



LET'S GET **YOUR** **SMART**
MODEM **CONNECTED**



Quick start guide
Spark Smart Modem 3

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1

Set up your Spark modem on Fibre

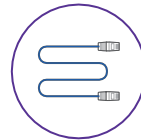
Things you'll need from the box



Power supply unit

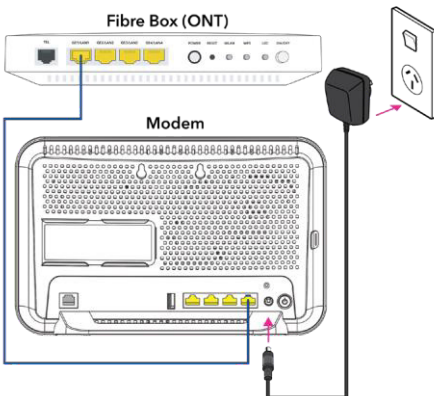


Modem



Blue ethernet cable

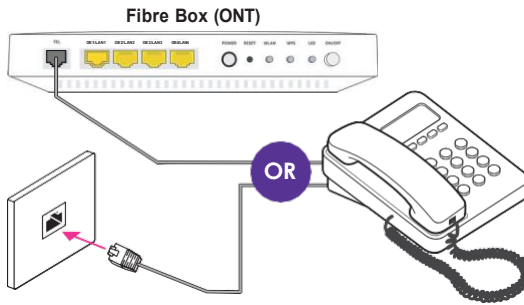
1.1 How to connect your modem on a Fibre connection



- A. Plug the modem into a power supply.
- B. 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.

12 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

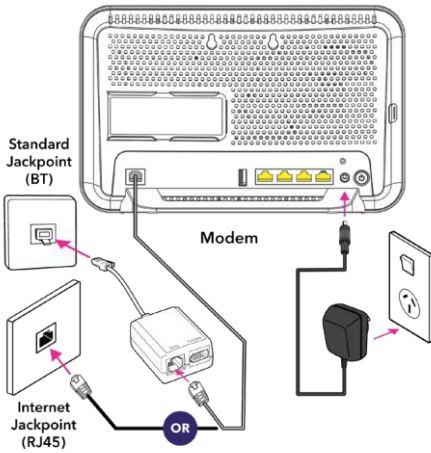
If you don't have integrated wiring

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?

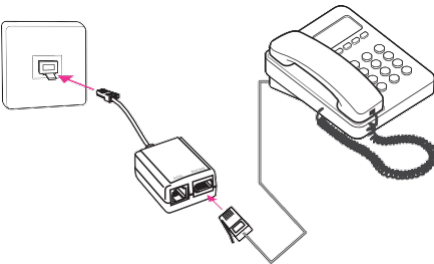
1. From your Fibre box (ONT), check if there's a cable already plugged in to the phone port of the Fibre box (ONT).
2. If the cable is connected to a jackpoint or another device, this means **you have** "Integrated wiring"



If you have an internet jackpoint (RJ45)

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

22 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.

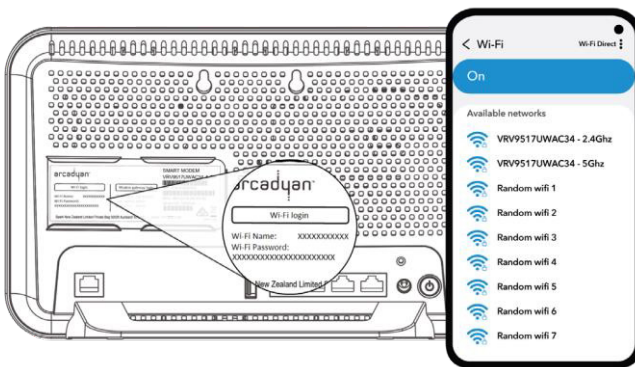
3

How to connect your devices

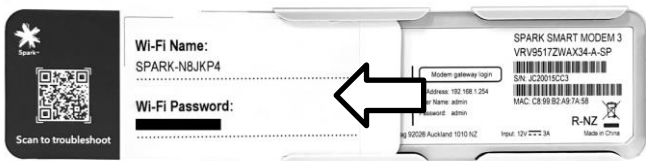
3.1 Wireless devices (WiFi)

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.

