

RCA TC8717T

RCA Technicolor TC8717T DOCSIS 3.0 Telephony Wireless Modem Router User Manual

INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, maintenance, and troubleshooting of your RCA Technicolor TC8717T DOCSIS 3.0 Telephony Wireless Modem Router. This device integrates a high-speed cable modem, a wireless router, and a telephony adapter into a single unit, designed to provide robust internet connectivity and voice services.

The TC8717T supports up to 16 bonded downstream channels and 4 bonded upstream channels, enabling speeds of up to 640 Mbps downstream and 160 Mbps upstream. It features a 4-port Gigabit wired router and supports 2 VoIP lines, offering full connectivity for various devices in your home, including set-top boxes via MoCA.

SETUP AND INSTALLATION

Follow these steps to set up your Technicolor TC8717T modem router:

1. **Connect the Coaxial Cable:** Connect one end of the coaxial cable to the cable wall outlet and the other end to the 'Coax/Internet' port on the back of the modem router. Ensure the connection is finger-tight.
2. **Connect the Power Adapter:** Plug the power adapter into the '12V === 3.5A' power port on the back of the modem router, then plug the other end into a standard electrical outlet.
3. **Power On:** Press the 'On/Off' button located near the power port. The Power LED on the front panel should illuminate.
4. **Wait for Initialization:** Allow several minutes for the modem router to power on and connect to your internet service provider's network. Observe the LED indicators on the front panel. The 'US/DS' and 'Online' LEDs should eventually turn solid green, indicating a successful connection.
5. **Connect Devices (Wired):** For wired connections, use Ethernet cables to connect your computer or other network devices to any of the four 'Ethernet' ports on the back of the modem router.
6. **Connect Devices (Wireless):** To connect wirelessly, locate the Wi-Fi Network Name (SSID) and Network Key (Password) printed on the label at the bottom of your modem router. Select the appropriate SSID (2.4 GHz or 5 GHz) on your device and enter the Network Key when prompted.
7. **Telephony Connection:** If you have VoIP service, connect your telephone to the 'Tel 1' or 'Tel 2' port using

a standard telephone cable.

8. **Service Activation:** Contact your internet service provider (ISP) to activate your new modem router. You may need to provide the MAC address (CM MAC and E-MTA MAC) and Serial Number (SN) found on the label.



Rear view of the Technicolor TC8717T modem router, highlighting the coaxial, Ethernet, USB, and telephony ports, along with the power input and On/Off switch. This view is essential for connecting all necessary cables during setup.

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Model : TC8717T
Rating : 120V AC, 60Hz, 1.2A
FCC ID : RSE-TC8717T



SN: CP1715DBL1U



GW: BATC8717T V4

SSID 1 Name (2.4GHz) : TC8717TFE
SSID 2 Name (5GHz) : TC8717TFE-5G
Encryption : WPA2-PSK(AES)
Network Key (Password) : TC8717T4FFEFE
WPS PIN : 62099998
URL : http://192.168.0.1
H/W Ver. : 1.1



This device complies with Part 15 of the FCC Rules.
Operation is subject to the following two conditions;
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received,
including interference that may cause undesired operation.

Factory ID: Y
Made in Vietnam

The bottom label of the Technicolor TC8717T modem router, displaying critical information such as the Model, Serial Number (SN), CM MAC, E-MTA MAC, Wi-Fi Network Names (SSID for 2.4GHz and 5GHz), and the Network Key (Password). This information is vital for initial setup and connecting wireless devices.

OPERATING INSTRUCTIONS

Understanding the LED indicators on the front panel is key to monitoring the status of your modem router:

- **Power:** Indicates the power status of the device. Solid green means the device is powered on.
- **US/DS (Upstream/Downstream):** Indicates the status of the upstream and downstream channels. Solid

green means channels are bonded and connected. Blinking indicates scanning for channels.

- **Online:** Indicates internet connectivity. Solid green means the modem router is online and connected to the internet. Blinking indicates connection in progress.
- **2.4 GHz:** Indicates the status of the 2.4 GHz Wi-Fi network. Solid green means the network is active. Blinking indicates data transfer.
- **5 GHz:** Indicates the status of the 5 GHz Wi-Fi network. Solid green means the network is active. Blinking indicates data transfer.
- **Phone 1 / Phone 2:** Indicates the status of the telephony lines. Solid green means the line is active. Blinking indicates a call in progress.
- **Battery:** Indicates the status of the backup battery (if installed). Solid green means the battery is charged. Blinking or off indicates low battery or no battery.



Front view of the Technicolor TC8717T modem router, displaying the LED indicators for Power, US/DS, Online, 2.4 GHz Wi-Fi, 5 GHz Wi-Fi, Phone 1, Phone 2, and Battery. These lights provide a quick visual status of the device's operation and connectivity.

The modem router operates on dual-band frequencies (2.4 GHz and 5 GHz) to provide flexible wireless connectivity. The 2.4 GHz band offers wider coverage, while the 5 GHz band provides faster speeds over shorter distances.

MAINTENANCE

To ensure optimal performance and longevity of your Technicolor TC8717T modem router, consider the following maintenance tips:

- **Placement:** Place the device in a well-ventilated area, away from direct sunlight, heat sources, and obstructions that could block airflow. Avoid placing it in enclosed spaces.

