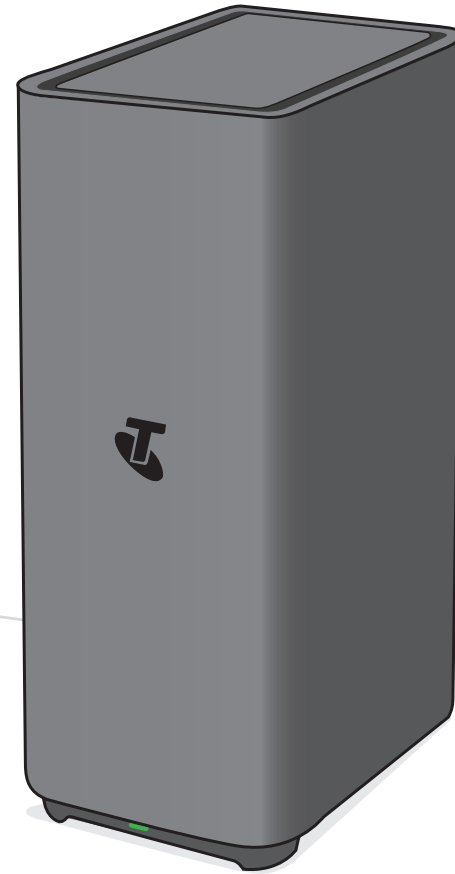


Getting online in no time.

An easy guide for connecting to the internet.



Guide 7

Suitable for connection type:
Telstra Velocity

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/smart-community for extra information on how to set up your Velocity self-install kit.



Available to download from



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These are the
parts you need



Telstra Smart Modem™ 3



Power adapter
(pre-connected to modem)



Cable with red and yellow ends
(WAN)
(located in delivery box)

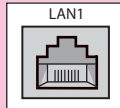


Wi-Fi fridge magnet

Locate your Velocity NTD Connection Box

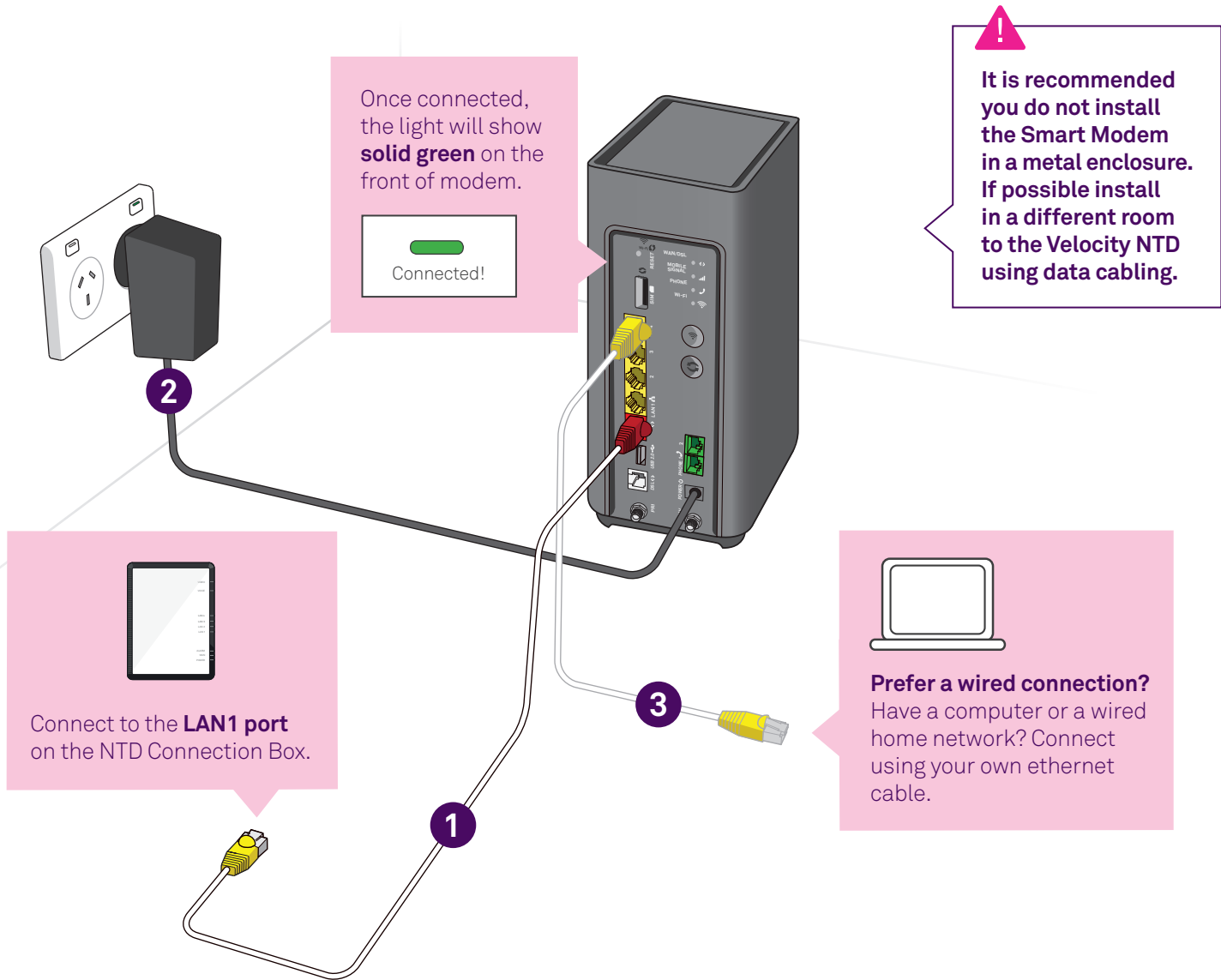
Your Velocity NTD Connection Box will look like the device on the right and will either be attached to the wall or as a standalone (shelf-mounted) unit. Your NTD has already been pre-installed by your Telstra technician.

