

[Manuals.plus](#) /

› [Motorola](#) /

› Motorola MG8725 WiFi 6 Router + Multi-Gig Cable Modem User Manual

Motorola MG8725

Motorola MG8725 WiFi 6 Router + Multi-Gig Cable Modem User Manual

Model: MG8725

1. INTRODUCTION

The Motorola MG8725 is a high-performance 2-in-1 device combining a DOCSIS 3.1 cable modem with a WiFi 6 router. This unit is designed to provide ultra-fast internet speeds and robust wireless connectivity for your home or office network. It supports multi-gigabit internet plans and offers advanced features for network management and security.

2. PACKAGE CONTENTS

Verify that all items are present in your product package:

- Motorola MG8725 Cable Modem Router
- AC Power Adapter
- Ethernet Cable
- Quick Start Guide

3. PHYSICAL FEATURES

3.1 Front Panel Indicators

The front panel of the MG8725 features several LED indicators that display the device's operational status. Refer to the image below for their location.

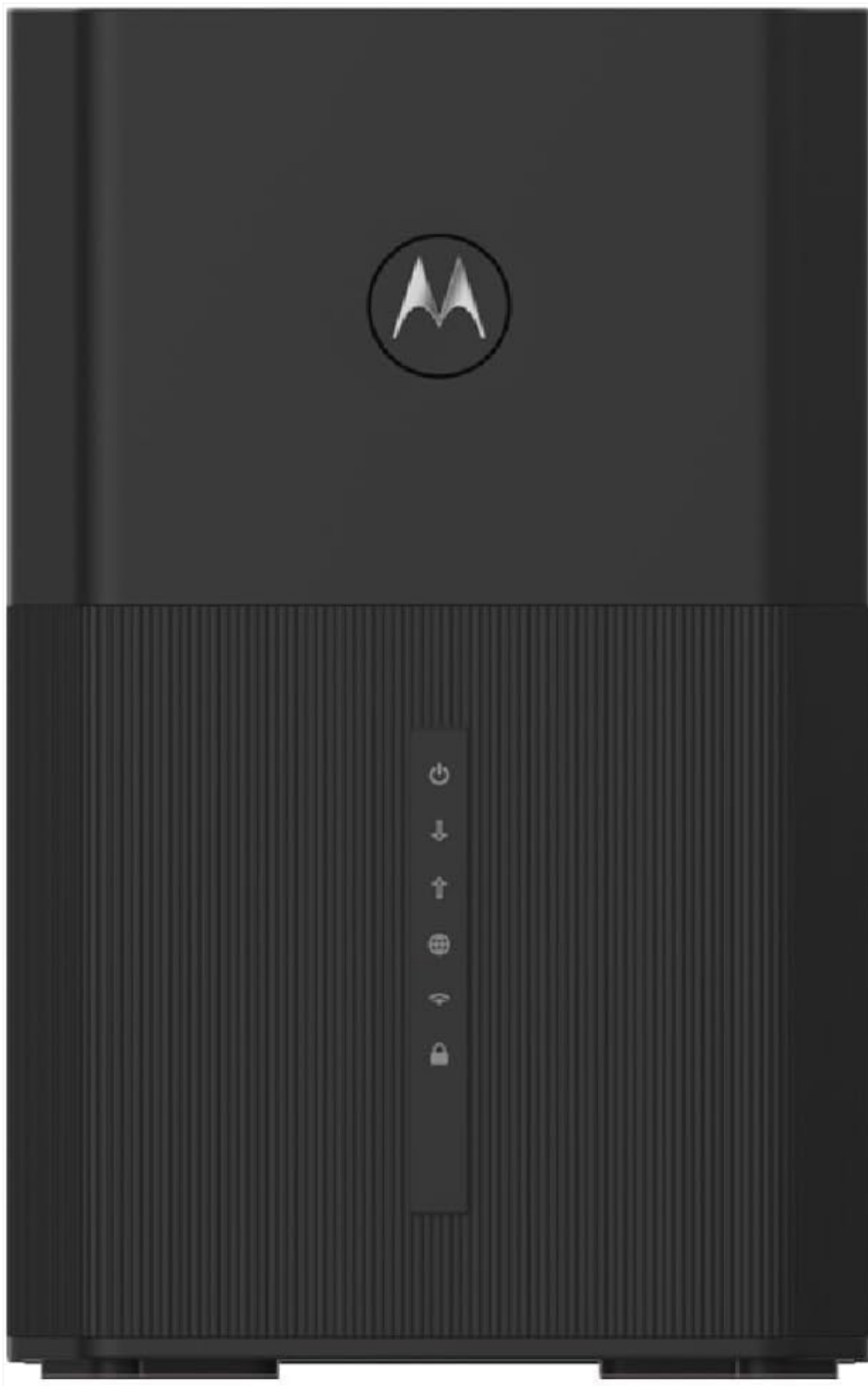


Image: Front view of the Motorola MG8725 device, highlighting the LED indicators.

- **Power:** Indicates power status.
- **Downstream:** Indicates connection to the internet service provider's network.
- **Upstream:** Indicates data transmission to the internet service provider's network.
- **Internet:** Indicates active internet connection.
- **WiFi:** Indicates wireless network activity.
- **WPS/Security:** Indicates Wi-Fi Protected Setup (WPS) status or security features.

3.2 Rear Panel Ports

The rear panel provides all necessary connection ports:

- **Coaxial Port:** Connects to your cable service line.
- **Ethernet Ports:** Includes one 2.5 Gigabit Ethernet port and three 1 Gigabit Ethernet ports for wired connections.
- **Power Port:** Connects to the AC power adapter.
- **Reset Button:** Used to restore factory default settings.

4. SETUP

4.1 Before You Begin

Ensure your internet service provider (ISP) supports the Motorola MG8725. This device is certified for use with Comcast Xfinity, Cox, and Spectrum. Always verify compatibility with your specific service plan.