- **Cleaning:** Regularly dust the exterior of the modem router with a soft, dry cloth. Do not use liquid cleaners or abrasive materials.
- **Power Cycling:** If you experience connectivity issues, a simple power cycle can often resolve them. Disconnect the power adapter, wait for 30 seconds, then reconnect it and allow the device to fully restart.
- **Cable Management:** Ensure all cables are securely connected and not excessively bent or tangled.

TROUBLESHOOTING

If you encounter issues with your modem router, refer to the following troubleshooting steps:

- **No Power:** If the Power LED is off, ensure the power adapter is securely connected to both the modem router and the electrical outlet. Verify the outlet is functional.
- **No Internet Connection:** If the 'Online' LED is off or blinking, check all coaxial and Ethernet cable connections. Power cycle the modem router. If the issue persists, contact your ISP as there might be a service outage or activation problem.
- **Slow Internet Speeds:** Ensure your devices are connected to the appropriate Wi-Fi band (5 GHz for faster speeds, closer range). Check for interference from other electronic devices. Consider power cycling the modem router.
- **Wi-Fi Not Connecting:** Verify you are using the correct Wi-Fi Network Name (SSID) and Network Key (Password) from the label. Ensure the 2.4 GHz or 5 GHz LED is solid green.
- **Telephony Issues:** If phone service is not working, check the phone cable connections to the 'Tel' ports. Ensure the 'Phone 1' or 'Phone 2' LED is active. Contact your ISP if the problem continues.
- **Factory Reset:** If all other troubleshooting fails, you may perform a factory reset. Locate the small 'Reset' button on the back of the device (often recessed). Use a paperclip or a similar pointed object to press and hold the button for about 10-15 seconds until the LEDs flash. This will restore the modem router to its factory default settings, including Wi-Fi credentials. You will need to reconfigure any custom settings and may need to contact your ISP for re-activation.

SPECIFICATIONS

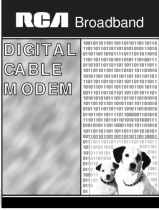
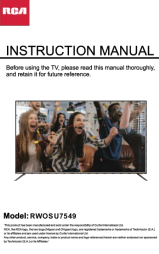

Feature	Description
Model Name	TC8717T
Brand	RCA (Manufactured by Technicolor)
DOCSIS Version	3.0
Channel Bonding	16 Downstream x 4 Upstream
Max Downstream Speed	Up to 640 Mbps
Max Upstream Speed	Up to 160 Mbps
Wired Ports	4 Gigabit Ethernet Ports
Telephony Ports	2 VoIP Lines
Wireless Standard	802.11ac
Frequency Band Class	Dual-Band (2.4 GHz and 5 GHz)




Security Protocol	WPS, WPA2-PSK
Special Feature	WPS (Wi-Fi Protected Setup)
Compatible Devices	Personal Computer, MoCA-enabled devices
Recommended Uses	Home
Connectivity Technology	Wi-Fi
Operating System	RouterOS
Package Dimensions	14 x 12.3 x 6.6 inches
Item Weight	3.89 pounds
Date First Available	September 23, 2013

WARRANTY AND SUPPORT

The Technicolor TC8717T modem router comes with a **1-Year Full Coverage Warranty**. For warranty claims or technical assistance, please contact your internet service provider (ISP) or the manufacturer, Technicolor. Ensure you have your product's model number and serial number ready when contacting support.

Related Documents - TC8717T

	<p>RCA Broadband Digital Cable Modem User Manual</p> <p>This user manual provides comprehensive instructions for setting up and using the RCA Broadband Digital Cable Modem. It covers installation, operation, troubleshooting, and important safety information for accessing high-speed internet.</p>
	<p>RCA RWOSU7549 Television Instruction Manual</p> <p>Comprehensive instruction manual for the RCA RWOSU7549 television, covering setup, operation, safety, and troubleshooting. Learn to use your RCA TV effectively.</p>
	<p>RCA RWD270-6COM 2.7 Cu Ft Front Loading Combo Washer/Dryer Instruction Manual</p> <p>Comprehensive instruction manual for the RCA RWD270-6COM 2.7 Cu Ft Front Loading Combo Washer/Dryer, covering safety, installation, operation, care, maintenance, troubleshooting, and warranty information.</p>

	<p>RCA RACE8024-6COM Electronic Window Air Conditioner Operating Instructions</p> <p>Comprehensive operating instructions for the RCA RACE8024-6COM Electronic Window Air Conditioner, covering installation, usage, safety, and troubleshooting.</p>
	<p>RCA RLEDV2488A-B TV/DVD Combo Instruction Manual</p> <p>Comprehensive instruction manual for the RCA RLEDV2488A-B TV/DVD Combo, covering safety precautions, setup, operation, and troubleshooting.</p>
	<p>RCA RPJ133-B Home Theater Projector User Manual with Roku Express+</p> <p>User manual for the RCA RPJ133-B Home Theater Projector, detailing setup, operation, connections, menu settings, specifications, and warranty. Includes integration guide for the Roku Express+ streaming device.</p>