



AC1700 Router  
User Manual  
Model MR1700



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## SAFETY

This equipment is designed with the utmost care for the safety of those who install and use it. However, special attention must be paid to the dangers of electric shock and static electricity when working with electrical equipment. All guidelines of this and of the computer manufacture must therefore be allowed at all times to ensure the safe use of the equipment.

## CAUTION:

- Do not put the router in water.
- Do not use the router outdoors if that exposes the router to rain, snow, ice, extreme temperatures, or other extreme conditions.
- Keep the router in an environment that is between 0°C and 40°C (between 32°F and 104°F).
- Do not place any object on top of the router since this may cause overheating.
- Do not place the router in a confined space that may cause overheating.
- Do not restrict the flow of air around the router.
- MOTOROLA and MTRLC assume no liability for damage caused by any improper use of the router.



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## 1. Introduction

The Motorola Model MR1700 is an 802.11ac WiFi router with 4 built-in Gigabit Ethernet ports. This router provides a high-speed intelligent link between all your local WiFi and Ethernet devices and whatever Ethernet-capable modem or in-building network you choose for Internet access. Model MR1700 can provide shared Internet access to Ethernet-capable and WiFi devices including computers, smartphones, tablets, HDTVs, game consoles, security cameras, and streaming media devices.

Basic Installation instructions for Model MR1700 are in the Quick Start that comes with Model MR1700 and that is similar to Chapter 2 of this User Guide.

Model MR1700 has a Configuration Manager that provides a lot of technical information about Model MR1700 and that tells you how to do some useful things as summarized below. Please note that some users will never need to use the Configuration Manager.



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Packaged with your MR1700 router



Power Cube  
(varies by country)



Ethernet Cable

Para una Guía de Inicio Rápido en español, por favor vaya a [www.motorolanetwork.com/MR1700IR](http://www.motorolanetwork.com/MR1700IR)



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## 2. Let's get started

First connect the MR1700's yellow Ethernet cable between the MR1700's WAN port and the Ethernet port of a cable modem, DSL modem, fiber optic modem, or an in-building Ethernet network used for Internet access.

If you are using a modem, switch the power of the modem off now. (For some modem/routers, this requires you to remove a power backup battery.) After the modem is off for at least 10 seconds, switch it back on. (If you removed a backup battery, plug the battery back in first.)





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## Power up your MR1700

Now connect the supplied power cube between the MR1700's power jack and a working electrical outlet. The MR1700 should power up and the Status light on the top of the unit below the Motorola logo should turn on with a solid amber color for about 50 seconds. It should then change to solid or blinking white. When blinking, it is on but not connected to the Internet. When the light is solid, it is on and connected to the Internet.

Most users should use the MR1700's default settings. If you want to change the unique WiFi Network Name (SSID) and WiFi Password/Security Key printed on the MR1700's bottom label, please go to Chapter 7, Changing Wireless Security Settings.

In the very unlikely event that your service provider assigned you a static IP address or you need to terminate a PPPoE Internet connection, see Chapter 6: Configuring Your Router for a PPPoE or Static IP Connection.



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## Connect Your Devices

### WiFi Wireless

You can connect any of your WiFi devices by first going into the WiFi setup section for the device (not the router). Then use the MR1700 router's WiFi Network Name (SSID) and WiFi Password/Key. The unique factory-set default settings are printed on a label on the bottom of the MR1700. If you changed the default settings, use those new settings. These are stored in the MR1700's Configuration Manager, and we hope you also wrote those settings on a label taped to the bottom of the MR1700.

### Wired Ethernet

You can also connect up to four HDTVs, computers, game stations, or other devices with an Ethernet cable between an Ethernet port of the device and any one of the LAN jacks on the router. Some devices have a Network Setup section where you specify a wired Ethernet connection. If you have a problem with a particular device, consult its user manual.

Once you've set up a Wireless or Wired Ethernet connection, try to browse the Web. If browsing works, Congratulations! Your MR1700 is working.

If your MR1700 is NOT working, see **Troubleshooting Tips** at the end of this manual.



