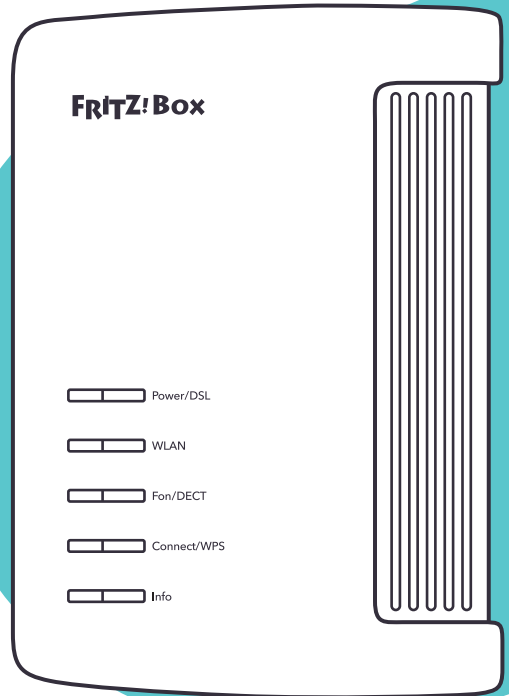




# Broadband from Zen

## Your quick start guide

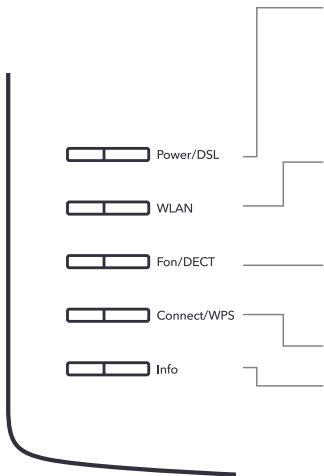











Thank you for choosing broadband from Zen.  
This quick start guide will get you up and  
running in just four simple steps.



# An overview

Here's a rundown of what your router's LED display could be telling you.

## LED Display

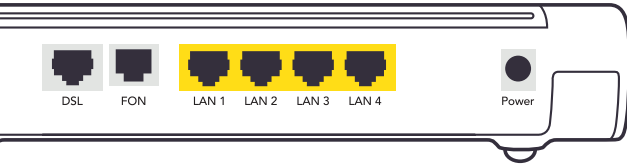
		LED	Condition	Meaning
	Power/DSL	Power	 On	Power supply is connected; DSL is ready for operation.
			 Flashing	Power supply is connected; the connection to DSL is being established or has been interrupted
	WLAN	WLAN	 On	Wireless LAN is enabled
			 Flashing	Adopting the wireless LAN settings. Switching the radio on or off.
	Fon/DECT	Fon/DECT	 On	A telephone connection is active
			 Flashing	You have messages in your mailbox
	Connect/WPS	Connect/WPS	 Flashing	Registering wireless or DECT device
		Info	 On	Signals an event specified by the user.
			 Flashing	Updating FRITZ!OS. New messages on the FRITZ!Box answering machine. Signals an event specified by the user.
			 On	An error occurred.
			 Flashing	An error occurred.

## Jargon Buster

LED	Light emitting diode	FRITZ!Box	Brand name of the router
DSL	Digital subscriber line - The line that the internet uses to get to your house	Micro Filter	A device that allows broadband to work at the same time as your phone service
LAN	Local area network - A device network that connects devices within a limited area	Ethernet	A way of connecting computers together in a network using cables
WLAN	Wireless local area network - A wireless device network that connects devices within a limited area	Modem	A modem converts digital signals generated by a computer into analog signals that are transmitted over a phone line
WPS	WiFi protected setup - A secure way to connect devices to the wireless internet without entering the network key / password	WiFi	The way that computers, smartphones, or other devices, connect to the Internet wirelessly

# What's in the box?

In the box you will find your router, a broadband Micro Filter, a yellow Ethernet cable, a grey DSL cable and a power cable.



Router



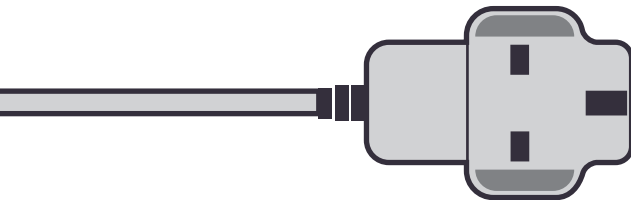
Ethernet Cable  
(Yellow)



DSL Cable  
(Grey)



Broadband  
Micro Filter



Power cable

# Setting up your router via a phone socket

If you connect via your phone socket (most common), read on.  
If an engineer is fitting a modem for you, skip to Section 2b.

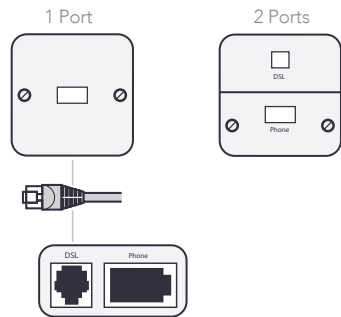
## Step 1

Unplug any existing broadband kit including any old BT Openreach modems.

