

Getting started

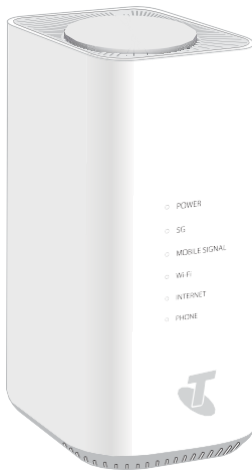
An easy guide for connecting to the internet.



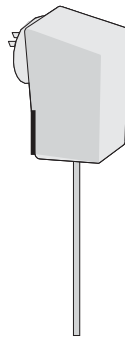
Guide 1

Suitable for 5G Fixed Wireless

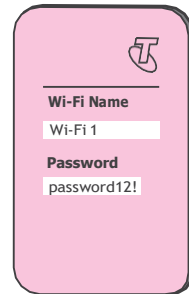
Included in your modem package



Telstra 5G
Home Modem



Power adaptor



Wi-Fi fridge
magnet

Steps to get started

Find the best location for 5G reception	4
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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

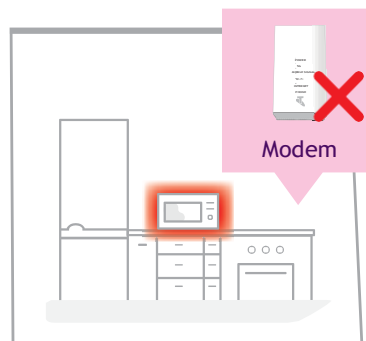
- f* Choose an indoor location as close to a window as possible.



- f* Place your modem on a table or other surface that keeps it off the floor.
- f* Make sure your modem sits within reach of a mains power outlet (240V standard power point).

Bad location

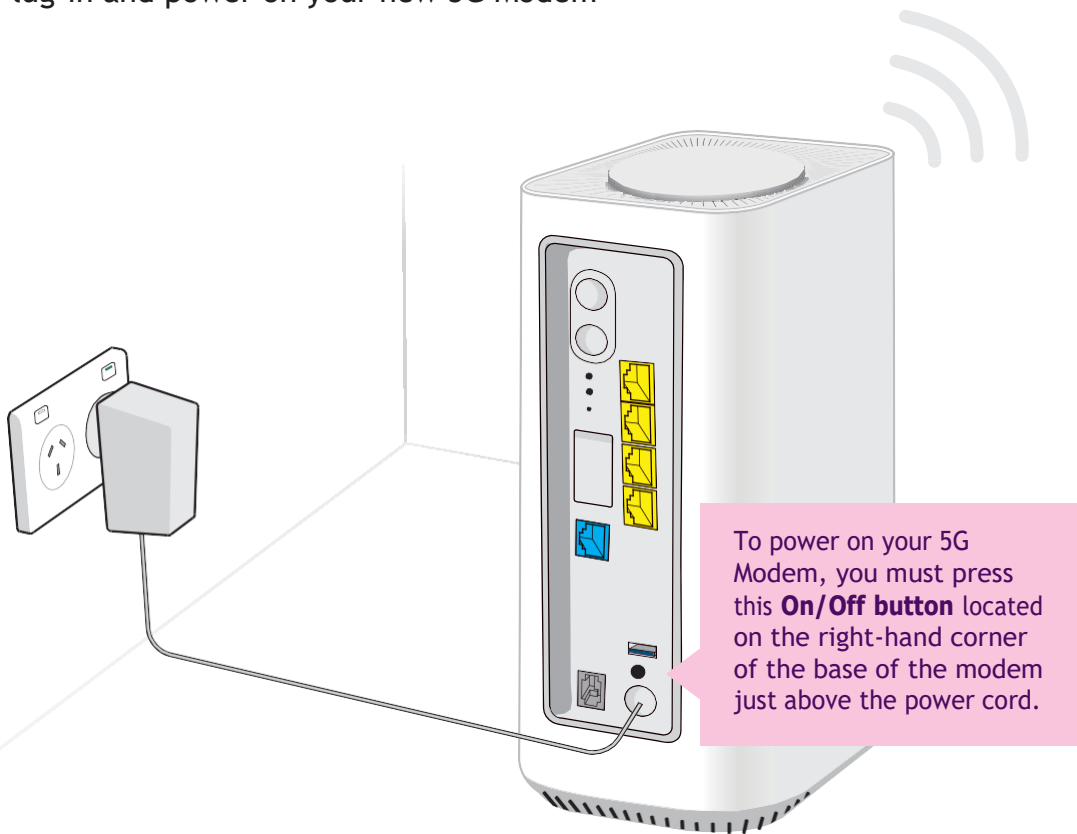
- ✗ Do not place your modem in a cupboard, on the floor, or in the middle of your house.



