User Manual

The Motorola Netopia® 2210-02 ADSL2+ Gateway

Single-port Ethernet

MOTOROLA

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Safety Information

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IMPORTANT SAFETY INSTRUCTIONS – POWER SUPPLY INSTALLATION. Connect the power supply cord to the power jack on the Motorola Modem. Plug the power supply into an appropriate electrical outlet.

CAUTION: Depending on the power supply provided with the product, either the direct plug-in power supply blades, power supply cord plug or the appliance coupler serves as the mains power disconnect. It is important that the direct plug-in power supply, socket-outlet or appliance coupler be located so it is readily accessible.
(Sweden) Apparaten skall anslutas till jordat uttag när den ansluts till ett nätverk
(Norway) Apparatet må kun tilkoples jordet stikkontakt.

TELECOMMUNICATION INSTALLATION. When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.

PRODUCT VENTILATION. The Motorola Modem is intended for use in a consumer's home. Ambient temperatures around this product should not exceed 104°F (40°C). It should not be used in locations exposed to outside heat radiation or trapping of its own heat. The product should have at least one inch of clearance on all sides except the bottom when properly installed and should not be placed inside tightly enclosed spaces unless proper ventilation is provided.

SAVE THESE INSTRUCTIONS

Motorola Part Number: 6180206-00-01

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1 Checklist

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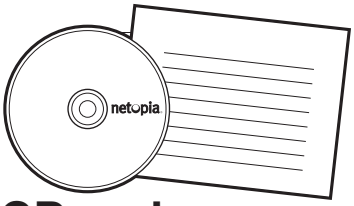
Thank you for selecting the Motorola Netopia® 2210-02 ADSL2+ Gateway. This guide will help you set up and configure your network.

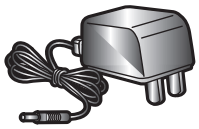
Check your package contents. It should contain the items shown here:

Motorola Modem

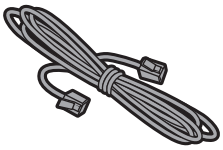
User Manual



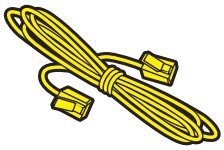
CD and Wallmount Template



Power Supply



Gray RJ-11 Phone Cable



Yellow RJ-45 Ethernet Cable

If you don't have everything, contact your supplier immediately.

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2 Connections

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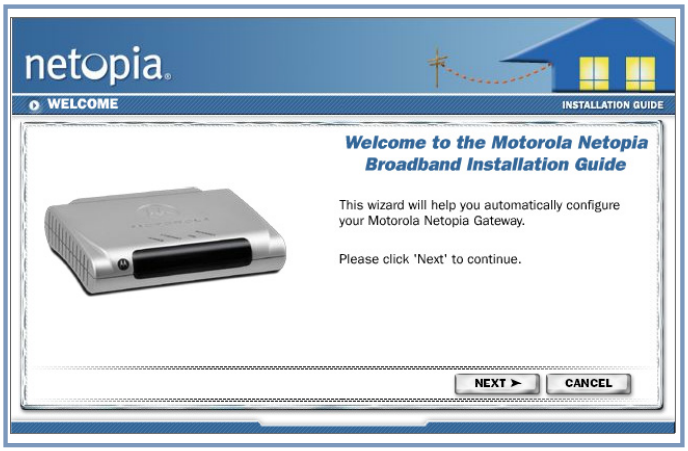
Note: *Macintosh users: skip to Step #2 below.*

1. Windows users: Insert the Motorola Netopia CD into your CDROM drive. The Installation Guide Wizard should start automatically and the Welcome screen should appear to step through your connection installation(s).



The Motorola Netopia Installation Guide Wizard automates several tasks to get you up and running easily. Run the Wizard on every Windows-based PC that will connect to your network.

Click the **Next** button.

Follow the on-screen instructions to make all of your connections.

2. Locate the Modem near a power source, a DSL wall outlet, and in a location where air can circulate freely around it.

3. Connect the rounded end of the power supply to the power jack on the back panel of the Modem. Then, plug the power supply into an electrical outlet.

