



TP-Link Archer CR500 Wireless Wi-Fi Cable Modem Router user manual

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TP-Link Archer CR500 Wireless Wi-Fi Cable Modem Router

<div>—</div> <div>Modem Information</div> <div>DOCSIS 3.0 Dual Band 802.11-AC WiFi Modem</div> <div>16×4 channel bonding</div> <div>To achieve Gigablast or Ultimate Classic speeds, a DOCSIS 3.1 modem is required</div>		<div>—</div> <div>Highest Service Level</div> <div>Preferred 150</div>

Front View



[Click to enlarge.](#)

After the cable modem is successfully registered on the network, the Power, Downstream, Upstream, and Internet indicators illuminate continuously to indicate that the cable modem is online and fully operational.

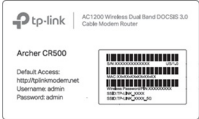
Back View



[Click to enlarge.](#)




The following ports are available on the back of the modem.





- RESET – Use a pin to press and hold for at least 8 seconds to restore factory settings
- WPS – The button to enable or disable the WPS function
- WiFi ON/OFF – The button to enable or disable the WiFi function
- USB1 and 2 – Connects to a USB storage device or printer
- LAN1-4 – Connects devices to the 10/100/1000 RJ45 Ethernet ports. Only one port is active at a time.
- CABLE – Connects to coaxial cable
- DC – Connects to the power adapter
- Power ON/OFF – The button to turn on or off the power

<p>—</p> <p>MAC Address / WiFi Network Label</p>  <p>Click to enlarge.</p>	<p>This label is located on the bottom of the device.</p> <ul style="list-style-type: none"> MAC addresses are written as 12 digits containing both letters and numbers (0-9, A-F). <ul style="list-style-type: none"> A MAC address is unique. The first six characters of the MAC address are unique to the manufacturer of the device. The default Network Name (SSID) and Wireless Password (PIN).
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Troubleshooting

The lights indicate the current status of your modem. To troubleshoot any connection problems, use the table below.

Modem Light	Status	Problem
Power 	On	None – the modem is powered on.
	Off	No power. Verify power supply connections and electrical outlet. Ensure the outlet is not connected to a switch. Press the Power ON/OFF button on the back of the modem to ensure it is turned on.
Downstream 	Green	None – multiple downstream channels are in use.
	White	None – one downstream channel is in use.
	Flashing	None – scanning for downstream channels. Verify all cable connections and try resetting the modem.
	Off	Cable modem offline. Verify all cable connections and try resetting the modem.
Upstream 	Green	None – multiple upstream channels are in use.
	White	None – one downstream channel is in use.
	Flashing	None – scanning for an upstream channel. Verify all cable connections and try resetting the modem.
	Off	No upstream channels are in use. Verify all cable connections and try resetting the modem.

Internet 	On	None – the modem is online.
	Flashing	None – the modem is initializing.
	Off	The modem is offline. Verify all cable connections and try resetting the modem.
LAN 	On	None – a device is connected to a LAN port.
	Off	No devices are detected connected to a LAN port.
Wireless 	On	None – the wireless network is enabled.
	Off	The wireless network is disabled. Press the WiFi ON/OFF button on the back of the modem to ensure it is turned on.
WPS 	On / Off	None – the light stays on for 5 minutes after WPS is established.
	Flashing	None – WPS connection in progress. This may take up to two minutes.

Manufacturer Resources

For more detailed technical information on the CR500, use the resources below.

- [TP-LINKCR500_QuickInstallationGuide](#) [PDF]
- [TP-LINKCR500_UserGuide](#) [PDF]