

Motorola MT8733

Motorola MT8733 WiFi 6 Cable Modem Router with Voice User Manual

Your guide to setup, operation, and maintenance

1. INTRODUCTION

The Motorola MT8733 is an advanced all-in-one device combining a DOCSIS 3.1 cable modem, an AX6000 WiFi 6 router, and two phone ports. It is designed to provide high-speed internet and voice services, particularly compatible with Xfinity Internet and Voice plans. This manual provides essential information for setting up, operating, and maintaining your MT8733 device.

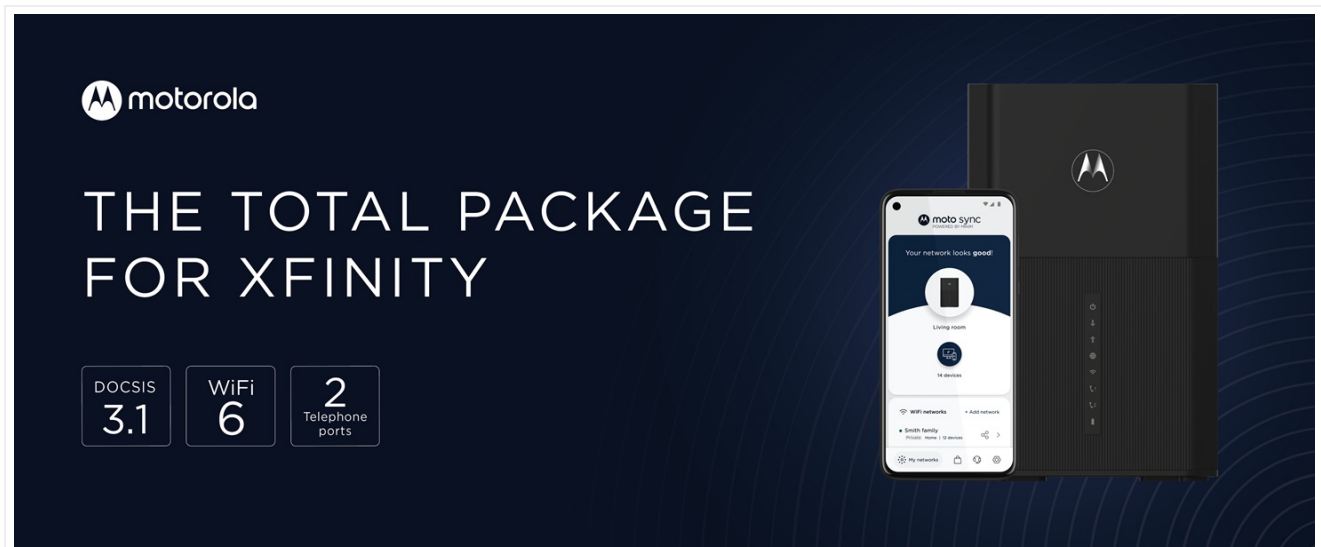


Image 1.1: The Motorola MT8733, highlighting its features as a complete solution for Xfinity services, including DOCSIS 3.1, WiFi 6, and two telephone ports.



Image 1.2: The Motorola MT8733, illustrating its function as a combined cable modem, WiFi 6 router, and voice gateway with two phone lines.

2. PACKAGE CONTENTS

Before you begin, please verify that your package contains the following items:

- Motorola MT8733 Cable Modem Router with Voice
- AC Power Supply
- Ethernet Cable
- Quick Start Guide

3. DEVICE OVERVIEW

Familiarize yourself with the ports and buttons on your Motorola MT8733 device.

