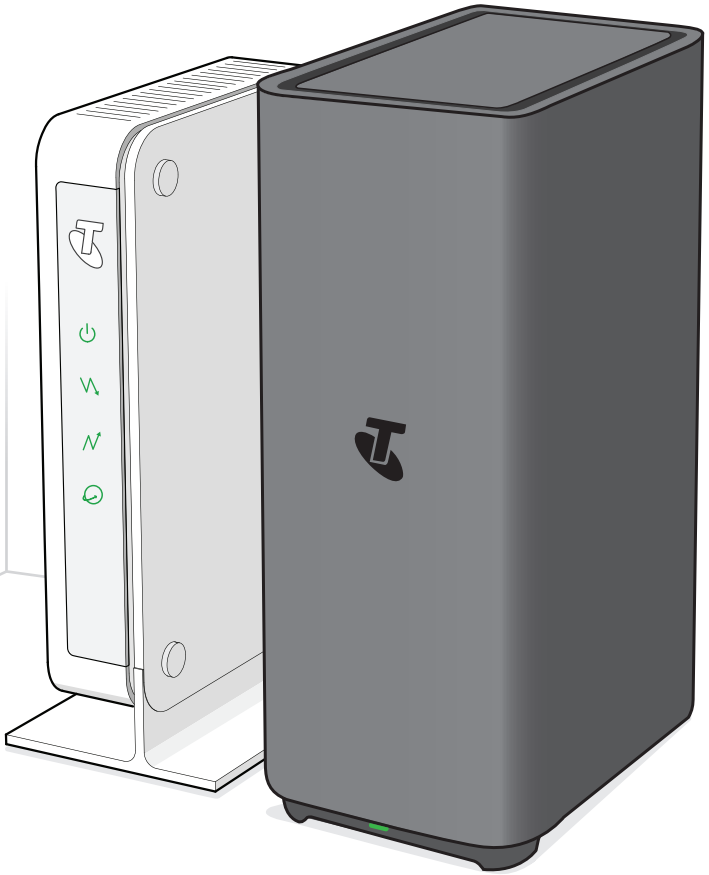
Get online in no time.

An easy guide for connecting to the internet.



Guide 2

Suitable for connection type:
Telstra Cable (HFC)

Need Support?

Use our Get Help feature on the My Telstra App –
available to download from App Store or Google Play.

Visit **telstra.com.au/support/category/broadband/adsl-cable-velocity**
for extra information on how to set up your self-install kit.

Available to download from

Download on the App Store

GET IT ON Google Play

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Set up my Cable internet 8

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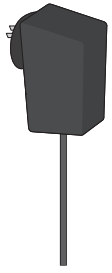
These are the parts you need

Telstra Smart Modem™ box

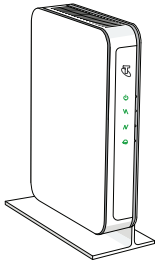
Telstra Smart Modem 3



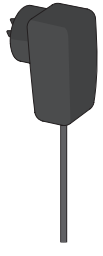
Power adaptor (pre-connected to modem)

Wi-Fi fridge magnet

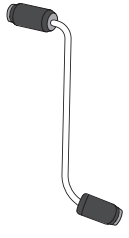
Telstra Cable Adaptor box



Telstra Cable Adaptor



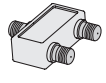
Power adaptor



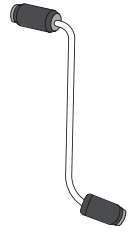
Coaxial cable

Cable with red ends (WAN)

Only supplied if you have Foxtel



Coaxial splitter



Coaxial cable

What’s your current set up?

