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› ZyXEL C3510XZ 6 Gigabit Ethernet Gateway Modem/Router for Fiber Internet - Will not Work with DSL - Compatible with CenturyLink User Manual

ZyXEL C3510XZ

ZyXEL C3510XZ 6 Gigabit Ethernet Gateway User Manual

Model: C3510XZ

1. INTRODUCTION

The Zyxel C3510XZ 6 Gigabit Ethernet Gateway is an advanced modem/router designed for fiber internet connections. It integrates the latest Wi-Fi 6 (802.11ax) technology, providing dual-band 2.4 GHz and 5 GHz wireless connectivity for enhanced network capacity and efficiency. This device is engineered to deliver superior connectivity with low latency, supporting multiple simultaneous streams for a robust home or office network environment.

Important Note: This gateway is designed exclusively for fiber internet services and will *not* function with DSL connections.

2. PRODUCT OVERVIEW

Familiarize yourself with the physical components and ports of your Zyxel C3510XZ gateway.



Figure 2.1: Front and Rear View of the Zyxel C3510XZ Gateway. The image displays the sleek black casing of the gateway, showing the front panel with LED indicators and the rear panel with various ports.

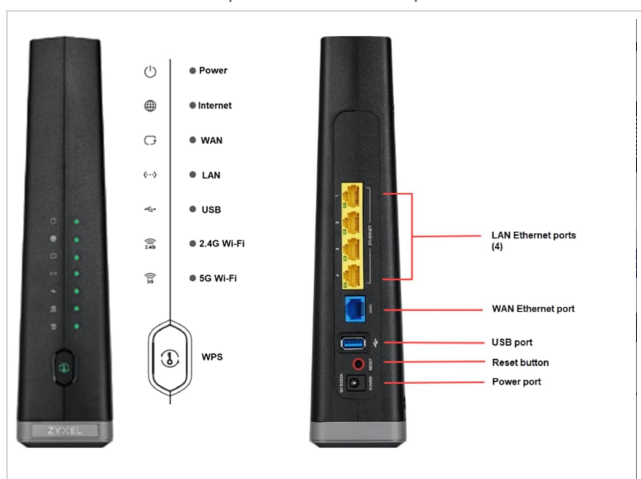


Figure 2.2: Labeled Diagram of Gateway Ports and Indicators. This diagram highlights the Power, Internet, WAN, LAN, USB, 2.4G Wi-Fi, 5G Wi-Fi, and WPS LED indicators on the front. The rear panel shows the LAN Ethernet ports (4), WAN Ethernet port, USB port, Reset button, and Power port.

Front Panel Indicators:

- **Power:** Indicates power status.
- **Internet:** Shows internet connection status.
- **WAN:** Indicates Wide Area Network connection status.
- **LAN:** Indicates Local Area Network activity.
- **USB:** Indicates USB port activity.
- **2.4G Wi-Fi:** Indicates 2.4 GHz wireless network status.
- **5G Wi-Fi:** Indicates 5 GHz wireless network status.
- **WPS:** Indicates Wi-Fi Protected Setup status.

Rear Panel Ports:

- **LAN Ethernet Ports (4):** For connecting wired devices such as computers, gaming consoles, or smart TVs.
- **WAN Ethernet Port:** For connecting to your Fiber Optical Network Terminal (ONT).
- **USB Port:** For connecting USB devices (e.g., external storage).
- **Reset Button:** Used to restore factory default settings.
- **Power Port:** For connecting the power adapter.

3. SETUP GUIDE

Follow these steps to set up your Zyxel C3510XZ gateway for the first time.

1. **Positioning the Gateway:** Place the gateway in a central location in your home or office, away from obstructions and sources of interference (e.g., microwaves, cordless phones). Ensure good ventilation.
2. **Connect to Fiber ONT:** Connect an Ethernet cable from the WAN port (blue) on the back of the C3510XZ gateway to the Ethernet port on your Fiber Optical Network Terminal (ONT).
3. **Connect Power:** Plug the provided power adapter into the Power port on the gateway and then into an electrical outlet. The Power LED on the front panel should illuminate.
4. **Wait for Internet Connection:** Allow a few minutes for the gateway to power on and establish an internet connection. The Internet LED should turn solid green, indicating a successful connection.
5. **Connect Devices (Wired):** For wired connections, use standard Ethernet cables to connect your devices (e.g., computer, game console) to any of the yellow LAN Ethernet ports on the back of the gateway.
6. **Connect Devices (Wireless):**
 - Locate the Wi-Fi Network Name (SSID) and Password printed on the label on the bottom or back of your gateway.
 - On your wireless device (smartphone, laptop, tablet), search for available Wi-Fi networks.
 - Select your gateway's SSID (e.g., "ZYXEL_XXXX") and enter the Wi-Fi password when prompted.

