ZOOM MODEM

# Quick Start

This Quick Start tells you how to install your modem with a Windows PC. Detailed information about advanced features and installation instructions for Macintosh and Linux are in the User Guide on the CD. The modem requires that you have ADSL service, which is usually called DSL in the USA.

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**Important Safety Measures**

• To reduce the risk of fire, use the supplied phone cord or an AWG 26 or larger UL-listed or CSA-certified phone cord.
• Do not use this product near water — for example, in a wet basement or next to a swimming pool.
• Avoid using a telephone (other than a cordless phone) during an electrical storm.
• Do not use the telephone to report a gas leak while you are in the vicinity of the leak.

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**1** Turn on the Windows computer that you will use for setup. This can be any Windows Vista™, XP, 2000, Me or 98 computer with an available Ethernet port.

**2** Close any open programs, including any antivirus software or pop-up blockers.

**3** Insert the supplied CD into the CD drive of your computer. The CD should start automatically. (If the CD does not start automatically, click the Windows **Start** button, click **Run**, and then type **E:\setup.exe**, where **E** is the letter of your CD drive.)

*Windows Vista:*

If the **AutoPlay** dialog box appears, click **Run Setup.exe**:

If the **User Account Control** dialog box appears, click **Allow**.

**4** Follow the on-screen prompts for the **Install Assistant.**

*Windows Vista:* If a message tells you that Windows can't verify the publisher of the driver software, select **Install this driver software anyway**.

If you are prompted to enter your ADSL provider user name and password, remember that these terms are case-sensitive. It will take 1-3 minutes to establish a connection with your ADSL service.

**Congratulations! Your installation is complete.**

To test your installation, open your browser and go to a familiar Web site. If your browser works, installation is complete for the computer you used for setup. If your browser doesn't work, see the Troubleshooting Tips below.

## Advanced Features

The options that are set by default when your modem is installed are sufficient for most users. However, those who want or need to change the modem's settings can do so using the **Advanced Setup** page. To open this page, follow these steps to log in to the Zoom Configuration Manager:

**1** Open your Web browser. If you have an Ethernet connection, type **10.0.0.2** in the address bar. If you have a USB connection (X4 and X5 only), type **10.0.0.3** in the address bar. Then press **Enter**.

**2** In the login box, type the following User Name and Password in lowercase letters:

   User Name: **admin**

   Password:  **zoomadsl**

On the Basic Setup page, click the **Advanced Setup** button 🔴 at the top of the page. Click one of the buttons on the Advanced Setup page to use a feature.

For information about using the Advanced Setup features, please see the online Help and the User Guide on the CD.

## Troubleshooting Tips

**Problem**

My modem's **DSL** light is steady on, but I cannot connect to the Internet.

**Check these items:**

- If you are using an Ethernet port, check that the modem's **ETHERNET** (X5) or **LAN** (X3 and X4) light is on. If you are using a USB port, check that the modem's **USB** light is on. If the appropriate light is not on, reboot your computer. If the light is still not on, try replacing the cable.

- Make sure that you have typed your ADSL username and password correctly. Follow the steps listed under Advanced Features on page 2 to log in to the Zoom Configuration Manager, and on the Basic Setup page verify your user name and password.

**Problem**

My modem's **DSL** light continually blinks and does not stay steady on.

**Check these items:**

- Verify that your service provider has turned on your ADSL service. If you're not sure, you can place a call to your service provider's customer support to verify this.

- Your modem may not have connected to your Internet service. Turn off the modem, then turn it back on and wait a few minutes for the browser to work. Check your connections.
- Verify that the modem is connected to a jack with ADSL service. Also, make sure there isn't a phone filter between the modem and the wall jack that the modem is connected to.
- Your phone cord may be defective. Try a different phone cord.

## If You Need Help

We encourage you to register your product and to notice the many support options available from Zoom.

Please go to **www.zoom.com** and select **Technical Support**. From here you can **register your modem** and/or **contact our technical support experts** and/or use our intelligent database **SmartFacts**[tm] and/or get **warranty** information.

If you choose to call a Zoom technician, the appropriate number depends on your country:

**US**: (617) 753-0961
**UK**: 0870 720 0090
**Portugal**: +35 1221451012
**Spain**: +34 911516304
**Switzerland**: +41 435000369

# Declaration of Conformity/ Declaración de conformidad

| | |
|---|---|
| Manufacturer/Fabricantet | **Zoom Technologies, Inc.**<br>207 South Street<br>Boston, MA 02111 USA<br>617-423-1072   www.zoom.com |
| Brand/Marca | **Zoom ADSL /2/2+ Ethernet Bridge, X3 or DUO X4 Modem Router** |
| Type/Tipo | **Series 1064, Models 5651A, 5651B, 5660A, 5660B, 5615A, 5615B, 1640A, 1640B, 1645A, 1645B, 1650A, 1650B** |
| Brand/Marca | **Zoom X5 DSL/ADSL Modem Router** |
| Type/Tipo | **Series 1065, Models 5654A, 5654B, 5624A, 5624B, 1652A, 1652B, 1654A, 1654B** |

The manufacturer declares under sole responsibility that this equipment is compliant to Directive 1999/5/EC via the following. This product is CE marked.

El fabricante declara bajo su exclusiva responsabilidad que este equipo satisface la Directiva 1999/5/EC por medio de lo siguiente. Este producto tiene marca CE.

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|---|---|
| 73/23/EEC – LVD | EN60950-1:2001 |
| 89/336/EEC – EMC | EN55022:1998+A1, 2000+A2, 2003<br>EN55024:1998+A1, 2001+A2, 2003 |

$C \in$

Director, Hardware Engineering/
Director, Ingeniería de apoyo

Andy Pollock
21 March 2008
1064/TF, 1065/TF, Boston, MA, USA

Additional regulatory and compliance information can be found on the included CD.

La información reguladora y de la conformidad adicional se puede encontrar en el CD incluido.

Puede que la unidad requiera ser reseteada después de una descarga electrostática severa.