

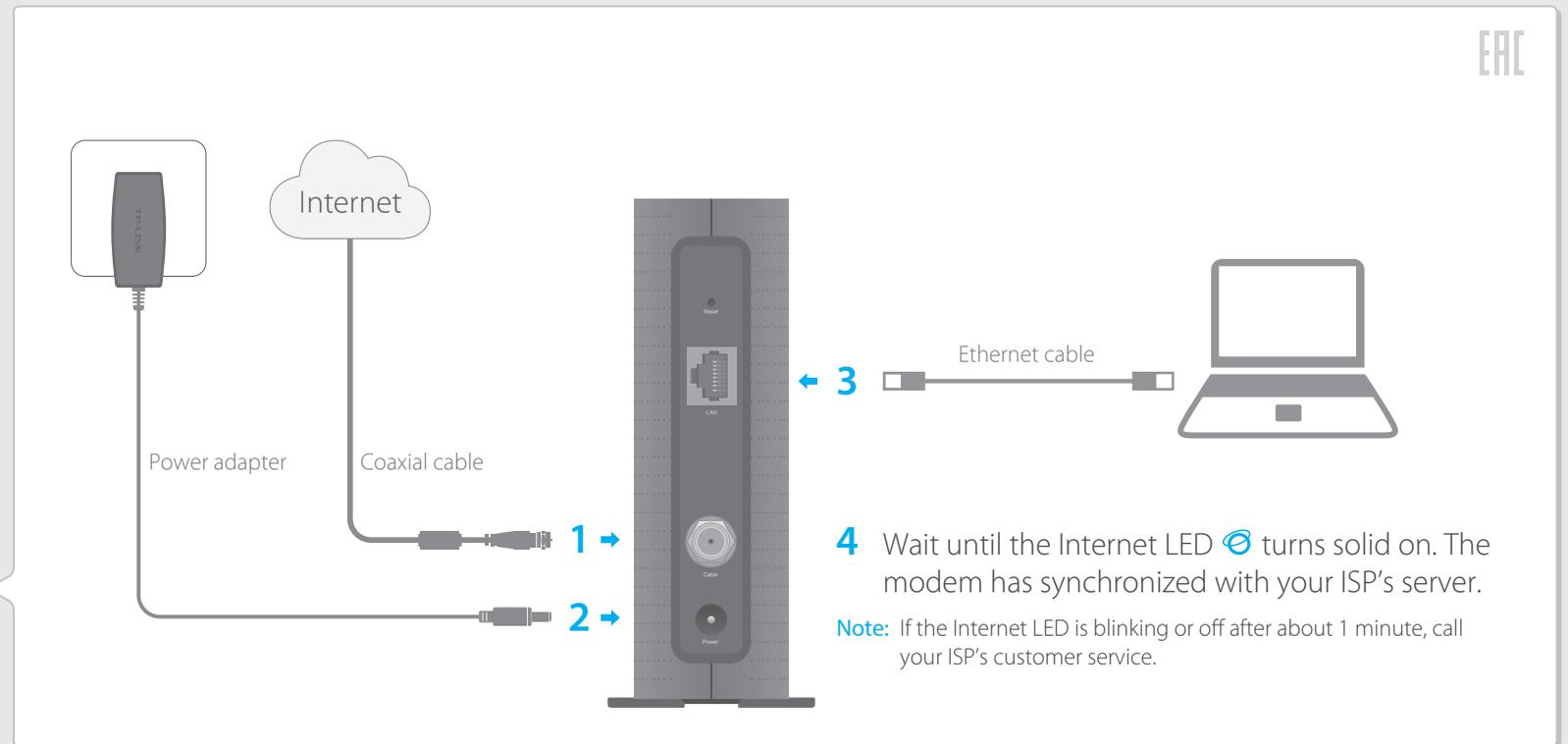
# Quick Installation Guide

DOCSIS 3.0 High Speed Cable Modem

TC-7620

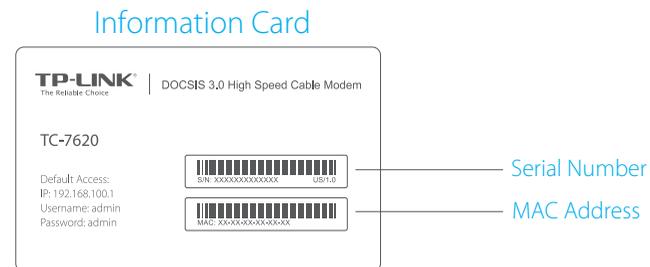


## Connect the Hardware



## Activate the Modem

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



- 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. If the self-activation page does not show up, call your ISP's customer service.

For Comcast and Time Warner Cable (TWC):  
Comcast Xfinity 1-800-934-6489 www.comcast.com  
Time Warner Cable 1-855-704-4503 www.timewarnercable.com  
The contact information listed might change. You can also find the contact number in your monthly Internet service billing statement.

- 4 Follow the on-screen instructions to activate the modem, and wait for about 10 minutes till the LEDs become solid on.

## Enjoy the Internet

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

**Note:** If the Internet is not accessible, contact your ISP and make sure that the modem is activated.

For additional configuration, log into the web interface at **http://192.168.100.1**, and enter **admin** (all lowercase) for both username and password.

# FAQ (Frequently Asked Questions)

## Q1. What can I do if I cannot access the Internet?

- A1. Make sure that all cables are connected properly and securely to the modem.
- A2. Contact your ISP to verify the modem is activated. If the modem is not activated, your ISP will activate it for you.
- A3. Make sure that your computer is set to obtain an IP address automatically.
- A4. Power cycle the modem by unplugging the power adapter from the electrical outlet and plugging it back in.
- A5. Reset the modem. Please refer to FAQ > Q4 for instruction.
- A6. Contact our Technical Support if the problem persists.

## Q2. What can I do if the login page of the modem's web interface does not appear?

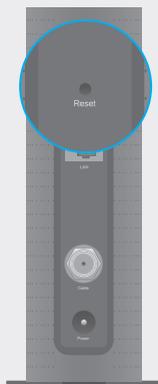
- A1. Check if the computer is set to a static for fixed IP address. If so, change the setting to obtain an IP address automatically.
- A2. Make sure **http://192.168.100.1** is correctly entered in the web browser.
- A3. Use another web browser.
- A4. Unplug and reconnect both ends of the Ethernet cable.

## Q3. How can I reset the password to the modem's web interface?

- A. If you have changed the password and have forgotten it, refer to FAQ > Q4 to reset the modem. This will reset the password back to **admin**.

## Q4. How do 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	The modem is powered off.
	On	The modem is powered on.
📺 (Downstream)	Off	The initialization is not started, or has failed.
	White	The modem is synchronized with one channel.
	Green	The modem is synchronized with more than one channel.
	Flashing	The modem is scanning for downstream channels.
📻 (Upstream)	Off	The initialization is not started, or has failed.
	White	The modem is synchronized with one channel.
	Green	The modem is synchronized with more than one channel.
	Flashing	The modem is scanning for upstream channels.
🌐 (Internet)	Off	Internet service is not available.
	On	Internet service is available.
	Flashing	The modem is initializing.
🖥️ (LAN)	Off	The LAN port is not connected.
	On	The LAN port is connected.
	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.