Manuals+ — User Manuals Simplified.
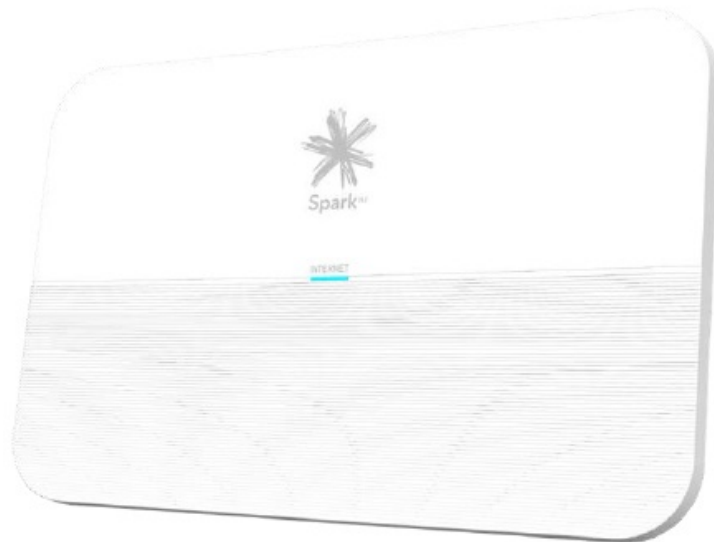
Spark Smart Modem 3 User Guide

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Spark Smart Modem 3

Set up your Spark modem on Fibre

Things you'll need from the box

Power supply unit
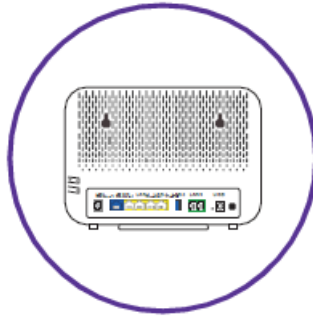
Modem
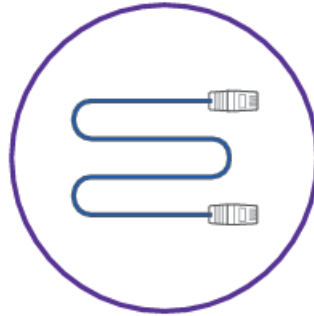
Blue ethernet cable

How to connect your modem on a Fibre connection
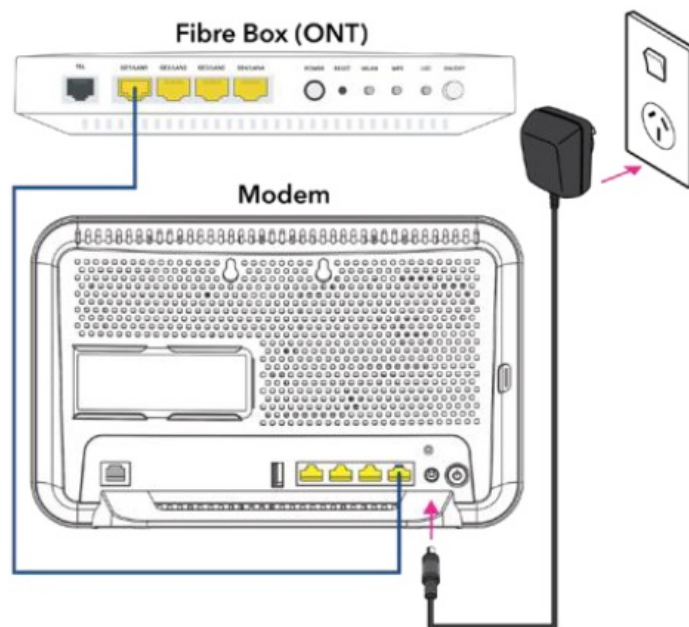
- Plug the modem into a power supply.
- Connect the BLUE ethernet cable from the modem's Fibre port to the Fibre box's port labelled LAN1 or GE1.
- If there's already something there or the light doesn't come on, try a different port.

