MODEL 5360 QUICK START

This Quick Start describes how to connect the Model 5360 cable modem/router to a cable modem service, and how Ethernet-capable and wireless computers, smartphones, tablets, smart TVs, and other devices can use Model 5360 for Internet access.

Package Contents

- Cable modem/router
- Power cube
- Ethernet RJ-45 cable
- This Quick Start flyer

We strongly recommend that you stand the cable modem vertically. Placing the modem vertically will normally give you better wireless reception and improve modem cooling. Please rotate the base so it supports the modem case. After you stand your cable modem upright, remember to adjust your antennas for best reception – normally with each one pointing up and away from the other antenna.

Before installing your cable modem, please read this.

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.

Your cable service provider will need to know your modem’s MAC ADDRESS, which is printed on a label on the bottom of your modem, and the account number of your cable service. Your account number can be found on your bill, or you can call your service provider and ask them for your account number. You need to provide this information when you order cable modem service, or when calling the cable company after installing your modem, or when filling out the account setup web page that may appear when you first connect your cable modem to your provider’s network. You may also be asked for your cable modem's model name and number, which is ZOOM 5360. If you need the modem's serial number, you can find it near the MAC address on the label.

If you are replacing an “old” cable modem, do this:

1. Disconnect the coaxial cable from the old cable modem and connect it to your Zoom modem. If the coaxial cable has a screw-on connector, turn the connector clockwise when tightening the cable onto the Zoom cable modem.

2. If there’s an Ethernet cable plugged into the old cable modem, unplug the Ethernet cable from the old cable modem and plug it into any of the Zoom cable modem’s LAN jacks.
3 Connect the Zoom power cube between the Zoom cable modem and a live power outlet. DO NOT use your old cable modem’s power cube on your Zoom cable modem.

4 Go to “Now that your cable modem is connected, do this.” below.

If this is a first-time cable modem installation (that is, you are NOT replacing an “old” cable modem), do this:

1 Connect a “live” coaxial cable from your cable service provider to your cable modem. First check that the wire in the center of the cable’s connector is centered, straight, and clean. If the coaxial cable has a screw-on connector, turn the connector clockwise when tightening the cable onto the Zoom cable modem. (If you’re not sure a cable is live, you can see whether you get a good TV signal when that cable is used with a working TV set-top box.) Here are some ways you can get the live cable:

- You have a cable TV cable (“coaxial cable”) with a male connector on the end that isn’t connected to anything. This cable may be coming out of a wall or connected to a cable TV jack.
- There’s a cable TV jack in your wall. You can connect a cable TV “coaxial cable” between that jack and your cable modem. You may have a coaxial cable, possibly one that came with a cable modem starter kit from your cable service provider. If you don’t have a coaxial cable, you can get one at most electronics stores. You want one with a screw-in male F connector at each end, with a length that works for your installation.
- If you don’t have an available cable TV cable or wall jack, use a coaxial “T adapter” or “splitter” available from most electronics retailers. (see example at right). Make sure you get one designed for cable modems and/or cable TV. These typically have one female IN jack and two female OUT jacks. You can disconnect a live cable from your TV set-top box and screw it into the IN jack of the splitter. Then connect one coaxial cable from an OUT jack to your TV set-top box and another coaxial cable from the other OUT jack to your cable modem. You can see that this approach uses one splitter and 2 additional coaxial cables, each of which has male connectors on each end. Some electronics retailers carry the Zoom Cable Modem Connection Kit, which has an excellent splitter and 2 coaxial cables packaged together at a reasonable price. You can also purchase splitters and coaxial cable separately if you prefer to do that, perhaps because you need a special length of coaxial cable.
2 Connect the supplied Ethernet cable between any cable modem LAN jack and a computer’s Ethernet jack. We recommend that you do this even if you later plan to disconnect this computer. If connecting the Ethernet cable to a computer is difficult or impossible, you can make a wireless connection as discussed below in “Connecting Model 5360 wirelessly to some device.”

3 Connect the Zoom power cube between the Zoom cable modem and a live power jack.

4 Go to “Now that your cable modem is connected, do this.” below.

**Now that your cable modem is connected, do this.**

It normally takes 5 to 30 minutes to establish an Internet link the first time a Cable Modem/Router connects to a cable service provider. This allows the cable modem to connect to the appropriate channels for communication. You’ll see the DS, US, and/or Online modem lights on your cable modem flashing until the Online light stays steady green to signal success.

