Spark nz

LET'S GET YOUR SMART MODEM CONNECTED

Quick start guide

Spark Smart Modem - VRV9517UWAC34

Contents

1 **Setup your smart modem on Fibre** 3 - 4

1.1 How to connect your modem on Fibre connections 3
1.2 How to connect your landline on Fibre connections 4

2 **Setup your smart modem on ADSL/VDSL** 5 - 6

2.1 How to connect your modem on ADSL/VDSL connections 5
2.2 How to connect your landline on ADSL/VDSL connections 6

3 **How to connect your devices** 7 - 8

3.1 Wireless (Wi-Fi) 7
3.2 Wired (Ethernet) 8

4 **Personalise your modem settings** 9 - 11

4.1 Accessing the modem's web interface 9
4.2 Changing the Wi-Fi name and password 10
4.3 Changing authentication protocol from PPPoE to DHCP 11

5 **Troubleshooting** 11 - 14

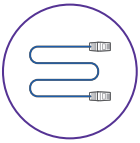
5.1 Check and fix your internet using the Spark App 11
5.2 What do the lights mean? 13
5.3 Common issues 14

1 Setup your Spark modem on **Fibre**

Things you'll need from the box

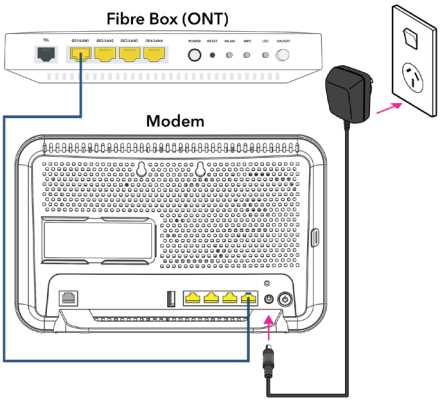
Power supply unit

Modem



Blue ethernet cable

1.1 How to connect your modem on a Fibre connection

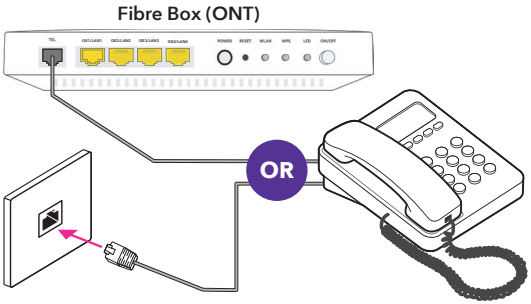


A. Plug the modem into a power supply

B. Connect the **BLUE** ethernet cable from the modem's "**Fibre**" port to the Fibre box's port labelled "**LAN1**" or "**GE1**"

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

1.2 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**"

How do I know if I have integrated wiring?

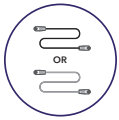
1. From your Fibre box (ONT), check if there's a cable already plugged in to the phone port of the Fibre box (ONT).
2. If the cable is connected to a jackpoint or another device, this means **you have** "Integrated wiring"

2 Setup your Spark modem on **ADSL/VDSL**

Things you'll need from the box

Modem

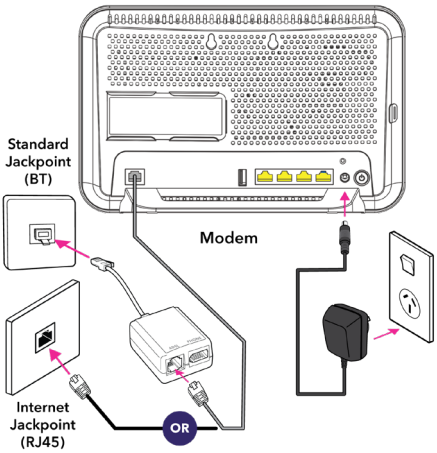
Power supply unit



ADSL Phone cable/VDSL cable

Filter (ADSL only)

