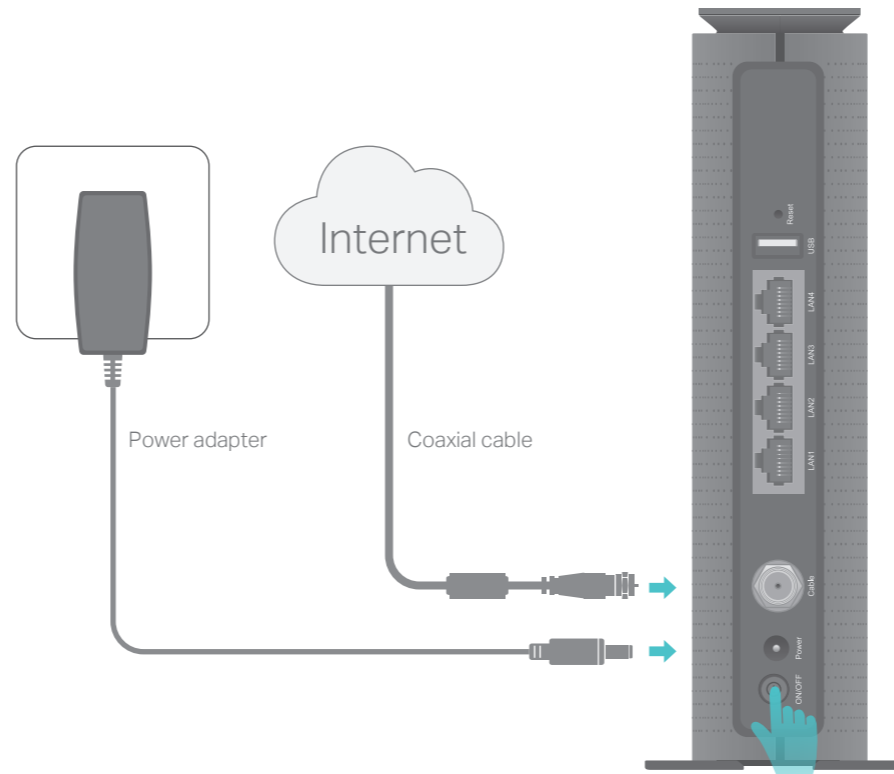**tp-link**

Quick Installation Guide

300Mbps Wireless N DOCSIS 3.0
Cable Modem Router

TC-W7960

Connect the Hardware

1 Connect the coaxial cable and power adapter to the modem router, then power on your modem router.

Internet

Power adapter   Coaxial cable

2 Wait for about 1 minute until the following LEDs turn solid.

Notes:
1. Keep the power on at all times during this process.
2. If the Internet LED does not turn solid after about 1 minute, call your ISP's customer service.
3. If the wireless LED is off, please press the WiFi button on the front panel, then check the LEDs again.

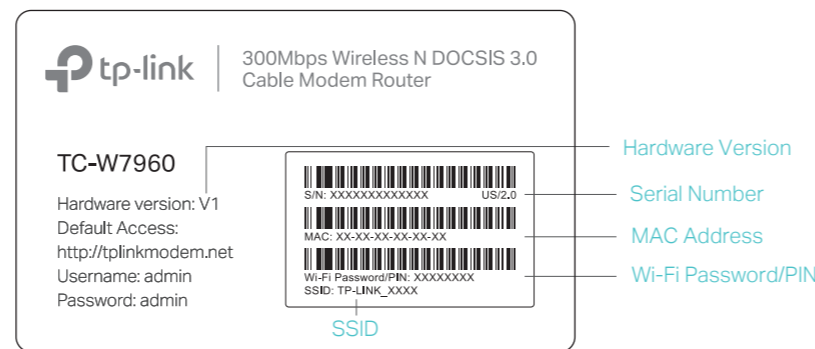**3** Connect your computer to the modem router via a wired or wireless connection.

Wired: Connect the computer to the modem router's LAN port via an Ethernet cable.

Wireless: On your computer, select and connect to the modem router's wireless network. The default wireless network name (SSID) and password are on the provided Information Card.

Or you can set up a connection via the WPS button, which is on the front panel of the modem router. For more information about WPS, refer to the User Guide at http://www.tp-link.com.

Activate the Modem Router

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

Information Card

tp-link | 300Mbps Wireless N DOCSIS 3.0 Cable Modem Router

TC-W7960

Hardware version: V1
Default Access:
http://tplinkmodem.net
Username: admin
Password: admin

S/N: XXXXXXXXXXXX   US/2.0
MAC: XX-XX-XX-XX-XX-XX
Wi-Fi Password/PIN: XXXXXXXX
SSID: TP-LINK_XXXX

Hardware Version
Serial Number
MAC Address
Wi-Fi Password/PIN
SSID

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 service provider's self-activation page.

4 Follow the on-screen self-activation instructions to activate the modem router.

If you have any problem activating your modem router, call your ISP's customer service .

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

After activating your modem router successfully, wait for about 10 minutes till these LEDs become solid on, then you can enjoy the Internet.

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

If you want to customize the wireless network, please filp this piece of paper to see detailed instructions.

