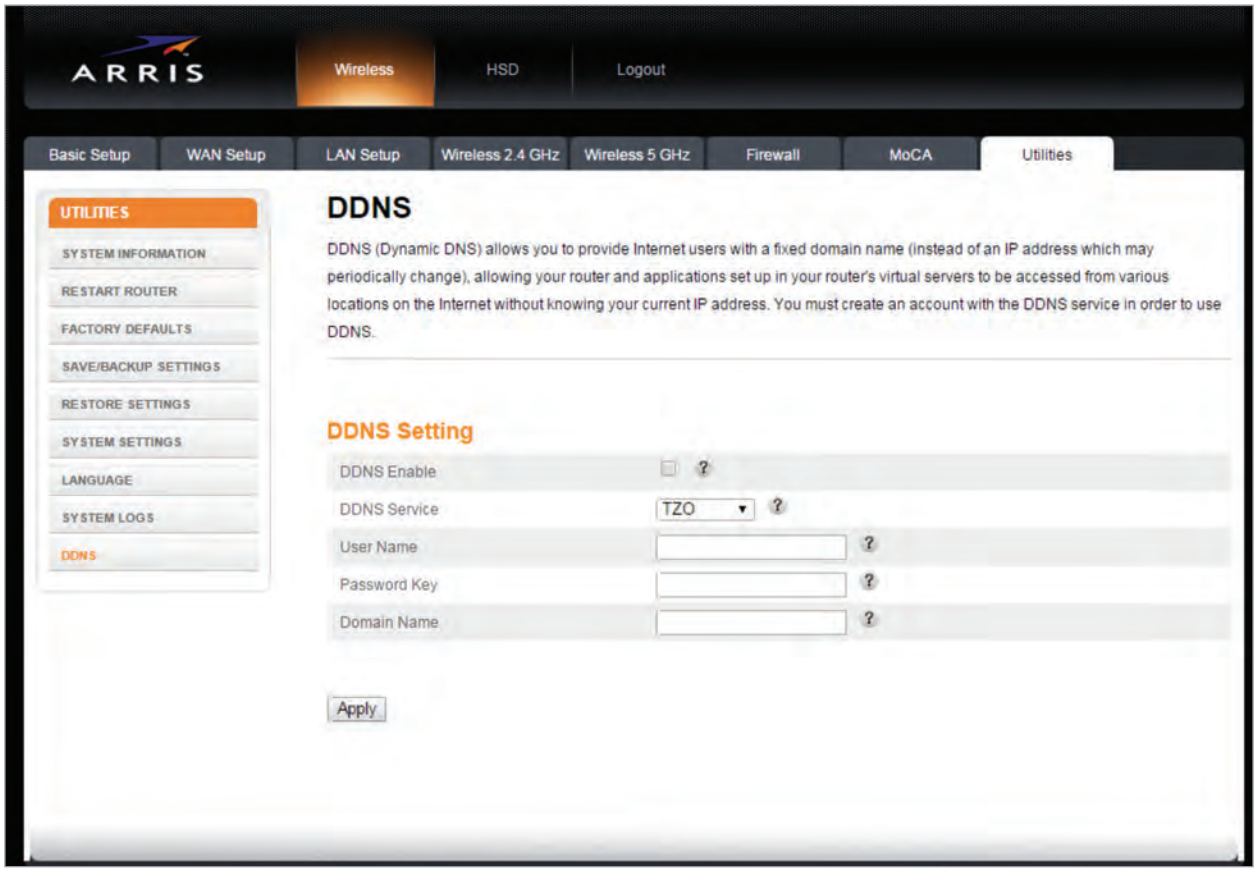
10.1.8 System Logs

This is an advanced informational page used for troubleshooting purposes.



10.1.9 DDNS

This is an advanced router configuration page. No changes need to be made here for normal operation.



ADDITIONAL SUPPORT

Additional user guides and tutorials to assist you with your WOW! Business services can be found at **wowforbusiness.com/support**.

Additional information specific to your Arris modem can be found at **arris.force.com/consumers**.