



AC2200 Tri-Band Mesh WiFi

whole home WiFi system
add-on satellite



Quick Start
Guide

Packaged with the system



Motorola Satellite



Power Adapter
(varies by region)



Ethernet Cable

Para una Guía de Inicio Rápido en español, por favor
vaya a www.motorolanetwork.com/MH7021R

Let's get started

The MH7021 is sold as an add-on to your existing Motorola whole home WiFi system. If you do not already have the system, you will need to purchase MH7022 (Router plus one Satellite) or MH7023 (Router plus two Satellites) prior to installing this additional Satellite. You may connect up to 3 Satellites to your existing Router.

If you used the **MotoManage™** app to setup the Motorola whole home WiFi system, you can easily add a Satellite by following the steps below.

If you did not use the app to setup your network, you can add the Satellite manually. In that case, skip to the section **Add your Satellite manually** on the next page.

- 1 Open the **MotoManage** app and login to your account.
- 2 Click **Settings** at the bottom of the app. Then click on **Add Mesh Satellite or Router**.
- 3 You will then be asked to scan the QR code on the back of your Satellite. Follow the steps to install your Satellite.

Sample label:



If you have any problems installing your Satellite, please see the **Troubleshooting** section at the end of this guide.

Add your Satellite manually

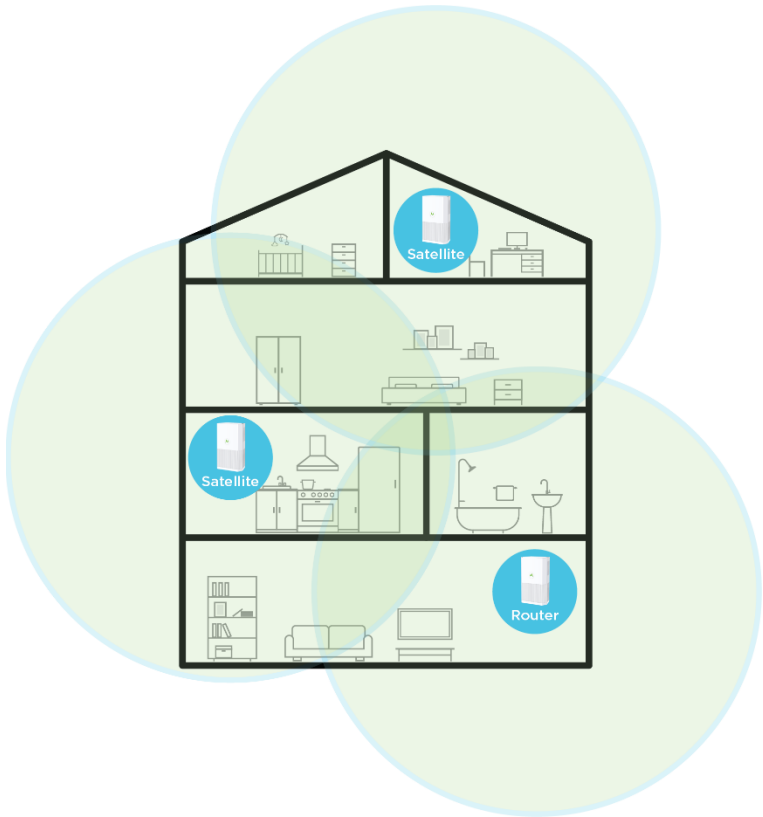
If you are not using the MotoManage app, you will need to configure the Satellite manually. Follow the steps below to add a Satellite to your existing whole home network.

- 1 Place the Satellite near your Router and plug the included Ethernet cable into the Router's LAN port and the LAN port of the Satellite. Your Router should already be powered on and connected to the Internet.
- 2 Now, connect the supplied power adapter between the Satellite's power jack and an electrical outlet. The Motorola logo on the front of the unit should start blinking green while the device powers up. If the logo is not blinking green, check that the On/Off button on the back panel is pushed in. The logo will switch to blinking blue while it is pairing with the Router.
- 3 Once the Satellite has paired with the Router, the Motorola logo will turn solid green. This process can take up to 5 minutes. Then you can unplug the Ethernet cable and move the Satellite to where you plan to locate it. Continue below to **Positioning the Satellites around your home** for help on doing this.

If the Motorola logo does not turn solid green see the **Troubleshooting** section at the end of this guide.

Positioning the Satellites around your home

When adding another Satellite we recommend placing your Satellites in opposite corners of your house, but still within range of your Router.





- 1 When you place your Satellite, first connect the supplied power adapter between the Satellite's power adapter and a working electrical outlet. The Satellite's Motorola logo on the front of the unit should be blinking green while the unit powers up. If the logo is not blinking green, check that the On/Off button on the back panel is pushed in.
- 2 The Satellite will attempt to sync with the Router. While attempting to sync, the Motorola logo will blink blue. If it continues to blink blue after five minutes, this means your Satellite is out of range. If so, move the Satellite closer to the Router.

