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Quick Start

24x8 Cable Modem
Plus AC1900 Router
Plus 2 Phone Lines



MT7711

Packaged with your MT7711 modem/voice/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/MT7711R



Let's get started

If you don't have cable Internet service, please order that from your cable service provider.

Now connect your MT7711 as shown on the next panel.

Connecting to a Coax Cable

Soon you'll need to connect your MT7711 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 MT7711 can also share a coax cable attached to a TV by using a coax splitter.



ON/OFF button

POWER

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

PHONE (TEL1-2)

You can connect a telephone to either of these 2 telephone jacks.

ETHERNET (LAN 1-4)

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

RESET


WPS button

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.*)

Prepare to activate

By now you should have:

- Subscribed to cable Internet service.
- Connected your MT7711.
- Powered up your MT7711. To do this, the On/Off button needs to be On. Wait for the green online connection light  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 MT7711, you can find this on the label on the bottom of the MT7711.

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 MT7711's Ethernet ports.

If you don't have a computer, you can use the Web browser of a Wi-Fi device such as a smartphone or tablet. In that case you'll need the unique Wireless Network Name and Password printed on the bottom of your MT7711. You'll use these in setting up your wireless device to connect to the MT7711. 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 www.xfinity.com/internetsetup 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 (855) 652-3446
Time Warner	1 (855) 704 4503
Bright House	1 (888) 289-8988
Suddenlink	1 (877) 794-2724
Cable One	1 (877) 692 2253
Cox	1 (888) 556-1193
RCN	1 (866) 832-4726

Once your MT7711 is activated either online or by phone, your service provider will provision your MT7711 service. Typically this takes less than 5 minutes, but in some cases this may take 30 minutes or longer to complete.

Try to browse the Web using a device connected via Ethernet or Wi-Fi to the MT7711. If browsing works, **Congratulations!** Your MT7711 is working.

If your MT7711 is NOT working, see Troubleshooting Tips below.



Configuration Manager

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

- You want to change the wireless router setup. For instance, maybe you're replacing a router and want to use your existing Wireless Network Name and/or Password instead of the unique ones that come with the MT7711.
- You want to set up special Internet gaming settings.
- You want to set up parental controls including white lists and/or black lists for certain users and times.
- You want to get performance information about the MT7711 modem and/or built-in router. This can be helpful in optimizing wireless performance.

If you need to access the MT7711 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 status page will appear. If the Status page doesn't appear, please see the **Troubleshooting Tips** below.

For details about the Configuration Manager, please see www.motorolanetwork.com/MT7711manual

Wireless Router




As noted before, the MT7711 has a unique Wireless Network Name/SSID and Wireless Security Key/Password printed on the MT7711's bottom label. If you don't change these, you should set up your wireless devices to work with this SSID and security key.







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

- Where possible, put the MT7711 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, and 2.4 GHz cordless phones and base stations. Don't put the MT7711 close to these interfering devices.
- Sometimes it helps to change the MT7711 wireless channel frequency to reduce interference with neighbors' wireless networks. This is discussed in the Troubleshooting section of this Quick Start.

Front Panel Lights

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

LIGHT	COLOR	DESCRIPTION
	Green	ON: MT7711 power on OFF: MT7711 power off, or AC power

Power		fail
 Downstream	Green or Blue	Green Blinking: Scanning for DS channel Green ON: Connected on 1 downstream channel Blue Blinking: Negotiating bonded channel(s) [†] Blue ON: Bonded with 2 or more channels
 Upstream	Green or Blue	Green Blinking: Ranging in progress Green ON: Connected on 1 channel Blue Blinking: Negotiating bonded channel(s) [†] Blue ON: Bonded with 2 or more channels OFF: Upstream not connected
 Online	Green	Blinking: Trying to go online ON: Online OFF: Offline
 2.4 GHz WLAN	Green	Blinking: Data is flowing ON: Wi-Fi is enabled OFF: Wi-Fi is not enabled
 5 GHz WLAN	Green	Blinking: Data is flowing ON: Wi-Fi is enabled OFF: Wi-Fi is not enabled
 WPS	Green	Blinking: WPS is in discovery mode ON: Light will remain solid after WPS configuration is successful
TEL1 & TEL2	Green	Slow Blink: Call in progress, phone off hook Fast Blink: HD Call in progress, phone off hook ON: Ready to make or receive a call OFF: Not Ready, phone line not provisioned
Battery	Green	Slow Blink: Call in progress, phone off hook Fast Blink: HD Call in progress, phone off hook ON: Ready to make, but not receiving OFF: Not Ready, phone line not provisioned Battery missing or defective

[†] 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.

Troubleshooting Tips

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

- First turn your MT7711 off for at least 8 seconds, then on, to see if that fixes the problem.
- Check the connections you've made to your MT7711. Power and coax connections are required, and up to 4 Ethernet connections are optional. Are those connections good?
- Check that the MT7711's power cube is plugged into a live outlet, and that the Ethernet cable is connected securely to a computer.
- 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 MT7711 has been working, then stops working?

- First turn your MT7711 off for at least 8 seconds, then on, to see if that fixes the problem.
- If the MT7711's lights don't come on, check that the modem is getting power from its power cube and that the MT7711's power button is on.
- Check your MT7711 cables.
- Check with your service provider. Sometimes there's a service outage or some other service issue.

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 the modem. Use one of the tools found when you search the phrase: broadband speed test.
- 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 MT7711 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 MT7711, try the MT7711 without the splitter to see if that helps. If it does, you may need to get a better splitter.

What if I'm told that my MT7711 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 MT7711's Wireless Network Name/SSID or Security Key/Password?

The default values are printed on the bottom label of the MT7711. 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 MT7711, it may show the Wireless Network Name/SSID and Password. You can also find this information in the MT7711 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. You can then use the default values.

What if I think that wireless devices are interfering with my MT7711 wireless router?

1. Where possible, put the MT7711 as far away as possible from interfering devices such as Bluetooth transmitters and neighbors' Wi-Fi routers.
2. To try to pick a less used wireless channel for your MT7711, first go in to your MT7711'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 MT7711.
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

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

Battery Replacement

The optional backup battery for this product will need periodic replacement.

The type of backup battery that can be used with this product is P/N 15033 from MTRLC LLC, and is labeled "BP-15033-22/2150 S".

Safety Precautions

These precautions help protect you and your MT7711.

- Do not put the MT7711 or its power cube in water, since this is a shock hazard.
- The MT7711 should normally be installed indoors. If you use it outdoors, protect it from moisture and be careful about temperature.
- Your MT7711 should be operated in an environment that's between 32 and 104° Fahrenheit (0 to 40° Centigrade).
- Your MT7711 should not be in a confined space. There should be room for air flow around the top, front, and sides of the MT7711.
- Make sure to use your MT7711'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 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 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 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 Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules. This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and consider removing the no-collocation 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.

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.

⚠️ DC input connector is center-pin positive polarity.

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