

Issue: Ports not working after TPLink setup

Possible issues:

1. The modem is not in bridge mode.
2. The router is not connected to Port 1 of the modem.

Depending on your internet service provider, please follow these steps:

Optimum:

1. Find the CMAC (Cable Modem MAC address) of the modem.
2. Call Optimum at 855-267-8468.

When they pick up, explain that you want to put the modem into bridge mode and that you have the CMAC address. They will ask for the job site address and then set it up for you.

With Optimum, you must have the router connected to Port 1 of the modem.

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