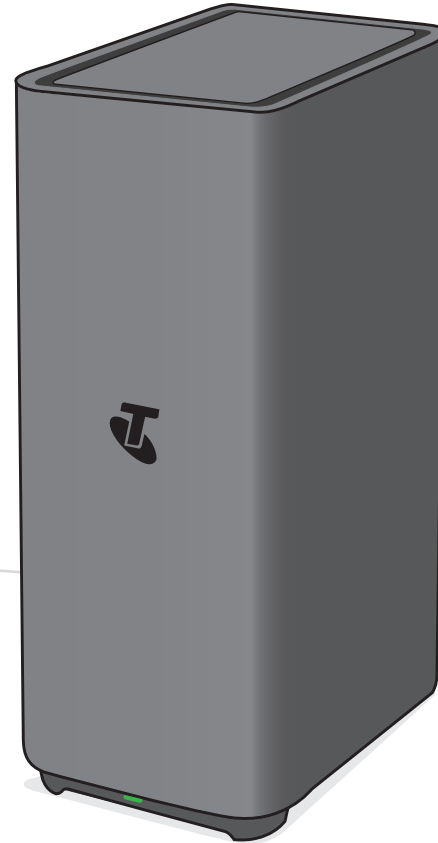


Get online in no time.

An easy guide for connecting to the internet.



Guide 4

Suitable for connection type:
ADSL

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

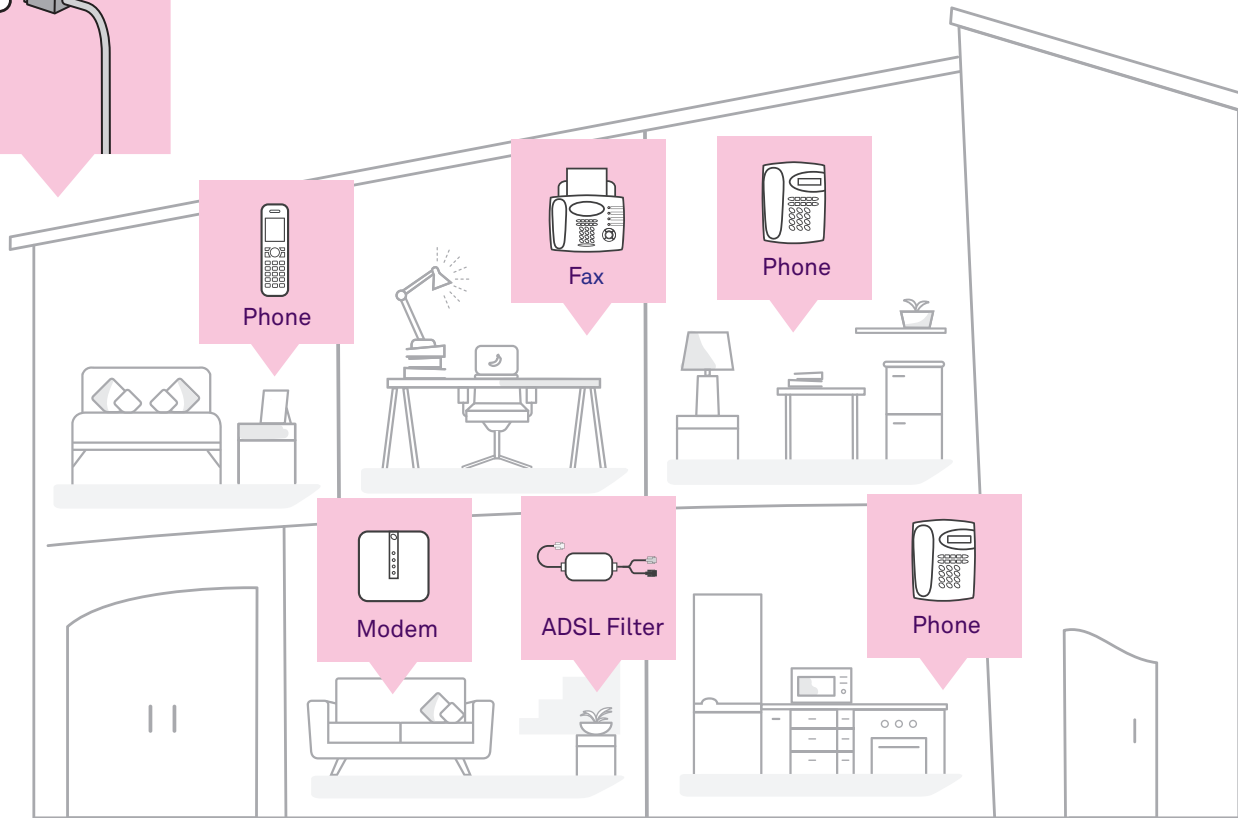
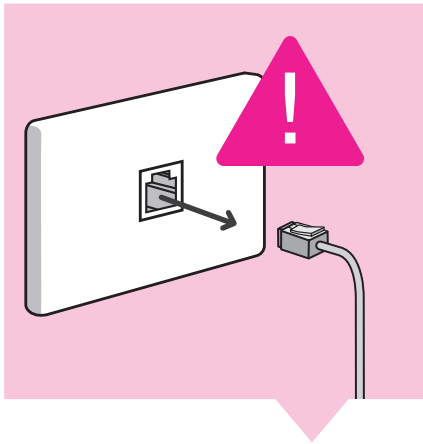