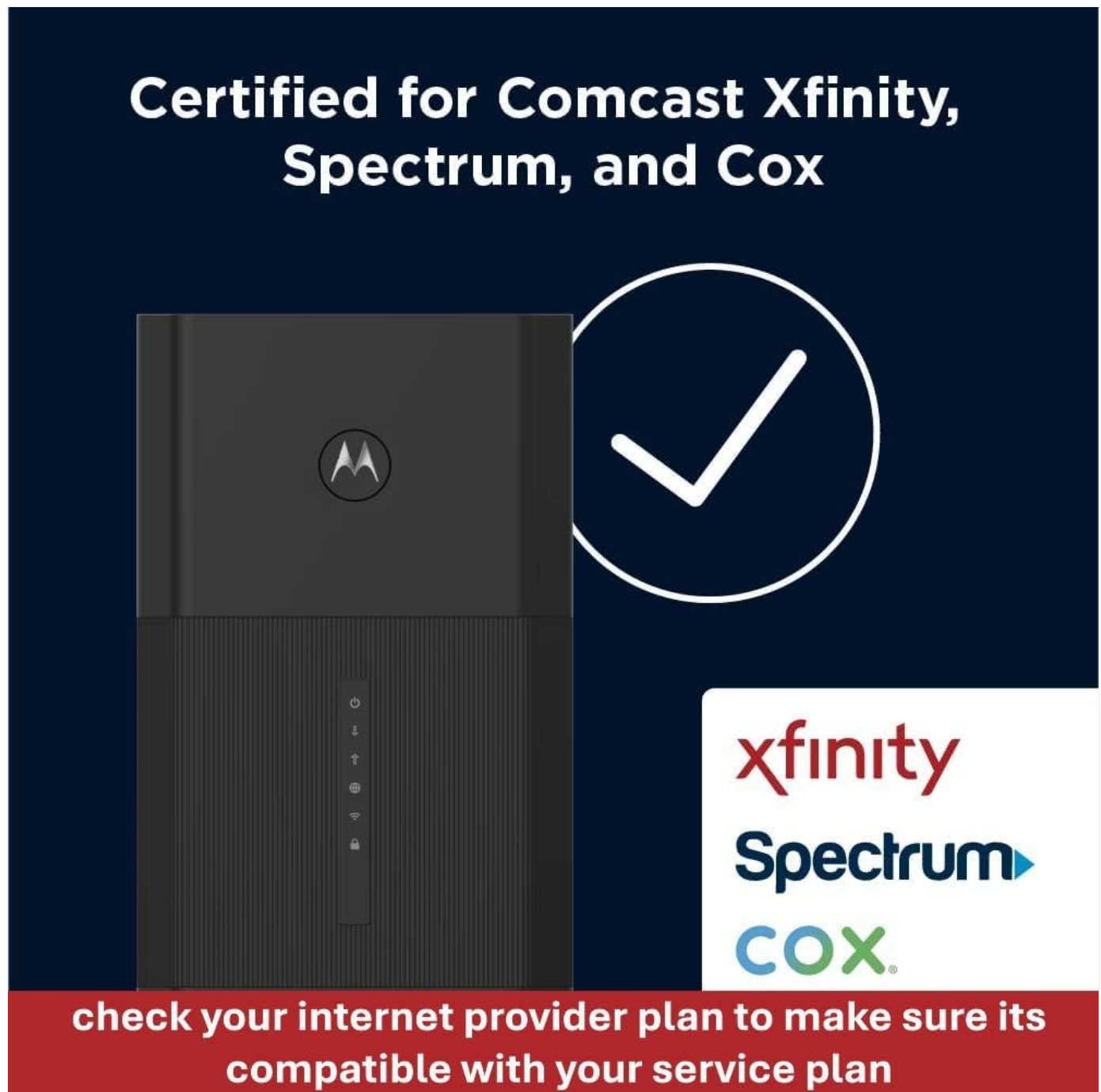


Image: Motorola MG8725 device with logos indicating certification for Comcast Xfinity, Spectrum, and Cox.

4.2 Physical Connection

1. Connect the coaxial cable from your wall outlet to the Coaxial port on the MG8725. Ensure the connection is finger-tight.

2. Connect the AC power adapter to the Power port on the MG8725 and then plug it into an electrical outlet.
3. Wait for the front panel LED indicators to stabilize. The Power, Downstream, Upstream, and Internet lights should be solid.
4. Optionally, connect an Ethernet cable from one of the MG8725's Ethernet ports to your computer for initial setup.

4.3 Service Activation

After physical connection, you will need to activate the device with your internet service provider. This typically involves:

- Calling your ISP's customer support.
- Visiting your ISP's activation website (often accessible automatically when you open a web browser after connecting).
- Using your ISP's mobile app for activation.

You will need your account information and the MAC address of your MG8725, usually found on a label on the bottom or back of the device.

4.4 motosync App Setup

The motosync app simplifies the setup process and provides comprehensive network management tools.