Locate the **LAN1 port** on the NTD and proceed to set-up steps.



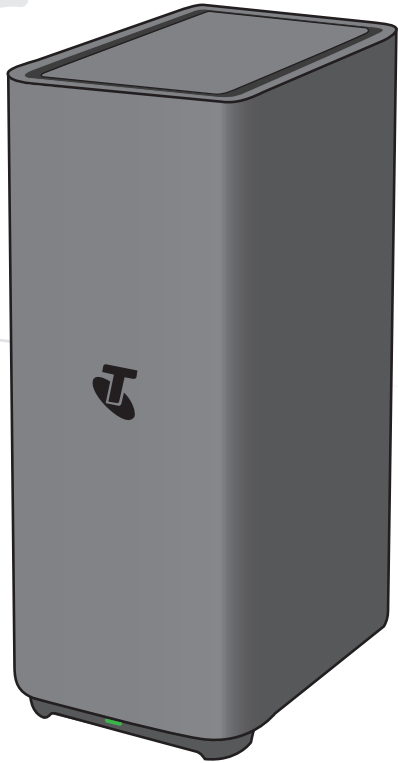
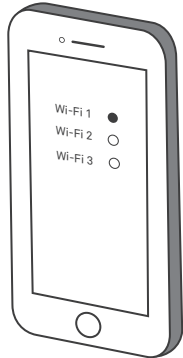
Set-up steps

Follow steps 1 - 3 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
devices via Wi-Fi

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



Repeat steps to connect your other devices via Wi-Fi.



Change your Wi-Fi network and password.
Refer to page 22 for details.

Log in to your Smart Modem via web browser

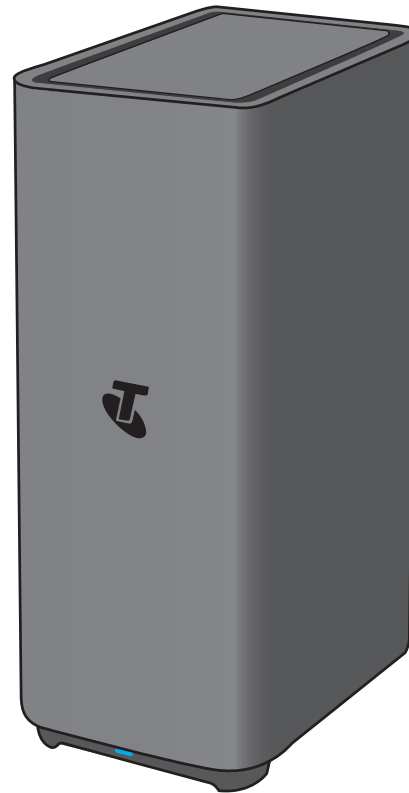
Input your username and password details.

Step 1

Open a web browser and enter 192.168.0.1 into the address bar.

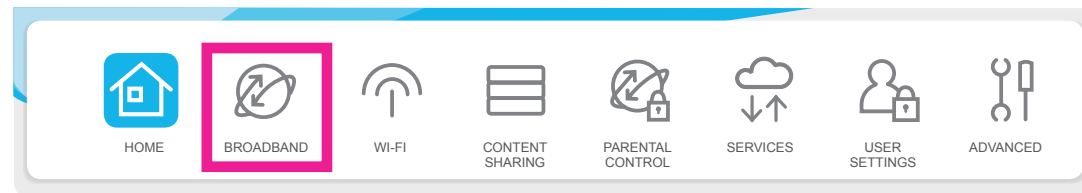
Step 2

The default login will be admin.
The default password will be the same as your Wi-Fi password, as found on your new fridge magnet.



Set up the Broadband Connection

Once the page has loaded, set up the Broadband Connection details on the Telstra Smart Modem by clicking on the 'Broadband' icon at the top of the screen.



Complete the Connection Settings

Enter details into the PPPoE Settings area as shown.

Username: your *FULL* BigPond email address (for example, customer@bigpond.com or customer@bigpond.net.au).

Password: the password you were supplied at sign up (Note: If you are unsure of the password, you will need to call us on 1800 008 994 Opt 3).

Confirm Password: re-enter the password, same as above.

