



Spark Smart Modem 3 User Guide

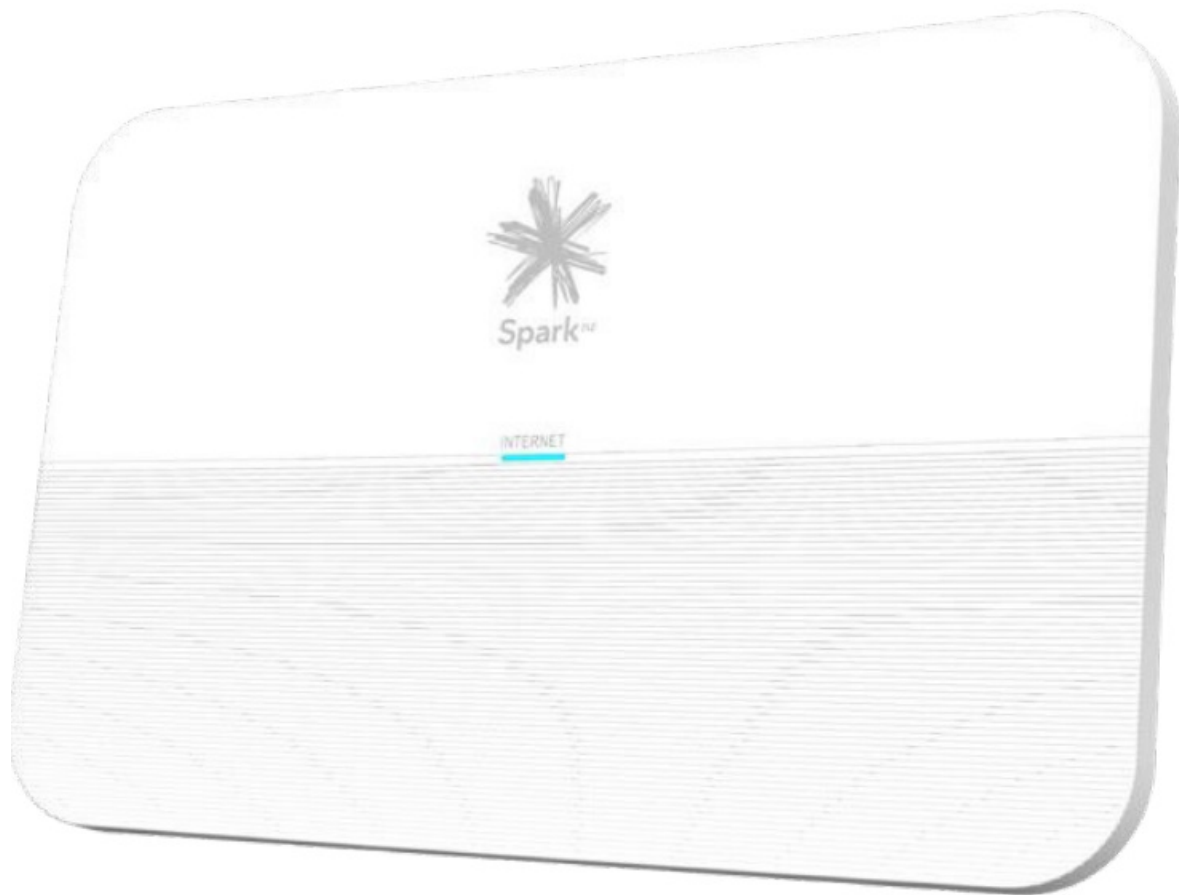
[Home](#) » [Spark](#) » Spark Smart Modem 3 User Guide 

Contents

- [1 Spark Smart Modem 3](#)
- [2 Product Information](#)
- [3 Set up your Spark modem on Fibre](#)
- [4 Set up your Spark modem on ADSL/VDSL](#)
- [5 How to connect your devices](#)
- [6 Personalise your modem settings](#)
- [7 Troubleshooting](#)
- [8 Documents / Resources](#)
 - [8.1 References](#)
- [9 Related Posts](#)



Spark Smart Modem 3



Product Information

Specifications

- Product Name: Spark Smart Modem 3
- Connection Types: Fibre, ADSL/VDSL
- Wireless Connectivity: WiFi
- Wired Connectivity: Ethernet

