READY, SET, ZZOOMM!

Congratulations!

You're installed and live with Zzoomm's fabulous Full Fibre broadband. This short guide gives you all the information you need to keep you up and running.

Want to know what all those lights mean? Look no further, this is the guide to the Zzoomm equipment in your home.

On the back you'll find useful information including how to contact us, so keep this guide handy!

Let's Get Started!

Your Top List

Use this handy list to get going with Zzoomm.
Don't delay, do it today!

1 **Set up your Direct Debit**

Check for an email from Zzoomm
Check your spam folder too,
we're not spam!
Click the link to go to Your Account.
You'll need your username & password
Go to My Service.
Add your payment method of Direct
Debit.
Your first payment will be taken on the
day you go live.
You're done!

2 **Connect your Devices**

Choose how you want to connect,
cable, WPS or Wi-Fi.
Connect as many devices as you want
to Zzoomm online.

Get in Touch!

3 Leave us a review

Let us know how we're doing, we love feedback.
Add a Google review by searching for '**Zzoomm Henley**'.
Add a Trustpilot review at trustpilot.com/review/zzoomm.com.

Thank you!
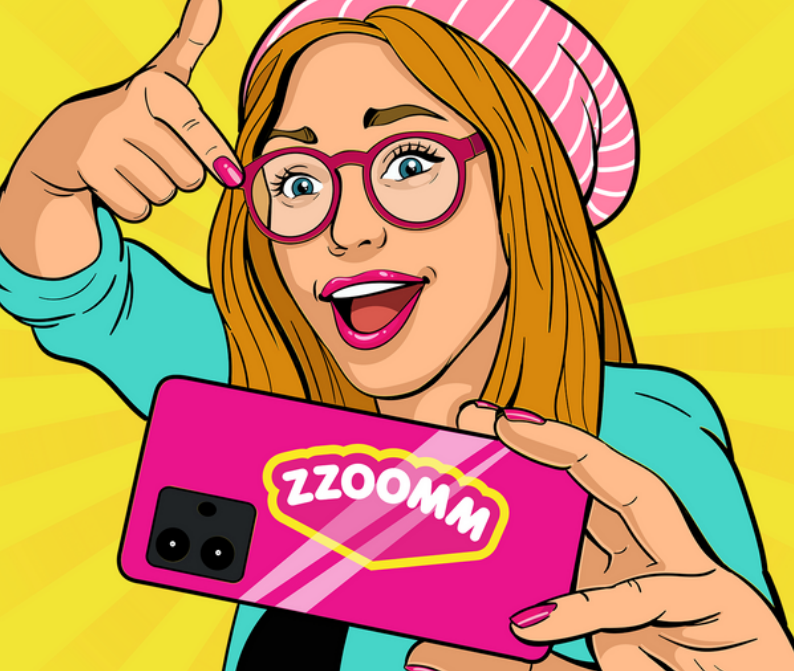
4 Get Social

How are you Zzoomming?

Photos on Instagram.
Reviews on Facebook.
Tweet us.
LinkedIn too.

We'd love to hear from you!

Your Zzoomming Home

What's New In Your Home?

We've installed Zzoomm in your home - here's a summary of what's what…

Wallbox
This is outside your home. It brings the world of Zzoomm Full Fibre broadband to your door.

Fibre Connection Box
This is inside your home, usually on the inside wall to bring fabulous Full Fibre into the home.

Zzoomm Hubs
Let's introduce these two superstars, the Zzoomm Hubs, delivering complete connectivity throughout your home.

Ethernet Cables
These slinky cables connect your Zzoomm Hubs and the Fibre Connection Box.

Power Cables
Powering the Zzoomm Hubs and Fibre Connection Box.

All of these Lights!

Your Connection Box is twinkling or flashing, but what are these lights telling you? Never fear, these are the easiest way to check on your Zzoomm service.

Green is good!

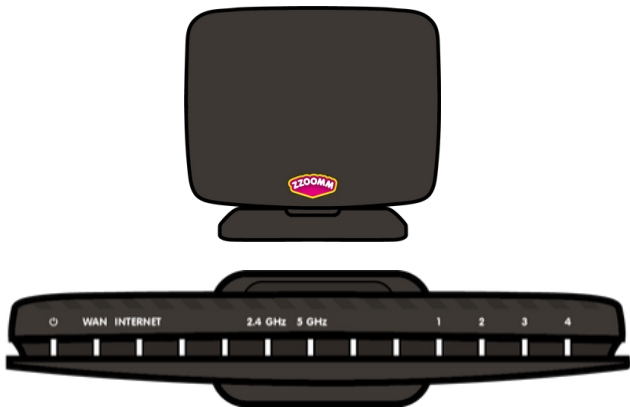|		
POWER	🟢	The power is ON!
INTERNET	🟢	All Zzoomming ahead!
	🔴	No incoming fibre. connection, something is up, give us a call!
NETWORK	🟢	All good, carry on Zzoomming!
	🔴	Your internal network has a problem, give us a call!
VOICE	🔴⚫	Red or black, the voice port is not in use, so nothing to worry about.

