

ARRIS W130

ARRIS SURFboard mAX W130 Tri-Band Mesh WiFi 6 System Instruction Manual

Model: W130

1. INTRODUCTION

This manual provides detailed instructions for setting up, operating, and maintaining your ARRIS SURFboard mAX W130 Tri-Band Mesh WiFi 6 System. This system is designed to provide extensive and high-speed wireless coverage throughout your home, leveraging Tri-Band technology and Wi-Fi 6 for optimal performance.

1.1 Package Contents

The ARRIS SURFboard mAX W130 system typically includes:

- Two (2) SURFboard mAX W30 units
- Two (2) Power Adapters
- One (1) Ethernet Cable
- Quick Start Guide (refer to this manual for full details)



Image: The ARRIS SURFboard mAX W130 system, showing the product packaging and the two cylindrical mesh units.

2. SETUP INSTRUCTIONS

Follow these steps to set up your ARRIS SURFboard mAX W130 Mesh WiFi 6 System.

2.1 Before You Begin

- Ensure your existing modem/router is configured in bridge mode if you intend to use the SURFboard mAX as your primary router. Consult your internet service provider or modem/router manual for instructions on enabling bridge mode.
- Download the **SURFboard Central** app on your smartphone or tablet. This app is essential for setup and management.
- Ensure Bluetooth is enabled on your mobile device for the initial setup process.

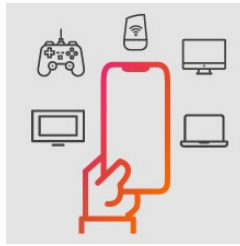


Image: An icon indicating the download of the SURFboard Central app.

2.2 Step-by-Step Setup

1. **Placement:** Place the primary SURFboard mAX unit near your existing modem. Ensure it is in an open area, away from obstructions and other electronic devices that may cause interference.
2. **Connect Primary Unit:**
 - Connect one end of the provided Ethernet cable to the WAN/LAN port on the bottom of the primary SURFboard mAX unit.
 - Connect the other end of the Ethernet cable to an available LAN port on your modem (or the WAN port if your modem is in bridge mode).
 - Connect the power adapter to the primary SURFboard mAX unit and plug it into a power outlet.
3. **App-Guided Setup:**
 - Open the SURFboard Central app on your mobile device.
 - Follow the on-screen instructions within the app to configure your primary unit. The app will guide you through creating your Wi-Fi network name (SSID) and password.
 - The initial setup uses Bluetooth, so keep your phone close to the primary unit.
4. **Place Satellite Unit:** Once the primary unit is configured, the app will guide you on placing and connecting the satellite unit. Place the satellite unit in a central location within your home, ideally halfway between the primary unit and areas with weak Wi-Fi signal.
5. **Connect Satellite Unit:**
 - Connect the power adapter to the satellite SURFboard mAX unit and plug it into a power outlet.
 - The satellite unit will automatically attempt to connect to the primary unit. The app will indicate when the connection is successful.
6. **Network Optimization:** The mesh network will automatically optimize itself for the best performance as you move around your home.



Image: A smartphone displaying the SURFboard Central app interface, showing network speed, connected devices, and network optimization status.

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Video: A short clip demonstrating the SURFboard mAX system in a home environment, highlighting its seamless integration and use by family members.

3. OPERATING YOUR SYSTEM

The ARRIS SURFboard mAX W130 system provides advanced features for a robust and secure home network.

3.1 Tri-Band Wi-Fi 6 Technology

Your system utilizes Tri-Band (2.4GHz/5GHz/5GHz High) Wi-Fi 6 technology. This design dedicates one 5GHz band for communication between the mesh units (backhaul), ensuring a stable 1 Gbps connection. The other two bands (2.4GHz and 5GHz) are used for connecting your devices, optimizing speeds for both older 2.4GHz devices and newer, faster 5GHz devices. Each unit features eight Wi-Fi 6 streams, supporting speeds up to 7,800 Mbps and covering up to 6,000 sq ft.