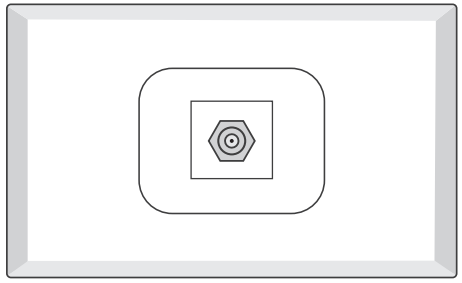
Locate your cable outlet to identify your existing set up and follow the steps to get started.

I have several cable wall outlets, which one should I use?

You should use the cable outlet which provides the most convenient location for your modem. Refer to page 24 for more information.

Set up my Cable internet

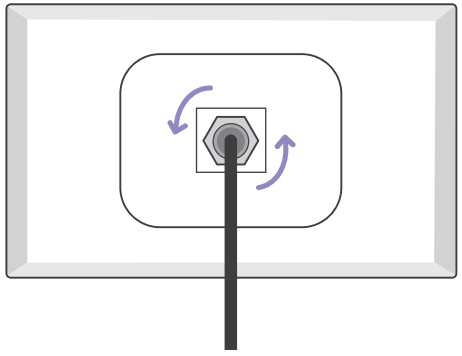
A cable wall outlet exists in my premises.



page 8

Set up Cable internet through an existing Foxtel outlet

My Foxtel box is already plugged in and currently in use.



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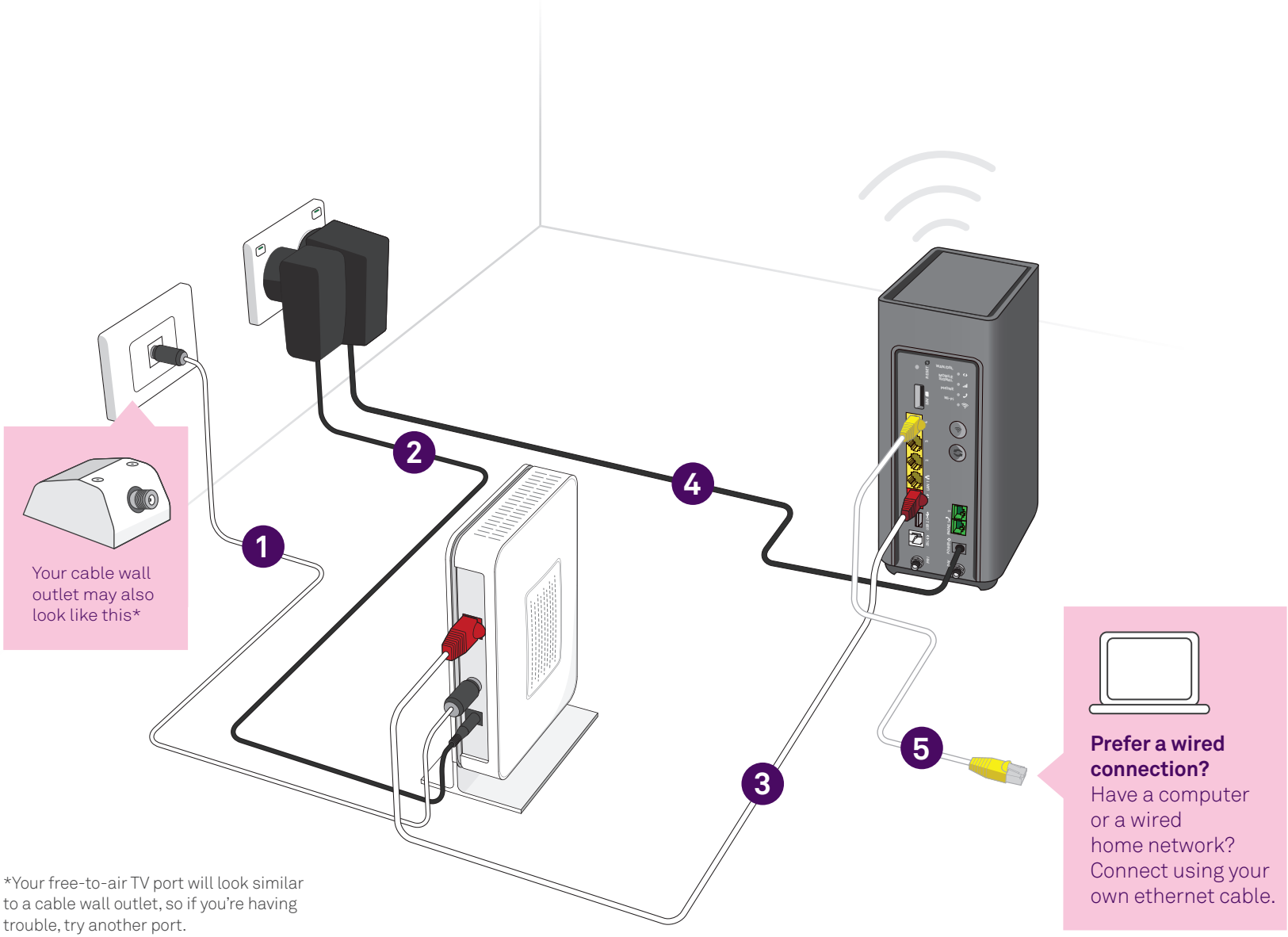
Set up my Cable internet

