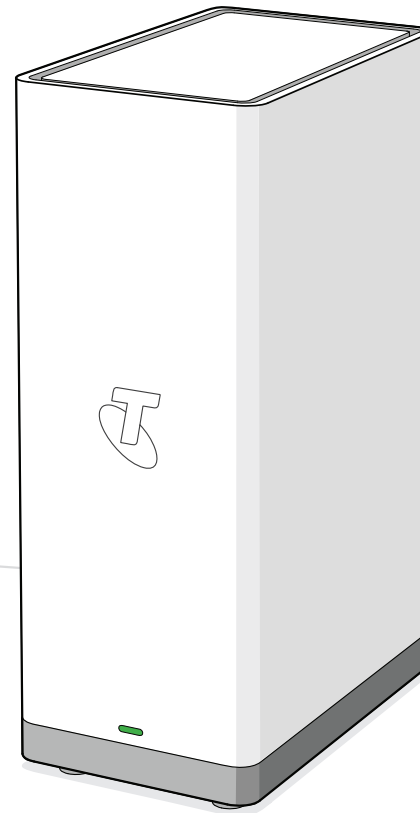


Get online in no time.

An easy guide for connecting to the internet.



Guide 4

Suitable for connection type:
ADSL

Need Support?

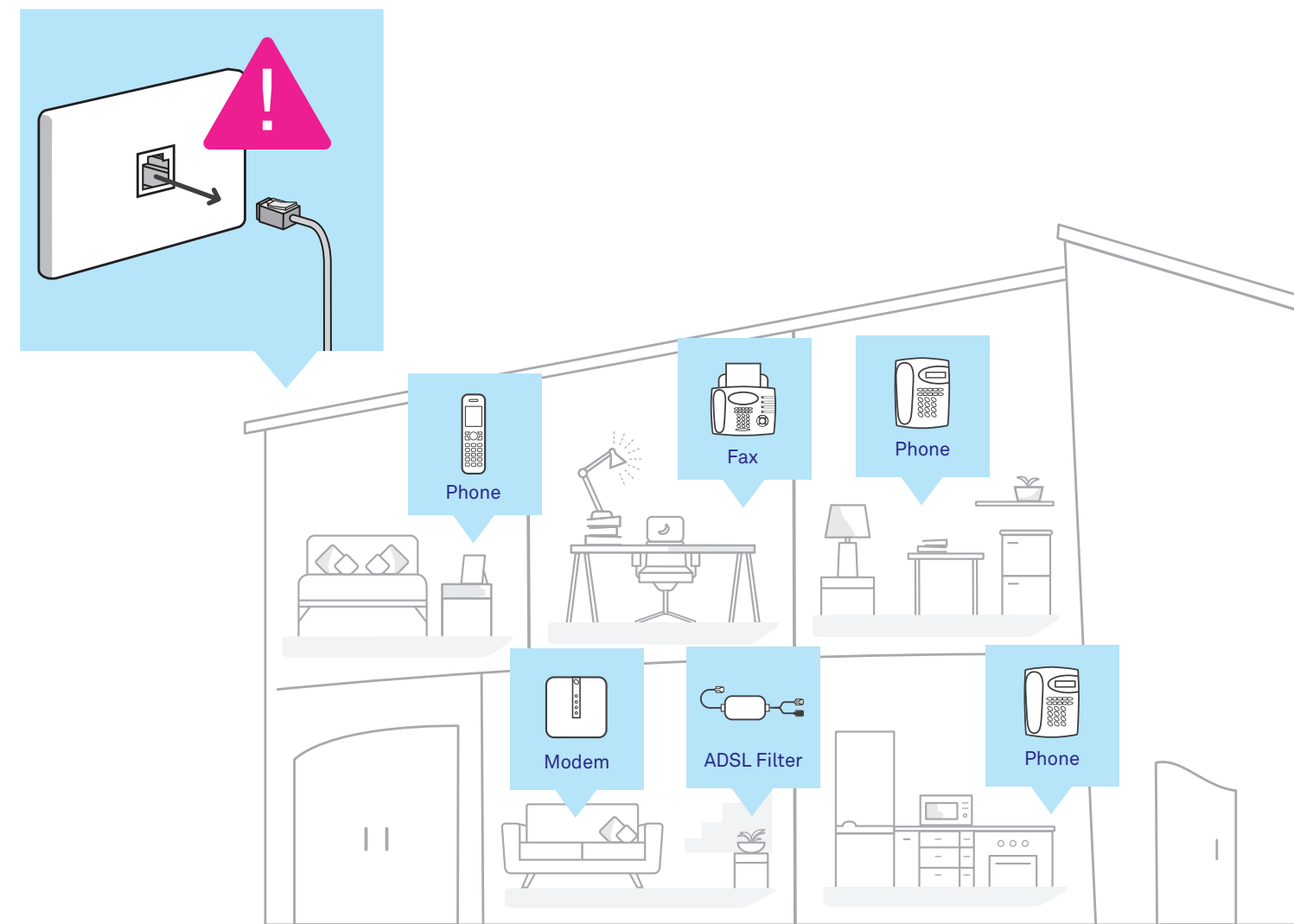
Visit www.telstra.com.au/support/category/broadband/adsl-cable-velocity for extra information on how to set up your self-install kit.

