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MODEM USER GUIDE

Arris TG2470 and TG2472 Series Modems

7072.U.1601.O



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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 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.

Login				
OGIN	Login			
LOGIN	The default user name is 'admi (such as \$, I, ?, &, #, @, and oth	n'. Valid characters are the numbers hers.)	0 to 9, the letters a through z, and p	rintable special characters
	Login			
	User Name	admin	3	
	Password		3	
	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	Frewall	MoCA	Utilities	
RANC NETUP LOGIN SETTINGS	System Basic Set While your system has many configur tabs to access the other configuration option to view a description of that opt	ration options, the op pages to set advanc tion. For changes to t	tions on this Basic S ed options. Hover th ake effect, you mut	etup page are thos he mouse pointer o st olick the Apply b	e required by most u ver the question mark utton.	sers. Click the i loon next to an
	Basic Setup Language Host Name Routing Enabled More LAN Settings	English ARRISC V	w sw	2		
	Wireless 2.4 GHz Enable Wireless Wireless Network Name (SSID) Pre-Shared Key More Wireless Settings	P 2 ARRIS- BUL644	300284	2		
	Wireless 5 GHz Enable Wreless Wireless Network Name (SSID) Pre-Shared Key More Wreless Settings	2 ARRIS- BUL644	8709-5G 1300284	2 2		
	2.4G/5G WPS Settings WPS Enable Device PIN Code WPS Mode Enrollee PIN Code	♥ 3 \$805#3 PBC	501 (2		
	Apply	0	z			



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.

Model: DG2470A P/N: DG00DLQ2470	
Mains voltages inside this unit. No user serviceable parts inside. Refer service to qualified personnel only! Haute tension à l'intérieur de cette unité. Ne contient aucune pièce qui puisse être réparée par l'utilisateur. Confier l'entretien à du personnel qualifié.	
 CC ID: OIDDG2470 IC:6670A-DG2470 This class B device complies with Part 15 of the FCC rules and Industry Canada requirements. Operation is subject to the following two conditions: This device may not cause harmful interference this device must accept any interference received, including interference that may cause undesired operation. 115-240 VAC, 50/60Hz, 0.6 A MAX US Pat. info at www.arris.com/legal. Other patents pending. ARRIS 2014 - 2015. All rights reserved. Made in China. 	
Network Name(SSID) 2.4GHz: ARRIS-FBCB 5GHz: ARRIS-FBCB-5G Preshared Key: BSY776602150 Security Mode: WPA2-PSK(AES)	
WPS PIN: 72081686	
CMAC: 5C8FE002FBCB	
WAN MAC SCREEDO2ERCC	
783939 DG2470A/NA	



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.

	Hab	Logout			
LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities
Login You can chang characters are others.)	Settings ge the password for ad the numbers 0 to 9, th	min account. Use a pa le letters a through z ar	ssword that will not nd A through Z, and	be easy to guess. I printable special ch	Passwords are case-sensitive. Val laracters (such as \$, !, ?, &, ≢, @,
Change Old Passwor New Passwo Repeat New	Password d Password		2		
Other Se	ettings _{at}	900		2	
Apply					
	LAN Setup Login A You can chang characters are others.) Change Old Passwor New Passwor Repeat New Other Se Login Timeou	LAN Setup Wreless 2.4 GHz LOGIN Settings You can change the password for ad characters are the numbers 0 to 9, th others.) Change Password Old Password New Password Repeat New Password Login Timeout Apply	LAN Setup Wreless 2.4 GHz Wreless 5 GHz LOggin Settings You can change the password for admin account. Use a part characters are the numbers 0 to 9, the letters a through 2 at others.) Change Password Old Password New Password Repeat New Password Other Settings Login Timeout 900	LAN Setup Wreless 2.4 GHz Wreless 5 GHz Frewall LOggin Settings Sou can change the password for admin account. Use a password that will not characters are the numbers 0 to 9, the letters a through z and A through Z, and others.) Change Password Old Password New Password Repeat New Password Login Timeout 900	LAN Setup Wireless 2.4 GHz Wireless 5 GHz Firewall MoCA LAN Setup Setup Moca A LAD Setup Setup Firewall Moca LAD Setup Setup Setup Moca Login Settings Setup And printable special of adminesters are through z and A through Z, and printable special of adminesters. Change Password Setup Setup Setup New Password Setup Setup Setup New Password Setup Setup Setup Change Settings Setup Setup Setup New Password Setup Setup Setup Setup Intersort Setup Setup Setup Setup Setup Setup Login Timeout Setup Setup <t< td=""></t<>



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.

