MR1900 Router
Quick Start Guide

Keeping you connected
Packaged with your MR1900 router

Power Cube (varies by country)
Wall Mounting Kit (2 screws and 2 wall anchors)
Ethernet Cable
Velcro® Cable Organizer

Your router arrives with an attached stand for convenient desktop use. See the enclosed Wall Mount flyer if you would like to mount your router on the wall.

Para una Guía de Inicio Rápido en español, por favor vaya a www.motorolanetwork.com/MR1900IR
Let’s get started

First connect the MR1900’s yellow Ethernet cable between the MR1900’s WAN port and the Ethernet port of a cable modem, DSL modem, fiber optic modem, or an in-building network used for Internet access.

If you are using a modem, turn off now. For some modems, this requires you to remove the power backup battery. After the modem is off for at least 10 seconds, turn it back on. (If it has a backup battery, replace that first.)

![Diagram of MR1900 with Ethernet cable and power cube connected]

Power up your MR1900

Connect the supplied power cube between the MR1900’s power jack and a working electrical outlet.

Now power up your MR1900. To do this, the On/Off button on the side panel needs to be On (see image on the next page). Wait for the white Internet connection light 🌟 to be blinking. This may take up to 2 minutes.
WPS button – The WPS button helps establish a secure wireless connection with your client devices.

Wi-Fi On/Off button – Switch your wireless on or off.

USB 3.0 – High-speed USB port for USB memory devices.

Power On/Off button – Turn power on or off.

Check that the following lights on the top of the MR1900 are on before continuing: Power, WAN, Internet, 2.4 GHz, and 5G. If the 2.4 GHz and 5 GHz lights are off, press and hold the Wi-Fi On/Off button on the side panel for 1 second and then check the lights again.

Most users will plug into their cable or DSL modem and use the MR1900’s default settings. In the unlikely event that you are using a static IP address or want to terminate a PPPoE connection, see the full-length User Manual at www.motorolanetwork.com/MR1900manual for further assistance. If you do not know that you need these settings, then most likely you do not.
Connect Your Devices

Wireless

You can connect wirelessly by using the Wi-Fi SSID/Network Name and Wi-Fi Password/Key printed on the label on the back of the MR1900 router.

Wired

You can also connect your computer, game station, or other device with an Ethernet cable between the computer and one of the Ethernet LAN jacks on the router.

Try to browse the Web using a device connected via Ethernet or Wi-Fi to the MR1900. If browsing works, Congratulations! Your MR1900 is working.

If your MR1900 is NOT working, see Troubleshooting Tips below.

Motorola MR1900 Router App

Now that you are all set up, you can download the free MR1900 Router app to manage your network. The app is available from the Google Play store or iTunes App store on your mobile device.

The app works with Android OS 5.x and greater and iOS 8.x and greater.
Configuration Manager

You may not need to use the Configuration Manager. Here are some reasons for using it:

- You want to change the wireless router setup. For instance, maybe you’re replacing a router and want to use your existing Wi-Fi SSID/Network Name and/or Wi-Fi Password/Key instead of the unique ones that come with the MR1900.
- You want to set up special Internet gaming settings.
- You want to set up parental controls to control when children or other users can access the Internet.
- You want to get performance information about the MR1900 router. This can be helpful in optimizing wireless performance.

If you need to access the MR1900 Configuration Manager, open your Web browser. Type http://192.168.1.1 in the address bar and press Enter.

In the login dialog box, type the following User Name and Password in lower case, then click OK.

User Name: admin
Password: motorola

The status page will appear. If the Status page doesn’t appear, please see the Troubleshooting Tips below.

For details about the Configuration Manager and the Router app, please see www.motorolanetwork.com/MR1900manual
Improving Wireless Performance

As noted before, the MR1900 has a unique Wi-Fi SSID/Network Name and Wi-Fi Password/Security Key printed on the MR1900’s back label. If you don’t change these, you should set up your wireless devices to work with this SSID and password.

