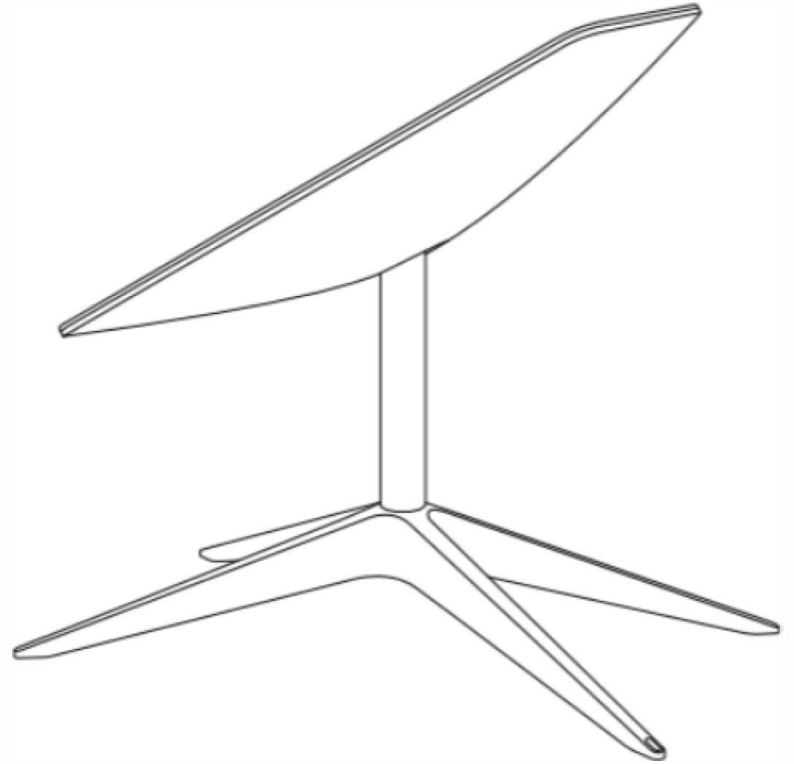


Set up your Telstra Satellite Service, powered by Starlink.



A guide to connect your internet and home phone.



Guide 14

Suitable for connection type:
Telstra Satellite Home Service

Telstra Parcel Contents

You will receive a Telstra parcel with the following contents:



Telstra Smart Modem™ 3



Power adaptor
(pre-connected to modem)



Wi-Fi fridge magnet



Ethernet Cable



Ethernet Adaptor

Adding your Telstra Smart Modem

To connect your Telstra smart modem, you will require an Ethernet adapter between the Telstra Smart Modem and the Starlink Kit. Please make sure you have the Ethernet adapter. If you don't have one, please go to [Telstra.com](https://www.telstra.com.au) to purchase one.

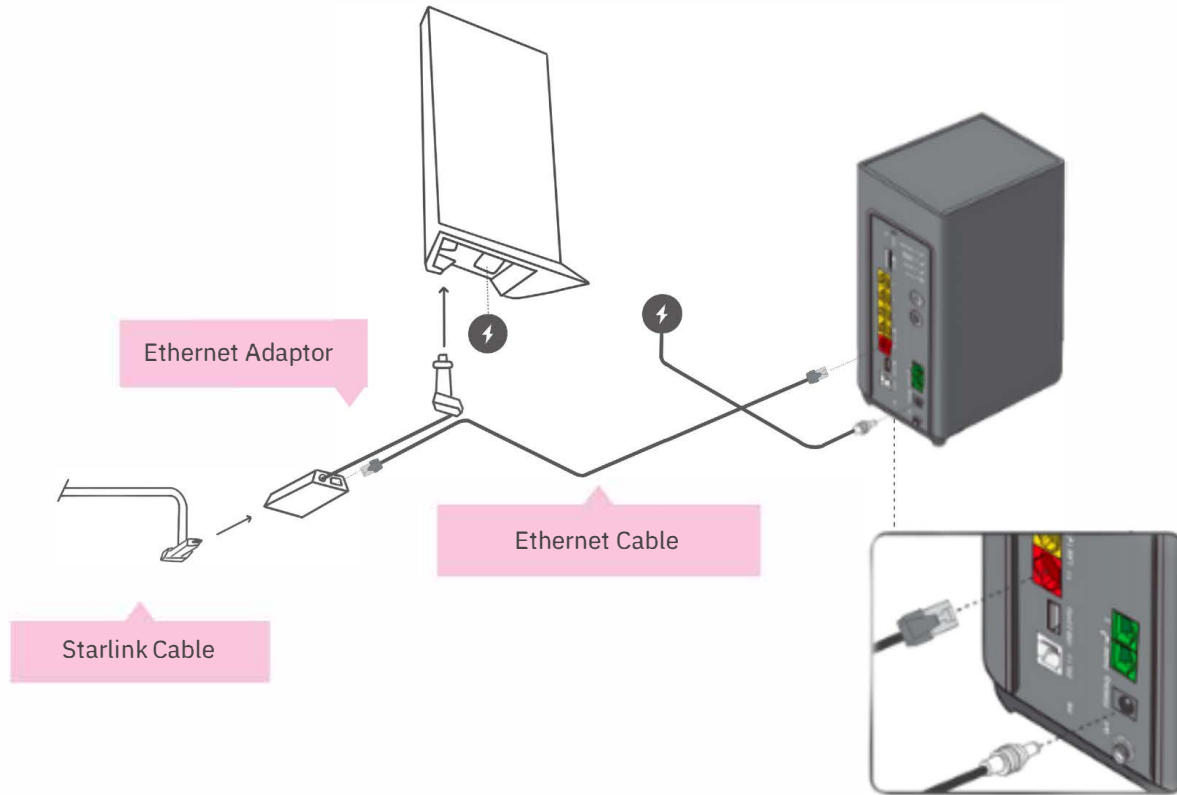
When you first connect your Telstra Smart Modem, it may automatically update its software. This will take up to 15 minutes to complete.