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## Configuration Manager

You may not need to use the 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 SSID/Network Name and/or WiFi Password/Key instead of the unique ones that come with the MR1700.
- You want to set up special Internet gaming settings.
- You want to set up parental controls to control when children or other users can access the Internet.
- You want to get performance information about the MR1700 router. This can be helpful in optimizing wireless performance.

If you need to access the MR1700 Configuration Manager, first open your Web browser. Type **192.168.1.1** in the address bar, and press **Enter**.

The first time you log into the MR1700, click on the **Configure your Router** button to go to the Basic Settings page. Most users should then click **Save** to accept the default configuration. However, you may want to change the settings on this page for one or more of the reasons mentioned above. After you've changed any settings you like, click **Save**.

If you later log into the MR1700, you will be taken to the Home page. In the login dialog box, type the **motorola** default password (all letters lower case) unless you have changed the password to something else. Then click the **Login** button. Now proceed to whatever section of the Configuration Manager suits your needs.

If the home page doesn't appear, please see the **Troubleshooting Tips** at the end of this manual.



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## Improving Wireless Performance

As noted before, the MR1700 has a unique WiFi Network Name (SSID) and WiFi Password/Security Key printed on the MR1700's bottom label. Use these unless you want to change them for some reason. If you do change them, we suggest that you tape a label with the new Network Name and Password onto the MR1700. (Changing them will not affect wireless quality.)

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

- Where possible, put the MR1700 in a central place so that it's not too far away from your other wireless devices.
- Don't put the MR1700 close to interference-generating wireless devices such as Bluetooth headsets and stereos, microwave ovens, 2.4 GHz cordless phones and base stations, and WiFi printers.
- Sometimes it helps to change the MR1700 wireless channel frequency to reduce interference with neighbors' wireless networks. This is discussed in the Troubleshooting section of this Quick Start.
- The MR1700 router provides a powerful wireless signal that can help reach many corners of your house. However, wireless range can be limited by a variety of issues, including weak wireless clients and challenging building configurations. Many devices, such as phones, that you may use to connect to the MR1700 do not have as powerful a wireless signal. Although the MR1700's advanced wireless technology can help improve the performance and range of the devices, often the weaker signal of your other devices can be a limiting factor. If you need greater wireless range with the devices in your home, you could add a Range Extender. For more information, please see [www.motorolanetwork.com/extenders](http://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, cable Internet, or FiOS fiber optic service. With the Motorola MM1000 MoCA Adapter, speeds are up to 1,000 Mbps.



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## Back Panel



### POWER

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

### WAN

Connect your modem or in-building network to the WAN port with an Ethernet cable.

### ETHERNET (LAN 1, 2, 3, 4)

You can connect a computer, HDTV, game station, MoCA Adapter, or other Ethernet-capable device to any of these 4 LAN ports. You can connect up to 4 devices in this way.

### RESET

Press the reset button for 8 seconds in the unlikely event that you need to reset your modem to factory defaults including factory-set WiFi SSID/Network Name and WiFi Password/Security Key.



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## 3. Connecting Devices to Your Router

You can connect computers, smartphones, tablets, game consoles, security cameras, streaming media devices (like Roku, Chromecast & AppleTV), Internet-enabled HDTVs and other devices to your MR1700.

You can connect these devices either with an Ethernet cable (a wired connection), or via WiFi (a wireless connection).

An Ethernet connection is normally a faster, more reliable connection than a wireless connection. To make an Ethernet connection, you need a device with an Ethernet connector and a cable to connect between that device and your router. In some cases, this may be impossible because of the location of the devices. In those cases, or if the device doesn't have an Ethernet connector, you will need to create a wireless connection as described below.

### Connecting a Device via Ethernet

To make the connection at the Ethernet-capable device, simply plug in one end of the Ethernet cable to an Ethernet jack on the device. At the router plug the other end of the cable into any of the router's LAN jacks. You can connect up to four devices by using the four LAN jacks.

