

FRONT PANEL LIGHTS

During power up, the lights will blink for for up to 15 minutes.

Light	Description	
	Power	Green ON: Power on OFF: Power off
	Downstream	Green blinking: Scanning for channel Green ON: Connected on 1 channel Blue blinking: Negotiating multiple channels Blue ON: Connected on multiple channels
	Upstream	Green blinking: Connecting to 1 channel Green ON: Connected on 1 channel Blue blinking: Negotiating multiple channels* Blue ON: Connected on multiple channels OFF: Not connected
	Online	Green blinking: Establishing internet connection Green ON: Online OFF: Offline
	2.4 Ghz WiFi	Blinking: Data is flowing ON: WiFi is enabled OFF: WiFi is not enabled
	5 Ghz WiFi	Blinking: Data is flowing ON: WiFi is enabled OFF: WiFi is not enabled
	WPS	Blinking: WPS is in discovery mode ON: Light remains solid after successful WPS client connection
 	TEL1 & TEL2*	Blinking: Registration in progress OR Phone off-hook / Call active ON: Phone on-hook / Ready for calls OFF: Phone service not provisioned.

	Battery	Slow blinking: When on AC power, battery is charging or fully charged (1 blink per second) Fast blinking: When on battery power, battery is low (3 blinks per second) ON: AC power fail / Battery back-up active OFF: No battery installed, depleted battery, or not provisioned for phone service
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* If a blue Upstream or Downstream 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.

* The Tel2 LED will only light if Tel2 is provisioned for a second phone line. Tel2 does not work if AC power is lost.

LIMITED WARRANTY

MTRLC warrants this product against defects in material and workmanship for a warranty period of 1 year. To read the full warranty, please visit motorolanetwork.com/warranty.

SAFETY PRECAUTIONS

- Device is intended to be placed indoors in an environment that's between 32° and 104° F (0-40° C)
- Avoid water and spills
- Leave room for airflow around the device, do not block the vents on the top, sides, or bottom
- Make sure to use your cable modem'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.

LABEL SYMBOLS

Symbol	Indicates
	DC voltage
	AC voltage
	For indoor use only
	Class II equipment
	Energy efficient marking
	DC input connector is center-pin positive polarity

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. For additional regulatory compliance information visit motorolanetwork.com/mt7711.

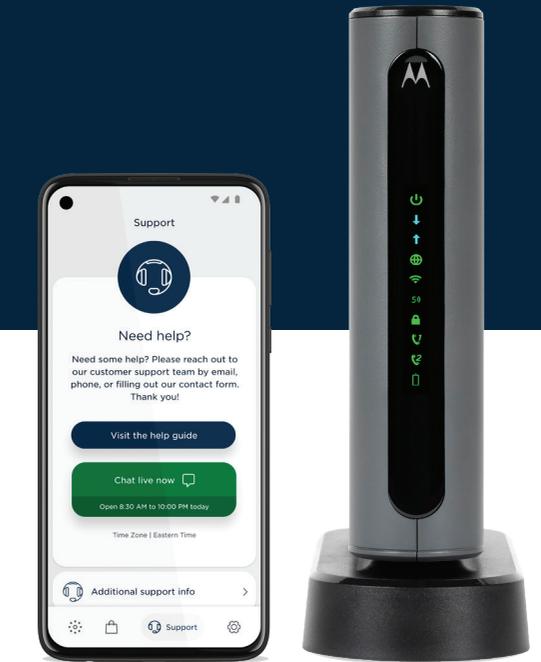
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MT7711

QUICK START

DOCSIS 3.0 CABLE MODEM PLUS ROUTER PLUS VOICE



NEED HELP?

Download the **motosync** app for live chat support and more when you need it.

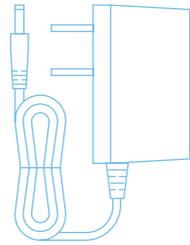


Web help.motorolanetwork.com | Email support@motorolanetwork.com

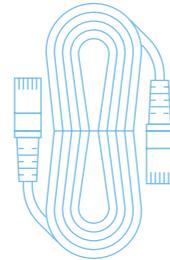
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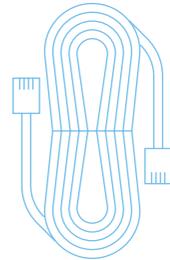
MT7711 cable modem



Power Adapter



Ethernet cable



RJ-11 cable

MT7711 BUTTONS AND PORTS



On/Off button

Power port

- Plug the supplied power adapter into an electrical outlet and connect to the power port.

Phone (TEL 1-2)

- Connect phone

Ethernet (LAN 1-4)

- Connect wired device

Reset

- Press for 20 seconds to reset to factory defaults.

WPS button

Coax

- Connect the coax port to a cable wall outlet.

LET'S GET STARTED

1. Turn off and disconnect any existing modems or routers on your network.
2. Connect a coax cable that has active cable service to the modem's coax port. 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 MT7711 into a power outlet using the supplied power adapter.
4. Wait for the online light (📶) 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 XFINITY

1. Activate your modem by following Xfinity's activation process in the Xfinity mobile app. **Note: Make sure to disable any VPNs before attempting activation.**
2. Connect your computer or mobile device to your MT7711 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 MT7711 is connected to the internet by visiting a website. If you cannot access a website, turn your cable modem off for at least 10 seconds, then on to see if that fixes the problem. If the problem persists, download the **motosync** app for live chat support with Motorola networking specialists.

CONFIGURE YOUR DEVICE

1. Configure your MT7711 via the Configuration Manager. Open your Web browser and type 192.168.0.1 into the address bar and then press the Enter key.
2. Log in with the following User Name and Password:
 - User Name: admin
 - Password: motorola
3. The Basic Status and Settings page will appear. For more info, visit the Help guide in the **motosync** app.