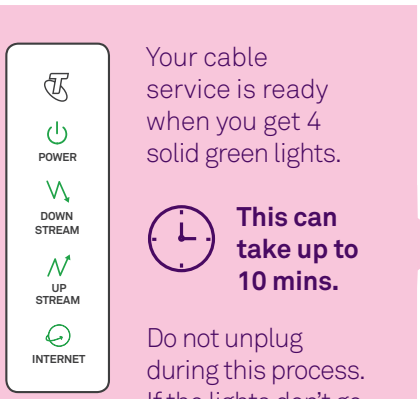


*Your free-to-air TV port will look similar to a cable wall outlet, so if you're having trouble, try another port.

9

Power up your modem and adaptor

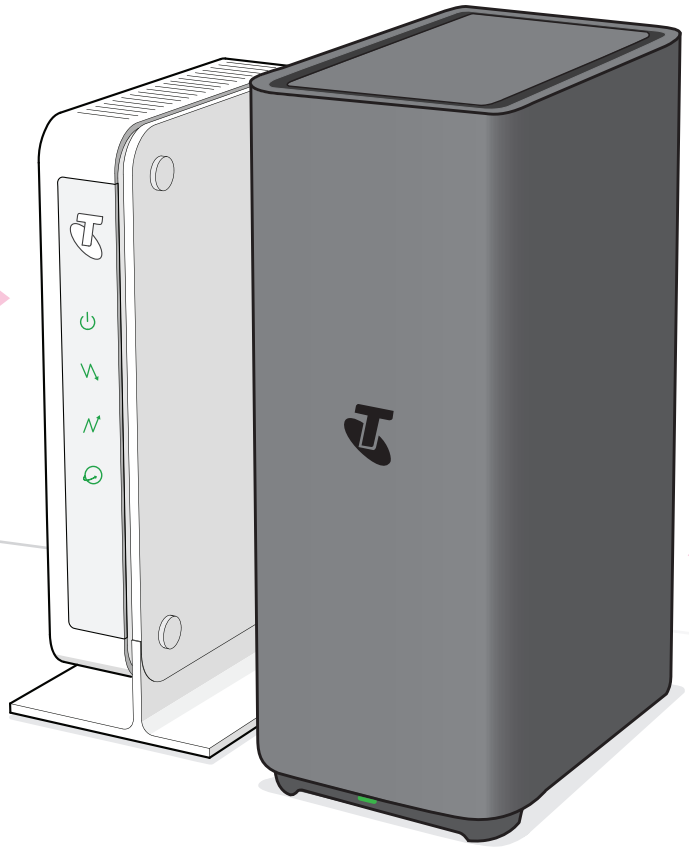
In the event that your Cable connection is unavailable, your Telstra Smart Modem will automatically switch to the mobile network and back to the Cable connection when the service is available again. Please refer to troubleshooting on pages 21 and 22 for further information.