ARRI	s	Wireless	HSD	Logout			
asic Setup	WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities
DYNAMIC		Dynam A dynamic co are not sure o	nic Configu nnection type is the mo f your connection type	uration Set	tings way gets its IP add s to take effect, yo	ress from a DHCP s ou must click the App	erver at the cable company. If yo
STATIC DYNAMIC (IPVS) STATIC (IPVS)		DHCP Erisble DHC IP Address Subnet Masi	5P.	 ✓ ? 74.199.1 255.265 	52.191	7.	
		Gateway Ad	dress	74.199.5	52.1	2	



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.

c Setup WAN	N Setup LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities
	Static	IP Connec	tion Type			
	A statio IP a			are and uses a period	manage IP address	to connect to the internet. If w
NAMIC	Internet Ser	vice Provider gives you	an IP address that neve	r changes, then use	this option. For ch	anges to take effect, you must
TIC	the Apply bu	utton.				
NAMIC (IPV6)						
ATIC (IPVS)	Canadia II					
	Static I	* Settings				
	Enable Sta	itic (P				
	IP Address	3	b 'a)a'a	1		
	Subnet Ma	lsk	00,00	3		
	Gateway A	Address	0.0.0.0			
	Consider	NS Server IP	Nulou			
	Secondary Tections D	NC Conver IP	N.O.D.O.	2		
	Domain N	NO DEIVER IF	Process of	2		
	MTU Size	arrive	1500	2		
	THE De Server		1200			
	Apply					
	Apply					



4.3 Dynamic (IPv6)

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

ARRIS	Wireless HSD	Logout		
Basic Setup WAN Setup	LAN Setup Wireless 2.4 GHz	Wireless 5 GHz Firewall	MoCA	Utilities
	Dynamic Configu	ration Settings (II	PV6)	DAL DE CO
DYNAMIC	A dynamic connection type is the most are not sure of your connection type, u	t common. The gateway gets its IP a use this. For changes to take effect,	iddress from a DHCP se you must click the Appl	erver at the cable company. If you y button.
STATIC DYNAMIC (IPV6)				
STATIC (IPV6)	Dynamic Configuration	(IPV6)		
	Enable DHCP (IPV6)	· 2		
	Dynamic Configuration	(IPV6)		
	IP Address V8	(a)	2	
	Delegated Prefix		2	
	Delegated Prefix Length	0 ?		
	IPV6 Gateway Address	::2EE0:5551:BBC1:0:0	2	
	Apply			



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.

ARR	IS IS	Wireless	HSD	Logout			
Basic Setup	WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities
DYNAMIC STATIC DYNAMIC (IPV6)		Static A static IP ad Internet Servi the Apply but	IP Connect dress connection type ce Provider gives you ton.	tion Type (is less common than o an IP address that nev	IPV6) thers and uses a p er changes, then u	ermanent IP address se this option. For of	to connect to the Internet. If your langes to take effect, you must click
STATIC (IPVS)	-1	Static IP Enable Stati	Settings (IPV6	5) □ Ø			
		Static IP IP Address I Prefox Lengt IPV6 Gatewo Primary DN Secondary I Tertiary DN Domain Nar Delegated P Delegated P	Settings (IPV6 V8 bh (IPV6) ay Address S Server (IPV6) DNS Server (IPV6) S Server (IPV6) S Server (IPV6) me trefix Length trefix	5) 11 12 13 14 14 15 15 15 15 15 15 15 15 15 15	2 	2 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	
		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 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.

