

ARRIS W161

ARRIS Surfboard mAX 6E W161 Tri-Band Mesh Wi-Fi 6E System Instruction Manual

Model: W161

1. INTRODUCTION

This manual provides detailed instructions for setting up, operating, and maintaining your ARRIS Surfboard mAX 6E W161 Tri-Band Mesh Wi-Fi 6E System. The system is designed to deliver extensive and high-speed wireless coverage throughout your home, utilizing advanced Wi-Fi 6E technology.

2. PACKAGE CONTENTS

Verify that all items are present in your product package:

- Mesh System (2 Routers)
- Ethernet Cable
- Power Cables (2)
- Quick Start Guide

3. PRODUCT OVERVIEW

The ARRIS Surfboard mAX 6E W161 system consists of two high-performance routers that work together to create a seamless mesh Wi-Fi network. Key features include:

- **Tri-Band Technology:** Operates on 2.4 GHz, 5 GHz, and 6 GHz bands for optimized device connections and dedicated backhaul.
- **Wi-Fi 6E Standard:** Provides enhanced speeds, lower latency, and increased capacity compared to previous Wi-Fi standards.
- **Extensive Coverage:** Designed to cover up to 5,500 square feet, eliminating Wi-Fi dead zones.
- **High-Speed Backhaul:** Features a 4.8 Gbps dedicated backhaul for robust multi-gigabit speeds between the mesh units.
- **AXE6600 Speeds:** Delivers combined Wi-Fi speeds up to 6.6 Gbps.

- **2.5 Gbps Ethernet Port:** Each router includes a 2.5 Gigabit Ethernet port for high-speed wired connections.





Image: A single black ARRIS Surfboard mAX 6E W161 router with a blue LED ring at the base.

Gigabit Speeds For Your Wired Devices



Image: Two ARRIS Surfboard mAX 6E W161 routers alongside a diagram of the bottom ports, showing a 1-Gigabit Ethernet Port, a 2.5-Gigabit Ethernet Port, and a Power port.

Tri-band Mesh Wi-Fi® 6E System

Wi-Fi® 6E
Low-latency Wi-Fi

Delivers Ethernet-like speeds with the convenience of Wi-Fi. A perfect replacement for your existing router & extender.