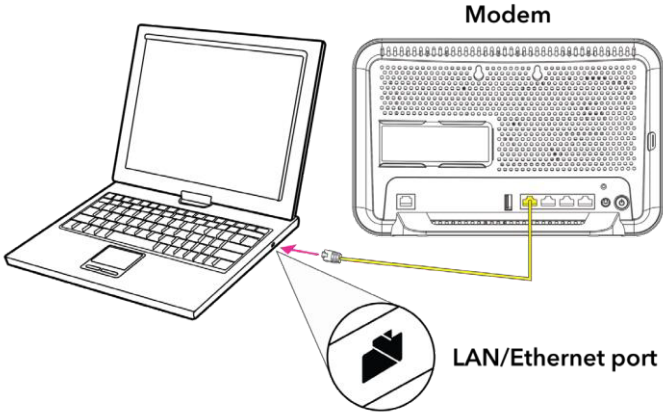


Slide off the sticker with the WiFi details on it to see additional info.



32 Wired devices (Ethernet)

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



4

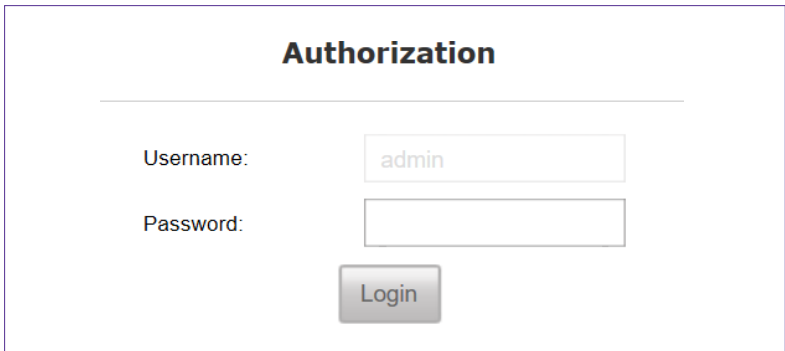
Personalise your modem settings

4.1 Access 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



The screenshot shows a web interface titled "Authorization". Below the title is a horizontal line. There are two input fields: the first is labeled "Username:" and contains the text "admin"; the second is labeled "Password:" and is empty. Below the input fields is a "Login" button.

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

See next page 10.

Change the device login password

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

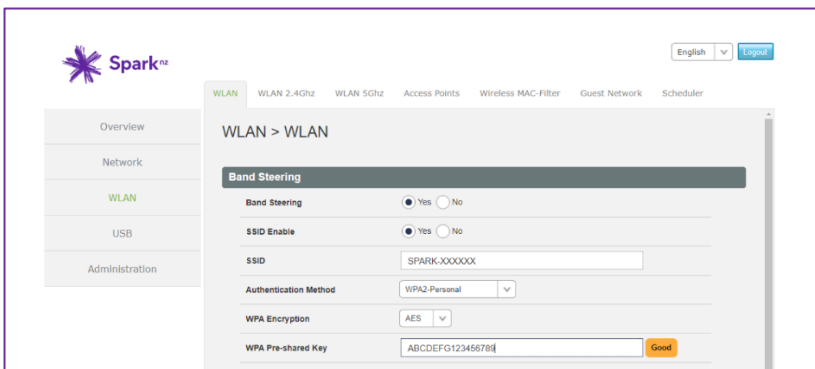
New password

Retype password

Modify

42 Change the WiFi name and password

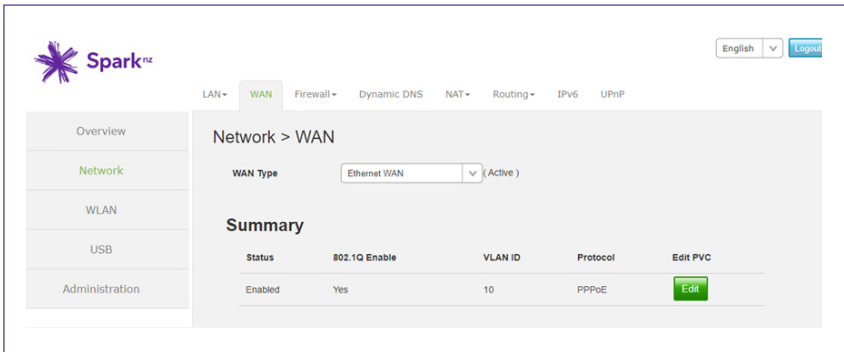
- Select **WLAN** from the menu on the left.
- Replace the default WiFi name next to **SSID** field with your preferred WiFi name.
- Replace the default WiFi password next to **WPA Pre-shared Key** field with your preferred WiFi password.
- Scroll to the bottom of the page and select **Save settings**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



