



DOCSIS 3.1 cable modem plus AC3200 WiFi router

Model MG8702



Quick Start
Guide

Packaged with your MG8702 modem/router



Power Adapter



Coax Wrench



Ethernet Cable



Velcro® Cable
Organizer

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

Let's get started

- 1 **Call your cable service provider to order cable Internet service if you don't already have it.** Mention that your MG8702 supports DOCSIS 3.1, the fastest cable modem service standard. Your MG8702 also supports the top speeds of any DOCSIS 3.0 services.

If you already have cable Internet service, you probably don't need to call your cable service provider. You should have your account number handy in case you need it during the activation process. You can generally find the account number on the landing page when you log in to your cable service provider account. You can also find it on a recent cable bill.

- 2 **If possible, use your smartphone to take a photo of the label on the bottom of your cable modem.** You'll need the photo later, so print it if possible.
- 3 Disconnect existing modems and routers, if any. **Now connect your MG8702 as shown on the next page.**

Connecting to a coax cable

See the connection photo on the next panel. 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 may reduce a cable modem's speed or prevent connection to the network: if you need to use a splitter, use a two-way splitter whose top frequency is 1,000 MHz or higher.



USB 3.0 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 (not included) to the modem’s COAX connector as discussed above. *Use the wrench to tighten the nut **finger-tight**. Do not overtighten.*

ON/OFF button

POWER

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

Prepare to activate

Power 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.**

Activate with your service provider

Some service providers allow you to activate by calling them. Others, like Comcast Xfinity and Cox, prefer that you activate by opening the Web browser of a computer. It's best if the computer is plugged into one of the MG8702's Ethernet ports, but connecting with WiFi also works as discussed below.

Once you've opened the browser, go to your service provider's web page. This should bring you directly to the service provider's activation page. Note that some service providers will automatically redirect you to their registration page when you open your browser. Follow the onscreen instructions.

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 WiFi Network Name (SSID) and WiFi Password printed on the bottom of your MG8702. You'll use these in setting up your wireless device to wirelessly connect to the MG8702. Once you've connected, you can open the browser of that wireless device.




For Comcast XFINITY Users Only:

If the activation page does not appear, please go to xfinity.com/activate or call 1 (800) 934-6489 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 Xfinity	1 (800) 934-6489
Cox	1 (877) 206-4210
Bright House (Spectrum)	1 (855) 222-0102
Sparklight (Cable One)	1 (855) 310-0898
Charter Spectrum	1 (855) 757-7328
MediaCom	1 (844) 987-3260
RCN	1 (800) 746-4726
Altice Suddenlink	1 (877) 694-9474
Time Warner (Spectrum)	1 (855) 707-7328
WOW!	1 (800) 343-2076

If you're asked for information about the MG8702, refer to the photo you took of the label on the bottom of the modem/router. A sample label is shown below. The information highlighted in yellow below will be unique on your product's label.



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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 ID: 2AF5PMG8702


DOCSIS 3.1 Cable Gateway Model: MG8702

Default WiFi Settings

WiFi Network (SSID):
MOTOSSSS



WiFi Password:
word1word2nnn




Power: +12VDC === 3.5A

Router Configuration


IP Address: 192.168.0.1

User Name: admin


Password: **word1word2nnn**




S/N: **DDDY-MG8702-BB-####**



CM MAC: **ZZZZZZZZSSSS**



P/N: MG8702-BB



Made in CCCCCC to MTRLCLL LLC's Specifications



When your MG8702 is activated either online or by phone, your service provider will provision your MG8702 service. This usually takes less than five minutes, but sometimes takes 30 minutes or longer.

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.

MotoManage™ App

We strongly suggest that you download our **MotoManage** App from the Apple App Store or from Google Play to access basic and advanced network control features. The app lets you manage your network quickly and easily, and it makes it easy to keep your network's original wireless settings (**recommended for most people** unless the original network name was 5 or less characters or the wireless password was 7 or less characters).

The app includes basic and advanced features, which are all available free of charge for the first month. After that you will be able to decide whether you'd like to just keep the free features, or whether you'd like to also keep the advanced features for a small monthly fee.

