Troubleshooting Tips.

What does my Wi-Fi Booster light mean?

- **Solid Blue** The set-up has been successful. You have a strong connection back to your Modem.
- **Purple** The software is updating, pairing or starting up. Keep the device switched on and wait 5 minutes for the light to turn **solid blue**. If the purple start-up light does not change colour, press the Wi-Fi Booster power button* to switch it off. Wait 30 seconds and turn it back on to complete updates.
- **Amber** A poor signal. The Wi-Fi Booster is too far away from the Modem. Simply move the Wi-Fi Booster closer to the Modem until you succeed in getting the **solid blue** light. This step may involve some trial and error until you find the right spot.
- **Red** No connection to the Modem. Press the power button* to switch the unit off, wait 30 seconds and turn it back on again to complete updates. If the red light reappears, repeat Steps 1–6 from the set-up process to pair the Modem with the Wi-Fi Booster.
- **No light** No power source or the Wi-Fi Booster unit is not switched on. Check that the power adapter is plugged into a working power point and switched on. If there is still no light showing, push the power button at the back of the Wi-Fi Booster.

*The power button is located on the back of the Wi-Fi Booster.

Visit telstra.com/smartwifi for more information, answers to frequently asked questions or for Live Chat with a Telstra consultant.

Need more help?

Call us on 13 22 00.

For use with Telstra’s Smart Modems.
Place the Wi-Fi Booster close to your Modem.* This is so that the units can be paired before the Booster can be moved to the low Wi-Fi area in your home.

- Check that you have the Wi-Fi Booster, power adapter and yellow-ended cable.

Connect the yellow-ended cable.

- Insert one yellow end of the cable into the yellow port at the back of the Wi-Fi Booster.
- Insert the other yellow end into any of the yellow ports on the back of the Modem.

Power up the Wi-Fi Booster.

- Plug the Booster power adapter into a power point so that your equipment is set up as per the diagram above.
- Switch the power point on.
- Check that there is a light showing on the front of the Wi-Fi Booster.

Wait for the pairing process to complete. The light on the front of the unit will change colour during the process.

- The light will pulse between purple and blue when starting up.
- The light will turn a solid blue after 3 minutes.

Get ready to move. The Wi-Fi Booster is now paired and ready to be moved to its new location in your home.

- Unplug the Wi-Fi Booster power adapter.
- Detach the yellow-ended cable from both units.

Wait an additional 2 minutes after the solid blue light appears to ensure that the pairing process is complete.

Move the Wi-Fi Booster to its new location where the Wi-Fi signal is low.

- Plug the Wi-Fi Booster into a power point and switch the power on.
- Watch the light on the front of the unit.
- The light should pulse between purple and blue, and will then settle to the solid blue light within 3 minutes.

Set-up is now complete. Enjoy the improved Wi-Fi service!

* Check your modem base for model details. If it is not the Telstra Gen 2 Smart Modem or CAN2310, contact Telstra.

You will not need to use the yellow-ended cable again during the set-up process. Store it somewhere safe as you will need it again if the units need to be paired in the future.

Refer to the Troubleshooting page if the light shows amber and not solid blue. This means that the Wi-Fi Booster has been moved too far away from the Modem.

If there is no light, press the power button on the lower back corner of the unit (refer to diagram on the Troubleshooting page for its location).

You will need to use the yellow-ended cable again during the set-up process. Store it somewhere safe as you will need it again if the units need to be paired in the future.