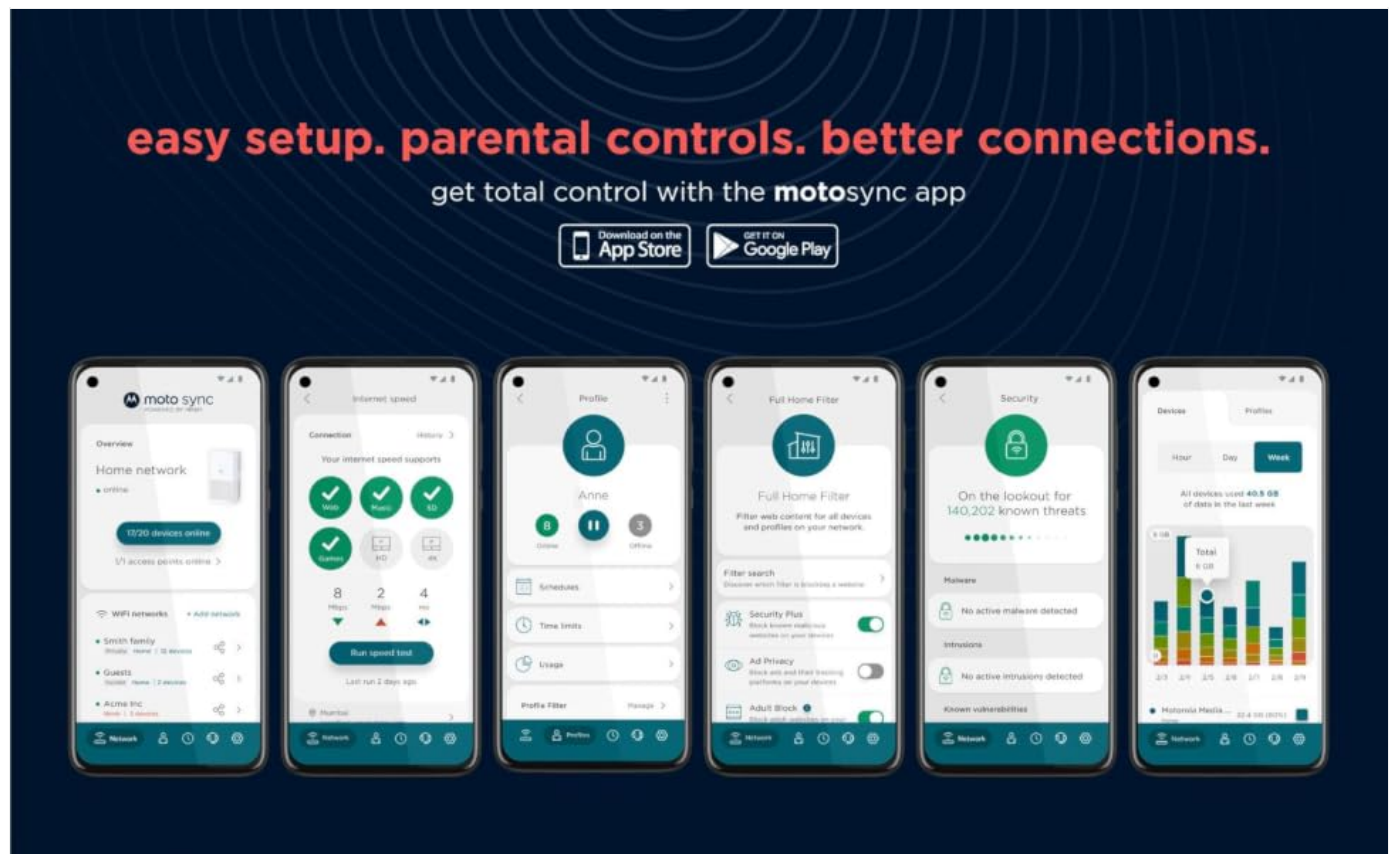


Image: Diagram illustrating three setup steps: 1) Download the motosync app, 2) Plug in the MG8725, 3) Connect all your devices.

1. Download the motosync app from your mobile device's app store.
2. Follow the on-screen instructions within the app to configure your WiFi network name (SSID) and password.
3. The app will guide you through connecting your devices and optimizing your network settings.

