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Zoom cable modem 3.0 series 1094 troubleshooting

Zoom Cable Modem Troubleshooting

This Quick Start describes how to connect your Zoom cable modem to a cable modem service. This lets your cable modem provide Internet access to a computer or other device connected to the cable modem's Ethernet LAN Jack. If that device is a wireless router, wireless devices can connect through the router and Zoom cable modem to the Internet. • Cable modem • Power cube • Ethernet RJ-45 cable • This Quick Start flyer Before installing your cable modem, please read this. You need to connect the cable modem to a cable modem service that uses any of the popular DOCSIS standards – 3.0, 2.0, or 1.1. If you need to get cable modem service, please speak with your cable service provider. Your cable service provider will need to know your modem's MAC ADDRESS, which is printed on a label on the bottom of your modem. You provide this when you order cable modem service, or by calling the cable company before or after installing your modem, or by entering your CM-MAC ADDRESS on an account setup web page that appears when you first connect your cable modem to your provider's network. Normally your cable service provider will tell you when to provide the CM-MAC address. You may also be asked for your cable modem's model name and number, which is ZOOM 5341J. If you need the modem's serial number, you can find it near the MAC address on the label. If you are replacing an "old" cable modem, do this: 1 Disconnect the coaxial cable from the old cable modem and connect it to your Zoom modem. If the coaxial cable has a screw-on connector, turn the connector clockwise when tightening the cable onto the Zoom cable modem. 2 If there's an Ethernet cable plugged into the old cable modem, unplug the Ethernet cable from the old cable modem and plug it into the Zoom cable modem's LAN jack. 3 Connect the Zoom power cube between the Zoom cable modem and a live power jack. DO NOT use your old cable modem's power cube on your Zoom cable modem. Make sure the cable modem's Power Switch is ON. C A B L E M O D E M Q U I C K S T A R T The Cable Modem connects to a computer or other device via an Ethernet cable. No driver is required. Your cable service provider will automatically update your Cable Modem with the latest firmware that they have approved. The lights indicate the current status of your modem. 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. On None DS (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 US (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 Online 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. Link Blinking Green None - data flowing Solid Green None - connected to LAN device, like computer or router Off No Ethernet found Manufacturer Resources Use the following resource from Zoom for more detailed information on the 5341J Quick Start Guide (PDF) Bart B. March 19, 2021 20:32 If you are experiencing any issue(s) with latency, frozen screen, poor quality audio, or meeting getting disconnected while using a home or non-enterprise WiFi connection, try the following: Watch a video about WiFi connectivity Check your Internet bandwidth using an online speed test, such as nperf, Speedtest, or Comparitech Try to connect directly via Wired (if your internet router has wired ports) Try bringing your computer or mobile device closer to the WiFi router or access point, in your home or office Upgrade your WiFi router firmware. Check your WiFi router vendor support site for firmware upgrade availability. Use a WiFi extender such as Amped Wireless or Linksys to increase the distance and strength of your WiFi signal Use a higher powered/long-range WiFi such as Amped Wireless router or adapter to increase the WiFi signal on your PC or Mac [Home] Use a DOCSIS 3.0 cable modem (if you have cable modem) to improve internet performance If you are on corporate WiFi, try the following: Switch to a Wired connection Switch to a different WiFi hotspot if possible Check your Internet bandwidth using an online speed test, such as nperf, Speedtest, or Comparitech Contact your corporate IT department to check your WiFi hotspot Turn off group HD in your Account Management if your WiFi bandwidth is insufficient Turn off your corporate VPN if it's not required for the meeting You can also join a test meeting. © 1996-2014, Amazon.com, Inc. or its affiliates Solutions Services Resources Support About Us I finally got my Internet connection back up and the modem isn't the problem! Surprisingly, the modem, the router, and my ISP (Comcast) are all off the hook for this one (at least directly, maybe one of them is at fault for not handling the error more gracefully.) The problem was a hub a ways down the network that somehow managed to take out Internet access for all devices on my network! More specifically, the power outlet that this hub was hooked in to had some sort of problem and caused that hub to freak out. Here's the story of what I had to do to find this out. Read around some online and found some mentions of the need to reset the modem - not just unplug it, but actually hit the reset button - when you plug it in to a new router. So I unplugged the modem from my computer, turned it off and back on, once it came back on held down the reset button on the back until the lights flashed, waited for it to go back to blue lights (took a few minutes), the hooked it up to the router and plugged my computer into the router. It worked! I tried a few different websites, worked fine, tried a speedtest and got the same results as when I had been straight in to the modem (or thereabouts), so all's well. Since it had been dropping internet connection over the router after a few minutes before, I waited longer this time - tried some more sites, still going fine. I then plugged back in the other cables in the modem, the ones that go into wall plugs and through those to the other