CABLE MODEM QUICK START

This Quick Start describes how to connect the cable modem to a cable modem service as an Internet gateway for a computer, wireless router, or other local Ethernet-capable device.

Package Contents
- Cable modem
- Power cube
- Ethernet RJ-45 cable
- This Quick Start flyer

Before Installing Your Cable Modem
Your cable service provider needs to know your modem's MAC ADDRESS, which is printed on a label on the bottom of your modem. You can provide this when you order cable modem services; if you already ordered service, by calling the cable company BEFORE installing your modem. You may also be asked for your cable modem's model name and number, which is ZOOM 5341J. If you need the modem's serial number, you can find it near the MAC address on the modem's label.

System Requirements
- You need to connect the cable modem to a cable modem service that uses any of the popular DOCSIS standards – 3.0, 2.0, or 1.1. If you need to get cable modem service, please speak with your cable service provider.
- You need to connect a computer, router, or other Ethernet-capable device to the cable modem using an Ethernet cable. The computer can be a Windows, Macintosh, or Linux computer. The router must have one or more Ethernet ports, and may include wireless capability. Instructions for making this connection are below.

If your cable service provider provided a cable modem starter kit, please continue below. If you don't have or choose not to use the cable modem starter kit from your service provider, go to How to connect to a computer if you don't have or choose not to use a cable modem starter kit.

How to connect a computer if you don't have or choose not to use a cable modem starter kit

To check that your cable modem is working, open your browser and go to a familiar Web site to check that the cable modem is working. If it works, congratulations! Installation is complete. Otherwise, see Troubleshooting Tips for help.

How to connect to a computer if you don't have or choose not to use a cable modem starter kit

1. Plug one end of the Ethernet cable into the modem’s LAN jack and plug the other end into your computer’s Ethernet jack.
   - Note: Please refer to the Cable Modem Rear Panel section if you would like to see a diagram of the back of the cable modem and a description of the connections.

2. Connect the modem to a coaxial cable for the cable service. The cable service is carried on the same cables and connectors as your cable TV service.
   - You can connect a coaxial cable between an open cable service wall jack and the cable modem. (If no wall jack is open, you can use a coaxial T connector.)
   - Alternatively, there may already be a coaxial cable that is connected to service and that has an open end for connecting to the cable modem.

3. Plug the modem's power cube into an outlet and then into the modem's Power jack. Make sure the modem's Power button is ON. Allow 5 to 30 minutes for the cable modem to connect to the network the first time because the cable modem must locate and connect to the appropriate channels for communication. The Link light of the modem should be lit to show the Ethernet connection. You'll see the DS (downstream), US (upstream), and Online modem lights flashing until the Online light stays steady green to signal success. (Blue US/DS LEDs indicate channel bonding.)

4. Plug the modem's power cube into an outlet and then into the modem's Power jack. Make sure the modem's Power button is ON. Allow 5 to 30 minutes for the cable modem to connect to the network the first time because the cable modem must locate and connect to the appropriate channels for communication. You'll see the DS (downstream), US (upstream), and Online modem lights flashing until the Online light stays steady green to signal success. (Blue US/DS LEDs indicate channel bonding.)

If your cable service provider provided a cable modem starter kit, please continue below. If you don't have or choose not to use the cable modem starter kit from your service provider, go to How to connect to a computer if you don't have or choose not to use a cable modem starter kit.

How to connect a computer or router if your cable service provider provided a cable modem starter kit

Some cable service providers supply a cable modem starter kit that can be useful when you install your cable modem. The kit may include a coaxial cable for connecting between a wall jack and your cable modem. (These are also available at most electronics retailers.) The kit will include instructions, and may also include a CD with software. If you receive a kit like this, we recommend that you read the kit’s instructions and use them to install your cable modem. This cable modem is DOCSIS 3.0 certified by CableLabs, and connects like a normal cable modem.

You will need to plug in the cable modem’s power cube, make sure the modem’s Power button is ON, connect to cable modem service using a coaxial cable, and then connect to a computer or router using the included Ethernet cable.

Note: Please refer to the Cable Modem Rear Panel section if you would like to see a diagram of the back of the cable modem and a description of the connections.

After you have installed your cable modem and it has synchronized itself with the cable network, your cable modem can connect your computer to the Internet.

Note: Allow 5 to 30 minutes for the cable modem to connect to the network the first time because the cable modem must locate and connect to the appropriate channels for communication. You’ll see the DS (downstream), US (upstream), and Online modem lights flashing until the Online light stays steady green to signal success. (Blue US/DS LEDs indicate channel bonding.)

Cable Modem Rear Panel

<table>
<thead>
<tr>
<th>Port</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAN</td>
<td>Connect your Ethernet cable between this port and a computer or router.</td>
</tr>
<tr>
<td>Reset</td>
<td>Press this button for 5 seconds in the unlikely event that you need to restore factory default settings.</td>
</tr>
<tr>
<td>RF (Cable)</td>
<td>Connect your coaxial cable line to this port.</td>
</tr>
<tr>
<td>POWER (AC IN)</td>
<td>Connect the supplied power cube to this port.</td>
</tr>
<tr>
<td>ON/OFF</td>
<td>Push the button in to turn the power ON. Push the button again to turn the power OFF.</td>
</tr>
</tbody>
</table>
Problem: I cannot access my Internet service or send or receive email.

Solution: The following front panel lights on the cable modem — Power, DS (downstream), US (upstream), and Online — must be solidly lit before your modem will let you connect to the Internet. If they are not:

- Make sure the cable modem’s Power button is ON and that the cable modem is plugged into a live power outlet.
- Check your modem’s Ethernet and cable connections.
- Power cycle your modem.
- Restart your computer.
- Check to see that your cable TV is working.
- Check with your cable service provider to make sure that high speed access is available and running.
- In rare instances, the cable signal may be weak or noisy. If this is the case, call your cable service provider.
- If you are using your PC’s Ethernet port, check that this port is functioning correctly. If you are using wireless, check that your wireless connection is functioning correctly. Refer to your computer’s or router’s documentation if necessary.
- Check that your Web browser is configured correctly. It should be set to use a network connection (this might be called a Local Area Network or broadband connection).
- Check that your computer’s network settings are configured correctly. A Windows computer should have a local area connection that should normally be Internet Protocol version 4, Internet Protocol version 6, or TCP/IP; not AOL, Dial-up, or Adapter. A Macintosh computer should be configured for Built-in Ethernet, and TCP/IP should be set to Use DHCP.

FCC Statement

This device complies with Class B Part 15 of the FCC Rules. The device generates, uses and can radiate radio frequency energy and, if not installed and used as instructed, may cause harmful interference to radio communication. Only coaxial cables are to be used with this device in order to ensure compliance with FCC emissions limits. Accessories connected to this device by the user must comply with FCC Class B limits. The manufacturer is not responsible for any interference which results from use of improper cables, or which results from unauthorized changes or modifications to the device.

UL Listing

This product is UL-Listed and complies with all applicable electrical and fire safety requirements.

Limited Warranty

Zoom Telephonics, Inc. (hereinafter “Zoom”) warrants this product against defects in material and workmanship for a warranty period of 2 years. This warranty applies to the original end-user purchaser. Zoom Telephonics, Inc. (hereinafter “Zoom”) assumes no liabilities with respect to the contents of this document. Zoom also reserves the right to revise this document or update occasionally the content hereof without any obligation to notify any person of such revisions or amendments. Specifications subject to change without notice.

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