

MODEM USER GUIDE

Arris TG2470 and TG2472 Series Modems

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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 of 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.

ARRIS

Wireless HSD Logout

Login

LOGIN

LOGIN

Login

The default user name is 'admin'. Valid characters are the numbers 0 to 9, the letters a through z, and printable special characters (such as \$, !, ?, &, #, @, and others.)

Login

User Name admin ?

Password ***** ?

Apply

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.

ARRIS | Wireless | HSD | Logout

Basic Setup | WAN Setup | LAN Setup | Wireless 2.4 GHz | Wireless 5 GHz | Firewall | MoCA | Utilities

System Basic Setup

While your system has many configuration options, the options on this Basic Setup page are those required by most users. Click the tabs to access the other configuration pages to set advanced options. Hover the mouse pointer over the question mark icon next to an option to view a description of that option. For changes to take effect, you must click the Apply button.

BASIC SETUP
LOGIN SETTINGS

Basic Setup

Language: English ?

Host Name: ARRISGW ?

Routing Enabled: ?

[More LAN Settings...](#)

Wireless 2.4 GHz

Enable Wireless: ?

Wireless Network Name (SSID): ARRIS-6709 ?

Pre-Shared Key: BUL644300284 ?

[More Wireless Settings...](#)

Wireless 5 GHz

Enable Wireless: ?

Wireless Network Name (SSID): ARRIS-6709-5G ?

Pre-Shared Key: BUL644300284 ?

[More Wireless Settings...](#)

2.4G/5G WPS Settings

WPS Enable: ?

Device PIN Code: S805#3b01 ?

WPS Mode: PBC ?

Enrollee PIN Code: [] ?

Start WPS Association: ?

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.

The screenshot shows the Arris modem web interface. At the top, the 'ARRIS' logo is on the left, and navigation tabs for 'Wireless', 'HSD', and 'Logout' are on the right. Below this is a secondary menu with tabs for 'Basic Setup', 'WAN Setup', 'LAN Setup', 'Wireless 2.4 GHz', 'Wireless 5 GHz', 'Firewall', 'MoCA', and 'Utilities'. The 'Basic Setup' tab is selected, and within it, the 'LOGIN SETTINGS' sub-tab is active. The main content area is titled 'Login Settings' and includes a help text block: 'You can change the password for admin account. Use a password that will not be easy to guess. Passwords are case-sensitive. Valid characters are the numbers 0 to 9, the letters a through z and A through Z, and printable special characters (such as \$, !, ?, &, #, @, and others.)'. Below this, there are two sections: 'Change Password' with three input fields for 'Old Password', 'New Password', and 'Repeat New Password', each with a help icon; and 'Other Settings' with a 'Login Timeout' field set to '900' and a help icon. An 'Apply' button is located at the bottom of the form.

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.

The screenshot shows the Arris router's web interface. At the top, there is a navigation bar with 'ARRIS' on the left and 'Wireless', 'HSD', and 'Logout' on the right. Below this is a secondary navigation bar with tabs for 'Basic Setup', 'WAN Setup' (which is selected), 'LAN Setup', 'Wireless 2.4 GHz', 'Wireless 5 GHz', 'Firewall', 'MoCA', and 'Utilities'. The main content area is titled 'Dynamic Configuration Settings'. It includes a sidebar with four options: 'DYNAMIC' (selected), 'STATIC', 'DYNAMIC (IPv6)', and 'STATIC (IPv6)'. The main area contains a paragraph explaining dynamic connections and a 'DHCP' section with the following settings:

Enable DHCP	<input checked="" type="checkbox"/>	?
IP Address	74.199.52.191	?
Subnet Mask	255.255.252.0	?
Gateway Address	74.199.52.1	?

At the bottom of the DHCP section is an 'Apply' button.

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.

The screenshot shows the ARRIS router configuration interface. At the top, there is a navigation bar with the ARRIS logo and tabs for 'Wireless', 'HSD', and 'Logout'. Below this is a secondary navigation bar with tabs for 'Basic Setup', 'WAN Setup', 'LAN Setup', 'Wireless 2.4 GHz', 'Wireless 5 GHz', 'Firewall', 'MoCA', and 'Utilities'. The 'WAN Setup' tab is selected.

The main content area is titled 'Static IP Connection Type'. It includes a sidebar with four radio button options: 'DYNAMIC', 'STATIC' (which is selected), 'DYNAMIC (IPv6)', and 'STATIC (IPv6)'. The main text explains that a static IP connection type is less common and uses a permanent IP address. It instructs the user to click the 'Apply' button for changes to take effect.

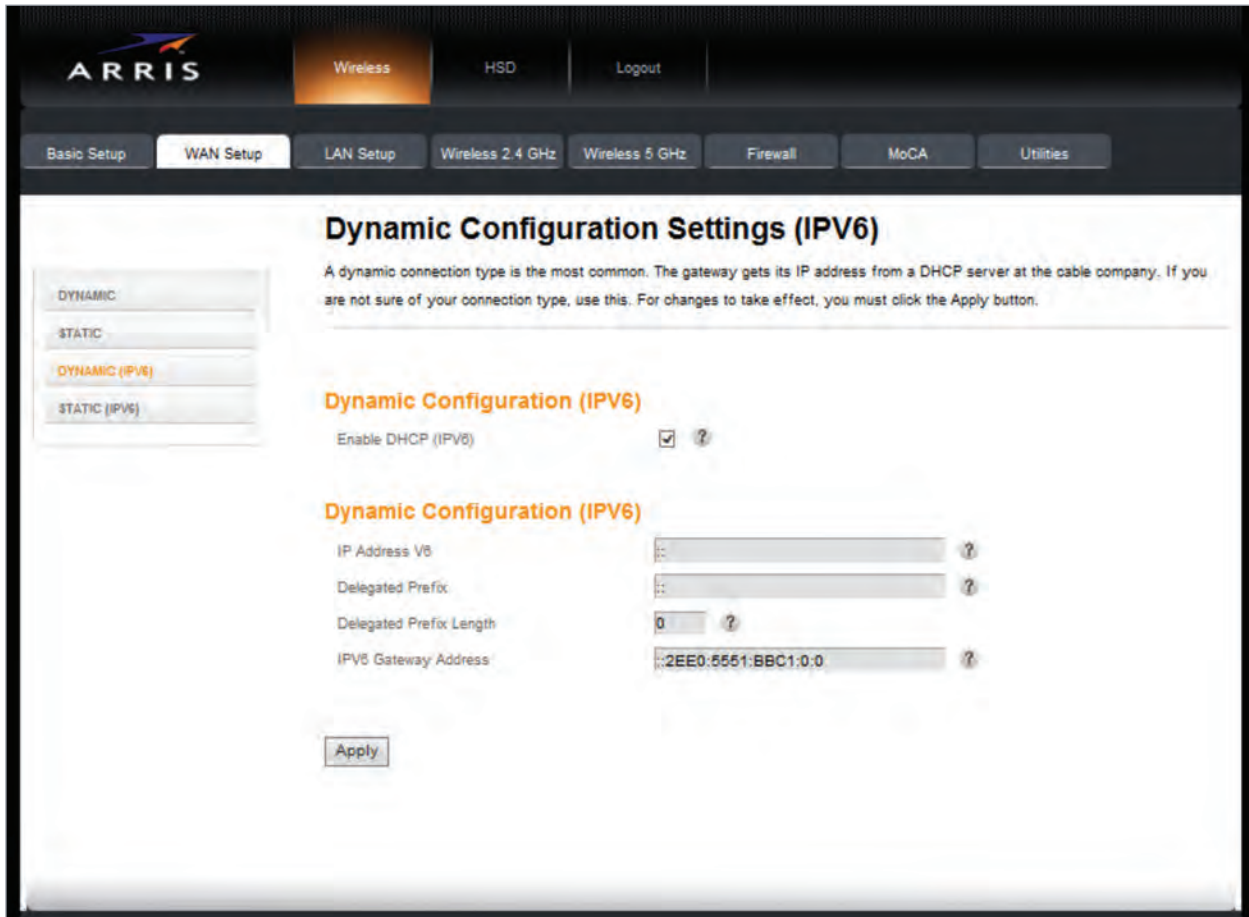
Below the text is the 'Static IP Settings' section, which contains the following fields:

- Enable Static IP: ?
- IP Address: ?
- Subnet Mask: ?
- Gateway Address: ?
- Primary DNS Server IP: ?
- Secondary DNS Server IP: ?
- Tertiary DNS Server IP: ?
- Domain Name: ?
- MTU Size: ?

An 'Apply' button is located at the bottom of the settings section.

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.

ARRIS Wireless HSD Logout

Basic Setup **WAN Setup** LAN Setup Wireless 2.4 GHz Wireless 5 GHz Firewall MoCA Utilities

Static IP Connection Type (IPv6)

A static IP address connection type is less common than others and uses a permanent IP address to connect to the Internet. If your Internet Service Provider gives you an IP address that never changes, then use this option. For changes to take effect, you must click the Apply button.