Simple setup, network management, and security with the motosync app

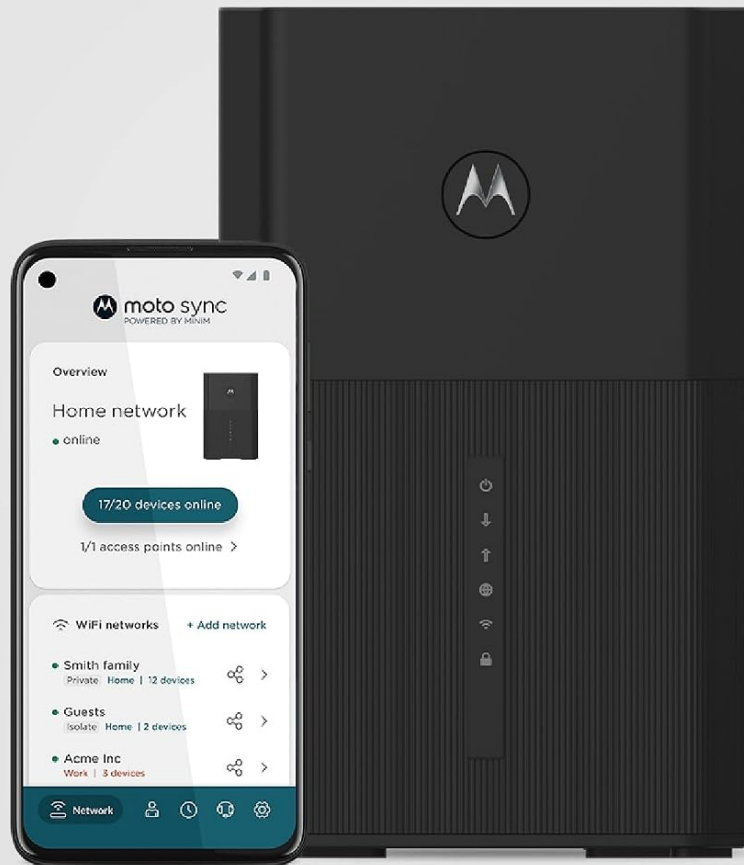


Image: The Motorola MG8725 device shown next to a smartphone displaying the motosync app interface, illustrating simple setup and network management.

5. OPERATING THE DEVICE

5.1 Connecting Devices

Once your MG8725 is set up and active, you can connect your devices:

- **Wireless Devices:** Search for your WiFi network name (SSID) on your device and enter the password you set during setup.
- **Wired Devices:** Connect an Ethernet cable from your device to one of the available Ethernet ports on the MG8725.

5.2 Network Management with motosync App

The motosync app provides comprehensive control over your home network:

- **Speed Tests:** Monitor your internet speed.
- **Guest Network:** Create separate WiFi networks for guests.

- **Parental Controls:** Filter content, set schedules, and monitor usage for family profiles.
- **Security:** Access malware blocking and other security features.
- **Signal Strength:** View and optimize WiFi signal strength.



Image: Multiple screenshots of the motosync app interface, demonstrating features like internet speed testing, profile management, content filtering, and security monitoring.

6. MAINTENANCE

6.1 Firmware Updates

The Motorola MG8725 typically receives firmware updates automatically from your internet service provider. These updates ensure optimal performance, security, and compatibility with the latest network standards, including Low Latency DOCSIS (LLD) when supported and certified by cable providers.

6.2 Restarting the Device

If you experience connectivity issues or slow performance, restarting the MG8725 can often resolve the problem. To restart:

1. Unplug the power adapter from the electrical outlet.
2. Wait for at least 10 seconds.
3. Plug the power adapter back into the electrical outlet.
4. Allow a few minutes for the device to power on and re-establish connections.

7. TROUBLESHOOTING

If you encounter problems with your Motorola MG8725, consider the following troubleshooting steps:

- **No Internet Connection:**

- Check all cable connections (coaxial, Ethernet, power) to ensure they are secure.
- Verify that the front panel LED indicators are solid, especially the Power, Downstream, Upstream, and Internet lights.
- Restart the MG8725 (refer to Section 6.2).
- Contact your internet service provider to confirm there are no service outages in your area.

