FRONT PANEL LIGHTS

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

Light color & behavior	Description
Slow blink teal	Modem is connected to power and powering up, or no internet connection
Slow pulsing teal	Scanning for downstream channel
Slow pulsing white	Scanning for upstream channel
Rapid pulsing white	Registering with internet service
Slow blinking white	WiFi is still powering up
Solid white	Online
Fast blinking white	Updating cable modem firmware
Fast blinking teal	Updating WiFi firmware or Factory reset

LIMITED WARRANTY

MTRLC warrants this product against defects in material and workmanship for a warranty period of 2 years. 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 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

- To turn off your device, unplug the power adapter from the wall outlet. The connected AC power outlet must be located near the equipment and be easily accessible

LABEL SYMBOLS

Symbol	Indicates
⎓	DC voltage
∼	AC voltage
⌂	For indoor use only
▣	Class II equipment
Ⅵ	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/g11.

motorola

QUICK START

CABLE MODEM ROUTER

NEED HELP?

Download the motosync **app for live chat support and more when you need it.**
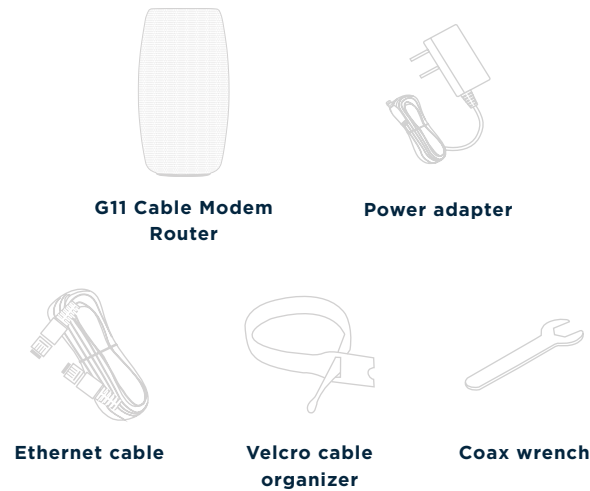
GET IT ON Google Play

Download on the App Store

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

IN THIS PACKAGE

G11 Cable Modem Router

Power adapter

Ethernet cable

Velcro cable organizer

Coax wrench

G11 BUTTONS AND PORTS

Ethernet ports
- Connect wired devices.

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

Coax port
- Connect the coax port to a cable wall outlet.

Reset button
- Located on bottom of device. Using a paper clip or similar object, press for 10 seconds to reset modem to factory defaults.

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 G11 into a power outlet using the supplied power adapter.

4. Wait for the light on the front of the device **to stop pulsing and remain solid 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

Activation Information

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

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 G11 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 G11 is connected to the Internet by visiting a website on your computer or mobile phone. 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 **moto**sync app for live chat support with Motorola networking specialists.

4. Now that you have activated your modem, download the **moto**sync app to customize and secure your WiFi network and set parental controls. **See next page >**

MANAGE YOUR WIFI WITH **moto**sync

Step 1	Step 2	Step 3

Download the free motosync app for iOS or Andriod

On your mobile phone, download the **moto**sync app, available on the Apple App Store and Google Play.

scan to download **moto**sync

Add your G11 cable modem router

Create or sign into your **moto**sync account and follow the guided instructions to set up your device.

Manage, optimize, and secure your home WiFi

With **moto**sync, you can easily run a speed test, protect all connected devices, set parental controls, share WiFi with guests, and much more!