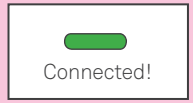
Your cable service is ready when you get 4 solid green lights.

This can take up to 10 mins.

Do not unplug during this process. If the lights don't go solid, try connecting to another socket.



If connected, the light will show **solid green** on the front of modem.

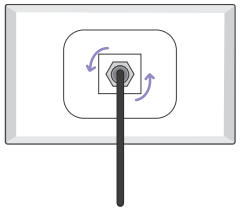


If the light on the Smart Modem is blue (Mobile Backup mode) or the light is green but you can't access your favourite internet sites, please check the information on page 24 for help.

Connect your devices via Wi-Fi

Change your Wi-Fi network and password.
Refer to page 24 for details.

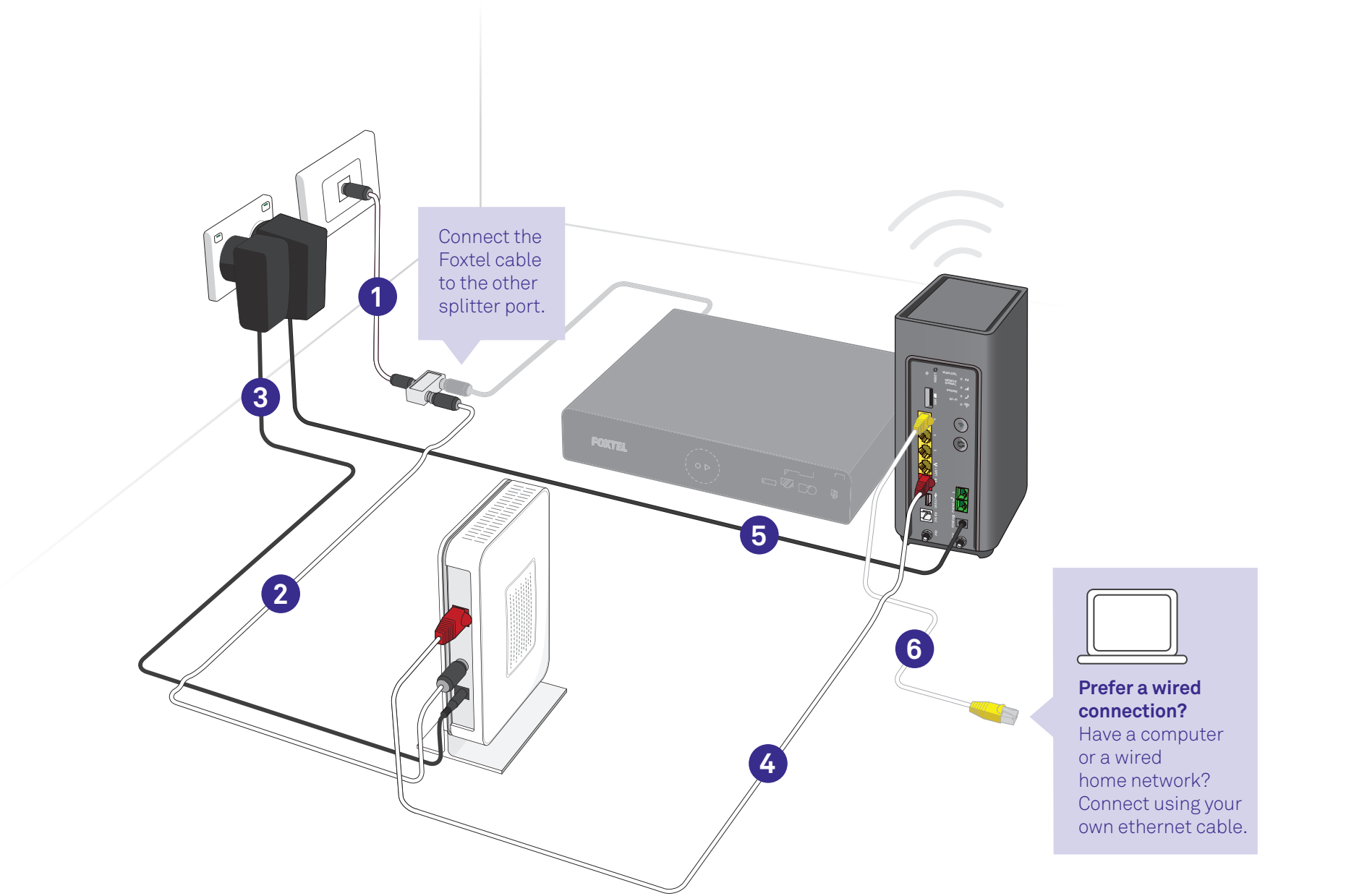
Set up Cable internet through my existing Foxtel outlet