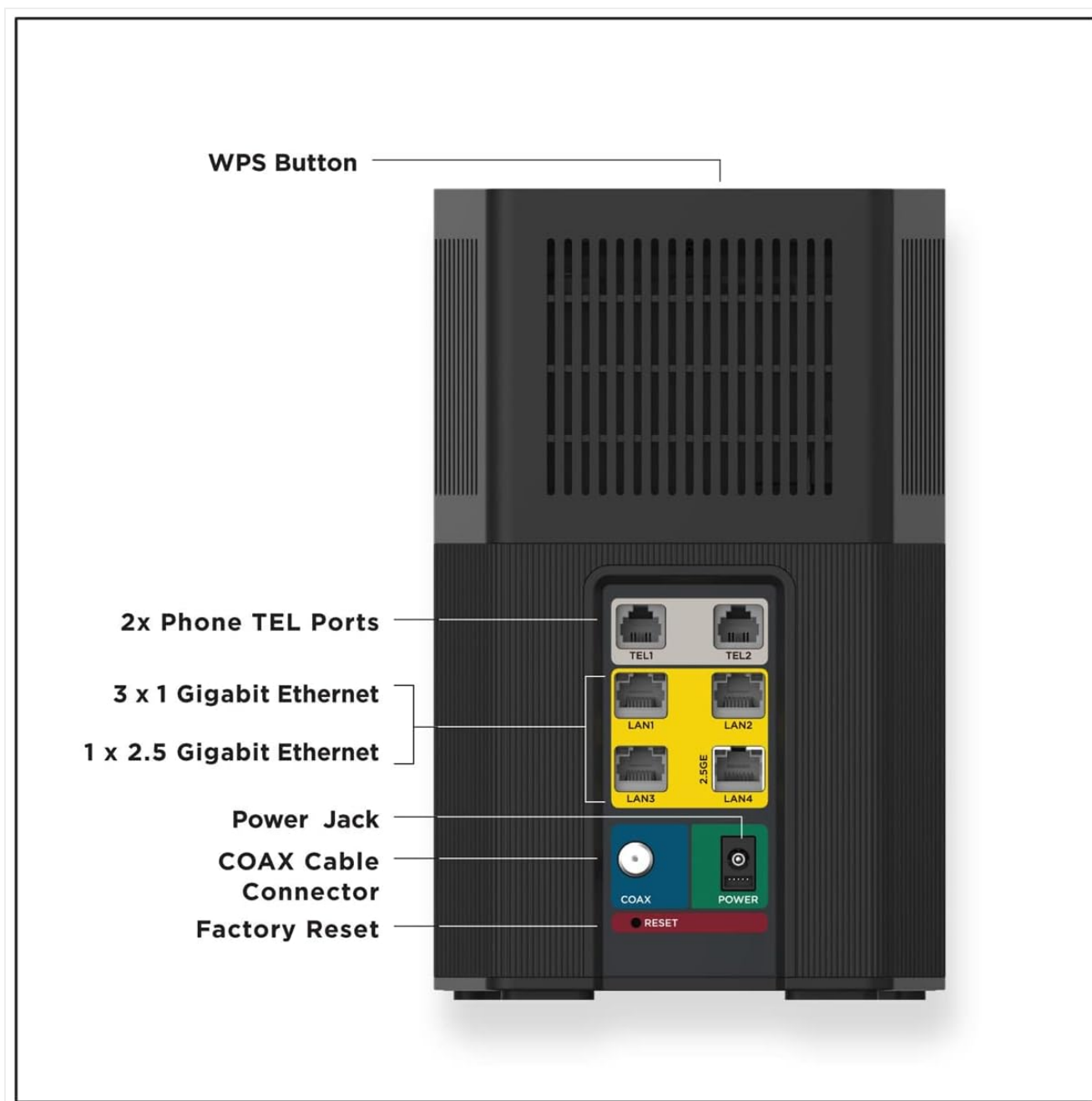


Image 3.1: Rear panel of the MT8733, detailing the location and function of all connectivity ports and control buttons, including phone, Ethernet, power, coaxial, and reset options.

