If you want to connect the modem/router wirelessly to a Wi-Fi compatible device, see Connecting the Cable Modem/Router Wirelessly to Some Device.

If you want to connect additional computers/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 the Cable Modem/Router’s Ethernet ports.

If you want to configure advanced options, please refer to the User Manual on our website at www.zoomtel.com/5352manual

Setup if you don’t use a cable modem starter kit

1. Be sure your computer is on and the cable modem is unplugged.  

Note: Please refer to the Hardware Connection section if you would like to see a diagram of the back of the cable modem and a description of the connections as you read the following steps.

2. If there’s a plastic cap on the RF connector at the back of the cable modem, remove the cap. Connect and securely fasten the coaxial cable onto the round, silver RF connector. If the other end of the coaxial cable is loose, connect that end securely to a cable outlet or splitter.
   - You can connect a coaxial cable between an open cable service wall jack and the cable modem. (If no wall jack is available, you can use coaxial T connectors or splitters to share an existing connection with a TV, for example.)
   - 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 power cube into the POWER connector on the rear panel of the cable modem and into an electrical outlet. Make sure the ON/OFF switch on the back of the cable modem is on. The cable modem/router should go on with the Power LED lit up.

Note: It normally takes 5 to 30 minutes to establish an Internet link 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.

4. Check to make sure you have Internet access. If you have a computer, connect the modem’s Ethernet cable to any Ethernet port (LAN 1, 2, 3, or 4) on the rear panel of the cable modem/router’s Ethernet port on your computer. Now open your browser and go to a familiar Web site to check that the cable modem is working. If it is, your cable modem is ready for use! Whether or not you have a computer, you can connect wireless or Ethernet devices to the Internet through your working modem/router.

For Internet access using a smartphone, tablet, or other wireless device, see Connecting the Cable Modem/Router 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 the Cable Modem/Router’s Ethernet ports.

If you want to configure advanced options, please refer to the User Manual on our website at www.zoomtel.com/5352manual

Note: If you want to change the default SSID or the Security Key, please refer to the User Manual on our website at www.zoomtel.com/5352manual

Hardware Connection

<table>
<thead>
<tr>
<th>Description</th>
<th>LAN 1-4 (Gigabit Ethernet 1-4)</th>
<th>Reset</th>
<th>Power</th>
<th>ON/OFF Switch</th>
</tr>
</thead>
<tbody>
<tr>
<td>DESCRIPTION</td>
<td>Four 10/100/1000 auto-sensing Ethernet ports for computers and other devices that have an Ethernet port.</td>
<td>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.</td>
<td>Connect the supplied power cube to this port.</td>
<td>Powers the cable modem/router on or off.</td>
</tr>
</tbody>
</table>

Connecting the Cable Modem/Router Wirelessly to Some Device

A Wi-Fi compatible computer, smartphone, game station, or other device can access the Internet wirelessly through the Cable Modem/Router. You can connect up to 253 devices wirelessly. To make the wireless connection, follow these steps:

1. First locate the wireless connection setup on your device, and then select the cable modem/router network with the same name as the SSID name on the bottom or your cable modem/router. For example, on Windows computers, click the wireless connection icon on the Task Bar, click Available Wireless Networks, select the correct SSID from the list of available wireless networks, and then click the Connect button.

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.

Cable Modem Bottom Label:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Default Wireless</td>
<td>SSID: ZOOMTEL5352</td>
<td>Default Settings: None</td>
<td>Default Security Key: None</td>
<td><a href="http://www.zoomtel.com/5352manual">www.zoomtel.com/5352manual</a></td>
</tr>
</tbody>
</table>

3. 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 on the CD.

Note: If you want to change the default SSID or the Security Key, please refer to the User Manual on our website at www.zoomtel.com/5352manual
Step 2: Establishing Communication

Manager. Go to the section You can configure advanced features after logging in to the Zoom Configuration Advanced Features done by setting up a DMZ Gaming 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 be connected to the cable modem.