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

Fibre Box (ONT)

If you have integrated wiring

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

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).
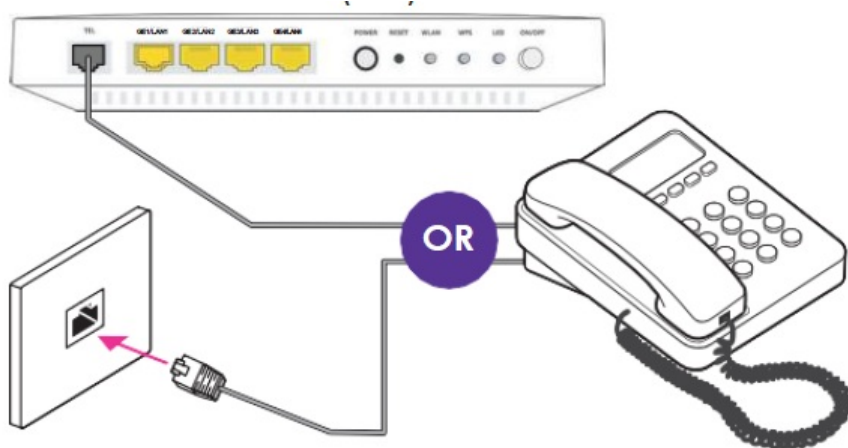2. If the cable is connected to a jackpoint or another device, this means you have Integrated wiring.

Set up your Spark modem on ADSL/VDSL

Things you'll need from the box

Modem
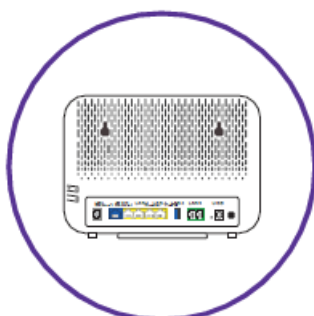
Power supply unit

ADSL Phone cable/VDSL cable

OR
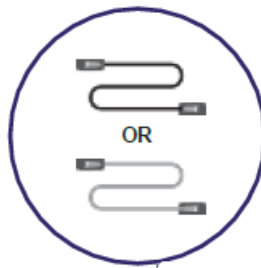
Filter (ADSL only)

How to connect your modem on an ADSL/VDSL connection
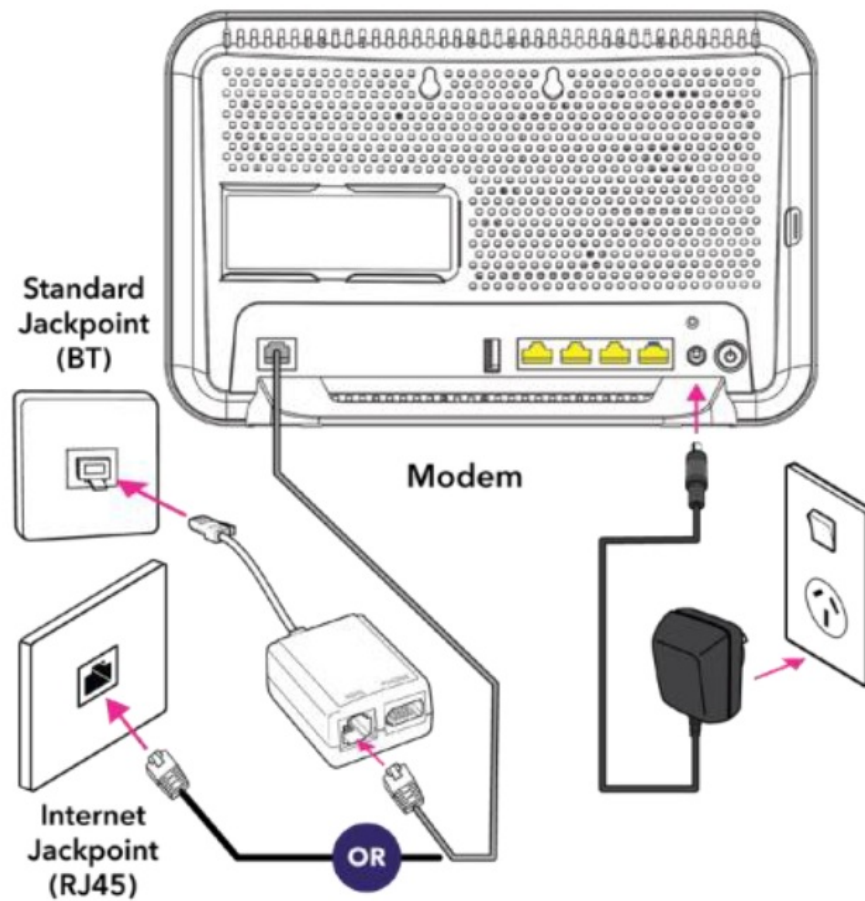
If you have a standard jackpoint (BT) only

