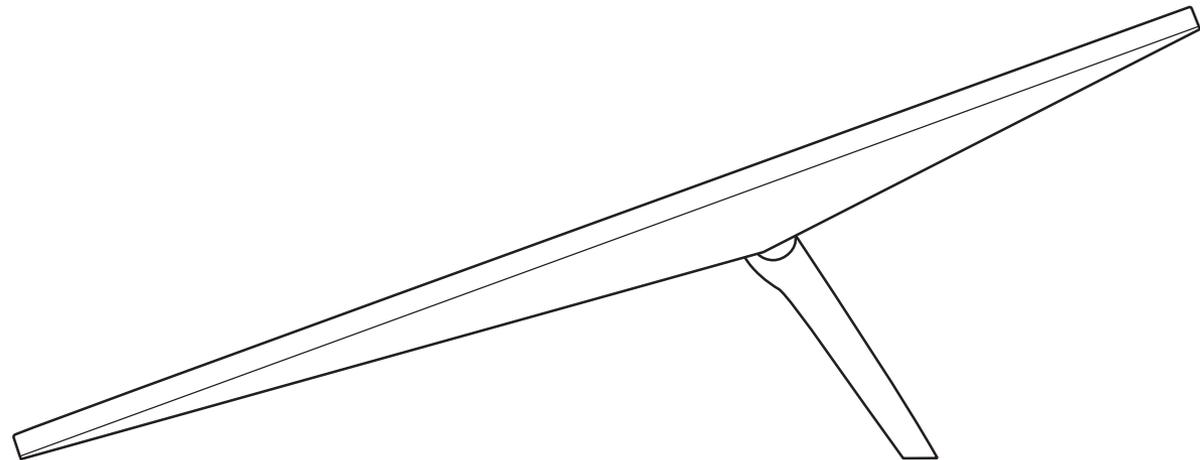


Set up your Telstra Satellite Service, powered by Starlink.



A guide to connect your
internet and home phone.



Guide 13

Suitable for connection type:
Telstra Satellite Home Service

Need Support?

Use our Get Help feature on the My Telstra App – available to download from App Store or Google Play.

Visit telstra.com.au/support/internet-and-home-phone for extra information on how to set up your self-install kit.



Available to download from



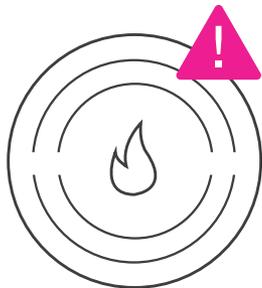
Contents

Do you have any of the following alarms?	4
The equipment you'll need	6
Quick Setup - High Level View	9
Set up your Starlink Kit	10
Set up your Telstra Smart Modem	12
Starlink app	14
Mounts and accessories	15
Connect your device(s) via Wi-Fi	16
What do the lights mean?	18
Change your Wi-Fi network and password	19
Troubleshooting	20
FAQs	22

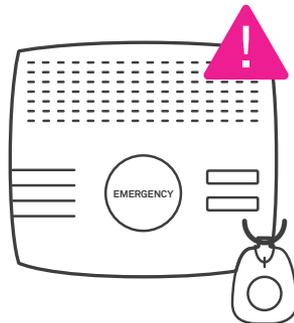
Do you have any of
the following alarms?

If not, please continue to page 6.

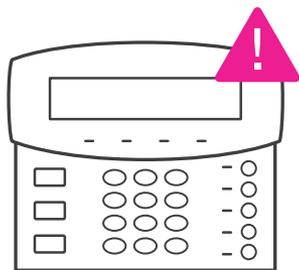
Monitored
Fire Alarm



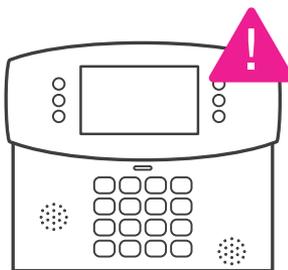
Medical
Alert Service



Back-to-Base
Security Alarm

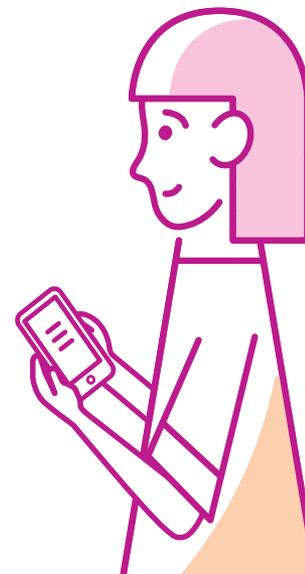


Emergency
Lift Phone



IF YES, STOP!
**Check that alarms will
work with this connection.**

Contact your equipment providers to check that services you rely on like **medical, fire** and **security alarms** will work on **your Telstra Satellite Internet connection.**



