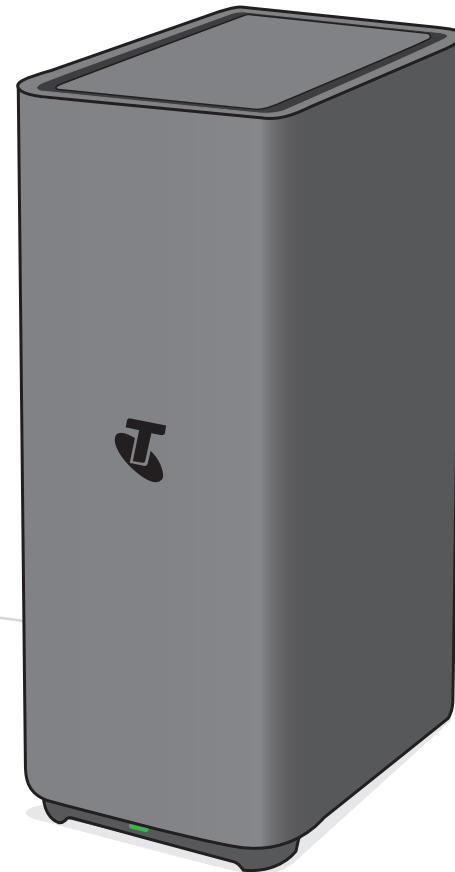# Getting online in no time.

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

Contents

These are the parts you need

Telstra Smart
Modem™ 3

Power adapter
(pre-connected to modem)

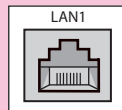Cable with red
and yellow ends
(WAN)
(located in delivery box)

Wi-Fi Name
Wi-Fi 1
Password
password12!

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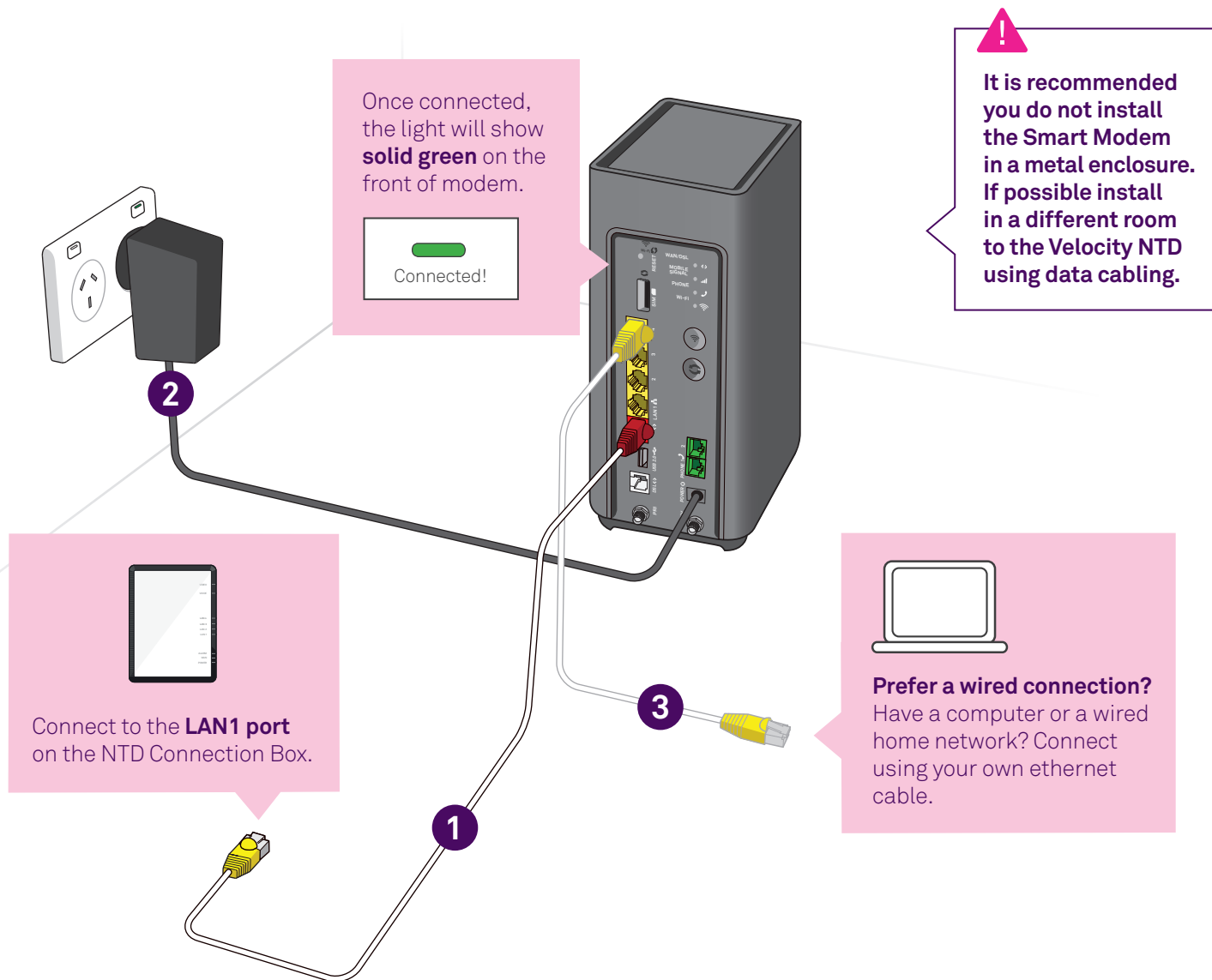
Locate the **LAN1 port** on the NTD and proceed to set-up steps.