Set up your Spark modem on Fibre

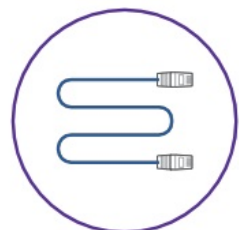
Things you'll need from the box



Power supply unit



Modem

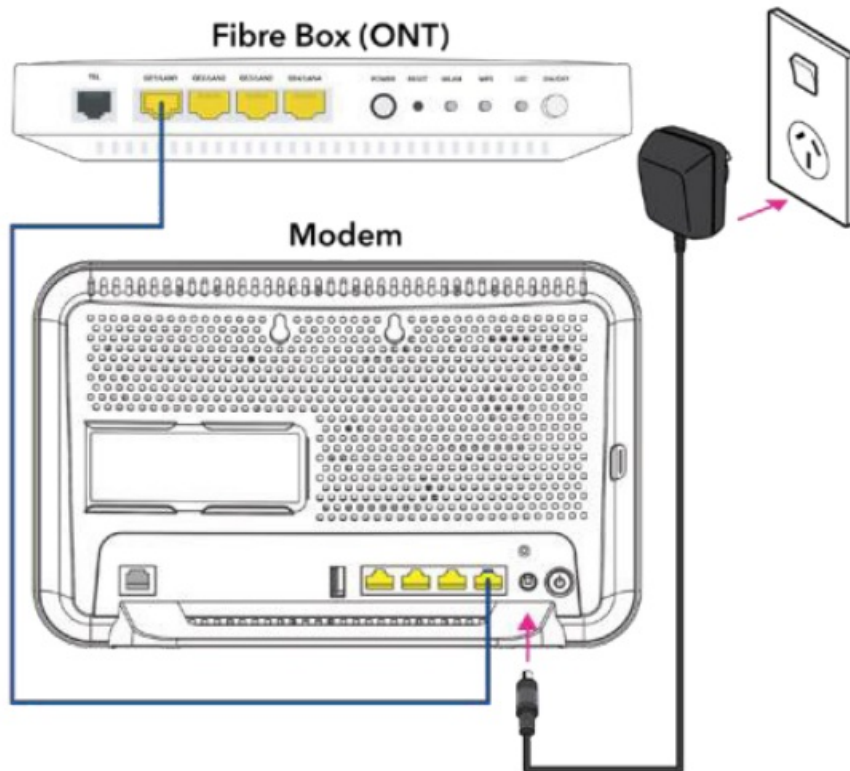


Blue ethernet cable

How to connect your modem on a Fibre connection

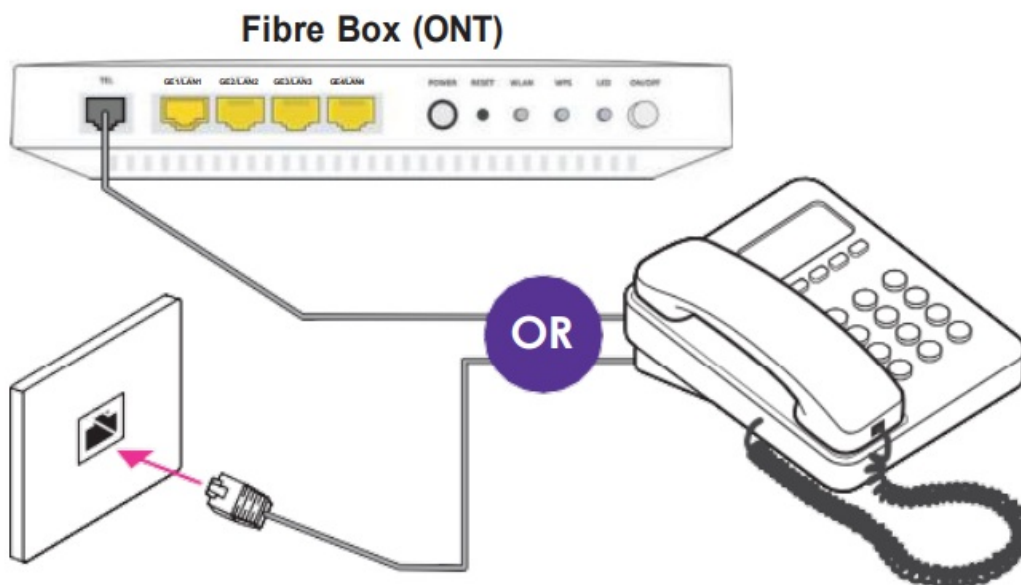
- Plug the modem into a power supply.
- Connect the BLUE ethernet cable from the modem's Fibre port to the Fibre box's port labelled LAN1 or GE1. If

there's already something there or the light doesn't come on, try a different port.



NOTE: The colour of the ports on the modem and the Fibre box (ONT) may not be the same as the BLUE ethernet cable.

How to connect your landline on a Fibre connection



If you have integrated wiring

Locate a jackpoint within your house and plug your phone directly into the jackpoint.

OR

If you don't have integrated wiring

From your Fibre box (ONT), plug your phone into the Fibre box's phone port.

NOTE: The phone port can be labelled POTS1, TEL or TEL1. If the light doesn't come on and your Fibre box has another phone port, plug in to POTS2 or TEL2 instead.

How do I know if I have integrated wiring?

1. From your Fibre box (ONT), check if there's a cable already plugged in to the phone port of the Fibre box (ONT).
2. If the cable is connected to a jackpoint or another device, this means you have "Integrated wiring"