### Connecting a Smartphone, Tablet or Other Wireless Device via Wireless

You will need to enter your wireless Network Name (SSID) and Password into each client device that you want to connect to your network. If you haven't changed the factory settings, you can find these on a label on the bottom of your router. If you have changed the Network Name and/or Password, use your new values. (See Chapter 7 if you want to change your wireless settings).



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If you want to connect devices to a Guest Network, use the Network Name and Password for that network. (See Chapter 8 if you want to set up a Guest Network).

Wireless devices vary, but they all have a Wireless Settings area. There you should first select the wireless network you want, namely the wireless network name or Guest network name of the MR1700. Now enter the password for your wireless network. Make sure to turn wireless ON for each client device.



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## **4. Setting up an HDTV, Streaming Media Device, or Other Device**

A typical HDTV, for instance, has an Input or Setup section. Within that section there's normally a Network section. In that section you may need to specify that you have an Ethernet connection if that's how you connect to the MR1700. If you want to connect wirelessly to the MR1700, you'll need to select its wireless Network Name and then enter its wireless Password.



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## 5. Accessing the Configuration Manager by Using a Browser

Model MR1700 has a Configuration Manager that provides a lot of technical information about Model MR1700 and that tells you how to do some useful things. Please note that some users will never need to use the Configuration Manager.

You can access the Configuration Manager from a computer or any other device that has a browser if it is connected via Ethernet or wirelessly to your router. If you will be changing wireless settings, it's much better to use a device that connects via Ethernet while you make these changes.

To access the Configuration Manager, do the following:

1. Open your browser.
2. Type **192.168.1.1** into your browser's address bar and press **Enter**.
3. The first time you log into the MR1700, click on the **Configure your Router** button to go to the Basic Settings page. Most users should then click **Save** if you want to accept the default configuration. You may want to change the settings on this page if, for instance, you want to change the wireless Network Name (SSID) and Password, you want to change the **motorola** default login password of the router, or in the unlikely event that your service provider assigned you a static IP address or needs you to terminate a PPPoE connection. For more help on setting up a PPPoE or Static IP connection, see **Chapter 6: Configuring Your Router for a PPPoE or Static IP Connection**.

If you later log into the MR1700, you will be taken to the Home page. In the login dialog box, type the **motorola** default password (all letters lower case) unless you have changed the password to something else. Then click the **Login** button.



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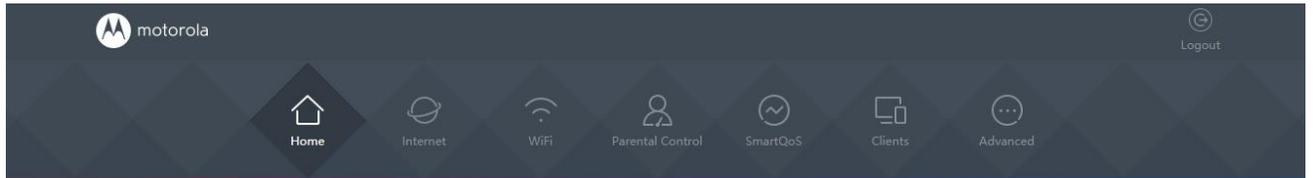


1. Type **motorola** in the Password field if you haven't changed the default password. If you have changed it to a different password, use that password.
2. Click the **Login** button.



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The home page appears:



Uptime: 0 Days 0 Hours 13 Minutes

The Home page gives you information about your Internet connection and the number of devices connected to the MR1700.



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## 6. Configuring Your Router for a PPPoE or Static IP Connection

Most users should not configure their router for PPPoE or Static IP connections.

If you do not know that you have a Static IP connection, then most likely you don't. Typically you have to request and pay extra for a Static IP connection. If you know you have a Static IP connection and want to learn how to configure it, skip ahead to Configuring your Router for a Static IP connection.

If you have a VDSL or ADSL connection and are using PPPoE, you can either terminate the PPPoE connection in the modem supplied by your provider or in the router. Terminating the connection in the modem is easier and does not require any additional setup of the MR1700. If you experience problems connecting applications such as games, you may need to put your modem in bridge mode and terminate the PPPoE connection on your router. For instructions on how to do this, continue reading below.