The **Power** LED should light solid green.

4. Connect one end of the gray RJ-11 Phone cable to the port labeled "DSL" on the Modem. Connect the other end of the Phone cable to your DSL wall outlet.

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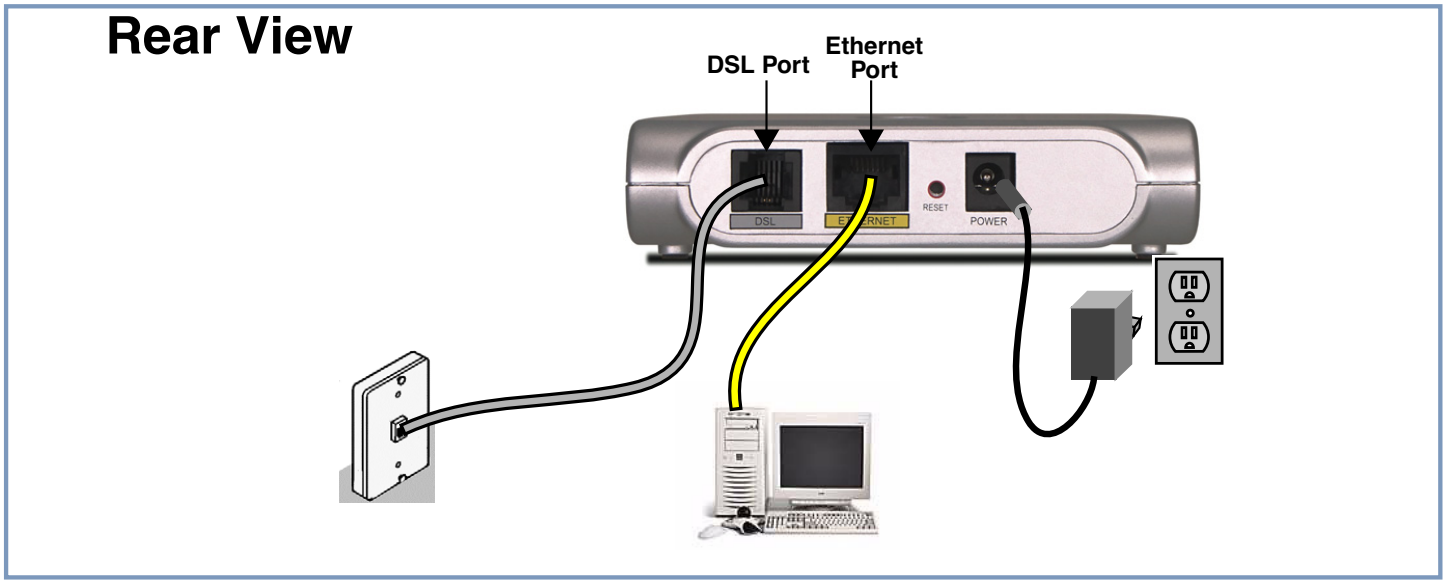
5. Connect one end of the yellow RJ-45 Ethernet cable to the port labeled “Ethernet” on the modem. Connect the other end of the Ethernet cable to the Ethernet port on your PC.



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When all of your connections are made, the status LEDs on the front of your Motorola Modem will light, according to the following diagram:

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Top View

Power -
Solid Green = Power on
Off = Power off
Flashing Red = **P**ower **O**n/**S**elf **T**est
Solid Red = **PO/ST** Failure

Internet -
Solid green = Connected to Internet
Off = Bridge mode or
modem power is off
Flashing green = Attempting PPP
connection
Red = Connection failed

Ethernet -
Solid green = Device connected.
Off = No device connected or
modem power is off

DSL -
Solid green = DSL synch
Off = Modem power off
Flashing green = DSL attempting synch
Flashing green/red = DSL fails to synch 3 times
Flashing red = No DSL signal

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3 Device Configuration

You can access the Web-based configuration pages at any time as follows:

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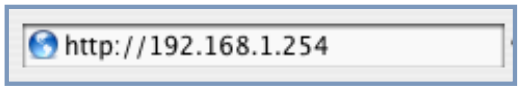
1. **Run a Web browser, such as Firefox, Safari, or Microsoft Internet Explorer, and enter**
   http://192.168.1.254 **in the URL Address text box.**
   Press Return.