After the cable modem connects to your cable service provider, open your Web browser on the computer that’s connected to your cable modem/router. Then refresh the screen or try to go to a Web site. Many service providers, including Comcast, typically bring your browser to a registration page. In that case, follow the instructions on this registration page to register your modem.

If no web page appears after opening your browser, you need to call your cable company to register your modem. Below is a list of some major cable service providers’ phone numbers to call to activate your cable modem. Note that this list is subject to change.

- Comcast 1 (855) 652-3446
- Time Warner 1 (855) 704 4503
- Cox 1 (888) 556-1193
- RCN 1 (866) 832-4726
- Cable One 1 (877) 692 2253

Once your cable modem is registered either online or through a conversation with someone at your cable service provider, your service provider will provision your cable modem service. Typically this takes less than 5 minutes, but in some cases this may take up to 30 minutes to complete.

To check that your cable modem is working, open your browser and go to a familiar Web site. If it works, **Congratulations!** Installation is complete for a single PC. If your cable modem is NOT working, see **Troubleshooting Tips** on the back of this Quick Start for help.

- For Internet access using a smartphone, tablet, or other wireless device, see “Connecting Model 5360 wirelessly to some device.”
- If you want to connect additional computers or other devices using the modem/router’s Ethernet/LAN ports, please see “Read This Only if You Are Connecting additional computers and/or other devices to Model 5360’s Ethernet/LAN ports.”
- If you are playing a multi-player game over the Internet, you may need to setup the modem in a special way for the game to work. This can be done by setting up a DMZ or by using port triggering. Please see the User Manual on our website at [www.zoomtel.com/5360manual](http://www.zoomtel.com/5360manual) for guidance about the best setup.
- In the unlikely event that you want to configure advanced options, please refer to the User Manual on our website at [www.zoomtel.com/5360manual](http://www.zoomtel.com/5360manual).
Hardware Connection

LAN 1-4 (Gigabit Ethernet 1-4)
Four 10/100/1000 auto-sensing Ethernet ports that can be used for computers and other devices that have an Ethernet port.

RESET
Press and hold this recessed button at least 8 seconds in the unlikely event that you want to restore the default factory settings. This button is recessed to prevent accidental resets of your cable modem/router.

RF
You must connect your coaxial cable line to this port.

POWER
You must connect the supplied power cube to this port.

Connecting Model 5360 wirelessly to some device

1 First locate the wireless connection setup on your wireless device, and then select a cable modem/router network whose name starts with the SSID name on the bottom label. The SSID name on the bottom label is for model 5360’s 2.4 GHz frequency band. Model 5360’s 5 GHz band has the same name plus -5G at the end, and is only visible if your wireless device works at 5 GHz. If your device supports both frequencies, you can pick either SSID. A major advantage of the 5 GHz band is that it’s normally much less crowded with other devices trying to use that band. This is especially important in areas with lots of wireless devices, such as in some cities and in multi-family buildings. If your wireless device supports both frequencies and you’re not happy with your speed and/or range, you may want to try the other frequency.

2 Next you will be prompted to enter the Security Key or Password for your wireless network. The WPA/WPA2 security key is printed on the bottom label of your cable modem/router and is unique to you. Please use that key.
When your Model 5360’s Online light is solid green as discussed above, open your device's browser and go to a website to test your wireless setup. If it works, congratulations! If it doesn’t, please see the Troubleshooting Tips in the User Manual.

Note: In the unlikely event that you want to change the unique SSID or the Security Key, please refer to the User Manual on our website at www.zoomtel.com/5360manual.

Read this only if you are connecting additional computers and/or other devices to the cable modem/router’s Ethernet/LAN ports

You can plug up to four computers, game consoles, or other Ethernet-capable devices into the cable modem’s LAN ports. For information about your specific device, please refer to the documentation that came with that device. Follow the instructions on the other side of this Quick Start for each computer or other device.

1 If you connected the cable modem to a computer using a wired connection when setting up the cable modem, unplug the computer now if you don’t want it to stay connected to the cable modem.

2 To connect a computer or other Ethernet-capable device, plug one end of an Ethernet cable into any available Ethernet (LAN 1, 2, 3, or 4) port on the cable modem and plug the other end of the Ethernet cable into the Ethernet port of the additional device you want to connect to the cable modem. (If you are connecting a hub or a switch, this is typically called an Uplink or Expansion port.)

