

## Software License, Warranty, Safety, and Regulatory Information

### ARRIS® Retail Devices

#### CONTENTS

- **SAFETY AND REGULATORY INFORMATION**

  - Important Safety Instructions

- **CARING FOR THE ENVIRONMENT BY RECYCLING YOUR ARRIS EQUIPMENT**

- **IMPORTANT VOIP SERVICE INFORMATION**

  - Models that Support Embedded VoIP Service

- **FCC STATEMENTS**

  - FCC Interference Statement

  - FCC Declaration of Conformity

  - FCC Radiation Exposure Statement

  - Industry Canada (IC) Statement

  - IC Radiation Exposure Statement

  - Avis D'Industrie Canada (IC)

  - Déclaration de IC Sur L'Exposition Aux Rayonnements

- **WIRELESS LAN INFORMATION**

  - Restrictions on the Use of Wireless Devices

- **OPEN SOURCE SOFTWARE INFORMATION**

- **SOFTWARE LICENSE**

- **WARRANTY INFORMATION**

  - Retail Purchasers - Retail Devices

  - Retail Purchasers - Refurbished Retail Devices

## **SAFETY AND REGULATORY INFORMATION**

### **Important Safety Instructions**

Read This Before You Begin — When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all of the instructions listed here and/or in the user manual before you operate this device. Give particular attention to all safety precautions. Retain the instructions for future reference.
- This device must be installed and used in strict accordance with manufacturer's instructions, as described in the user documentation that is included with the device.
- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this device.
- To prevent fire or shock hazard, do not expose this device to rain or moisture. The device must not be exposed to dripping or splashing. Do not place objects filled with liquids such as vases; around, above, or in the proximity of the device.
- This device was qualified under test conditions that included the use of the supplied cables between system components. To ensure regulatory and safety compliance, use only the provided power and interface cables and install them properly.
- Use only the Power cord that was either supplied for this model in the original packaging or supplied as a replacement by ARRIS or your service provider.
- Installation of this device must be in accordance with national wiring codes and conform to local regulations.
- Operate this device only from the type of power source indicated on the device's marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- Do not overload outlets or extension cords, as this can result in a risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard.
- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords where they are attached to plugs and convenience receptacles, and examine the point where they exit from the device.
- Place this device in a location that is close enough to an electrical outlet to accommodate the length of the power cord.
- Place the device to allow for easy access when disconnecting the power cord of the device from the AC wall outlet.

- Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed.
- Place this device on a stable surface.
- Avoid damaging the cable modem with static by touching the coaxial cable when it is attached to the earth-grounded coaxial cable-TV wall outlet.
- Always first touch the coaxial cable connector on the cable modem when disconnecting or reconnecting the Ethernet cable from the cable modem or user's PC.
- Installation of an AC surge protector in the AC outlet to which this device is connected is recommended. This is to avoid damaging the device by local lightning strikes and other electrical surges.
- Postpone installation until there is no risk of thunderstorm or lightning activity in the area.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning. For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device from lightning and power surges.
- Do not use this product near water. For example, near a bathtub, washbowl, kitchen sink, laundry tub, swimming pool, or in a wet basement.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Do not cover the device or block the airflow to the device with any other objects. Keep the device away from excessive heat and humidity and keep the device free from vibration and dust.
- Wipe the device with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the device or use forced air to remove dust.
- For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device due to lightning and power surges.
- **CAUTION:** To reduce the risk of fire, use only No. 26 AWG or larger (e.g., 24 AWG) UL Listed or CSA Certified Telecommunication Line Cord, or national equivalent.
- Upon completion of any service or repairs to this device, ask the service technician to perform safety checks to determine that the device is in safe operating condition.
- Do not open the device. Do not perform any servicing other than that contained in the installation and troubleshooting instructions. Refer all servicing to qualified service personnel.
- This device should not be used in an environment that exceeds 104° F (40° C).

SAVE THESE INSTRUCTIONS

**Note to CATV System Installer** — This reminder is provided to call the CATV system installer's attention to Section 820.93 of the National Electric Code, which provides guidelines for proper grounding and, in particular, specifies that the Coaxial cable shield must be connected to the grounding system of the building, as close to the point of cable entry as practical.

## **CARING FOR THE ENVIRONMENT BY RECYCLING YOUR ARRIS EQUIPMENT**

Please do not dispose of this product or any included electronic accessories, i.e., power supply or battery, with your residential or commercial waste. ARRIS devices may be disposed of through the ARRIS Product Recycling program, further described at [corporateresponsibility.arrisi.com/phoenix.zhtml](http://corporateresponsibility.arrisi.com/phoenix.zhtml). You may also contact your local community authorities for information regarding where you may dispose of your ARRIS electronic devices.

For your convenience, batteries are also accepted at no charge for recycling at various locations. Please visit [www.call2recycle.org](http://www.call2recycle.org) or call **1-877-2RECYCL (1-877-273-2925)** for a battery recycling location near you.

## **IMPORTANT VOIP SERVICE INFORMATION**

### **Models that Support Embedded VoIP Service**

Please see warning below if your product supports embedded VoIP services.