The equipment you'll need - Telstra Parcel



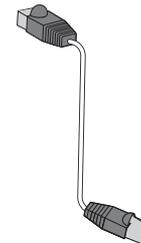
Telstra Smart Modem™ 3



Power adaptor (pre-connected to modem)

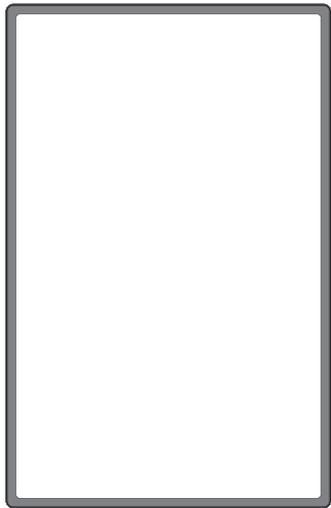


Wi-Fi fridge magnet

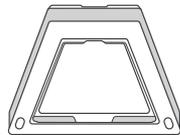


Ethernet cable

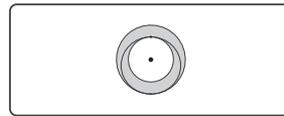
The equipment you'll need - Starlink Parcel



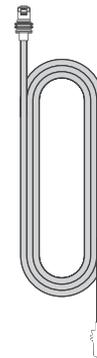
Starlink Antenna



Kickstand

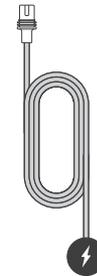


Gen 3 Router



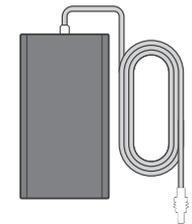
Starlink Cable

15 m
(49.2 ft)



AC Power Cable

1.5 m
(4.92 ft)

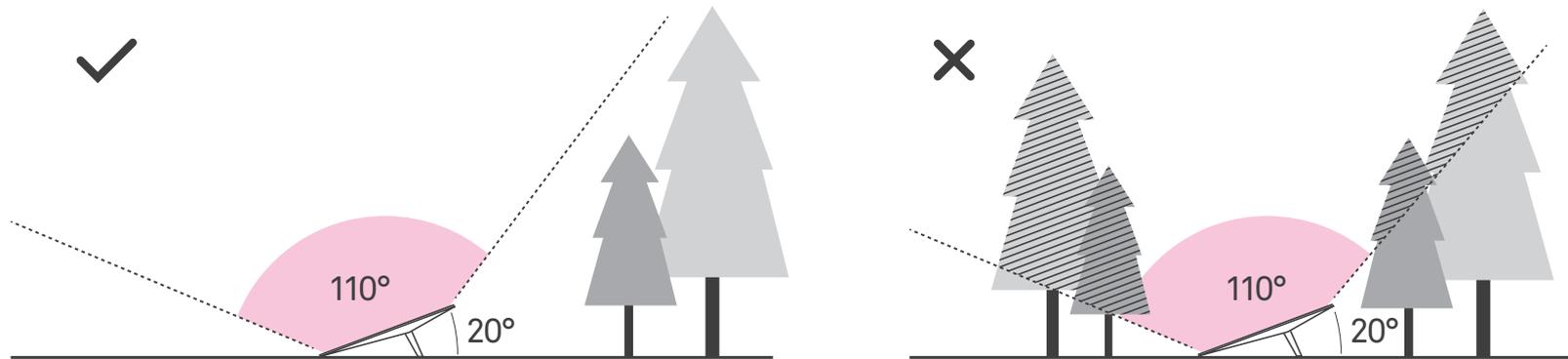


Power Supply Unit

1.5 m
(4.92 ft)