- DYNAMIC
- STATIC
- DYNAMIC (IPv5)
- STATIC (IPv6)**

Static IP Settings (IPv6)

Enable Static IPv6 ?

Static IP Settings (IPv6)

IP Address V8 :: ?

Prefix Length (IPv6) 64 ?

IPv6 Gateway Address :: ?

Primary DNS Server (IPv6) ?

Secondary DNS Server (IPv6) ?

Tertiary DNS Server (IPv6) ?

Domain Name wowway.com ?

Delegated Prefix Length 66 ?

Delegated Prefix :: ?

Apply

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 be 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.

ARRIS Wireless HSD Logout

Basic Setup WAN Setup **LAN Setup** Wireless 2.4 GHz Wireless 5 GHz Firewall MoCA Utilities

LAN Settings

You can make changes to the Local Area Network (LAN) here. For changes to take effect, you must press the 'Apply' button at the bottom of the screen.

- LAN SETTINGS**
 - LAN SETTINGS (IPv4)
 - CLIENT LIST
 - PORTS
- LAN IP Settings**
 - IP Address: 192.168.0.1
 - Subnet Mask: 255.255.255.0
- DHCP Server Settings**
 - Enable DHCP Server:
 - Start IP Address: 192.168.0.2
 - End IP Address: 192.168.0.254
 - Lease Time: 3600
 - Domain Name:
- DNS Override**
 - Enable DNS Override:
 - Primary DNS Server IP: 192.168.0.2
 - Secondary DNS Server IP: 192.168.0.3
 - Tertiary DNS Server IP: 0.0.0.0
- DNS Relay**
 - Enable DNS Relay:
- NAT**
 - NAT Mode: RoutedWithNAT
- UPnP**
 - Enable UPnP:

Apply

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.

ARRIS | Wireless | HSD | Logout

Basic Setup | WAN Setup | **LAN Setup** | Wireless 2.4 GHz | Wireless 5 GHz | Firewall | MoCA | Utilities

LAN Settings (IPV6)

You can make changes to the Local Area Network (LAN) here. For changes to take effect, you must press the 'Apply' button at the bottom of the screen.

LAN Settings (IPV6)

IP Address V8: ?

Prefix Length (IPV8): ?

Link Local Address (IPV8): ?

DHCP Server Settings (IPV6)

Enable DHCP Server (IPV8): ?

Start IP Address (IPV8): ?

End IP Address (IPV8): ?

Lease Time (IPV8): ?

DNS Override

Enable DNS Override: ?

Primary DNS Server IP: ?

Secondary DNS Server IP: ?

Tertiary DNS Server IP: ?

DNS Relay

Enable DNS Relay: ?

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.

ARRIS | Wireless | HSD | Logout

Basic Setup | WAN Setup | **LAN Setup** | Wireless 2.4 GHz | Wireless 5 GHz | Firewall | MoCA | Utilities

Client List

This page shows the host Name, IP address, and MAC Address of each computer that is connected to your network. If a computer does not have a specified host name, then the host Name field will be blank. Click the Add button to create a new fixed client lease. Select a client and then click the Delete button to delete the client lease. Click the Refresh button to update the Clients list.

Reserved IP Client List

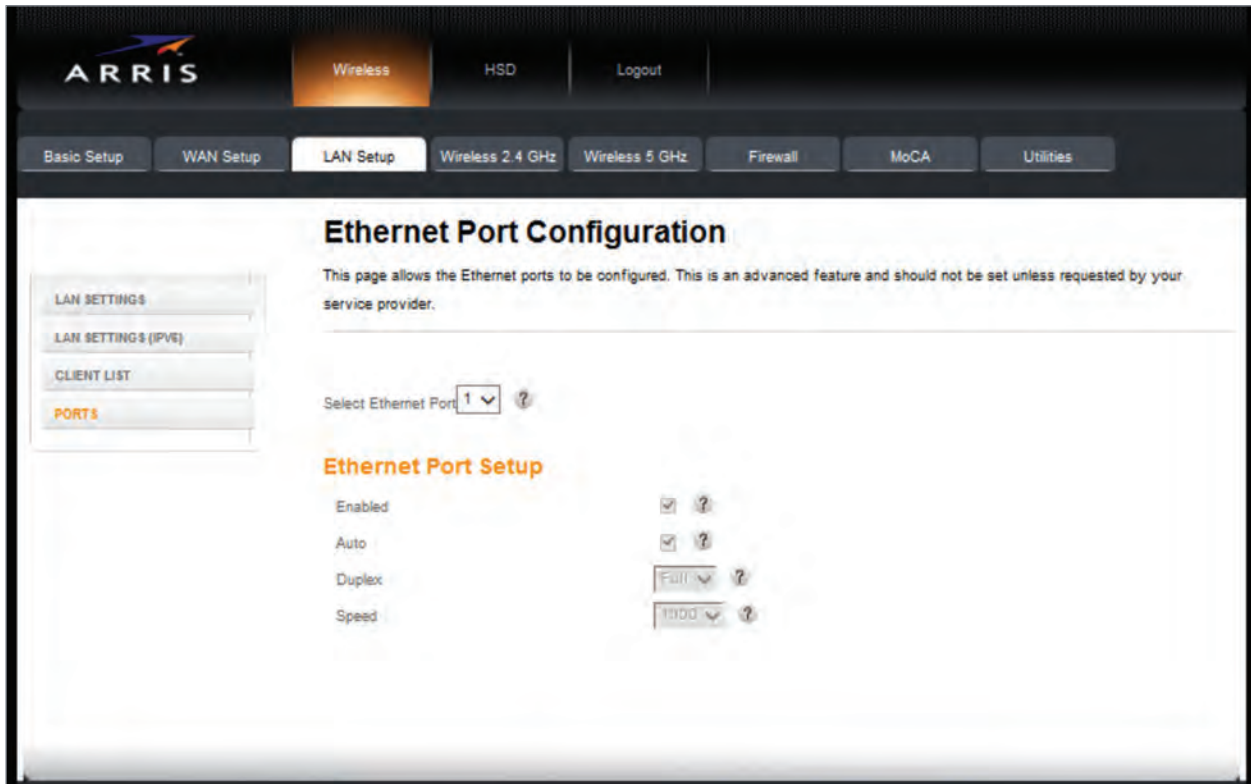
Name	IP Address	Mac Address	Status
<input type="button" value="Add"/> <input type="button" value="Delete"/> <input type="button" value="Apply"/>			

Attached Client List

IP Address	Name	Mac Address	Type	Expiration
192.168.0.2	mm-8530-tracy	F0:1F:AF:33:1C:A8	Ethernet	2015-05-12 09:19:19.00
FE80::B45D:D69D:3F2A:99D8	mm-8530-tracy	F0:1F:AF:33:1C:A8	Ethernet	0-00-00 00:00:00.00

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 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.

ARRIS Wireless HSD Logout

Basic Setup WAN Setup LAN Setup **Wireless 2.4 GHz** Wireless 5 GHz Firewall MoCA Utilities

System Basic Setup

While your system has many configuration options, the options on this Basic Setup page are those required by most users. Click the tabs to access the other configuration pages to set advanced options. Hover the mouse pointer over the question mark icon next to an option to view a description of that option. For changes to take effect, you must click the Apply button.

BASIC

ADVANCED

MAC ADDRESS CONTROL

WIRELESS CLIENT LIST

Basic Setup

Enable Wireless ?

Wireless Network Name (SSID) ?

Broadcast Network Name (SSID) ?

Tx Power Level ?

Channel ?

AP Isolation ?

Enable WMM ?

WMM Power Save mode ?

Security Mode ?

Pre-Shared Key ?

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.

The screenshot shows the ARRIS router's web interface. At the top, there is a navigation bar with the ARRIS logo and tabs for 'Wireless', 'HSD', and 'Logout'. Below this is a secondary navigation bar with tabs for 'Basic Setup', 'WAN Setup', 'LAN Setup', 'Wireless 2.4 GHz', 'Wireless 5 GHz', 'Firewall', 'MoCA', and 'Utilities'. The main content area is titled 'Advanced Settings' and includes a warning: 'Advanced Wireless Settings screen is used to set up the Router's advanced wireless functions. These settings should only be adjusted by an expert administrator as incorrect settings can reduce wireless performance.'

On the left side, there is a sidebar menu with options: 'BASIC', 'ADVANCED', 'MAC ADDRESS CONTROL', and 'WIRELESS CLIENT LIST'. The 'ADVANCED' option is currently selected.

The main settings area is divided into two sections:

- Wireless Network Settings:**
 - Wireless Mode: G/N mixed (dropdown)
 - BG Protection: (checkbox)
 - Beacon Interval: 100 (text input)
 - DTIM Interval: 1 (text input)
 - RTS Threshold: 2347 (text input)
 - Fragment Threshold: 2348 (text input)
 - Frame Burst: (checkbox)
- 802.11n Specific Settings:**
 - Operation Mode: Mixed Mode (dropdown)
 - Channel Bandwidth: 20/40 MHz (dropdown)
 - Guard Interval: Auto (dropdown)

An 'Apply' button is located at the bottom left of the settings area.