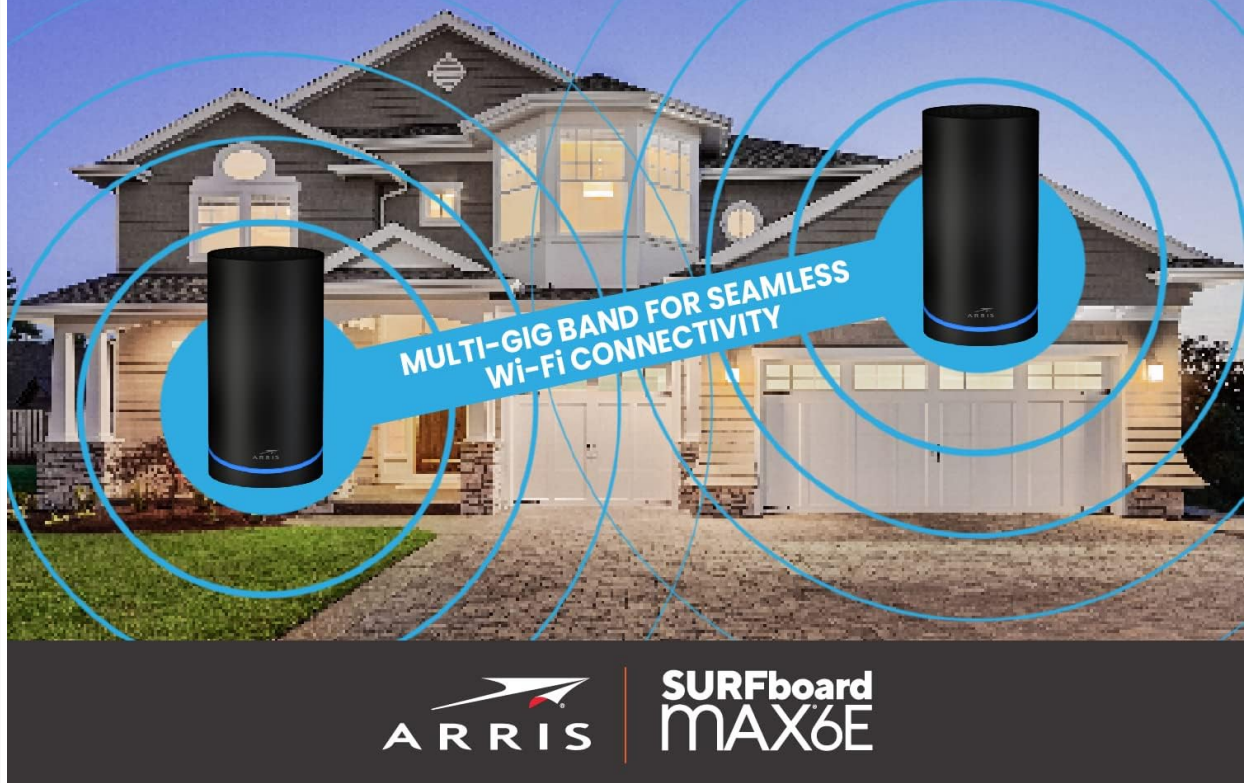


Image: An illustration depicting two ARRIS Surfboard mAX 6E W161 routers placed in a multi-story house, showing how the mesh system provides seamless Wi-Fi connectivity across different rooms and floors.

4. SETUP INSTRUCTIONS

Setting up your ARRIS Surfboard mAX 6E W161 system is guided through the SURFboard Central app. Follow these steps for a quick and secure installation:

1. **Unbox the Product:** Carefully remove both routers, power adapters, and the Ethernet cable from the packaging.
2. **Download the SURFboard Central App:** Search for "SURFboard Central" in your mobile device's app store (iOS or Android) and install it.
3. **Follow In-App Instructions:** Open the SURFboard Central app and follow the step-by-step prompts to connect your primary router to your modem and power it on. The app will guide you through scanning the QR code located on the bottom of the router. Ensure the QR code is well-lit and correctly oriented for scanning.
4. **Connect Secondary Router:** The app will then guide you to set up the secondary router (satellite unit). Place it in a central location within your home to maximize coverage.

5. **Customize Network Settings:** Once both units are connected, the app allows you to customize your Wi-Fi network name (SSID) and password, and configure other advanced settings.

Guided Setup With The SURFboard Central App

Get your network up and running with a few simple steps



ARRIS | SURFboard MAX6E

Image: An illustration showing the three main steps for guided setup: Unbox the product, Download the SURFboard Central App, and Customize your network settings, with a smartphone displaying the app interface and a router.

5. OPERATING INSTRUCTIONS

Your ARRIS Surfboard mAX 6E W161 system is designed for optimal performance with minimal user intervention. The SURFboard Central app serves as your primary interface for managing the network.

5.1. SURFboard Central App Features

- **Real-time Monitoring:** View connected devices, network status, and internet usage.
- **Parental Controls:** Set time limits for internet access, pause internet for specific devices, and manage content filtering.
- **Quality of Service (QoS):** Prioritize network traffic for specific applications or devices to ensure smooth performance for critical tasks like gaming or video conferencing.
- **Guest Network:** Create a separate Wi-Fi network for guests, keeping your main network secure.

- **Device Pairing:** Easily add new devices to your network.

5.2. Network Optimization

The mesh network automatically adjusts to optimize your experience as you move around your home or use various streaming services. The tri-band design and Wi-Fi mesh algorithms ensure your devices and network operate at peak performance, reducing buffering and improving response times.

