

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](https://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                                 |
|        | 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](https://motorolanetwork.com/g11).

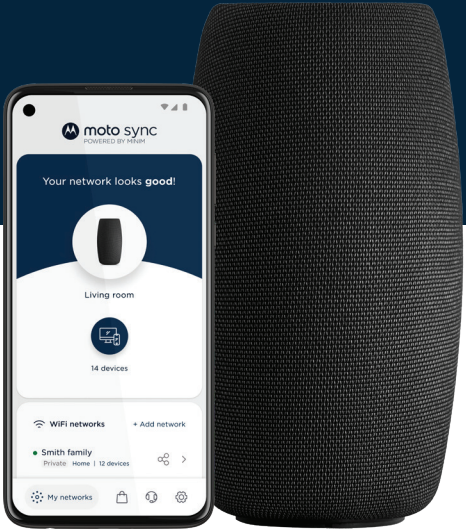
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 **motorola**

G11

QUICK START

CABLE MODEM ROUTER



NEED HELP?

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

Web [help.motorolanetwork.com](https://help.motorolanetwork.com)

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

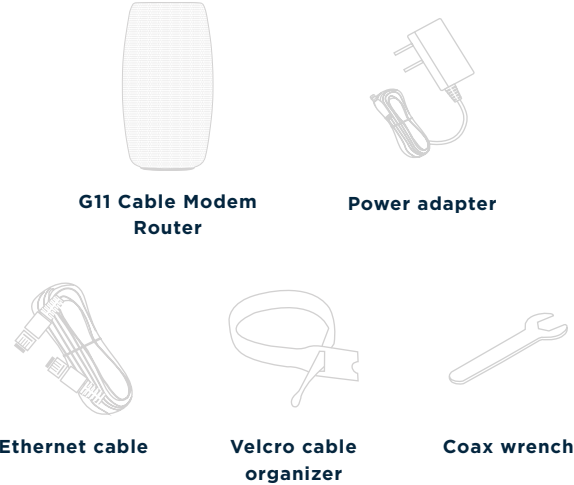
GET IT ON

Google Play

Download on the

App Store

IN THIS PACKAGE



G11 BUTTONS AND PORTS

- Ethernet ports**

  - Connect wired devices.
- Coax port**

  - Connect the coax port to a cable wall outlet.
- Power port**

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

- Turn off and disconnect any existing modems or routers on your network.
- 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.

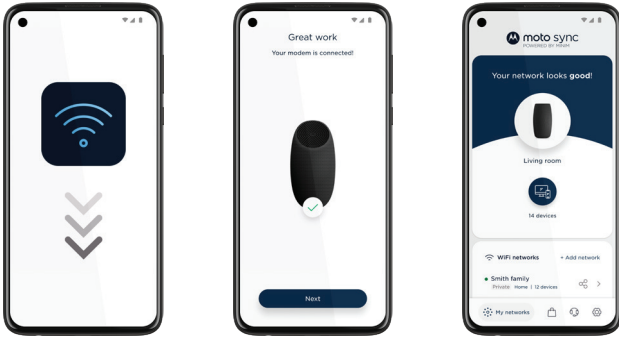
- Plug the G11 into a power outlet using the supplied power adapter.
- Wait for the light on the front of the device **to stop pulsing and remain solid for at least 1 minute**. This process may take up to 15 minutes and the modem may reboot multiple times.

ACTIVATE WITH YOUR SERVICE PROVIDER

| Activation Information |                       |
|------------------------|-----------------------|
| Comcast / Xfinity      | Xfinity mobile app    |
| Cox                    | Cox.com/activate      |
| Charter / Spectrum     | activate.spectrum.net |

- 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.
- 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.
- 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 **motosync** app for live chat support with Motorola networking specialists.
- Now that you have activated your modem, download the **motosync** app to customize and secure your WiFi network and set parental controls. **See next page >**

MANAGE YOUR WIFI WITH **motosync**



- Step 1**

**Download the free motosync app for iOS or Andriod**

On your mobile phone, download the **motosync** app, available on the Apple App Store and Google Play.
- Step 2**

**Add your G11 cable modem router**

Create or sign into your **motosync** account and follow the guided instructions to set up your device.
- Step 3**

**Manage, optimize, and secure your home WiFi**

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

