



MODEL 5345 CABLE MODEM QUICK START

This Quick Start describes how to connect your Zoom Model 5345 cable modem to a cable modem service. This lets your cable modem provide Internet access to a computer or other device connected to the cable modem's Ethernet LAN Jack. If that device is a wireless router, wireless devices can connect through the router and Zoom cable modem to the Internet.

Package Contents

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

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** and may need the account number of your cable service. Your **MAC Address is printed on a label on the bottom of your modem and is called CM MAC**. Your account number can be found on your bill, or you can call your service provider to get 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 by 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 5345**. 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 the Zoom cable modem’s LAN (yellow) jack.
- 3 Connect the Zoom power cube between the Zoom cable modem and a live power jack. DO NOT use your old cable modem’s power cube on your Zoom cable modem. If your cable modem’s Power Button is not already pressed in, press the button in to turn on your 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:



Coaxial Cable



Cable TV Jack

- 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 the cable modem's yellow LAN jack and a computer's Ethernet jack. We recommend that you do this even if you later plan to connect the cable modem to a router.
 - 3 Connect the Zoom power cube between the Zoom cable modem and a live power jack. If your cable modem's Power Button is not already pressed in, press the button in to turn on your cable modem.
 - 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 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 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. 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	Cable One	1 (877) 692 2253
RCN	1 (866) 832-4726		

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 you want to connect your cable modem to a router, please continue directly below. If your cable modem is NOT working, see **Troubleshooting Tips** on the back of this Quick Start for help.

How to connect your cable modem to a router instead of a computer. This connection is optional, done after the cable modem is working with a computer.

- 1 The router should not be plugged in or powered up. If it is, unplug it.
- 2 Unplug the cable modem's Ethernet cable from your computer and plug it into the Router's WAN port.
- 3 Power-up the router. Make sure the router's Power button is ON. Wait for the router to complete its power-up sequence.
- 4 The **LAN** light of the modem should be lit to show the Ethernet connection to your router. Follow your router's instructions for setting up the router and connected devices.
- 5 Using a computer connected to the router, open the computer's browser and go to a website to check that the connection between your cable modem and router is working properly. If it works, **Congratulations!** Installation is complete.

If the cable modem worked when connected to a computer but does not work when connected to a router, try the following:

- First try shutting down and restarting the router; if that doesn't help, then try shutting down and restarting each computer connected to the router.
- Power off your cable modem, router and any computers connected to the router. Power on the cable modem and allow it time to resynchronize with the cable system. Once the cable modem is synchronized with its online light steady green, power up your router, then power up any computers connected to your router.
- You may also need to check that the DHCP client on the router's WAN port is enabled. If you need help, look in your router's manual or contact your router manufacturer.
- If that does not solve the problem, you may need to contact your cable service provider and give them the MAC address of the router's WAN port.

Cable Modem Rear Panel



ON/OFF

Push the button in to turn the power ON. Push the button again to turn the power OFF.

POWER

Connect the supplied power cube to this port.

RESET

Press this button for 5 seconds in the unlikely event that you need to restore factory default settings.

LAN (Yellow)

Connect your Ethernet cable between this port and a computer or router.

CABLE

Connect your coaxial cable line to this port.

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.

Front Panel LEDs

Your cable modem has several lights on its front panel to help you monitor the cable modem's status.

LIGHT	COLOR	DESCRIPTION
LAN Ethernet LAN port	Green	Blinking: Data is flowing and the Ethernet link is connected Green: Connected OFF: No Ethernet link detected
Online	Green	Blinking: Cable interface is acquiring IP, Time, and configuration ON: Cable modem is online OFF: Cable modem is offline
US Upstream sync	Green or Blue	Green Blinking: Ranging is in progress Green ON: Ranging is complete; operate on 1 channel Blue Blinking: Negotiating bonded channel(s) [†] Blue ON: Bonded with 1 or more channels OFF: Upstream channel is inactive
DS Downstream sync	Green or Blue	Green Blinking: Scanning for DS channel Green ON: Synchronized on 1 channel only Blue Blinking: Negotiating bonded channel(s) [†] Blue ON: Bonded with 1 or more channels OFF: Downstream channel is inactive
Power	Green	ON: Power is supplied to the cable modem OFF: Power is not supplied to the cable modem

[†] If Blue light blinks continuously, this indicates partial service (at least one designated channel has not completed bonding). You should still get high Internet speeds, but your cable modem service provider may want to know so they can adjust their network.

Troubleshooting Tips

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

Solution: Make sure that your Cable Modem'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'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's Power button is ON and that the cable modem's power cube is plugged into a live power outlet.
- Check your Cable Modem's Ethernet and coaxial cable connections. Make sure the coaxial cable is tightly connected. Make sure that the Ethernet cable that connects a computer or router to your Cable Modem is plugged in all the way on both ends.
- Power off your modem for at least 10 seconds, then power it back on.
- Restart your computer or other devices connected to the Cable Modem. This ensures that they receive a correct IP address.

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.

- 1 On your computer, open a browser and type in the address **192.168.100.1**
Enter

User Name: **admin**
Password: **admin**

- 2 Now you will see status information about your cable modem and its connection that you can read back to your service provider.

Problem: What if I'm told that my Model 5345 cable modem isn't approved for my cable modem service?

Solution: This modem has been certified by CableLabs and by Comcast, Time Warner Cable, and other cable modem service providers. You can often find a list of certified modems on the Web site of your cable service provider. Beware of installers who try to get you to use their cable modem instead of a Zoom cable modem. Some of these installers provide bad information because they are misinformed or because they earn a fee for providing their cable modem. If the installer tells you that a cable modem provided by him or the service provider is "free", that's almost never true. When in doubt, check the cable service provider's Web site!

- 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**.
- Approval information for CableLabs, Comcast, and other service providers is available at **www.zoomtel.com/cableOK**

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. 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/cablewarranty

Safety Issues & Warnings

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 the cable modem in 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.

FCC Statement

This device complies with Class B Part 15 of the FCC Rules. Operation is subject to the following two 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. 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.

Industry Canada (IC) Statement

This Class B Digital apparatus complies with the Canadian ICES-03.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

International Declaration of Conformity

We, Zoom Telephonics, Inc, 207 South Street, Boston, Ma 02054 U.S.A., declare under our sole responsibility that the 5345 DOCSIS 3,0 Cable Modem Series 1112. To which the declaration relates is in conformity with the following standards and directives:

EN60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013

EN55022:2010+AC:2011

EN55024:2010

EN50564-2011

The following provisions of the Directive(s) of the Council of European Union:

EMC Directive 2004/108/3

Low Voltage Directive 2006/95/EC

Waste Electrical and Electronic Equipment (WEEE) Directive 2002/96/EC

Restriction of the Use of Certain Hazard Substances in Electrical Equipment (RoHS) Directive 2002/95/EC.

Disclaimer

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