Contents

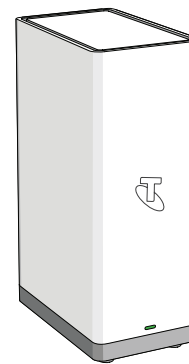
Unplug all devices from your phone sockets	4
These are the parts you need	6
Set up steps	8
Connect your device(s) via Wi-Fi	10
Troubleshooting	12

Unplug all devices from your phone sockets

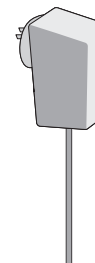
Unplug old devices from your phone sockets. Unplug any existing modems, telephones and other devices that use the telephone wall sockets. If you want to use these sockets, make sure you have an ADSL filter installed between the socket and your device (purchase separately).



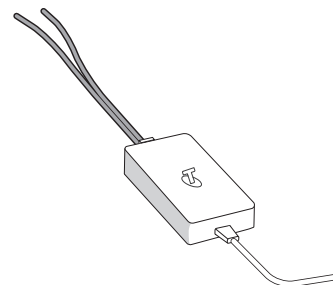
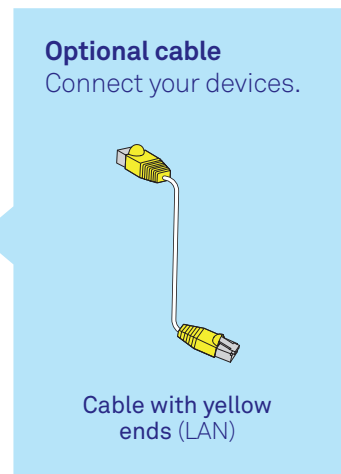
These are the parts you need



Telstra Smart Modem™ 2.0



Grey power adaptor (pre-connected to modem)



