TRENDnet®

Quick Installation Guide 🇺🇸 🇬🇧

TDM-C500
TDM-C504
1.01

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Package Contents
- TDM-C500 / TDM-C504
- CD-ROM (User's Guide & Driver)
- Multi-Language Quick Installation Guide
- Cat.5 Ethernet Cable (1.5m/5ft)
- RJ-11 Telephone Cable (1.8m/6ft)
- Power Adapter

System Requirements

- A working ADSL Internet Connection
- A computer with a wired network adapter properly installed
- Web Browser: Internet Explorer (6.0 or above)
- USB Type A to Type B cable (optional)

Note: Driver is optional for TDM-C500 USB port

Collect Internet Service Provider (ISP) Information

During the installation of your ADSL Modem Router, the Setup Wizard will automatically detect your ISP connection type. If the router cannot detect your ISP connection type, you can manually specify the connection type. Please verify your DSL Internet broadband connection type with your ISP and ensure you have all the information for one of the following connection types:

1. Encapsulation
   PPPoA VC-Mux
   PPPoA LLC
   1483 Bridged IP LLC
   1483 Routed IP LLC
   1483 Bridged IP VC-Mux
   1483 Routed IP VC-Mux
   PPPoE VC-Mux
   PPPoE LLC
   1483 MER LLC
   1483 MER VC-Mux

2. VPI/VCI
   VPI: _____ (0~255)
   VCI: _____ (32~65535)

3. PPP
   User Name: _____
   Password: _____

4. WAN IP
   Type: Fixed or DHCP
   Local IP Address (Fixed): _____. _____._____._____
                      (e.g. 215.24.24.129) (Optional)
   Subnet Mask (Fixed): _____. _____._____._____ (Optional)
   Remote IP Address (Fixed): _____. _____._____._____
                      (e.g. 215.24.24.129) (Optional)
   DNS (Fixed): _____. _____._____._____ (Optional)

1. Connect one end of the provided RJ-11 phone cable to the TDM-C500 / TDM-C504's ADSL port. Connect the other end of the cable to the phone jack.

2. Connect one end of the RJ-45 network cable to the TDM-C500 / TDM-C504's LAN port. Connect the other end of cable to the computer's Ethernet port.

3. Connect the Power Adapter to the TDM-C500 / TDM-C504 and then to a power outlet.

4. Push the power button to the "On" position.

5. Verify that the following panel lights are on: Power (Green), LAN (Green) and ADSL (Green)

Note:
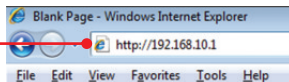To configure the modem via the USB port, please refer to the User Guide on the provided CD-ROM. Do not connect cables to the network port and USB port simultaneously.

1. Open your web browser, type http://192.168.10.1 in the Address bar, and then press Enter.
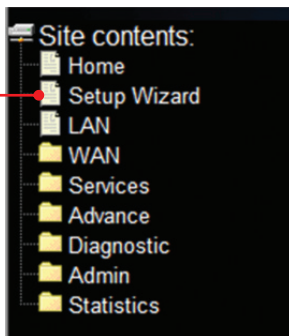
2. Enter the User Name and password and then click OK. Default Settings:

   User name: admin
   Password: admin

   Note: User name and Password are case sensitive.

3. Click Setup Wizard.

Site contents:
Home
Setup Wizard
LAN
WAN
Services
Advance
Diagnostic
Admin
Statistics

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Note:
1. If your ISP is not listed in the pull down menu, click Config in the bottom of the screen and input the information provided by your ISP.
2. In the example below, the ADSL connection is PPPoE
3. If your ADSL connection requires you to enter your computer's MAC address, please see the Troubleshooting section.

4. Select your country and your ISP from the dropdown list.

Automatic Setup	
Country:	USA
ISP:	Verizon - PPPoE
Encapsulation:	PPPoE LLC
VPI:	0
VCI:	35
PPP	
User Name:	
Password:	
Confirm Password:	
WAN IP	
Type:	○ Fixed IP ○ DHCP
Local IP Address:	
Subnet Mask:	
Remote IP Address:	
DNS:	(Optional)

If you can't find your ISP setting, please click CONFIG.

[Save]

5. Configure the settings based on information provided by your ISP, then click Save. For PPPoE connection method, you need to configure the following:

User Name
Password
Type (DHCP or Fixed IP)

If Fixed IP is selected you will need to configure the following:

IP Address
Subnet Mask
Remote IP Address
DNS

6. Click OK.

Message from webpage

❓ Do you really want to commit the current settings?

[OK]   [Cancel]

Commit/Reboot

This page is used to commit changes to system memory and reboot your system.

[Commit and Reboot]

7. Click Commit and Reboot.

8. Click OK.

Message from webpage

❓ Do you really want to commit the current settings?

[OK]   [Cancel]
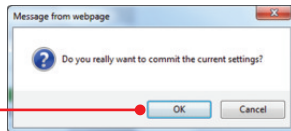
9. Please wait while the TDM-C500 / TDM-C504 reboots.

System rebooting, Please wait ...   59

The System is Restarting ...

The DSL Router has been configured and is rebooting.

Close the DSL Router Configuration window and wait for a minute before reopening your web browser. If necessary, reconfigure your PC's IP address to match your new configuration.

