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> [ARRIS SURFboard mAX W21 AX6600 WiFi 6 Mesh Router User Manual](#)

ARRIS W21

ARRIS SURFboard mAX W21 AX6600 WiFi 6 Mesh Router User Manual

Model: W21

1. INTRODUCTION

This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your ARRIS SURFboard mAX W21 AX6600 WiFi 6 Mesh Router. The SURFboard mAX W21 is designed to deliver high-speed, reliable WiFi 6 connectivity throughout your home, supporting advanced features like parental controls, Quality of Service (QoS), and smart home integration.



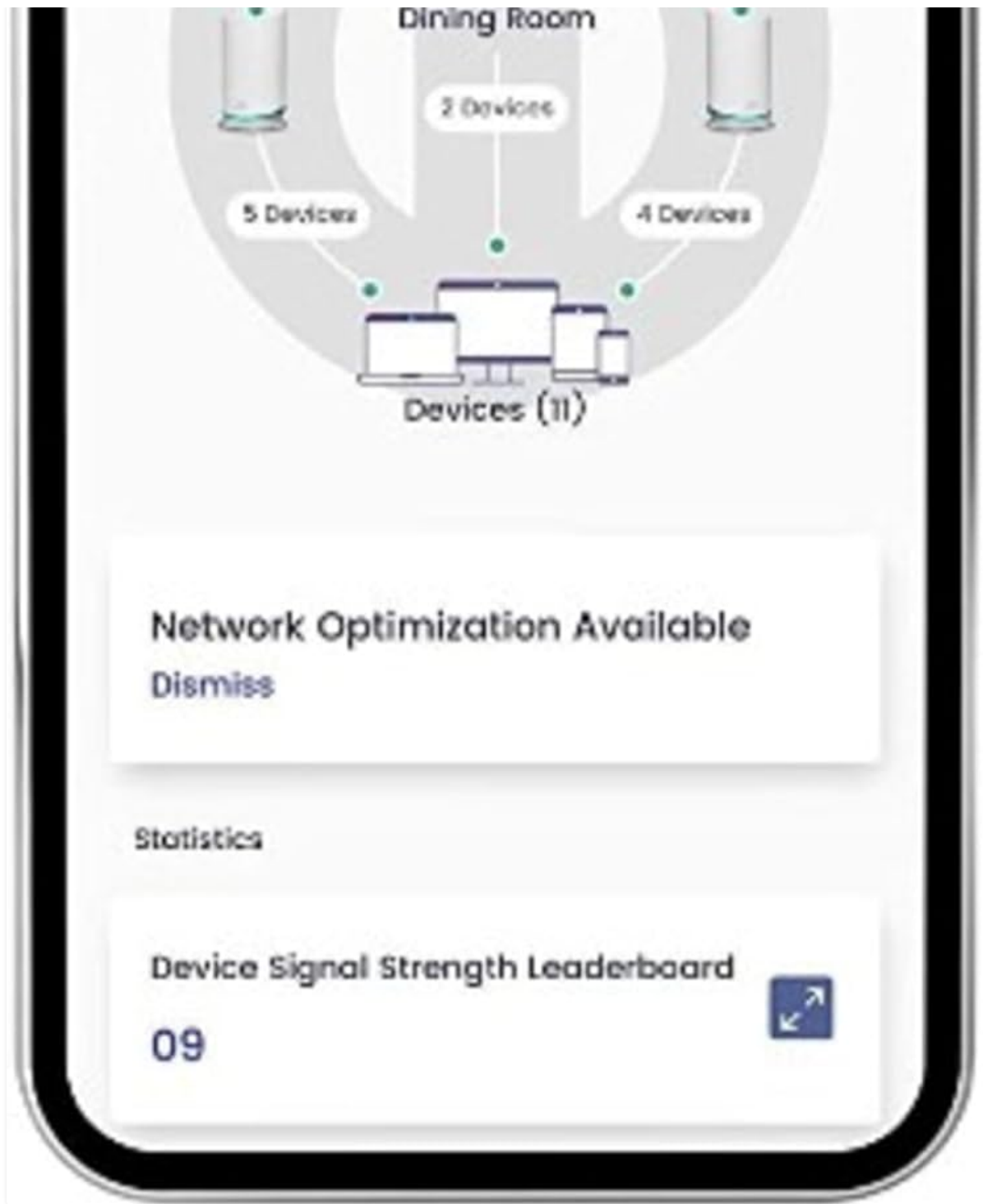


Figure 1: ARRISSURFboard mAX W21 AX6600 WiFi 6 Mesh Router.