Set up your Spark modem on ADSL/VDSL

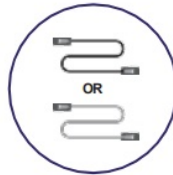
Things you'll need from the box



Modem



**Power supply
unit**



**ADSL Phone
cable/VDSL cable**

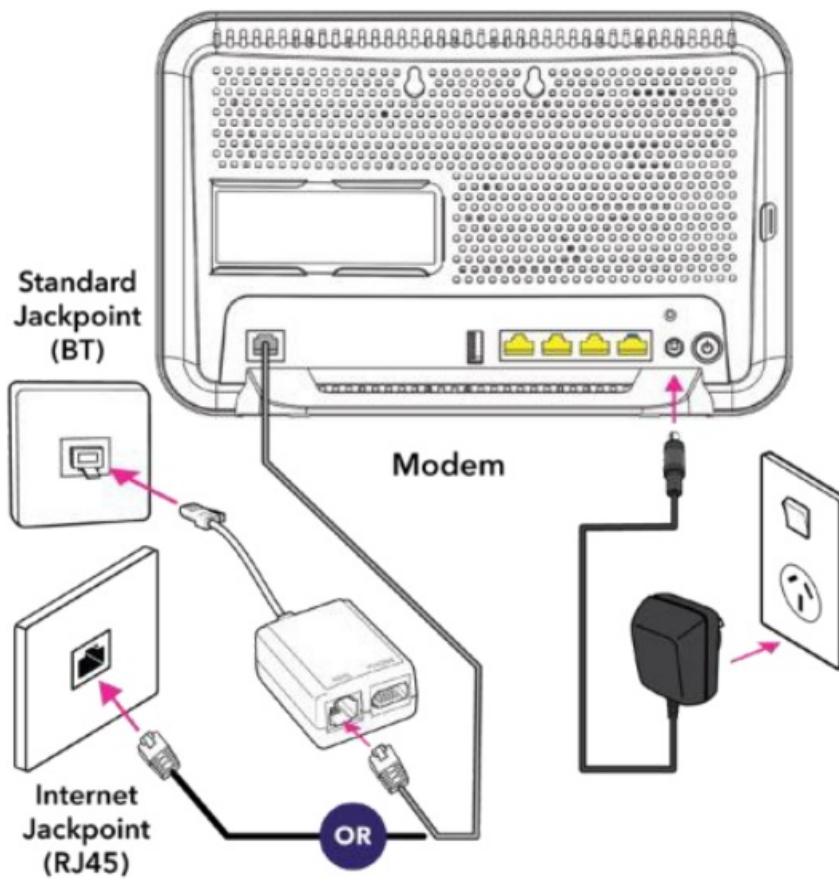


**Filter
(ADSL only)**

How to connect your modem on an ADSL/VDSL connection

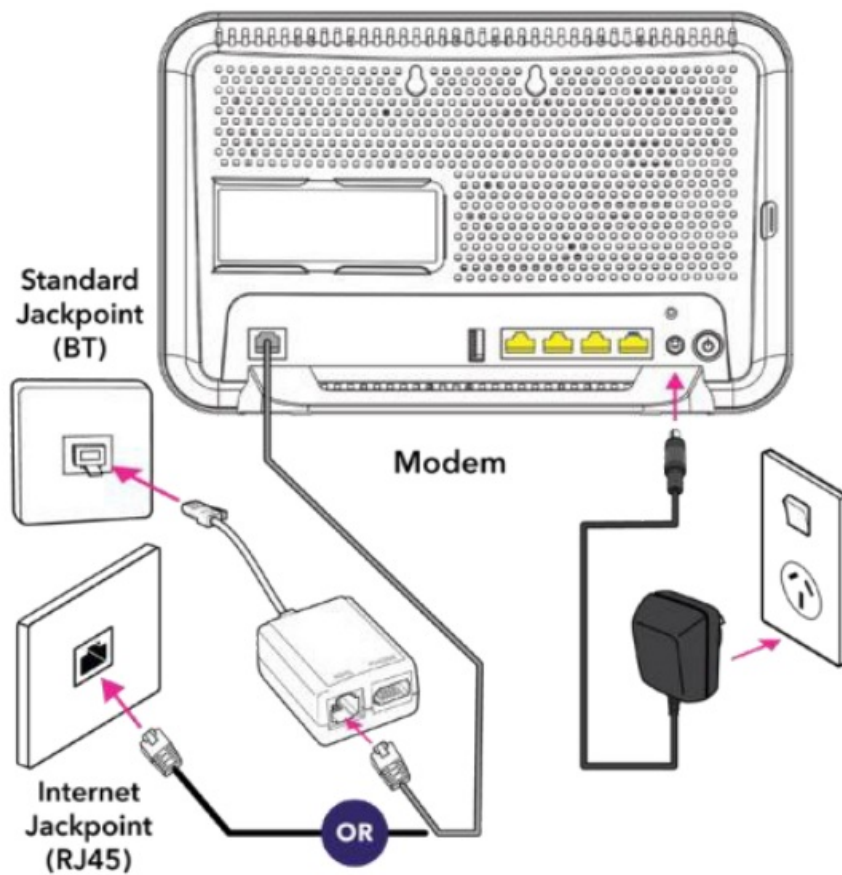
If you have a standard jackpoint (BT) only

- Plug the modem into a power supply.
- Connect the GREY cable from the modem's DSL port to the filter's ADSL port.
- Connect the filter to the jackpoint.



If you have an internet jackpoint (RJ45)