c Setup	WAN Setup	LAN Setup Wireless 2.4 GHz	Wireless 5 GHz Firewall	MoCA Utilities
		LAN Settings		
FTTINGS		You can make changes to the Local A	rea Network (LAN) here. For chan	nges to take effect, you must press the 'Apply' button
I SETTINGS ((PV6)	bottom of the screen.		
ENT LIST				
RT B		LAN IP Settings		
		IP Address	192 168.0.1	3
		Subnet Mask	255.255.255.0	2
		DHCP Server Settings		
		Enable DHCP Server	2	
		Start IP Address	192.168.0.2	2
		End (P Address	192 168 0 254	2
		Lease Time	3800	2
		Domain Name		2
		DNS Override		
		Enable DNS Override	□ 2	
		Primary DNS Server IP	04-223 217 2	2
		Secondary DNS Server IP	(4.235 E17.3	2
		Tertiary DNS Server IP	6000	2
		DNS Relay		
		Enable DNS Relay	□ 2	
		NAT		
		NAT Mode	RoutedWithNAT	~ 2
		UPnP		
		Enable UPnP	2 3	
		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 Lo	gout		
Basic Setup WAN Setup	LAN Setup Wireles	s 2.4 GHz Wireles	s 5 GHz Firewall	MoCA	Utilities
LAN SETTINGS	LAN Setting You can make changes to bottom of the screen.	IS (IPV6) o the Local Area Netw	ork (LAN) here. For change	is to take effect, you mu	ist press the 'Apply' button at the
CLIENT LIST PORTS	LAN Settings (II	PV6)			
	IP Address V6 Prefix Length (IPV6)		84 2	1	
	DHCP Server S	ettings (IPV6)	FESU ZAULEUFF.FE	10,070F	
	Enable DHCP Server (Start IP Address (IPV6)	PV6)		2	
	End IP Address (IPV6) Lease Time (IPV8)		3870	2	
	DNS Override				
	Primary DNS Server IF Secondary DNS Serve	r IP		2	
	Tertiary DNS Server IF			2	
	Enable DNS Relay				
	Apply				



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 MoC	A	Utilities
LAN SETTINGS LAN SETTINGS (IPVS)	Client List This page shows the host Name, IP not have a specified host name, the olient and then click the Delete butto	address, and MAC Address on the host Name field will be on to delete the client lease,	of each computer that is a blank. Click the Add butt Click the Refresh button	connected to y ton to create a to update the (your network. If a computer does new fixed client lease. Select a Clients list.
PORTS	Reserved IP Client Lis	5t IP Address	Mac Ad	Idress	Status
	Add Delete Apply				
	Attached Client List				
	IP Address 192.168.0.2 FE80::B45D:D69D:3F2A:99D8	Name mm-8630-tracy mm-8530-tracy	Mac Address F0:1F:AF:33:1C:A8 F0:1F:AF:33:1C:A8	Type Ethernet Ethernet	Expiration 2015-05-12 09:19:19:00 0-00-00 00:00:00.00
	Refresh				



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.

ARRIS	Wireless HSD	Logout			
Basic Setup WAN Setup	LAN Setup Wireless 2.4 (GHz Wireless 5 GHz	Firewall	MoCA	Utilities
LAN SETTINGS	Ethernet Port (This page allows the Ethernet po service provider.	Configuratio	N is an advanced feat	ure and should not b	e set unless requested by your
LAN SETTINGS (IPVS) CLIENT LIST PORTS	Select Ethernet Port	6 P.			
	Ethernet Port Setu	p			
	Enabled	2 3	S. 1.		
	Auto	2	1 A		
	Duplex	Fulling	2		
	Speed	1000	4 2		



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.