### Configuring Your Router for a PPPoE Connection

Before configuring the Model MR1700 for PPPoE mode, it is necessary to make sure that the modem given to you by your provider is in Bridge mode. Refer to your modem's documentation of how to do this. Before switching the modem from PPPoE mode to Bridge mode, write down the PPP username and password your modem is using. You will need to enter these values into your Model MR1700.

How you configure PPPoE will vary depending on whether you have logged into your router previously. If this is the first time logging into the MR1700, follow the directions below, otherwise skip ahead to Configuring a PPPoE Connection from the Internet Page.



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1. Open your browser.
2. Type **192.168.1.1** into your browser's address bar and press **Enter**.
3. Click on the **Configure my Router** button and the **Basic Setup** page will appear.
4. In the Network Settings section, select **PPPoE** as the Internet Connection type as shown below.

## Basic Setup

**1 Network Settings** Please select your Internet connection type

Internet Connection	PPPoE	▼
Username	<input type="text"/>	
Password	<input type="password"/>	

**2 WiFi Settings** You can change your WiFi settings or accept the default values

2.4G Network Name	MOTOE05D
5G Network Name	MOTOE05D-5G
Password	t79ce2u5sh

**3 Change the Router's Login Password** Change the password used to login to your Router or accept the default.

Same as WiFi password

Login password	motorola	👁
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Save



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5. Enter the username and password used to login to your DSL connection. (These are different from your MR1700 router's username and password.) If you were unable to get these values from your existing modem, you should ask your service provider for them.
6. If you wish to change your WiFi Network Name, WiFi Password or the password used to login to your MR1700, go ahead and change these now.
7. Click **Save** to store your configuration.

## Configuring a PPPoE Connection from the Internet Page

To configure the connection for a PPPoE connection do the following:

1. Open your browser.
2. Enter **192.168.1.1** in your browser's address bar and press Enter.
3. In the password field, type the default password **motorola** unless you changed the password, and then click **Login**.
4. On the top menu bar click **Internet**.
5. In the Internet Connection section select PPPoE as your Internet Connection type. The following page appears:



### Internet Settings (WAN)

Internet Connection	PPPoE	▼
Username	<input type="text"/>	
Password	Enter PPPoE password	👁
Service Name(optional)	<input type="text"/>	
MTU	1480	
WAN Port Rate	Automatic negotiation	▼
MAC Cloning	Disabled	
Static DNS	<input type="checkbox"/>	
<input type="button" value="Save"/>		

6. Enter the username and password used to login to your DSL connection. (These are different from your MR1700 router's username and password.) If you were unable to get these values from your existing modem, you should ask your service provider for them.
7. Click **Save** to store your configuration.



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## Configuring Your Router for a Static IP Connection

If this is the first time logging into the MR1700, follow the directions below, otherwise skip ahead to Configuring a Static IP Connection from the Internet Page.

1. Open your browser.
2. Type **192.168.1.1** into your browser's address bar and press **Enter**.
3. Click on the **Configure my Router** button and the **Basic Setup** page will appear.
4. In the Network Settings section, select **Static IP** as the Internet Connection type as shown on the next page.



### Basic Setup

**1 Network Settings** Please select your Internet connection type

Internet Connection	Static IP	▼
IP Address	<input type="text"/>	
Subnet Mask	<input type="text"/>	
Default Gateway	<input type="text"/>	
Primary DNS (Required)	<input type="text"/>	
Secondary DNS (Optional)	<input type="text"/>	

**2 WiFi Settings** You can change your WiFi settings or accept the default values

2.4G Network Name	MOTOE05D	
5G Network Name	MOTOE05D-5G	
Password	t79ce2u5sh	👁

**3 Change the Router's Login Password** Change the password used to login to your Router or accept the default.

Same as WiFi password

Login password	motorola	👁
----------------	----------	---

Save

5. Enter your IP Address, Subnet Mask, Default Gateway, and DNS Server(s). Your service provider should have given you this information. If you do not know these values, please contact your service provider.