Your Telstra Smart Modem has a built-in SIM card to backup your internet service with our 4G mobile network if you live within our 4G coverage area.

You can use the 4G backup service in two scenarios:

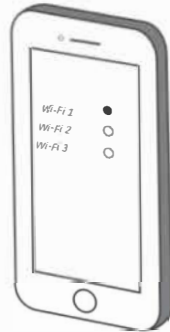
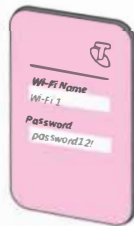
1. To get online until your Satellite Internet service is connected or
2. If there's an outage detected, your internet service will automatically switch over to 4G backup.

Inside set-up for Telstra Smart Modem and Starlink Router



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 device(s) via Wi-Fi.

FAQs

General FAQs

Can I use my service at another location?

You may only use the modem at the home address you provided when you took up the service. If you move your modem outside of your home your service may stop working.

Where should I place the modem?

We strongly recommend placing your modem off the ground / up high in an open area, close to an external window and away from other electrical equipment.

Don't place your modem near large metal objects that may block or interfere with its signal, such as: refrigerators, microwaves, TVs and steel-mesh window security screens

I rely on a safety-critical device, do I need to do anything before I install Telstra Home Wireless?

If you use a medical alarm, fire alarm or lift emergency phone, contact your device provider to check that it will work on your new Telstra Home Wireless service on our 4G network, or whether you'll need to find an alternate solution, such as a wireless/mobile alarm solution.

Will my alarms work?

If you have a medical alarm, fire alarm, security alarm or emergency lift phone that you wish to use with your Telstra Home Wireless service, contact your device provider to check that it will work on your new service. You may need to find an alternate solution, such as a wireless/mobile enabled alarm solution that doesn't rely on your Home Wireless voice service. We strongly discourage the use of these types of devices over this service as we are unable to confirm that they will function in an emergency.

Starlink FAQs

Why is there a delay in my internet connection?

Occasionally, the Starlink Kit may be required to connect to a different satellite, potentially causing a delay of up to 15 seconds.

Why do I have a Starlink router?

The Starlink router provides power to the Starlink Kit.

Why do I need a Telstra Smart Modem

The Telstra Smart Modem facilitates your voice service, and without this box, you won't have any voice or internet connection.

Why don't I see the Starlink Wi-Fi?

Starlink via Telstra necessitates the use of the Telstra modem; consequently, the Starlink router has been deactivated and now solely serves as a power source for the dish.

Can I use the Starlink app?

Yes, if you download the app and connect to your Telstra Smart Modem, you will be able to see some Starlink network diagnostics to understand obstructions and service outage information.

Further information

Do you require further information about the lights, how to change the Wi-Fi name and password and other troubleshooting tips?

Please head to our support page on **tel.st/set-up-satellite-home-internet**

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