



# Zoom Telephonics 5341J DOCSIS 3.0 Cable Modem user manual




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## Zoom Telephonics 5341J DOCSIS 3.0 Cable Modem

<div>—</div> <div><b>Modem Information</b></div> <div>DOCSIS 3.0 Cable Modem</div> <div>8×4 channel bonding with speeds of up to 150 Mbps on a wired connection</div> <div>Cox recommends a DOCSIS 3.0 16×4 or higher modem</div>	<div>—</div> <div><b>Highest Service Level</b></div> <div>Preferred 150</div>

<p>—</p> <p><b>Front View</b></p>  <p><a href="#">Click to enlarge.</a></p>	<ul style="list-style-type: none"> <li>• The highest service level is based on wired connectivity speeds.</li> <li>• After the cable modem is successfully registered on the network, the <b>Power</b> and <b>Status</b> indicators illuminate continuously to indicate that the cable modem is online and fully operational.</li> </ul>
<p>—</p> <p><b>Back View</b></p>  <p><a href="#">Click to enlarge.</a></p>	<p>The Zoom 5341J has the following ports available on the back of the modem.</p> <ul style="list-style-type: none"> <li>• POWER – Connects the cable modem to the power adapter.</li> <li>• RF – Connects to the cable wall outlet.</li> <li>• RESET – Resets the device.</li> <li>• LAN – Connects to the Ethernet port on your computer or home network.</li> </ul>
<p>—</p> <p><b>MAC Address</b></p>  <p><a href="#">Click to enlarge.</a></p>	<p>MAC addresses are written as 12 digits containing both letters and numbers (0-9, A-F). A MAC address is unique. The first six characters of the MAC address are unique to the manufacturer of the device.</p>

## Troubleshooting



The lights indicate the current status of your modem. To troubleshoot any connection problems, use the table below.

<b>Modem Light</b>	<b>Status</b>	<b>Problem</b>
<b>Power</b>	Off	No power – Verify all cable connections and try resetting the modem.
	On	None
<b>DS</b> (Downstream)	Blinking Green	Establishing a connection from the Internet to the computer – Verify all cable connections and try resetting the modem.
	Solid Green	None – connection
	Blinking Blue	Negotiating a bonded DS (downstream) channel – Verify all cable connections and try resetting the modem.
	Solid Blue	One or more DS (downstream) channels are bonded
<b>US</b> (Upstream)	Off	Establishing a connection from the computer to the Internet – Verify all cable connections and try resetting the modem.
	Solid	None
	Blinking Blue	Negotiating a bonded US (upstream) channel – Verify all cable connections and try resetting the modem.
	Solid Blue	One or more DS (downstream) channels are bonded
<b>Online</b>	Blinking Green	Establishing a connection to the cable provider – Verify all cable connections and try resetting the modem.
	Solid Green	None – connection established
	Off	Offline – Verify all cable connections and try resetting the modem.
<b>Link</b>	Blinking Green	None – data flowing
	Solid Green	None – connected to LAN device, like computer or router
	Off	No Ethernet found

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## Manufacturer Resources

Use the following resource from Zoom for more detailed information on the 5341J.

[Zoom\\_5341J\\_Quick\\_Start\\_Guide](#) [PDF]