- **WPS Button:** For easy connection of WiFi devices.
- **Phone TEL Ports (TEL1, TEL2):** Connect your analog telephones for voice service.
- **Gigabit Ethernet Ports (LAN1, LAN2, LAN3):** Connect devices like computers, gaming consoles, or smart TVs via Ethernet cable.
- **2.5 Gigabit Ethernet Port (LAN4/2.5GE):** Provides higher speed connectivity for compatible devices.
- **Power Jack:** Connect the included AC power adapter.
- **COAX Cable Connector:** Connect the coaxial cable from your cable service provider.
- **Factory Reset:** Press and hold for 10 seconds to restore factory default settings.

4. SETUP

Follow these steps to set up your Motorola MT8733 and activate your internet and voice services.

4.1 Physical Connection

1. **Connect Coaxial Cable:** Connect the coaxial cable from your wall outlet to the COAX connector on the MT8733. Ensure the connection is finger-tight.
2. **Connect Power:** Connect the supplied AC power adapter to the Power Jack on the MT8733 and then plug it into an electrical outlet. The device will power on automatically.
3. **Wait for Lights:** Allow the device several minutes to power on and establish a connection. Observe the LED indicators on the front panel. The Power, Downstream, Upstream, and Internet lights should become solid green or blue.
4. **Connect Ethernet (Optional):** For a wired connection, connect one end of the Ethernet cable to a LAN port on the MT8733 and the other end to your computer or other network device.
5. **Connect Phones (for Voice Service):** If you have Xfinity Voice service, connect your analog telephones to the TEL1 and/or TEL2 ports.

4.2 Service Activation

After physical connections are made and the device lights indicate a stable connection, you must activate the MT8733 with your Internet Service Provider (ISP), typically Xfinity.

- **Online Activation:** Open a web browser on a connected computer or device. You may be automatically redirected to your ISP's activation page. Follow the on-screen instructions.
- **Phone Activation:** If online activation fails, call your ISP's customer support. Provide them with the MAC address (HFC MAC ID) and serial number of your MT8733, usually found on a label on the bottom or back of the device.
- **Voice Service Activation:** Ensure your voice service is also activated. This may require a separate step or confirmation with your ISP.

4.3 Motosync App Setup

The Motosync app simplifies network management and setup.