Click on 'Apply'.

HOME BROADBAND WI-FI CONTENT SHARING PARENTAL CONTROL SERVICES USER SETTINGS ADVANCED

Your Broadband service is working normally. You are connected online.

Connection Information

Status	IPv4 connected
	IPv6 disconnected
Uptime	23 days, 20:51,15
Data Transferred	1.10 GB (Sent) 20.99 GB (Received)
IPv4 Address	101.175.52.231
Primary DNS	61.9.195.193
Secondary DNS	61.9.211.1
IPv6 Address	::
IPv6 DNS server	.

Connection Settings

PVC Info (VPI.VCI) 8.35
Type PPPoE

PPPoE Settings

Username:

Password:

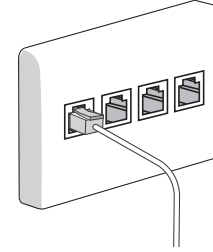
Confirm Password:

Mode: Always On

Connect your phone
to the Velocity NTD



Have a phone?
Connect via your
existing phone cable.



Alternatively,
you can plug your
phone directly into
your patch point using
your own existing
phone cable.







Troubleshooting

Oh no! Something went wrong?

Here are 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 fix.telstra.com
-  If you are still stuck, then we are more than happy to help, just visit telstra.com.au/support where you can chat with us online.
-  For Telstra Smart Modem FAQ, please go to tel.st/smartmodem
-  Get support at telstra.com/help
-  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 **1800 008 994 Opt 3** (English).

For other languages, please visit





telstra.com.au/contact-us/multilingual-services

To recycle your old modem: telstra.com.au/climate/recycling





What do the lights mean on the Telstra Smart Modem?



Front Light Indicator*

-  Powered on booting up.
-  Connecting.
-  MOBILE BACKUP connection (Data).
-  Velocity connection.

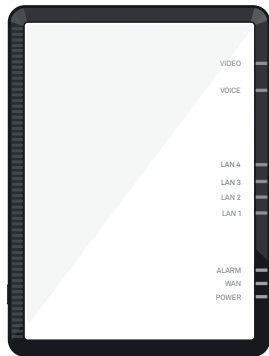
'Mobile Signal' strength indicator

-  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.

What do the lights mean on the Velocity NTD Connection Box?

If the following lights on the Velocity NTD Connection Box or Optional Power Supply with Battery Backup unit are red, you may need to contact us for assistance. Before you do, we recommend that you switch the power to the connection box off, wait a few seconds and then switch the power back on. If the lights are still showing as red, please contact **1800 008 994 Opt 3**.



Voice

Solid Green indicates one or more phones are being used.

LAN 1

Flashing Green indicates 10/100 link is transmitting/receiving data.

Flashing Orange/Red indicates 1000 link is transmitting/receiving data.

WAN

Solid Green indicates full connection to Telstra's Velocity network.

Power

Solid Green indicates power is available to the box.

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**

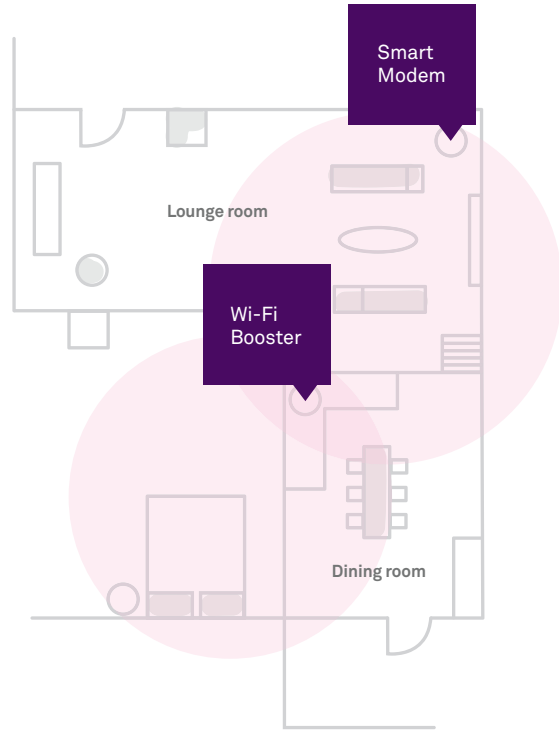
The user name is **admin** and the **password** is the same as the Wi-Fi password found on your new fridge magnet (don't worry, you can change these too if you like!).

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.

Telstra Smart Wi-Fi™ Boosters

Improve Wi-Fi coverage in and around your premises.




Smart Wi-Fi Boosters connect wirelessly to your modem to boost your Wi-Fi signal. They're great for larger and non-standard homes.



Not sure if you need a booster?

Use the My Telstra app to check your Wi-Fi performance in and around your home.

Where can I purchase a Smart Wi-Fi Booster?

-  Visit your local Telstra store.
-  Purchase online at telstra.com.au/smartwifi
-  Purchase in the My Telstra app.

Guide 7

Suitable for connection type:

Telstra Velocity

RO 135579

ORIN CODE 100245790

