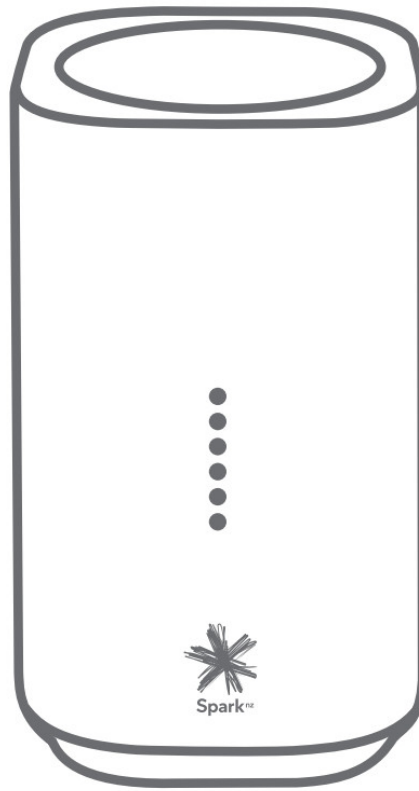




## Spark 5G Smart Modem User Guide

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Let's get your 5G Smart Modem connected for your home or business.  
Hold onto this booklet as you may need to refer back to it.

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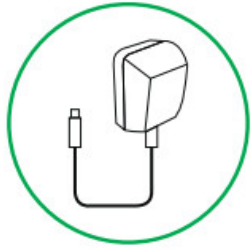
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## **Set up your Spark modem on 5G/4G**