6.3 MAC Address Control

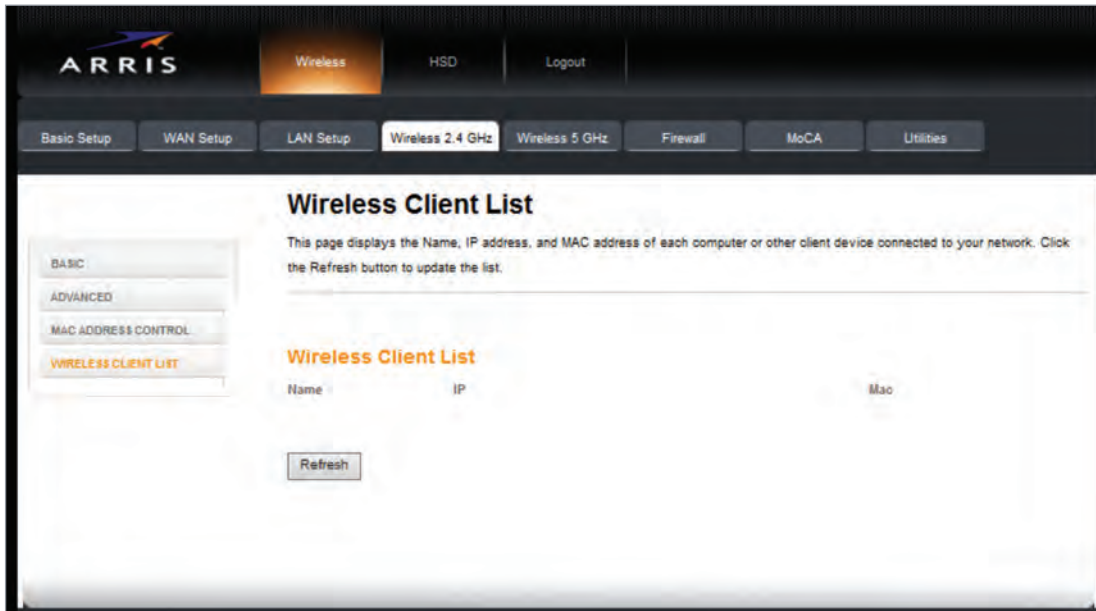
6.3.1 MAC Address Filtering and Filter List

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 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.

The screenshot shows the ARRIS modem configuration interface. At the top, there is a navigation bar with the ARRIS logo and tabs for 'Wireless', 'HSD', and 'Logout'. Below this is a secondary navigation bar with tabs for 'Basic Setup', 'WAN Setup', 'LAN Setup', 'Wireless 2.4 GHz', 'Wireless 5 GHz' (which is selected), 'Firewall', 'MoCA', and 'Utilities'. The main content area is titled 'System Basic Setup' and contains a descriptive paragraph. On the left, there is a sidebar with menu items: 'BASIC', 'ADVANCED', 'MAC ADDRESS CONTROL', and 'WIRELESS CLIENT LIST'. The 'Basic Setup' section includes the following configuration options:

- Enable Wireless: ?
- Wireless Network Name (SSID): ?
- Broadcast Network Name (SSID): ?
- Tx Power Level: ?
- Channel: ?
- AP Isolation: ?
- Enable WMM: ?
- WMM Power Save mode: ?
- Security Mode: ?
- Pre-Shared Key: ?

An 'Apply' button is located at the bottom of the configuration area.

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

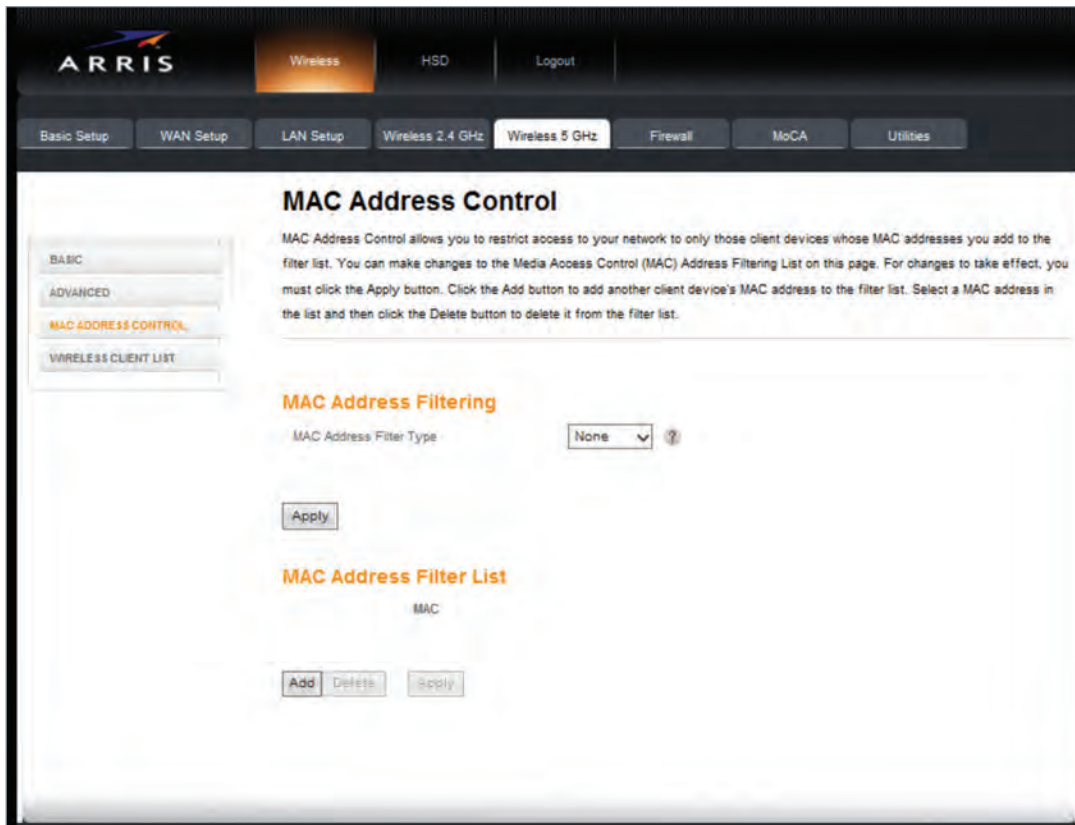
The following screen shot shows the default settings that should be used for normal operation. These do not need to be change for optimal performance.

The screenshot displays the ARRIS router's configuration interface. At the top, the 'ARRIS' logo is on the left, and navigation tabs for 'Wireless', 'HSD', and 'Logout' are on the right. Below this, a row of tabs includes 'Basic Setup', 'WAN Setup', 'LAN Setup', 'Wireless 2.4 GHz', 'Wireless 5 GHz' (which is selected), 'Firewall', 'MoCA', and 'Utilities'. The main content area is titled 'Advanced Settings' and contains a warning: 'Advanced Wireless Settings screen is used to set up the Router's advanced wireless functions. These settings should only be adjusted by an expert administrator as incorrect settings can reduce wireless performance.' On the left, a sidebar menu has 'BASIC' selected and 'ADVANCED' highlighted. The 'Wireless Network Settings' section includes: 'Wireless Mode' (A/N/AC mixed), 'Beacon Interval' (100), 'DTIM Interval' (1), 'RTS Threshold' (2347), 'Fragment Threshold' (2346), and 'Frame Burst' (checked). The '802.11n/ac Specific Settings' section includes: 'Channel Bandwidth' (20/40/80 MHz) and 'Guard Interval' (Auto). An 'Apply' button is located at the bottom of the settings area.

7.3 MAC Address Control

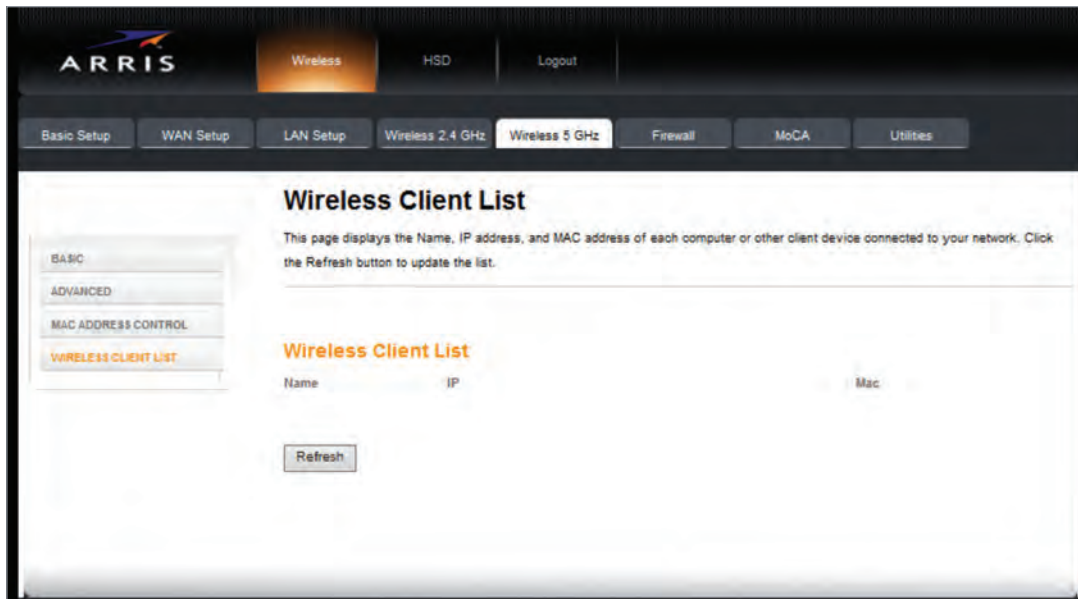
7.3.1 MAC Address Filtering and Filter List

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.