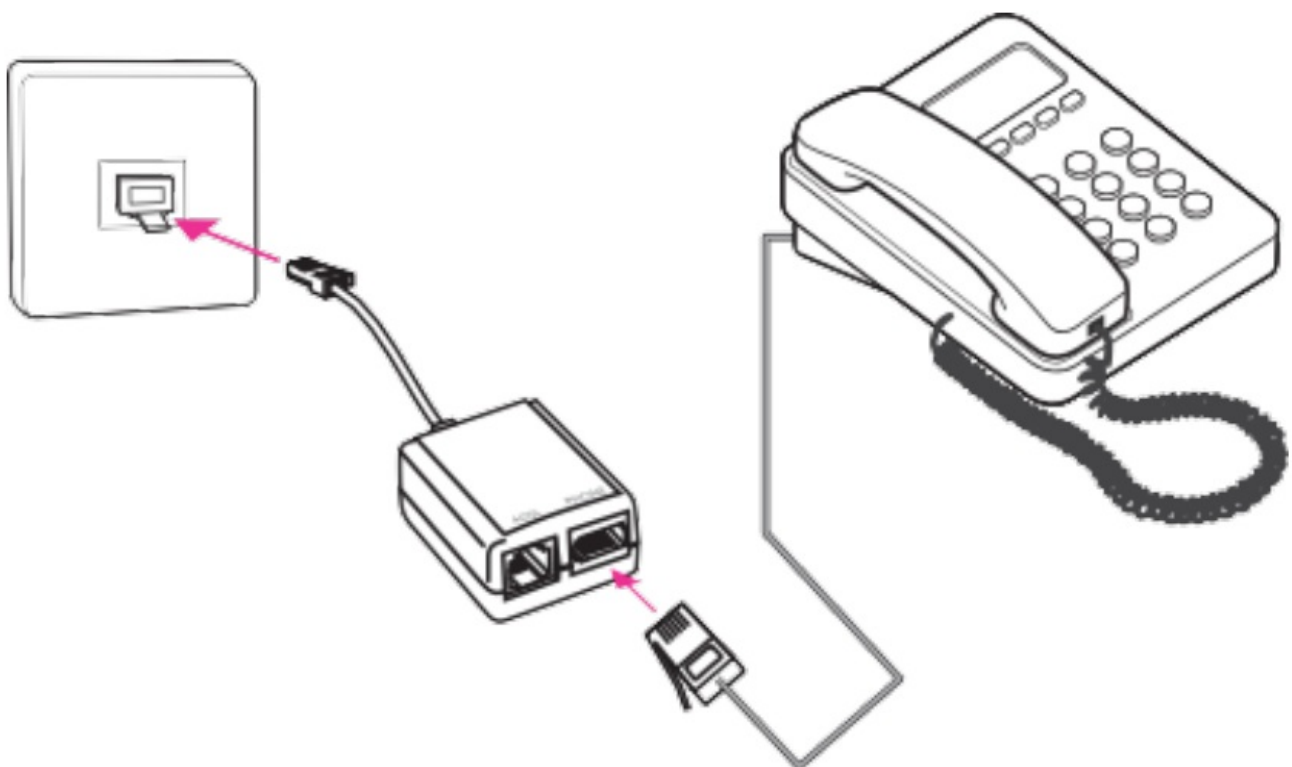
- Plug the modem into a power supply.
- Connect the BLACK VDSL cable from the modem's DSL port to the jackpoint directly.



How to connect your landline on an ADSL/VDSL connection

Plug the phone cable into the filter's PHONE port and the filter into any jackpoint.

NOTE: If you have an internet jackpoint you can simply connect your phone into the jackpoint without the filter.