2. To connect a computer or other Ethernet-capable device, plug one end of an Ethernet cable into an 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 computer or game station, go to step 5 of this section.

4. If you are connecting a network device such as a switching hub, use the instructions that came with that device. Then rebooy any computer that is part of your network. For example, if you connected a switching hub, reboot any computer that will make a wireless connection to that switching hub.

5. If you are connecting a HomePlug adapter pair or 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 5.

6. 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 known Web site.

Note: If at any time you need to make changes to the cable modem’s configuration, open a web browser from any PC on your network and type http://192.168.0.1 to open the Zoom Configuration Manager.

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.

Gaming

If you are using your cable modem for gaming, you may need to make changes to the cable modem’s Advanced configuration page for the game to work. This can be done by setting up a DMZ or using port triggering. Please see the User Management on the cable modem to decide which option to select and instructions on setting it up.

Advanced Features

You can configure advanced features after logging in to the Zoom Configuration Manager. Go to the section Logging in to the Zoom Configuration Manager. Then refer to the User Manual on our website at www.zoomtel.com for detailed information about all the options on this menu.

Logging in to the Zoom Configuration Manager

Step 1: Connecting the Cable Modem/Router to a Computer

1. Connect the router to a computer following the instructions under How to connect to a computer if you don’t have or choose not to use a cable modem starter kit. Then continue to Step 2 below.

Step 2: Establishing Communication

Open your Web browser, enter http://192.168.0.1 in the address bar, and press Enter key to open the Cable Modem/Router configuration software.

In a login dialog box, type the following User Name and Password in lower case, then click OK.

User Name: admin
Password: admin

The Status page should appear if the Status page doesn’t appear, please see Troubleshooting Tips.

From the Zoom Configuration Manager, you can configure advanced features and make changes to the default wireless security options including the SSID and Pre-Shared Key. Please refer to the User Manual on the CD for instructions.

Front Panel LEDs

Your Zoom cable modem 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>WPS</td>
<td>Green</td>
<td>Blinking: WPS is in discovery mode (LED blinks for up to 2 minutes)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>After 2 minutes blinking stops preserving power using a USB Power Adapter.</td>
</tr>
<tr>
<td>WLAN</td>
<td>Green</td>
<td>Blinking: Data is flowing (LED blinks for up to 30 seconds)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off: No WiFi client associated with this modem/router.</td>
</tr>
<tr>
<td>Link 1-4</td>
<td>Green</td>
<td>Blinking: Data is flowing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Connected at highest LAN speed, 1 Gbps</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Alexa 100: 1 Amber/Off No Ethernet link detected</td>
</tr>
<tr>
<td></td>
<td>Amber</td>
<td>Blinking: Interface is acquiring IP, Time of Day, and configuration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off: Cable modem/router is offline</td>
</tr>
<tr>
<td></td>
<td>Blue</td>
<td>Blinking: Configuration is complete; operate on more than 1 channel (DS Bond mode)</td>
</tr>
<tr>
<td>DS</td>
<td>Blue</td>
<td>Blinking: Configuration is complete</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Online: Sync with more than 1 channel (DS Bond mode)</td>
</tr>
<tr>
<td></td>
<td>Blue</td>
<td>Blinking: In progress</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Online: Sync with more than 1 channel (DS Bond mode)</td>
</tr>
<tr>
<td></td>
<td>Blue</td>
<td>Blinking: In progress</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Online: Sync with more than 1 channel (DS Bond mode)</td>
</tr>
<tr>
<td></td>
<td>Blue</td>
<td>Blinking: Ranging is in progress</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Online: Sync with more than 1 channel (DS Bond mode)</td>
</tr>
<tr>
<td></td>
<td>Blue</td>
<td>Blinking: Ranging is complete; operate on more than 1 channel (DS Bond mode)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Online: Upstream channel is inactive</td>
</tr>
<tr>
<td>DS &amp; US</td>
<td>Blue</td>
<td>Both DS and US blinking together; the cable modem/router is powering up or cable operation is incoming.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Power: power is supplied to the cable modem/router.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Power: Not supplied to the cable modem/router</td>
</tr>
</tbody>
</table>

