motorola

DOCSIS 3.1
Cable Modem
Quick Start

Model MB8600

LIGHTSPEED
INTERNET

Packaged with your modem

Power Cube

Coax Wrench

Ethernet Cable

Velcro® Cable Tie

Para una Guía de Inicio Rápido en español, por favor vaya a
www.motorolanetwork.com/MB8600ir

Let's get started

If you don't have cable modem service, please order that from your cable service provider. Your MB8600 supports DOCSIS 3.1, the fastest cable modem service standard. Your MB8600 also supports all speeds of any DOCSIS 3.0 services.

Now connect your modem as shown on the next panel.

Connecting to a Coax Cable

On the next panel you'll need to connect your modem to a "live" coax cable. Sometimes a cable will already be available. Sometimes there's a coax wall jack available, and you connect to the jack with a coax cable. Your modem can also share a coax cable attached to a TV by using a coax splitter. Please note that a splitter sometimes reduces a cable modem's speed; so if you need to use a splitter, use a 2-way splitter whose top frequency is at least 1,000 MHz.

RESET button

ETHERNET (LAN)

Connect this port to a computer. Alternatively, you can connect to a WiFi router - see If You Want to Connect a Router, below. (In the unlikely event that you are using port bonding, please remove the yellow panel label and see www.motorolanetwork.com/31 for details.)

COAX

Connect a "live" coax cable to the modem's COAX connector as discussed above. *(Tighten the nut so it's finger tight. You may want to use the supplied wrench. Make the connection snug but not over-tight.)*

ON/OFF button

POWER

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

Prepare to activate

By now you should have:

- Subscribed to cable Internet service.
- Connected your cable modem.
- Powered up your cable modem. To do this, the On/Off button needs to be On. Wait for the online connection light (🌐 for 3.0, or 🌐 for 3.1) to stop flashing and remain solidly lit. **This may take up to 15 minutes.**

You should have a recent cable bill handy because it has your account number and you'll probably need that.

If you're asked for information about your cable modem, you can find this on the label on the bottom of the modem.

Activate

For some service providers, you activate by calling them. Many service providers including Comcast and Cox prefer that you activate by first opening the Web browser of a computer that's plugged into the MB8600's Ethernet port. Once you've opened the browser, try to go to **www.motorola.com** . This should bring you to the service provider's activation page.

For Comcast XFINITY Users Only:
If the activation page does not appear, please go to
www.xfinity.com/activate for more information and to
activate your modem.

> Here is a list of phone numbers for some major cable
> service providers. *(Note that this list is subject to
> change.)*
>
> | | |
> |---|---|
> | Comcast | 1 (800) XFINITY |
> | Cox | 1 (877) 206-4210 |
> | Bright House (Spectrum) | 1 (855) 222-0102 |
> | Cable One | 1 (855) 692-4113 |
> | Charter Spectrum | 1 (855) 757-7328 |
> | MediaCom | 1 (844) 987-3260 |
> | RCN | 1 (800) 746-4726 |
> | Suddenlink | 1 (877) 794-2724 |
> | Time Warner (Spectrum) | 1 (855) 707-7328 |
> | WOW! | 1 (800) 343-2076 |
>
> Once your MB8600 is activated either online or by
> phone, your service provider will provision your
> MB8600 service. Typically this takes less than 5
> minutes, but in some cases this may take 30 minutes
> or longer to complete.

Once you have activated, you should have Internet access for
whatever's plugged into your cable modem. Congratulations!

If your cable modem is NOT working, see **Troubleshooting
Tips** below.

> Note: You can connect this device to a WiFi
> router, computer, HDTV, game station, or other
> Ethernet-capable device. This product does not
> include a router, WiFi, or telephone capability.

If You Want to Connect a Router

Most users will connect a WiFi router to the MB8600. This connection may be made initially, before activating the cable modem, or it may be done after the cable modem has been activated from a PC. A wireless router lets multiple devices (computers, smartphones, tablets, video devices, game stations…) share your cable modem's Internet connection, either wirelessly or through a direct Ethernet connection.

1. The cable modem and the router should both be powered <u>off</u>.
2. Plug one end of the cable modem's Ethernet cable into the Ethernet jack of your modem, and plug the other end of the cable into the router's WAN port. (You may need to disconnect the cable from your computer first.)
3. Power-up the cable modem. Wait for the ONLINE light (or) to be solidly lit.
4. Power-up the router. Wait for the router to complete its power-up sequence.
5. The LAN light on your modem should be lit to show the Ethernet connection to your router. Note the color will be green for a single LAN port and blue for bonded (two or more LAN ports) connections.
6. Follow your router's instructions for setting up the router and connected devices.