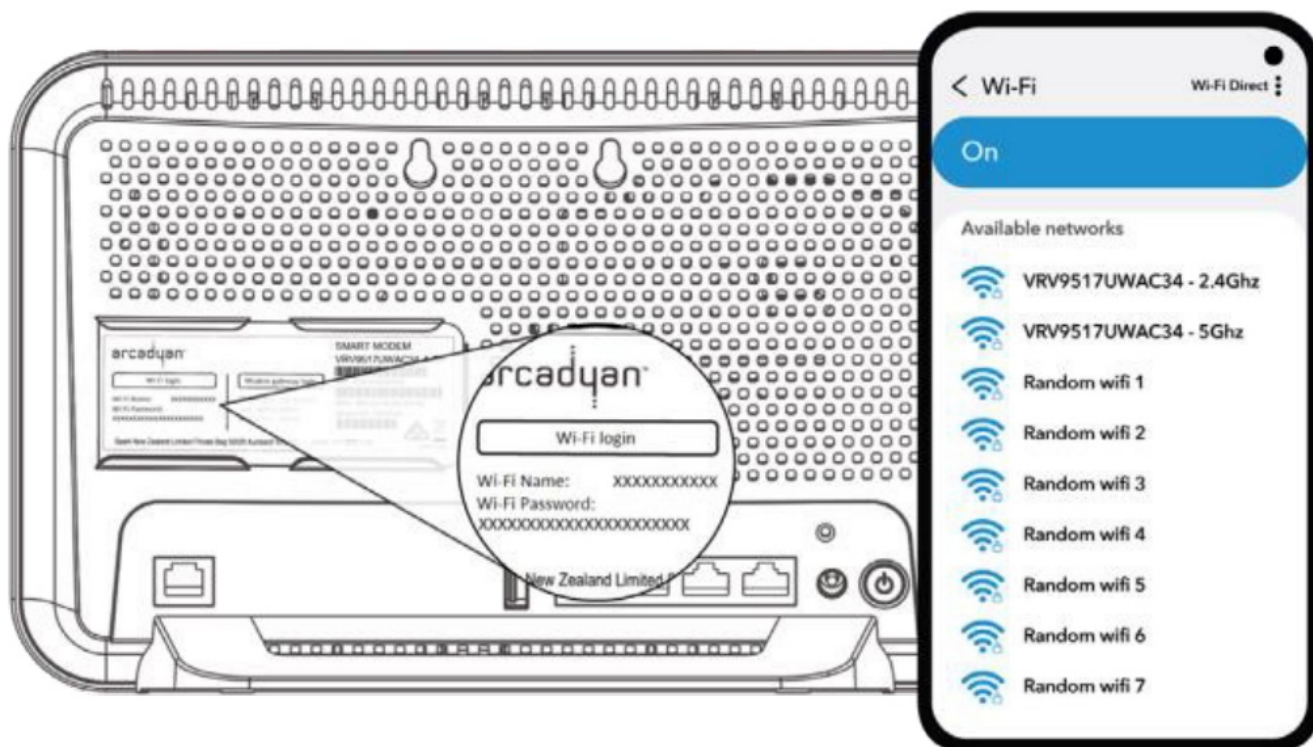


How to connect your devices

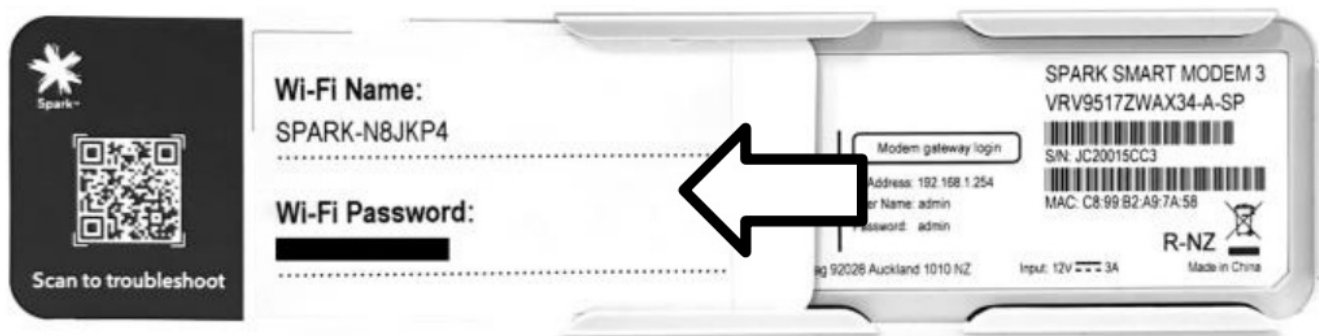
Wireless devices (WiFi)

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

NOTE: The WiFi name and password is located on the back of the modem.

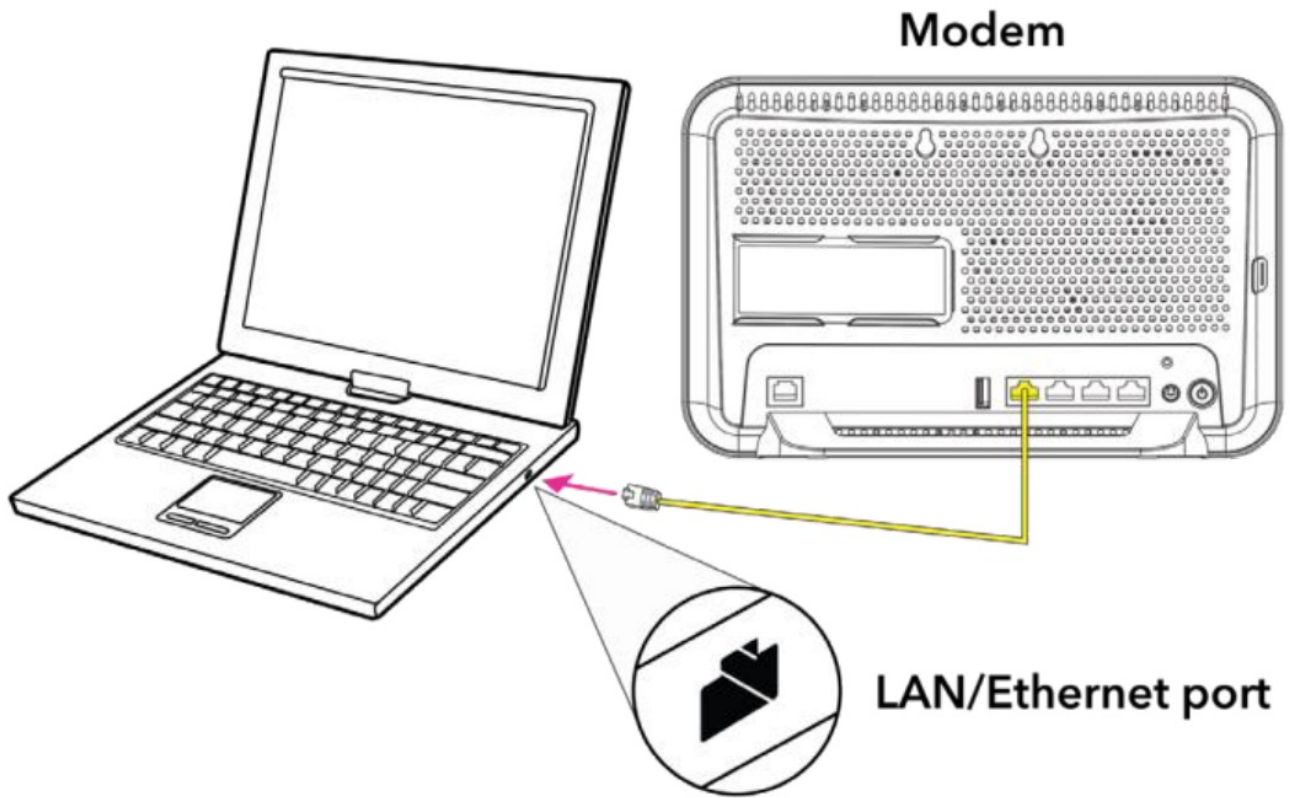


Slide off the sticker with the WiFi details on it to see additional info.



Wired devices (Ethernet)

Connect the YELLOW ethernet cable from the modem's LAN port to the device's LAN port.



Personalise your modem settings

Access the modem's web interface

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

Authorization

Username:

Password:

You'll be prompted to change the default password of the modem to enhance the security.

Change the device login password

The device uses an unsafe default password.
Please change the password to prevent unauthorized access to the device.

