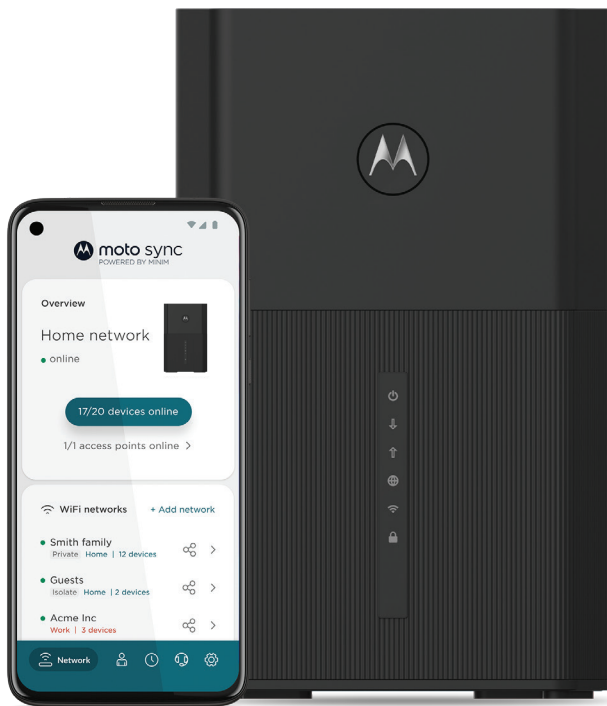# DOCSIS 3.1 MODEM + AX6000 ROUTER

quick start guide

PACKAGED WITH YOUR MG8725 DEVICE

Power adapter

Ethernet cable

Coax wrench

Velcro® cable organizer

MG8725 BUTTONS AND CONNECTORS

WPS button On top of unit

ETHERNET (LAN 1-4)
Connect a computer, smart TV, game console, or other Ethernet-capable device to any of these 4 LAN ports. Note that LAN4 is a 2.5 Gbps port.
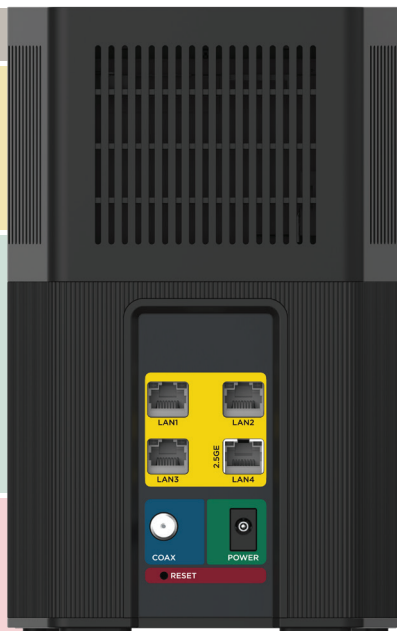
COAX
Connect an active coax cable to the modem's COAX connector. Use the wrench to tighten the nut finger-tight: Do not overtighten.

POWER
Plug the supplied power adapter into an electrical outlet and connect to the power jack.

RESET
If pressed for 20 seconds when modem is ON, all settings will revert to factory defaults.

LET'S GET STARTED

1. Turn off and disconnect any existing modems or routers on your network.
2. Connect coax cable that has active cable service to the modem's COAX connector. Ensure that you have access to the bottom label during setup and activation of the modem.

> **Note:** You may use a coax splitter to share the cable connectivity with your TV. Use a two-way splitter with a top frequency of 1,000 MHz or higher. Please note this may reduce the device's performance.

3. Plug the MG8725 into a power outlet using the power adapter.
4. Wait for the online light (for 3.0, or for 3.1) to stop flashing and **remain on for at least 1 minute**. This process may take up to 15 minutes and the modem may reboot multiple times.

ACTIVATE WITH YOUR SERVICE PROVIDER

1. Activate your modem by following your service provider's activation process. This process may include using their app or website, or contacting them by phone.

2. Connect your computer or mobile device to your MG8725 using one of the following methods:

    •   Connect via WiFi using the SSID and password on the bottom of the modem.

    •   Connect via one of the Ethernet ports found on the back of the modem.

3. Confirm that your MG8725 is connected to the internet by visiting a website. If you are unable to access a website, see Troubleshooting Tips.

