



MX1200 Range Extender Quick Start Guide



Keeping you connected



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Let's get started

You can install your MX1200 with 3 easy steps.

- Make a wireless connection between the MX1200 and your WiFi router. Your WiFi router may be a stand-alone router, or it may be bundled with a cable modem, DSL modem, or other Internet access device.
- Find a good location for your MX1200.
- Set up a wireless connection between your wireless devices and the MX1200.

Para una Guía de Inicio Rápido en español, por favor vaya a www.motorolanetwork.com/extenders/MX1200IR

1 Make a wireless connection to your router

Which band to use?

The MX1200 has 2.4 and 5 GHz bands, and it can use either one if your router supports both bands. (Many routers only support 2.4 GHz, but that's okay.) By default, the MX1200 is set for 2.4 GHz, and for most people this is the best choice. In the unlikely event that you want to try 5 GHz, set the Host Switch on the side of the unit to 5.



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Most routers support WPS, so they have a WPS button. If your router doesn't have a WPS button, please go to **Option B – Set up your MX1200 without using WPS**. Otherwise use Option A below.

Option A - Set up your MX1200 using WPS

1. Check that your router is on, and that the MX1200's **On/Off** button is in the **On** position. Plug the MX1200 into an electrical power outlet that is near your router, preferably in the same room. (You will move it later.)
2. Wait for the MX1200 to have the **Too Close** and **Too Far** red lights flashing simultaneously.
3. Press the **WPS** button on your router.
4. Press the **WPS** button on your MX1200 for at least one second.
5. Wait until one of the MX1200 range lights is lit solid. When that occurs, go to **Choose the MX1200's location**. If the range lights continue to flash, please try **Option B** below.



Option B - Set up your MX1200 without using WPS

You only use Option B if you don't have a WPS button or if Option A didn't work. With Option B you set up the MX1200 by using an Ethernet or wireless connection from the MX1200 to a SETUP DEVICE - any computer, tablet, smartphone, or other device that has an Internet browser.

1. Make sure that the Setup Device is ON and is not connected to the Internet. You may need to unplug an Ethernet cable or disconnect a WiFi connection.
2. Be sure that the MX1200's **On/Off** button is in the **On** position. Plug the MX1200 into a power outlet that is near your router. (You will move it later.)
3. Wait until you see the **Power** light on steady white and the **Too Close** and **Too Far** red lights flashing simultaneously.
4. Now connect your Setup Device to the MX1200. If the Setup Device has an Ethernet port, you can connect the included Ethernet cable between the Setup Device's Ethernet Port and the MX1200's Ethernet jack. If instead you want or need to use wireless for the connection, first look for **MOTO-EXT** or **MOTO-EXT5G** in the list of wireless networks shown in the wireless settings section of your Setup Device. Select **MOTO-EXT** or **MOTO-EXT5G** to connect your Setup Device.



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5. Your browser may open automatically to the WiFi Extender Login screen. If not, open the Internet browser of your Setup Device. Then, type **SetupExtender.net** in the address field and press **Enter**.

At the Login prompt, enter **motorola**.

6. The Quick Setup page will appear. Click **Start** at the bottom of the page.
7. A list of available wireless networks will be displayed. Select your router's wireless network and then click **Next**. Enter the **Wireless Key/Password** for your router's wireless Network and then click **Finish**, MX1200 lights will flash, and after about 15 seconds you should get a Congratulations message in your browser. Click **Ok** in the browser. Option B setup is successful!

Whether you used Option A or Option B above, your MX1200 should now be setup for linking to your router. Please continue to section 2 below.



2 Choose the MX1200's location

A good location for the MX1200 is typically between the router and a place where you want better WiFi reception. The location is not near your router, but not so far away from the router that there's a bad WiFi connection back to the router. In many cases a good place is close to the place where you want better WiFi reception.

1. Plug the MX1200 into a wall outlet in a place that you think should work best.
2. Wait about 20 seconds while the MX1200 starts up. The range lights will scroll back and forth, searching for and connecting to your router. After roughly another 20 seconds, the scrolling will stop and the signal quality will be shown.

Check the light status, using the chart below. Ideally the **Good** light will be solid green and you can move on to step 3 below. If the Good light isn't solid green, move the MX1200 to a different wall outlet, using the MX1200 lights' advice. If the lights continue to scroll after 2 minutes, then you are out of range of your router; so you should move the MX1200 to an outlet closer to the router.



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Your location does not need to be perfect. Good (green) is the ideal location. A Little Too Far (amber) and A Little Too Close (amber) will also work well. Sometimes even Too Close (red) works fine, but if possible you should move the MX1200 farther from the router. Too Far (red) means that you should move the MX1200 closer to your router if possible.

Note that it is normal for the lights to change occasionally. This is because wireless signals can vary due to factors such as interference from other wireless networks. However, the Too Far light means that you should move the MX1200 closer to your router if possible.

Light Indications



Too Close - red

Move the MX1200 away from your router.

A Little Too Close - amber

If possible, move your MX1200 a little farther from your router.