**WARNING!** Please contact your Internet Service Provider (ISP) and/or your local municipality for additional information on making emergency calls using VoIP service in your area.

**IMPORTANT:** When using this VoIP device, you CANNOT make any calls including an emergency call, and emergency location services (where supported) WILL NOT be available under the following circumstances:

- Your broadband ISP connection goes down, is lost, or otherwise fails.
- You lose electrical power.
- You have changed the physical address of your VoIP device, and you did not update or otherwise advise your VoIP service provider of the change.
- There are delays in making your location information available in or through the local automatic location information database.

**Note:** Your service provider, not ARRIS, is responsible for the provision of VoIP telephony services through this equipment. ARRIS shall not be liable for, and expressly disclaims, any direct or indirect liabilities, damages, losses, claims, demands, actions, causes of action, risks, or harms arising from or related to the services.

## **FCC STATEMENTS**

### **FCC Interference Statement**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

**FCC Caution:** Any changes or modifications to the device not expressly approved by ARRIS could void the user's authority to operate the equipment.

### **FCC Declaration of Conformity**

ARRIS International, plc., 3871 Lakefield Drive, Suwanee, GA 30024, declares that your ARRIS retail device complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device.

### **FCC Radiation Exposure Statement**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. To comply with the FCC RF exposure compliance requirements, the separation distance between the antenna and any person's body (including hands, wrists, feet and ankles) must be at least 8 inches (20 cm).

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter except those already approved in this filing.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destinations. The firmware setting is not accessible by the end user.

## **Industry Canada (IC) Statement**

This device complies with RSS-210 of the Industry Canada rules. Operation is subject to the following two conditions:

- This device may not cause interference, and
- This device must accept any interference, including interference that may cause undesired operation of the device.

CAN ICES-3 (B)/NMB-3 (B)

In Canada, RLAN devices are restricted from using the 5600-5650 MHz frequency band.

**Caution:** To reduce the potential for harmful interference to co-channel mobile satellite systems, use of the 5150-5250 MHz frequency band is restricted to indoor use only.

High power radars are allocated as primary users (meaning they have priority) of 5250-5350 MHz and 5650-5850 MHz frequency bands. These radars could cause interference and/or damage to License Exempt-Local Area Network (LE-LAN) devices.

## **IC Radiation Exposure Statement**

**Important Note:** *This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.*

## **Avis D'Industrie Canada (IC)**

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- l'appareil ne doit pas produire de brouillage, et
- l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CAN ICES-3 (B)/NMB-3 (B)

Cet appareil numérique de classe B est conforme à la norme NMB-003 du Canada. Au Canada, les appareils de réseau local sans fil ne sont pas autorisés à utiliser les bandes de fréquence 5600-5650 MHz.

**Avertissement:** afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux, les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur.

Les radars à haute puissance sont définis en tant qu'utilisateurs principaux (c.-à-d. prioritaires) des bandes de fréquences 5250-5350 MHz et 5650-5850 MHz. Ces radars peuvent causer de l'interférence ou des dommages susceptibles de nuire aux appareils exempts de licence-réseau local (LAN-EL).

### **Déclaration de IC Sur L'Exposition Aux Rayonnements**

**Note Importante:** *cet équipement est conforme aux limites d'exposition aux rayonnements établies par IC pour un environnement non contrôlé. Cet équipement doit être installé et utilisé de manière à maintenir une distance d'au moins 20 cm entre la source de rayonnement et votre corps.*

### **WIRELESS LAN INFORMATION**

**Note:** *This applies to devices that provide Wi-Fi capability.*

This device is a wireless network product that uses Direct Sequence Spread Spectrum (DSSS) and Orthogonal Frequency-Division Multiple Access (OFDMA) radio technologies. The device is designed to be interoperable with any other wireless DSSS and OFDMA products that comply with:

- The IEEE 802.11 Standard on Wireless LANs (Revision B, Revision G, and Revision N), as defined and approved by the Institute of Electrical Electronics Engineers.
- The Wireless Fidelity (Wi-Fi) certification as defined by the Wireless Ethernet Compatibility Alliance (WECA).



### **Restrictions on the Use of Wireless Devices**

In some situations or environments, the use of wireless devices may be restricted by the proprietor of the building or responsible representatives of the organization. For example, using wireless equipment in any environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the applicable policy for the use of wireless equipment in a specific organization or environment, you are encouraged to ask for authorization to use the device prior to turning on the equipment.

The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of the devices included with this product, or the substitution or attachment of connecting cables and equipment other than specified by the manufacturer. Correction of the interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the user.

The manufacturer and its authorized resellers or distributors are not liable for any damage or violation of government regulations that may arise from the user's failure to comply with these guidelines.

**Note:** *The use of the 5150-5250 MHz frequency band is restricted to Indoor Use Only.*

**Security Warning:** This device allows you to create a wireless network. Wireless network connections may be accessible by unauthorized users. For more information on how to protect your network, see your product's documentation and the ARRIS FAQs available on the ARRIS Support website, [www.arris.com/consumers](http://www.arris.com/consumers).