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6. If you wish to change your WiFi Network Name, WiFi Password or the password used to login to your MR1700, go ahead and change these now.
7. Click **Save** to store your configuration.

## Configuring a Static IP Connection from the Internet Page

To configure the connection for a Static IP Connection do the following:

1. Open your browser.
2. Enter **192.168.1.1** in your browser's address bar and press **Enter**.
3. Type **motorola** in the password field and click **Login**.
4. On the top menu bar, click **Internet**.
5. In the Internet Connection section select **Static IP** as your Internet Connection type. The following page appears:



### Internet Settings (WAN)

Internet Connection	Static IP	▼
IP Address	<input type="text"/>	
Subnet Mask	<input type="text"/>	
Default Gateway	<input type="text"/>	
Primary DNS (Required)	<input type="text"/>	
Secondary DNS (Optional)	<input type="text"/>	
MTU	1500	
WAN Port Rate	Automatic negotiation	▼
MAC Cloning	Disabled	▼

6. Enter your IP Address, Subnet Mask, Default Gateway, and DNS Servers. Your service provider should have given you this information. If you do not know these values, please contact your service provider. Leave the rest of the fields blank unless instructed to changes these by your service provider.
7. Click **Save** to store your configuration.



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## 7. Changing Wireless Security Settings

The MR1700 comes set up with WPA2 security, with a unique wireless Network Name (SSID) and a unique Password. There's a good chance that you'll want to use these settings. In that case wireless devices connecting to the Primary Network on your MR1700 will use the wireless network name and password printed on the MR1700's bottom label. (You may want to enable a separate Guest Network for visitors and others for whom you want to provide Internet access without also providing access to your computers and other devices connected to your network. For discussion of this, go to [Setting Up A Guest Network](#).)

You may want to change the wireless settings on the Primary Network as described below. The most common reason is that you're replacing a router and you want to use the same wireless network name and password that you've had. If you change the wireless settings on your MR1700 to match your previous settings, you won't have to change the settings of wireless devices that worked with your previous router.

Unless there's a good reason to change your wireless Network Name (SSID) and Password/Key settings, you should use the unique ones assigned at the factory and printed on the MR1700's bottom label. If you do change the wireless settings, we strongly advise you to write the new settings on a label that you tape to the bottom of the MR1700 router.

### Changing the Wireless Network Name (SSID) and Password

How you change your wireless security settings will vary depending on whether you have logged into your router previously. If this is the first time logging into the MR1700, follow the directions below; otherwise skip ahead to [Changing your Wireless Settings from the WiFi page](#).



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1. Open your browser.
2. Type **192.168.1.1** into your browser's address bar and press Enter.
3. Click on the Configure my Router button and the **Basic Setup** page will appear.
4. In the WiFi Settings section, enter your new Wireless Network Name and password as shown on the next page.

## Basic Setup

**1 Network Settings** Please select your Internet connection type

Internet Connection Automatically obtain IP (DHCP) ▾

**2 WiFi Settings** You can change your WiFi settings or accept the default values

2.4G Network Name

5G Network Name

Password  👁

**3 Change the Router's Login Password** Change the password used to login to your Router or accept the default.

Same as WiFi password

Login password  👁

5. Click **Save** to store your configuration.



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## Changing your Wireless Settings from the WiFi Page

To configure your wireless security settings from the WiFi page do the following:

1. Open your browser.
2. Enter **192.168.1.1** in your browser's address bar and press **Enter**.
3. Enter the password, either the default password **motorola** or one you chose instead, in the password field and click **Login**.
4. On the top menu bar click **WiFi**.
5. Enter your new Wireless Network Name and password for both the 2.4G and 5G network as shown below.

### 2.4G WiFi Network

Enable WiFi	<input checked="" type="checkbox"/>
Network Name	MOTOE05D
Password	t79ce2u5sh <input type="checkbox"/>

### 5G WiFi Network

Enable WiFi	<input checked="" type="checkbox"/>
Network Name	MOTOE05D-5G
Password	t79ce2u5sh <input type="checkbox"/>

Save
------

6. Click **Save** to store your configuration.



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## 8. Setting up a Guest Network

You can enable the Guest Network to let friends use your Internet connection without giving them access to other devices on your network.