Note: *You may be prompted to select your language preference. If prompted, choose a language to continue.*

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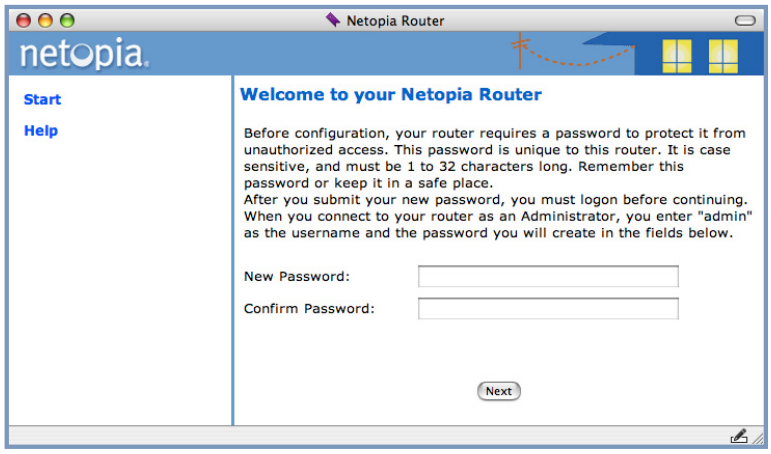
2. **For security purposes you must create a password for your Gateway. Enter a new password, repeat it, and click the Next button.**



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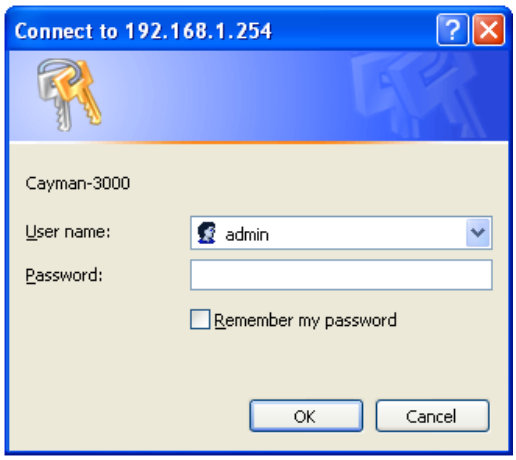
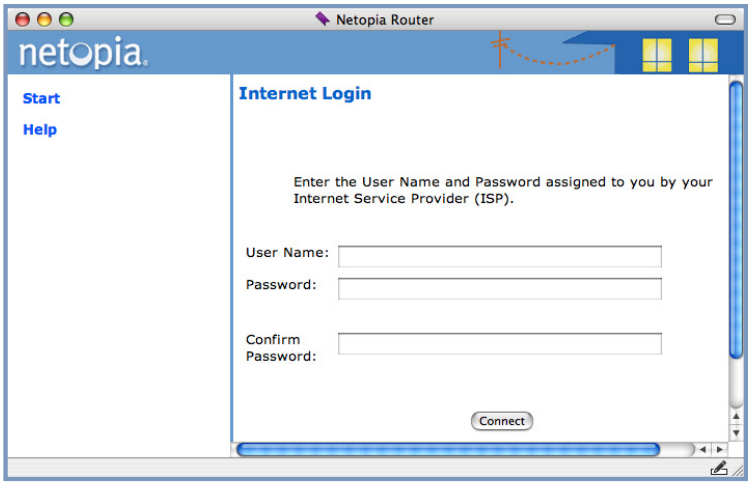


You must log in to the Modem. The default User name is ***admin***. Enter the Password you just created. Type these in their respective fields and click **OK**.

3. You will be asked to log in with a User ID and Password.



The User ID and Password are supplied by your Service Provider.

Type these in their respective fields and click the **Connect** button.

Congratulations! Your connection is up and running and you should be able to browse the Internet by typing a URL address in your browser's Address text box or by selecting any of your favorite bookmarks.