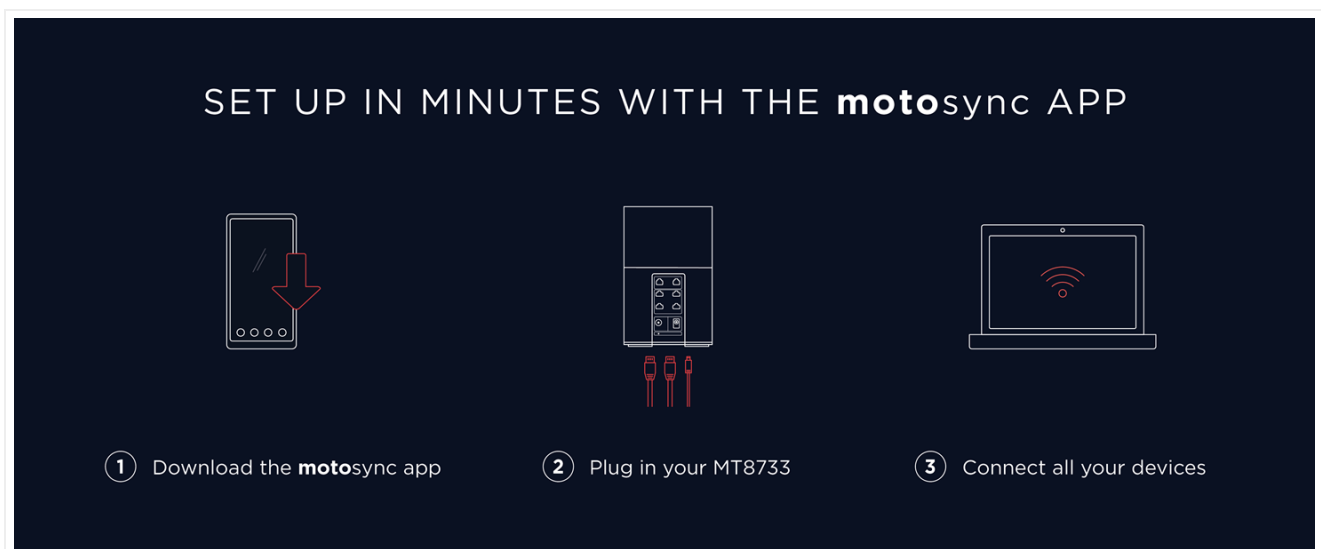


Image 4.1: Visual guide for setting up the MT8733 using the Motosync app, emphasizing the ease of downloading the app, plugging in the device, and connecting all devices.

1. **Download the App:** Download the Motosync app from your mobile device's app store (Apple App Store or Google Play Store).
2. **Launch and Follow:** Launch the app and follow the on-screen instructions to set up your WiFi network, including setting a network name (SSID) and password.

5. OPERATING YOUR DEVICE

Once set up, your MT8733 provides internet and voice services. Here's how to manage its basic functions.

5.1 LED Indicators

The front panel LEDs provide status information:

- **Power:** Solid green when powered on.
- **Downstream (Arrow Down):** Solid blue for DOCSIS 3.1 connection, solid green for DOCSIS 3.0. Blinking indicates scanning for connection.
- **Upstream (Arrow Up):** Solid blue for DOCSIS 3.1 connection, solid green for DOCSIS 3.0. Blinking indicates scanning for connection.
- **Internet (Globe):** Solid green when connected to the internet.
- **WiFi (WiFi Symbol):** Solid green when WiFi is active. Blinking indicates data transfer.
- **Phone 1 (Phone 1 Symbol):** Solid green when phone line 1 is active. Blinking indicates a call in progress.
- **Phone 2 (Phone 2 Symbol):** Solid green when phone line 2 is active. Blinking indicates a call in progress.

5.2 WiFi Network Management

Manage your WiFi network settings, including SSID, password, and guest networks, through the Motosync app.