## Step 2

BT has two kinds of master sockets –

- One for phone ONLY (1 port)
- One for phone AND broadband (2 Ports)
- If you have a master phone socket with 1 port plug the Micro Filter into the master socket. Plug the grey DSL cable into the DSL port on the Micro Filter.
- If you have a master socket with 2 ports you DO NOT need to use the Micro Filter, plug the grey DSL cable into the DSL port.



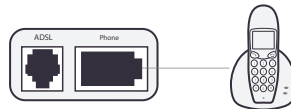
## Step 3

Connect the black power cable to the rear of the router and switch on the socket.



## Step 4

Plug your phone back into the phone line through the Micro Filter.



## Step 5

Now plug the grey DSL cable into the DSL port at the back of the router - the first port on the left.



## Step 6

Go and make a cup of tea! The router will now take between 5 and 10 minutes to test your broadband and reboot itself.



## Step 7

A steady green DSL light on the top of your router means your broadband is ready to use.



# Setting up your router via a modem

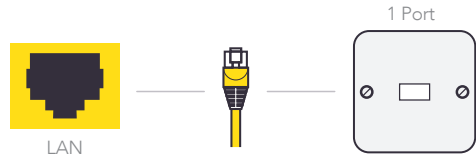
If you connect via your phone socket and completed Section 2a, then skip to Section 3.

## Step 1

Unplug any existing broadband kit.

## Step 2

- If you have a white Openreach modem you DO NOT need to use the Micro Filter.
- Plug the yellow cable into the Ethernet LAN port on the white Openreach Modem.



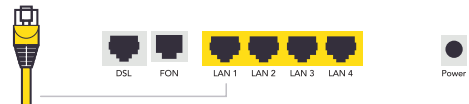
## Step 3

Connect the black power cable to the rear of the router and switch on the socket.



## Step 4

Plug the other end of the yellow cable into the LAN 1 port on the back of the router - the first yellow port on the left.



## Step 5

Go and make a cup of tea! The router will now take between 5 and 10 minutes to test your broadband and reboot itself.



## Step 6

A steady green DSL light on the top of your router means your broadband is ready to use.

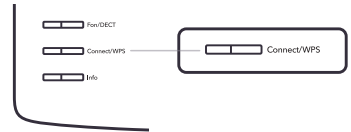


# Connecting your device

## Wireless WiFi Connection:

### Step 1

Check to see if your device supports WPS, if it does, choose this option and press the WPS button on the router to connect. The WLAN light will flash when connected.



### Step 2

If you want a wireless connection but your device doesn't support WPS (more common), then check that that your computer's wireless connection is switched on.



Apple



Windows

### Step 3

Check your router to make sure the wireless WLAN light is on.



WLAN

### Step 4

Connect your device to the internet using your password – also known as a network key. Your network key can be found on the bottom of your router. Write it down on the back of this guide and keep in a safe place.



### Step 5

On your device click on the wireless icon which can be found at the bottom right of your desktop on a PC or top right on a Mac like the images shown here. Mobile devices may vary.



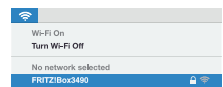
Apple



Windows

### Step 6

Your new Zen WiFi network will be identified in the menu as "FRITZ!Box 7530".



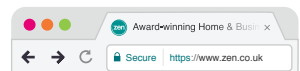
### Step 7

Click on your Wireless Network Connection name and enter your password (the network key from step 4) when requested.



### Step 8

Open your browser and start searching the internet.



# Connecting other devices

Your wireless network can accommodate as many devices as you wish including:

- Mobile phones
- Game consoles
- Tablets
- Smart TVs
- TV set-top boxes
- Smart meters
- PCs
- Macs

Check the manufacturer's instructions on how to connect your wireless devices to the network. For each individual device you connect to the wireless service, you will need your network key.



## Troubleshooting

Here are a few tips if you are experiencing any trouble with your broadband service:

### Connection Troubleshooting

- Check for four solid green lights on the top of your router
- Check cables are connected correctly and re-start router.
- If you are still experiencing problems contact Technical Support for help on 01706 902 001.

### Wireless Troubleshooting

- Make sure the WLAN LED on your router is green.
- Ensure the wireless is enabled on your device - some devices have a physical switch to turn the wireless on and off.
- If you have a Fibre Optic Broadband connection (up to 76Mbps) some wireless connections may be slower than your router's connection to the internet. In this case connect to the router via the yellow Ethernet cable (See: Section 2 - Setting up your router).
- If possible move your device closer to your router for a better wireless signal. Wireless routers act as transceivers, shuttling data between your devices and the router.
- If you are having problems connecting to the router via WiFi use an Ethernet cable to connect to the router and visit [zen.co.uk/wifihelp](https://zen.co.uk/wifihelp) for further support.



# Your Zen Service Team



**01706 902 001**

- Technical Support - Option 2
- Billing - Option 3
- Provisioning - Option 5



**Opening hours**

- All departments  
9am - 5pm weekdays
- Technical Support  
8am - 8pm weekdays  
9 am - 5pm weekends



**support@zen.co.uk**



**zen.co.uk/support**

## Network Name & Password

Network Name

Password

**zen.co.uk**

Zen Internet, Sandbrook Park, Sandbrook Way, Rochdale, OL11 1RY

© Zen Internet Limited 2018