3 If you are connecting a HomePlug adapter pair with one adapter plugged into the cable modem and an AC outlet, and the other adapter plugged into a computer or game station and an AC outlet, make those connections and then go to step 4.

4 Verify that your Internet connection is working. Open a Web browser on each computer that’s using your network and try to connect to a familiar Web address.

Congratulations! You have connected an additional device to the Internet. You can connect up to 4 Ethernet-capable devices to the cable modem/router, following the instructions above for each device and starting at step 2 of this section. You can also connect wireless devices as discussed above.
Logging in to the Zoom Configuration Manager

Most users don’t need to use the Zoom Configuration Manager. The Configuration Manager lets you configure the cable modem for gaming, configure advanced features, and make changes to the default wireless security options including the SSID and Wireless Password. Basic information about the Configuration Manager is summarized below. For more information about using the Configuration Manager please refer to the User Manual at www.zoomtel.com/5360manual.

1. Open your Web browser, enter http://192.168.0.1 in the address bar, and press the Enter key to open the Cable Modem/Router configuration software.
2. In the login dialog box, type the following User Name and Password in lower case, then click Login.
   - **User Name:** admin
   - **Password:** admin
3. The Status page should appear. If the Status page doesn’t appear, please see Troubleshooting Tips.

Front Panel LEDs

Model 5360 has several lights on its front panel to help you monitor the cable modem/router’s status.

<table>
<thead>
<tr>
<th>LIGHT</th>
<th>COLOR</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power</td>
<td>Green</td>
<td>ON: Power is supplied to the cable modem/router</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OFF: Power is not supplied to the cable modem/router</td>
</tr>
<tr>
<td>DS Downstream Sync</td>
<td>Green or Blue</td>
<td>Green Blinking: Scanning for DS channel</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Green ON: Synchronized on 1 channel only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Blue Blinking: Negotiating bonded channel(s)*</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Blue ON: Bonded with 1 or more channels</td>
</tr>
<tr>
<td>US Upstream Sync</td>
<td>Green or Blue</td>
<td>Green Blinking: Ranging is in progress.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Green ON: Ranging is complete; operate on 1 channel</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Blue Blinking: Negotiating bonded channel(s)*</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Blue ON: Bonded with 1 or more channels</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OFF: Upstream channel is inactive</td>
</tr>
<tr>
<td>Online</td>
<td>Green</td>
<td>Blinking: Cable interface is acquiring IP, Time of Day, and configuration.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ON: Cable modem/router is online</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OFF: Cable modem/router is offline</td>
</tr>
<tr>
<td>LAN 1-4 Ethernet LAN ports</td>
<td>Green or Amber</td>
<td>Blinking: Data is flowing and Ethernet is connected</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Green: Connected at highest LAN speed, 1 Gbps</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Amber: Connected at 10 or 100 Mbps</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OFF: No Ethernet link detected</td>
</tr>
<tr>
<td>2.4G</td>
<td>Green</td>
<td>Blinking: Data is flowing and wireless is connected on the 2.4 GHz band.</td>
</tr>
</tbody>
</table>
## 2.4 GHz Wireless Band

<table>
<thead>
<tr>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ON:</td>
<td>2.4 GHz wireless band is enabled</td>
</tr>
<tr>
<td>OFF:</td>
<td>2.4 GHz wireless band is not enabled</td>
</tr>
</tbody>
</table>

## 5 GHz Wireless Band

<table>
<thead>
<tr>
<th>LED Color</th>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Blinking:</td>
<td>Data is flowing and wireless is connected on the 5 GHZ band</td>
</tr>
<tr>
<td></td>
<td>ON:</td>
<td>5 GHz wireless band is enabled</td>
</tr>
<tr>
<td></td>
<td>OFF:</td>
<td>5 GHz wireless band is not enabled</td>
</tr>
</tbody>
</table>

## WPS LED

<table>
<thead>
<tr>
<th>LED Color</th>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Blinking:</td>
<td>WPS is in discovery mode (LED blinks for up to 2 minutes)</td>
</tr>
<tr>
<td></td>
<td>ON:</td>
<td>LED lit solid after WPS configuration is successful</td>
</tr>
<tr>
<td></td>
<td>OFF:</td>
<td>(after 2 minutes blinking): No Wi-Fi client associated with the cable modem/router via WPS</td>
</tr>
</tbody>
</table>

## WPS Button

Pressing the WPS button for 5 seconds initiates a WPS connection with other wireless devices.