asic Setup	WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities	
		System	Basic So	tup				
		System	Dasic Se	tup	tions on this Dasis	Catus sans are those	maning by most years. Cl	Call th
APC		tabs to access th	he other configuration	n pages to set advance	ed options. Hover t	the mouse pointer ov	er the question mark icon ne	ext to
ADVANCED		option to view a	description of that op	ption. For changes to	take effect, you mu	ust click the Apply bu	itton.	
MAC ADDRESS	CONTROL							
WIRELESS CLIE	TELL THE	Decis Cat						
		Dasic Sett	ιþ	12.0				
		Ministeen Netwo	5 Name (CCID)		8700			
		Rinadrast Nati	work Name (SSID)	IN 2	0/05			
		Te Power Leve		Hinh	~ 2			
		Channel		Auto	12			
		AP Isolation						
		Enable WMM		2				
		WMM Power Sa	ave mode	2				
		Security Mode		WPA2-	PSK (AES) (Reco	mmended)	~ 2	
		Pre-Shared Key	è.	BUL64	4300284	2		
				DOLON	000201			
		Apply						



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.

ARRIS	Wireless	HSD	Logout			
Basic Setup WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities
BARC	Advanced Win by an expert a	ced Setting eless Settings screen i dministrator as incorre	gs is used to set up the R ict settings can reduce	louter's advanced w wireless performan	vireless functions. Th	ese settings should only be adjusted
ADVANCED MAC ADDRESS CONTROL	100-10-00					
WIRELESS CLIENT LIST	Wireless Mo	Network Sett	G/N mi	xed 🖌 👔		
	Beacon Inter	val	100		2	
	RTS Thresho	al Ad	2347		2	
	Fragment Th Frame Burst	reshold	2346		<i>v</i>	
	802.11n	Specific Settir	igs	Made vil 8		
	Channel Ban Guard Interv	dwidth al	20/40 I			
	Apply					



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.

ARRIS	Wireless HSD Logout
Basic Setup WAN Setup	LAN Setup Wireless 2.4 GHz Wireless 5 GHz Firewall MoCA Utilities
BASIC ADVANCED MAC ADDRESS CONTROL	MAC Address Control MAC Address Control allows you to restrict access to your network to only those client devices whose MAC addresses you add to the filter list. You can make changes to the Media Access Control (MAC) Address Filtering List on this page. For changes to take effect, you must click the Apply button. Click the Add button to add another client device's MAC address to the filter list. Select a MAC address in the list and then click the Delete button to delete it from the filter list.
WIRELESS CLIENT LIST	MAC Address Filter Type None V
	MAC Address Filter List
	Add Delete Papiy



6.4 Wireless Client List

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

ARRIS	Wireless HSC	D Logout			
Basic Setup WAN Setup	LAN Setup Wireless 2	4 GHz Wireless 5 GHz	Firewall	MoCA	Utilities
BASIC ADVANCED	Wireless Clie This page displays the Name the Refresh button to update	nt List e, IP address, and MAC addre a the list.	ss of each computer	or other client devid	ce connected to your network. Click
MAC ADDRESS CONTROL	Wireless Client L	ist IP			Mao
	Refresh				
				_	



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.

ARRIS	Wireless	HSD	Logout			
Basic Setup WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities
BASIC ADVANCED	System While your syst tabs to access option to view a	tem has many config the other configuration description of that op	tup uration options, the op n pages to set advanc ption. For changes to t	tions on this Basic S ad options. Hover th take effect, you mus	etup page are thos e mouse pointer or t olick the Apply b	e required by most users. Click the ver the question mark icon next to a utton.
MAC ADDRESS CONTROL	Basic Set	up	v 3			
	Wireless Netv	work Name (SSID)	ARRIS-	6709-5G	6 ()	
	Broadcast Ne Tx Power Lev	twork Name (SSID) el	High	~ 2		
	Channel AP Isolation		Auto	. 3		
	Enable WMM		7			
	WMM Power S Security Mode	Save mode	WPA2-	PSK (AES) (Recom	imended)	~ 2
	Pre-Shared Ki	ey	BUL644	4300284 7	k.	
	Apply					
	The second					



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.