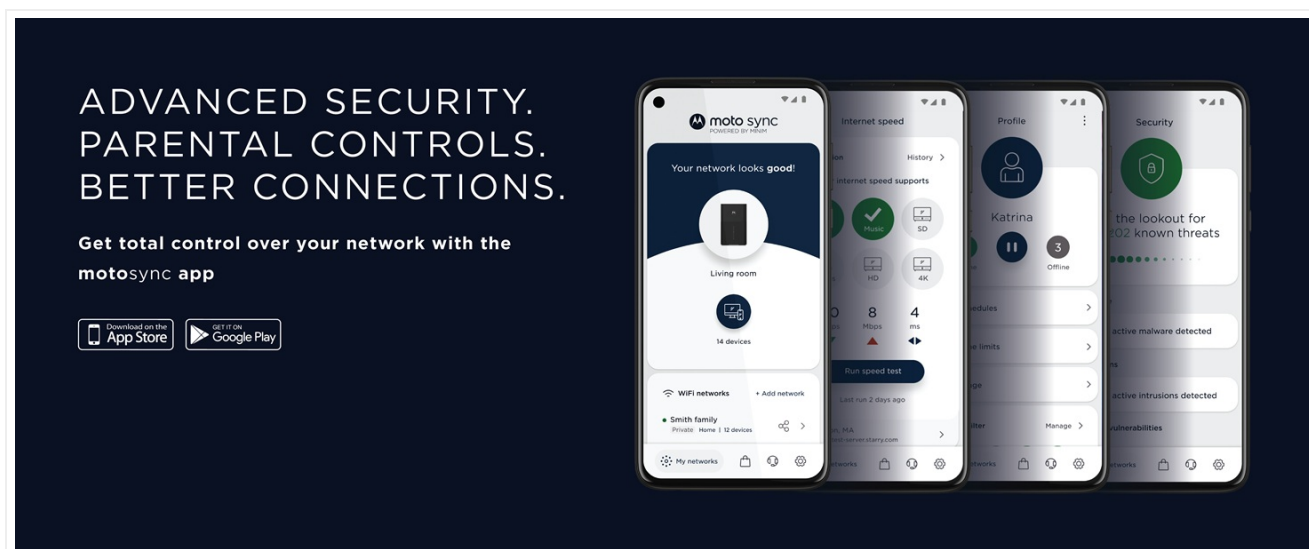


Image 5.1: The Motosync app interface, demonstrating its capabilities for advanced security, parental controls, and overall network optimization.

- **Parental Controls:** Set up content filters and time limits for connected devices.
- **Guest Network:** Create a separate network for guests to protect your main network.
- **Security:** Monitor network activity and receive alerts for potential threats.

5.3 Voice Service

The MT8733 supports two independent phone lines for Xfinity Voice service. Once activated, your connected telephones will function normally, offering features like caller ID, call waiting, and voicemail (features depend on your Xfinity Voice plan).

6. MAINTENANCE

Proper maintenance ensures optimal performance and longevity of your MT8733.

- **Placement:** Place the device in an open, central location to maximize WiFi coverage. Avoid enclosed spaces, direct sunlight, and sources of heat or moisture.

- **Ventilation:** Ensure adequate airflow around the device. Do not block ventilation holes.
- **Cleaning:** Dust the device regularly with a soft, dry cloth. Do not use liquid cleaners.
- **Firmware Updates:** Firmware updates are typically managed automatically by your ISP. Do not attempt to manually update firmware unless instructed by support.
- **Rebooting:** If you experience connectivity issues, try rebooting the device by unplugging the power adapter for 10 seconds and then plugging it back in.
- **Factory Reset:** If persistent issues occur, a factory reset can resolve many problems by restoring default settings. Locate the recessed reset button on the back panel and press and hold it for 10 seconds using a paperclip or similar pointed object. **Warning:** A factory reset will erase all custom settings, including your WiFi network name and password, requiring you to reconfigure the device.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your MT8733.

7.1 No Internet Connection

- **Check Cables:** Ensure all cables (coaxial, Ethernet, power) are securely connected.
- **LED Status:** Verify that the Power, Downstream, Upstream, and Internet LEDs are solid. If any are blinking or off, there may be an issue with your ISP connection.
- **Reboot Device:** Unplug the power cord from the MT8733 for 10 seconds, then plug it back in. Wait for the device to fully restart and reconnect.
- **ISP Outage:** Check with your ISP (Xfinity) for any reported service outages in your area.
- **Activation Status:** Confirm that your MT8733 has been properly activated with your ISP. Sometimes, voice service activation can be complex and may require direct support from your ISP.

7.2 Slow Internet Speed

- **ISP Plan:** Verify your internet plan speed with your ISP.
- **Connected Devices:** Too many devices actively using bandwidth can slow down your connection.
- **WiFi Interference:** Other electronic devices or neighboring WiFi networks can cause interference. Try changing your WiFi channel via the Motosync app.
- **Device Placement:** Ensure the MT8733 is centrally located and not obstructed.
- **Wired vs. Wireless:** Test speeds with a wired Ethernet connection to determine if the issue is WiFi-specific.