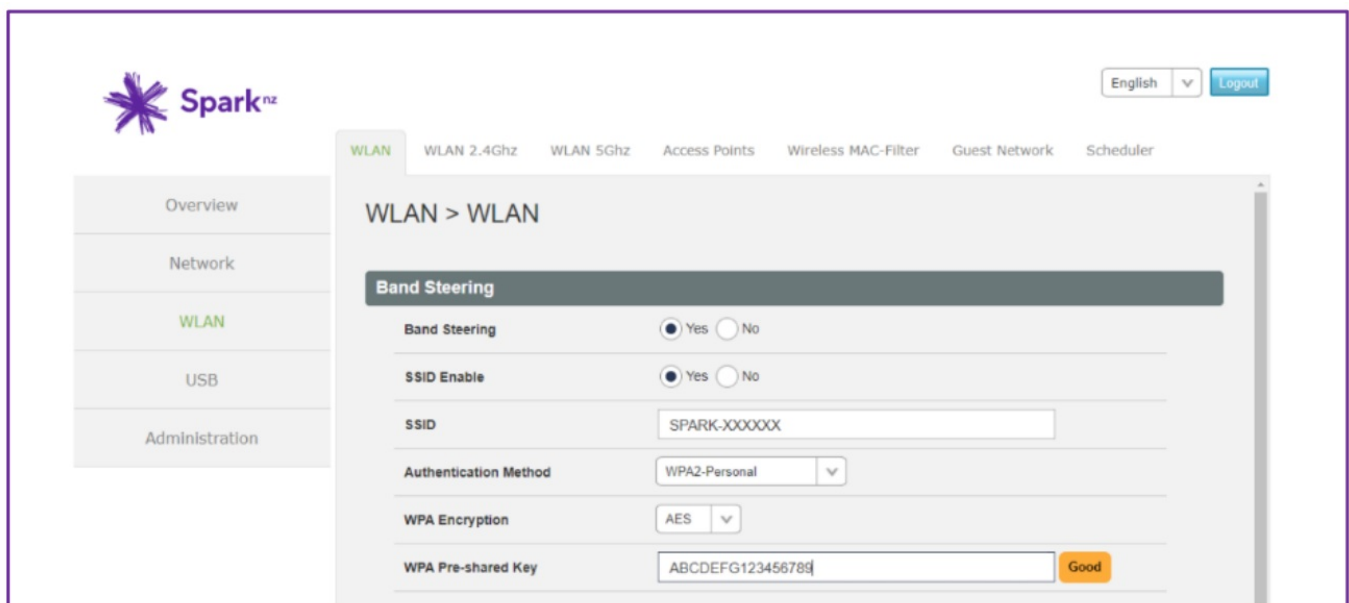
New password

Retype password

Modify

Change the WiFi name and password

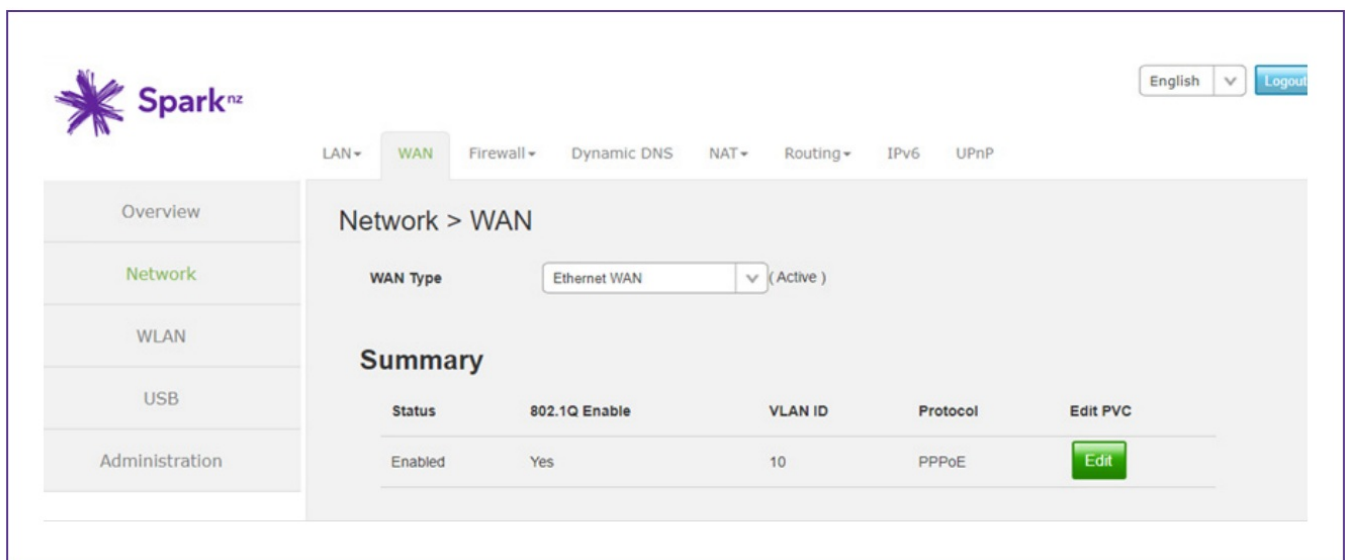
- Select WLAN from the menu on the left.
- Replace the default WiFi name next to SSID field with your preferred WiFi name.
- Replace the default WiFi password next to WPA Pre-shared Key field with your preferred WiFi password.
- Scroll to the bottom of the page and select Save settings to save the changes you've made.