ARRIS	Wireless HSD	Logout		
Basic Setup WAN Setup	LAN Setup Wireless 2.4 GHz	Wireless 5 GHz Firewall	MoCA	Utilities
84sc	Advanced Settin Advanced Wireless Settings screen by an expert administrator as incom	gs is used to set up the Router's advanced w ect settings can reduce wireless performan	vireless functions. Th nce.	ese settings should only be adjusted
MAC ADDRESS CONTROL	Wireless Network Set	tings		
WINELESS CLIENT D'ST	Wireless Mode	A/N/AC mixed v 2		
	Beacon Interval	100	2	
	DTIM Interval	1	2	
	RTS Threshold	2347	7	
	Fragment Threshold	2346	3	
	Frame Burst	2		
	802.11n/ac Specific Se	ettings		
	Channel Bandwidth	20/40/80 MHz 🗸 👔		
	Guard Interval	Auto 🗸 2		
	Apply			



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.

ARRIS	Wireless HSD Logout
Basic Setup WAN Setup	LAN Setup Wireless 2.4 GHz Wireless 5 GHz Firewall MoCA Utilities
BASIC ADVANCED MAC ADDRESS CONTROL	MAC Address Control MAC Address Control allows you to restrict access to your network to only those client devices whose MAC addresses you add to the filter list. You can make changes to the Media Access Control (MAC) Address Filtering List on this page. For changes to take effect, you must click the Apply button. Click the Add button to add another client device's MAC address to the filter list. Select a MAC address in the list and then click the Delete button to delete it from the filter list.
WARELESS CLIENT LIST	MAC Address Filtering MAC Address Filter Type None V
	MAC Address Filter List
	Add Delets Booly



7.4 Wireless Client List

This page lists all WIFI connected devices.

ARRIS	Wreless HSD Logout
Basic Setup WAN Setup	LAN Setup Wireless 2.4 GHz Wireless 5 GHz Finewall MoCA Utilities
BASIC	Wireless Client List This page displays the Name, IP address, and MAC address of each computer or other client device connected to your network. Click the Refresh button to update the list.
MAC ADDRESS CONTROL	Wireless Client List Name IP Mac
	Retresh



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

ARRIS	Wineless HSD	Logout			
Basic Setup WAN Setup	LAN Setup Wireless 2.4 GHz Wi	ireless 5 GHz	Firewall	MoCA	Utilities
FREWALL SETTINGS VIRTUAL SERVERS	Firewall Settings Your Router is equipped with a firewall tha (PoD) and Denial of Service (DoS) attacks leave your network completely vulnerable	at will protect your n s. You can turn the e to hacker attacks,	etwork from a wid firewall function o but it is recomme	e array of common off if needed. Turnin Inded that you turn t	hacker attacks including Ping of Death g off the firewall protection will not he firewall on whenever possible.
PORT TRIGGERS CLIENT IP FILTERS CLIENT IPV6 FILTERS DMZ	Firewall Enable/Disable Enable Firewall	2			
PARENTAL CONTROLS	DoS Attack Protection Enable DoS Attack Protection Firewall	7			
	Block Pings Enable Ping Blocking	I			
	IPSec Pass Through Enable IPSec Pass Through	7			
	PPTP Pass Through Enable PPTP Pass Through	2			
	L2TP Pass Through Enable L2TP Pass Through	2			
	Block Fragmented IP Pack	kets			
	Apply				
1					



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.

ARRIS	Wireless	HSD	Logout			
Basic Setup WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities
FIREWALL SETTINGS	Virtual This function will applications thro	Servers C I allow you to route e bugh your Router to y	configurat external (Internet) call your internal network.	ion s for services such	as a web server (port)	80), FTP server (Port 21), or other
VIRTUAL SERVERS PORT TRIGGERS CLIENT IP FILTERS CLIENT IPV6 FILTERS	Virtual Se Descriptio	rvers m Inbo	und Port	Туре	Private IP	Local Port
DMZ PARENTAL CONTROLS ALG	Add Delete				Address	

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.

