

# Quick Installation Guide

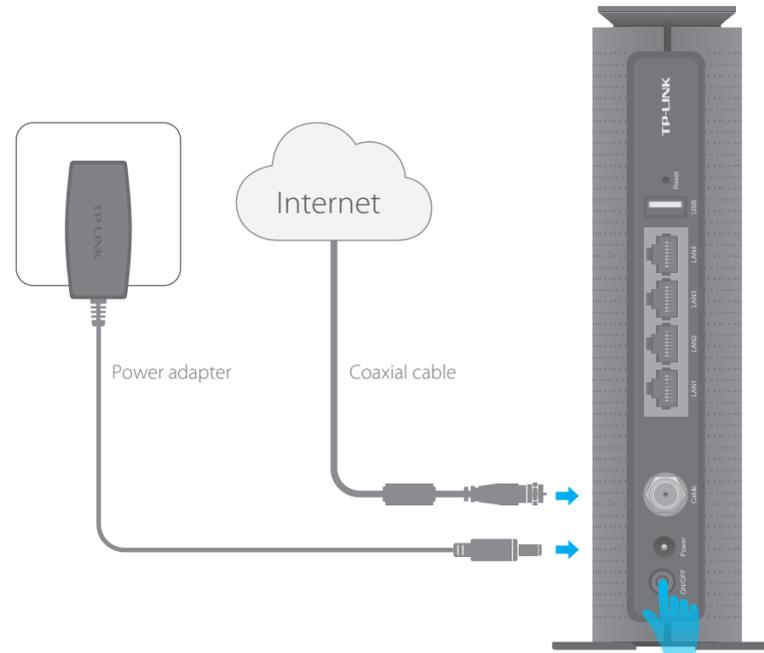
300Mbps Wireless N DOCSIS 3.0  
Cable Modem Router

TC-W7960



## Connect the Hardware

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



**2** Wait for about 1 minute until the following LEDs are solid on.



- Notes:**
1. Keep the power on at all times during this process.
  2. If the Internet LED  is blinking or off, please call your Internet service provider'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 [www.tp-link.com](http://www.tp-link.com).



## Activate the Modem Router

**1** Get your Internet service account information and the modem router's Information Card ready for activating your modem router. To access the Internet, the modem router needs to be activated.

### Information Card



Serial Number

MAC Address  
Wi-Fi Password/PIN  
SSID

**2** If your computer is configured with a fixed IP, change it to "obtain an IP address dynamically".

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

Follow the on-screen self-activation instructions to activate the modem router. If the self-activation page does not show up, please call your service provider's customer service to activate the modem router.

For Comcast and Time Warner Cable (TWC):

Comcast Xfinity 1-800-934-6489 [www.comcast.com](http://www.comcast.com)

Time Warner Cable 1-855-704-4503 [www.timewarnercable.com](http://www.timewarnercable.com)

The contact information listed might change. You can also find the contact number 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 the Internet is not accessible, contact your Internet service provider and make sure that the modem router is activated.

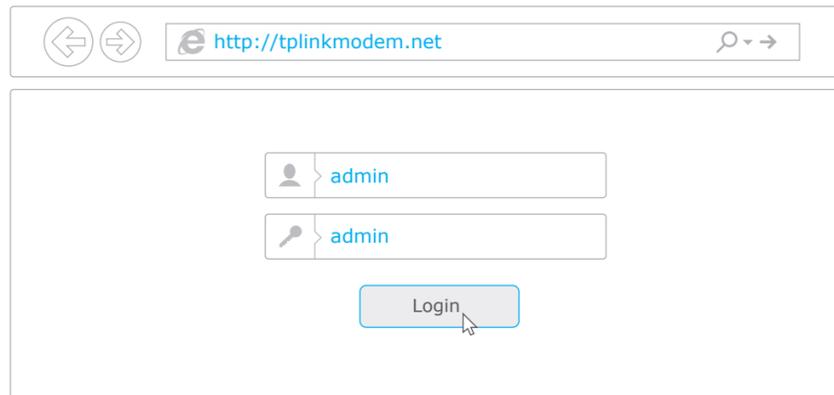


If you want to customize the wireless network, please flip this piece of paper to see detailed instructions.

## 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 **Login**.

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



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 is synchronized with one channel.
	Green	The modem router is synchronized with more than one channel.
	Flashing	The modem router is scanning for downstream channels.
(Upstream)	Off	The initialization is not started, or has failed.
	White	The modem router is synchronized with one channel.
	Green	The modem router is synchronized with more than one channel.
(Internet)	Flashing	The modem router is synchronizing with upstream channels.
	Off	The initialization is not started, or has failed.
	On/Off	Internet service is available or is not available.
(LAN)	Flashing	The modem router is initializing.
	On/Off	At least one LAN port is connected.
(USB)	Off	No LAN port is connected.
	On	The USB device is detected and ready to use.
	Flashing	The USB device is being detected.
(Wireless)	Off	No USB device is plugged into the USB port.
	On/Off	The wireless network is enabled or disabled.
(WPS)	On/Off	The LED stays 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.



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 default wireless password:

- A1. The default Wi-Fi Password/PIN is printed on the provided **Information Card** 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>.