Follow the lead from your Foxtel set-top box to the wall. Unscrew the cable in an **anti-clockwise** direction.

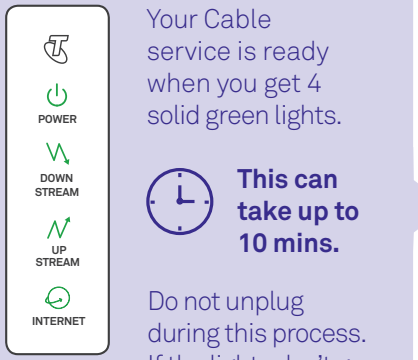
If it is hard to access the cable wall outlet, you can unscrew the cable at the back of the set-top box instead.

If cable is too tight, use an appropriately sized spanner to loosen the connection.


Connect the Foxtel cable to the other splitter port.
1
2
3
4
5
6
FOXTEL
Prefer a wired connection?
Have a computer or a wired home network? Connect using your own ethernet cable.

Power up your modem and adaptor

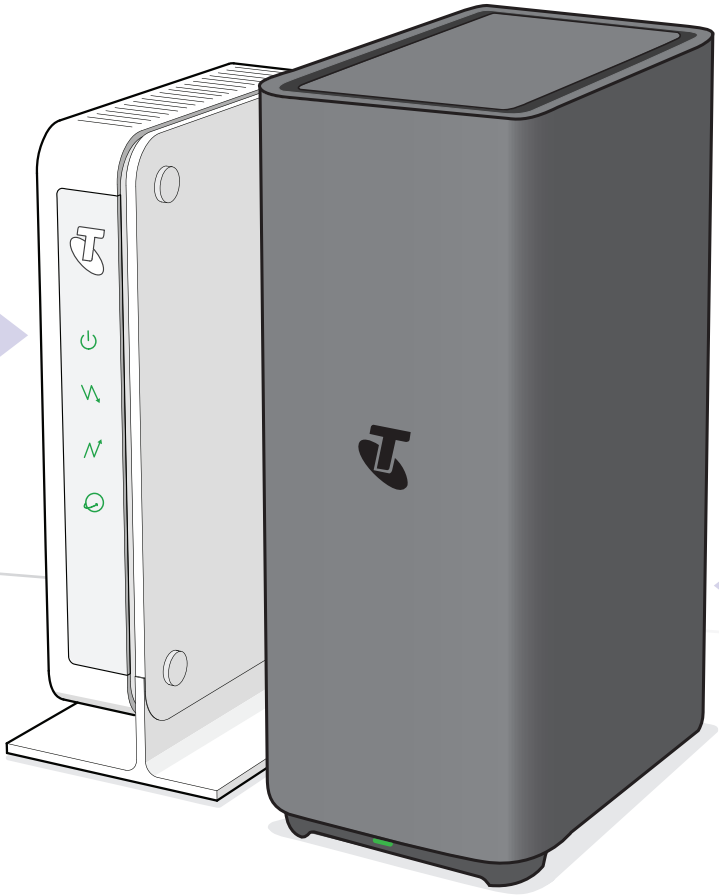
In the event that your Cable connection is unavailable, your Telstra Smart Modem will automatically switch to the mobile network and back to the Cable connection when the service is available again. Please refer to troubleshooting on pages 21 and 22 for further information.



