Quick Installation Guide

AC1900 Wireless Dual Band DOCSIS 3.0 Cable Modem Router

CR1900

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 turn solid on.

   - Internet
   - Power adapter
   - Coaxial cable

   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, press the Wi-Fi ON/OFF button on the back panel, then check the LEDs again.

3. Connect your device 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 device, select and connect to the modem router’s wireless network. The default wireless network name (SSID) and password are printed on the Information Card found in the modem router’s packaging. Alternatively, you can set up a connection via the WPS button, which is on the back panel of the modem router. For more information about WPS, refer to the User Manual at http://www.tp-link.com.

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

   Notes:
   - Bright House: 1-855-222-0102
   - Charter: 1-888-438-2427
   - Cox: 1-888-556-1193
   - Time Warner Cable: 1-888-992-2253
   - The listed contact information may change. You can also find the contact information in your monthly internet service billing statement.

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

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

7. Follow the on-screen instruction to activate the modem router.

   If you have any problem activating your modem router, please contact your Internet Service Provider (ISP).

8. 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 flip this piece of paper to see detailed instructions.
Customize the Wireless Network

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


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

   [Image]

3. Enter the password you created and click Log in.

   Note: For subsequent logins, you only need to enter the password that you have created.

4. 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.

   [Image]

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/off.</td>
</tr>
<tr>
<td>(Downstream)</td>
<td>White</td>
<td>The modem router has synchronized one channel.</td>
</tr>
<tr>
<td>Green</td>
<td>The modem router has synchronized more than one channel.</td>
<td></td>
</tr>
<tr>
<td>Off</td>
<td>The synchronization has not started or has failed.</td>
<td></td>
</tr>
<tr>
<td>(Upstream)</td>
<td>White</td>
<td>The modem router has synchronized one channel.</td>
</tr>
<tr>
<td>Green</td>
<td>The modem router has synchronized more than one channel.</td>
<td></td>
</tr>
<tr>
<td>Flashing</td>
<td>The modem router is scanning for downstream channels.</td>
<td></td>
</tr>
<tr>
<td>Off</td>
<td>The synchronization has not started or has failed.</td>
<td></td>
</tr>
<tr>
<td>(Internet)</td>
<td>On/Off</td>
<td>Internet service is available/unavailable.</td>
</tr>
<tr>
<td>Flashing</td>
<td>The modem router is attempting to connect to the internet.</td>
<td></td>
</tr>
<tr>
<td>(LAN)</td>
<td>On</td>
<td>At least one LAN port is connected to a powered-on device.</td>
</tr>
<tr>
<td>Off</td>
<td>No LAN port is connected to a powered-on device.</td>
<td></td>
</tr>
<tr>
<td>(USB)</td>
<td>On</td>
<td>The inserted USB device is ready to use.</td>
</tr>
<tr>
<td>Flashing</td>
<td>A USB device is being identified.</td>
<td></td>
</tr>
<tr>
<td>Off</td>
<td>No USB device is plugged into the USB port.</td>
<td></td>
</tr>
<tr>
<td>(Wireless)</td>
<td>On/Off</td>
<td>The wireless function is enabled/disabled.</td>
</tr>
<tr>
<td>(WPS)</td>
<td>On/Off</td>
<td>WPS connection is in progress. This may take up to 2 minutes.</td>
</tr>
</tbody>
</table>

USB Features

The USB ports 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.

[Image]

FAQ (Frequently Asked Questions)

Q1. What can I do if I cannot access the internet?
A1. Make sure all cables are properly and securely connected to the modem router.
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 computer’s setting to obtain an IP address automatically.
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 set a new password to log in.
   
   • For the wireless password:
     A. The default Wi-Fi Password/PIN is printed on the Information Card or the product label at the bottom of the modem router.
     A2. If the default wireless password has been changed, log in to the web management page and go to Basic > Wireless to retrieve or reset your password.

   • For the Guest Network password:
     A. Log in to 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 at least 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.

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.