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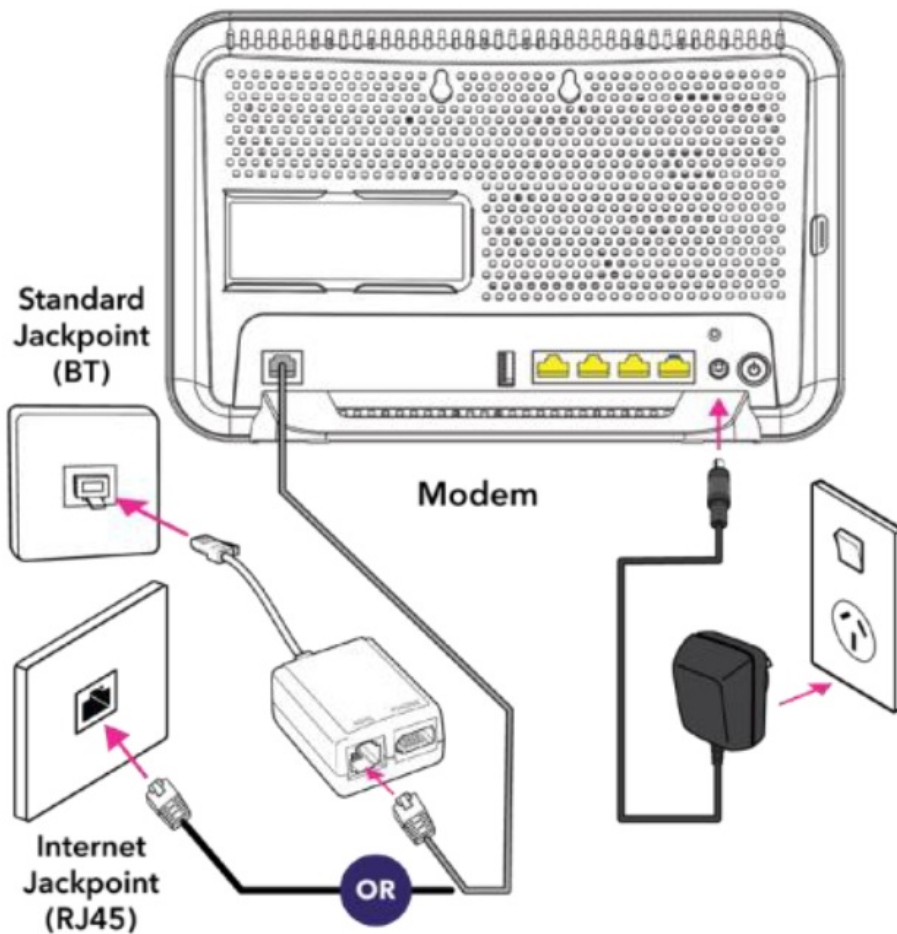
- Plug the modem into a power supply.
- Connect the BLACK VDSL cable from the modem's DSL port to the jackpoint directly.

How to connect your landline on an ADSL/VDSL connection
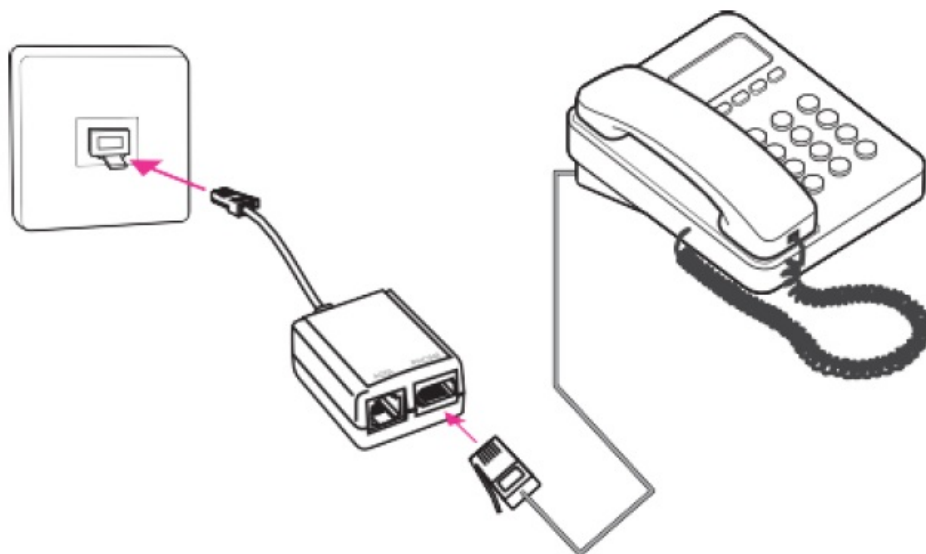
Plug the phone cable into the filter's PHONE port and the filter into any jackpoint.

