



Setup & Installation Guide

Router setup, Wi-Fi connection and first-line troubleshooting • Version dated August 2026 • zoikobroadband.co.uk/support

1. What's in the box

- Your Zoiko router
- Power adaptor
- 1 x Ethernet (network) cable
- 1 x broadband/phone cable (FTTC only)
- Quick start card

2. Connecting your router

Full Fibre (FTTP): Connect the Ethernet cable between the ONT (the small box already fitted to your wall) and the WAN/Internet port on your router. Plug in the power adaptor and switch on at the wall.

Standard Fibre (FTTC): Connect the broadband cable from your master wall socket to your router's DSL/Line port. Plug in the power adaptor and switch on at the wall.

Wait for the power and internet lights to turn solid white or green — this can take up to 5 minutes on first connection.

3. Connecting to Wi-Fi

The Wi-Fi network name (SSID) and password are printed on the label on the base of your router. On your phone, laptop or tablet, open Wi-Fi settings, select the Zoiko network name and enter the password exactly as shown.

4. Understanding your router lights

Light	Meaning
Solid white/green	Everything is working normally
Flashing white	Starting up — please wait
Solid red	No connection detected — check cables
Flashing amber	Connecting — this can take a few minutes

5. Quick troubleshooting

- No lights at all — check the power adaptor is firmly connected at both ends and the wall socket is switched on.
- Solid red light — check the Ethernet or broadband cable is pushed fully into the correct port at both ends.
- Wi-Fi visible but no internet — restart your router: switch off at the wall, wait 30 seconds, switch back on.
- Still not working after a restart — use Start Setup Check or Request a Callback on the Setup & Installation page.

6. Getting more help

If you've followed this guide and you're still having trouble, our support team is here to help:

- Live Chat or Request a Callback from the Setup & Installation page
- Visit zoikobroadband.co.uk/support



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