To set up a Guest Network, first log into the Configuration Manager as described in chapter 5. In summary, you type **192.168.1.1** in the address bar of your browser. If it is the first time you are logging into the MR1700, you will be asked to configure your router. Click on the **Configure your Router** button to go to the Basic Settings page. Then click **Save** if you want to accept the default configuration. Otherwise, enter the Password (the default password **motorola** or one you picked), then click the **Login** button.

Select **Advanced** from the top menu. On the left hand menu select **WiFi Settings** then **Guest Network**. The following page will appear:



The screenshot shows the Motorola mobile settings interface. On the left is a navigation menu with categories: Network Settings, WiFi Settings (highlighted), Advanced Settings, WiFi Access Control, Guest Network, Security Settings, and System Management. The main content area is titled 'Guest Network' and includes a descriptive text: 'A WiFi guest network allows a guest to access the Internet without being able to access data on your network.' Below this, there are three main sections: 1. 'Allow Access to Network' with a toggle switch that is currently turned off. 2. 'Time Limit' with a dropdown menu set to 'Unrestricted Time'. 3. '2.4G WiFi Guest Network' with an 'Enable 2.4G' toggle switch that is currently turned off. Below that is '5G WiFi Guest Network' with an 'Enable 5G' toggle switch that is currently turned off. At the bottom center of the settings area is a 'Save' button.

To enable the Guest Network, click the button next to 2.4G to enable the 2.4G wireless network and next to 5G to enable the 5G wireless network. After enabling the Guest Network you can then change the Guest Network name and password. Click **Save** to save your changes.



## 9. Parental Controls

The MR1700 allows you to set up time based rules to block devices that you choose from accessing the internet during set times. You can also setup Parental Controls to allow a device to only access certain websites.

To set up Parental Controls, first log into the Configuration Manager as described in chapter 5. In summary, you type **192.168.1.1** in the address bar of your browser. If it is the first time you are logging into the MR1700, you will be asked to configure your router. Click on the **Configure your Router** button to go to the Basic Settings page. Click **Save** to accept the default configuration. Otherwise, enter the Password (the default password **motorola** or one you picked), then click the **Login** button.

Select **Parental Controls** from the top menu. The following page appears:

### Parental Control

Parental Controls allows you to control when devices can access the Internet, and which websites they can visit.

Parental Controls <span style="float: right;">+</span>				
Devices	Time Restrictions	Allowed Web Sites	On/Off	Operation

Save



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Click + to add a new Parental Control rule. The following page will appear:

**Add Allowed Internet Access Time**

---

Devices : < KIDS-PC  
192.168.1.215 >

Periods : 00 : 00 Until 23 : 59

Days : Sun Mon Tues Wed Thur Fri Sat

Websites :  If enabled, only websites listed below can be accessed by the selected device.(Max websites is 8)

---

Cancel Apply

To setup the rule:

1. First select the **Device** for which you'll limit the times for Internet access.
2. Set the **Time** that you want to allow it to access the Internet. Time is set using a 24-hour clock. For example to set the starting time to 3:30pm you would select 15 : 30.
3. Select the **Days** that you want to allow access.
4. If you want to allow access to only certain websites during this time period click the button next to websites. You can enter up to 8 websites that can be accessed.
5. Click **Apply** to create your new rule.
6. The new rule will appear on the Parental Control page. Click **Save** to save this rule.



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## 10. Changing Your Login Password, and Resetting to Factory Defaults

### Changing Your MR1700's Password

To change the password used to log into your router, first log into the Configuration Manager by entering **192.168.1.1** in the address bar of your browser. If it is the first time you are logging into the MR1700, you will be asked to configure your router. Click on the **Configure your Router** button to go to the Basic Settings page. At the bottom of the Basic Setup page enter the new Login password you want and then click **Save**. Otherwise, continue with the setup below.