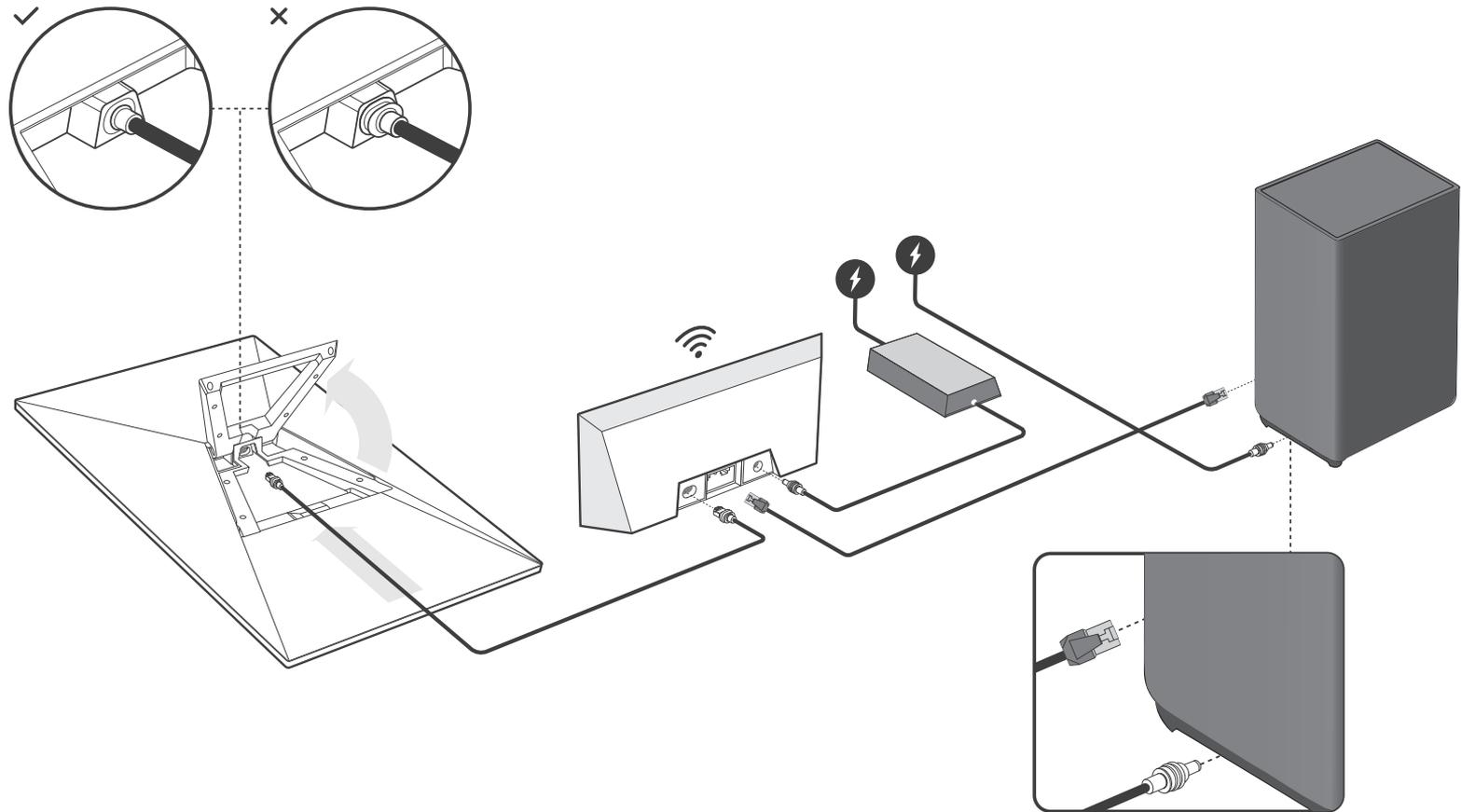
Installing your antenna at ground level

Place outdoors on flat ground where your Starlink antenna has a clear view of the sky. Follow the images for reference. Your Starlink cable will trail from the Starlink antenna (outside) to the Starlink router (inside).



Quick Setup - High Level View

Starlink antenna to be placed outside in suitable location as detailed on page 8.



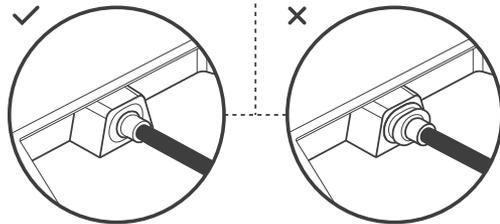
Set up your Starlink Kit

Once the Starlink Kit set-up is complete the Starlink antenna is to be placed in a suitable location outside following the location detailed on page 8.

