



AC2200 Tri-Band Mesh WiFi

**whole home WiFi system**



Quick Start  
Guide

## Packaged with the system



Motorola Router



Motorola Satellite



Ethernet Cable



Power Adapter  
(varies by region)

MH7021 is the model number for each Router and Satellite unit.  
MH7022 includes 1 Router, 1 Satellite, and 2 power adapters.  
MH7023 includes 1 Router, 2 Satellites and 3 power adapters.

Para una Guía de Inicio Rápido en español, por favor  
vaya a [www.motorolanetwork.com/MH7022IR](http://www.motorolanetwork.com/MH7022IR)

## Let's get started

We highly recommend you use the **MotoManage™** app to configure your Motorola whole home WiFi system. In addition to setting up your system, the app provides advanced security for all your devices, the ability to monitor and control your WiFi network remotely, advanced parental controls, and many other features. If you don't want to use the app, you can also set the system up manually. In that case, skip to the section **Setup your Network Manually** on the next page.

- 1 Download the MotoManage™ app from the App Store or Google Play to set up and manage your network.



- 2 Open the app and follow the steps to install your devices.
- 3 In the app, when asked, scan the QR code on the back of the device labeled **Router** and follow the steps.

Sample label:

 QR code	 <b>motorola</b>	<b>AC2200 Tri-band Mesh WiFi</b> <b>Model: MH7021</b>
	Default WiFi SSID: <b>MOTO6AB7</b>	Power Input: +12VDC ---2A Configuration Manager IP Address: 192.168.1.1 User Name: admin Password: greenlemon452
	WiFi Password: <b>greenlemon452</b>	 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) the device must accept any interference received, including interference that may cause undesired operation.
	S/N: 1540-MH7021-30-2034 G/N: 6AB7-R MAC: 00405A8B6AB7 FCC ID: 2AF5PMH7021 P/N: MH7021-R-30 MTRLC LLC	 <b>LJCA</b> motorolanetwork.com Made in Vietnam

- 4 The app will then ask you if you want to install a Satellite. Scan the QR code for the device labeled **Satellite**. If you have additional **Satellites**, you will repeat this process for each one. Follow the steps in the app to configure the units.
- 5 Now enjoy the app. You can easily elect to keep your original WiFi name and password, as we recommend.

The app includes basic and advanced features, which are all available free of charge for the first month. After that you will be able to decide whether you'd like to keep the advanced features for a small monthly fee.

## Setup your network manually

If you are not using the MotoManage app, you will need to set up your whole home WiFi system manually. First you need to place and install the Router and Satellite in your home.

- 1 Take the unit labeled **Router** and place it near your cable modem, DSL modem, fiber optic modem, or an in-building Ethernet network used for Internet access.
- 2 Plug the included Ethernet cable between the WAN/LAN port on your unit marked Router and the LAN port of your modem or the Ethernet jack of your in-building network.
- 3 If you are using a modem, switch the power of the modem off now. (For some modem/routers, this requires you to remove a 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.)
- 4 Now, connect the supplied power adapter between the Router's power jack and an electrical outlet. The Motorola logo on the front of the unit should start 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. Wait for the Motorola logo to become solid green. This may take up to 2 minutes. If the Motorola logo does not stop blinking please see the **Troubleshooting** section at the end of this guide.

## Positioning the satellites around your home

If you have one Satellite we recommend placing the Satellite halfway between the Router and the area which needs additional WiFi coverage. Note that the Satellite must be within range of your Router's WiFi signal in order to sync with the Router.

If you have 2 Satellites we recommend placing your Satellites in opposite corners of your house, but still within range of your Router.



- 1 To setup the Satellite(s), 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 power up and 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 syncs 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 can now connect your wireless devices to your WiFi network. The default wireless network name and password are found on the label on the back of your units. If you wish to change these defaults, you can do this in the MotoManage app or see the full length manual online at [www.motorolanetwork.com/MH7022manual](http://www.motorolanetwork.com/MH7022manual) .

## 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.

### **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
 <b>Solid Green</b>	Router: Connected to your modem.  Satellite: Paired to the router with a strong signal.
 <b>Blinking Green</b>	Both: Unit is powering up.  Router only: After power up, WAN port not connected.
 <b>Blinking Blue</b>	Satellite only: Satellite is trying to pair with the Router.
 <b>Solid Amber</b>	Satellite only: Connected with a weak signal.
 <b>Blinking Amber</b>	Both: WPS is active and in discovery mode or the software is being upgraded.





## Troubleshooting Tips

### **What if I can't make an Internet connection right after installation?**

- First turn the modem that provides your Internet connection off for at least 8 seconds, then on, to see if that fixes the problem.
- Check that the Router's power adapter is plugged into a live outlet, and the power button is pushed in.
- Check that the Router's Ethernet cable is securely plugged into the WAN/LAN port and that other end of the cable is plugged into your modem's LAN port.
- Try plugging an Ethernet cable from your computer or laptop to the LAN port of the Router. If you can access the Internet through your computer than the problem is with your wireless client. Verify that your wireless device has selected the correct WiFi network and it logged in correctly.
- Try connecting directly to the modem, to verify that the modem is online.

### **The light on the Router keeps blinking green?**

- Check that the Ethernet cable on the Router is firmly plugged into the WAN/LAN port of the Router and the other end of the cable is plugged into the LAN port of the modem.
- Verify that the modem is powered on and connected to the Internet.
- The Ethernet cable may be bad, replace the cable with a known working cable.

### **The light on the Satellite keeps blinking 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 unit. 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.
- 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.

Do you have any other questions? We have lots more information at **[www.motorolanetwork.com/mentor](http://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](http://www.motorolanetwork.com/support)**

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






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

Our full-length user manual is available at  
**[www.motorolanetwork.com/MH7022manual](http://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](http://www.motorolanetwork.com/warranty)**

## Label Symbols

<b>SYMBOL</b>	<b>INDICATES</b>
	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](http://www.motorolanetwork.com/MH7022manual) .

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