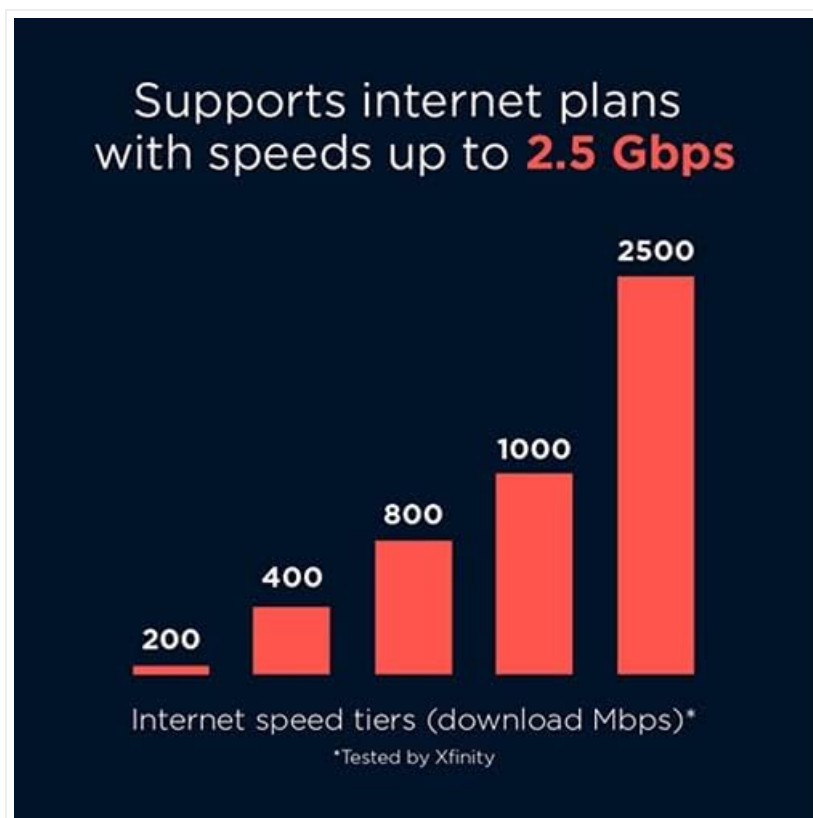


Image 7.1: Illustration of the MT8733's capability to support internet plans with speeds up to 2.5 Gbps, as tested by Xfinity.

7.3 No Dial Tone or Phone Service

- **Phone Connection:** Ensure your telephone is correctly plugged into the TEL1 or TEL2 port.
- **Phone LED:** Check if the corresponding Phone LED on the MT8733 is solid green. If not, the voice service may not be active.
- **ISP Activation:** Confirm with Xfinity that your voice service is fully provisioned and active for your MT8733.

8. SPECIFICATIONS

Model Number	MT8733
DOCSIS Standard	DOCSIS 3.1 (backward compatible with 3.0)
WiFi Standard	802.11ax (WiFi 6), AX6000
Frequency Band Class	Dual-Band
Ethernet Ports	3 x 1 Gigabit Ethernet, 1 x 2.5 Gigabit Ethernet
Phone Ports	2 x RJ-11 (TEL1, TEL2)
Dimensions	6.2 x 6.1 x 9.75 inches
Item Weight	2.92 pounds
Compatible Devices	Gaming Console, Laptops, Smart Television, Smartphone, iPhone
Special Features	Beamforming, Internet Security, LED Indicator, Parental Control, WPS

9. WARRANTY AND SUPPORT

9.1 Warranty Information

Motorola provides a limited warranty for this product. Please refer to the warranty card included in your package or visit the official Motorola website for detailed warranty terms and conditions. Keep your proof of purchase for warranty claims.

9.2 Technical Support

For technical assistance, troubleshooting, or questions regarding your Motorola MT8733, please utilize the following resources:

- **Motorola Support Website:** Visit the official Motorola support website for FAQs, documentation, and contact options.
- **Motosync App:** The app may offer in-app support or troubleshooting guides.
- **Internet Service Provider (ISP):** For issues related to internet connectivity, service activation, or voice service, contact Xfinity customer support directly.

© 2024 Motorola. All rights reserved. Motorola and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question