Quick Installation Guide
DOCSIS 3.0 High Speed Cable Modem
TC-7620

Connect the Hardware

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

   Information Card

   [Image of Information Card]

   Serial Number
   MAC Address

2. Make sure your computer is set to dynamically obtain an IP address.

3. Wait until the Internet LED turns solid on. The modem has synchronized with your ISP’s server.

   Note: If the Internet LED is blinking or off after about 1 minute, call your ISP’s customer service.

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

Activate the Modem

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 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.
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.
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.

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.

LED Indicators

<table>
<thead>
<tr>
<th>LED</th>
<th>Status</th>
<th>Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Power)</td>
<td>Off</td>
<td>The modem is powered off.</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>The modem is powered on.</td>
</tr>
<tr>
<td>(Downstream)</td>
<td>Off</td>
<td>The initialization is not started, or has failed.</td>
</tr>
<tr>
<td></td>
<td>White</td>
<td>The modem is synchronized with one channel.</td>
</tr>
<tr>
<td></td>
<td>Green</td>
<td>The modem is synchronized with more than one channel.</td>
</tr>
<tr>
<td></td>
<td>Flashing</td>
<td>The modem is scanning for downstream channels.</td>
</tr>
<tr>
<td>(Upstream)</td>
<td>Off</td>
<td>The initialization is not started, or has failed.</td>
</tr>
<tr>
<td></td>
<td>White</td>
<td>The modem is synchronized with one channel.</td>
</tr>
<tr>
<td></td>
<td>Green</td>
<td>The modem is synchronized with more than one channel.</td>
</tr>
<tr>
<td></td>
<td>Flashing</td>
<td>The modem is scanning for upstream channels.</td>
</tr>
<tr>
<td>(Internet)</td>
<td>Off</td>
<td>Internet service is not available.</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>Internet service is available.</td>
</tr>
<tr>
<td></td>
<td>Flashing</td>
<td>The modem is initializing.</td>
</tr>
<tr>
<td>(LAN)</td>
<td>Off</td>
<td>The LAN port is not connected.</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>The LAN port is connected.</td>
</tr>
<tr>
<td></td>
<td>Flashing</td>
<td>The LAN port is sending or receiving data.</td>
</tr>
</tbody>
</table>