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Quick Start
DOCSIS 3.1
Cable Modem
plus AC3200
Router

MG8702

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Packaged with your MG8702 modem/router

Power Cube

Coax Wrench

Ethernet Cable

Velcro® Cable Organizer

Para una Guía de Inicio Rápido en español, por favor vaya a
www.motorolanetwork.com/MG8702ir

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Let's get started

If you don't have cable Internet service, please order that from your cable service provider. MG8702 supports DOCSIS 3.1, the fastest cable modem service standard. Your MG8702 also supports all speeds of any DOCSIS 3.0 services.

Now connect your MG8702 as shown on the next panel.

Connecting to a Coax Cable

Please see the connection photo on the next panel. You connect your MG8702 to a "live" coax cable. Sometimes a cable will already be available. Sometimes there's a coax wall jack available, and you connect to the jack with a coax cable. Your MG8702 can also share a coax cable attached to a TV by using a coax splitter. Please note that a badly chosen splitter reduces a cable modem's speed; so if you need to use a splitter, use a 2-way splitter whose top frequency is 1,000 MHz or higher.

USB Port

WPS button

WLAN button
WiFi on/off button

RESET

ETHERNET (LAN 1-4)
You can connect a computer, HDTV, game station, or other Ethernet-capable device to any of these 4 LAN ports.

COAX
Connect a "live" coax cable to the modem's COAX connector as discussed above. *(Tighten the nut so it's finger tight. You may want to use the supplied wrench. Make the connection snug but not over-tight.)*

ON/OFF button

POWER
Connect the supplied power cube between the power jack and an electrical outlet.

Prepare to activate

By now you should have:

- Subscribed to cable Internet service.
- Connected your MG8702.
- Powered up your cable modem/router. To do this, the On/Off button needs to be On (Push the button in until it clicks). Wait for the online connection light (🌐 for 3.0, or 🌐 for 3.1) to stop flashing and remain solidly lit. **This may take up to 15 minutes.**

You should have a recent cable bill handy because it has your account number and you'll probably need that.

If you're asked for information about the MG8702, you can find this on the label on the bottom of the modem/router.

Activate

For some service providers, you activate by calling them. Many service providers including Comcast and Cox prefer that you activate by opening the Web browser of a computer that's plugged into one of the MG8702's Ethernet ports. Once you've opened the browser, try to go to **www.motorola.com** . This should bring you to the service provider's activation page.

If you don't have a computer, you can use the Web browser of a WiFi device such as a smartphone or tablet for activation. In that case you'll need the unique Wireless Network Name and Password printed on the bottom of your MG8702. You'll use these in setting up your wireless device to connect to the MG8702. Once you've connected, you can open the browser of that wireless device.

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For Comcast XFINITY Users Only:
If the activation page does not appear, please go to **xfinity.com/activate** for more information and to activate your modem.

Here is a list of phone numbers for some major cable service providers. *(Note that this list is subject to change.)*

Comcast	1 (800) XFINITY
Cox	1 (877) 206-4210
Bright House (Spectrum)	1 (855) 222-0102
Cable One	1 (855) 692-4113
Charter Spectrum	1 (855) 757-7328
MediaCom	1 (844) 987-3260
RCN	1 (800) 746-4726
Suddenlink	1 (877) 794-2724
Time Warner (Spectrum)	1 (855) 707-7328
WOW!	1 (800) 343-2076

Once your MG8702 is activated either online or by phone, your service provider will provision your MG8702 service. Typically this takes less than 5 minutes, but in some cases this may take 30 minutes or longer to complete.

Once you have activated, try to browse the Web using a device connected via Ethernet or WiFi to the MG8702. (See the section Wireless Router, below for information on connecting via WiFi). If browsing works, **Congratulations!** Your MG8702 is working.

If your MG8702 is NOT working, see **Troubleshooting Tips** below.