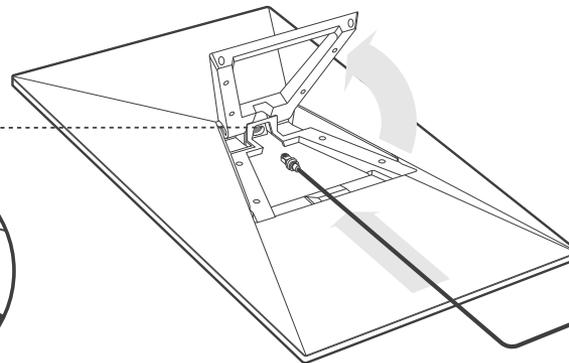
Once the Starlink Kit set-up is complete the Starlink antenna is to be placed in a suitable location outside following the location detailed on page 8.

Refer to page 18 for LED explanation.

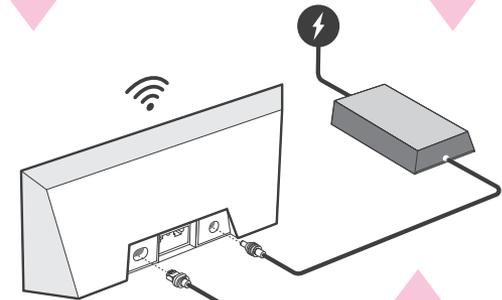
AC Cable.



Ensure Starlink cable is pushed all the way in.



Starlink cable.



Power Supply.

Set up your Telstra Smart Modem

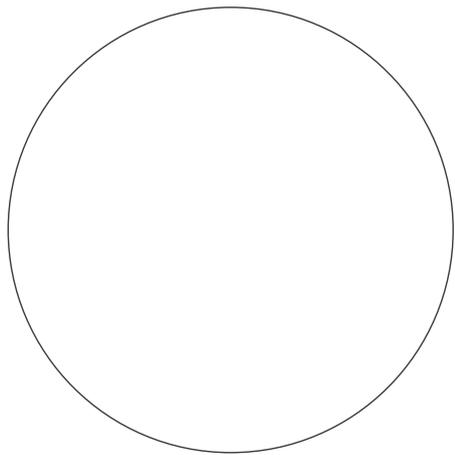
When you first connect your Telstra Smart Modem, it may automatically update its software. This will take up to 15 minutes to complete.

Your Telstra Smart Modem has a built-in SIM card to backup your internet service with our 4G mobile network.

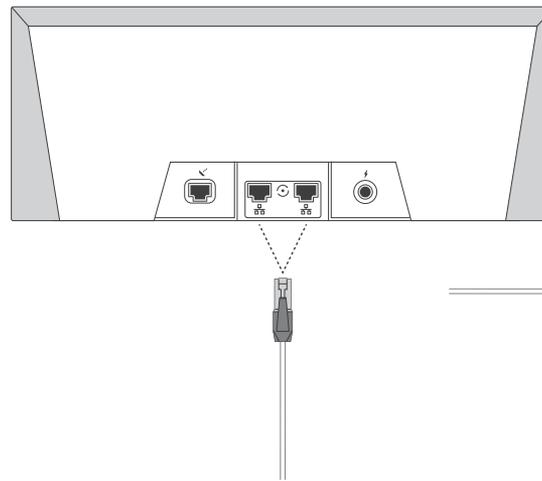
You can use the 4G backup service in two scenarios:

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.

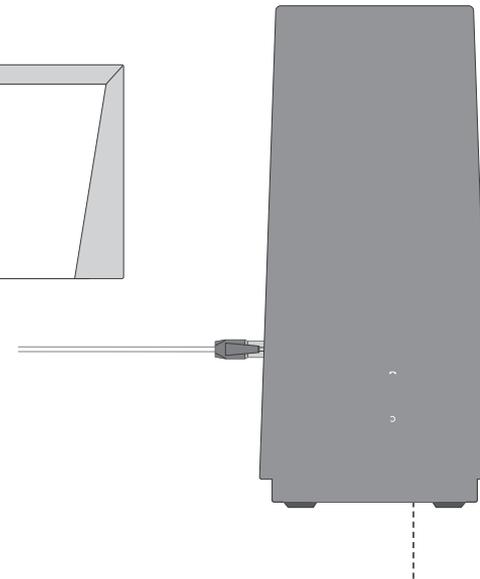
Connecting your Telstra Smart Modem to your Starlink



On the back of the Starlink router, slide the cover in the centre down to reveal the ethernet ports.



