

ARRIS W6B

ARRIS Surfboard Thruster W6B Wi-Fi 6E Gaming Acceleration Kit User Manual

Model: W6B

1. INTRODUCTION

The ARRIS Surfboard Thruster W6B Wi-Fi 6E Gaming Acceleration Kit is designed to enhance your online gaming experience by providing a dedicated, high-speed, and low-latency wireless connection. This kit utilizes the 6 GHz band to minimize interference and deliver wired-like performance without the need for extensive cabling. This manual provides comprehensive instructions for setting up, operating, maintaining, and troubleshooting your W6B Gaming Acceleration Kit.



Figure 1: Two ARRIS Surfboard Thruster W6B units, sleek black towers with blue indicator lights, designed for enhancing gaming network performance.

2. PACKAGE CONTENTS

Verify that all items are present in your package:

- 2 x ARRIS Surfboard Thruster W6B Units
- 2 x Ethernet Cables
- 2 x Power Supplies
- 1 x Quick Start Guide



Figure 2: The product packaging displaying two ARRIS Surfboard Thruster W6B units, highlighting Wi-Fi 6E and 2.5 Gbps Ethernet port features.

3. PRODUCT OVERVIEW

Each ARRIS Surfboard Thruster W6B unit features a compact, vertical design with essential ports and indicators for easy setup and operation.

3.1 Front Panel Indicator

- **LED Indicator:** Displays the status of the unit (e.g., power, connection status).

3.2 Rear Panel Ports and Buttons



Figure 3: A close-up of the rear panel of an ARRIS Surfboard Thruster W6B unit, detailing the LAN port, DC-IN power input, WPS button for easy connection, and a reset button.

- **LAN Port (2.5 Gbps):** Connects to your existing Wi-Fi router or gaming device using an Ethernet cable.
- **DC-IN:** Connects to the provided power supply.
- **WPS Button:** For easy, secure connection to compatible devices.
- **Reset Button:** Used to restore the unit to factory default settings.

4. SETUP

The ARRIS Surfboard Thruster W6B units come pre-paired for a simple plug-and-play setup. Follow these steps to get started:

1. Connect the First Thruster Unit to Your Router:

- Take one Thruster unit (labeled as 'Main Access Point' if applicable).
- Connect one end of an Ethernet cable to the LAN port of this Thruster unit.
- Connect the other end of the Ethernet cable to an available LAN port on your existing Wi-Fi router or modem.
- Plug the power supply into the DC-IN port of this Thruster unit and then into a power outlet.

2. Connect the Second Thruster Unit to Your Gaming Device:

- Take the second Thruster unit.
- Connect one end of the second Ethernet cable to the LAN port of this Thruster unit.
- Connect the other end of the Ethernet cable to the Ethernet port of your gaming console (e.g.,

PlayStation, Xbox) or PC.

- Plug the power supply into the DC-IN port of this Thruster unit and then into a power outlet.

3. Power On and Verify Connection:

- Allow a few minutes for both units to power on and establish a connection.
- The LED indicator on both units should transition from solid amber to solid white, and then stabilize as solid blue when the units are online and connected.



Figure 4: ARRIS Surfboard Thruster W6B units shown with included Ethernet cables, illustrating how they connect to a router and a gaming device.

4.1 Using the SURFboard Central App

For step-by-step setup guidance and network management, download the SURFboard Central App on your mobile device. The app allows you to monitor connected devices and manage network settings.

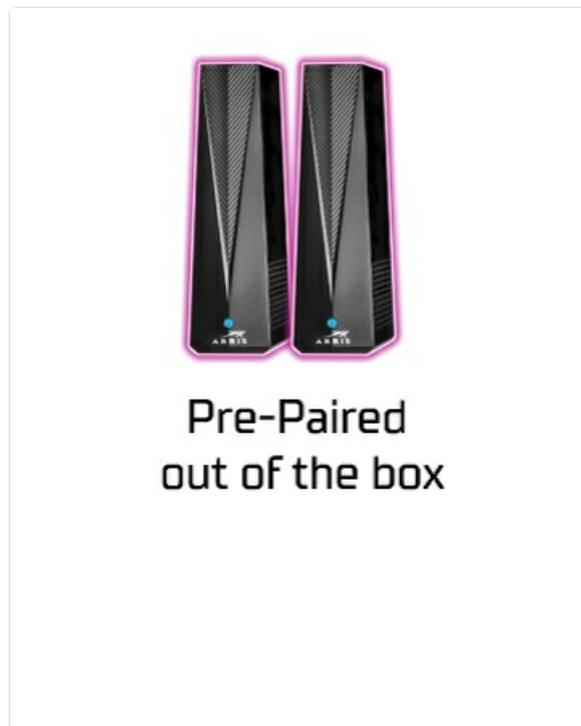


Figure 5: A visual representation of the easy plug-and-play setup process for the Thruster W6B, showing minimal connections required.