Please make sure to activate your cable modem with your service provider before you download and use MotoManage. MotoManage communicates with your cable modem through the cloud, and it needs your cable modem to be **online** for you to monitor and control your cable modem.



- 1 Download the **MotoManage** app on your smartphone or tablet.



- 2 Open the app.
- 3 Scan the QR code on the bottom of your MG8702 (or scan it from the photo you printed) to join your device's WiFi network.
- 4 Now enjoy the app. You can easily elect to keep your original name and password, as we recommend. Plus you can easily monitor your Internet usage and WiFi signal strength, get security alerts that help protect your network, control Internet access by devices, or set up some basic parental controls.

Configuration Manager

The Configuration Manager is an alternative method to control WiFi settings and other options if you have not downloaded MotoManage. The Configuration Manager also includes some additional device settings for the advanced user as discussed below. Most users don't need to use the Configuration Manager if they use the MotoManage App.

You might need to use the Configuration Manager if:

- You want to change the wireless network name and password without using the App. For instance, maybe you want a password that's easier to remember, 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.) **Note that all these things can be done in the app without having to log in to the Configuration Manager.**

- 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 optimizing wireless performance.

If you need to access the MG8702 Configuration Manager, open your Web browser. Type **192.168.0.1** in the address bar, and press **Enter**. You will see security warnings. You can safely ignore these and click through to access the Configuration Manager (see Note below).

In the login dialog box, type the unique username and password printed on the MG8702's bottom label (case sensitive), then click **OK**.

Username:

Password:

Next, the first time Wireless Setup screen will appear. If this screen doesn't appear, please see the **Troubleshooting Tips** below. (See below under **WiFi Setup** if you want to keep your current network name and password and if you haven't used the app to do that.)

NOTE:

To reduce the risk of unauthorized access, your MG8702 is designed to accept access via **secure http** (https) **only**. To support secure access, your MG8702 includes a self-signed certificate. Unfortunately, web browsers flag self-signed certificates as insecure.

This means that if you open the MG8702 Configuration Manager, your browser will display warnings that the site is insecure. The MG8702 Configuration Manager is secure, so you can safely **ignore those warnings**.

WiFi Setup using the Configuration Manager if you want to keep your current network name and password and for some reason you can't use the App.

We strongly suggest that you do this by using the MotoManage App mentioned above. If that's not possible, please continue below.

Please note that if your previous network name was 5 or less characters or the wireless password was 7 or less characters, you cannot change the Motorola password to match your previous network.

If possible, connect a computer with Ethernet to any of your modem/router's Ethernet ports. You can also do this configuration using WiFi by using your smartphone or another WiFi device that has a Web browser.

If you need to do this WiFi setup by using your smartphone or other WiFi device, first connect your WiFi device to your new modem/router using the wireless network name (SSID) and password printed on the modem/router's bottom label. (You don't need an Internet connection to do this.)

- 1 Now 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 have 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 If you haven't already logged into the Configuration Manager, follow the steps in the section above labeled Configuration Manager to do so.

- 3 After you click **OK**, the Wireless Initial Setup page should appear. Follow the instructions on this page to enter the network name and password 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.
- 4 Press **Save**. You will see a screen confirming your settings. If you need to, you can correct the settings and press **Save** again.

If you encounter a problem, you can restore the factory modem/router network name and password by pressing the Reset button on the back of the modem/router for 10 seconds (a paperclip helps). Those names and passwords are printed on the bottom label of your MG8702 (and on the photo you took with your phone).

Wireless Router Performance

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, wireless 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 issues like weak wireless clients and challenging building configurations. Some devices that connect to the MG8702 do not have as powerful a wireless signal, so those devices may slow down your network's WiFi. If you need greater wireless range far away from your MG8702, you could add a Range Extender.
- If you have coaxial cable running near your router and a distant wireless access point, HDTV, or other device, a Motorola MoCA Adapter 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 and features speeds up to 1,000 Mbps. Please see www.motorolanetwork.com/MocaWifi

USB 3.0 Port

A USB 3.0 port is located on the back of the MG8702. You can choose to use this port for File Sharing by the devices on your local network.