ARRIS	Wireless	HSD	Logout			
asic Setup WAN Setup	LAN Setup Wire	less 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities
	Port Trigg	ers Con	figuration	1		
FIREWALL SETTINGS	Port triggers allow virtu	al servers to be a	allowed when a outbo	und port is accessed		
VIRTUAL SERVERS						
PORT TRIGGERS	Port Triggers					
CLIENT IP FILTERS	Description	c	Outbound Port	Type		Inbound Port
CLIENT IPVS FILTERS						
DMZ	Add Delete					
PARENTAL CONTROLS						
ALG						



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.

ARR	is.	Wireless	HSD	Logout					
Basic Setup	WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewal		MoCA	Utilities	
FIREWALL SETTI	NGS	Client The Router ca	IPv4 Filters	s Configu	ration ternet, e-mail o	or other network	k services.		
VIRTUAL SERVER	1.9								
PORT TRIGGERS	· · · ·	Client IP	Filters						
CLIENT IP FILTER		Client I	P Address	Port	Туре	Day			Time
CLIENT IPVS FILT	ERS								
DMZ		Add Dele	te						
PARENTAL CONT	ROLS								

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.

ARR	IS	Wireless	HSD	Logout				
lasic Setup	WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities	
FIREWALL SET	TINGS	Client The Router ca	IPv6 Filters	S Configur	ation	er network services.		
VIRTUAL SERVE	ERS							
PORT TRIGGER	5	Client IP	v6 Filters					
	RS	Action	Direction Client IPve	Address	Port	Type Day		Time
CLIENT IPVS FIL	TERS							
DMZ		Add Dele	te					
PARENTAL CON	ITROLS							
ALG								



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.

ARRIS	Wireless	HSD	Logout			
Basic Setup WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities
FIREWALL SETTINGS VIRTUAL SERVERS	DMZ S The DMZ feat the NAT feat temporary ba the field below	Settings ture allows you to spec ure is causing problems sis. The computer in th w and select 'Enable', C	ify one computer on yo with an application suc e DMZ is not protected lick 'Apply' for the cha	our network to be pla of as a game or vide from hacker attack nge to take effect.	aced outside of the eo conferencing app s. To put a compute	NAT firewall. This may be necessary lication. Use this feature on a r in the DMZ, enter the IP address in
CLIENT IP FILTERS CLIENT IPVS FILTERS DMZ	IP Addre	ess Of Virtual I	DMZ Host			
PARENTAL CONTROLS	WAN IP Private IP		74.199.	52.191	e e	
	Apply					



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.

ARRIS	Wireless HSD	Logout		
Basic Setup WAN Setup	LAN Setup Wireless 2.4	GHz Wireless 5 GHz F	Firewall MoCA	Utilities
FIREWALL SETTINGS VIRTUAL SERVERS PORT TRIGGERS	Parental Controls To enable Parental Controls on Controls consist of Trusted MA Apply button. To add a Keywor first click its check box and the	YOUS your network, check the Enable P. C Addresses, Keyword Filtering, a rd or Web Site to the list, click the i en click the Delete button.	arental Controls checkbox and th nd Web Site Filtering . Enter any respective Add button. To delete	en click the Apply button. Parental Trusted MAC Addresses and click t a Keyword or Web Site from the list
CLIENT IP FILTERS CLIENT IPVS FILTERS DMZ PARENTAL CONTROLS	Parental Controls Enable Parental Controls	0 8		
ALG	Trusted MAC Trusted MAC Addresses		and	8
	Apply			
	Keyword Filtering Keyword	Day	Tin	ne
	Add Delete			
	Website	Day	Tin	ne
	Add Delete			



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.

			_			-		
asic Setup WAN Setup	LAN Se	Wireless 2.4	GHz W	/ireless 5 GHz	Firewall	MoCA	Utilit	es
	App	olication La	yer (Gateway	Setting	s		
	Applica	tion Layer Gateway Set	ttings allow	the router to recog	nize and treat sp	pecially certain networ	k protocols. (Only change these set
FIREWALL SETTINGS	if recon	nmended by your servi	ce provide	r.				
VIRTUAL SERVERS								
PORT TRIGGERS								
CLIENT IP FILTERS	Appl	ication Layer (Gatewa	ay				
CLIENT IPVS FILTERS		RSVP		FTP		TFTP		Kerb88
DMZ	=	NetBios		IKE		RTSP		Kerb1293
PARENTAL CONTROLS		H225	•	PPTP	100	MSN		SIP
ALG		DOI		IRC668x		ICQTalk		Net2Phone
		IRC7000		IRC8000				
	Apple	v						
	00000							



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.

