



Router Connection Guide

Welcome to Zoiko Broadband

Thank you for choosing **Zoiko Broadband**, an authorised reseller for BT Wholesale. Your new connection is built on the same national network infrastructure trusted by millions of UK households. This guide will help you set up your router correctly so you can start enjoying fast, secure and reliable internet service.

1 Router Connection Overview

Power Port

Connects your router to mains electricity.

DSL / Phone Line Port

Connects to the master telephone socket.

Ethernet Ports (LAN 1–4)

Connect wired devices such as PCs, TVs or gaming consoles.

Wi-Fi Indicator & WPS Button

Show wireless activity and allow quick pairing.

Tip: Place your router in a central, open position away from walls, cordless phones and metal objects for optimal Wi-Fi performance.

2 Step-by-Step Installation Instructions

A

Power Connection

1. Plug the supplied power adapter into a standard UK wall socket.
1. Insert the other end into the **Power Port** on the router.
1. Turn on the socket – the Power LED should glow solid green.

B

Broadband / Phone Line Connection

1. Locate the grey DSL cable provided.
1. Plug one end into the **DSL port** on the router.
1. Plug the other end into the **Master Socket** (marked Broadband, DSL or Filtered).
1. Wait up to three minutes while the Broadband LED flashes and then stabilises.

C

Ethernet Connection (Optional)

1. For wired access, connect an Ethernet cable from your device to any **yellow LAN port**.
1. Once detected, the Ethernet LED will illuminate.

D

Wi-Fi Connection

1. Locate your **Wi-Fi Network Name (SSID)** and **Password** printed on the router's underside.
1. On your phone, tablet or computer, open Wi-Fi settings and select the matching SSID.
1. Enter the password and connect.
1. Once connected, visit www.zoikobroadband.com to confirm access.

3 Troubleshooting Checklist

Issue	Likely Cause	Recommended Action
No Power Light	Plug not fully inserted or socket off	Check connection and switch socket ON
Flashing Broadband Light	Synchronising with BT Wholesale exchange	Wait 3 minutes; restart if still flashing after 5
No Internet Access	Temporary line issue / cable fault	Verify all cables; reboot router; contact support
Weak Wi-Fi Signal	Poor placement / interference	Move router to an open, central position

4 Safety & Best Practice

Use only the official BT-approved power adapter supplied with your router.

Keep cables untangled and away from heat sources.

Do not expose your router to liquids or direct sunlight.

Turn off the router before relocating it.

Always disconnect the power supply safely before performing maintenance.

5 Legal & Network Information

Zoiko Broadband is a trading name of **Zoiko Telecom Ltd**, registered in England & Wales. We operate as an authorised reseller for BT Wholesale, delivering broadband services across the Openreach network infrastructure. All equipment complies with Ofcom and UKCA standards.

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