LAN1

VIDEO
VOICE

TV

LAN 4
LAN 3
LAN 2
LAN 1

POTS 1
POTS 2

LAN1
LAN2
LAN3
LAN4

ALARM
WAN
POWER

ON/OFF

POWER

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.

Once connected, the light will show **solid green** on the front of modem.

Connected!

It is recommended you do not install the Smart Modem in a metal enclosure. If possible install in a different room to the Velocity NTD using data cabling.

Connect to the **LAN1 port** on the NTD Connection Box.

2

1

3

Prefer a wired connection? Have a computer or a wired home network? Connect using your own ethernet cable.

Connect your devices via Wi-Fi

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

Wi-Fi Name
Wi-Fi 1

Password
password12!

Wi-Fi 1
Wi-Fi 2
Wi-Fi 3

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

Change your Wi-Fi network and password.
Refer to page 22 for details.
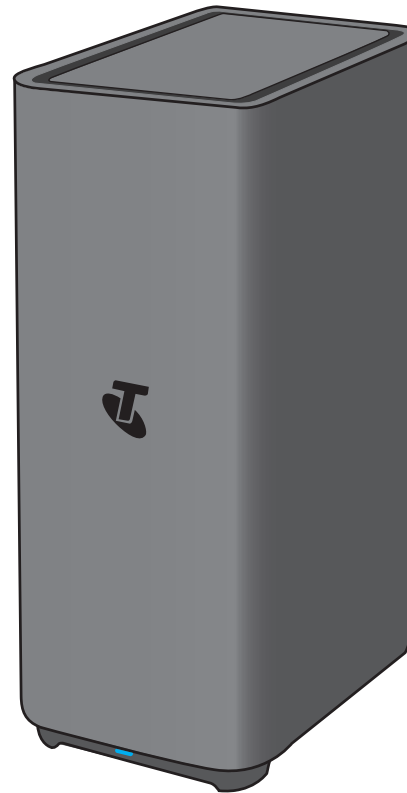
Log in to your Smart Modem via web browser

Input your username and password details.

Step 1
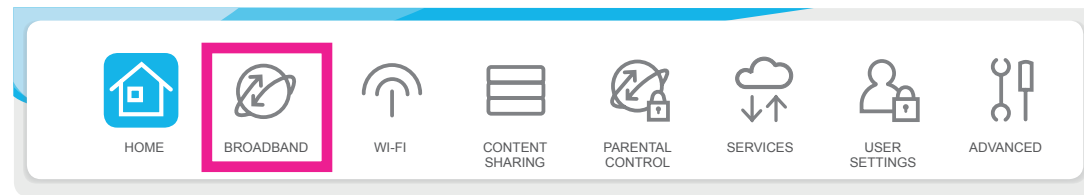Open a web browser and
enter 192.168.0.1 into the
address bar.

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.

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

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'.

Connect your phone to the Velocity NTD

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

Have a phone?
Connect via your 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

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 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.**
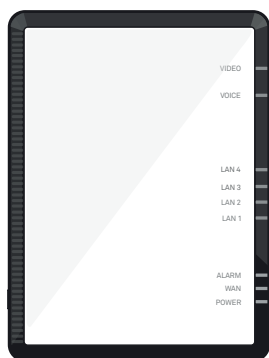
Voice
Solid Green indicates one or more phones are being used.

LAN1
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.

Smart Modem

Lounge room

Wi-Fi Booster

Dining room
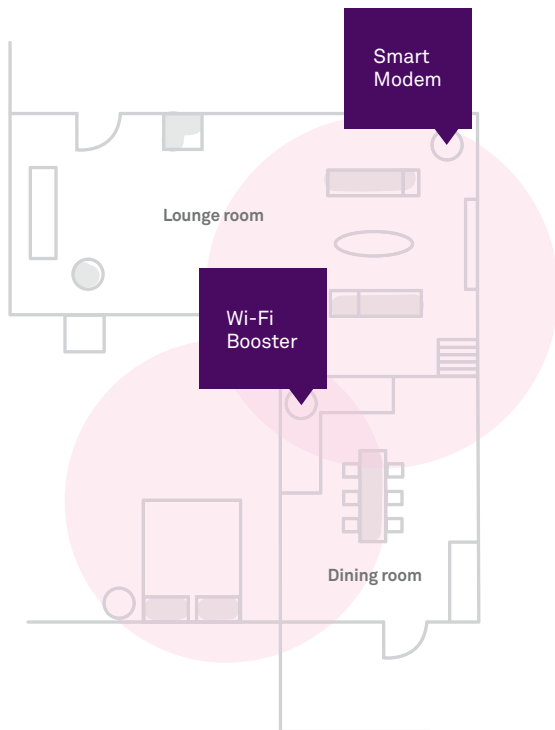
Not sure if you need a booster?

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

9 316423 050630 >