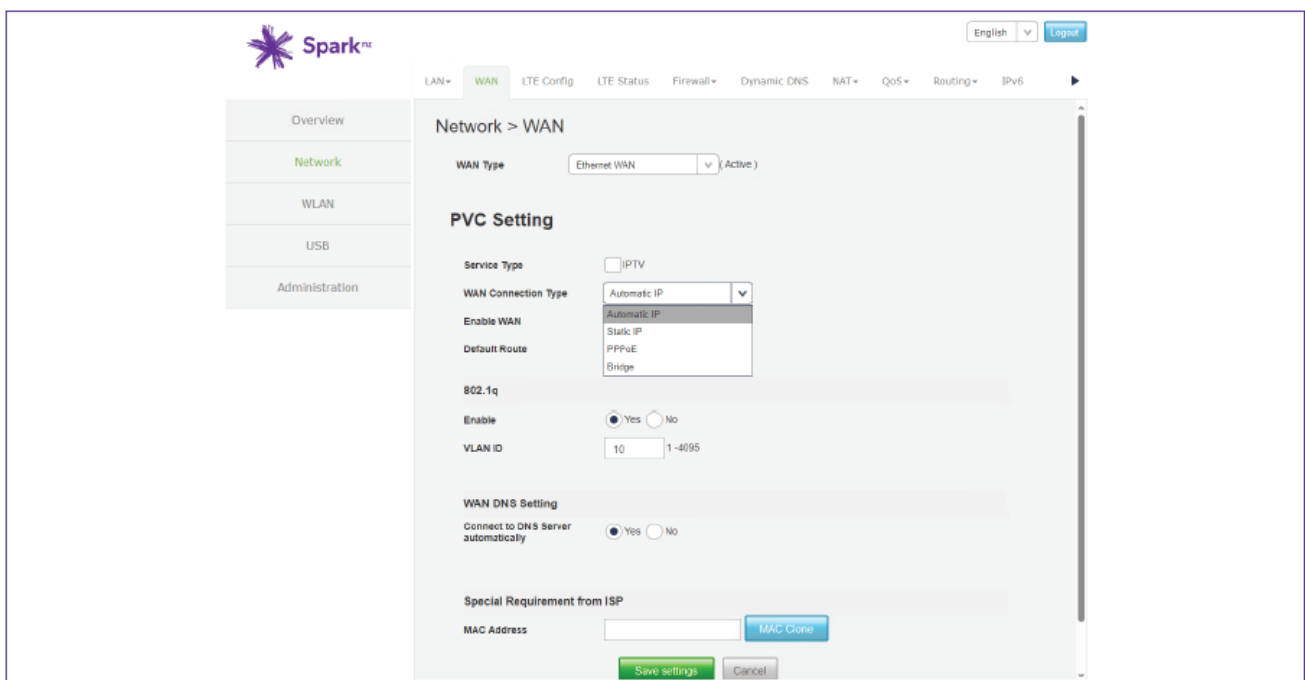
The screenshot shows the Spark NZ router's web interface. On the left is a sidebar menu with options: Overview, Network, WLAN (highlighted in green), USB, and Administration. The top right corner shows 'English' and a 'Logout' button. The main content area is titled 'WLAN > WLAN' and contains a 'Band Steering' section. This section includes several settings: 'Band Steering' (radio buttons for Yes/No, with 'Yes' selected), 'SSID Enable' (radio buttons for Yes/No, with 'Yes' selected), 'SSID' (text field containing 'SPARK-XXXXXX'), 'Authentication Method' (dropdown menu showing 'WPA2-Personal'), 'WPA Encryption' (dropdown menu showing 'AES'), and 'WPA Pre-shared Key' (text field containing 'ABCDEFG123456789'). A 'Good' status indicator is visible next to the WPA Pre-shared Key field.

Changing authentication protocol from PPPoE to DHCP

- Select Network from the left-hand side menu.
- Select WAN from top menu.
- Ensure the WAN Type drop-down is Ethernet WAN
- Select Edit beside the WAN connection that has status 'Enabled' from the summary.



- Change the WAN Connection Type from PPPoE to Automatic IP
-



Click Save settings to save the changes you've made.

- It will take 5-10 minutes for the modem to reconnect using DHCP.

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 problems with your internet.

The app can:

- Run tests to determine what the issue is
- Book a technician if there is a fault detected on the Spark network
- Guide you through setup related issues

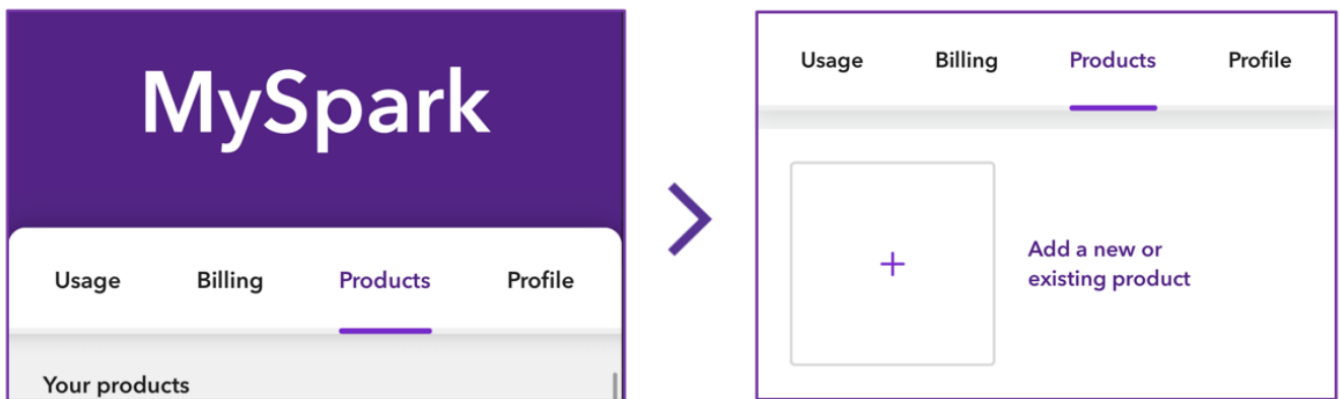
- Connect you to our Spark advisor if you need further assistance

To download the app, go to the Apple App Store or Google Play Store and search Spark NZ.