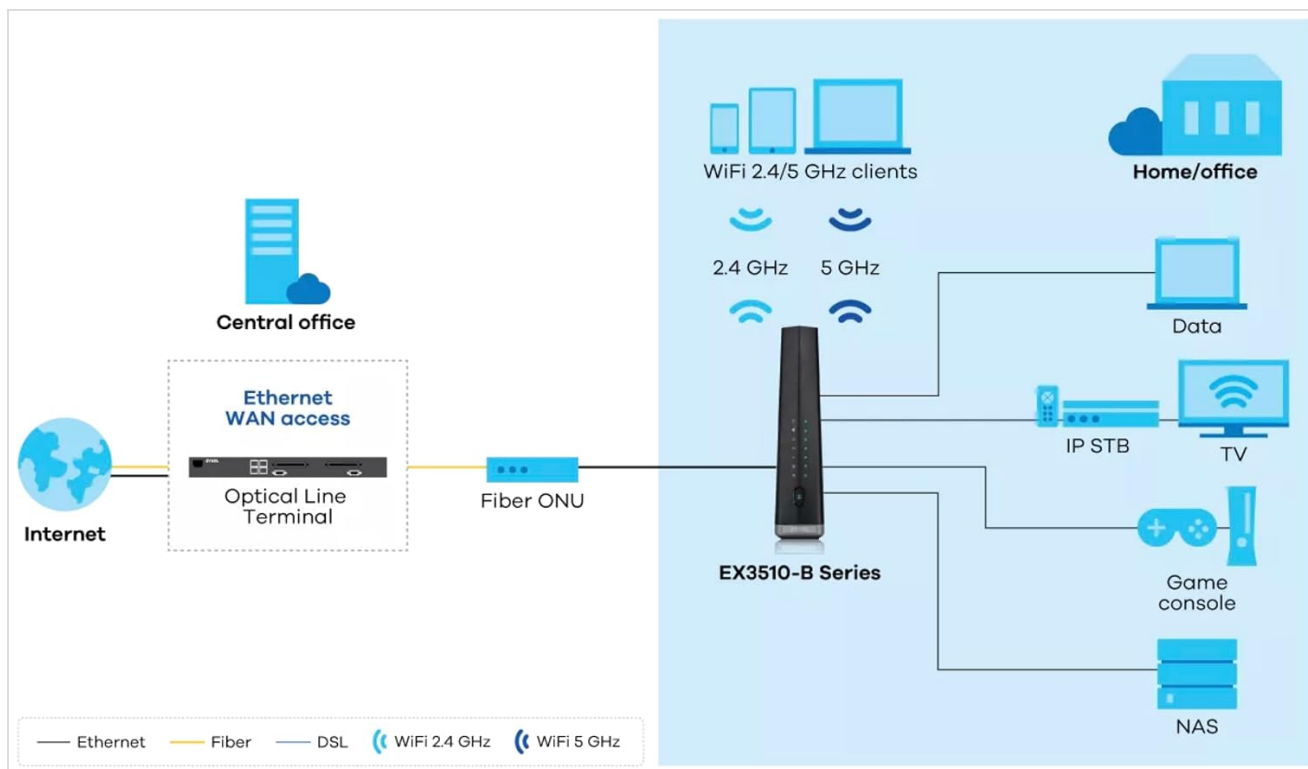


Figure 3.1: Typical Network Setup with Zyxel EX3510-B Series Gateway. This diagram illustrates how the gateway connects to the internet via an Optical Line Terminal (OLT) and Fiber ONU, and then distributes network access to various devices within a home or office, including Wi-Fi clients, IP STBs, TVs, game consoles, and NAS devices.

4. OPERATING INSTRUCTIONS

This section details the operational features of your Zyxel C3510XZ gateway.