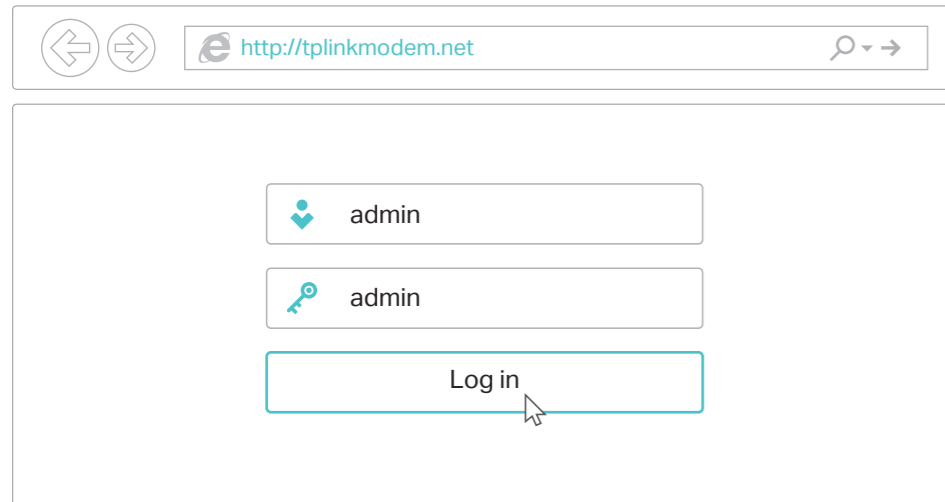# Customize the Wireless Network

1. Connect your computer to the modem router via a wired or wireless connection.

2. Launch a web browser and type in **http://tplinkmodem.net** or **http://192.168.1.1**. Use **admin** for both username and password, then click **Log in**.

   Note: If the login page does not appear, please refer to FAQ > Q2.

   | http://tplinkmodem.net |

   | 👤 admin |
   | 🔑 admin |
   | **Log in** |

3. Go to **Basic** > **Wireless** to personalize your wireless network name (SSID) and password, then click **Save**.

   Once done, you will need to reconnect to your wireless network using the new SSID and password.

   Note: To enable and customize guest network, go to **Basic** > **Guest Network**.

LED Indicators

LED	Status	Indication
⏻ (Power)	On/Off	Power is on or off.
📥 (Downstream)	White	The modem router has synchronized one channel.
	Green	The modem router has synchronized more than one channel.
	Flashing	The modem router is scanning for downstream channels.
	Off	The synchronization has not started or has failed.
📤 (Upstream)	White	The modem router has synchronized one channel.
	Green	The modem router has synchronized more than one channel.
	Flashing	The modem router is synchronizing upstream channels.
	Off	The synchronization has not started or has failed.
⊘ (Internet)	On/Off	Internet service is available or is unavailable.
	Flashing	The modem router is attempting to connect to the internet..
🖥 (LAN)	On	At least one LAN port is connected to a powered-on device.
	Off	No LAN port is connected to a powered-on device.
↤ (USB)	On	A USB device is plugged into the USB port.
	Flashing	A USB device is being identified.
	Off	No device is plugged into the USB port.
📶 (Wireless)	On/Off	The wireless network is enabled or disabled.
↻ (WPS)	On/Off	This light remains on for 5 minutes when a WPS connection is established, then turns off.
	Flashing	WPS connection is in progress. This may take up to 2 minutes.

USB Features

The USB port can be used for media sharing, storage sharing and printer sharing within your local network. You can also set up an FTP server to access your files remotely through the Internet.
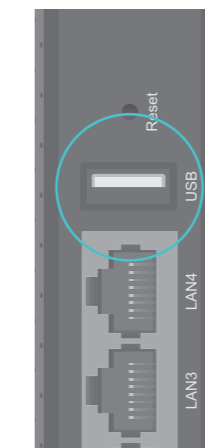
USB Port for Sharing

🌐 Remote Access via FTP Server

▶ Media Sharing

↯ Local Storage Sharing

🖨 Printer Sharing

To learn more about the USB features, visit **http://tp-link.com/app/usb**, or simply scan the QR code.

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.

FAQ (Frequently Asked Questions)

Q1. What can I do if I cannot access the Internet?
A1. Make sure the coaxial cable, Ethernet cable and power adapter are plugged in correctly.
A2. Contact your Internet service provider to make sure the modem router is activated.
A3. Contact our Technical Support if the problem persists.

**Q2. What can I do if the login page does not appear?**
A1. If the computer is set to a static or fixed IP address, change the setting to obtain an IP address automatically.
A2. Make sure **http://tplinkmodem.net** or **http://192.168.1.1** is correctly entered in the web browser.
A3. Use another web browser and try again.
A4. Reboot your modem router and try again.
A5. Disable then re-enable the network adapter being used.

Q3. What can I do if I forgot my password?
• For the web management page password:
A. Refer to FAQ > Q4 to reset the modem router, and then use the default **admin** (all lowercase) for both username and password to log in.

• For the wireless password:
A1. The default Wi-Fi Password is printed on the provided Information Card or the product label at the bottom of the modem router.
A2. If the default wireless password has been changed, log into the web management page and go to **Basic** > **Wireless** to retrieve or reset your password.

• For the Guest Network password:
A. Log into the web management page and go to **Basic** > **Guest Network** to retrieve or reset the password.

Q4. How do I restore the modem router to its factory default settings?
A1. With the modem router powered on, press and hold the **Reset** button on the rear panel of the modem router for approximately 8 seconds until all LEDs turn back on, then release the button.
A2. Log in to the web management page of the modem router. Go to **Advanced** > **System tools** > **Backup & Restore** and click **Reset**. The modem router will restore and reboot automatically.
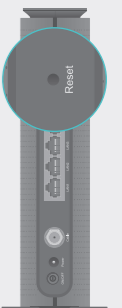
For advanced configuration, refer to the User Guide which can be downloaded at http://www.tp-link.us/support/download.

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.

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