



Zoom 5350 Cable Modem/Router with Docsis 3.0 speed user guide

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<div><div></div><div><div>Modem Information</div><div>DOCSIS 3.0 Single Band WiFi 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><div></div><div><div>Highest Service Level</div><div>Preferred 150</div></div></div>

Front View



[Click to enlarge.](#)

- The Zoom 5350 is a DOCSIS 3.0 device offering 8 x 4 channel bonding.
- Allow 5 to 30 minutes to power up the first time because the cable modem / router must locate and connect to the appropriate channels for communication. The **DS (downstream)**, **US (upstream)**, or **Online** modem lights flash until the Online light stays steady green to signal success.

Back View



[Click to enlarge.](#)

The Zoom 5350 has the following ports available on the back of the cable modem / router.

- GE 1-4 (Gigabit Ethernet 1-4 also known as LAN 1-4) – Four 10/100/1000 auto-sensing RJ-45 ports. Connect devices on your LAN (Local Area Network) such as a computer, hub or switch to these ports. Only one port is active at a time.
- USB – Connect to the USB port on your computer.
- RESET – Use this button 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.
[\(login/Reset instructions\)](#)
- CABLE – Connect your coaxial cable line to this port.
- AC IN – Connect the supplied power cord to this port.

<div>—</div> <div>MAC Address</div> <div><div><div>S/N : XXXX-XXXX-XX-XXXX-XXXX</div><div>Wireless MAC: XXXXXXXXXX</div><div>Cable MAC: XXXXXXXXXX</div></div><div>Click to enlarge.</div></div>	<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>
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Troubleshooting



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

Modem Light	Status	Problem
Power	Off	No power – Verify all cable connections and try resetting the modem.
	Solid Green	None
DS (Downstream)	Blinking Green	Scanning for downstream channel – Verify all cable connections and try resetting the modem.
	Solid Green	None – connection established on one channel
	Solid Blue	None – operating on more than one channel (downstream bond mode)
US (Upstream)	Off	Upstream channel is inactive – Verify all cable connections and try resetting the modem.
	Blinking Green	Scanning for upstream channel – Verify all cable connections and try resetting the modem.
	Solid Green	None – connection established on one channel
	Solid Blue	None – operating on more than one channel (upstream bond mode)
ONLINE	Off	No connection – Verify all cable connections and try resetting the modem.
	Solid Green	None – modem is operational
LINK 1 – 4	Off	No Ethernet link detected
	Blinking Green	None – data is flowing
	Blinking Amber	None – data is flowing
	Solid Green	None – connected to 10 or 100 Mbps
	Solid Amber	None. – connected at 10 or 100 Mbps
WPS	Off	No WiFi client associated with the cable modem via WPS – Enable WiFi.
	Blinking Green	None – WPS is in discovery mode, (LED blinks for up to 2 minutes)
	Solid Green	None – WPS configuration is successful
WLAN	Off	WiFi disabled – Enable WiFi.
	Blinking Green	Data flowing
	Solid Green	None – WiFi is enabled

Manufacturer Resources

For more detailed technical information on the Zoom 5350, use the resources below.

- [Zoom 5350 Quick Start](#) (PDF)
- [Zoom 5350 User Manual](#) [PDF]
- [Zoom 5350 Quick Start Spanish](#) [PDF]

- [Zoom_5350_User_Manual_Spanish](#) [PDF]

Manuals+.