Things you'll need from the box

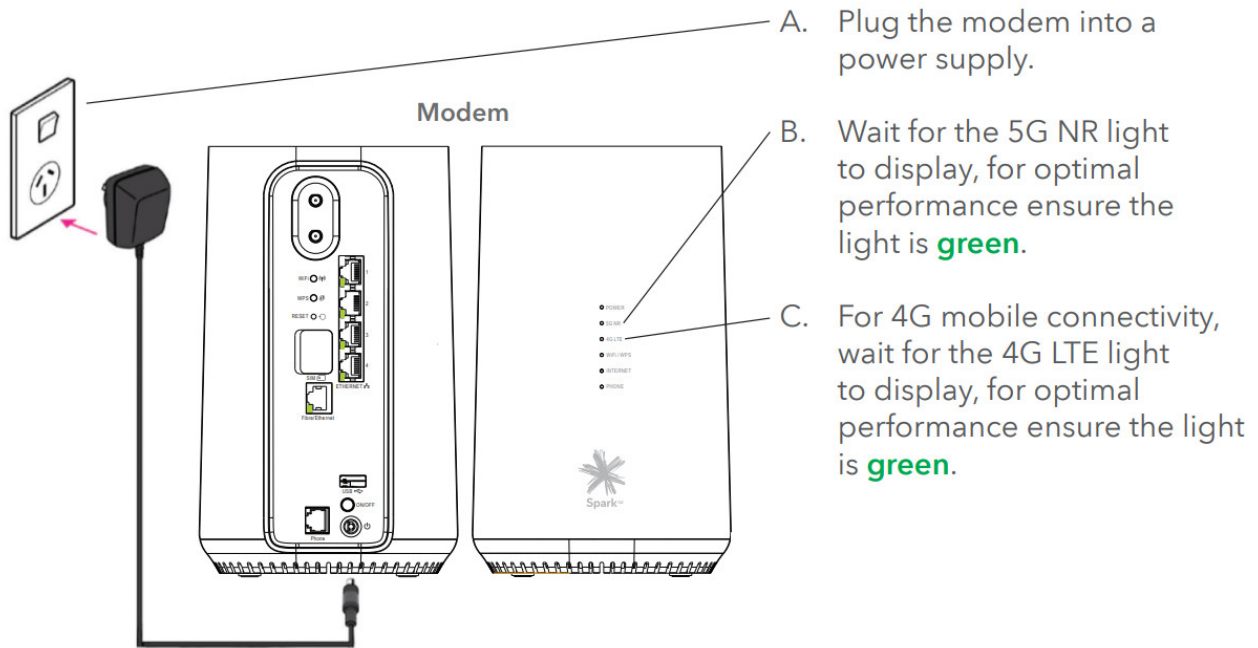


**Power supply unit**



**Modem**

### How to connect your modem to power



**NOTE:** You may need to move your modem closer to the Phone window for a better signal.

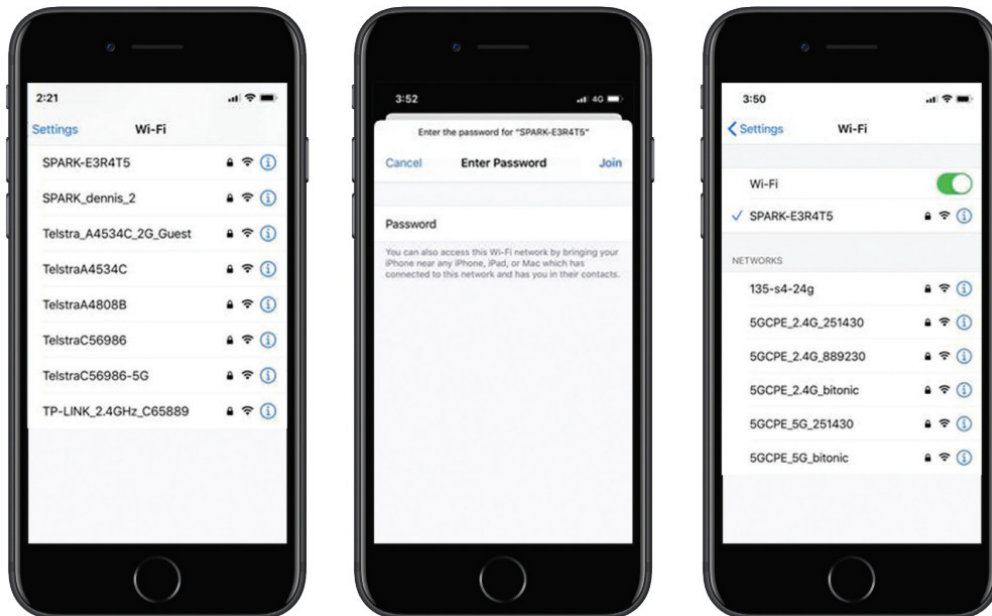
### How to connect your devices

#### Wireless devices (WiFi)

From your device's WiFi menu select the matching WiFi name, then enter the WiFi password to connect.

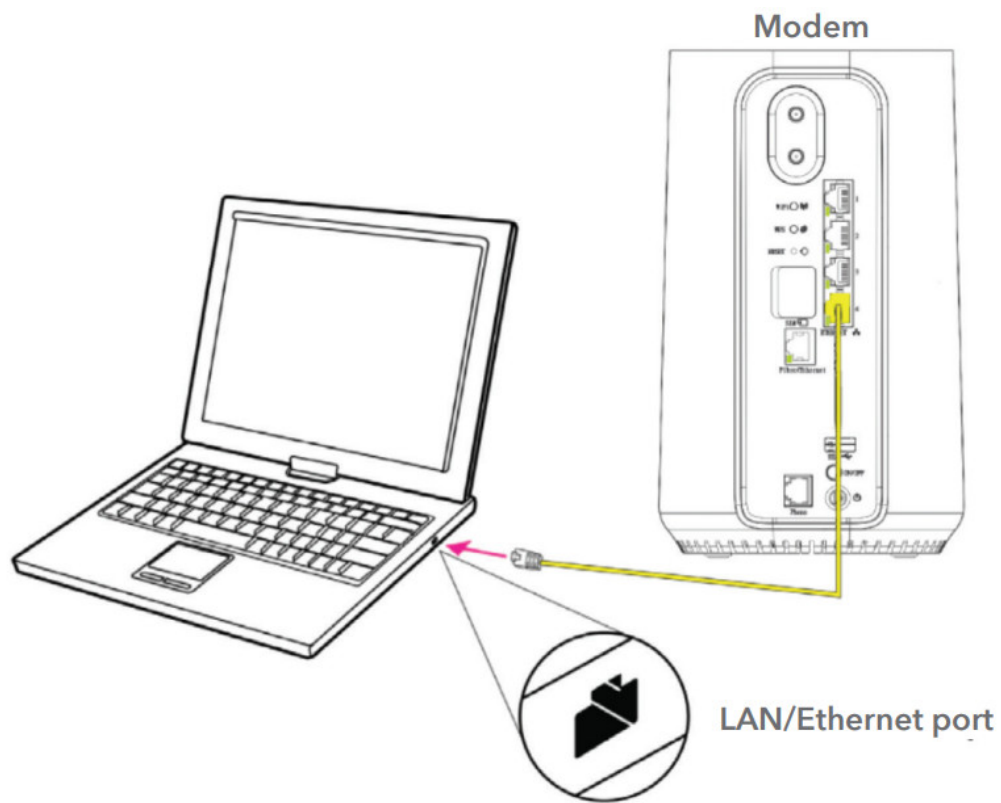
**NOTE:** You can find the default WiFi name and password located underneath the modem.