If you haven't already activated your Internet service, do that now. (See **Prepare to Activate** on page 5.) Using a computer or other device connected to the router, try connecting to the Internet. If it works, Congratulations! Installation is complete.

MB8600 Lights

LIGHT	COLOR	DESCRIPTION	
Power	Green	ON:	Cable modem power on
		OFF:	Cable modem power off
Downstream	Green *or* Blue	Green Blinking:	Scanning for DS channel
		Green ON:	Connected on 1 downstream channel
		Blue Blinking:	Negotiating bonded channel(s)[†]
		Blue ON:	Bonded with 2 or more channels
Upstream	Green *or* Blue	Green Blinking:	Ranging in progress
		Green ON:	Connected on 1 channel
		Blue Blinking:	Negotiating bonded channel(s)[†]
		Blue ON:	Bonded with 2 or more channels
		OFF:	Upstream not connected
Online	Green *or* Blue	Blinking:	Trying to go online
		Green:	Online with DOCSIS 3.0
		Blue:	Online with DOCSIS 3.1
		OFF:	Offline
LAN	Green *or* Blue	Blinking:	Ethernet data is flowing
		Green:	Ethernet ports linked but not bonded
		Blue:	Ethernet ports linked and bonded
Rear Panel Ethernet LAN port(s)	Green *or* Amber	Blinking:	Ethernet data is flowing
		Green:	Connected at 1 Gbps
		Amber:	Connected at 10 or 100 Mbps
		OFF:	No connection

[†] If a blue Upstream or Downstream light blinks continuously, this indicates partial service (at least one designated channel has not completed bonding). You should still get high Internet speeds, but your service provider may want to know so they can adjust their network.

Troubleshooting Tips

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

- First turn your cable modem off for at least 8 seconds, then on, to see if that fixes the problem.
- Check the connections you've made to your cable modem – power, Ethernet, and coax. Are those connections good?
- Check that the modem's power cube is plugged into a live outlet, and that the Ethernet cable is connected securely.
- Make sure that your coax cable is live. You can check that by using it with a TV.
- Check that you provided the correct setup information to your cable service provider.
- Contact your cable service provider to make sure they've turned on your Internet service.

What if my cable modem has been working, and then stops working?

- First turn your cable modem off for at least 8 seconds, then on, to see if that fixes the problem.
- If the modem's lights don't come on, check that the modem is getting power from its power cube and that the modem's power button is on.
- Check your cable modem cables.
- Check with your service provider. Sometimes there's a service outage or some other service issue.

What if I'm getting Internet service but my speed is disappointing?

- Be sure you know what speed you're paying for.
- Check the speed with a computer plugged into the modem. Use one of the tools found when you search the phrase: broadband speed test.

- No matter who your service provider is, check Comcast XFINITY's Internet Minimum System Recommendations here: **https://www.xfinity.com/support/internet/requirements-to-run-xfinity-internet-service/**
- If you get good speed when a computer's plugged into the modem, you may have a router problem.
- Some video streaming services get bottlenecked, especially at busy times like after dinner. See whether you have the speed problem at less busy times.
- Try connecting your cable modem nearer to where the coaxial cable comes into your home. This lets you see whether your home's cabling is a problem.
- If you're using a splitter with your cable modem, try the cable modem without the splitter to see if that helps. If it does, you may need to get a better splitter, one with a top frequency of at least 1000 MHz.
- Make sure your computer's or router's LAN port supports gigabit rates (1000BT or GE). The throughput of a single gigabit Ethernet port is limited to about 940 Mbps. If your service supports higher speeds, you will need to use bonded Ethernet ports (LAG) to reach these speeds. See **www.motorolanetwork.com/31**

What if I'm told that my cable modem isn't approved for my cable modem service?

That's probably not true. Leading cable service providers have a list of certified cable modems, and you can check the list for your service provider. You can also find information about certifications at **www.motorolanetwork.com/services**

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**

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**

Safety Precautions

These precautions help protect you and your cable modem.

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

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. Only coaxial cables are to be used with this device in order to ensure compliance with FCC emissions limits. Accessories connected to this device by the user must comply with FCC Class B limits. The manufacturer is not responsible for any interference which results from use of improper cables, or which results from unauthorized changes or modifications to the device.