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*If Blue light blinks continuously, this indicates partial service (at least one designated channel has not completed bonding). This does not generally affect performance, but your cable company may want to know so they can adjust their network.

### Please note the following:

- Do not block the modem vents in any way.
- Do not place the modem near a heating or air conditioning duct, in direct sunlight, anywhere susceptible to drastic temperature changes, or where it’s very hot or very cold.
Troubleshooting Tips

Problem: I cannot access the Internet. What should I do first?

Solution: Try the following:

- Make sure that your Cable Modem/Router’s MAC address is registered with your cable provider. When your provider’s representative or setup software asks for your MAC address, you can find the CM MAC address on your modem/router’s bottom label. If you are having a problem, you may need to check with your cable service provider to make sure the service provider set up its system properly for your cable modem.
- Make sure your Cable Modem/Router’s plugged into a live power outlet.
- Check your Cable Modem/Router’s Ethernet and coaxial cable connections. Make sure the coaxial cable is tightly connected. If a computer is plugged into an Ethernet port, make sure that the cable is plugged in all the way on both ends.
- If you are using wireless, check that your wireless connection is functioning correctly. Check the section below, "I am having trouble connecting my computer or other device wirelessly to the Cable Modem/Router."
- Power off your modem/router for at least 10 seconds and then power it back on.
- Restart your computer or other devices connected to the Cable Modem/Router. This ensures that they receive a correct IP address from the router.

Problem: I cannot access the Internet. My Power light is on, my Downstream and Upstream lights are on or blinking, and my Online light is on.

Solution: If you are using your computer’s Ethernet port, check that there is a good connection between your computer and the modem/router’s Ethernet port. Check that the light for that port is on or flashing.

If you are using wireless, check that your wireless connection is functioning correctly. Check the section below, "I am having trouble connecting my computer or other device wirelessly to the Cable Modem/Router."

Problem: I cannot access the Internet. My Power light is on, and my Downstream and Upstream lights are on or blinking. My Online light won’t stay on.

Solution: Try the following:

- Check to see that your cable TV is working. If it isn’t, contact your cable service provider. There may be a bad connection to the cable to your home or location.
- Check with your cable service provider to make sure that your cable data service is available and running.
- In some cases, the cable signal may be weak or noisy. If possible, see if the cable modem/router works better when it’s connected as near as possible to where the coaxial cable comes into your home.
- If you have a splitter between the cable modem/router and the wall, remove the splitter and connect the cable modem/router directly to the wall. A splitter is a small device that has a single coax cable on one side and 2 coax cables on the other side. If this fixes the problem, you may need to get a better splitter.
If the problem persists, you may need to ask your cable service provider to check the signal quality on your cable connection.

Problem: I am having trouble connecting my computer or other device wirelessly to the Cable Modem/Router.

Solution: Try the following:

- Verify that you can access the Internet with a computer or other device connected through an Ethernet cable to one of the LAN ports of your cable modem/router.
  - If you cannot, try the steps outlined in the previous troubleshooting tips.
  - If the wired computer can access the Internet, reboot the wireless device (this will allow the device to release and renew their IP addresses) and try to access the Internet again.
  - If you still cannot connect to the Internet wirelessly, continue below.

- Check the wireless security settings on the wireless device and verify that your device is using the same wireless security and password as the Cable Modem/Router. The default wireless settings can be found on the bottom label of your router. The settings on your computer, phone, or other device must match the modem/router settings – either the default settings or some new settings you made.

- Check the signal strength of your wireless connection. Most wireless adapters have some type of signal strength meter that shows how strong your wireless signal is. Windows users, click the Wireless icon in your system tray to check signal strength. If your signal strength is not strong enough, try reorienting the antennas on the Cable Modem/Router.

- Change the wireless channel. To do that, follow these steps:
  1. Open the Zoom Configuration Manager by entering the following in your Web browser's address bar: http://192.168.0.1
  2. In the Login dialog box, type the following User Name and Password in lower case, and then click Login.
     - User Name: admin
     - Password: admin
  3. Click Wireless on the menu bar to open the Wireless page.
  4. On the Radio page, from the Control Channel drop-down menu, select a channel that is 5 channels away from the current channel you are using. You may need to switch the Sideband for Control Channel setting from lower to upper to access the higher channels.
  5. Be sure to click Apply after you change the channel. All devices connecting wirelessly will automatically switch to the new channel.