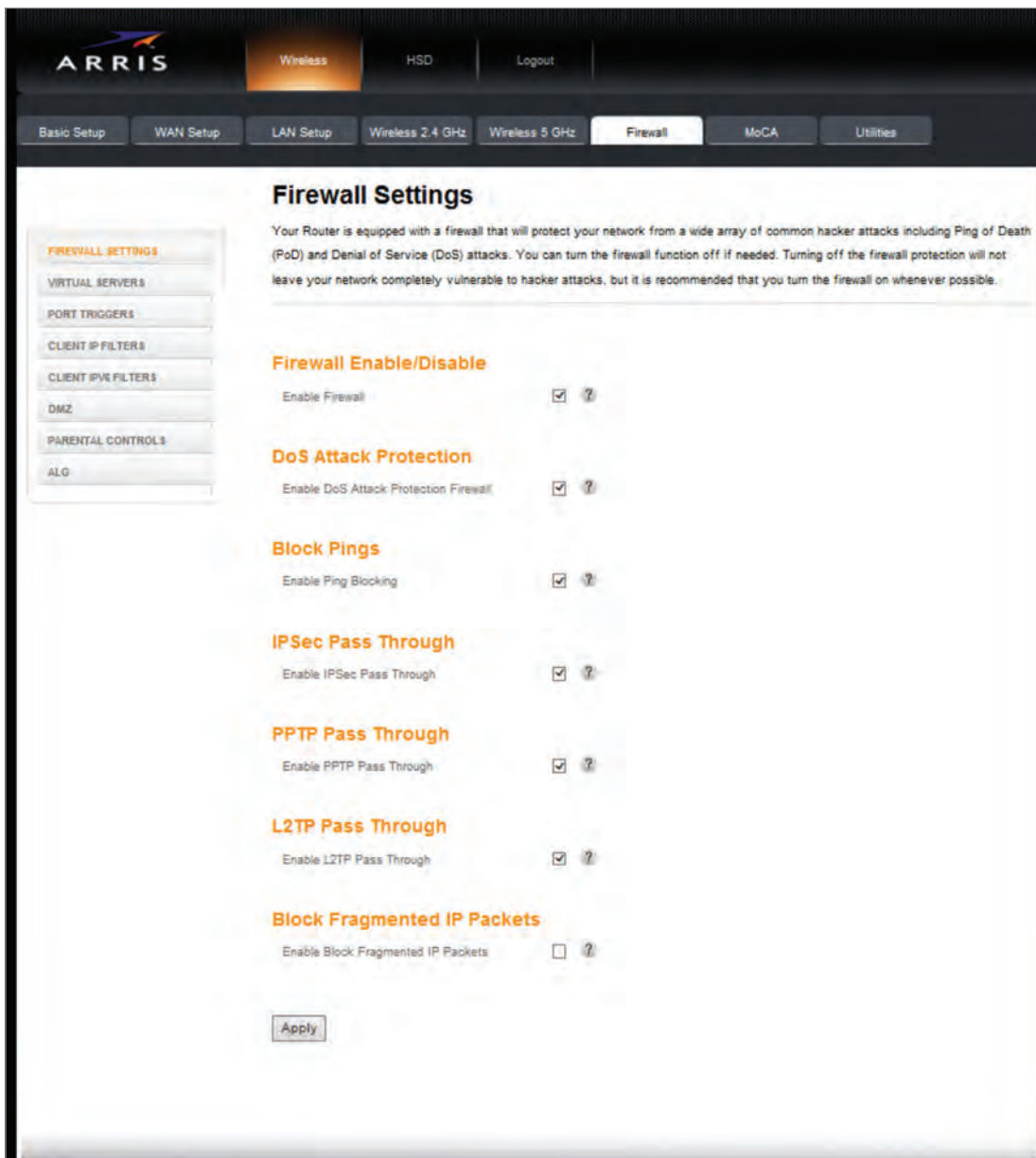


8. FIREWALL

8.1 Firewall Settings

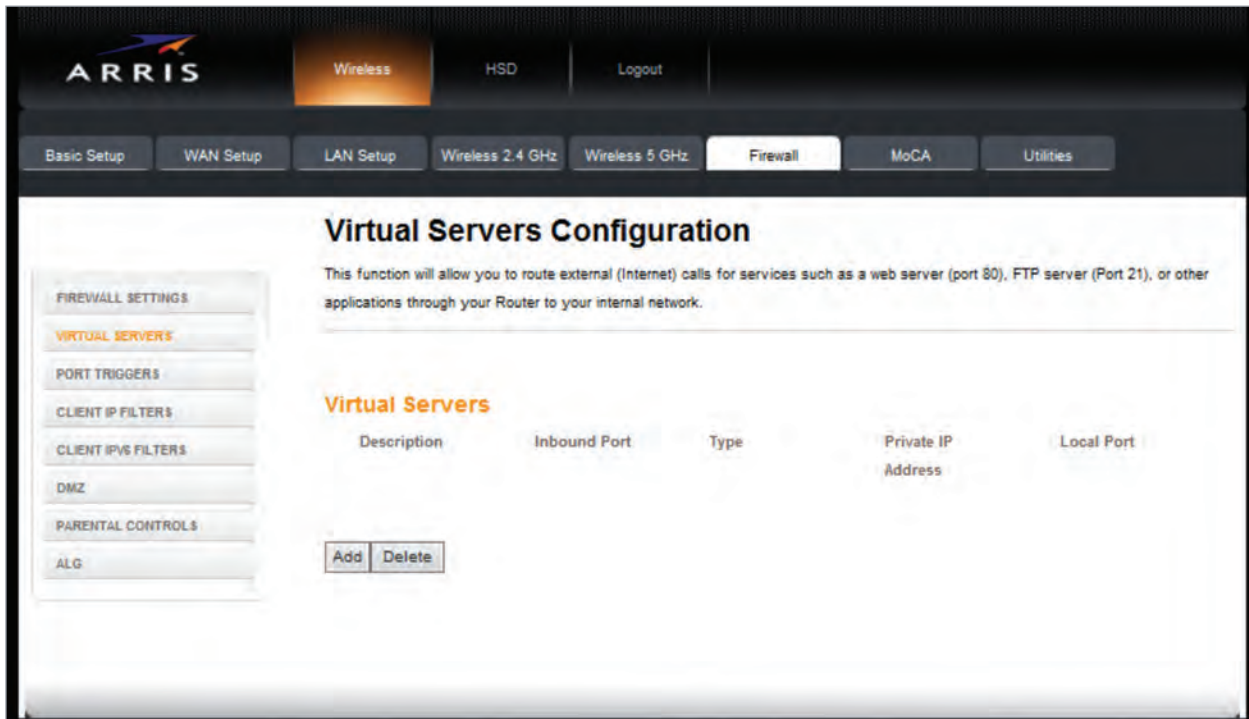
The following screen capture shows the WOW! recommended default firewall settings that should be set for optimal performance, operation and security. Additional details about each configuration setting can be found by clicking on the <?> next to each option.

