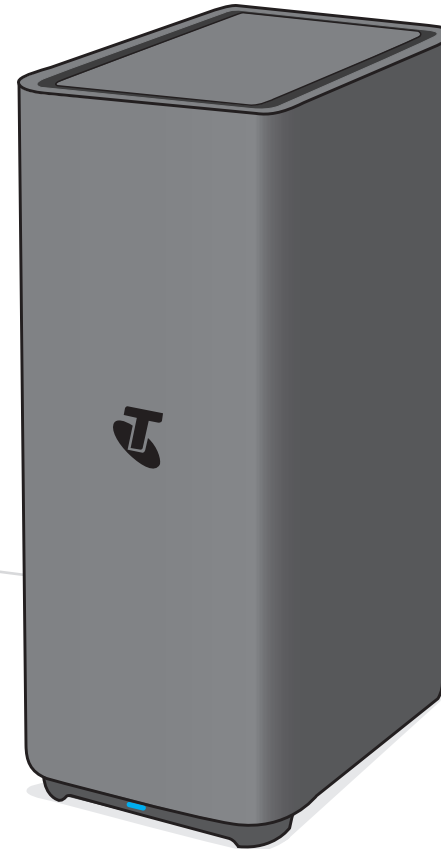


Get started on the Telstra Home Wireless.

An easy guide for connecting
your voice and internet.



Guide 11

Suitable for connection type:
Telstra Home Wireless

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/support/category/broadband for extra information on how to set up your self-install kit.



Available to download from



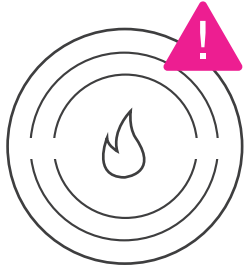
Contents

Do you have any of the following alarms?	4
These are the parts you need	6
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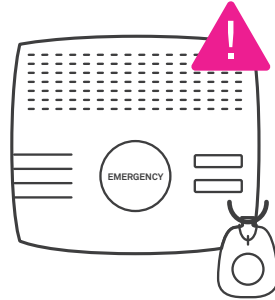
Do you have any of
the following alarms?

If not, please continue to page 6.

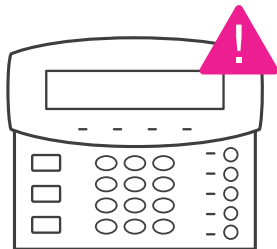
Monitored
Fire Alarm



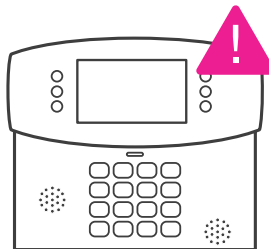
Medical
Alert Service



Back-to-Base
Security Alarm

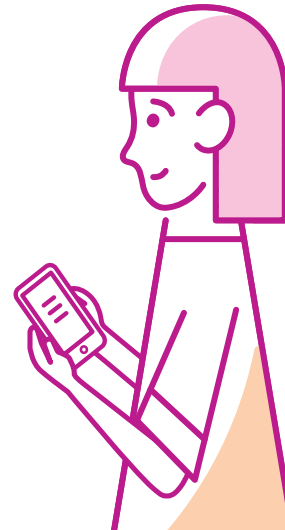


Emergency
Lift Phone



IF YES, STOP!

Contact your equipment providers to check that services you rely on like **medical, fire** and **security alarms** will work on the Telstra Home Wireless. Additional information is on page 15.



These are the
parts you need



Telstra Smart Modem™ 3



Power adaptor (pre-connected to modem)



Wi-Fi fridge magnet

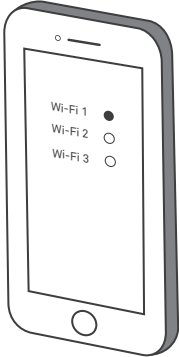
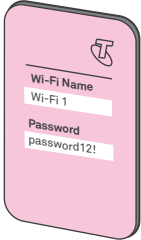
Set up steps

Follow steps 1 - 2 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
device(s) via Wi-Fi

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



Repeat steps to connect your other device(s) via Wi-Fi.



Change your Wi-Fi network and password.

Refer to page 15 for details.







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.
- 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 **133 933** (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.
-  Connected – Telstra Home Wireless Active

'Mobile Signal' strength indicator

-  Indicator lights on the back of the modem
-  Great
-  Good
-  Limited Access

*If your modem is showing "Good" or "Limited Access", we recommend improving your signal strength by:

- Moving the modem closer to an external window.
- Placing your modem up high.
- Ensuring it's placed out in the open.
- Checking it's not placed close to any metal objects or other electrical equipment.

FAQs

General FAQs

Can I use my service at another location?

You may only use the modem at the home address you provided when you took up the service. If you move your modem outside of your home your service may stop working.

Where should I place the modem?

We strongly recommended placing your modem up high in an open area (off the ground), close to an external window and away from other electrical equipment. Doing so will ensure you get the best experience from our 4G network.

I rely on a safety-critical device, do I need to do anything before I install Telstra Home Wireless?

If you use a medical alarm, fire alarm or lift emergency phone, contact your device provider to check that it will work on your new Telstra Home Wireless service on our 4G network, or whether you'll need to find an alternate solution, such as a wireless/mobile alarm solution.

Will my alarms work?

If you have a medical alarm, fire alarm, security alarm or emergency lift phone that you wish to use with your Telstra Home Wireless service, contact your device provider to check that it will work on your new service. You may need to find an alternate solution, such as a wireless/mobile enabled alarm solution that doesn't rely on your Home Wireless voice service. We strongly discourage the use of these types of devices over this service as we are unable to confirm that they will function in an emergency.

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.

Guide 11

Suitable for connection type:
Telstra Home Wireless

RO 135627

ORIN CODE 100247867

