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COX

Zoom Telephonics 5360 N600 Cable Modem/Router user Guide

Contents

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Zoom Telephonics 5360 N600 Cable Modem/Router

Modem Information	Highest Service Level
DOCSIS 3.0 Cable Modem 8×4 channel bonding with speeds of up to 150 Mbps on a wired connection Cox recommends a DOCSIS 3.1 modem or gateway	Preferred 150

Front View **Click to enlarge.**	• This device is also known as the N600. • After the cable modem is successfully registered on the network, the **Power**, **Downstream**, **Upstream**, and **Online** indicators illuminate continuously to indicate that the cable modem is online and fully operational.
Back View **Click to enlarge.**	The Zoom 5360 has the following ports and buttons available on the back of the modem. • POWER – Connects to the power adapter • RESET – Press and hold this recessed button at least 10 seconds to restore to factory defaults and reboot the modem • WPS Button – Press and hold this button 5 seconds to initiate a WPS connection to devices • LAN 1 2 3 4 – Connects devices to the 10/100/1000 Ethernet port. Only one port is active at a time. • RF – Connects to a coaxial cable

	— **MAC Address** **Click to enlarge.**	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.

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Troubleshooting

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

Modem Light	Status	Problem
Power LED	On	None – the modem is powered on
	Off	No power – Verify power supply connections and electrical outlet. Ensure the outlet is not connected to a switch. Press the ON/OFF button on the back of the modem to ensure it is turned on.
Downstream LED	Solid Blue	None – multiple downstream channels are in use
	Blinking Blue	None – negotiating multiple downstream bonded channels – Verify all cable connections and try resetting the modem.
	Solid Green	None – one downstream channel is in use
	Blinking Green	None – scanning for downstream channels – Verify all cable connections and try resetting the modem.
Upstream LED	Solid Blue	None – multiple upstream channel is in use
	Blinking Blue	None – negotiating multiple upstream bonded channels – Verify all cable connections and try resetting the modem.
	Solid Green	None – one upstream channel is in use
	Blinking Green	None – scanning for an upstream channel – Verify all cable connections and try resetting the modem.
	Off	No upstream channels are in use – Verify all cable connections and try resetting the modem.
	On	None – the modem is online

Online LED	Blinking	None – the modem is registering a connection
	Off	The modem is offline – Verify all cable connections and try resetting the modem.
LAN 1 2 3 4 LEDs	Green	None – a device is connected to the Ethernet port and is using 1 Gbps LAN speed
	Amber	None – a device is connected to the Ethernet port and is using 10 or 100 Mbps LAN speed
	Blinking	None – data is being transferred over the Ethernet connection
	Off	No device is connected or the device is disabled – Verify all cable connections and try resetting the modem.
2.4 Ghz LED	Off	2.4 Ghz wireless is not enabled
	Solid Green	None – 2.4 Ghz wireless is enabled
	Blinking Green	None – data is being transferred over the 2.4 Ghz WiFi connection
5 Ghz LED	Off	WiFi is not enabled
	Solid Green	None – 5 Ghz wireless is enabled
	Blinking Green	None – data is being transferred over the 5 Ghz WiFi connection
WPS LED	Blinking	None – WPS is in discovery mode
	On	None – WPS configuration is successful
	Off	No WiFi device is connected – Press the **WPS** button on the back of the modem to initiate a WPS connection with wireless devices

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Manufacturer Resources

For more detailed technical information, use the resources below.

- **ZoomMotorola5360_QuickStart** [PDF]
- **ZoomMotorola5360_UserManual** [PDF]