8.1.1 Firewall Settings



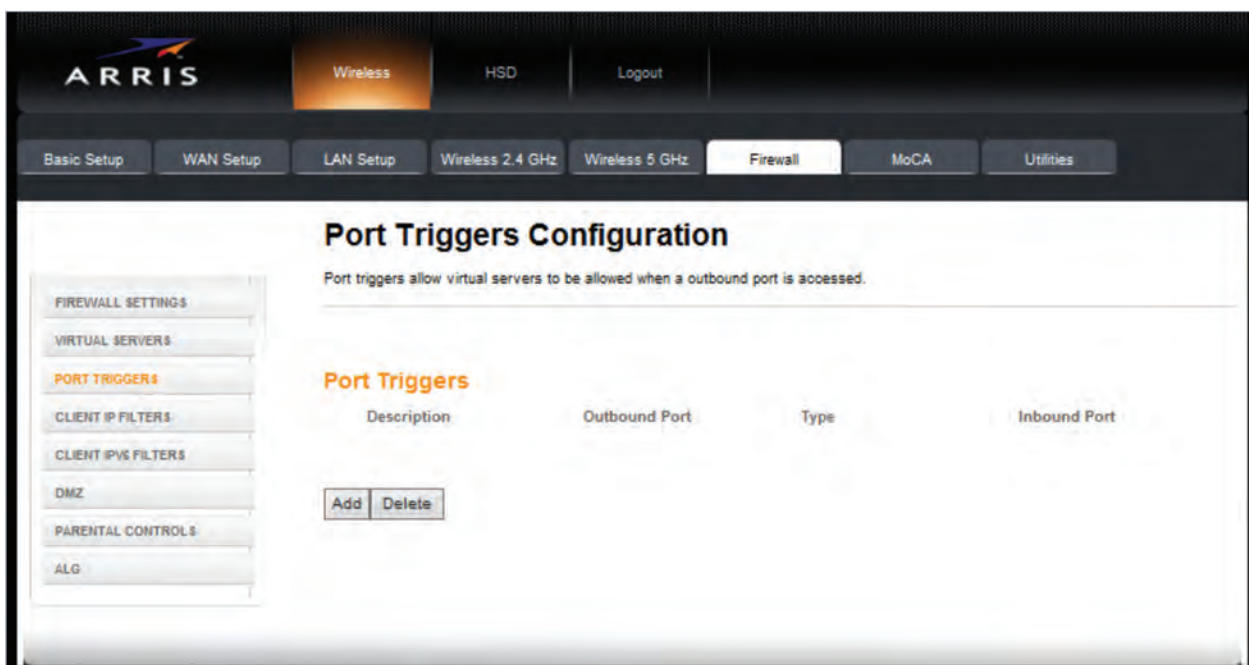
8.1.2 Virtual Servers

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



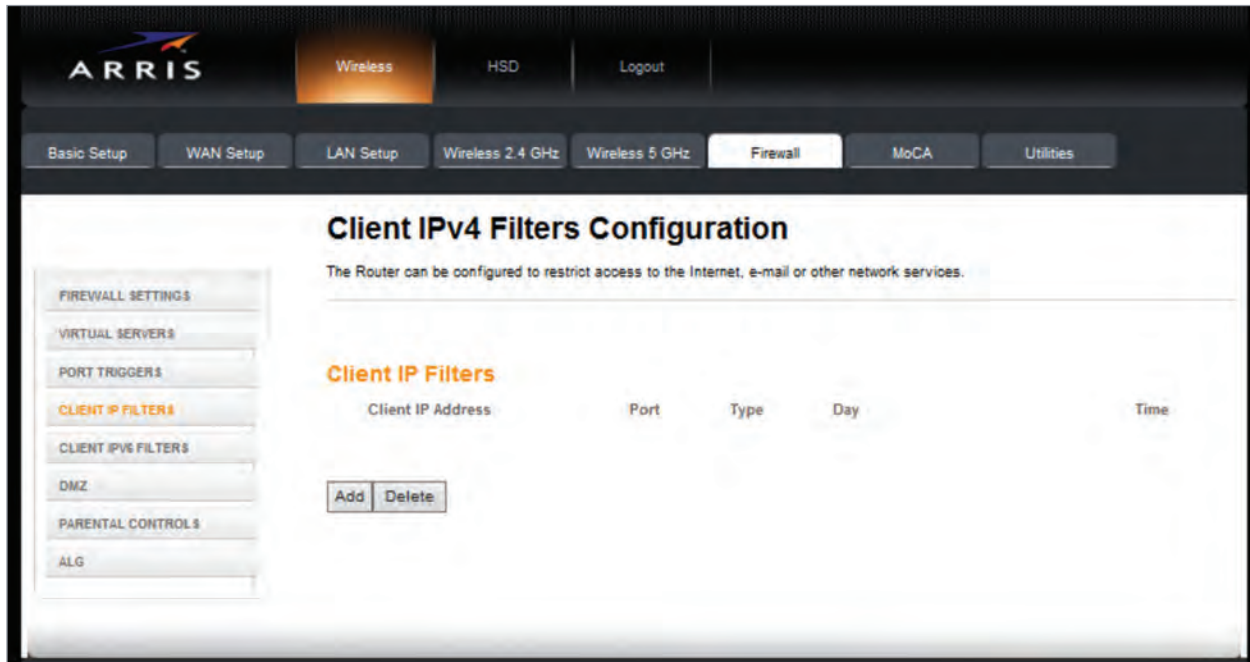
8.1.3 Port Triggers

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.



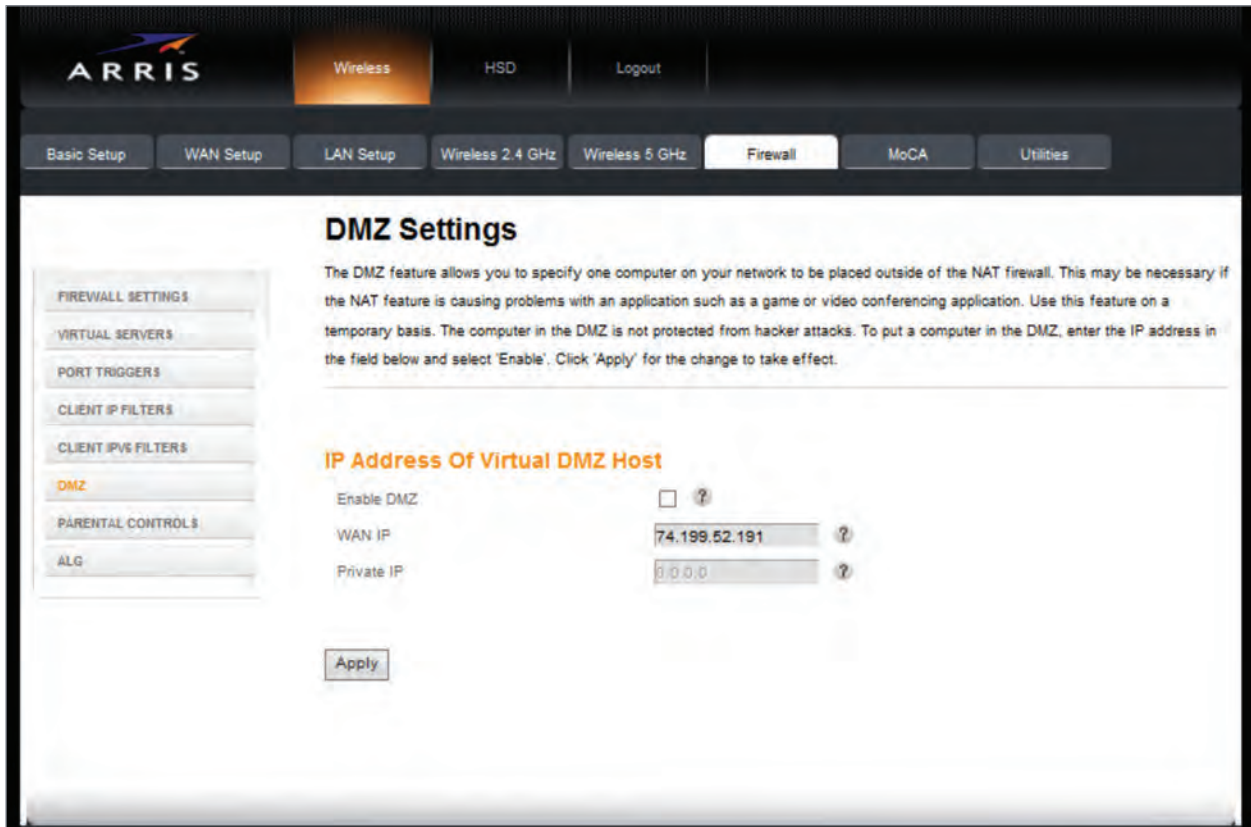
8.1.5 Client IPV6 Filters

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.