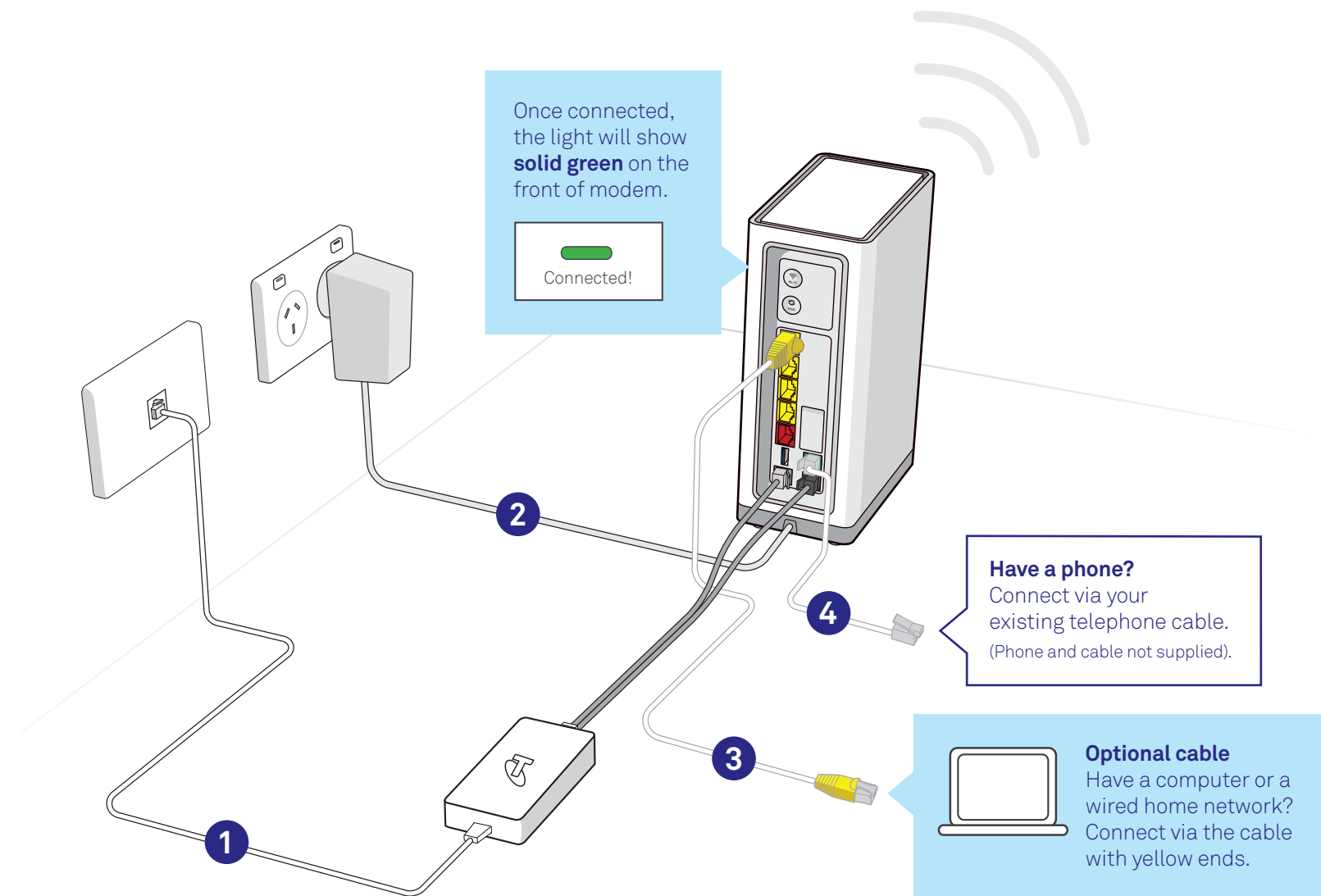
ADSL Filter



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.



Connect your device(s) via Wi-Fi



Change your Wi-Fi network and password.
Refer to page 14 for details.






Troubleshooting

Oh No! Something went wrong?

Here's 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.

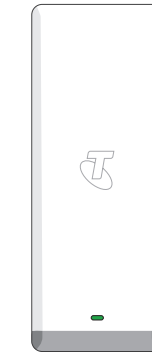
Still having issues?

-  Try our online troubleshooting tool, which can be found at <https://fix.telstra.com>
-  If you are still stuck then we are more than happy to help, just visit <https://www.telstra.com.au/support> where you can chat with us online
-  For Telstra Smart Modem™ FAQ, please go to tel.st/smartmodem
For more information on connecting your cordless (DECT) handset, please visit tel.st/smartmodem
-  Get support at telstra.com/help
-  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: recyclingnearyou.com.au/ewastescheme

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' signal strength indicator



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://mymodem** or **http://192.168.0.1**

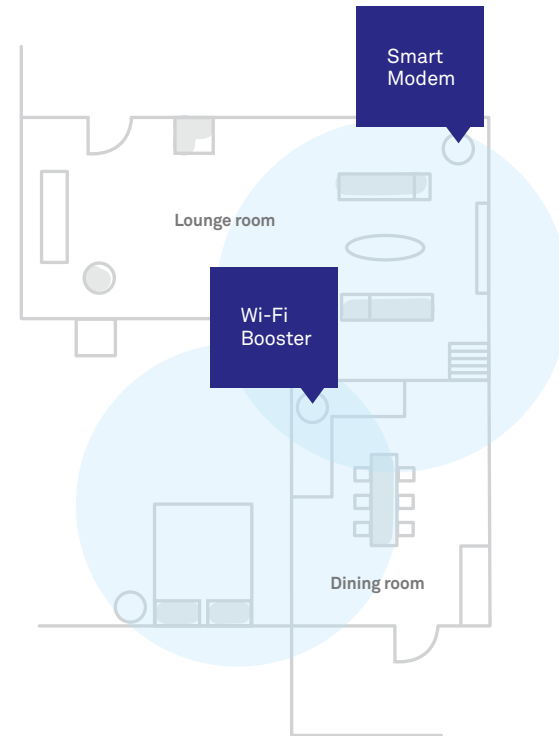
The user name is **admin** and the password is **Telstra** (don't worry, you can change these too if you like!).

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.

Use the Telstra Home Dashboard™ to setup your Smart Wi-Fi Booster and enhance your Wi-Fi experience.



Not sure if you need a booster?

Use the Telstra Home Dashboard to check your Wi-Fi performance in and around your home or office.

Available to download from



Where can I purchase a Smart Wi-Fi Booster?

- Visit your local Telstra store
- Purchase online at telstra.com.au/smartwifi

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Guide 4

Suitable for connection type:
ADSL

RO 135385

ORIN CODE 100155054