2. PACKAGE CONTENTS

Verify that your package contains the following items:

- One (1) ARRISSURFboard mAX AX6600 Tri-band WiFi 6 Router (Model W21)
- One (1) Power Adapter
- One (1) Ethernet Cable
- Quick Start Guide (if included)

SURFboard® Central

**Manage your home network
no matter where you are!**



**Easy setup with
step-by-step instructions**

**Control Center
for managing and
monitoring your
home network.**

**Real-time optimization
of your home network
performance.**

**With enhanced parental
control features**

**SURFboard
MAX**



Figure 2: The ARRIS SURFboard mAX W21 Router and its retail packaging.

3. SETUP

3.1 Initial Placement

Place your SURFboard mAX W21 router in a central location within your home, away from obstructions and other electronic devices that may cause interference. Ensure it is near a power outlet and your internet modem.



Figure 3: Optimal placement of the ARRIS SURFboard mAX W21 Router on a shelf.

3.2 Connecting the Router

1. Connect one end of the Ethernet cable to the LAN port on your internet modem.
2. Connect the other end of the Ethernet cable to the WAN/Internet port on your SURFboard mAX W21 router.
3. Connect the power adapter to the router's power port and then plug it into a power outlet.
4. Wait for the router's LED indicator to show a stable blue light, indicating it is ready for setup.

3.3 Using the SURFboard Central App for Setup

The SURFboard Central app provides step-by-step instructions for a simple and secure setup process. It is required for initial configuration and ongoing management of your network.

1. Download the **SURFboard Central** app from your mobile device's app store (available for iOS and Android).
2. Open the app and follow the on-screen prompts to create an account and begin the setup process.
3. The app will guide you through connecting to your new WiFi network and configuring its settings, including network name (SSID) and password.

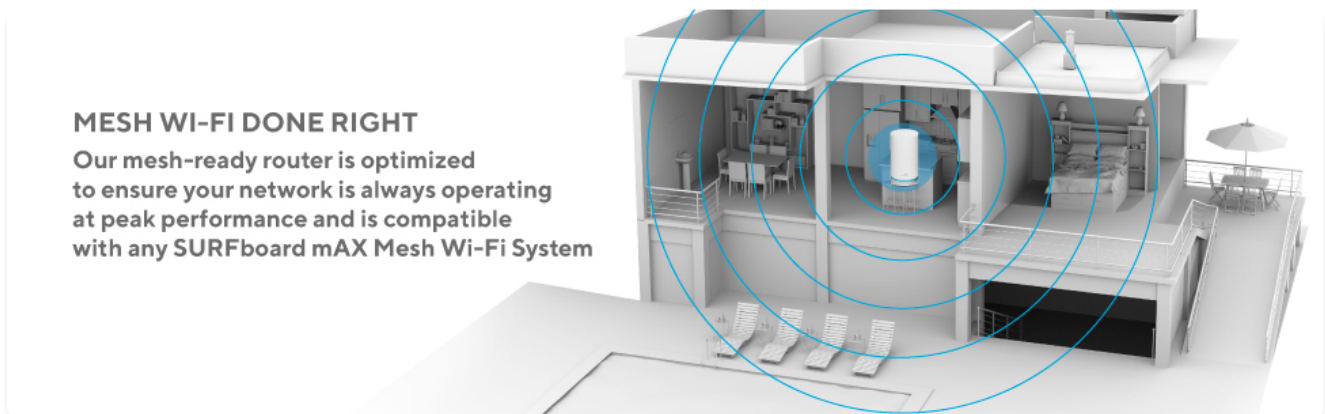


Figure 4: The SURFboard Central app facilitates easy setup and network management.

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Video 1: An overview of the ARRIS SURFboard mAX W121, highlighting its benefits for home network users.

4. OPERATING YOUR ROUTER

Once set up, the SURFboard Central app becomes your control center for managing your home network. It provides real-time monitoring and optimization features.

4.1 Guest Network

Create a separate guest network to provide internet access to visitors without sharing your main network password. This enhances security and privacy for your primary devices.