Introducing the Stars of the Show...

The Zzoomm Hubs

POWER	🔵	The power is on!
WAN	🔵	All working well, hurray!
	⚫	Something isn't right - give us a call!
INTERNET **2.4Ghz** **5Gz**	🔵	All working well, hurray!
	🔴	Red light is not good, give us a call!
1, 2, 3, 4	🔵	All working well, hurray!
	🟢	Like an internet boss, it's working well

Push the Button

Three buttons on the Zzoomm Hub, they are simple to use and quick to respond.

WPS

A quick and easy way of connecting devices wirelessly. This button finds WPS and connects to securely setup Wi-Fi networks. Press to search for your WPS devices and connect securely to Zzoomm Wi-Fi.

Wi-Fi

Press to turn Wi-Fi off.
Press once to turn 2.4Ghz off.
Press twice to turn 5Ghz off.
Press three times to turn your Wi-Fi back on.

On \ Off

No surprises here. This button turns your Zzoomm Hub on or off.

Voice

No vocals here, so don't worry about this button.

More Wi-Fi?

Two Zzoomm Hubs are connected to each other to give you huge Wi-Fi coverage across your home.

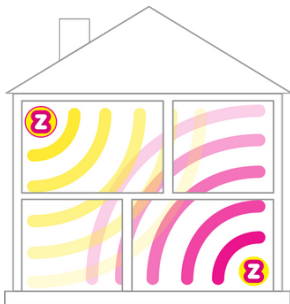The two Zzoomm Hubs share the same fabulous Full Fibre connection

It's all one Wi-Fi network, simple!

Or more broadband?

Two fabulous Full Fibre broadband connections.

One Zzoomm Hub has your primary connection.

Your second Zzoomm hub gives you an extra 100Mbps broadband connection.

It's two Wi-Fi networks for your home!

Getting online with Zzoomm

Cables or Buttons?

Connecting with a cable?

Cables are always fastest!
Plug the cable into your device
and into one of the ports on
the back of the Zzoomm Hub.
These are numbered
LAN1, LAN2, LAN3 & LAN4.

The light with the same number on the top of the
Zzoomm Hub will turn green. **You are connected!**

Connecting with WPS?

Turn Wi-Fi on on your device
Check to see if your device
 supports WPS.

Press the WPS button on the side
of the Zzoomm Hub and a secure
connection is created
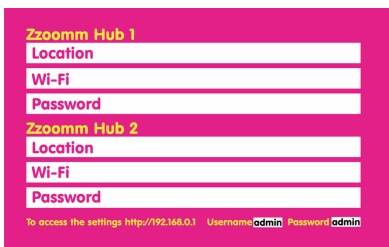
**You are online and
Zzoomming!**

Or this way...

Connecting using the network name?

Make sure your device has Wi-Fi turned on.

Find your Zzoomm Wi-Fi from the list on your device.

Your Wi-Fi key is on the back of this booklet.

Zzoomm Hub 1	
Location	
Wi-Fi	
Password	
Zzoomm Hub 2	
Location	
Wi-Fi	
Password	

To access the settings http://192.168.0.1   Username **admin**   Password **admin**

Enter the password for your Zzoomm Wi-Fi network.

Repeat these steps for each device you want to connect.

There's no limit to the number of devices you can connect.

You're online and Zzoomming!

Problems?

If you're having problems with your Zzoomm service, here's a few quick pointers to help you out. We'll ask you anyway, so it's good to know before you call us.

On the Zzoomm Hub, check the Internet, 2.4Ghz and 5Ghz lights are blue.

On your device, make sure Wi-Fi is turned on and check the Wi-Fi you are connected to.

Try moving closer to the Zzoomm Hub to check for a stronger connection.

If these don't work, give us a call!

Check the Fibre Connection Box Internet light is green.

On the Zzoomm Hub, check the WAN light is blue.

Check your cables are connected firmly.

Turn your Zzoomm Hub off and on using the button on the side.

If these don't work, give us a call!

No Internet?
Try this!

Zzoomm's Here For You!

📞 **033 33 11 99 33**
One number for everything and a real person to speak to!

✉️ **help@zzoomm.com**
Real people replying quickly!

www. **zzoomm.com/contactus**
A quick form and addresses too.

f 🐦 📷 in

Zzoomm Hub 1

Location
Wi-Fi
Password

Zzoomm Hub 2

Location
Wi-Fi
Password

To access the settings http://192.168.0.1   Username admin Password admin