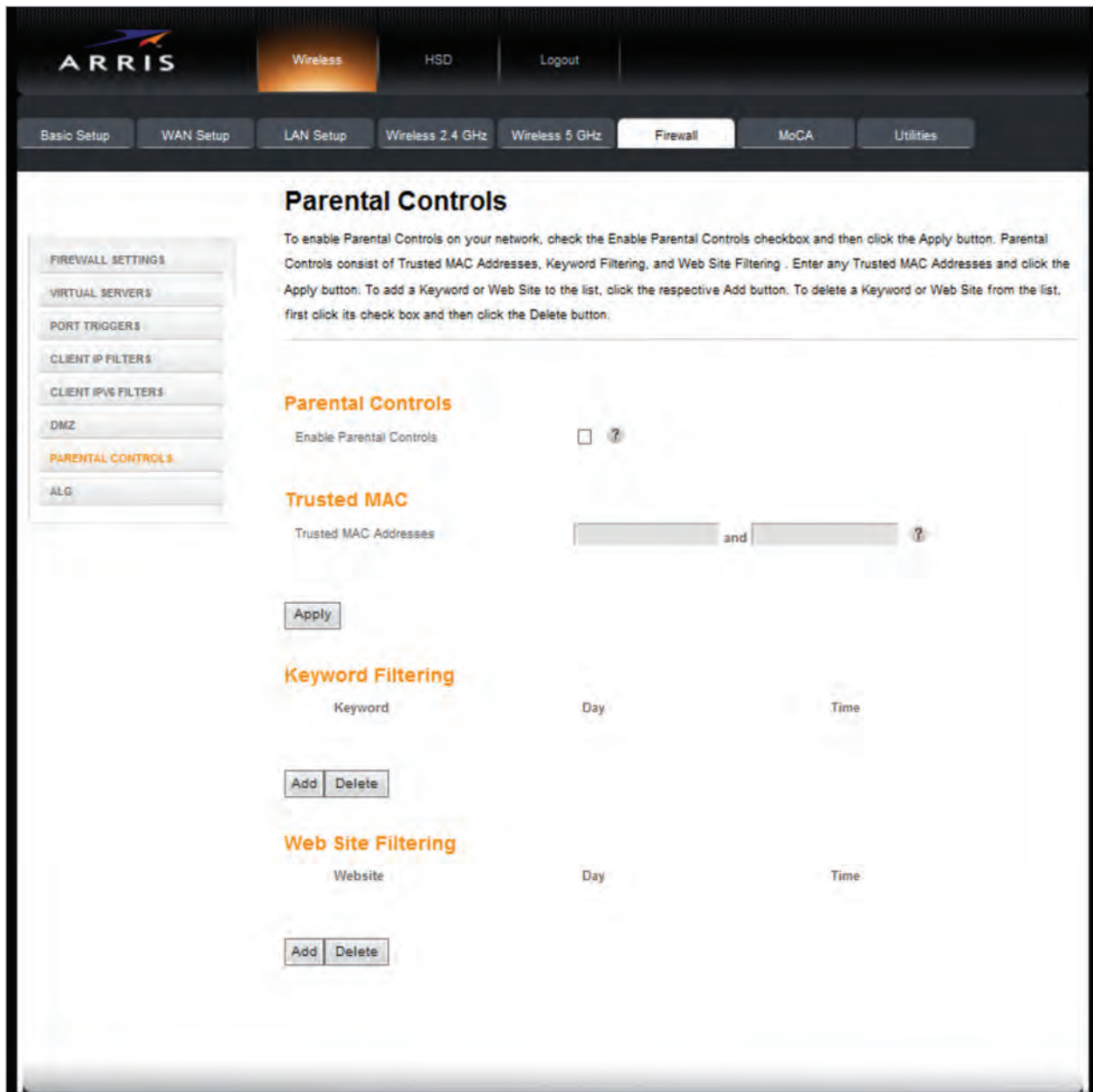
8.1.6 DMZ

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.



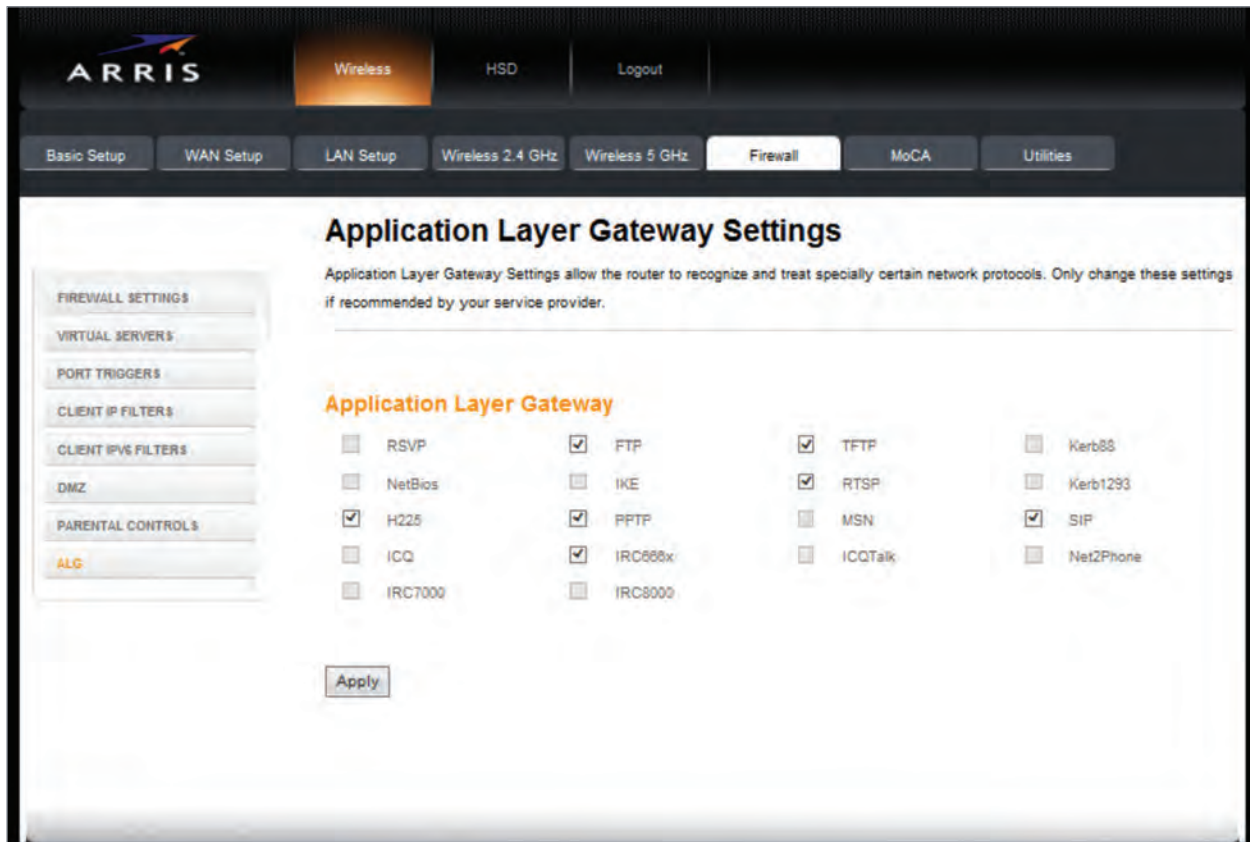
8.1.7 Parental Controls

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.

The screenshot displays the MoCA Status configuration page in the ARRIS web interface. The navigation bar includes 'ARRIS', 'Wireless', 'HSD', and 'Logout'. Below this, a menu contains 'Basic Setup', 'WAN Setup', 'LAN Setup', 'Wireless 2.4 GHz', 'Wireless 5 GHz', 'Firewall', 'MoCA', and 'Utilities'. The 'MoCA' tab is selected.

MoCA Status
MoCA Information for relevant for troubleshooting.

MoCA Settings
MoCA Enabled ?

MoCA Status

Status	Disabled	?
Node Count	0	?
Node Coordinator	0	?
Channel	0 MHz	?
Last Good Channel	1150 MHz	?
Link Up Time	00:00:00	?

MoCA Node List

ID	Node Type	MoCA MAC	Node Tx GCD Rate	Node Rx Power	Node Rx Packets	Node Rx Corrected	Node Rx Drops

10. UTILITIES

10.1 System Information

10.1.1 System Information

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

The screenshot displays the 'System Information' page of an Arris modem. The interface includes a top navigation bar with 'ARRIS' and tabs for 'Wireless', 'HSD', and 'Logout'. Below this is a secondary navigation bar with buttons for 'Basic Setup', 'WAN Setup', 'LAN Setup', 'Wireless 2.4 GHz', 'Wireless 5 GHz', 'Firewall', 'MoCA', and 'Utilities'. The main content area is titled 'System Information' and contains a sidebar with navigation options like 'SYSTEM INFORMATION', 'RESTART ROUTER', and 'FACTORY DEFAULTS'. The main content is divided into several sections: 'Hardware Software Version', 'WAN Status Summary', 'Wireless 2.4GHz Status Summary', and 'Wireless 5GHz Status Summary'. Each section contains a list of system parameters and their current values.