Wi-Fi 6 (802.11ax) Connectivity:

- The gateway supports the latest Wi-Fi 6 standard, offering improved speed, efficiency, and capacity, especially in environments with many connected devices.
- It operates on dual bands: 2.4 GHz and 5 GHz. The 2.4 GHz band provides wider coverage, while the 5 GHz band offers faster speeds and less interference.
- The gateway features auto channel selection to optimize wireless performance.

Multiple Wireless Networks (SSIDs):

The gateway supports up to 4 wireless networks (SSIDs), allowing you to create separate networks for guests or specific purposes, enhancing security and network management.

WPS (Wi-Fi Protected Setup):

The gateway is compatible with WPS / WPS 2.0, enabling easy and secure connection of WPS-enabled devices without manually entering the Wi-Fi password. Press the WPS button on the gateway and on your device to establish a connection.

Network Security:

The gateway utilizes WPA2-PSK security protocols to protect your wireless network from unauthorized access. It is recommended to change the default Wi-Fi password for enhanced security.

IPv4 / IPv6 Compatibility:

The gateway is compatible with both IPv4 and IPv6 addressing schemes, ensuring future-proof network connectivity.

5. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Zyxel C3510XZ gateway.

- **Cleaning:** Gently wipe the exterior of the gateway with a soft, dry cloth. Avoid using liquid cleaners or aerosols.
- **Ventilation:** Ensure the gateway's ventilation holes are not blocked to prevent overheating. Do not place it in enclosed spaces.
- **Firmware Updates:** Periodically check the ZYXEL official website for firmware updates. Keeping the firmware updated can improve performance, add new features, and enhance security.
- **Restarting the Gateway:** If you experience network issues, a simple restart can often resolve them. Unplug the power adapter, wait 10 seconds, and then plug it back in.
- **Factory Reset:** If network problems persist or you wish to clear all custom settings, you can perform a factory reset. Locate the recessed Reset button on the rear panel. Use a paperclip or similar pointed object to press and hold the button for approximately 10 seconds until the LEDs flash. The gateway will then restart with factory default settings.

6. TROUBLESHOOTING

This section provides solutions to common issues you might encounter.

Problem	Possible Cause	Solution
No Power LED	Power adapter not connected or faulty outlet.	Ensure power adapter is securely connected to the gateway and a working electrical outlet. Try a different outlet.
Internet LED is off or red	No internet connection from your ISP or WAN cable issue.	Check the Ethernet cable connection between the gateway's WAN port and your Fiber ONT. Contact your Internet Service Provider (ISP) to confirm service status.
Wi-Fi LED is off	Wireless function is disabled.	Access the gateway's web interface to ensure Wi-Fi is enabled. Perform a factory reset if you cannot access the interface.
Cannot connect to Wi-Fi	Incorrect Wi-Fi password or device too far from gateway.	Verify the Wi-Fi password. Move closer to the gateway. Try using WPS if your device supports it.

Problem	Possible Cause	Solution
Slow internet speeds	Network congestion, interference, or ISP issue.	Restart the gateway. Reduce the number of active devices. Check for interference sources. Contact your ISP if the issue persists.

If these solutions do not resolve your issue, please refer to the ZYXEL support website or contact their customer service.

7. SPECIFICATIONS

Model Name	C3510XZ
Brand	ZYXEL
Package Dimensions	10.71 x 10.67 x 2.83 inches
Item Weight	2.18 pounds
Frequency Band Class	Dual-Band (2.4 GHz, 5 GHz)
Wireless Communication Standard	802.11ax (Wi-Fi 6)
Compatible Devices	Laptop, Personal Computer, Smartphone, Tablet
Connectivity Technology	Ethernet
Color	Black
Antenna Type	Internal
Operating System	ZyNOS

8. WARRANTY AND SUPPORT

For detailed warranty information, please refer to the warranty card included with your product or visit the official ZYXEL website. ZYXEL provides technical support and resources to assist you with any questions or issues regarding your C3510XZ gateway.

Online Support: Visit the ZYXEL support portal for FAQs, troubleshooting guides, firmware downloads, and contact options.

Contact Information: Refer to the ZYXEL website for the most current customer service contact details, including phone numbers and email support.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question