Note that wireless performance depends on a number of factors. Please keep these things in mind:

- Where possible, put the MR1900 in a central place so that it’s not too far away from your other wireless devices.
- Try to avoid interference from other wireless devices such as Bluetooth headsets and stereos, microwave ovens, and 2.4 GHz cordless phones and base stations. Don’t put the MR1900 close to these interfering devices.
- Sometimes it helps to change the MR1900 wireless channel frequency to reduce interference with neighbors’ wireless networks. This is discussed in the Troubleshooting section of this Quick Start.
- The MR1900 router provides a powerful wireless signal that can help reach many corners of your house. However, many devices, such as phones, that you may use to connect to the MR1900 do not have as powerful a wireless signal. Although the MR1900’s advanced wireless technology can help improve the performance and range of the devices, often the weaker signal of your other devices can be a limiting factor. If this happens in your home, you may want to add a Range Extender to help boost your wireless signal for these devices. For more information, please see www.motorolanetwork.com/extenders
Top Panel

Back Panel

ETHERNET (LAN 4, 3, 2, 1)
You can connect a computer, HDTV, game station, or other Ethernet-capable device to any of these 4 LAN ports.

WAN
Connect your modem or in-building network to the WAN port with an Ethernet cable.

RESET
Press the reset button for 8 seconds in the unlikely event that you need to reset your modem to factory defaults.

USB 2.0
USB port for USB storage devices. There is also a faster USB 3.0 port on the side of the MR1900.

POWER
Connect the supplied power cube between the power jack and an electrical outlet.
# Top Panel Lights

<table>
<thead>
<tr>
<th>LIGHT</th>
<th>COLOR</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| Power | White | ON: MR1900 power on  
       |       | OFF: MR1900 power off |
| WAN   | White or Green | White: Gigabit Ethernet connection to your modem  
       |       | Green: 10/100 Mbps connection to your modem  
       |       | Blinking: Data being sent  
       |       | OFF: No connection to your modem |
| Internet | White or Red | ON: Router online  
          |       | Blinking: Data being sent  
          |       | OFF: Router offline  
          |       | Red: Authentication failed (PPPOE only) |
| USB 2.0 | White | ON: USB device connected  
         |       | Blinking: Data being transferred to/from your USB device  
         |       | OFF: No device connected |
| USB 3.0 | White or Green | White: USB 3.0 device connected  
          |       | Green: USB 2.0 device connected  
          |       | Blinking: Data being transferred to/from your USB device  
          |       | OFF: No device connected |
| 2.4 GHz Wi-Fi | White | ON: 2.4 GHz Wi-Fi is enabled  
             |       | Blinking: Data is flowing  
             |       | OFF: Wi-Fi is not enabled |
| 5G GHz Wi-Fi | White | ON: 5 GHz Wi-Fi is enabled  
             |       | Blinking: Data is flowing  
             |       | OFF: Wi-Fi is not enabled |
| WPS   | White | Blinking: WPS is in discovery mode  
       |       | ON: Light will remain solid after WPS configuration is successful |
| LAN 1234 | White or Green | White: 1 Gigabit Ethernet connection  
           |       | Green: 10/100 Mbps Ethernet connection  
           |       | Blinking: Data being sent |
Troubleshooting Tips

Why can’t I connect to the Internet after installing my router?

Check the lights on the top of your router. By default the Power, WAN, Internet, 2.4 GHz and 5 GHz lights should be on. If you plugged a computer into one of the 4 Ethernet ports, then the corresponding Ethernet light should be on.

If none of the lights are lit, then:

• Check that the power cube jack is correctly plugged into the router and that the power cube is plugged into a live outlet.
• Turn off your router for 8 seconds and turn it back on. If the lights do not turn on, contact us as described in the “We like to help” section.

If both the WAN and Internet lights are off:

• Verify that the cable between the router and modem (or Ethernet jack if connecting to an in-building network) is plugged into the router’s WAN jack.
• If you’re using a modem, check that it’s powered up and connected to the Internet.
• Check that the modem that the router is plugged into is powered on and connected to the Internet.

If the MR1900’s WAN light is on but the Internet light is off:

• If the MR1900’s WAN light is on but the Internet light is off, you are connecting to your modem (or external network) but not to the Internet. Typically this means your router is not getting an IP address. To force the IP address, turn off your modem, router, and any computer connected to the router. Now power on the modem and wait until it connects to the Internet. Next, power on the router and wait 2 minutes. Then, power on your computer.
• If you are installing the router at the same time as a new cable modem you may have to wait up to 15 minutes for the cable modem to connect to the Internet.

