tp-link

Quick Installation Guide

DOCSIS 3.0 High Speed Cable Modem

TC-7620

Connect the Hardware

Internet

Reset

Ethernet cable

3

LAN

Power adapter

Coaxial cable

1 →

Cable

2 →

Power

4 Wait until the Internet LED ⊘ turns solid on. The modem has synchronized with your internet service provider's (ISP) server.

Note: If the Internet LED does not turn solid after about 1 minute, call your ISP's customer service.
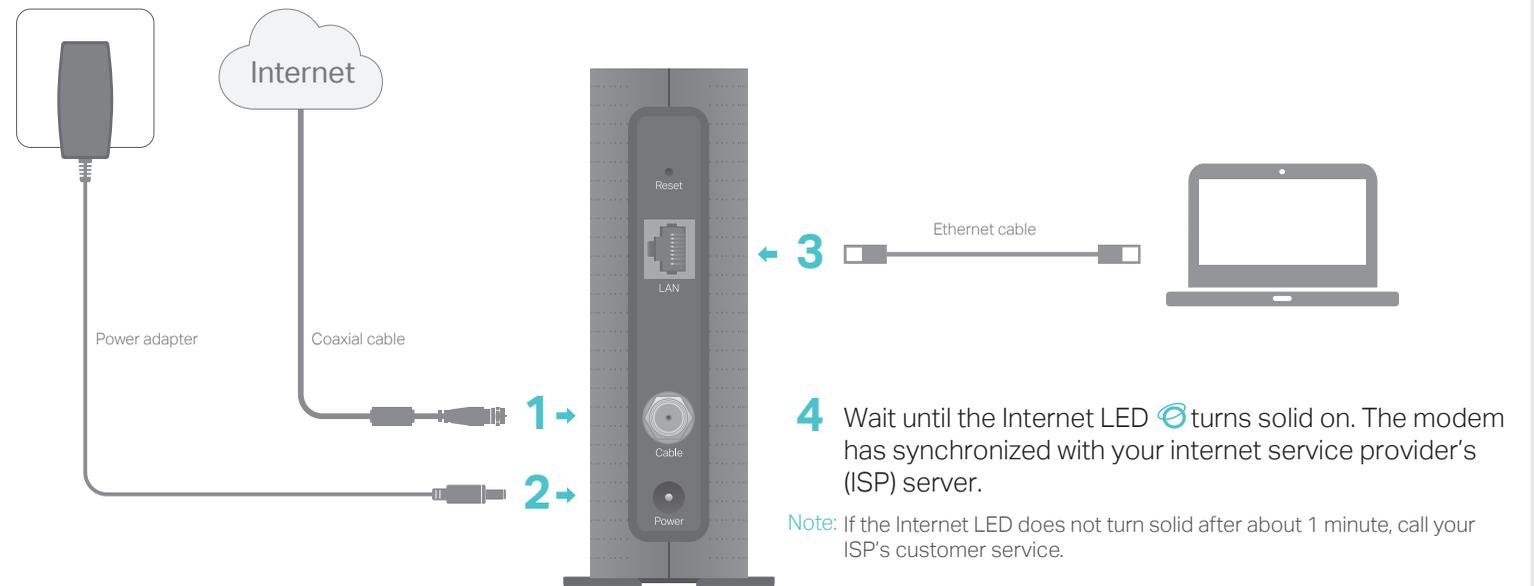
Activate the Modem

1 Get your internet service account information and the modem's Information Card ready.

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Hardware version: V1
Default Access:
IP: 192.168.100.1
Username: admin
Password: admin

S/N: XXXXXXXXXXXX   US/2.0
MAC: XX-XX-XX-XX-XX-XX

Hardware Version
Serial Number
MAC Address
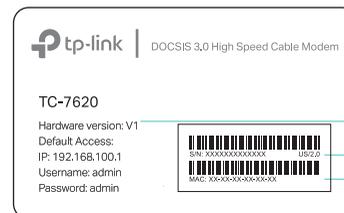
2 Make sure your computer is set to dynamically obtain an IP address.

3 Launch a web browser, and visit any website. You will be automatically redirected to your ISP's self-activation page.

4 Follow the on-screen instructions to activate the modem, and wait for about 10 minutes until the LEDs 📺 🖥 ⊘ turn solid.

If you have any problem activating the modem, please contact your ISP.

Contact information of major cable ISPs:

Xfinity by Comcast:	Check your bill for the support number
Spectrum:	1-855-757-7328
Cox:	1-800-234-3993

The contact information listed might change. You can also find the contact information in your monthly internet service billing statement.

Enjoy the Internet

Now you can use your computer to surf the internet.
If you want to share internet access, connect a router to the modem. You will need to reboot the modem to get the router connected to the internet.

Note: If you are unable to access the internet, refer to FAQ > Q1 for instructions.

For additional configuration, log in to the web management page at http://192.168.100.1, and enter admin (all lowercase) for both username and password.

FAQ (Frequently Asked Questions)

Q1. What should I do if I cannot access the internet?

A1. Make sure that all cables are correctly and securely connected to the modem.

A2. Contact your internet service provider to ensure your modem is activated. If it isn't, your internet service provider can activate it for you.

A3. Make sure that your computer is set to obtain an IP address automatically.

A4. Unplug the modem's power adapter from the electrical outlet and then plug it in again.

A5. Reset the modem. Please refer to FAQ > Q4 for instructions.

A6. Contact our Technical Support if the problem persists.

Q2. What should I do if I cannot access the web management page?

A1. Check if the computer is set to a static IP address. If so, change its settings to obtain an IP address automatically.

A2. Make sure http://192.168.100.1 is correctly entered in the web browser.

A3. Use another web browser.

A4. Unplug and reconnect both ends of the Ethernet cable.

Q3. What should I do if I forget my web management password?

A. If you have forgotten your password, refer to FAQ > Q4 to reset the modem. This will reset the password back to admin.

Q4. How can I restore the modem to its factory default settings?

A. With the modem powered on, press and hold the Reset button on the rear panel until all LEDs turn on momentarily, then release the button.

Reset Button
Press & Hold for 5 seconds

LED Indicators

LED	Status	Indication
⏻ (Power)	Off	Power is off.
	On	Power is on.
(Downstream)	Off	The synchronization has not started or has failed.
	White	The modem has synchronized one channel.
	Green	The modem has synchronized more than one channel.
	Flashing	The modem is scanning for downstream channels.
(Upstream)	Off	The synchronization has not started or has failed.
	White	The modem has synchronized one channel.
	Green	The modem has synchronized more than one channel.
	Flashing	The modem is synchronizing upstream channels.
(Internet)	Off	Internet service is unavailable.
	On	Internet service is available.
	Flashing	The modem is attempting to connect to the internet.
(LAN)	Off	The LAN port is not connected to a powered-on device.
	On	The LAN port is connected to a powered-on device.
	Flashing	The LAN port is sending or receiving data.

Safety Information

The product should be connected to cable distribution system that grounded (earthed) in accordance with ANSI/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93 - Grounding of Outer Conductive Shield of a Coaxial Cable.

Support

For advanced configuration, refer to the User Guide which can be downloaded at http://www.tp-link.us/support/download.
For additional FAQs, visit http://www.tp-link.us/support/faq.
For further assistance, contact Technical Support at 1-866-225-8139 or visit http://www.tp-link.us/support/contact.