Hardware Software Version	
Serial Number	EBDBUL644300284
Bootcode Version	4.2.0.39
Hardware Version	3
Firmware Version	9.1.76B

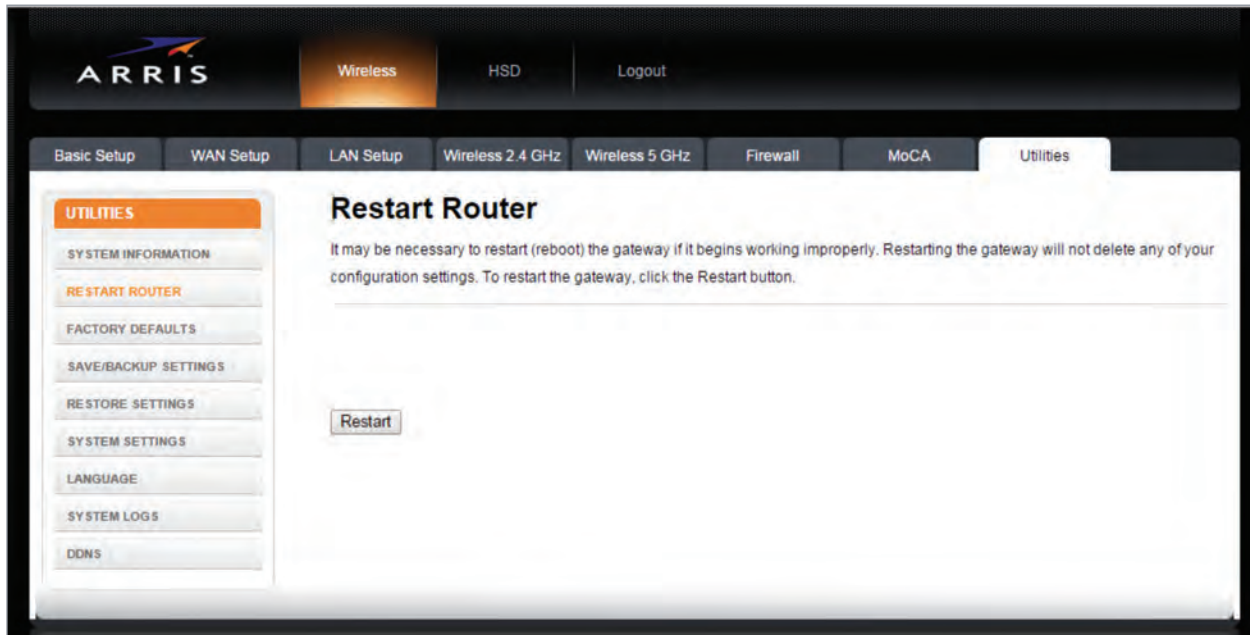
WAN Status Summary	
WAN MAC Address	00:AC:E0:15:67:0B
Connection Setup	dynamic / dynamic
IP Address	74.199.52.191 / ::
Subnet Mask	255.255.252.0
Domain Name	wowway.com
Primary DNS	64.233.217.2 / ::
Secondary DNS	64.233.217.3 / ::
Tertiary DNS	0.0.0.0 / ::
Gateway	74.199.52.1 / ::1999.9

Wireless 2.4GHz Status Summary	
Wireless SSID	ARRIS-6709
Wireless Channel	Auto
Wireless Mode	Mixed GN
SSID Broadcast	Enabled
WMM	Enabled
MAC Address	00:AC:E0:15:67:07
Number of Wi-Fi Clients	0
Radio Status	Enabled
WPS Status	Disabled

Wireless 5GHz Status Summary	
Wireless SSID	ARRIS-6709
Wireless Channel	Auto
Wireless Mode	Mixed GN
SSID Broadcast	Enabled
WMM	Enabled
MAC Address	00:AC:E0:15:67:07
Number of Wi-Fi Clients	0
Radio Status	Enabled
WPS Status	Disabled

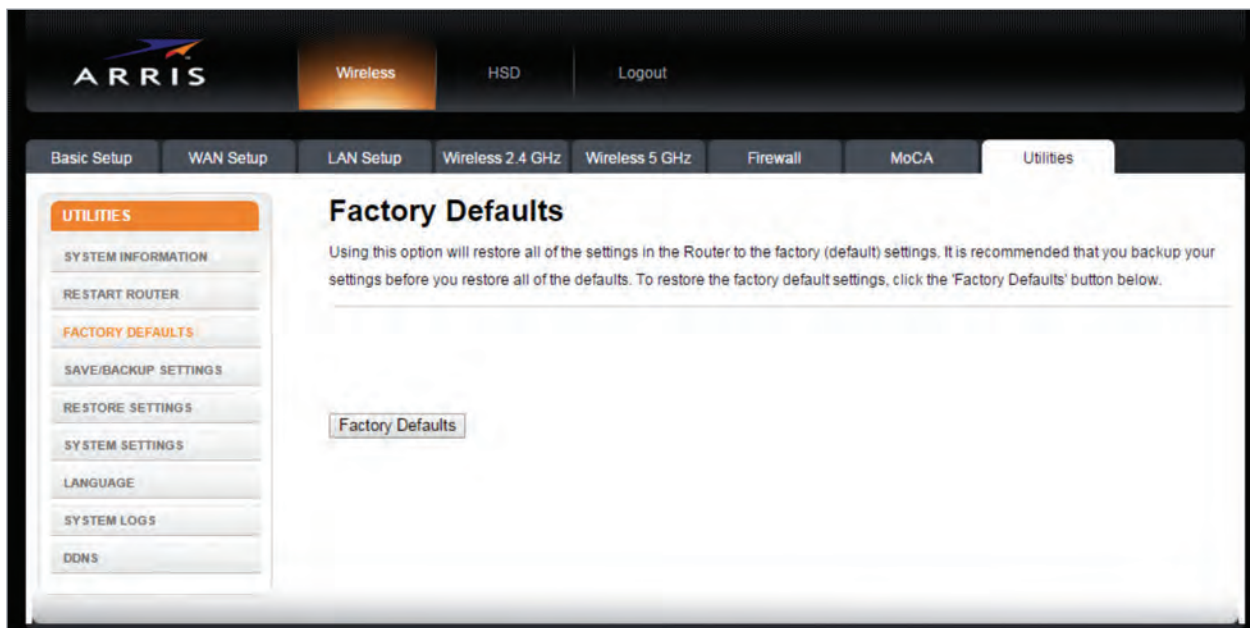
10.1.2 Restart Router

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.



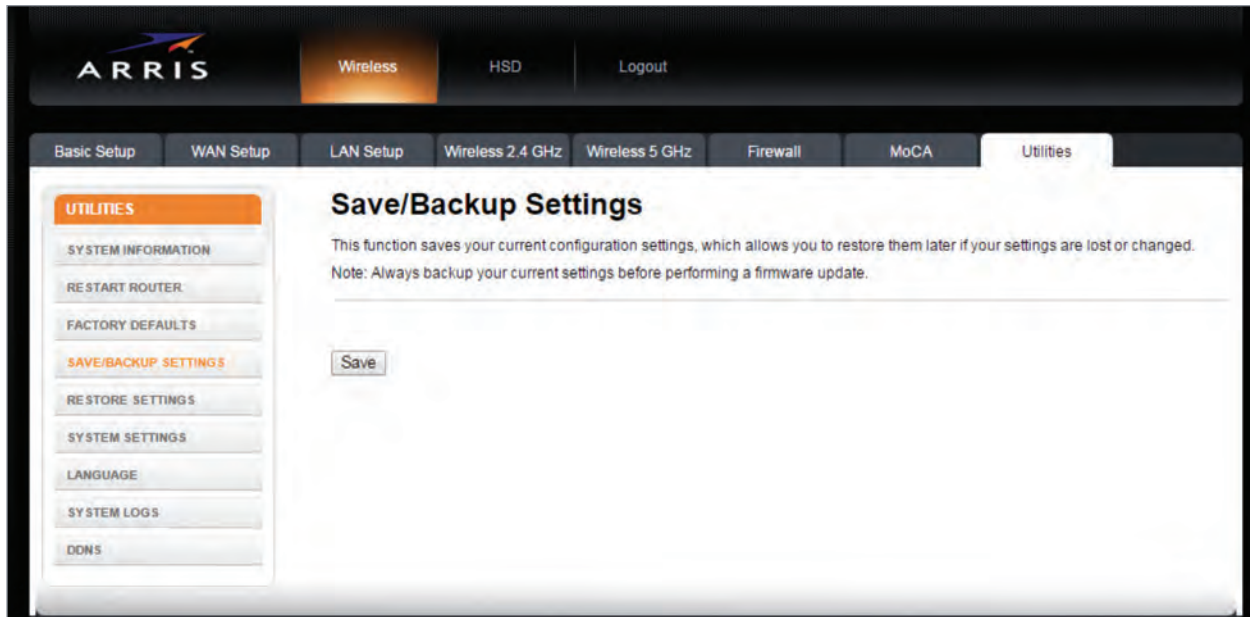
10.1.3 Factory Defaults

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.