2.1 How to connect your modem on a ADSL/VDSL connection

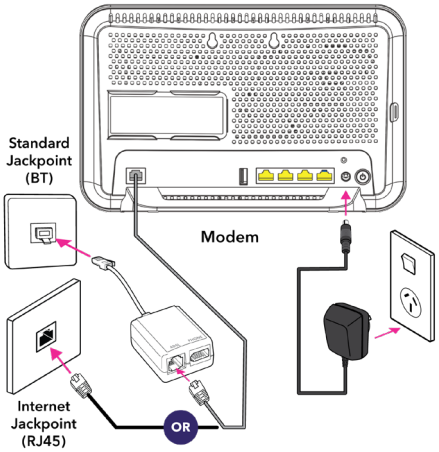


If you have a standard jackpoint (BT) only

A. Plug the modem into a power supply

B. Connect the **GREY** cable to the modem's "**DSL**" port to the filter's "**ADSL**" port

C. Connect the filter to the jackpoint

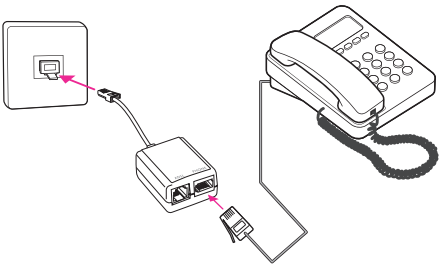


If you have an internet jackpoint (RJ45)

A. Plug the modem into a power supply

B. Connect the **BLACK** VDSL cable to the modem's "**DSL**" port to the jackpoint directly

2.2 How to connect your landline on a ADSL/VDSL connection



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

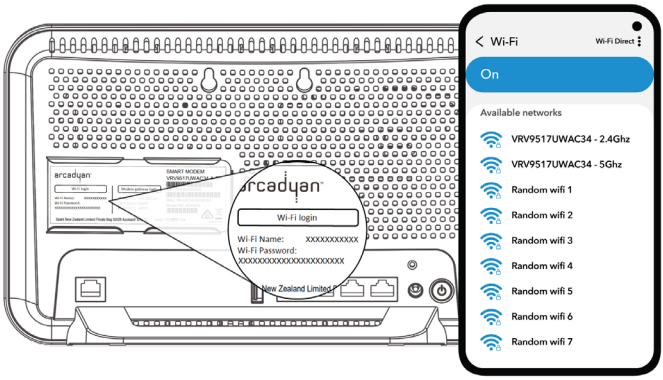
NOTE: If you have an internet jackpoint you can simply connect your phone into the jackpoint without the filter.

3 How to connect your devices

3.1 Wireless devices (Wi-Fi)

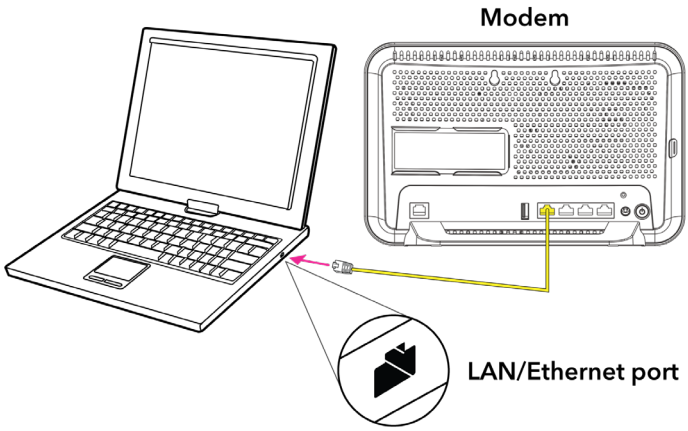
From your device's Wi-Fi menu select the matching Wi-Fi name and enter the Wi-Fi password to connect.

NOTE: You can find the default Wi-Fi name and password located underneath the modem.



3.2 Wired devices (Ethernet)

Connect the **YELLOW** ethernet cable to modem's "**ETHERNET**" port and then to the device's "**ETHERNET**" port.