Image: Logo indicating Tri-Band Gigabit Wi-Fi 6 technology.



Image: A diagram showing how the mesh WiFi system provides seamless coverage across multiple floors and rooms in a house.

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Video: A short clip illustrating the system's capability to handle multiple, simultaneous 4K video streams, demonstrating its high performance.

3.2 SURFboard Central App Features

The SURFboard Central app provides comprehensive control over your network:

- **Parental Controls:** Set time limits, pause internet access for specific devices, and create reward-based activities for children.

- **Who's Home:** Receive alerts when devices connect or disconnect from your network.
- **Quality of Service (QoS):** Prioritize network traffic for specific applications or devices (e.g., gaming, streaming).
- **Guest Network:** Create a separate Wi-Fi network for guests, keeping your main network secure.
- **Device Pairing:** Easily manage and pair new devices to your network.
- **Smart Home Integration (IFTTT, IoT):** Enable IFTTT to connect with third-party smart home brands like Sonos, Fitbit, Ring, Philips Hue, and Google.
- **Real-time Monitoring:** View connected devices and network status.



Image: An icon symbolizing parental controls, depicting adult and child figures within a shield.

3.3 Alexa Support

The SURFboard mAX system supports Alexa commands, allowing for voice control of certain network functions. Refer to the SURFboard Central app or Alexa app for specific commands and integration details.



Image: The "Works with Alexa" logo, indicating compatibility with Amazon Alexa voice services.

4. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your SURFboard mAX system.

4.1 General Care

- Keep the units in a cool, dry place, away from direct sunlight and heat sources.
- Ensure adequate ventilation around the units. Do not block the ventilation holes.
- Clean the units with a soft, dry cloth. Avoid using liquid cleaners or aerosols.

4.2 Firmware Updates

Your SURFboard mAX system is designed to automatically update its firmware to ensure the latest features and security enhancements. No manual intervention is typically required.

4.3 Rebooting the System

If you experience network issues, a simple reboot can often resolve them.

1. Unplug the power adapter from both SURFboard mAX units.
2. Wait for approximately 30 seconds.
3. Plug the power adapters back into both units.
4. Allow a few minutes for the units to power on and re-establish the network connection.

If you unplug the primary unit, it may also be necessary to unplug and replug your modem to re-establish the internet connection.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your SURFboard mAX system.

5.1 No Internet Connection

- **Check Modem:** Ensure your internet modem is working correctly and has an active internet connection.
- **Cable Connections:** Verify that all Ethernet cables are securely connected between the primary SURFboard mAX unit and your modem.
- **Reboot System:** Perform a full system reboot as described in Section 4.3.
- **Modem Bridge Mode:** Confirm your modem is in bridge mode if the SURFboard mAX is acting as the primary router.

5.2 Weak or Intermittent Wi-Fi Signal

- **Unit Placement:** Ensure both units are placed in optimal locations, away from large metal objects, thick walls, and other sources of interference (e.g., microwaves, cordless phones).
- **Backhaul Connection:** If the backhaul connection between units is weak, try repositioning the satellite unit closer to the primary unit. The SURFboard Central app can help monitor signal strength.
- **Interference:** Minimize interference from other electronic devices.

5.3 SURFboard Central App Issues

- **App Not Connecting:** Ensure your mobile device is connected to the SURFboard mAX Wi-Fi network. If the app reports "Unable to connect to remote," this may indicate an issue with the system's cloud connectivity. A system reboot (Section 4.3) may resolve this.
- **Limited Functionality:** The app is the primary interface for managing the system. There is no separate web-based interface for advanced configurations.

5.4 Device Identification in App

The app may display devices by IP address or generic names. While you cannot rename devices directly within the app, you can often identify them by their IP address and then apply parental controls or QoS settings.

5.5 Resetting the System

If troubleshooting steps do not resolve your issues, you may need to perform a factory reset. This will erase all custom settings and return the system to its default configuration. Refer to the SURFboard Central app for instructions on performing a factory reset.