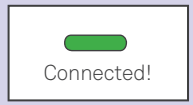
Your Cable service is ready when you get 4 solid green lights.

This can take up to 10 mins.

Do not unplug during this process. If the lights don't go solid, try connecting to another socket.



If connected, the light will show **solid green** on the front of modem.



If the light on the Smart Modem is blue (Mobile Backup mode) or the light is green but you can't access your favourite internet sites, please check the information on page 24 for help.

Connect your devices via Wi-Fi

Change your Wi-Fi network and password.
Refer to page 24 for details.

Troubleshooting

Oh no! Something went wrong?

Here are a few tips to help you, but first, have you tried the following?

1. Switch it off and back on and then wait a few minutes, you would be amazed how many times this can sort a problem out.
2. Wi-Fi speed and other reception-related issues can be caused by the placement of your modem. Like your mobile phone, your Telstra Smart Modem needs good 4G reception to work in backup mode.
3. Make sure your modem is elevated and not placed near items like fridges, fish tanks, microwaves, etc, that can interfere with your Wi-Fi.

Still having issues?

Try our online troubleshooting tool, which can be found at **fix.telstra.com**

If you are still stuck, then we are more than happy to help, just visit **telstra.com.au/support** where you can chat with us online.

For Telstra Smart Modem FAQ, please go to **tel.st/smartmodem**

Get support at **telstra.com/help**

Message us via the My Telstra™ app, available for download through Apple App Store and Google Play Store.

If you require more assistance, please call **133 933** (English).

For other languages, please visit **telstra.com.au/contact-us/multilingual-services**

To recycle your old modem: **telstra.com.au/climate/recycling**

What do the lights mean on the **Telstra Smart Modem?**

Front Light Indicators

- Powered on booting up.
- Connecting.
- MOBILE BACKUP connection (Data).
- Cable connection.

‘Mobile Signal’ strength indicator

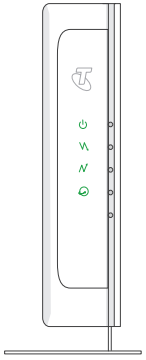
Indicator lights on the back of the modem

- Great
- Good
- Limited Access

*Please move the modem for stronger signal strength on mobile backup connection. When you’re in mobile backup mode, you may receive notifications from us via SMS or email.

What do the lights mean on the **Telstra Cable Adaptor?**

Your Telstra Cable Adaptor has four indicator lights on the front panel. During the start-up sequence, the Telstra Cable Adaptor lights will flash. Once they become solid green, the service is ready.



Front Light Indicator

Power
Indicates power is available to the box.

Downstream
Indicates the connection is ready to download data.

Upstream
Indicates the connection is ready to upload data.

Internet
Indicates cable connecting.

If any of the lights on the Telstra Cable Adaptor are flashing and not solid, check all cables are securely connected to the Telstra Cable Adaptor and at the wall.

If they are, try turning off the power to the Telstra Cable Adaptor, wait 10 seconds and then turn the power on again. If the lights keep flashing after about 10 minutes, please call 133 933.

FAQs

FAQs

I have several cable wall outlets, which one should I use?

You should use the cable outlet which provides the most convenient location for your modem.

Things to consider include:

- Which spot provides the best Wi-Fi coverage around your home? Once set up, use our Telstra Home Dashboard™ app to help optimise your Wi-Fi performance.
- Whether you want to connect devices using an Ethernet Cable.
- Whether you have a home office and would like to connect your computers and other devices directly to the Telstra Smart Modem.