- If changing the wireless channel did not help, you should reduce the amount of bandwidth your wireless connection is using from 40 MHz to 20 MHz on the same wireless page.

- Move the device trying to access the Cable Modem/Router to a different location, ideally closer to the Cable Modem/Router.

- For some computers and some tablets, try deleting the old network settings including the SSID and password/pre-shared key. After you do that, use the new settings. Normally the new settings should be the modem/router’s default settings as discussed above.

- Refer to your computer’s or other device’s documentation if necessary.
Problem: I don't know my Cable Modem/Router's SSID or Password.
Solution: The default values are printed on the bottom label of the modem/router.

If you changed the default SSID and password, connect a computer to any Ethernet port of the modem, open the computer’s Web browser, enter http://192.168.0.1 into the browser’s address bar, and press ENTER to go to that address. When the modem/router’s user interface comes up, enter the username and password for the user interface and click Login. (These are both admin unless you changed them.) Go to the Wireless section and then click on Primary Network in the menu on your left. A new page will come up with the Network Name (SSID) and WPA Pre-Shared Key (wireless password) shown.

Problem: What do I do if my cable service provider wants me to access the Configuration Manager?
Solution: Make sure you have a connection between your computer or other device and the cable modem/router.

1. Open the Zoom Configuration Manager by entering the following in your Web browser's address bar: http://192.168.0.1
2. In the Login dialog box, type the following User Name and Password in lower case, and then click Login.
   - User Name: admin
   - Password: admin
3. You will see status information about your cable modem/router and its connection that you can read back to your service provider.

Problem: What if I'm told that my Model 5360 cable modem/router isn't approved for my cable modem service?
Solution: This product has been certified by CableLabs®, the cable service provider’s primary test lab. However, some cable service providers have their own certification process. To see whether model 5360 is certified by your cable service provider, you should be able to check your service provider’s Web site or to speak with someone from your service provider. In the unlikely event that you are told that your Zoom modem is not approved by your cable modem service, please email us at cableOK@zoomtel.com or call us at (617)753-0963.

For additional Troubleshooting Tips see the User Manual at www.zoomtel.com/5360manual

If You Need Help

We encourage you to register your product and to notice the many support options available from Zoom. Please go to www.zoomtel.com/techsupport. From here you can register your modem and/or contact our technical support experts and/or use our intelligent database SmartFacts™ and/or get warranty information.

US: (617) 753-0963
Return of Defective Units
Please contact your local distributor or retailer for factory-authorized repair or replacement of your in-warranty defective product. If you are unable to reach your distributor or retailer, you can contact Zoom Technical Support in the United States by calling: (617) 753-0963.

Please note that you are responsible for any charges (including brokerage or customs and duties) associated with shipping the defective unit to Zoom for repair. During the first year Zoom will pay return ground shipping to the customer in the Continental U.S. and U.K. After the first year you may be required to pay a shipping and handling fee. Any applicable customs, duties and brokerage charges to import the product are your responsibility.

Limited Warranty
Zoom Telephonics, Inc. warrants this product against defects in material and workmanship for a warranty period of 2 years. To read the full warranty, please see www.zoomtel.com/5360warranty

Safety Issues & Warnings
For your protection, observe the following safety precautions when setting up and using your equipment.

WARNING: Risk of electric shock. Do NOT expose to water or moisture.
- The cable modem is a high-performance communications device designed for home and office environments.
- Do NOT use the cable modem outdoors. Keep the cable modem in an environment that is between 0°C and 40°C (between 32°F and 104°F).
- To avoid overheating the cable modem, do NOT place any object on top of the cable modem.
- Do NOT place any object on top of the cable modem or force it into a confined space.
- Do NOT restrict the flow of air around the cable modem.
- The manufacturer assumes no liabilities for damage caused by any improper use of the cable modem.
- Make sure the voltages and frequency of the power outlet matches the electrical rating labels on the power cube.
- Whenever there is danger of lightning, disconnect the power cable and Coax cable from the cable modem to prevent damage to the unit. The use of an AC protection device will not completely protect the cable modem from damage caused from the transmission across the Coax network.

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. A Minimum 26 AWG Line Cord should be used for connection to the cable modem.