Good - green

Router signal strength is good. This is the ideal location/distance for your network.

A Little Too Far - amber

If possible, move your MX1200 a little closer to your router.

Too Far - red

Move the MX1200 closer to your router.

Note: the lights will not all be on at the same time.

Lights Scrolling - trying to establish a connection to the router. If the lights continue to scroll and do not settle on one steady light, your MX1200 is too far away from the router. Move it to a power outlet that is closer to the router and try again.

Too Close and Too Far blinking simultaneously - The MX1200 is not configured to connect to your router. Go back to step 1 above.



3 Connect with other WiFi devices

Go to the wireless setup section of your computer, smartphone, tablet, or other wireless device, and there you should select which of the two MX1200 wireless networks (2.4 or 5 GHz) you wish to use for that device. Here are some guidelines:

- If the device is a smartphone or tablet and you have a big home, 2.4 GHz may be a good choice.
- If the device is an HDTV or game station and it has 5 GHz wireless capability, 5 GHz is probably a good choice.
- Otherwise you should probably try 5 GHz first if your device support that, and try 2.4 GHz if 5 GHz doesn't work well.

Once you decide whether to use 2.4 or 5 GHz, it's easy to find the right network name in the wireless setup section. If your router's network name is MOTO15EC, for example, the network name for the MX1200's 2.4 GHz band is MOTO15EC-EXT and the connection for the MX1200's 5 GHz band is MOTO15EC-EXT5G. Select whichever network you want, and then enter the wireless password/key. This password/key is the same wireless password/key used for your router.



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Some Useful MX1200 Controls, plus an Ethernet Port



WPS button

The WPS button was discussed in Option A of Step 1 above. The WPS button is used to establish a wireless connection to your router. It is not used to connect to your wireless devices.

Reset

Between the Host switch and the WPS button is a Reset button. If you have forgotten your password, or if your MX1200 stops working, you can reset to the original factory settings. With the MX1200 plugged in and switched on, press the Reset button for one second to restore it to factory defaults.



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Host Switch

Next to the Ethernet port is a switch that sets the frequency band that your MX1200 uses to connect to the host router. By default, your MX1200 uses the 2.4 GHz band since almost all routers support 2.4 GHz. This frequency also works farther from the router. The downside of 2.4 GHz is that it's not as fast as 5 GHz when the router and MX1200 are near each other.

If you have a dual band router, the 5 GHz band may give enhanced performance. Often there is reduced wireless congestion on the 5 GHz frequency. Selecting the 5 GHz band may reduce the MX1200's range, so you may need to move the MX1200 closer to your router. To change bands, unplug the MX1200, move its Host Switch to 5, and follow the steps in [Make a Wireless Connection](#) above.

Ethernet Port

The MX1200 Ethernet port can be used with the enclosed Ethernet cable during installation as described above. The Ethernet port can also be used to provide a router connection to an Ethernet-capable device.



Troubleshooting Tips

I'm unable to access the MX1200 when I enter SetupExtender.net.

- First check that the MX1200's white Power light is on. If it is not on, the MX1200 is not receiving power.
- Check that your Setup Device is connected to the MX1200. If you are using an Ethernet cable to connect to the Setup Device, make sure it is securely plugged between the Setup Device and the MX1200. If you are using wireless to connect the MX1200 to the Setup Device, be sure no Ethernet cable connects the Setup Device to your router during this setup step. Next, make sure you are connected to one of the MX1200's wireless networks, whose network name ends with EXT or EXT5G
- Close your browser, then open it again, then enter SetupExtender.net
- If this doesn't work, try a different browser.

The Too Close and Too Far buttons are flashing red or all the range lights are continuing to scroll.

- Please see the section on lights for explanation.

When I connect to the MX1200, it is asking me for a Wireless Password. I don't know the password.

- The MX1200 password is the same wireless password used for your router.

None of the outlets in my house causes the Good light to come on.

- Your MX1200 should still work properly. However, if the Too Far light is on, we recommend that you move the MX1200 closer to the router.



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I can't access the Internet through the MX1200.

- Make sure that your Internet modem is on and has an Internet connection, and that your router is on and working. If the router is separate from the modem, check the router's connection to the modem.
- Check that your wireless device is connected to the MX1200. If your router's wireless Network name is MyNetwork then the MX1200 networks will be MyNetwork-EXT and MyNetwork-EXT5G.
- Check that one of the range lights on your MX1200 is solidly lit.

Do you have any other questions? We have more information at www.motorolanetwork.com/support

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

- Do not put the MX1200 in or near water, since this is a shock hazard.
- The MX1200 should normally be installed indoors. If you use it outdoors, protect it from moisture and be careful about temperature.
- Your MX1200 should be operated in an environment that's between 32 and 104° Fahrenheit (0 to 40° Centigrade).
- Your MX1200 should not be in a confined space. There should be room for air flow around the top, front, and sides.

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.*

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. 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 20cm 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 conforme après examen de ce matériel aux conformités 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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