Sign in

Email

Password

Sign In

Create an account

Having trouble signing in?

All-in-one access for TC Communications consultants

The Consultants Portal provides reliable access to key TC Communications resources:

Quick Links

Video Presentation

Dedicated Account Executive in your region

Bid specifications

24/7 Access

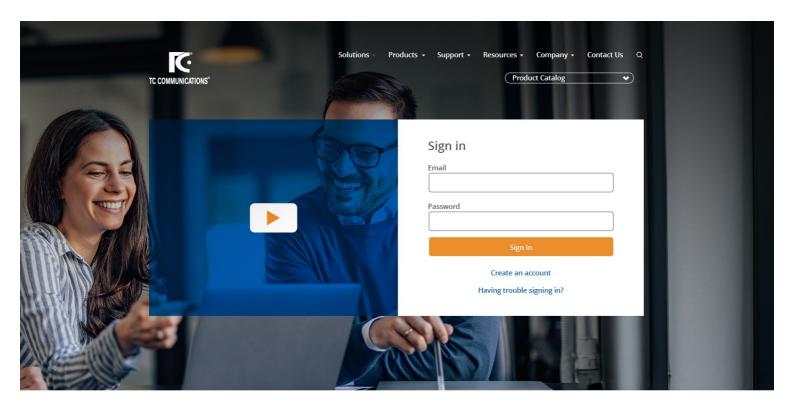**Digital solutions guides to identify the right products for your customers!**

Downloadable manuals and data sheets

Sign up today

Sign In   Sign Up

Consultants Website

0:00 / 0:00

Sign in

Email

Password

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Having trouble signing in?

Quick Links

Training & Education

Frequently Asked Questions

Warranty & Return Policy

Glossary

Support Contracts

Level 1

- ✓ Product support:
  Normal business hours
  (M-F, 8AM-5PM PST)
- ✓ RMAs: Standard 2-day shipping
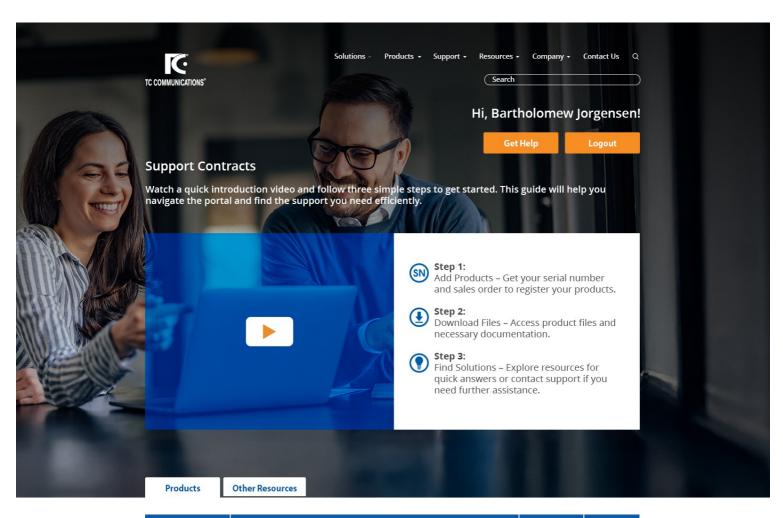- ✓ Firmware support:
  Normal business hours
- ✓ System dossier provided

Level 2

- ✓ Product support: Extended
  business hours
  (M-F, 7AM-10PM PST)
- ✓ RMAs: UPS next-day shipping on
  replacement units & advance
  replacements
- ✓ Firmware support: Extended
  hours
- ✓ System dossier + system review
  (every 12 months)
- ✓ Virtual training

Level 3

- ✓ Product support: 24/7 +
  dedicated engineer*
- ✓ RMAs: Overnight shipping
  & stock held of advance
  replacements
- ✓ Firmware support: 24/7
- ✓ System dossier + system review
  (every 6 months)
- ✓ On-site training refresh

Learn More

Support Contracts

Hi, Bartholomew Jorgensen!

Get Help   Logout

Watch a quick introduction video and follow three simple steps to get started. This guide will help you navigate the portal and find the support you need efficiently.

Step 1:
Add Products – Get your serial number and sales order to register your products.

Step 2:
Download Files – Access product files and necessary documentation.

Step 3:
Find Solutions – Explore resources for quick answers or contact support if you need further assistance.

Products | Other Resources

Model	Description	Expires	Status
TC1230	RS366 Dial-Up Fiber Optic Modem	12-Mar-25	Active
TC1631	T1/E1 Fiber Optic Converter Modem	12-Mar-25	Active
TC1680	T3 / E3 Fiber Optic Modem (Rackmount & Standalone)	12-Mar-25	Active
TC1705/TC1706	Multi-Interface Sync / Async Fiber Optic Modem (RS232/422/485/V.35/TTL)	12-Mar-25	Active
TC1710	Multi-Interface 'Hi-Speed' Data Fiber Optic Modem (Sync/Async)	12-Mar-25	Active
TC1900	Async RS-232 Telephone Extender	12-Mar-25	Active
TC1901	Fiber Optic Telephone/Analog Extender	12-Mar-25	Active
TC1903	Fiber Optic Telephone/Analog Extender (w/ Single Fiber Bi-Directional Option)	12-Mar-25	Active
TC1905	Fiber Optic Telephone & Dry Contact Extender	12-Mar-25	Active
TC1910	Telephone/Analog-over-Ethernet Extender (10BaseT)	12-Mar-25	Active
TC1920	Telephone over Ethernet Extender (10/100BaseT)	12-Mar-25	Active
TC3004	Multimode to Single Mode Converter/Repeater (& vice versa) (OC-12 rate up to 622 Mbps)	12-Mar-25	Active
TC3005	Multimode to Single Mode Converter/Repeater (& vice versa) up to 200 Mbps	12-Mar-25	Active
TC3006	Multimode to Single Mode Converter/Repeater (& vice versa) up to 1.25 Gbps	12-Mar-25	Active
TC3007	Multimode to Single Mode Converter/Repeater up to 200 Mbps(1 fiber bi-directional)	12-Mar-25	Active
TC3024	Fiber-Optic-Mode-Converter-Repeater (30bps to 10 Mbps)	12-Mar-25	Active
TC3025	Fiber Optic Mode Converter/Repeater for C37.94	12-Mar-25	Active

Chassis Options

Fourteen different interface card options for networks using analog circuits, T3/E3 circuits, dry contacts, C37.94, etc.

Chassis Options

Fourteen different interface card options for networks using analog circuits, T3/E3 circuits, dry contacts, C37.94, etc.

JumboSwitch Training

TC Communications training sessions are tailored to meet the customer's level of expertise and specific application.

Remote Support

Get QuickSupport to allow TC Support remote access your desktop for further troubleshooting.