Getting started
An easy guide for connecting to the internet.

Guide 1
Suitable for 5G Fixed Wireless
Included in your modem package

Telstra 5G Home Modem

Power adaptor

Wi-Fi fridge magnet

<table>
<thead>
<tr>
<th>Wi-Fi Name</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wi-Fi 1</td>
<td>password12!</td>
</tr>
</tbody>
</table>
Steps to get started

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Find the best location for 5G reception

Take note of the following points to help you find the right location for your modem to get the best 5G reception.

**Good location**

✔ Choose an indoor location as close to a window as possible.

✔ Place your modem on a table or other surface that keeps it off the floor.

✔ Make sure your modem sits within reach of a mains power outlet (240V standard power point).

**Bad location**

❌ Do not place your modem in a cupboard, on the floor, or in the middle of your house.

❌ Do not place your modem near water.

❌ Do not place your modem near electronic devices (TV, stereo, refrigerator, microwave). Place at least 3m away to avoid electrical interference.
Plug-in and power on

1. Unplug your old modem
2. Plug-in and power on your new 5G Modem

To power on your 5G Modem, you must press this On/Off button located on the right-hand corner of the base of the modem just above the power cord.
Check that you have found the best location for your 5G Modem.

Refer to page 4 for advice on where to locate your modem to get the best signal.

- **Green** Good signal
- **Blue** Average signal
- **Red** Poor signal

Check that your modem is switched on and the Power light on the front is **solid green**.
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.

Want to change your Wi-Fi network and password to something else? Refer to [telstra.com.au/support](http://telstra.com.au/support) for details on how to do this.
What do the LED lights mean?
### Power

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No light</td>
<td>No power. Check modem is plugged in and switched on.</td>
</tr>
<tr>
<td>Green</td>
<td>Power is on.</td>
</tr>
</tbody>
</table>

### 5G

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No light</td>
<td>5G is unavailable.</td>
</tr>
<tr>
<td>Green</td>
<td>5G is available.</td>
</tr>
</tbody>
</table>

### Mobile Signal

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Light</td>
<td>Modem is not connected to the mobile network.</td>
</tr>
<tr>
<td>Green</td>
<td>Good signal strength.</td>
</tr>
<tr>
<td>Blue</td>
<td>Average signal strength. Refer to page 4 to ensure your modem is in a good location.</td>
</tr>
<tr>
<td>Red</td>
<td>Poor signal strength. Refer to page 4 to ensure your modem is in a good location.</td>
</tr>
<tr>
<td>Red Flashing</td>
<td>SIM failure.</td>
</tr>
<tr>
<td>Blue Flashing</td>
<td>Network is connecting.</td>
</tr>
</tbody>
</table>

### Wi-Fi

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Light</td>
<td>Wi-Fi is off.</td>
</tr>
<tr>
<td>Green</td>
<td>Wi-Fi is on.</td>
</tr>
<tr>
<td>Green Flashing</td>
<td>WPS active.</td>
</tr>
<tr>
<td>Green Flashing (fast)</td>
<td>WPS timeout/failure.</td>
</tr>
</tbody>
</table>

### Internet

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Light</td>
<td>Modem is not connected to the internet.</td>
</tr>
<tr>
<td>Green</td>
<td>Modem is connected to the internet.</td>
</tr>
</tbody>
</table>

### All LED (except power LED)

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slow Flashing Green</td>
<td>Modem firmware is being upgraded. Do NOT turn off the power to the modem.</td>
</tr>
</tbody>
</table>

### Phone

<table>
<thead>
<tr>
<th>LED Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Light</td>
<td>Phone service not enabled.</td>
</tr>
</tbody>
</table>
Troubleshooting

Something went wrong? Try the following:

1. Switch your modem off and back on, then wait a few minutes. In many cases this simple step will sort out a problem.

2. Wi-Fi speed and other reception-related issues can be caused by the placement of your modem. Like your mobile phone, your Telstra 5G Home Modem needs good 5G reception.

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. Refer to page 4 ‘Find the best location for 5G reception’ to ensure your modem is in the best possible place for strong 5G reception.

4. Have you unplugged your old modem from mains power? If your old modem is still connected this may interfere with your Wi-Fi.

Still having issues?

Get support at www.telstra.com/5g-home-support

If you require more assistance, please call 133 933 (English). For other languages, please visit: www.telstra.com.au/contact-us/multilingual-services

To recycle your old modem: recyclingnearyou.com.au/ewastescheme
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RO 100245518

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