4. Download **moto**sync and set up your WiFi. See next page >

Activation Contact Information

Comcast / Xfinity	Xfinity.com/activate
Cox	Cox.com/activate
Charter / Spectrum	activate.spectrum.net

SET UP YOUR WIFI WITH **MOTO**SYNC

Now that you have activated your modem, download **moto**sync to set up your WiFi network. This app provides settings, parental controls, monitoring, and security.

1. Download the **moto**sync app by visiting **motorolanetwork.com/sync** on your mobile phone.
2. Open the app and create your user account (or login).
3. Follow the instructions to connect your MG8725 to your **moto**sync account. Note: you will need access to the QR code on the bottom of the MG8725 device (not box).

Note: Alternatively, you can adjust your WiFi and device settings using the Motorola web interface. To access, open a web browser and enter 192.168.0.1 in the address field then follow the prompts. However, **moto**sync is recommended for additional features.

FRONT PANEL LIGHTS

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

Light	Color	Description	
⏻ Power	Green	ON: OFF:	Power on Power off
↓ Downstream	Green or Blue	Green blinking: Green ON: Blue blinking: Blue ON:	Scanning for channel Connected on 1 channel Negotiating multiple channels Connected on multiple channels
↑ Upstream	Green or Blue	Green blinking: Green ON: Blue blinking: Blue ON: OFF:	Connecting to 1 channel Connected on 1 channel Negotiating multiple channels† Connected on multiple channels Not connected
⊕ Online	Green or Blue	Green blinking: Green ON: Blue ON: OFF:	Establishing internet connection DOCSIS 3.0 connection established DOCSIS 3.1 connection established Offline
📶 WLAN	Green	Blinking: ON OFF:	Data is flowing. WiFi is enabled WiFi is not enabled
🔒 WPS	Green	ON: OFF:	WPS is in discovery mode Turns off after configuration is successful

† 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.

motorola

TROUBLESHOOTING TIPS

For more detailed troubleshooting information please use the **moto**sync app or visit <u>motorolanetwork.com/support</u>.

What if I can't connect to the internet?

• Turn the modem off for at least 10 seconds, then on, to see if that fixes the problem.

• Check that the device is connected to power and has a snug connection to coax.

• Check that the device's power LED turns ON. Is the power adapter plugged into a live outlet?

• Contact your cable service provider to make sure they've turned on your internet service.

• If you're using a splitter with your MG8725, try the MG8725 without the splitter to see if that helps. If it does, you may need to get a splitter with a top frequency of at least 1,000 MHz.

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

- Place the MG8725 in a central location for the best wireless coverage throughout your home or office.

- Try to avoid interference by keeping the MG8725 away from large electronics and cordless phones.

- Use the **moto**sync app to change the wireless channel to reduce interference with neighbors' wireless networks.

- If you need greater wireless range far away from your MG8725, consider adding a mesh WiFi system. Or if you have coaxial cable connections in other rooms, you can connect a MoCA adapter. For these options, visit motorola.com/us/modems-routers.

- Check your **moto**sync app to view each device's WiFi signal strength and to run internet speed tests. If your speed is significantly slower than your internet plan, contact your provider.

What if I don't remember my MG8725's Wireless Network Name/ SSID or Security Key/Password?

- You can access and change your SSID and Password in the **moto**sync app.

- Alternately, you can reset the device to factory defaults by pressing the Reset button for 20 seconds using a paperclip; then, refer to the default values on the bottom label of your MG8725.

WE'RE HERE TO HELP

Visit our support website or call our technicians. Our website features helpful information about troubleshooting, warranties, and returns.

Web: www.motorolanetwork.com/support

Email: support@motorolanetwork.com

LIMITED WARRANTY

MTRLC LLC warrants this product against defect 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

⎓	DC voltage
∿	AC voltage
⌂	For indoor use only
▣	Class II equipment
ⓋⒾ	Energy efficiency marketing

SAFETY PRECAUTIONS

These precautions help protect you and your MG8725.

- Do not put the MG8725 or its power adapter in water because this is a shock hazard.
- The MG8725 should normally be installed indoors.
- Your MG8725 should be operated in an environment that's between 32 and 104° F (0 to 40° C).
- Your MG8725 should not be in a confined space. There should be room for air flow around the top, front, and sides of the MG8725.
- Use your MG8725'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 Xfinity'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.

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