Troubleshooting Tips

You cannot access my Internet service or send or receive email. Solution: The following front panel lights on the cable modem/router – ONLINE. (US) (upstream), (DS) (downstream), and POWER must be solid lit before your modem will let you connect to the Internet. If they are not:

1. Check all modem connections (Power, Ethernet, and cable modem line).
2. Unplug your cable modem and then plug it back in.
3. Restart your computer.
4. Check to see that your TV is working.
5. Check with your cable service provider to make sure that high speed access is available. If you are using wireless, check that your wireless connection is functioning correctly. Refer to its documentation for necessary steps.
6. Check that your TV’s service is configured correctly. It should be set to use a network connection (this might be called a Local Area Network or broadband connection).
7. Check that your Ethernet 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/IPv6; not AOL, Dial-up, or Adapter. A Macintosh computer should be set to Use DHCP for Built-in Ethernet, and TCP/IP should be set to Use DHCP.

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/support. From here you can register your router and/or contact our technical support experts and/or use our intelligent database SmartFacts™ and/or get warranty information.

Limited Warranty

Zoom Telephonics, Inc. (hereafter “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. For all Zoom products other than software, Zoom will, solely at its option, repair or replace this product with a functionally equivalent new or factory reconditioned product during the warranty period. The consumer will deliver the product to Zoom. All transportation risks and costs in connection with this warranty service are the responsibility of the consumer.

Zoom will replace accessories to the extent that there is a defect in materials or workmanship for a period of 30 days from date of original retail purchase, provided the defective service is returned to Zoom. Shipments from Zoom will normally be via U.S. Mail. Software products supplied by Zoom are sold “as is” with warranty, either expressed or implied, as to function, applicability, correctness, performance, and quality.

Zoom is not responsible for incidental or consequential damages, and is not responsible for damages resulting from the breach of any express or implied warranty. Zoom is not responsible for any costs of recovering, reprogramming, or reinstallation of any programs or data stored in or used with the Zoom product; damages to property, and to the extent permitted by law, damages for personal injury.

This warranty is in lieu of all other warranties, expressed or implied. We do not assume or authorize assurance for use of any other warranty expressed or implied. Some states and countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusions may not apply to you. This warranty does not apply if the Zoom product has been damaged by accident, abuse, lightning or other causes.

Zoom disclaims any responsibility for any provisions of this warranty are prohibited by any federal, state, or municipal law that cannot be preempted. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or country to country.

Safety & Warnings

WARNING: Shock Hazard. Do NOT expose to water or moisture.

1. The cable modem is a high-performance communications device designed for home and office environments.

2. Do NOT use the cable modem outdoors. Keep the cable modem in an environment that is between 32° and 104°F (0° and 40°C) to avoid overheating the cable modem.

3. Do NOT place the cable modem in a confined space.

4. Do NOT restrict the flow of air around the cable modem.

5. The manufacturer assumes no liabilities for damage caused by any improper use of the cable modem.

6. Make sure the voltages and frequency of the power outlet matches the electrical rating labels on the power cord.

Regulatory Information

FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

1. Reorient or relocate the receiving antenna.

2. Increase the separation between the equipment and receiver.

3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

4. Consult the dealer or an experienced radio/TV technician for help.

The device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment complies with Part 15 of the FCC Rules. Operation is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Cautions: Any changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate this equipment.

For product available in the U.S./Canada market, only channel 1-11 can be operated. Selection of other channels is not possible. The maximum power of this device is less than or equal to 5,150 MHz which is less than the maximum allowed peak power of any low power radio transmitter.

IMPORTANT NOTE: FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter. The availability of some specific channels and/or operation in the frequency bands could depend on your country and is governed by the National Telecommunications Code which provides guidelines for proper grounding and, in particular, specify that the coaxial cable shield shall be connected to the grounding system of the building, as close to the point of cable entry as practical.

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