If you have already configured your router, the login page will appear. Enter the Password (the default password **motorola** or a password you picked), then click the **Login** button, to login to the configuration manager.

On the top menu click on **Advanced**. On the left hand menu, click on **System Management** then **Password**. Enter your Current Password (default is Motorola), and then the new Password. Your new Password will have to be entered twice. Click the **Save** button to go ahead and change your password.

**Caution:** Once you make this change, you will not be able to log into the modem if you forget the new password. To recover, you will have to reset the router to factory defaults. When you reset the device to factory defaults, you will lose all changes you have made to the modem. We suggest that you put a label on your router with the new password.



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## Resetting to Factory Defaults

There may be occasions when you need to reset your MR1700 to factory defaults, for example if you have changed the Password and lost the new values. Note that if you reset your device to its factory defaults, you will lose any changes you have made to settings in the device.

To reset to factory defaults:

1. Make sure the MR1700 is powered on.
2. Find the reset button on the rear of the unit. It is marked Reset.
3. Use a paper clip to press the Reset button for at least 8 seconds.
4. The MR1700's Status led will change to amber and commence a reboot sequence.

Note that you will have to manually re-enter any required changes.



## 11. Troubleshooting Tips

### Why can't I connect to the Internet after installing my router?

- Check that the power cube jack is correctly plugged into the router and that the power cube is plugged into a live outlet.
- Verify that the cable between the router and modem (or Ethernet jack if connecting to an in-building network) is plugged into the router's WAN jack.
- If you're using a modem, check that it's powered up and connected to the Internet.
- If you are installing the router at the same time as a new cable modem, you may have to wait up to 15 minutes for the cable modem to connect to the Internet.
- Try using another device to access the Internet. If you are using a computer plugged into the router's Ethernet port, try connecting to the router with a wireless device such as your mobile phone. As a reminder, the factory-set WiFi Network Name (SSID) and WiFi Password/Key are printed on the label on the bottom of your router.
- Your computer might not be set up to use the router as its gateway. Power cycling your computer will force it to receive the correct gateway information from the router.
- Verify that your modem or external network is connected to the Internet. Plug a computer directly into your modem or external network and check that your service is working.



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

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

- Where possible, put the MR1700 in a central place so that it's not too far away from your other wireless devices.
- Don't put the MR1700 close to interference-generating wireless devices such as Bluetooth headsets and stereos, microwave ovens, 2.4 GHz cordless phones and base stations, and WiFi printers.
- Sometimes it helps to change the MR1700 wireless channel to reduce interference with neighbors' wireless networks.
  1. To change the Wireless Channel used, first log into the Configuration Manager as described in chapter 5. In summary, you type **192.168.1.1** in the address bar of your browser, go to that address, enter the Password (the default password **motorola** or one you picked), then click the **Login** button.
  2. From the top menu select **Advanced**.
  3. On the left hand menu select **WiFi Settings** then select **Advanced Settings**
  4. To try a new channel in either the 2.4G or 5G wireless network, select the channel from the WiFi Channel dropdown menu.
  5. Select **Save** to save your new setting.
- The MR1700 router provides a powerful wireless signal that can help reach many corners of your house. However, wireless range can be limited by a variety of issues, including weak wireless clients and challenging building configurations. Many devices, such as phones, that you may use to connect to the MR1700 do not have as powerful a wireless signal. Although the MR1700's advanced wireless technology can help improve the performance and range of the devices, often the weaker signal of your other devices can be a limiting factor. If you need greater wireless range with the devices



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in your home, you could add a Range Extender. For more information, please see [www.motorolanetwork.com/extenders](http://www.motorolanetwork.com/extenders).