- 1 Log in to the **Configuration Manager** (see Configuration Manager section above) Navigate to **Advanced > Advanced Router > File Sharing**. If it isn't already checked, click the **Enable** checkbox for Windows File Sharing (SAMBAs), and click **Save**.
- 2 Plug your USB flash drive into the MG8702 USB port.
- 3 **In Windows:** Make sure you have **Network Discovery and File Sharing** enabled in **Network Sharing** on your computer.

Open **File Explorer** (Windows Explorer) and type **\\192.168.0.1** in the address bar. Press **Enter**. This will open your USB flash drive directory. Then you will have read/write access to its content.









In MacOS: On the **Finder** menu, navigate to **Go > Connect to Server**. In the address bar type **smb://192.168.0.1** and then press the **Enter** key.

If prompted by an authentication dialog box, select **Guest** and click **Connect**.

Then click **OK**. This will open your USB flash drive directory. Then you will have read/write access to its content.

Front Panel Lights

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

LIGHT	COLOR	DESCRIPTION
 Power	Green	ON: MG8702 power on OFF: MG8702 power off
 Downstream	Green or Blue	Green Blinking: Scanning for DS channel Green ON: Connected on 1 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 or Blue	Blinking: Trying to go online Green: Online with DOCSIS 3.0 Blue: Online with DOCSIS 3.1 OFF: Offline
 2.4 GHz WLAN	Green	Blinking: Data is flowing ON: WiFi is enabled OFF: WiFi is not enabled
 5 GHz WLAN	Green	Blinking: Data is flowing ON: WiFi is enabled OFF: WiFi is not enabled
 WPS	Green	ON: WPS is in discovery mode OFF: Turns off after configuration is successful
 USB	Green	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, which means that 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 MG8702 off for at least 8 seconds, then back 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 to carefully tighten a bit more.
- Check that the MG8702's power adapter 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 I can't access the Configuration Manager?

- Check to make sure you are using the correct password, printed on the bottom label of your device.
- If you have changed your password, make sure you are entering the changed password correctly. If you have forgotten a changed password, you can reset your device to use the default password by pressing the Reset button on the back of the modem/router for 10 seconds using a paperclip.
- If you haven't yet activated service with your provider, your provider may redirect all attempts to open browser pages to the provider's registration page. This includes attempts to access the Configuration Manager.
- To resolve this issue, you should complete the activation with your service provider. Alternatively, you can disconnect your cable modem's coax connection. Then you can access the Configuration Manager without being redirected.

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 adapter 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 your MotoManage App to view each device's speed and WiFi signal strength and to run Internet speed tests to check for bottlenecks. [Note that MotoManage may be limited in reporting speeds above 500Mbps. It will report these higher speeds as about 500Mbps.]
- If you don't have the app, 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 LAN port speed if you want that computer to achieve service speeds of 100 Mbps or greater.
- If you get good speed when your computer is 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 such as after dinner. See whether you have the speed problem at other 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 a mistake. 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?

Refer to the photo you took of the label on the bottom of your router. It shows the default values, which you should use, 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 pressing the Reset button on the back of the modem/router for 10 seconds using a paperclip. You can then use the default values.

What if the first time Wireless Setup screen does not appear in Configuration Manager after changing my name/password?

If you encounter 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 for 10 seconds using a paperclip.

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 Try to pick a less used wireless channel for your MG8702 by following the steps below:
- 3 Open your MG8702's Configuration Manager as discussed above.
- 4 Click the Advanced button at the top of the Configuration Manager page, then click the Wireless and Scan menu items on the left panel.
- 5 Click the ScanAPs 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.
- 6 On the left panel, click the Wireless Basic menu item.
- 7 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**

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

We're here to help you.

Feel free to visit our support Website or call our support specialists. Our Website features helpful Motorola Mentor information, as well as information about 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

Label Symbols

SYMBOL	INDICATES
	DC voltage
	AC voltage
	For indoor use only
	Class II equipment
	Energy Efficiency Marking



Safety Precautions

These precautions help protect you and your MG8702.

- Do not put the MG8702 or its power adapter 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.
- Use your MG8702's power adapter 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 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 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 requirements 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 installed 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.

MTRLC LLC PO Box 121147 Boston, MA 02112-1147

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