ARRIS	Wireless	HSD	Logout				
Basic Setup WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities	
STATUS	MoCA Informa	Status ation for relevant for th	oubleshooting.				
	MoCA Se	ettings led	2				
	MoCA St	atus					
	Status		Disabled	ł	2		
	Node Count		0		2		
	Node Coord	inator	o		2		
	Channel		0 MHz		2		
	Last Good C	Channel	1150 M	Hz	2		
	Link Up Tim	e	00:00:00	D	2		
	MoCA No	ode List					
	ID Node 1	Гуре МоСА МА	C Node GCD Rate	Tx Node Powe	Rx Node Rx r 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.

ARRIS	Wireless HSD Logout				
ic Setup WAN Setup	LAN Setup Wireless 2.4 GHz	Wreless 5 GHz Frewall	MoCA Utilicies		
	System Informat	ion			
	This page shows a summary of you	r system's status.			
SYSTEM INFORMATION					
RESTART ROUTER					
FACTORY DEFAULTS	Hardware Software Ve	ersion			
SAVE/BACKUP SETTINGS					
ESTORE SETTINGS	Serial Number	EBDBUL644300284	3		
AY STEM SETTINGS	Bootcode Version	4.2.0.39	2		
ANGUAGE	Hardware Version	3	2		
SYSTEM LOGS	Firmware Version	9.1.76B	2		
2DHS					
	WAN Status Summary				
	WAN MAC Address	00:AC:E0:15:67:0B	2		
	Connection Setup	dynamic / dynamic	2		
	IP Address	74,199.52.191 / ::	2		
	Subnet Mask	255 255 252 0	2		
	Domain Name	wowway.com	2		
	Primary DNS	64.233.217.2 / ::	2		
	Secondary DNS	64.233.217.3 / ::	2		
	Tertiary DNS	0.0.0.0 / ::	2		
	Gateway	74.199.52.1 / ±1999.9	2		
	Wireless 2 4GHz Statu	s Summary			
	and a state				
	Wireless SSID	ARRIS-6709	2		
	Wireless Channel	Auto	2		
	Wireless Mode	Mixed GN	2		
	SSID Broadcast	Enabled	2		
	WMM	Enabled	2		
	MAC Address	00:AC:E0:15:67:07	2		
	Number of Wi-Fi Clients	0	2		
	Radio Statue	Enabled	2		
	a line and the line in the line is				



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.

	IS	Wireless	HSD	Logout			
asic Setup	WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities
UTILITIES		Restar	t Router				
SYSTEM INFOR	MATION	It may be nece	essary to restart (reboo	ot) the gateway if it be	gins working impro	perly. Restarting the	e gateway will not delete any of y
RESTART ROUT	TER	configuration	settings. To restart the	gateway, click the Re	estart button.		
FACTORY DEFA	ULTS						
SAVE/BACKUP	SETTINGS						
RESTORE SET	TING 5	Postad					
SYSTEM SETTI	NGS	Restan					
ANGUAGE							
LANGUAGE							
SYSTEM LOGS							

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.