After the Satellite pairs with the Router, the Motorola logo will turn either green or amber. If the logo turns green, the connection between the Router and the Satellite is strong.

If the logo turns amber, the connection to the Router is weak. We recommend moving the Satellite closer to the Router to improve the signal.

Congratulations! You have successfully added an additional Satellite to your Motorola whole home WiFi network.

Rear Panel



ON/OFF button and POWER jack

Press the power button in until it clicks for ON. Connect the supplied power adapter between the power jack and an electrical outlet.

WAN/LAN and LAN ports

On the Router unit, the WAN/LAN port is a WAN port. Use this port to connect your Router to your modem's LAN port. On the Satellite unit, the WAN/LAN port is a LAN port. You can connect a computer, smart TV/media player, game station, or other Ethernet-capable device to any LAN port.

WPS button






Most users will not use the WPS button. It is not needed to set up your WiFi. Commonly used to connect WiFi printers but not required.

RESET button

The reset button is located on the bottom of the unit. If you need to reset your unit, press this button using a small object such as a paperclip for 10 seconds.

Front Panel Light

The Motorola Logo on the front of the units will change colors to indicate the status.

| COLOR | DESCRIPTION |
|--|---|
|  Solid Green | Router: Router is connected to the Internet. Satellite: Paired to the Router with a strong signal. |
|  Blinking Green | Both: Unit is powering up. Router only: After power up, Router not connected to the Internet. |
|  Blinking Blue | Satellite only: Satellite is trying to pair with the Router. |
|  Solid Amber | Satellite only: Connected with a weak signal. |
|  Blinking Amber | Both: WPS is active and in discovery mode or the software is being upgraded. |



Troubleshooting Tips

My Satellite will not pair with my Router and I'm using the app.

- If the light continues to blink green or blue, the devices are too far apart. Try moving the Satellite closer to the Router.
- If the light is off, check that the Satellite's power adapter is plugged into a live outlet, and the power button is pushed in.
- Power cycle your Satellite and see if it connects.
- You may need to manually add your Satellite to your network. Please see **Add your Satellite manually** earlier in this guide.

My Satellite will not pair with the Router when using the included Ethernet cable.

- Check that the Ethernet cable on the Router is firmly plugged into the LAN port of the Router and the other end of the cable is plugged into the LAN port of the Satellite.
- Make sure your Router is powered on before powering on the Satellite.
- Turn off both the Router and the Satellite. Now turn on the Router wait 1 minute and turn on the Satellite.
- The Ethernet cable may be bad, replace the cable with a known working cable.

The light on the Satellite keeps blinking green or blue.

- Your Satellite has not paired with the Router. Try moving the Satellite closer to the Router. It can take up to five minutes for it to pair.

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

- Wireless range can be limited by a variety of issues, including weak wireless clients and challenging building configurations. You may need to reposition your units to improve the coverage in your home.
- Avoid interference from Bluetooth headsets and stereos, microwave ovens, WiFi-capable printers, and 2.4 GHz cordless

phones and base stations. Try not to put the Router or Satellite(s) close to these types of interfering devices.

- You may need another Satellite unit to provide coverage throughout your home. The MH7021 is a single Satellite unit designed to work with the MH7022 or MH7023 whole home WiFi systems.

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

- The MotoManage app provides an easy way for you to look up or change your current Network Name and Password settings. Otherwise, the default values are printed on the back label of your Router. Use these unless you changed them. If you have a device that connects wirelessly to the Router, it may show the Wireless Network Name/SSID and Password. Do not use the password on the back of the Satellite it will be different than your network's password.
- If all else fails, reset the device to factory defaults by pressing the Reset button on the bottom of the case for 10 seconds. (A paperclip helps.) You can then use the default values. You will need to reconfigure your new Satellite if you do this.

Do you have any other questions? We have lots more information at **www.motorolanetwork.com/mentor**

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

Email: support@motorolanetwork.com






Phone: 800-753-0797 or 617-753-0562

Our full-length user manual is available at
www.motorolanetwork.com/MH7022manual

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

Label Symbols

| SYMBOL | INDICATES |
|---|---------------------------|
|  | DC voltage |
|  | AC voltage |
|  | For indoor use only |
|  | Class II equipment |
|  | Energy Efficiency Marking |



Safety Precautions

These precautions help protect you and your MH7021.

- Do not put the MH7021 or its power adapter in water, since this is a shock hazard.
- The MH7021 should normally be installed indoors. If you use it outdoors, protect it from moisture and be careful about temperature.
- Your MH7021 should be operated in an environment that's between 32 and 104° Fahrenheit (0 to 40° Centigrade).
- Your MH7021 should not be in a confined space. There should be room for air flow around the top, front, and sides of the MH7021.
- Make sure to use your MH7021's power adapter and a compatible electrical outlet.

FCC Statement

This device complies with 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.

Additional FCC and Regulatory Compliance information can be found at www.motorolanetwork.com/MH7022manual .

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