Should you require additional information, the inside pages of this Guide contain Frequently Asked Questions (and Answers) and Basic Troubleshooting tips. The latest *Administrator's Handbook* with advanced configuration instructions is also available on-line at:
http://www.netopia.com/support/hardware/documentation.html

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Client Configuration

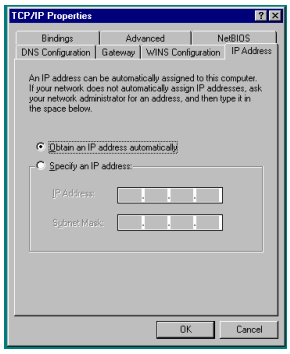
Your Modem serves Dynamically-assigned IP addresses by default. Be sure to configure each computer connected to your Modem to accept a Dynamically-assigned IP address, commonly referred to as DHCP.

Microsoft Windows:

Step 1. Navigate to the *TCP/IP Properties* Control Panel.

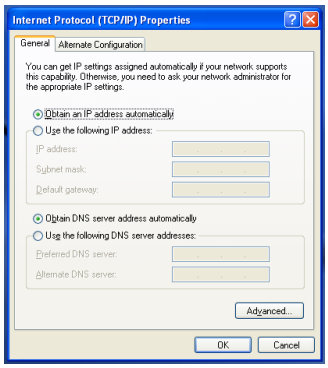
a. Windows 98, 2000, and ME versions follow a path like this:

Start menu -> ***Settings*** -> ***Control Panel*** -> ***Network*** (or ***Network and Dial-up Connections*** -> ***Local Area Connection*** -> ***Properties***) -> ***TCP/IP [your_network_card]*** or ***Internet Protocol [TCP/IP]*** -> ***Properties***



b. Windows XP follows a path like this:

Start menu -> ***Control Panel*** -> ***Network and Internet Connections*** -> ***Network Connections*** -> ***Local Area Connection*** -> ***Properties*** -> ***Internet Protocol [TCP/IP]*** -> ***Properties***



Step 2. Select *Obtain an IP address automatically.*

Step 3. Select *Obtain DNS server address automatically*, if available.

Step 4. Remove any previously configured Gateways, if available.

Step 5. OK the settings. Restart if prompted.

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c. Windows Vista is set to obtain an IP address automatically by default. You may not need to configure it at all.

To check, open the **Networking** Control Panel and select **Internet Protocol Version 4 (TCP/IPv4)**. Click the **Properties** button.

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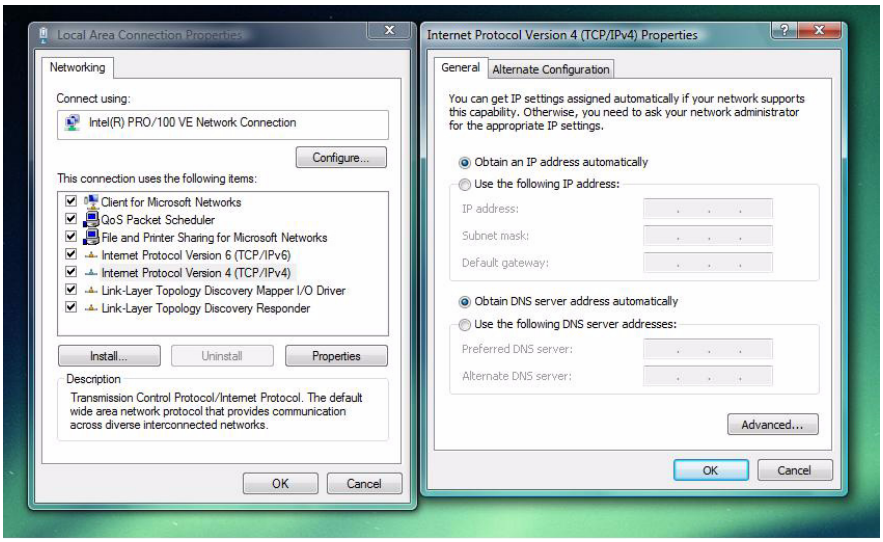
The **Internet Protocol Version 4 (TCP/IPv4) Properties** window should appear as shown.

If not, select the radio buttons shown above, and click the **OK** button.