Contents

Unplug all devices from your phone sockets	4
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Unplug all devices from your phone sockets

Unplug old devices from your phone sockets. Unplug any existing modems, telephones and other devices that use the telephone wall sockets. If you want to use these sockets, make sure you have an ADSL filter installed between the socket and your device (purchase separately).



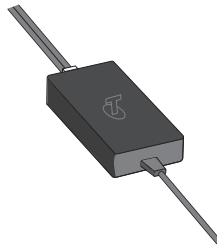
These are the
parts you need



Telstra Smart Modem™ 3



Power adaptor
(pre-connected to modem)



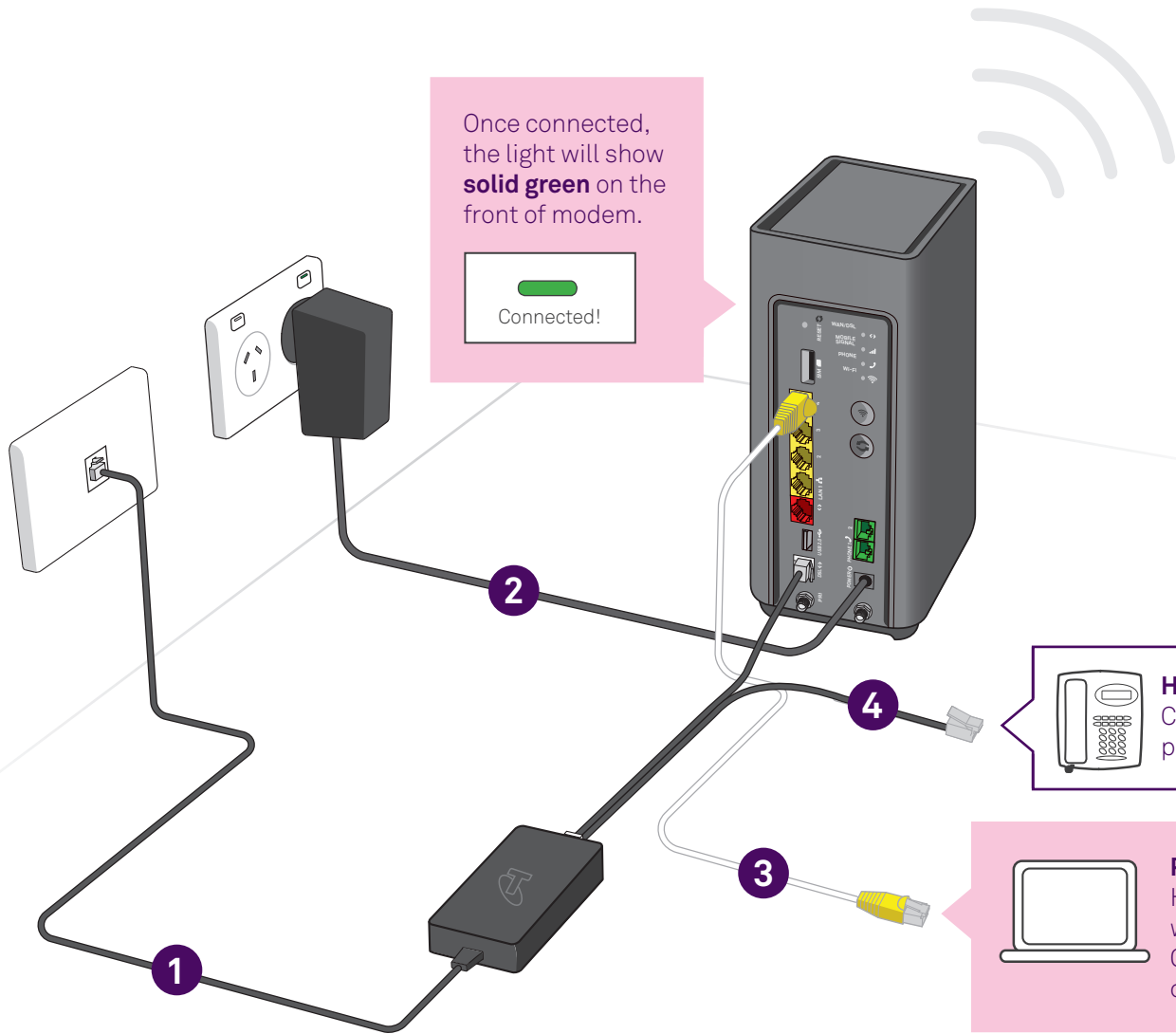
ADSL Filter
(located in delivery box)