6. SPECIFICATIONS

Feature	Specification
Brand	ARRIS
Model Name	W130
Wireless Type	802.11ax (Wi-Fi 6)
Frequency Band Class	Tri-Band (2.4GHz, 5GHz, 5GHz High)
Max Speed	Up to 7.8 Gbps (AX7800)
Coverage	Up to 6,000 sq ft
Connectivity Technology	Ethernet, Wireless
Ports	WAN/LAN ports (Link Aggregation capable)
Operating System Compatibility	Android, iOS (for SURFboard Central app)
Special Features	LED Indicator, Parental Control, QoS, Alexa Support
Item Weight	8.22 pounds (total for system)
Item Dimensions (LxWxH)	5 x 9.65 inches (per unit)
Color	Black
Voltage	120-240 Volts



Image: A view of the bottom of an ARRIS SURFboard mAX unit, detailing the power input, multiple Ethernet ports, and labels for WAN and LAC (Link Aggregation Control).

7. WARRANTY INFORMATION



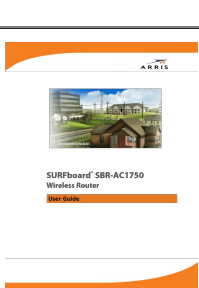
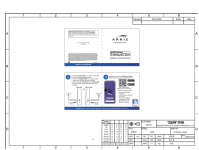


For detailed warranty information regarding your ARRIS SURFboard mAX W130 Tri-Band Mesh WiFi 6 System, please refer to the official ARRIS website or the warranty card included with your product. Warranty terms and conditions may vary by region and retailer.

8. SUPPORT

If you require further assistance or have questions not covered in this manual:

- **SURFboard Central App:** The app provides real-time monitoring and management tools, and may offer direct access to support resources.
- **Online Support:** Visit the official ARRIS support website for FAQs, troubleshooting guides, and contact information.
- **Customer Service:** Contact ARRIS customer service directly for technical support.

Related Documents - W130

	<p>ARRIS SURFboard mAX User Guide: Setup, Features, and Support</p> <p>Comprehensive user guide for the ARRIS SURFboard mAX series of Wi-Fi 6E mesh networking systems. Learn how to set up, configure, and manage your home network, including routers, satellites, and connected devices using the SURFboard Central mobile app. Includes safety, regulatory, and warranty information.</p>
	<p>ARRIS SURFboard mAX User Guide: Setup, Features, and Troubleshooting</p> <p>Comprehensive user guide for ARRIS SURFboard mAX mesh Wi-Fi systems. Learn how to set up your router and satellites, manage network settings, utilize parental controls, and access support resources.</p>
	<p>ARRIS SURFboard SBR-AC1750 Wireless Router User Guide</p> <p>Comprehensive user guide for the ARRIS SURFboard SBR-AC1750 Wireless Router, covering installation, setup, configuration, security, and troubleshooting for home and small business networks.</p>
	<p>ARRIS SURFboard W6B Quick Start Guide</p> <p>This guide provides quick start instructions for the ARRIS SURFboard W6B gaming acceleration kit, including setup and basic usage information.</p>
	<p>ARRIS SURFboard SBR-AC3200P Wi-Fi Router with RipCurrent Quick Start Guide</p> <p>A quick start guide for the ARRIS SURFboard SBR-AC3200P Wi-Fi Router, detailing its features like high-performance 802.11ac Wi-Fi and RipCurrent (G.hn) technology for home networking over AC wiring. Includes setup, administration, and troubleshooting steps.</p>
	<p>ARRIS SURFboard Wi-Fi Cable Modem Quick Start Guide (SBG6950AC2, SBG7400AC2, SBG7600AC2)</p> <p>Quick start guide for ARRIS SURFboard Wi-Fi Cable Modems (models SBG6950AC2, SBG7400AC2, SBG7600AC2). Learn how to set up your device, connect to Wi-Fi, and use the Web Manager.</p>