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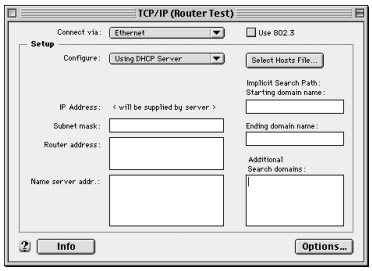
Macintosh Mac OS 9 or Mac OS X:

Step 1. Access the *TCP/IP* or *Network* control panel.

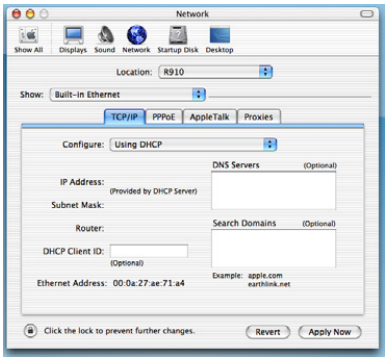
a. Mac OS 9 follows a path like this:

Apple Menu -> ***Control Panels*** -> ***TCP/IP*** Control Panel



b. Mac OS X follows a path like this:

Apple Menu -> ***System Preferences*** -> ***Network***



Step 2. Select *Built-in Ethernet*

Step 3. Select *Configure Using DHCP*

Step 4. Close and Save, if prompted.

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FAQs

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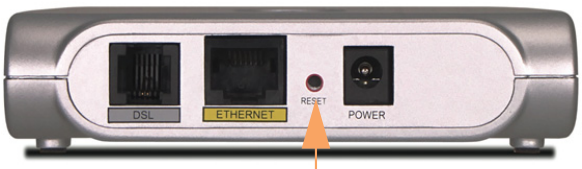
Q: Why is my DSL light flashing green?

A: A flashing green light indicates that no cable is attached to the DSL port or that the Motorola Modem is negotiating a connection. A solid green DSL light indicates that an internet connection is established. If your DSL light does not become solid green, verify that the connection from the Motorola Modem's DSL port to the telephone/DSL jack is secure. If the connection is secure, contact your ISP (Internet Service Provider) to verify that your DSL line is functioning properly.

Q: I forgot my Admin password, how can I access my Motorola Modem?

A: If you forgot your Admin password, the only way to access the Motorola Modem is to do the following:

Referring to the following diagram, find the Factory Reset switch:



Factory Reset Switch

Carefully insert the point of a pen or an unwound paperclip into the center of the switch.

- If you press the factory default button for less than 1/2 a second, the unit will continue to run as normal.
- If you press the factory default button for more than 3 seconds, when you release it, the Modem will perform a factory reset, clear all settings and configurations, and reboot.

Note: *To assure the Motorola Modem factory defaults you MUST hold the reset switch for more than 3 seconds. When you release it, the Modem will perform a factory reset, clear all setting and configurations, and reboot.*
Keep in mind that all of your settings will need to be reconfigured.

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Q: What is the default IP address of my Motorola Modem?

A: The default IP address of the Motorola Modem is 192.168.1.254. You may access the WebUI configuration pages by typing http://192.168.1.254 URL into your browser.

Q: I made some configuration changes in my Motorola Modem and the changes have not taken effect.

A: Any configuration changes made to the Motorola Modem require a save and restart before they take effect.

Q: How do I access the configuration screens of my Motorola Modem?

A: You may access your Motorola Modem by typing the following into your web browser http://192.168.1.254.

By default, your Motorola Modem has an Ethernet IP Address of 192.168.1.254.

Q: What is the default password of the Motorola Modem?

A: Motorola Netopia Gateways are not distributed with a default password. Upon initial configuration, the Gateway requires a new password to be set.

Q: How do I register my Motorola Modem?

A: Please register your Motorola Modem by navigating to the following URL:

http://www.netopia.com/equipment/products/product_reg.html

By registering Motorola products, you'll be assured of faster service, timely notification of product updates and qualifications for upgrade discounts.