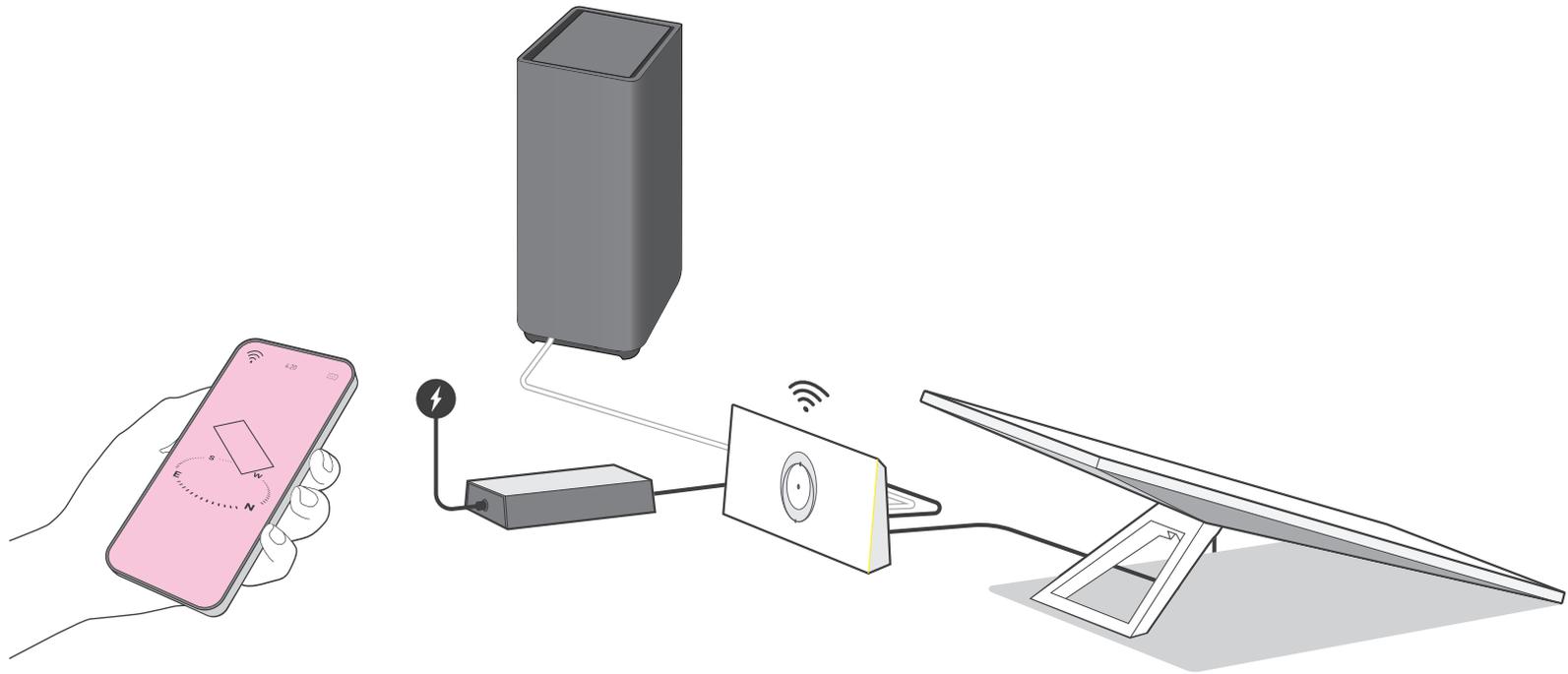
Use an ethernet cable to connect the Telstra Smart Modem to the Starlink router.



Phone line if required.