ARR	IS	Wireless	HSD	Logout			
asic Setup	WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities
UTILITIES SYSTEM INFOR	MATION	Save/E This function Note: Always	Backup Set	tings figuration settings, wi ettings before perform	nich allows you to n ing a firmware upd	estore them later if) ate.	iour settings are lost or change
FACTORY DEF	NULTS SETTINGS	Save					
RESTORE SETT	NGS						
LANGUAGE							

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.

sic Setup WAN Setup	LAN Setup Wireless 2.4 GHz	Wireless 5 GHz Firewall	MoCA	Utilities
mimes	System Settings			
SYSTEM DECEMATION	This page allows you to make certa	ain system settings. For changes to take e	flect, you must click the App	bly button.
RE START ROUTER				
ACTORY DEFAULTS				
SAVE/BACKUP SETTINGS	Router Time			
RESTORE SETTINGS	Router Time	2015-10-20 08:30:47:00	2	
SYSTEM SETTINGS				
LANGUAGE	Time Server			
SYSTEM LOGS	Enable Time Server.	0.0		
DONS	Time Server	clock via net	3	
	Time Server	ntp. nasa. gov	2	
	Time Server	tick ucla edu	8	



10.1.7 Language

Use this page to set the appropriate device language.

ARRIS	Wireless	HSD	Logout			
asic Setup WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities
UTILITIES	Langu	age				
SYSTEM INFORMATION	This page allo	ows you to select a lan	guage for the screen	display text. For ch	anges to take effect	, you must click the Apply button.
RESTART ROUTER						
FACTORY DEFAULTS	Language Fr	a alish	2			
SAVE/BACKUP SETTINGS	cullgouge E	guar				
RESTORE SETTINGS	(TAUGAS)					
SYSTEM SETTINGS	Арріу					
LANGUAGE						
LANGUAGE SYSTEM LOGS						



10.1.8 System Logs

This is an advanced informational page used for troubleshooting purposes.

Setup	WAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities
LITTES	1	System	n Logs				
TEM INFORM	IATION	This page dis	plays the system logs	Click the Refresh but	tton to update the lis	t. Click the Clear Lo	g button to clear the list.
TART ROUT	R						
TORY DEFA	JLTS	1.00					
E/BACKUP S	ETTINGS	Log	22, 20, 20, 00, 1100	DTV UDD maskats 1			
TORE SETTI	NGS	Source: 189	.202.84.120,19527	Destination:75.1	118.232.100,1052	7	Ê
TEM SETTIN	GS	Source: 36.	78.202.47,11296 D	estination:75.118	3.232.100,32082		
GUAGE		Source:116	.241.160.171,2653	3 Destination:75.	118.232.100,105	27	
TEM LOGS		Source: 79.	100.224.187,52981	Destination:75.1	118.232.100,1052	7	
IS		Source:92.	100.115.150,51413	Destination:75.1	118.232.100,1052	7	
		Source:92.	100.115.150,51413	Destination:75.1	118.232.100,1052	7	
		Source:188	.243.176.230,5192	4 Destination:75.	118.232.100,105	27	
		Source:188	.243.176.230,5192	4 Destination:75.	118.232.100,105	27	
		Source: 188	.243.176.230,5192	4 Destination:75.	118.232.100,105	27	
		Source:95.	237.138.254,11090 23:43:36.00 [UNP	Destination:75.1	118.232.100,1052	7	
		Source: 106	.160.107.25,11395	Destination:75.1	118.232.100,1052	7	*
		4					1 10
		Refresh C	Clear				



10.1.9 DDNS

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

asic Setup	VAN Setup	LAN Setup	Wireless 2.4 GHz	Wireless 5 GHz	Firewall	MoCA	Utilities	
UTILITIES		DDNS						
SYSTEM INFORMATIO	DN	DDNS (Dynan	nic DNS) allows you to	provide Internet users	with a fixed domain	n name (instead of	an IP address which may	
RESTART ROUTER		periodically ch	nange), allowing your	router and applications	set up in your rout	er's virtual servers	to be accessed from various	i .
FACTORY DEFAULTS		DDNS.	ie internet without kno	wing your current iP a	uress. Tou must cr	eate an account w	iun une Donis service în orde	ai (0 l
SAVE/BACKUP SETT	NG 5							
RESTORE SETTINGS								
SYSTEM SETTINGS		DDNS Se	tting					
LANGUAGE		DDNS Enab	le	2				
SYSTEM LOGS		DDNS Servi	ce	TZO	• 2			
DDNS		User Name				3		
		Password K	ey			3		
		Domain Nar	ne			2		



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**.