You will need these details each time you set up a new device, so make sure the modem is easily accessible or you have the details somewhere handy.

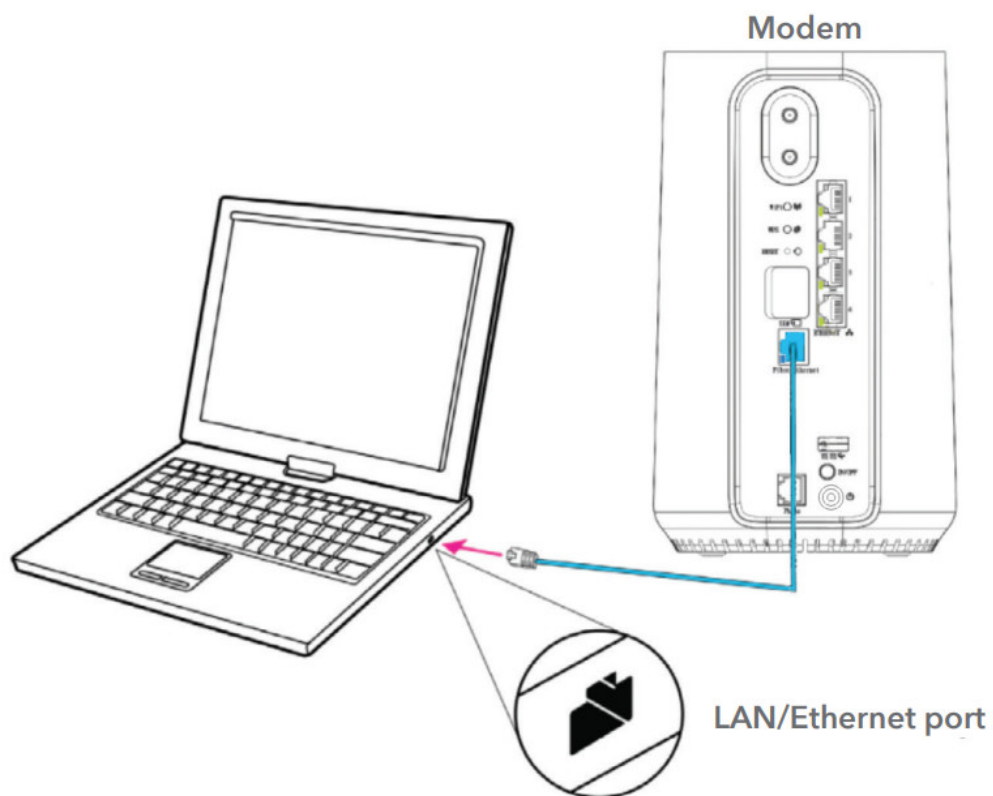


### Wired devices (Ethernet)

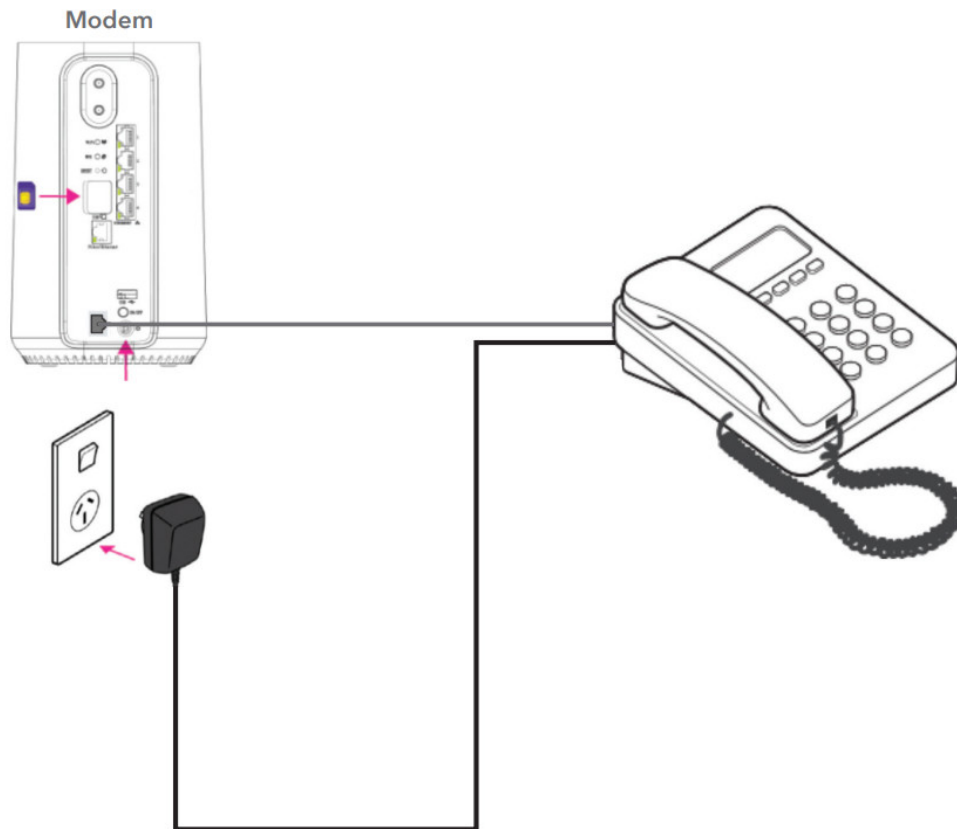
Connect one end of the yellow ethernet cable to the modem's "Ethernet" port and the other to your device's "Ethernet" port.



For a higher throughput connection, connect to the blue 2.5 Gigabit Fibre/Ethernet port.



**How to connect your landline to your Wireless connection**



- A. Plug your phone into the power supply.
- B. Plug the phone directly into the “Phone” port on the back of the modem using the grey cable.

## Personalize your modem settings

### Accessing the modem’s web interface

- A. Open your device’s internet browser, for example, Google Chrome, Safari or Mozilla Firefox.
- B. Type <http://192.168.1.254> in the address bar and press enter.
- C. Sign in with the default credentials below:  
Username – admin  
Password – admin

### Authorization

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Username:

Password:

- D. You’ll be prompted to change the default password of the modem to enhance security.

[Password Settings](#)
[Time Settings](#)
[Remote Management](#)
[Firmware Upgrade ▾](#)


## Administration > Password Settings

Set a password to restrict management access to the router. The password length is between 5 and 16.