10. Once the reboot process is complete, verify that you can access the Internet. Open up your browser and enter in a URL (e.g. www.trendnet.com) to verify that you have Internet connection.

Your Configuration is now complete

For detailed information regarding the TDM-C500 / TDM-C504, configuration and advanced settings, please refer to the Troubleshooting section, User's Guide on the Utility CD-ROM, or TRENDnet's website at http://www.trendnet.com.

Register Your Product

To ensure the highest level of customer service and support, please take a moment to register your product Online at: www.trendnet.com/register

Thank you for choosing TRENDnet

1. I typed http://192.168.10.1 in my Internet Browser's Address Bar, but an error message says "The page cannot be displayed." How can I get into the TDM-C500 / TDM-C504's web configuration page?

    1. Check your hardware settings again by following the instructions in Section 2.
    2. Make sure the Power and LAN lights are lit.
    3. Make sure your TCP/IP settings are set to Obtain an IP address automatically (see the steps below).

<u>Windows 7</u>

1. Go into the Control Panel, click Network and Internet, click Network and Sharing Center, click Change Adapter Settings and then right-click the Local Area Connection icon and then click Properties.
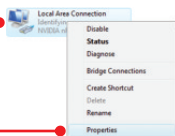
2. Click Internet Protocol Version 4(TCP/IPv4) and then click Properties. Then click on Obtain an IP address automatically.

<u>Windows Vista</u>

1. Go into the Control Panel, click Network and Internet, click Network and Sharing Center, click Manage Network Connections and then right-click the Local Area Connection icon and then click Properties.

2. Click Internet Protocol Version 4(TCP/IPv4) and then click Properties. Then click on Obtain an IP address automatically.
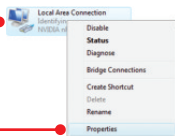
<u>Windows XP / 2000</u>

1. Go into the Control Panel, click Network and Internet, click Network and Sharing Center, click Change Adapter Settings and then right-click the Local Area Connection icon and then click Properties.

2. Click Internet Protocol (TCP/IP) and then click Properties. Then click on Obtain an IP address automatically.

4. Reset the TDM-C500 / TDM-C504. To reset the TDM-C500 / TDM-C504, take a pin or paperclip and press the reset button on the back of the modem for 15 seconds. Then let go.

2. I have followed all the steps and still cannot connect to the Internet. What should I do?
   1. Verify that your DSL account is valid and activated.
   2. Make sure all the cables are properly connected (see Section 2).
   3. In Section 3, click Config in the Setup Wizard and configure the modem based on information provided by your ISP.

3. I forgot my login password. What should I do?
   Follow the instructions below:
   1. Take a pin or paperclip and press the reset button on the side of the modem for 15 seconds.
   2. Wait 15 seconds then let go. This will return all settings to factory default. The default IP address of the modem is 192.168.10.1. The default user name is "admin". The default password is "admin".

4. My ISP requires me to clone the modem's MAC address. What should I do?
   MAC address is the network device's hardware ID and consist of 12 hexadecimal characters (e.g. 00:12:34:ab:cd:ef). Some ISPs registers the subscriber's computer network adapter or the DSL modem's MAC address. If this is the case, your options are: 1. Report the TRENDnet modem's MAC address (found on the product label at the bottom of the modem) to the ISP, or 2. Clone the network adapter or the old DSL modem's MAC address to the TRENDnet modem. The later is probably the easiest to do and you can follow the instructions below.
   1. With the computer connected to the modem's network port, open the web browser and go to the modem's setup page http://192.168.10.1.
   2. Login with user name and password (default is admin for both).
   3. Click on WAN.
   4. Click Channel Config.
   5. Select Enable from the dropdown list in the MAC Address Clone section.
   6. For copying the computer's MAC address to the modem, click on "Clone MAC address". For copying the old modem's MAC address, find the modem's MAC address and then manually enter it in the MAC address box.
   7. Click "Apply Changes."
   8. Click on "Commit and Reboot".

5. Can I connect a computer to the USB port and another computer to the Ethernet port at the same time?
   No, you cannot use the USB and Ethernet port simultaneously.

If you still encounter problems or have any questions regarding the TDM-C500 / TDM-C504, please contact TRENDnet's Technical Support Department.

Declaration of Conformity

TRENDnet®

Company Information:

Company Name:
TRENDnet, Inc.

Company Address:
20675 Manhattan Place
Torrance, CA 90501
USA

Product Information:

Product Description:
ADSL 2/2+ Modem Router/4-Port ADSL 2/2+ Modem Router

CE

Model Number:
TDM-C500 / TDM-C504

Brand name:
TRENDnet

Technical Standards:

EN 55022 : 2006 (Class B)
EN 61000-3-2 : 2006
EN 61000-3-3 : 1995 + A1 : 2001 + A2 : 2005
EN 55024 : 1998 + A1 : 2001 + A2 : 2003
EN 60950-1 : 2006 + A11 : 2009

Declaration:

The product is herewith confirmed to comply with the requirements of Directive 2004/108/EC of the Council (European Parliament) on the EMC directive and Energy-related products Directive 2009/125/EC.

I hereby declare that the products and devices mentioned above are consistent with the standards and provisions of the guidelines.

Sonny Su	Director of Technology
Full Name	Position / Title
October 20, 2010	
Date	Signature

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(2) This device must accept any interference received. Including interference that may cause undesired operation.

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