Configuration Manager

You may not need to use the MG8702's Configuration Manager. Here are some reasons for using it:

- You want to change the wireless network name and password. For instance, maybe you want a more easily remembered name, or you're replacing a router and want to use your existing WiFi Network Name (SSID) and/or WiFi Password/Key instead of the unique ones that come with the MG8702. (See WiFi setup page.)
- You want to set up special Internet gaming settings.
- You want to get performance information about the MG8702 modem and/or built-in router. This can be helpful in diagnosing DOCSIS performance issues and/or optimizing wireless performance.

If you need to access the MG8702 Configuration Manager, open your Web browser. Type **http://192.168.0.1** in the address bar and press the **Enter** key.

In the login dialog box, type the following User Name and Password in lower case, then click OK.

User Name: **admin**

Password: **motorola**

The Basic Status and Settings page will appear. If this page doesn't appear, please see the **Troubleshooting Tips** below.

You can get more detailed information about the MG8702 and its Configuration Manager, please see **www.motorolanetwork.com/MG8702manual**

Wireless Router

As noted before, the MG8702 has a unique Wireless Network Name/SSID and Wireless Security Key/Password printed on the MG8702's bottom label. Set up your wireless devices to work with this SSID and security key, or the SSID and security key you specified, if you changed them.

Note that wireless performance depends on a number of factors. Please keep these things in mind:

- Where possible, put the MG8702 in a central place so that it's not too far away from your other wireless devices.

- Try to avoid interference from other wireless devices such as Bluetooth headsets and stereos, microwave ovens, WiFi-capable printers, and 2.4 GHz cordless phones and base stations. Don't put the MG8702 close to these interfering devices.

- Sometimes it helps to change the MG8702 wireless channel frequency to reduce interference with neighbors' wireless networks. This is discussed in the Troubleshooting section of this Quick Start.

- Wireless range can be limited by a variety of issues, including weak wireless clients and challenging building configurations. Some devices that connect to the MG8702 do not have as powerful a wireless signal, and often those devices can slow down your network's WiFi. If you need greater wireless range far away from your MG8702, you could add a Range Extender. For more information, please see **www.motorolanetwork.com/extenders**

If you have coaxial cable running near your router and a distant wireless access point, HDTV, or other device, MoCA is often a good way to connect the router to the device. MoCA can share the same cable used for cable TV or cable Internet. With the Motorola MM1000 MoCA Adapter, speeds are up to 1,000 Mbps. Please see **www.motorolanetwork.com/MocaWifi**

WiFi setup if you want to keep your current network name and password

If your Motorola modem/router is replacing a modem/router or router with WiFi capability, we strongly recommend that you keep using the **original** WiFi network name (SSID) and password that you were using on the modem/router or router that you're replacing. This will allow all your WiFi devices to keep working without a new WiFi setup. If possible, do this configuration by connecting a computer with Ethernet to any of your Motorola modem/router's Ethernet ports. You can also do this configuration by using your smartphone or another WiFi device that has a Web browser.

> If you need to do this configuration by using your smartphone or other WiFi device, first complete a WiFi setup for your new modem/router, using the wireless network name (SSID) and password printed on the modem/router's bottom label. See the Quick Start Guide for more details. (You don't need an Internet connection to do this.)

1. First write down the wireless network name and password for your original network. Most WiFi devices work on either the 2.4 GHz band, or both the 2.4 GHz and the 5 GHz band. You may a wireless network name and password for just the 2.4 GHz band; or you may have a wireless network name and password for both the 2.4 GHz and 5 GHz bands.

2. Now open the browser of the computer or WiFi device that you're using to configure the Motorola modem/router. Type **http://192.168.0.1** in the address bar and then press the **Enter** key. You will see a login screen

where you should enter the following information in lower case, then click **OK**.

User Name: admin

Password: motorola

3. After you click **OK**, the Basic Status page should appear. Enter the Wireless Network Name and Password for the 2.4 GHz band for your original network, making sure to be accurate and to use the same upper and lower case characters you used for your original network. Then enter the Wireless Network Name and Password for the 5 GHz band you've been using, if any. If you haven't been using a 5 GHz band and your Motorola modem/router has a 5 GHz band, here's a good way to pick a network name and password. If your 2.4 GHz band wireless network name is **smith,** call your 5 GHz band **smith-5** . Use the same password for both your 2.4 and 5 GHz bands.