I've finished setting up, the lights are green but I can't access anything online.

Your Cable adaptor must be registered to your account before you can access the internet. While we pre-register devices before sending them to you, sometimes extra steps are needed to complete the activation.

If you have completed setting up the Cable Adaptor and connected your Smart Modem and all lights on the Cable Adaptor and front of the Smart Modem are green but you still can't access the internet, try the following: Open a browser and type **https://register.bigpond.com/cable.do** into the address bar.

Enter your Telstra username and password and click register.
If successful, you will now have full access to the internet.

If registration fails or you're not sure of your username and password, call our cable activation specialists on **1800 135 103**.

I've finished setting up, the lights on the Cable Adaptor are green and solid but the light on the Smart Modem is blue.

Double check each end of the cable between the two devices to make sure it's firmly connected to the red port.

Try switching both devices off and switching them on again in the following order. Switch on the Cable Adaptor and when the lights are green and solid, Switch on the Smart Modem.

If the light on the front of the Smart Modem remains blue, please call us for help on **1800 135 103**.

Change your Wi-Fi network and password

The Wi-Fi details we install at the factory are designed to be unique and above all secure, but we understand that you may want to change them to something else.

If you previously had an internet service with us or another provider, did you know you can re-use those old Wi-Fi network details (network name and password) on your new modem? This means all your devices will just automatically connect and you won't have to go around the house reconnecting everything.

Either way, to change your Wi-Fi details, ensure you are first connected to your home network and simply open a browser window and type in **http://192.168.0.1**

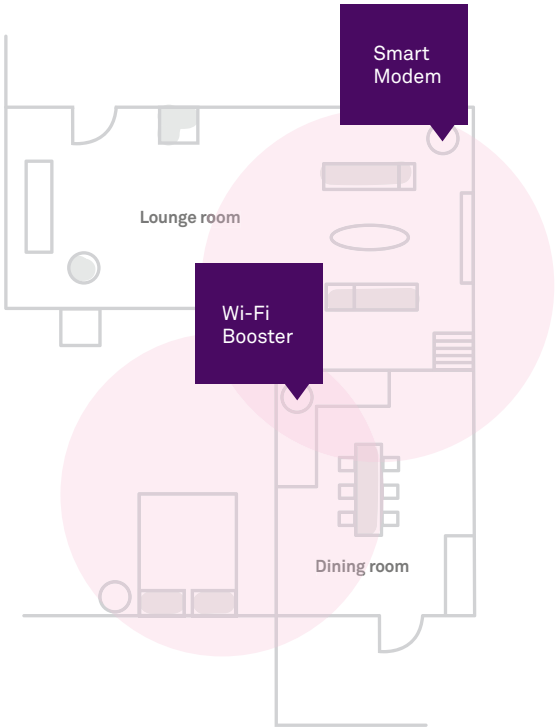
The user name is **admin** and the **password** is the same as the Wi-Fi password found on your new fridge magnet (don't worry, you can change these too if you like!).

Once you are logged in, click on the tab marked 'Wi-Fi' and away you go... just don't forget to click **'Save'** once you have made your changes.

Telstra Smart Wi-Fi™ Boosters

Improve Wi-Fi coverage in and around your premises.

Smart Wi-Fi Boosters connect wirelessly to your modem to boost your Wi-Fi signal. They're great for larger and non-standard homes.



Not sure if you need a booster?

Use the My Telstra app to check your Wi-Fi performance in and around your home.

Where can I purchase a Smart Wi-Fi Booster?

Visit your local Telstra store.

Purchase online at **telstra.com.au/smartwifi**

Purchase in the My Telstra app.

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Guide 2

Suitable for connection type:
Telstra Cable (HFC)

RO 135578

ORIN CODE 100245789