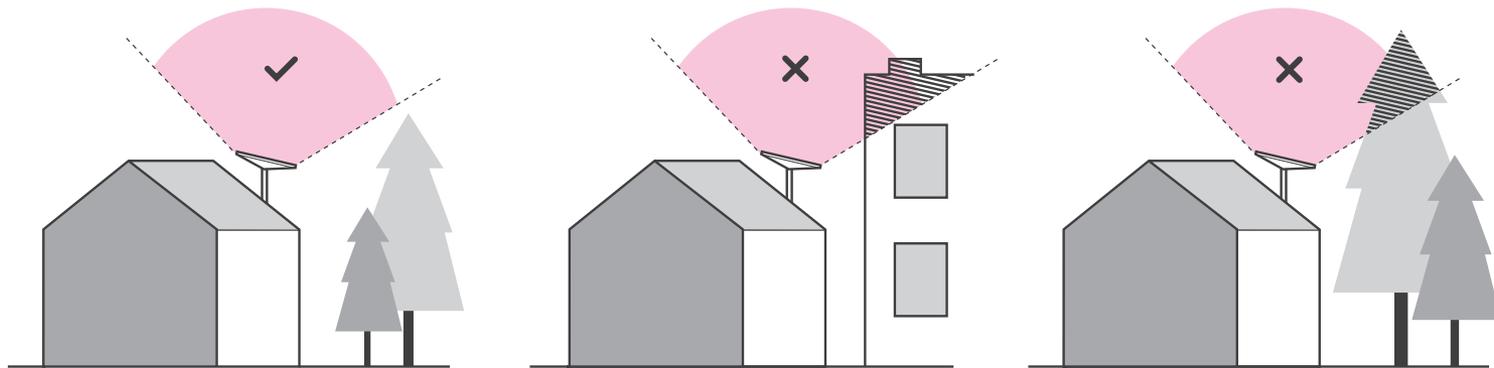
Use the **Starlink app** to find the best location

Download the Starlink app on your mobile and follow the simple steps to find the best spot for your antenna. You do not need to be logged in to do this.



Additional mounts and accessories

If you could not find a clear field of view from the ground level, consider installing in a elevated location, like a roof, pole or wall. Additional mounts and accessories are available for purchase on the Telstra website.



Connect your
device(s) via Wi-Fi



Change your Wi-Fi network and password.

Refer to page 19 for details.

What do the lights mean on the Telstra Smart Modem?



Front Light Indicator

-  Powered on, booting up.
-  Connecting.
-  MOBILE BACKUP connection (Data + Voice calls).
-  Connected – Telstra Satellite Service active.

'Mobile Signal' strength indicator

- MOBILE SIGNAL**  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.

What do the lights mean on the Starlink Router?



Flashing white light

Trying to connect. The light will turn solid white when setup is complete and the router is connected to the internet, or solid red if the router cannot get a connection to the internet in 20 minutes.



No light

No power to router. With good connection, the light will turn off after 1 hour.



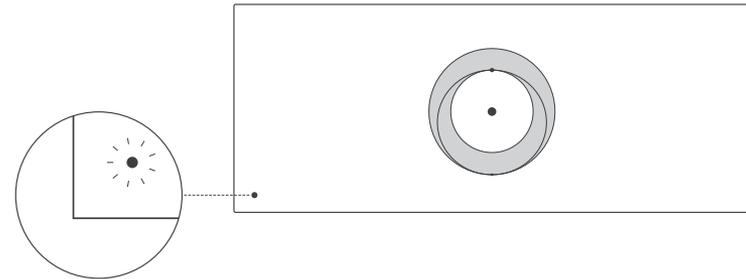
Red light

Not connected to the internet.



Violet light

Router is in bypass mode. Will turn off after 1 hour.



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://192.168.0.1**

The user name is **admin** and the **password** is the same as the Wi-Fi password found on your new fridge magnet (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.

Troubleshooting

Oh no! Something went wrong?

Here are a few tips to help you, but first, have you tried the following?

- 1 Try powering it off, then back on, and wait a few minutes.
You'd be surprised how often this simple step resolves issues.
- 2 Make sure your modem is elevated and not placed near items like fridges, fish tanks, microwaves, etc. that can interfere with your Wi-Fi.
- 3 Make sure your Starlink Antenna is free of obstructions.

Still having issues?

-  For Telstra Smart Modem™ FAQ, please go to tel.st/smartmodem
-  Get support at telstra.com/support
-  Message us via the **My Telstra™** app, available for download through Apple App Store and Google Play Store.
-  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: telstra.com.au/climate/recycling

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?

If you live in a 4G available area, we strongly recommended placing your modem up high in an open area (off the ground), close to an external window and away from other electrical equipment. Doing so will ensure you get the best experience from our 4G network if you were to experience any Starlink outages..

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.

Guide 13

Suitable for connection type:
Telstra Satellite Home Service

RO 100253133

ORIN CODE 100253133

EAN 9316423056878

