

## Motorola Modems (Series M / CPE 150 / Rover Hub)

1. Open an internet browser and go to the web address 192.168.15.1. The password is CLEAR123 (all uppercase). The password also has a small chance of being "motorola" (without the quotations) or "nsn" (without the quotations).



2. The webpage will open to the default modem status page.



3. Select the "Port Forwarding" tab on the top right of the user interface.



4. Verify that the "Enable UPnP IGD" checkbox is selected and the "DMZ IP Address" field is left blank.
  - If there is anything listed in these boxes, remove it and select "Apply" before continuing



5. Click "Apply".



6. The modem will now need to be powercycled. This can be done one of two ways:

- Close the browser and unplug the modem for at least 30 seconds
- Click the "sun" looking icon at the very bottom left of the user interface on the modem (to the left of the "Wizard" button).