NOTE

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

How to connect your devices

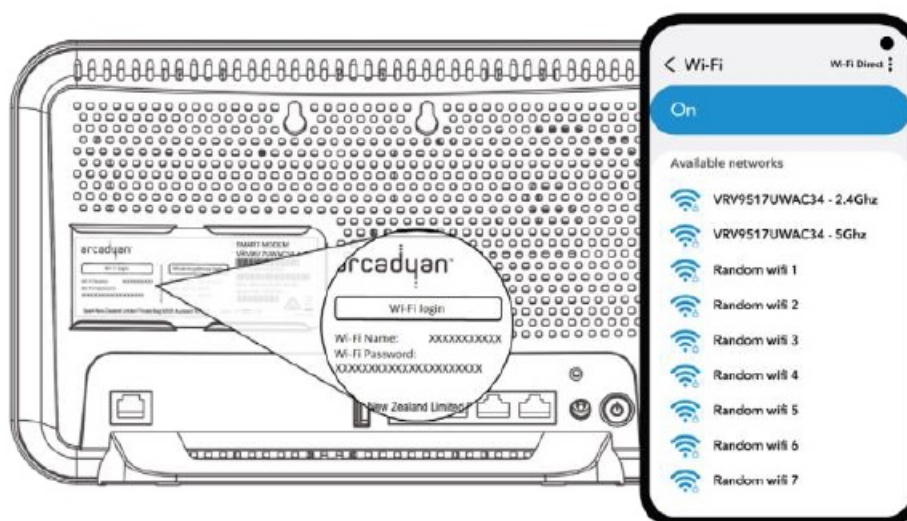**Wireless devices (WiFi)**

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.
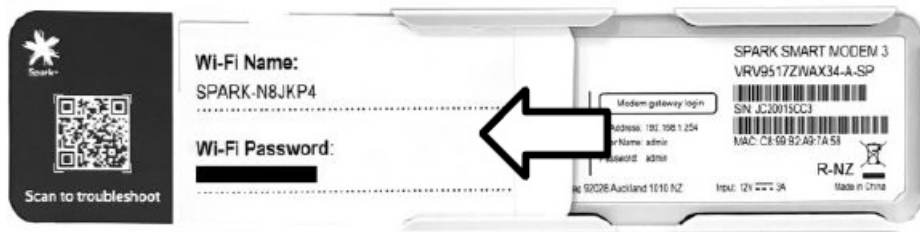
Wired devices (Ethernet)
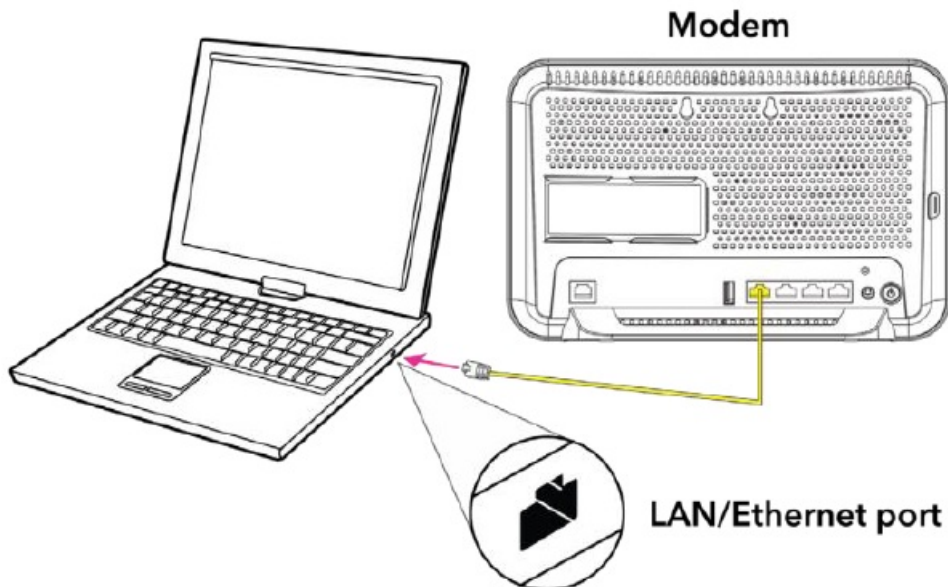
Connect the YELLOW ethernet cable from the modem's LAN port to the device's LAN port.