- If you have coaxial cable running near your router and a distant device, MoCA is often a good way to connect the router to the device. MoCA can share the same cable used for cable TV, cable Internet, or FiOS fiber optic service. With the Motorola MM1000 MoCA Adapter, speeds are up to 1,000 Mbps. You typically need to connect one MM1000 to the router and one to the remote device, such as an HDTV, computer, game station, or wireless access point. *(Note: A MoCA adapter should NOT be used over a coax cable that's also being used for DirecTV or some other type of satellite TV, since satellite TV typically uses the same frequencies as a MoCA adapter.)*

## What if I don't know my MR1700's WiFi SSID/Network Name or WiFi Password/Key?

The default values are printed on the bottom label. Use these unless you changed them. If you did change them, you may have written the new settings on a label that's on the MR1700. If you have a device that connects wirelessly to the MR1700, it may show the WiFi SSID/Network Name and WiFi Password/Key.

You can also find this information in the MR1700 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 8 seconds. You can then use the default values.



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## What if I think that wireless devices are interfering with my MR1700 wireless router?

- Where possible, put the MR1700 as far away as possible from interfering devices such as microwave ovens, Bluetooth transmitters and neighbors' WiFi routers.
- Try to pick a less-used wireless channel for your MR1700.
  1. To change the Wireless Channel used, first log into the Configuration Manager as described in chapter 5. In summary, you type **192.168.1.1** in the address bar of your browser, go to that address, enter the Password (the default password **motorola** or one you picked), then click the **Login** button.
  2. From the top menu select **Advanced**.
  3. On the left hand menu select **WiFi Settings** then select **Advanced Settings**.
  4. To try a new channel in either the 2.4G or 5G wireless network, select the channel from the WiFi Channel dropdown menu.
  5. Select **Save** to save your new setting.

## I'm unable to access the MR1700 when I try to login to the Configuration Manager

- First check that the MR1700's Status light is on. The light is located on the top of the unit below the Motorola logo. If it is not on, the MR1700 is not receiving power.
- Check that your Setup Device is connected to the MR1700. If you are using an Ethernet cable to connect to the Setup Device, make sure it is securely plugged in. Your Ethernet cable might be bad, try an Ethernet cable that you know is working.
- If you are using wireless to connect the MR1700 to the Setup Device, make sure you are connected to the MR1700's wireless network. The default wireless network name and password appear on the bottom label.



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## Support

### 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](http://www.motorolanetwork.com/support)

Email: [support@motorolanetwork.com](mailto:support@motorolanetwork.com)

Phone:

In the US and most other countries:

+1 800-753-0797 or +1 617-753-0562

UK: +44 800 023 9083

Spain: +34 900 839 783

### 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](http://www.motorolanetwork.com/warranty)



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## Compliance

### Safety Precautions

These precautions help protect you and your MR1700.

This equipment is designed with the utmost care for the safety of those who install and use it. However, special attention must be paid to the dangers of electric shock and static electricity when working with electrical equipment. All guidelines of this and of the computer manufacture must therefore be allowed at all times to ensure the safe use of the equipment.

- Do not put the MR1700 or its power cube in water, since this is a shock hazard.
- Protect the MR1700 from moisture and be careful about temperature.
- Your MR1700 should be operated in an environment that's between 32 and 104° Fahrenheit (0 to 40° Centigrade).
- Your MR1700 should not be in a confined space. There should be room for air flow around the top, front, and sides of the MR1700.
- Make sure to use your MR1700's power cube and a compatible electrical outlet.
- MOTOROLA and MTRLC assume no liability for damage caused by any improper use of the router.

### FCC and Industry Canada Statement

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with Class B Part 15 of the FCC Rules, Industry Canada ICES-003, and license-exempt RSS standards. 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.

*Cet appareil numérique de la class B est conforme à la norme NMB-003 du Canada. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil nedoit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

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



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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 and IC Radiation Exposure Statement:**

This equipment complies with radiation exposure limits and should be installed and operated with minimum distance 20cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

*Le présent appareil est conform après examen de ce matériel aux conformité ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité et compliance d'acquérir les informations correspondantes.*

- ~ Input supply voltage is from AC outlet (mains), disconnect device from outlet to remove power.
- ☐ Double-insulated, does not require a connection to Earth ground.
- ♻️ WEEE is a directive in the EU that designates safe and responsible collection, recycling, and recovery procedures for electronic waste.

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