- ✗ 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

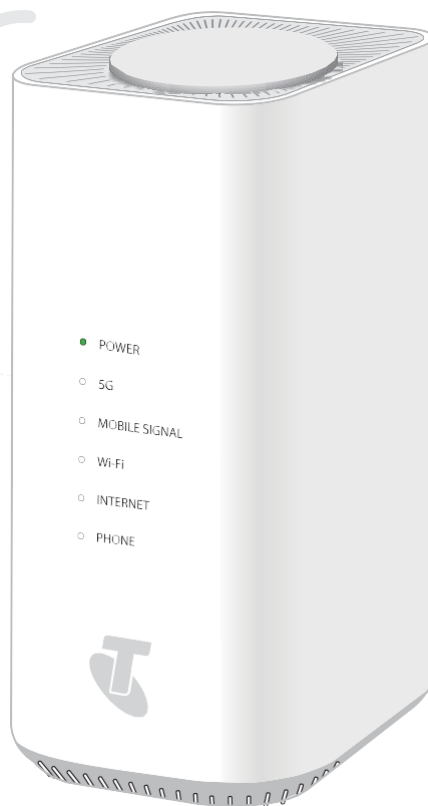
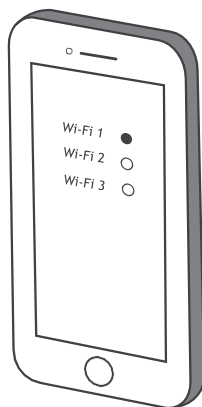
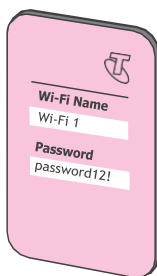


Check that you have found the best location for your 5G Modem



Connect your device(s) via Wi-Fi

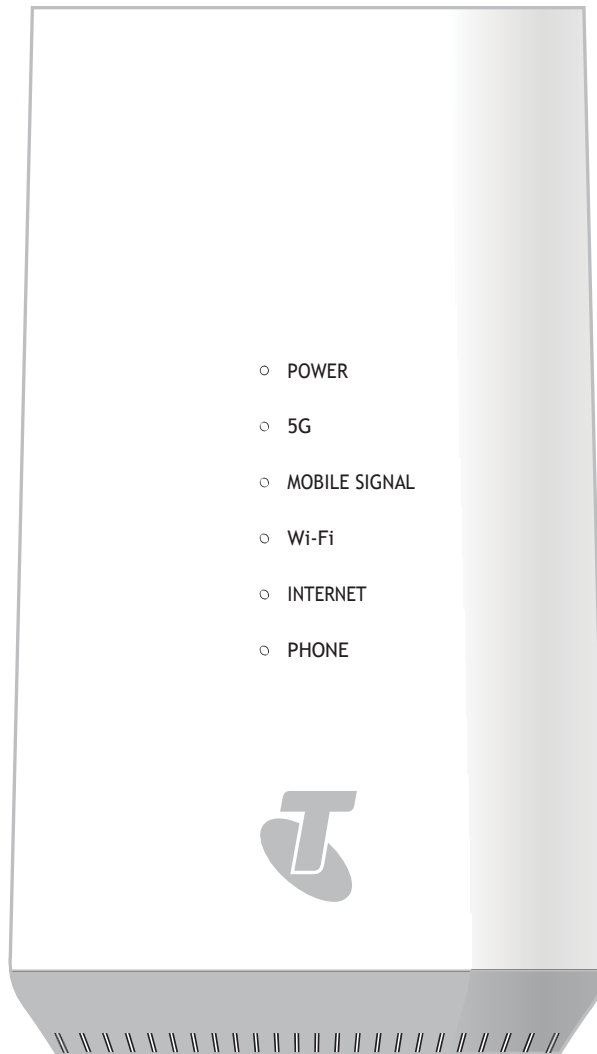
Search for
Wi-Fi name and
enter password
shown on fridge
magnet.





















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**
for details on how to do this.

What do the LED lights mean?



Power		
	No light	No power. Check modem is plugged in and switched on.
	Green	Power is on.
5G		
	No light	5G is unavailable.
	Green	5G is available.
Mobile Signal		
	No Light	Modem is not connected to the mobile network.
	Green	Good signal strength.
	Blue	Average signal strength. Refer to page 4 to ensure your modem is in a good location.
	Red	Poor signal strength. Refer to page 4 to ensure your modem is in a good location.
	Red Flashing	SIM failure.
	Blue Flashing	Network is connecting.
Wi-Fi		
	No Light	Wi-Fi is off.
	Green	Wi-Fi is on.
	Green Flashing	WPS active.
	Green Flashing (fast)	WPS timeout/failure.
Internet		
	No Light	Modem is not connected to the internet.
	Green	Modem is connected to the internet.
All LED (except power LED)		
	Slow Flashing Green	Modem firmware is being upgraded. Do NOT turn off the power to the modem.
Phone		
	No Light	Phone service not enabled.

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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