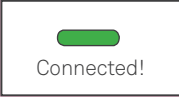
Wi-Fi fridge magnet

Set up steps


Follow steps 1 - 4 to get connected. On first use, your Telstra Smart Modem may automatically update its software. This will take up to 15 minutes to complete.




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



 **Have a phone?**
Connect it to the second plug on the ADSL filter.

 **Prefer a wired connection?**
Have a computer or a wired home network?
Connect using your own ethernet cable.

Connect your
device(s) via Wi-Fi



Search for **Wi-Fi name** and enter password shown on fridge magnet.

Repeat steps to connect your other devices via Wi-Fi.



Change your Wi-Fi network and password.

Refer to page 14 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 Indicator*

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

'Mobile Signal' strength indicator

- MOBILE SIGNAL**  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.

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**

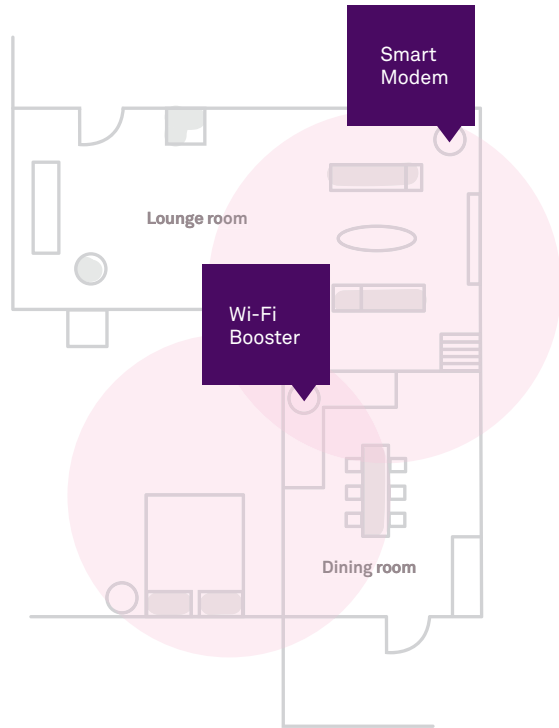
The user name is **admin** and the **password** is the same as the Wi-Fi password found on your new fridge magnet (don't worry, you can change these too if you like!).

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.

Guide 4

Suitable for connection type:
ADSL

RO 135577

ORIN CODE 100245788