devices in the house. Go back to my main computer (which is off in another room from modem and router), turn it back on, and no internet! Come back to the computer hooked up straight to the router and no internet there, either! Then I tried resetting the modem again - start it resetting, unplug the router, wait until the modem finishes and the lights come back on as normal, plug the (original ASUS) router back in, and I have internet again briefly (testing at the computer hooked straight in to the router) but then the internet drops again. So I unplug two of the other connections on the router to try to narrow it down - at this point the only two things connected to the router are 1) the computer in the same room with the router and modem and 2) a computer on the other side of a wall from the modem (cat5 plates on both sides of the wall, cable from router to wall, cable from wall on the other side straight to the computer) and internet is just fine! The two cables to the router that I unplugged are 1) a Mac Mini in the same room with the router, modem, and other computer 2) a cable that goes to a wall plate which goes down to a hub which then splits to two other rooms in the house, including the room where my main computer is. So I plugged the cable from the Mac Mini back in - the Mac Mini hasn't even been on during all this testing, it has been turned off for a few days. The internet stays on. So apparently the problem has to do with the cabling going to these other two rooms in the house not getting along with the router. Time to start narrowing things down on that line to the two rooms. In one room, the room with the TV, the wall plate goes into a hub which runs to some TV-related devices (XBox 360, Apple TV, etc.) I went and unplugged that hub from the wall. Back in the modem/router room, plug the cable to the two rooms back into my router, internet still goes down, so it isn't the splitter in the TV room. Next I figured it might be the cable from the router to the wall that goes to those two rooms. Unplug that cable from the modem and from the wall - at this point internet connection is back up, as expected (since it seems to be having this cable plugged in that causes the internet to go down for all devices wired into this router.) Plug in a different cable from modem to the wall plate serving those two rooms, internet is slow to respond (takes 10-15 seconds for a page to decide to load) but internet still works! (testing on the computer in the same room as the modem and router, directly connected to the router...) but then I try a few more websites and the Internet goes down. So hmm, it takes it a bit of this one cable being plugged in for the internet to drop, interesting. For grins, wait a bit and try a few more web pages - Internet is back up! ...but it is quite sluggish, sometimes it takes a long time for a page to load, other times the page will start loading right away but an image won't load, that kind of thing. Try a few more sites and the internet goes down again. Unplug the cable from wall to faceplate serving those two rooms, internet comes backup after 5-10 seconds. Web pages load quickly, the pages with images that wouldn't load before now load just fine, everything is peachy. Wait a bit, try some web sites again, still peachy. There are still two hubs on this problem line - the one on the other side of the wall plate that splits to the two rooms and the one the my main computer is hooked up to (which also has a laptop and a PS3 hooked up to it.) I figured I'd check out the one on the other side of the wall plate first. I took a laptop and took the line coming out of the wall and plugged the laptop into that line - so now it is router with cable to problematic wall plug that normally serves the two rooms, to my laptop (rather than to the hub which splits to the two rooms.) Internet! Alright, perhaps it is the hub here that has problems. Unplugged it and tried another hub I had kicking around, back to where we were - internet down on all computers hooked up to the wired network. Still one hub left, the one that my main computer is connected to. I went and unplugged that hub from the main line going to that room and the Internet came back to all other computers! I then took the hub that I had just swapped out (that had been serving to send the signal on to the two rooms) and plugged it in in place of the hub my main computer was hooked up to, internet still works! ...but no internet on the devices hooked up to that hub I just swapped out (including my main computer.) Plugged my laptop in to that hub, no internet. Unplugged the hub from the main line into that room and plugged my laptop straight in there, it worked. Plugged just my laptop and the line coming in into the hub, no internet. Then it dawned on me - the wiring in this house is not the greatest (older house that got added on in 4 phases a few different times) so I plugged the hub into a different outlet on the other side of the room - laptop still hooked up to that hub and Internet on it worked! Plugged my main computer back in to that hub, it now works. I'm posting from that main computer now. Apparently this other hub at least had the courtesy to only cut off Internet in that room rather than the whole network when plugged in to the problem power outlet. At this point I need to mention that when I unplugged the original hub that my main computer was hooked up to, the lights were all blinking and when I swapped it out with this other hub (but on that same problem power outlet) the lights were blinking - it isn't that there is no power from that outlet, but that something about the power is problematic. In conclusion, then, it seems that - somehow, somehow - one hub having a problem because of a power outlet flaking out managed to take out internet access for all wired devices on my network (and just about drive me crazy trying to track it down!)

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