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

You'll be prompted to change the default password of the modem to enhance the security.
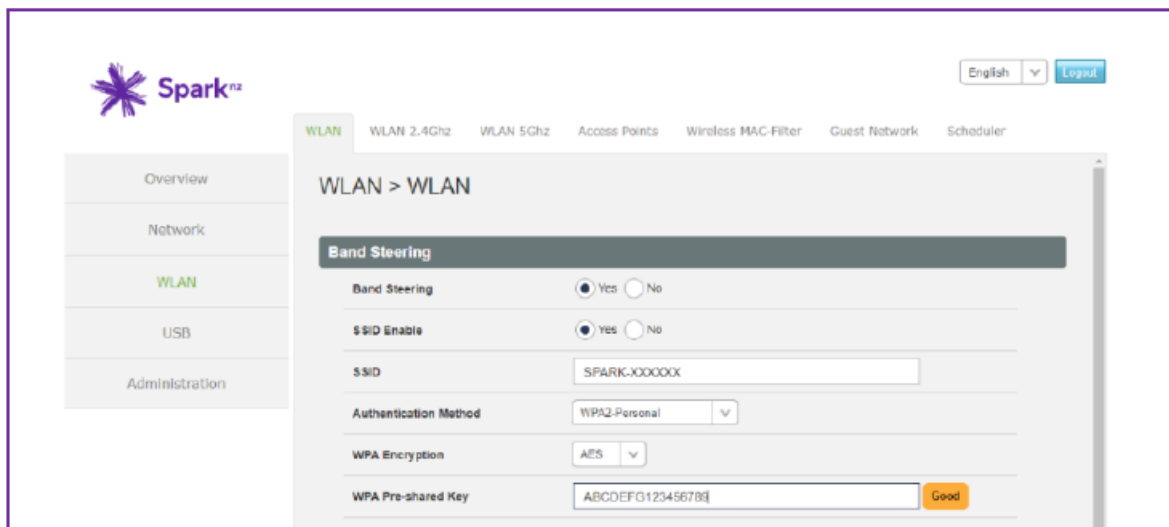
Change the WiFi name and password

- 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.

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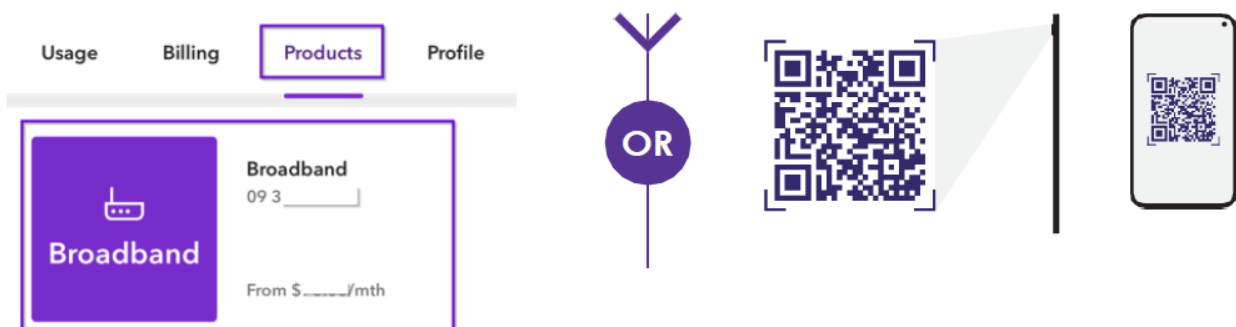
Scan the QR code with your smartphone camera or QR code reader app. You can also book a call to run guided checks.

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]

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	Incorrect setup Loose or disconnected cables behind the modem Network related issue outside the house	Check the cables are connected securely Restart your modem Use the Spark app to check your internet
My internet is really slow	Poor WiFi signal strength Multiple users connected at the same time	Restart your modem If possible, use a wired connection If possible, relocate the modem to a more centralised location
My internet keeps dropping out	Poor WiFi signal strength Network related issue outside the house Faulty or missing filter for ADSL/VDSL	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	Poor WiFi signal strength Issue with the device There are already too many devices connected to the WiFi	Restart your modem Ensure the WiFi on the modem is switched on Restart your device Check your WiFi username and password

Documents / Resources

Spark Spark Smart Modem 3 [pdf] User Guide
Spark Smart Modem 3, Spark Smart Modem, Modem, Modem 3

References

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