**My 2.4 GHz and 5 GHz lights are off:**

• If these lights are off, it means the router’s wireless signal is off and any devices trying to connect to the Internet wirelessly will not work. To turn your wireless network on, press the Wi-Fi button on the side of your router.

**My lights are correct but I still can’t access the Internet.**

• Try using another device to access the Internet. If you are using a computer plugged into the router’s Ethernet port, try connecting to the router with a wireless device such as your mobile phone. As a reminder, the Wi-Fi SSID/Network Name and Wi-Fi Password/Key are printed on the label on the back of your router.
• Your computer might not be set up to use the router as its gateway. Restarting your computer will force it to receive the correct gateway information from the router.
• Verify that your modem or external network is connected to the Internet. Plug a computer directly into your modem or external network and check that your service is working.

**What if I am connected wirelessly but my connection seems slow or keeps dropping?**
Please re-read the Wireless Performance section above.
What if I don’t know my MR1900’s Wi-Fi SSID/Network Name or Wi-Fi Password/Key?

The default values are printed on the back label. Use these unless you changed them. If you changed them, and you have a device that connects wirelessly to the MR1900, it may show the Wi-Fi SSID/Network Name and Wi-Fi Password/Key. You can also find this information in the MR1900 Configuration Manager. Information about using this is in the Configuration Manager section above. If all else fails, reset the device to factory defaults by holding the Reset button for 8 seconds. You can then use the default values.

What if I think that wireless devices are interfering with my MR1900 wireless router?

- Where possible, put the MR1900 as far away as possible from interfering devices such as microwave ovens, Bluetooth transmitters and neighbors’ Wi-Fi routers.
- Try to pick a less used wireless channel for your MR1900. Go into your MR1900’s Configuration Manager.
  1. Click the wireless button at the top of the page, then click Scan Menu Item at the top of the page.
  2. Click the Scan Menu Item button. A list will appear of competing wireless networks, including the channels they are using. Write down one or more of the less used channel numbers, since a less used channel should be better for your MR1900.
  3. On the top of the page, click the Basic menu item.
  4. On the Basic page, select the channel you want in the Channel pulldown, then click Save.

Do you have any other questions? A good place to start is our full-length manual:
www.motorolanetwork.com/MR1900manual
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

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 MR1900.

- Do not put the MR1900 or its power cube in water, since this is a shock hazard.
- Do not use the MR1900 outdoors if that exposes the router to rain, snow, ice, excessive moisture, extreme temperatures, or other extreme conditions.
- Your MR1900 should be operated in an environment that’s between 32 and 104°F Fahrenheit (0 to 40° Centigrade).
- Your MR1900 should not be in a confined space. There should be room for air flow around the top, front, and sides of the MR1900.
- Make sure to use your MR1900’s power cube and a compatible electrical outlet.

FCC and Industry Canada Statement

Any changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment. This device complies with Class B Part 15 of the FCC Rules, Industry Canada ICES-003, and license-exempt RSS standards. 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. *Cet appareil numérique de la class B est conforme à la norme NMB-003 du Canada. Le présent appareil est conforme aux CNR d’Industrie Canada applicables aux appareils radio exempts de licence. L’exploitation est autorisée aux deux conditions suivantes: (1) l’appareil ne doit pas produire de brouillage, et (2) l’utilisateur de l’appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d’en compromettre le fonctionnement.*

Note: this equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: reorient or relocate the receiving antenna, increase the separation between the equipment and receiver, connect the equipment into an outlet on a circuit different from that to which the receiver is connected, and/or consult the dealer or an experienced radio/TV technician for help.

FCC and IC Radiation Exposure Statement: This equipment complies with radiation exposure limits and should be installed and operated with minimum distance 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. *Le présent appareil est conformé après examen de ce matériel aux conformité ou aux limites d’intensité de champ RF, les utilisateurs peuvent sur l’exposition aux radiofréquences et la conformité et compliance d’acquérir les informations correspondantes.*

- ~ Input supply voltage is from AC outlet (mains), disconnect device from outlet to remove power.
- Double-insulated, does not require a connection to Earth ground.
- WEEE is a directive in the EU that designates safe and responsible collection, recycling, and recovery procedures for electronic waste.

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