4. Press **Save** once you've entered the required information. Now your new settings should be saved, and they should be as close to your original wireless network name and password settings as possible. If you see a message saying that you lost your Internet connection, ignore it. Now go to your device's WiFi setup page. There you can select your original 2.4 GHz network name or you can select the similar name for 5 GHz. Your password is the same one you've been using for your original network. All your other WiFi devices should continue to work.

If you have a problem, you can restore the factory modem/router network names and passwords by pressing the Reset button on the back of the modem/router. Those names and passwords are printed on the bottom label of your modem.

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Front Panel Lights

During Power up, the lights will blink for about a minute.

LIGHT	COLOR	DESCRIPTION	
⏻ Power	Green	ON: OFF:	MG8702 power on MG8702 power off
↓ Downstream	Green *or* Blue	Green Blinking: Green ON: Blue Blinking: Blue ON:	Scanning for DS channel Connected on 1 Downstream channel Negotiating bonded channel(s)[†] Bonded with 2 or more channels
↑ Upstream	Green *or* Blue	Green Blinking: Green ON: Blue Blinking: Blue ON: OFF:	Ranging in progress Connected on 1 channel Negotiating bonded channel(s)[†] Bonded with 2 or more channels Upstream not connected
⊕ Online	Green *or* Blue	Blinking: Green: Blue: OFF:	Trying to go online Online with DOCSIS 3.0 Online with DOCSIS 3.1 Offline
📶 2.4 GHz WLAN	Green	Blinking: ON: OFF:	Data is flowing WiFi is enabled WiFi is not enabled
5⟩⟩ 5 GHz WLAN	Green	Blinking: ON: OFF:	Data is flowing WiFi is enabled WiFi is not enabled
🔒 WPS	Green	Blinking: ON:	WPS is in discovery mode Light will remain solid after WPS configuration is successful

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⚡ USB	Green	Blinking: USB is synching ?? ON: Light will remain solid when USB port is in use
Rear Panel Ethernet LAN port(s)	Green *or* Amber	Blinking: Ethernet data is flowing Green: Connected at 1 Gbps Amber: Connected at 10 or 100 Mbps OFF: No connection

† If a blue light blinks continuously, this indicates partial service (at least one designated channel has not completed bonding). You should still get high Internet speeds, but your service provider may want to know so they can adjust their network.

Label Symbols

Symbol	Indicates
⎓	DC voltage.
∿	AC voltage.
⌂	For indoor use only.
⧈	Class II equipment.
Ⓥ	Energy Efficiency Marking.

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Troubleshooting Tips

What if I can't make an Internet connection right after installation?

- First turn your MG8702 off for at least 8 seconds, then on, to see if that fixes the problem.
- Check the connections you've made to your MG8702. Power and coax connections are required, and up to 4 Ethernet connections are optional. Are those connections good? Be sure that the coax cable connection is tight enough, possibly using the coax wrench.
- Check that the MG8702's power cube is plugged into a live outlet, and that the Ethernet cable is connected securely.
- Make sure that your coax cable is live. You can check that by using it with a TV.
- Check that you provided the correct setup information to your cable service provider.
- Contact your cable service provider to make sure they've turned on your Internet service.

What if my MG8702 has been working, then stops working?

- First turn your MG8702 off for at least 8 seconds, then on, to see if that fixes the problem.
- If the MG8702's lights don't come on, check that the modem is getting power from its power cube and that the MG8702's power button is on.
- Check your MG8702 cables.
- Check with your service provider. Sometimes there's a service outage or some other service issue. Sometimes a service outage also affects your TV service, so check that.

What if I'm getting Internet service but my speed is disappointing?

