Quick Installation Guide
300Mbps Wireless N DOCSIS 3.0 Cable Modem Router
TC-W7960

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.

   - Internet
   - Power adapter
   - Coaxial cable

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.

If the Internet is not accessible, contact your Internet service provider and make sure that the modem router is activated.

Note: If the Internet is not accessible, contact your Internet service provider and make sure that the modem router is activated.

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

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

Connect the Hardware
Activate the Modem Router
Enjoy the Internet
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. Contact your Internet service provider to make sure the modem router is activated.
A3. Make sure the coaxial cable, Ethernet cable and power adapter are plugged in correctly.
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 then 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 Guest Network to retrieve or reset your 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 Restore 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.

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

<table>
<thead>
<tr>
<th>LED</th>
<th>Status</th>
<th>Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Power)</td>
<td>On/Off</td>
<td>Power is on or off</td>
</tr>
<tr>
<td>(Downstream)</td>
<td>White</td>
<td>The modem router is synchronized with one channel.</td>
</tr>
<tr>
<td></td>
<td>Green</td>
<td>The modem router is synchronized with more than one channel.</td>
</tr>
<tr>
<td></td>
<td>Flashing</td>
<td>The modem router is scanning for downstream channels.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>The initialization is not started, or has failed.</td>
</tr>
<tr>
<td>(Upstream)</td>
<td>White</td>
<td>The modem router is synchronized with one channel.</td>
</tr>
<tr>
<td></td>
<td>Green</td>
<td>The modem router is synchronized with more than one channel.</td>
</tr>
<tr>
<td></td>
<td>Flashing</td>
<td>The modem router is scanning for upstream channels.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>The initialization is not started, or has failed.</td>
</tr>
<tr>
<td>(Internet)</td>
<td>On/Off</td>
<td>Internet service is available or is not available.</td>
</tr>
<tr>
<td></td>
<td>Flashing</td>
<td>The modem router is initializing.</td>
</tr>
<tr>
<td>(LAN)</td>
<td>On</td>
<td>At least one LAN port is connected.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>No LAN port is connected.</td>
</tr>
<tr>
<td>(USB)</td>
<td>On</td>
<td>The USB device is being detected.</td>
</tr>
<tr>
<td></td>
<td>Flashing</td>
<td>The USB device is being detected.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>No USB device is plugged into the USB port.</td>
</tr>
<tr>
<td>(Wireless)</td>
<td>On/Off</td>
<td>The wireless network is enabled or disabled.</td>
</tr>
<tr>
<td></td>
<td>Flashing</td>
<td>The LED stays on for 5 minutes when a WPS connection is established, then turns off.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>WPS connection is in progress. This may take up to 2 minutes.</td>
</tr>
</tbody>
</table>

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.