## OPEN SOURCE SOFTWARE INFORMATION

For instructions on how to obtain a copy of any source code being made publicly available by ARRIS related to software used in this ARRIS product, you may send your request in writing to:

ARRIS  
Software Pedigree Operations  
2450 Walsh Avenue  
Santa Clara, CA 95051 USA

The ARRIS website [opensource.arris.com](http://opensource.arris.com) also contains information regarding use of open source. ARRIS created [opensource.arris.com](http://opensource.arris.com) to serve as a portal for interaction with the software community-at-large. This document contains additional information regarding licenses, acknowledgments and required copyright notices for open source packages used in this ARRIS product.



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3871 Lakefield Drive Suwanee, GA 30024

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ARRIS is not responsible for any third party software provided as a bundled application, or otherwise, with the Software.

### **U.S. Government Restricted Rights**

The Product and documentation is provided with RESTRICTED RIGHTS. The use, duplication, or disclosure by the Government is subject to restrictions as set forth in subdivision (c)(1)(ii) of The Rights in Technical Data and Computer Software clause at 52.227-7013. The contractor/manufacturer is ARRIS International, plc., 3871 Lakefield Drive, Suwanee, GA 30024.

### **WARRANTY INFORMATION**

ARRIS Retail Devices & Refurbished Retail Devices  
ARRIS International, plc. (“ARRIS”)

**Limited Warranty for Retail Purchasers (Retail Devices):** If you purchased this Product **directly** from ARRIS or from an authorized ARRIS retail reseller, ARRIS warrants to you, the original end user customer, that (A) the Product, excluding Software, will be free from defects in materials and workmanship under normal use, and (B) with respect to Software, (i) the media on which the Software is provided will be free from defects in material and workmanship under normal use, and (ii) the Software will perform substantially as described in its documentation. This Limited Warranty to you, the original end user customer, continues (A) for Software and the media upon which it is provided, for a period of ninety (90) days from the date of purchase from ARRIS or an authorized ARRIS reseller, and (B) for the Product (excluding Software), for a period of two (2) years from the date of purchase from ARRIS or from an authorized ARRIS reseller. To take advantage of this Limited

Warranty or to obtain technical support, you must call the ARRIS toll-free phone number **1-877-466-8646**. Technical support charges may apply. ARRIS' sole and exclusive obligation under this Limited Warranty for retail sales shall be to repair or replace any Product or Software that does not meet this Limited Warranty. All warranty claims must be made within the applicable Warranty Period.

**Limited Warranty for Retail Purchasers (Refurbished Retail Devices):** If you purchased this Product **directly** from ARRIS or from an authorized ARRIS retail reseller, ARRIS warrants to you, the original end user customer, that (A) the Product, excluding Software, will be free from defects in materials and workmanship under normal use, and (B) with respect to Software, (i) the media on which the Software is provided will be free from defects in material and workmanship under normal use, and (ii) the Software will perform substantially as described in its documentation. This Limited Warranty to you, the original end user customer, continues (A) for Software and the media upon which it is provided, for a period of ninety (90) days from the date of purchase from ARRIS or an authorized ARRIS reseller, and (B) for the Product (excluding Software), for a period of one (1) year from the date of purchase from ARRIS or from an authorized ARRIS reseller. To take advantage of this Limited Warranty or to obtain technical support, you must call the ARRIS toll-free phone number **1-877-466-8646**. Technical support charges may apply. ARRIS' sole and exclusive obligation under this Limited Warranty for retail sales shall be to repair or replace any Product or Software that does not meet this Limited Warranty. All warranty claims must be made within the applicable Warranty Period.

**General Information.** The warranties described in this Section shall not apply: (i) to any Product subjected to accident, misuse, neglect, alteration, Acts of God, improper handling, improper transport, improper storage, improper use or application, improper installation, improper testing or unauthorized repair; or (ii) to cosmetic problems or defects which result from normal wear and tear under ordinary use, and do not affect the performance or use of the Product. ARRIS' warranties apply only to a Product that is manufactured by ARRIS and identified by ARRIS owned trademark, trade name or product identification logos affixed to the Product. ARRIS does not warrant to you, the end user, or to anyone else that the Software will perform error free or without bugs.

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You acknowledge that some security breaches involve attacks on data. For example, there are viruses and other malware that: (i) delete or destroy your data (sometimes individual files, but sometimes even an entire disk by corrupting a master boot record or other key element); (ii) modify your files (such as parasitic malware that attaches itself to a file and modifies the file to enable its own execution and/or propagation); and (iii) encrypt files on your drive (such as ransomware that uses asymmetric encryption). The best way for you to protect yourself from these types of attacks is frequent back-ups of your data to another device/location. This provides another copy of the data in the event that the attacking software has deleted, modified, or destroyed the data. It is your sole and exclusive responsibility to back-up all data and files on your device so that they can be restored in the event of an attack on your data. Without such a back-up, it may not be possible to restore any deleted, destroyed, or modified data/content. McAfee is not liable for loss of or recovery of data, or for files or loss of use of systems or networks arising from attacks on data.

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