- Be sure you know what speed you're paying for.
- Check the speed with a computer plugged into one of the modem's Ethernet ports. Use one of the tools found when you search the phrase: broadband speed test. Make sure your computer's LAN port supports gigabit rates (1000BT or GE). You will need this to achieve service speeds of 100 Mbps or greater.
- If you get good speed when a computer's plugged into the modem, you may have a wireless problem. In that case, please re-read the wireless router section.
- Some video streaming services get bottlenecked, especially at busy times like after dinner. See whether you have the speed problem at less busy times.
- Try connecting your MG8702 nearer to where the coaxial cable comes into your home. This lets you see whether your home's cabling is a problem.
- If you're using a splitter with your MG8702, try the MG8702 without the splitter to see if that helps. If it does, you may need to get a better splitter, one with a top frequency of at least 1,000 MHz.

What if I'm told that my MG8702 isn't approved by my cable service provider?

That's probably not true. Leading cable service providers have a list of certified cable modems for each of their Internet speeds. You can check the list for your service provider. You can also find information about certifications at www.motorolanetwork.com/services

What if I am connected wirelessly but my connection seems slow or keeps dropping?

Please re-read the Wireless Router section above.

What if I don't know my MG8702's Wireless Network Name/SSID or Security Key/Password?

The default values are printed on the bottom label of the MG8702. Use these unless you changed them. If you changed them, try to remember where you put the new values. If you have a device that connects wirelessly to the MG8702, it may show the Wireless Network Name/SSID and Password. You can also find this information in the MG8702 Configuration Manager. Information about using this is in the Configuration Manager section above.

If all else fails, reset the device to factory defaults by holding the Reset button for 10 seconds. (A paperclip helps.) You can then use the default values.

What if I think that wireless devices are interfering with my MG8702 wireless router?

1. Where possible, put the MG8702 as far away as possible from interfering devices such as Bluetooth transmitters and neighbors' WiFi routers.
2. To try to pick a less used wireless channel for your MG8702, first go in to your MG8702's Configuration Manager.
3. Click the Advanced button at the top of the page, then click the Wireless and Scan/Bridge menu items at the top of the page.
4. Click the ScanWirelessAPs button. A list will appear of competing wireless networks, including the channels they are using. Write down one or more of the less used channel numbers, since a less used channel should be better for your MG8702.
5. On the top of the page, click the Wireless Basic menu item.
6. On the Basic page, select the channel you want in the Channel pulldown, then click Save.

Do you have any other questions? We have lots more information at **www.motorolanetwork.com/mentor**

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We like to help.

Please visit our support Website or call our support specialists. Our Website has our Motorola Mentor information, and also provides returns and warranty information.

www.motorolanetwork.com/support

Email: support@motorolanetwork.com

Phone: 800-753-0797 or **617-753-0562**

Our full-length user manual is available at
www.motorolanetwork.com/MG8702manual

Limited Warranty

MTRLC LLC warrants this product against defects in material and workmanship for a warranty period of 2 years. To read the full warranty, please go to
www.motorolanetwork.com/warranty

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Safety Precautions

These precautions help protect you and your MG8702.

- Do not put the MG8702 or its power cube in water, since this is a shock hazard.
- The MG8702 should normally be installed indoors. If you use it outdoors, protect it from moisture and be careful about temperature.
- Your MG8702 should be operated in an environment that's between 32 and 104° Fahrenheit (0 to 40° Centigrade).
- Your MG8702 should not be in a confined space. There should be room for air flow around the top, front, and sides of the MG8702.
- Make sure to use your MG8702's power cube and a compatible electrical outlet.
- The coaxial cable's ground shield is intended to be connected to the building's Earth ground. Attachment to Earth ground is typically provided through your cable service provider's installation.

FCC Statement

This device complies with Class B 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.

Note: 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 installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instrautions, 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 equipment 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 equipment and receiver, connect the equipment into an outlet on a circuit different from that to which the receiver is connected, and/or consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

For operation within the 5.15 - 5.25GHz frequency range, it is restricted to indoor operation. This device meets all the other rerquirements specified in Part 15E, Section 15.407 of the FCC Rules.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be instsalled and operated within minimum distance 42cm between the radiator and your body.

◇⊕◇ DC input connector is center-pin positive polarity.

🗑 WEEE is a directive in the EU that designates safe and responsible collection, recycling, and recovery procedures for electronic waste.

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