4 Personalise your modem settings

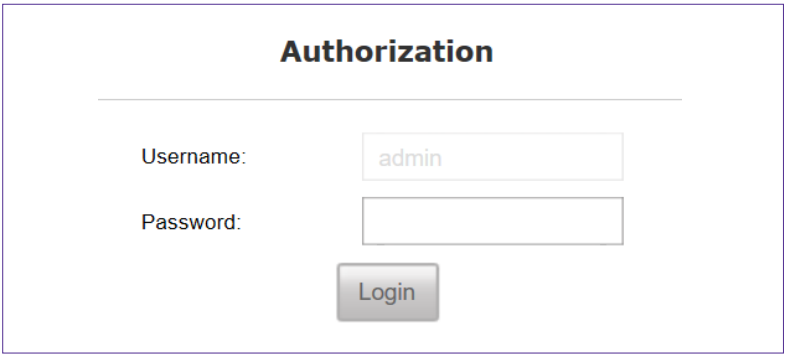
4.1 Accessing the modem's web interface

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.

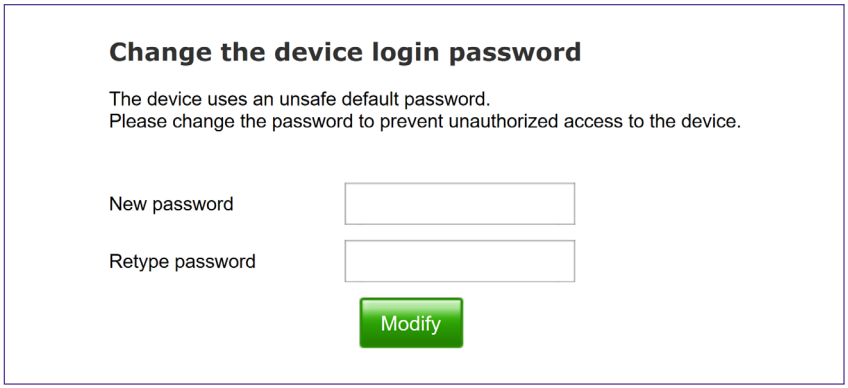
C. Sign in with the default credentials below:

Username - admin
Password - admin



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

See next page 10.



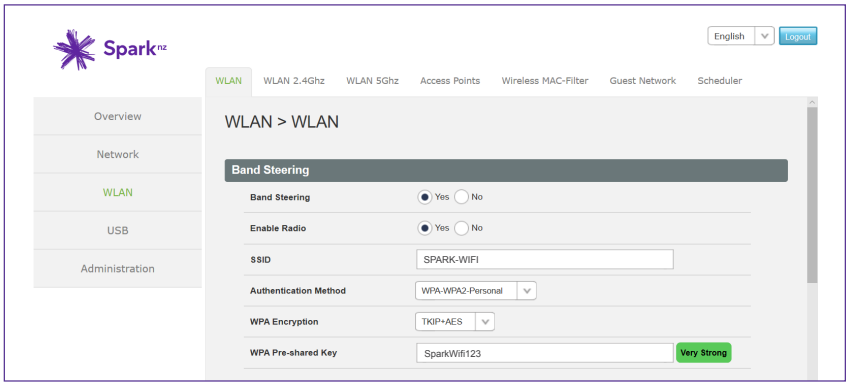
4.2 Changing the Wi-Fi name and password

A. Select **WLAN** from the left menu list.

B. Replace the default Wi-Fi name next to **SSID** field with your preferred Wi-Fi name.

C. Replace the default Wi-Fi password next to **WPA Pre-shared Key** field with your preferred Wi-Fi password.

D. Scroll to the bottom of the page and click **Save settings** to save the changes you've made.



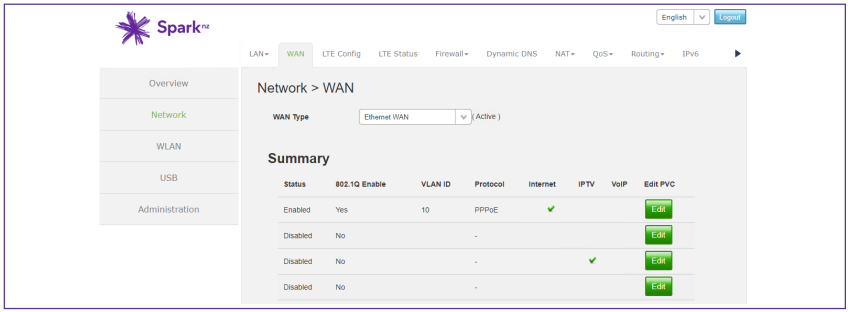
4.3 Changing authentication protocol from PPPoE to DHCP