- **Slow Internet Speeds:**

- Perform a speed test using the motosync app or a reliable online tool.
- Ensure your devices are connected to the appropriate WiFi band (5GHz for faster speeds, 2.4GHz for wider range).
- Check for interference from other electronic devices.
- Consider the number of devices actively using the network.

- **WiFi Connection Drops:**

- Ensure the MG8725 is placed in a central location, away from obstructions.
- Check for firmware updates (these are usually automatic).
- Restart the device.

For further assistance, utilize the diagnostic tools available in the motosync app or contact Motorola support.

8. SPECIFICATIONS

Key technical specifications for the Motorola MG8725:

Feature	Detail
Model Number	MG8725
DOCSIS Standard	DOCSIS 3.1 (backward compatible with 32x8 DOCSIS 3.0)
WiFi Standard	802.11ax (WiFi 6)
Wireless Speed	AX6000 (up to 6000 Mbps)
Frequency Band Class	Dual-Band (2.4 GHz and 5 GHz)
Ethernet Ports	1 x 2.5 Gigabit Ethernet, 3 x 1 Gigabit Ethernet
Dimensions	5 x 3 x 6 inches
Item Weight	3.5 pounds
Special Features	Beamforming, Internet Security, LED Indicator, Parental Control, WPS

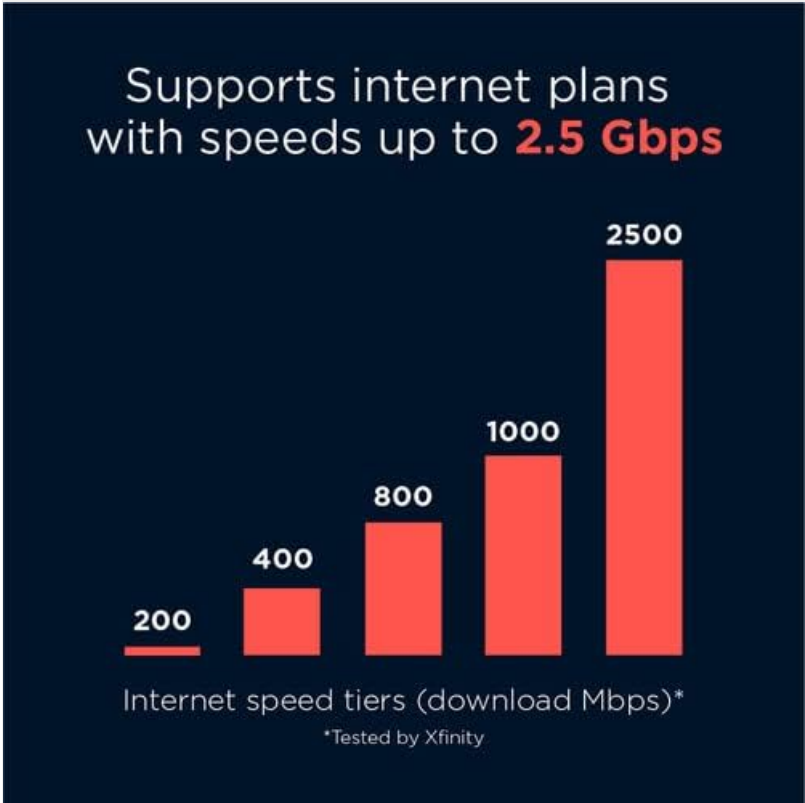


Image: Bar chart illustrating supported internet speed tiers (download Mbps) up to 2500 Mbps (2.5 Gbps).

9. WARRANTY AND SUPPORT

Motorola products are designed for reliability and performance. For specific warranty details, please refer to the warranty card included in your product packaging or visit the official Motorola support website. The motosync app also offers a feature for live chat with network experts for direct support.

Note on Videos: No official product videos with 'Seller' as creator type were available in the provided data for embedding in this manual.

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