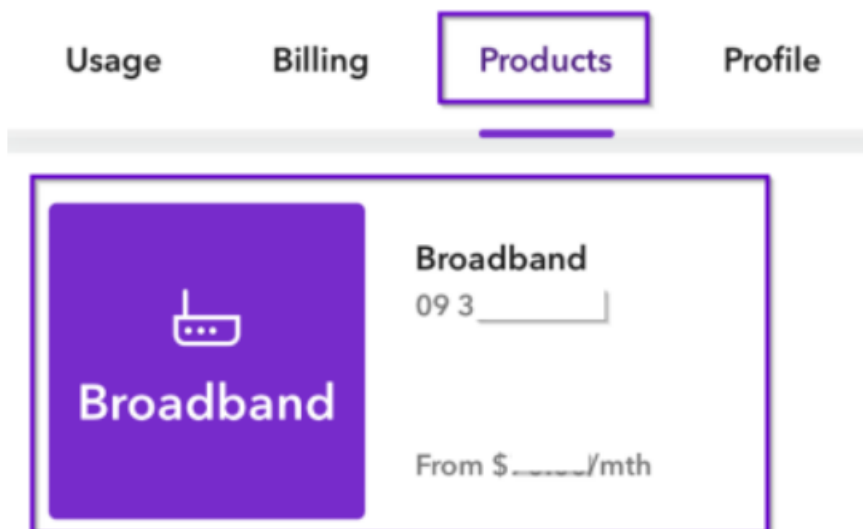
How do I add my broadband account in the Spark App?

1. In the MySpark section, choose Products.
2. Scroll down and tap Add a new or existing product.
3. Follow the prompts to add your broadband service.



How do I check my internet in the app?

From the Spark app



Spark services

Connection promise
Stay connected in an outage



Check connection
Check for any internet problems



Check connection

Run a broadband self-check

Run tests to check your connection to the network and inside your home.

Start self-check

You can start a self-check by selecting your broadband then Check connection.

Using the QR code



Scan the QR code with your smartphone camera or QR code reader app. You can also book a call to run guided checks.

Run guided checks with a Spark advisor

Connected to the network but having issues with the connection inside your home? One of our Spark advisors can run some checks with you to find out what's wrong.

1. Book a call and we'll call you when a Spark advisor is available. Or, you can call us on 0800 800 123.

[Book a call](#)

2. When the Spark advisor asks you to, tap **Start guided checks**.

Start guided checks

What do the lights mean?

| Internet LED behaviour | Description |
|------------------------|--|
| No lights | Modem is not connected to the power or is faulty |
| Solid green | Modem is on |
| Flashing blue | DSL connection is being established |
| Solid blue | DSL connection is established |
| Solid red | Modem is not connected to the internet |
| Solid green | Modem is connected to the internet |
| Solid orange | Modem is in Bootstrap Protocol (BOOTP) mode |
| Flashing green | Modem firmware is being upgraded |

| Wi-Fi/WPS LED behaviour | Description |
|---------------------------|---|
| No lights | WiFi is off |
| Solid red | WiFi is on with no security password |
| Solid blue | WiFi is on with security password |
| Flashing blue | WiFi is on with security password and is transmitting data to a connected device(s) |
| Solid blue & flashing red | WiFi Protected Setup (WPS) is progress |

Common issues

| Issues | Possible reasons | How to fix |
|--|--|---|
| My internet has stopped working | <ul style="list-style-type: none"> • Incorrect setup • Loose or disconnected cables behind the modem • Network related issue outside the house | <ul style="list-style-type: none"> • Check the cables are connected securely • Restart your modem • Use the Spark app to check your internet |
| My internet is really slow | <ul style="list-style-type: none"> • Poor WiFi signal strength • Multiple users connected at the same time | <ul style="list-style-type: none"> • Restart your modem • If possible, use a wired connection • If possible, relocate the modem to a more centralised location |
| My internet keeps dropping out | <ul style="list-style-type: none"> • Poor WiFi signal strength • Network related issue outside the house • Faulty or missing filter for ADSL/VDSL | <ul style="list-style-type: none"> • Restart your modem • Connect a filter to all jackpoints in use if you are using ADSL/VDSL |
| I cannot connect my device to the WiFi | <ul style="list-style-type: none"> • Poor WiFi signal strength • Issue with the device • There are already too many devices connected to the WiFi | <ul style="list-style-type: none"> • Restart your modem • Ensure the WiFi on the modem is switched on • Restart your device • Check your WiFi username and password |

Scan to check internet

Check and fix your internet by scanning the QR code using your mobile phone camera or QR code reader

[Frequently Asked Questions](#)

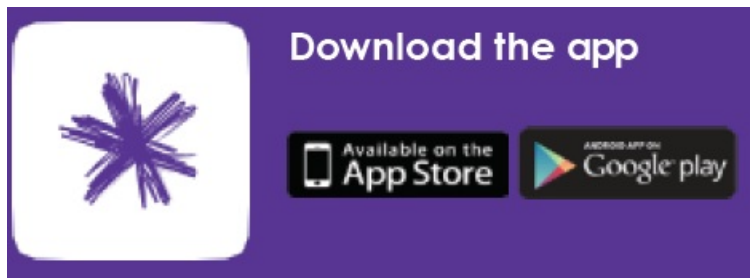


Need assistance?


If you are still having issues go to spark.co.nz/help to chat or book a call with us.



Download the app



Documents / Resources

| | |
|---|---|
|  | <p>Spark Smart Modem 3 [pdf] User Guide 20250117_smart-modem-3-qsg-v2, Smart Modem 3, Modem 3</p> |
|---|---|

References

- [User Manual](#)

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