5. OPERATING YOUR GAMING ACCELERATION KIT

Once set up, your ARRIS Surfboard Thruster W6B provides a dedicated 6 GHz Wi-Fi 6E connection for your gaming device, ensuring optimal performance.

5.1 Dedicated 6 GHz Band

The Thruster W6B creates a dedicated Wi-Fi gaming bridge over the 6 GHz band. This band is less congested than 2.4 GHz and 5 GHz bands, significantly reducing interference from other devices in your home network. This results in:

- **Interruption-Free Gaming:** Enjoy gaming without slowdowns or disconnections caused by other network traffic.
- **Improved Speed and Latency:** Experience faster response times and minimal lag, crucial for competitive online gaming.



Wired speeds without
running wires

Figure 6: An illustration emphasizing the benefit of achieving wired-like network speeds wirelessly, a core feature of the Thruster W6B.

5.2 2.5 Gbps Ethernet Port

The 2.5 Gbps Ethernet port ensures that your gaming device can fully utilize the high-speed connection provided by the 6 GHz band, delivering maximum data transfer rates.

6. MAINTENANCE

To ensure optimal performance and longevity of your ARRIS Surfboard Thruster W6B:

- **Placement:** Place the units in an open area, away from obstructions and other electronic devices that may cause interference. Ensure good airflow around the units to prevent overheating.
- **Cleaning:** Gently wipe the exterior of the units with a soft, dry cloth. Do not use liquid cleaners or abrasive materials.
- **Firmware Updates:** Regularly check for firmware updates through the SURFboard Central App or the ARRIS support website to ensure your device has the latest features and security enhancements.
- **Power Cycle:** If you experience network issues, try power cycling the units by unplugging them from the power outlet for 10 seconds and then plugging them back in.

7. TROUBLESHOOTING

If you encounter issues with your ARRIS Surfboard Thruster W6B, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No power/LED off	Power cable not connected or faulty outlet.	Ensure power cables are securely connected to both the unit and a working power outlet. Try a different outlet.

Problem	Possible Cause	Solution
LED is amber/not solid blue	Units not paired or connection issue.	Ensure both units are powered on and within range. If issues persist, try resetting both units and re-pairing them via the app or WPS button.
Slow speeds/Lag during gaming	Interference, distance, or network congestion.	Ensure units are placed optimally, minimizing physical obstructions. Check for other devices using the same Wi-Fi band. Use the SURFboard Central App to monitor network health.
Cannot connect to gaming device	Ethernet cable issue or device settings.	Verify the Ethernet cable is securely connected to both the Thruster unit and your gaming device. Check your gaming device's network settings to ensure it's configured for a wired connection.

7.1 Resetting to Factory Defaults

If troubleshooting steps do not resolve the issue, you may need to reset the unit to factory default settings. To do this, use a paperclip to press and hold the **Reset** button on the rear panel for approximately 10-15 seconds until the LED indicator changes. Release the button and allow the unit to restart. You will then need to reconfigure the units.

8. SPECIFICATIONS

Feature	Detail
Brand	ARRIS
Model Name	W6B
Wireless Standard	Wi-Fi 6E (802.11ax)
Frequency Band	Dedicated 6 GHz
Ethernet Port	1 x 2.5 Gbps LAN Port per unit
Data Transfer Rate	Up to 2.5 Gigabits Per Second (wired)
Security Protocol	WPA3
Control Method	App (SURFboard Central)
Compatible Devices	Desktop, Game Console
Dimensions (L x W x H)	11.5" x 8" x 5.5"
Weight	0.8 Pounds

9. WARRANTY AND SUPPORT

9.1 Limited Warranty

The ARRIS Surfboard Thruster W6B comes with a **2-year limited warranty**. Please retain your proof of

purchase for warranty claims. For detailed warranty terms and conditions, refer to the official ARRIS website or the documentation included with your product.

9.2 Technical Support

For technical assistance, troubleshooting, or further information, please visit the official ARRIS support website or contact their customer service. The SURFboard Central App also provides resources and tools for managing your device.

10. PRODUCT VIDEOS

Features Video ARRIS

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This video highlights the key features and benefits of the ARRIS Surfboard Thruster W6B, demonstrating its dedicated 6GHz band and ease of setup for an enhanced gaming experience.

Game Changer Video

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A short preview video showcasing the impact of the ARRIS Surfboard Thruster W6B on gaming, emphasizing its role as a 'game changer' for network performance.

W6B Product Video

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An official product video providing an overview of the ARRIS Surfboard Thruster W6B, its design, and how it integrates into a home network to boost gaming connectivity.

Level-Up your gaming with the ARRIS SURFboard Thruster W6B!

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This video demonstrates how the ARRIS Surfboard Thruster W6B helps users achieve a higher level of gaming performance by providing a stable and fast dedicated connection.