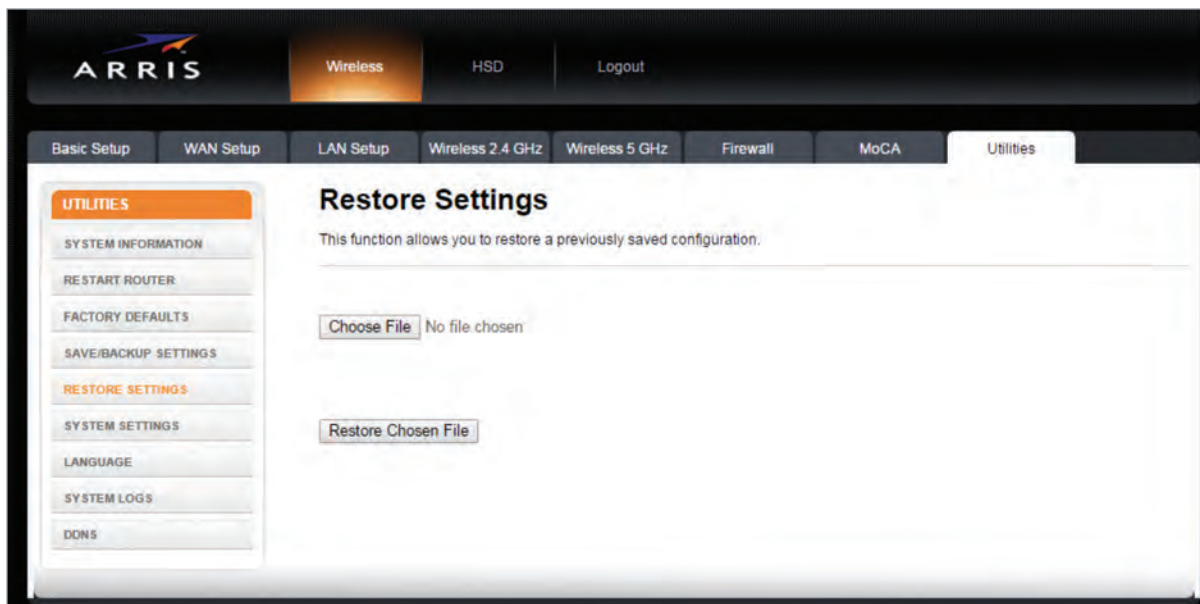
10.1.4 Save/Backup Settings

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.



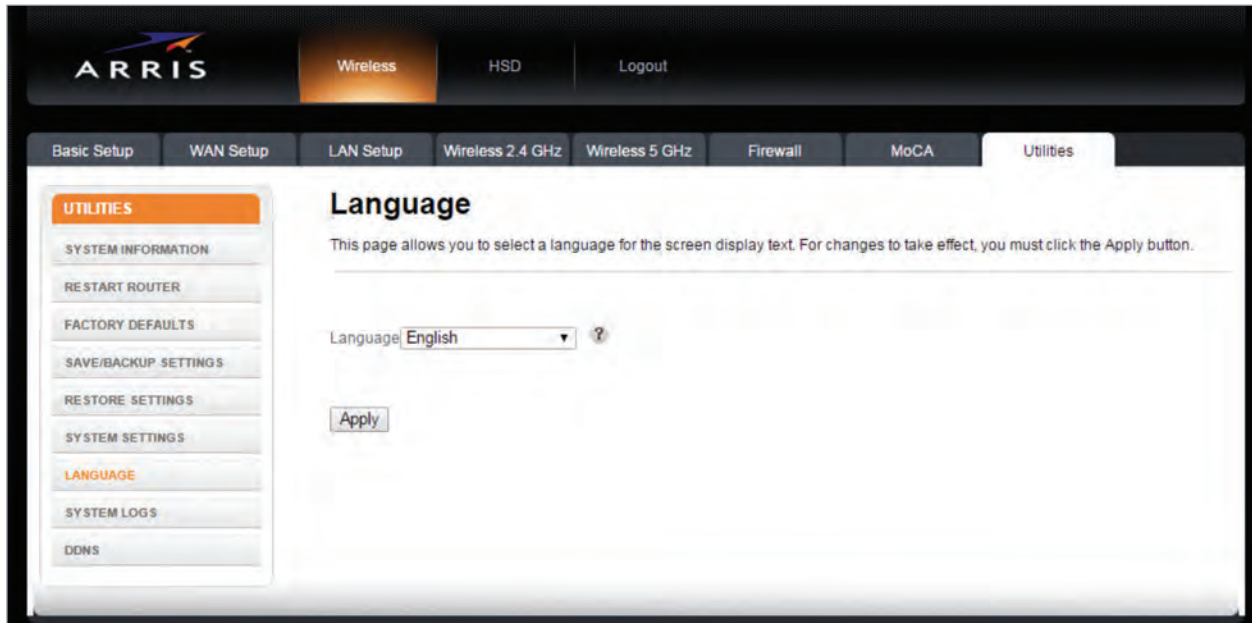
10.1.6 System Settings

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

The screenshot displays the Arris System Settings page. At the top, the Arris logo is on the left, and navigation tabs for 'Wireless', 'HSD', and 'Logout' are on the right. Below this, a secondary navigation bar includes 'Basic Setup', 'WAN Setup', 'LAN Setup', 'Wireless 2.4 GHz', 'Wireless 5 GHz', 'Firewall', 'MoCA', and 'Utilities'. The 'Utilities' tab is active, and a sidebar on the left lists various utility options, with 'SYSTEM SETTINGS' highlighted in orange. The main content area is titled 'System Settings' and includes a note: 'This page allows you to make certain system settings. For changes to take effect, you must click the Apply button.' Under the 'Router Time' section, the 'Router Time' is set to '2015-10-20 08:30:47.00'. The 'Time Server' section has the 'Enable Time Server' checkbox checked. Three time servers are listed: 'clock.via.net', 'ntp.nasa.gov', and 'tick.ucla.edu'. An 'Apply' button is located at the bottom of the settings area.

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.

ARRIS Wireless HSD Logout

Basic Setup WAN Setup LAN Setup Wireless 2.4 GHz Wireless 5 GHz Firewall MoCA **Utilities**

UTILITIES

- SYSTEM INFORMATION
- RESTART ROUTER
- FACTORY DEFAULTS
- SAVE/BACKUP SETTINGS
- RESTORE SETTINGS
- SYSTEM SETTINGS
- LANGUAGE
- SYSTEM LOGS**
- DDNS

System Logs

This page displays the system logs. Click the Refresh button to update the list. Click the Clear Log button to clear the list.

Log

```

2015-09-26 23:30:20.00 [UNPRIV UDP packet: ]UDP Packet -
Source:189.202.84.120,19527 Destination:75.118.232.100,10527
2015-09-26 23:30:59.00 [UNPRIV UDP packet: ]UDP Packet -
Source:36.78.202.47,11296 Destination:75.118.232.100,32082
2015-09-26 23:31:57.00 [UNPRIV UDP packet: ]UDP Packet -
Source:116.241.160.171,26533 Destination:75.118.232.100,10527
2015-09-26 23:32:38.00 [UNPRIV UDP packet: ]UDP Packet -
Source:79.100.224.187,52981 Destination:75.118.232.100,10527
2015-09-26 23:35:56.00 [UNPRIV UDP packet: ]UDP Packet -
Source:92.100.115.150,51413 Destination:75.118.232.100,10527
2015-09-26 23:35:59.00 [UNPRIV UDP packet: ]UDP Packet -
Source:92.100.115.150,51413 Destination:75.118.232.100,10527
2015-09-26 23:37:44.00 [UNPRIV TCP packet: ]TCP Packet -
Source:188.243.176.230,51924 Destination:75.118.232.100,10527
2015-09-26 23:37:45.00 [UNPRIV TCP packet: ]TCP Packet -
Source:188.243.176.230,51924 Destination:75.118.232.100,10527
2015-09-26 23:37:59.00 [UNPRIV TCP packet: ]TCP Packet -
Source:188.243.176.230,51924 Destination:75.118.232.100,10527
2015-09-26 23:41:48.00 [UNPRIV UDP packet: ]UDP Packet -
Source:95.237.138.254,11090 Destination:75.118.232.100,10527
2015-09-26 23:43:36.00 [UNPRIV UDP packet: ]UDP Packet -
Source:106.160.107.25,11395 Destination:75.118.232.100,10527
    
```

Refresh Clear

10.1.9 DDNS

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

The screenshot shows the ARRIS router configuration interface. At the top, there is a navigation bar with the ARRIS logo and tabs for 'Wireless', 'HSD', and 'Logout'. Below this is a secondary navigation bar with tabs for 'Basic Setup', 'WAN Setup', 'LAN Setup', 'Wireless 2.4 GHz', 'Wireless 5 GHz', 'Firewall', 'MoCA', and 'Utilities'. The 'Utilities' tab is selected, and a sidebar on the left lists various utility options, with 'DDNS' highlighted in orange. The main content area is titled 'DDNS' and contains a descriptive paragraph: 'DDNS (Dynamic DNS) allows you to provide Internet users with a fixed domain name (instead of an IP address which may periodically change), allowing your router and applications set up in your router's virtual servers to be accessed from various locations on the Internet without knowing your current IP address. You must create an account with the DDNS service in order to use DDNS.' Below the text is a section titled 'DDNS Setting' with the following fields: 'DDNS Enable' (checkbox), 'DDNS Service' (dropdown menu showing 'TZO'), 'User Name' (text input), 'Password Key' (text input), and 'Domain Name' (text input). Each input field has a help icon. An 'Apply' button is located at the bottom of the settings section.

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.