6. MAINTENANCE

To ensure the longevity and optimal performance of your ARRIS Surfboard mAX 6E W161 system, consider the following maintenance tips:

- **Firmware Updates:** Regularly check the SURFboard Central app for available firmware updates. These updates often include performance improvements, security enhancements, and bug fixes.
- **Ventilation:** Ensure both routers are placed in well-ventilated areas, away from direct sunlight or heat sources, to prevent overheating.
- **Physical Environment:** Keep the devices clean and free from dust. Avoid placing them in enclosed spaces that could obstruct airflow.
- **Cable Connections:** Periodically check all cable connections (power and Ethernet) to ensure they are secure.

7. TROUBLESHOOTING

If you encounter issues with your ARRIS Surfboard mAX 6E W161 system, refer to the following troubleshooting steps:

7.1. No Internet Connection

- **Check Modem:** Ensure your internet modem is working correctly and has an active internet connection.
- **Cable Connections:** Verify that the Ethernet cable connecting your primary router to the modem is securely plugged in.
- **Power Cycle:** Unplug the power from both your modem and ARRIS routers. Wait 30 seconds, then plug in the modem first. Once the modem is fully online, plug in the primary ARRIS router, and then the secondary router.
- **LED Indicators:** Observe the LED indicators on your routers. Refer to the Quick Start Guide or SURFboard Central app for the meaning of different LED states (e.g., solid blue for connected, blinking for connecting).

7.2. Slow Wi-Fi Speeds or Poor Coverage

- **Router Placement:** Ensure your secondary router is placed optimally to extend coverage without being too far from the primary unit. Avoid physical obstructions like thick walls or large appliances.
- **Interference:** Other electronic devices (microwaves, cordless phones) can cause interference. Try moving your routers away from such devices.
- **Device Compatibility:** Ensure your connected devices support Wi-Fi 6E for optimal performance. Older devices will connect at their maximum supported Wi-Fi standard.
- **SURFboard Central App:** Use the app to check network diagnostics and identify potential bottlenecks or areas with weak signal strength.

7.3. Setup Issues (QR Code)

- If the QR code fails to scan during setup, ensure your phone's camera is clean and the code is well-lit.
- Make sure the router is not upside down; the QR code needs to be in the correct orientation for the app to recognize it.

8. SPECIFICATIONS

Feature	Specification
Model Number	W161
Brand	ARRIS
Model Name	mAX
Wireless Standard	802.11ax (Wi-Fi 6E)
Frequency Band Class	Tri-Band (2.4 GHz, 5 GHz, 6 GHz)
Max Wi-Fi Speed	Up to 6.6 Gbps (AXE6600)
Ethernet Ports	1x 2.5 Gbps, 1x 1 Gbps (per router)
Coverage	Up to 5,500 sq ft
Product Dimensions	4.33 x 4.33 x 8.74 inches
Item Weight	5.06 pounds
Color	Black
Special Features	QoS, WPS
Manufacturer	CommScope

9. WARRANTY INFORMATION

The ARRIS Surfboard mAX 6E W161 Tri-Band Mesh Wi-Fi 6E System comes with a standard manufacturer's warranty. For detailed information regarding warranty terms, duration, and claim procedures, please refer to the warranty card included in your product packaging or visit the official ARRIS support website.

10. SUPPORT

For further assistance, technical support, or to access additional resources, please visit the official ARRIS support website or contact their customer service. You can find contact details and FAQs on the ARRIS website.