**Router Login Name**   
**Current Password**   
**New Password**   
**Re-Enter Password for Verification**   
**Login Idle Time Out**  Minute(s) (Idle Time = 0 : NO Time Out)

### Changing the WiFi name and password

- Select WLAN from the left menu list.
- Replace the default WiFi name with your preferred name.
- Replace the default WiFi password with your preferred password.
- Scroll to the bottom of the page and click Save Settings to save the changes you've made.


[Logout](#)

[Main WLAN](#)
[WLAN 2.4Ghz](#)
[WLAN 5Ghz](#)
[WPS](#)
[Wireless MAC-Filter](#)
[Guest WLAN](#)
[WiFi Scheduler](#)

### WLAN > Main WLAN

**2.4GHz & 5GHz**

**Band steering** ☒ Yes ☐ No  
**Radio** ☒ ON ☐ OFF  
**Hidden WiFi Name** ☐ Yes ☒ No  
**WiFi Name**   
**Authentication Method**   
**Encryption**   
**WiFi Password**  ☐ (Show Key)  
Weak

## Troubleshooting

### Check and fix your internet using the Spark App

Did you know?

If you download the Spark App and add your broadband account you can check and fix your internet. The app can:

- Run tests to determine what is causing the issue
- Guide you through setup related issues
- Connect you to our Chat agents if you need further assistance

To download the app, simply visit the Apple App Store or Google Play Store and search “Spark NZ”.



#### What do the lights mean?

Power Behaviour	Description
No light	Modem is not connected to power.
Solid green	Modem is on.