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Basic Troubleshooting

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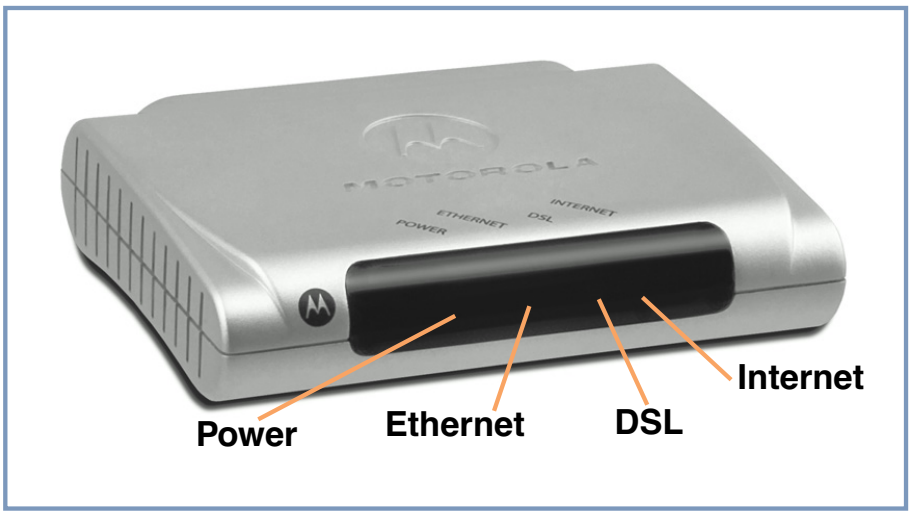
This section gives some simple suggestions for troubleshooting problems with your Modem's initial configuration.

Before troubleshooting, make sure you have

- plugged in all the necessary cables; and
- set your PC's TCP/IP controls to obtain an IP address automatically.

The first step in troubleshooting is to check the status indicator lights (LEDs) in the order outlined below.



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LED Function Summary

Power	**Solid Green** = Power on	**Off** = Power off	**Flashing Red** = **P**ower **O**n/**S**elf **T**est	**Solid Red** = **PO/ST** Failure	
DSL	**Solid green** = DSL synch	**Off** = Modem power off	**Flashing green** = DSL attempting synch	**Flashing green/red** = DSL fails to synch 3 times	**Flashing red** = No DSL signal
Ethernet	**Solid green** = Device connected.	**Off** = No device connected or modem power is off			
Internet	**Solid green** = Connected to Internet	**Off** = Bridge mode or modem power is off	**Flashing green** = Attempting PPP connection	**Red** = Connection failed	

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If a status indicator light does not look correct, look for these possible problems:

If LED is not Lit	Possible problems
Power	• Make sure the power adapter is plugged into the DSL Modem properly. • Try a known good wall outlet. • If a power strip is used, make sure it is switched on.
DSL	• Make sure that any telephone has a microfilter installed. • Make sure that you are using the correct cable. The DSL cable is the thinner standard telephone cable and labeled "Data Cable." • Make sure the DSL cable is plugged into the correct wall jack. • Make sure the DSL cable is plugged into the DSL port on the DSL Modem. • Make sure the DSL line has been activated at the central office DSLAM. • Make sure the DSL Modem is not plugged into a micro filter.
Ethernet	• Make sure the you are using the yellow Ethernet cable, not the DSL cable. The Ethernet cable is thicker than the standard telephone cable. • Make sure the Ethernet cable is securely plugged into the Ethernet jack on the PC. • Make sure the Ethernet cable is securely plugged into the Ethernet port on the DSL Modem. • Make sure you have Ethernet drivers installed on the PC. • Make sure the PC's TCP/IP Properties for the Ethernet Network Control Panel is set to obtain an IP address via DHCP. • Make sure the PC has obtained an address in the 192.168.1.x range. (You may have changed the subnet addressing.) • Make sure the PC is configured to access the Internet over a LAN. • Disable any installed network devices (Ethernet, HomePNA, wireless) that are not being used to connect to the DSL Modem.

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Support

Answers to many frequently asked product-related questions, as well as full product documentation with advanced configuration instructions, are also available on-line at: **http://www.netopia.com/support**

Note the serial number (**SN**:) of your Modem. It is located on the label on the bottom of the Modem below the model number. You will need the Modem's serial number if you need to call for technical support.

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