



Zoom Telephonics 5370 DOCSIS 3.0 Cable Modem user manual

[Home](#) » [Cox](#) » Zoom Telephonics 5370 DOCSIS 3.0 Cable Modem user manual 

Contents

- 1 [Zoom Telephonics 5370 DOCSIS 3.0 Cable Modem](#)
- 2 [Modem Information](#)
- 3 [Highest Service Level](#)
- 4 [Front View](#)
- 5 [Back View](#)
- 6 [MAC Address](#)
- 7 [Troubleshooting](#)
- 8 [Manufacturer Resources](#)
- 8.1 [Related Posts](#)

Zoom Telephonics 5370 DOCSIS 3.0 Cable Modem

<div>—</div> <div>Modem Information</div> <div>DOCSIS 3.0 Cable Modem</div> <div>16×4 channel bonding</div> <div>To achieve Gigablast or Ultimate Classic speeds, a DOCSIS 3.1 modem is required</div>		<div>—</div> <div>Highest Service Level</div> <div>Preferred 150</div>

Front View



[Click to enlarge.](#)

- The highest service level is based on wired connectivity speeds.
- 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.

<p>—</p> <p>Back View</p>  <p>Click to enlarge.</p>	<p>The Zoom 5370 has the following ports and button available on the back of the modem.</p> <ul style="list-style-type: none">• LAN – Connects devices to the 10/100/1000 Ethernet port. Only one port is active at a time.• RESET – Press and hold this recessed button at least 10 seconds to restore to factory defaults and reboot the modem (login/Reset instructions)• RF – Connects to a coaxial cable• POWER – Connects to the power adapter• ON / OFF – Turns the modem on and off
<p>—</p> <p>MAC Address</p>  <p>Click to enlarge.</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>

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Troubleshooting

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

Mode m Li ght	Statu s	Problem
POW ER L ED	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
DS L ED	Solid Blue	None – multiple downstream channels are in use
	Blinki ng Bl ue	Negotiating multiple downstream bonded channels – Verify all cable connections and try resetting the modem.
	Solid Green	None – one downstream channel is in use
	Blinki ng Gr een	Scanning for downstream channels – Verify all cable connections and try resetting the modem.
US L ED	Solid Blue	None – multiple upstream channel is in use
	Blinki ng Bl ue	Negotiating multiple upstream bonded channels – Verify all cable connections and try resetting the modem.
	Solid Green	None – one upstream channel is in use
	Blinki ng Gr een	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.
ONLI NE L ED	On	None – the modem is online
	Blinki ng	None – the modem is registering a connection
	Off	The modem is offline – Verify all cable connections and try resetting the modem.
LAN LED	Green	None – a device is connected to the Ethernet port and is using 1 Gbps LAN speed
	Ambe r	None – a device is connected to the Ethernet port and is using 10 or 100 Mbps LAN speed
	Blinki ng	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.

Manufacturer Resources

[ZoomMotorola5370_QuickStart](#) [PDF]

Manuals+.