SG NR Behaviour	Description
No light	The modem is not connected to the 5G NR mobile link.
Solid green	The signal strength is good.
Solid blue	The signal strength is fair.
Solid red	<p>The signal strength is poor. The position of the 5G Smart Modem can greatly influence the WiFi signal. Ensure you follow these tips:</p> <ul style="list-style-type: none"><li>•Where possible, place your modem up high.</li><li>•Dense obstacles such as walls, floors, ceilings, hot water cylinders, aquariums, etc. limit WiFi performance and range.</li><li>•Don't place the modem near electronic devices such as microwave ovens, cordless phones, or wireless transmitters like baby or room monitors – these can cause interference of your WiFi signal.</li><li>•Don't place the modem in an enclosed space such as a cupboard, under or behind a desk, or large items of furniture.</li><li>•If you want your WiFi coverage over a large area, try a WiFi extender or similar product.</li></ul>
Flashing green	The modem firmware is being upgraded.
Flashing red (fast)	SIM failure, account set-up issue, or no PIN (both 4G & 5G will flash in this scenario).
Flashing blue	Network connecting (both 4G & 5G will flash in this scenario).



4G LTE Behaviour	Description
No light	Modem is not connected to the 4G LTE mobile link.
Solid green	The signal strength is good.
Solid blue	The signal strength is fair.
Solid red	The signal strength is poor.
Flashing green	Modem firmware is being upgraded.
Flashing red (fast)	SIM failure, account set-up issue, or no PIN (both 4G & 5G will flash in this scenario).
Flashing blue	Network connecting (both 4G & 5G will flash in this scenario).

WiFi/WPS behavior	Description
No light	WiFi is off.
Solid green	WiFi is on.
Flashing green	<ul style="list-style-type: none"> <li>• Modem firmware is being upgraded.</li> <li>• 2.4G/5G WiFi function ON and WPS active (duration 120 sec).</li> </ul>
Flashing green (fast)	<ul style="list-style-type: none"> <li>• 2.4G/5G WiFi function ON and WPS timeout/failure (duration 5 sec).</li> </ul>

Internet LED Behaviour	Description
No light	Modem is not connected to the internet.
Solid	Modem is connected to the internet.
Flashing green	Modem firmware is being upgraded.

No light	Description
Solid green	No Ethernet LAN connection.
Solid green	Ethernet LAN connection has been established.
Flashing green LAN port	The Ethernet LAN port on the back of the modem is sending or receiving data.

Phone Behaviour	Description
No light	No phone link.
Solid green	Your phone account registration was completed successfully Phone link is up and conn
Flashing green	<ul style="list-style-type: none"> <li>• Your phone account registration was completed successfully. The phone is off-hook, i</li> <li>• Modem firmware is being upgraded.</li> </ul>

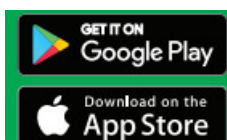
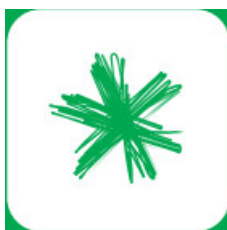
### Common issues

Issues	Possible reasons	How to fix
My internet has stopped working	<ul style="list-style-type: none"> <li>• Incorrect setup</li> <li>• Loose or disconnected cables behind the modem</li> <li>• Network related issues outside the house</li> <li>• SIM Card is not inserted correctly</li> </ul>	<ul style="list-style-type: none"> <li>• Check the</li> <li>• Restart yo</li> <li>• Check that</li> </ul>
My internet is really slow	<ul style="list-style-type: none"> <li>• Poor WiFi signal strength</li> <li>• Multiple users connected at the same time</li> </ul>	<ul style="list-style-type: none"> <li>• Restart yo</li> <li>• If possible,</li> <li>• If possible,</li> <li>ation</li> </ul>
My internet keeps dropping out	<ul style="list-style-type: none"> <li>• Poor WiFi signal strength</li> <li>• Network related issue outside the house</li> </ul>	<ul style="list-style-type: none"> <li>• Restart yo</li> </ul>
I cannot connect my device to the WiFi	<ul style="list-style-type: none"> <li>• Poor WiFi signal strength</li> <li>• Issue with the device</li> <li>• Exceeds the maximum number of devices on connected o n WiFi</li> </ul>	<ul style="list-style-type: none"> <li>• Restart yo</li> <li>• Ensure the</li> <li>• Restart yo</li> <li>• Check you</li> </ul>



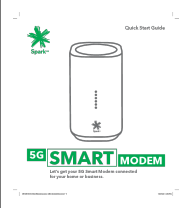
Need assistance?  
If you are still having issues.  
Go to [spark.co.nz/help](https://spark.co.nz/help) to chat or book a call.

### Download the app





## Documents / Resources

	<p><a href="#">Spark 5G Smart Modem</a> [pdf] User Guide 5G Smart Modem</p>
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## References

- [Spark help & support](#) | [Contact us](#) | [Spark NZ](#)