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Video 2: Demonstrates the ease of setting up a guest network using the SURFboard mAX system.

4.2 Parental Controls

Manage internet access for family members with enhanced parental controls. Set time limits, pause internet access for specific devices, and create custom rules directly from the app.

4.3 Quality of Service (QoS)

Prioritize network traffic for specific applications or devices to ensure optimal performance for activities like online gaming, 4K video streaming, or video conferencing.

4.4 Smart Home Integration (IFTTT)

The router supports IFTTT (If This Then That) integration, allowing you to connect and automate your network with various third-party smart home devices and services.



Figure 5: The SURFboard Central app interface displaying network speed and connected devices.

5. EXPANDING YOUR MESH SYSTEM

The SURFboard mAX W21 is designed to be part of an expandable mesh WiFi 6 system. You can add additional W121 or W21 SURFboard mesh devices to extend coverage and enhance performance throughout larger homes.

- Connect up to three (3) SURFboard mAX routers to create a seamless mesh network.
- Each additional router extends coverage and maintains gigabit speeds.



Figure 6: Examples of expanding your mesh network with additional SURFboard mAX devices.

6. SPECIFICATIONS

Feature	Description
Model Name	W21
Brand	ARRIS
Wireless Standard	802.11ax (WiFi 6)
Frequency Band Class	Tri-Band (2.4GHz/5GHz/5GHz High)

Feature	Description
Data Transfer Rate	Up to 6600 Mbps (AX6600)
Coverage	Up to 2,750 sq ft (per router)
Number of Ports	2 Gigabit Ethernet LAN ports
Control Method	SURFboard Central App
Special Features	LED Indicator, Parental Control, QoS, Smart Home Compatible (IFTTT)
Antenna Type	Internal
Security Protocol	WPA-PSK, WPA2-PSK
Operating System	Linux
Item Weight	3 Pounds
UPC	850027624020, 612572216095



Figure 7: The WiFi 6 Tri-Band Gigabit logo, indicating advanced network capabilities.

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Video 3: A comparison highlighting the superior speed and coverage of SURFboard mAX mesh WiFi systems against competitors.

7. TROUBLESHOOTING

7.1 Common Issues and Solutions

- **No Internet Connection:**
 - Check all cable connections between the modem, router, and power outlet.
 - Restart your modem and router by unplugging them for 30 seconds and then plugging them back in.
 - Verify your internet service is active with your provider.
- **Slow WiFi Speeds:**
 - Ensure your router is centrally located and free from obstructions.
 - Check for interference from other electronic devices.
 - Use the SURFboard Central app to optimize network settings and prioritize devices.
- **App Connectivity Issues:**
 - Ensure your mobile device is connected to the SURFboard mAX WiFi network.
 - Try force-closing and reopening the SURFboard Central app.
 - If issues persist, uninstall and reinstall the app.
- **LED Indicator Status:**
 - **Solid Blue:** Router is online and functioning correctly.
 - **Flashing Blue:** Router is booting up or updating firmware.

- **Solid Amber:** No internet connection or connection issue.
- **Flashing Amber:** Router is attempting to connect to the internet.

7.2 Factory Reset

If you encounter persistent issues, a factory reset may resolve them. **Warning:** A factory reset will erase all custom settings and return the router to its default factory configuration. You will need to reconfigure your network using the SURFboard Central app.

1. With the router powered on, locate the reset button (usually a small pinhole) on the back or bottom of the device.
2. Use a paperclip or similar pointed object to press and hold the reset button for approximately 10-15 seconds.
3. Release the button when the LED lights begin to flash or change color.
4. Allow the router to restart, then proceed with initial setup via the SURFboard Central app.



Figure 8: Rear view of the router, showing Ethernet ports and the MAC address label, often where the reset button is located.

8. WARRANTY AND SUPPORT

8.1 Warranty Information

The ARRIS SURFboard mAX W21 router comes with a **2-Year Limited Warranty**. Please retain your proof of purchase for warranty claims. For full warranty terms and conditions, refer to the documentation included with your product or visit the official ARRIS support website.

8.2 Technical Support

For technical assistance, product registration, or to access additional resources, please visit the ARRIS support website or contact their customer service. Ensure you have your product model number (W21) and serial number ready when contacting support.

Online Support: www.arris.com/support