A. Select **Network** from the left-hand side menu.

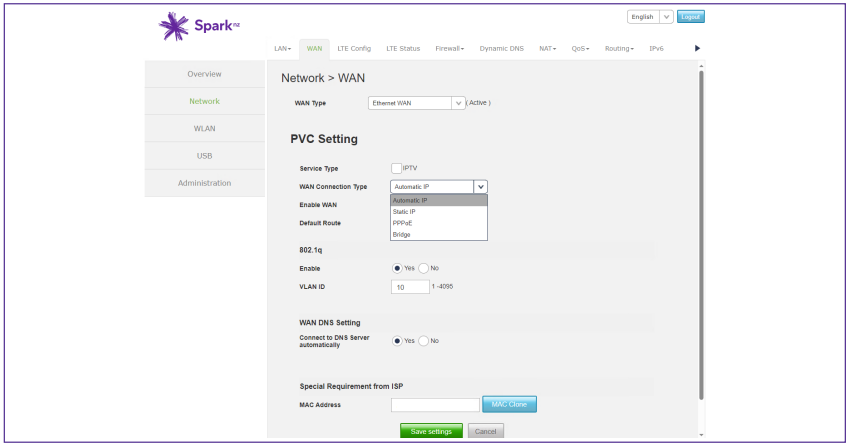
B. Select **WAN** from top menu.

C. Ensure the **WAN Type** drop-down is Ethernet WAN

D. Select **Edit** beside the WAN connection that has status 'Enabled' from the summary.



E. Change the **WAN Connection Type** from PPPoE to Automatic IP



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

G. 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 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 Chat agents if you need further assistance

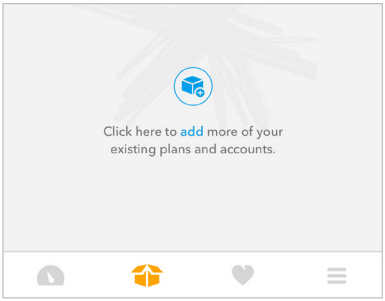
To download the app, go to the Apple App Store or Google Play Store and search "Spark NZ".

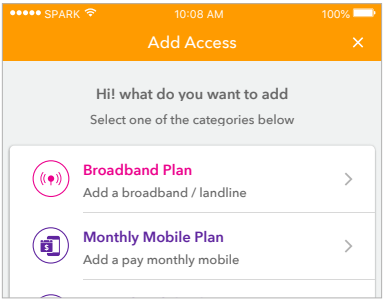
How do I add my broadband account to the Spark App?

1. Click on the box icon from the navigation bar at the bottom of the screen

2. Click "add" or the blue box icon and follow the onscreen steps to add your broadband plan

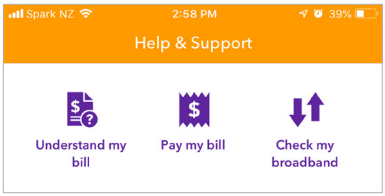
See page 12 for diagrams





How do I check my internet on the app?

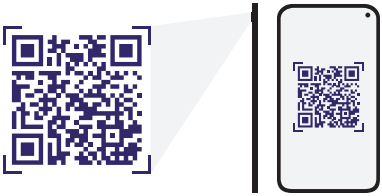
From the Spark app



Click the question mark icon and select "Check my broadband"

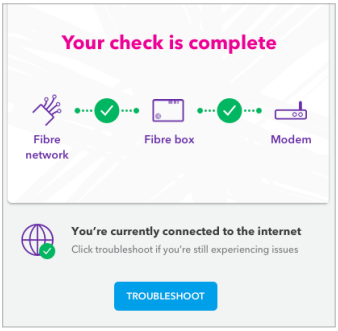
OR

Using the QR code



Scan the QR code with your smartphone camera or QR code reader app

Once your check is complete



The results will display. You can click the "**TROUBLESHOOT**" button and follow the onscreen steps to get your internet up and running

5.2 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 BootP mode
Flashing green	Modem firmware is being upgraded

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

53 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

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
Available on the App Store · Google play