Online Support: www.arris.com/support

Related Documents - W161

 <p>SURFboard mAX Mesh Networking System</p>	<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>SURFboard® SBG10 DOCSIS® 3.0 Cable Modem Wi-Fi Router</p>	<p>ARRIS SURFboard SBG10 DOCSIS 3.0 Cable Modem User Guide</p> <p>User guide for the ARRIS SURFboard SBG10 DOCSIS 3.0 cable modem and Wi-Fi router. Learn about installation, setup, Wi-Fi configuration, security features, troubleshooting, and more for your ARRIS networking device.</p>
 <p>SURFboard® SBR-AC3200P Wi-Fi Router</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>SURFboard® SBG8300 DOCSIS 3.1 Wi-Fi cable modem Amazon Alexa Support</p>	<p>ARRIS SURFboard SBG8300 User Guide: DOCSIS 3.1 Wi-Fi Cable Modem Setup and Support</p> <p>This comprehensive user guide provides detailed instructions for setting up, configuring, and managing your ARRIS SURFboard SBG8300 DOCSIS 3.1 Wi-Fi cable modem. Learn about installation, Wi-Fi network setup, Amazon Alexa integration, and troubleshooting tips for your home network.</p>
 <p>SURFboard® SBR-AC1750 Wireless Router</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>SURFboard® SBG10 Wi-Fi Cable Modem</p>	<p>ARRIS SURFboard SBG10 Wi-Fi Cable Modem Quick Start Guide</p> <p>This guide provides essential instructions for installing and setting up your ARRIS SURFboard SBG10 Wi-Fi Cable Modem, including connecting to your network and configuring Wi-Fi settings.</p>



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User Guide Manual Updated ARRIS W61 Wireless Router UIDW61 w61

SURFboard mAX User Guide, DRAFT Revision x.2 August 2022 P/N 365-095-36279

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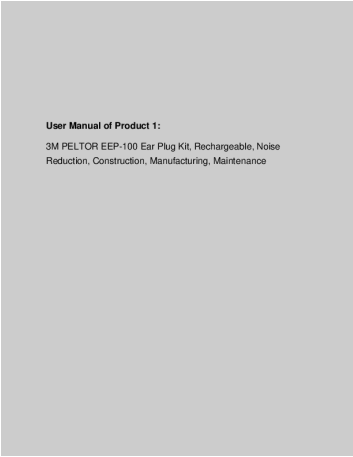
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[ARRIS SURFboard mAX User Guide: Setup, Features, and Support](#)

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.

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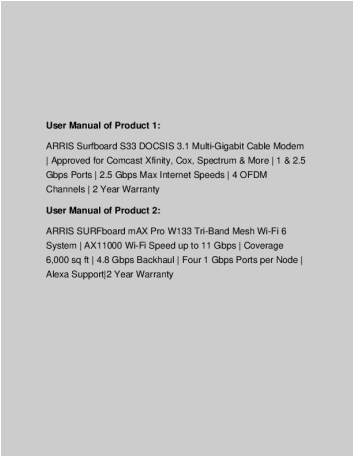
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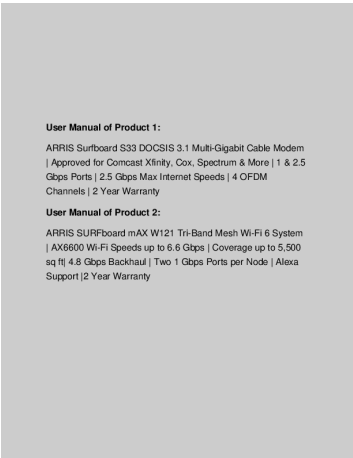
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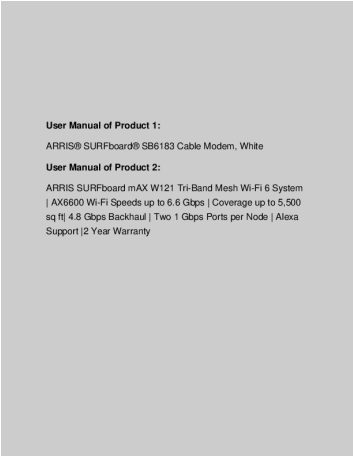
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AX6600 WiFi 6 Tri Band Mesh Router System Bundle Coverage up to 5 500 sq ft with Your Cable

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