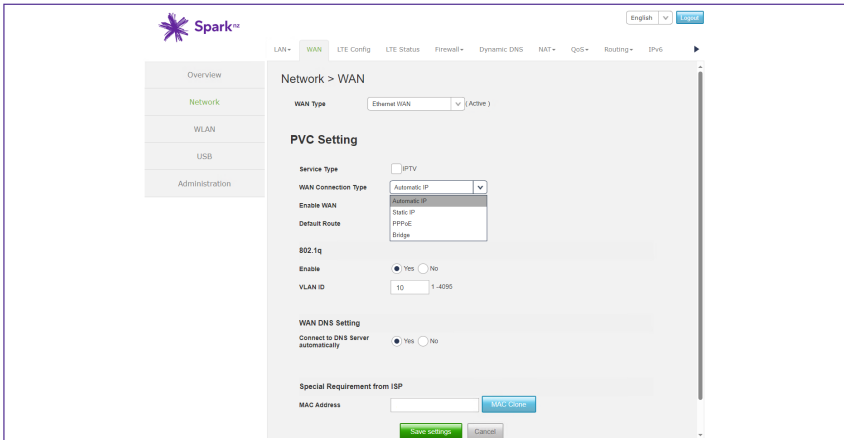
The screenshot shows the Spark network management interface. The top navigation bar includes the Spark logo, a language dropdown set to 'English', and a 'Logout' button. Below the navigation bar, a menu on the left lists 'Overview', 'Network', 'WLAN', 'USB', and 'Administration'. The main content area is titled 'WLAN > WLAN' and features a 'Band Steering' section with 'Yes' selected. Below this, there are fields for 'SSID Enable' (Yes selected), 'SSID' (SPARK.XXXXXX), 'Authentication Method' (WPA2-Personal), 'WPA Encryption' (AES), and 'WPA Pre-shared Key' (ABCDEF123456789) with a 'Good' status indicator.

4.3 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.

5

Troubleshooting

5.1 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

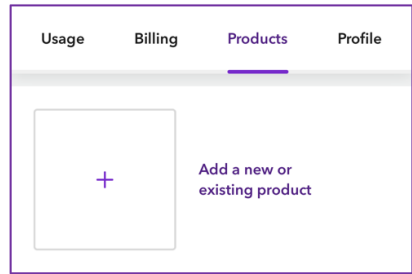
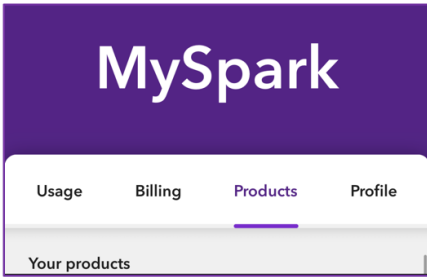
To download the app, go to the Apple App Store or Google Play Store and search **Spark NZ**.



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

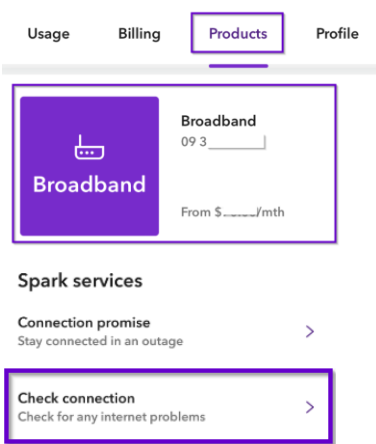
1. In the MySpark section, choose Products.
2. Scroll down and tap Add a new or existing product.
3. Follow the prompts to add your broadband service.

See page 13 for diagrams



How do I check my internet in the app?

From the Spark app



Check connection

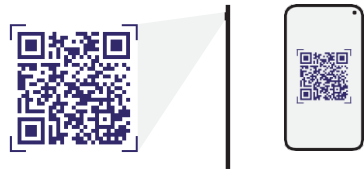
Run a broadband self-check

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

52 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 |

53 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



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

