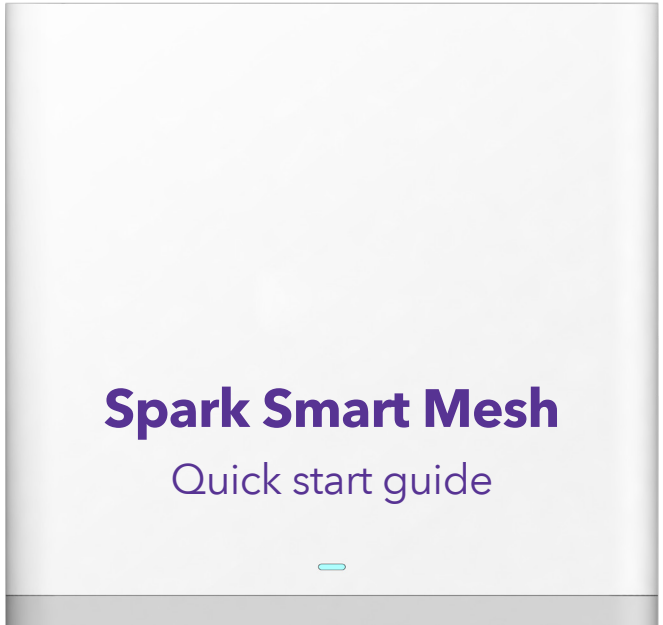
Spark nz

LET'S GET YOUR SMART MESH CONNECTED



Spark Smart Mesh

Quick start guide

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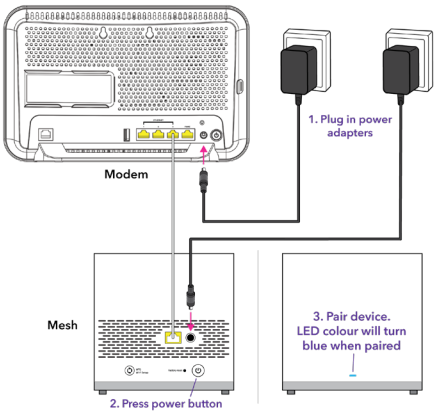
1 Set up your Smart Mesh with your Smart Modem

1.1 How to pair your Smart Mesh to your Smart Modem



Make sure your Smart Modem is connected first before you set up your Smart Mesh.

A. Plug your Smart Mesh into a working power outlet next to your Smart Modem. If you don't see a light check that the power button of the Smart Mesh is **ON**.

B. Connect the ethernet cable from your Smart Mesh to your Smart Modem.

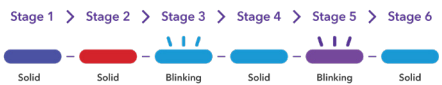
Note: Please refer to the LED indicator sequence diagram.

C. Wait for the light on your Smart Mesh to turn solid **BLUE**. This may take up to two minutes.

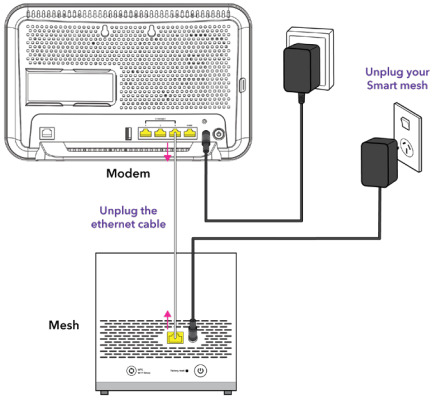
Note: If you have more than one Smart Mesh repeat the above steps for each mesh unit.

Your Smart Mesh is paired and ready to be moved to a different area.

LED Indicator Sequence



1.2 Where to place your Smart Mesh in your home or business

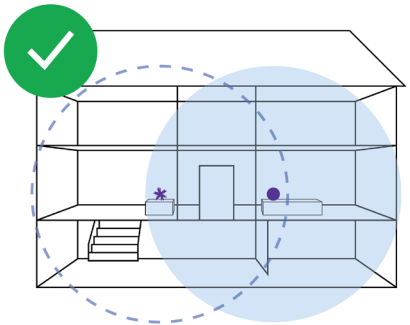


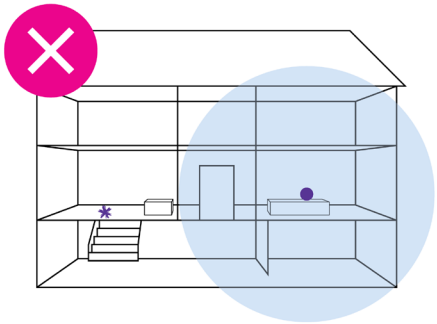
A. Unplug the ethernet cable from both devices and remove the Smart Mesh power adapter from the wall.

Note: Ethernet cable is not required to be plugged in once the unit is paired.

B. Move your Smart Mesh to an area around your home or business you want to improve Wi-Fi coverage.

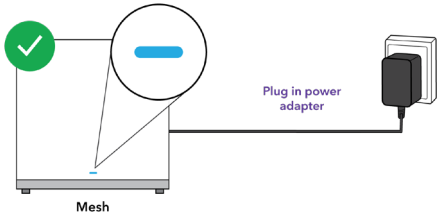
Note: Your Smart Mesh will need to be placed within the coverage area of your Smart Modem. Placing the mesh away from large metal objects, and up high (eg. on a book shelf) can help improve performance.

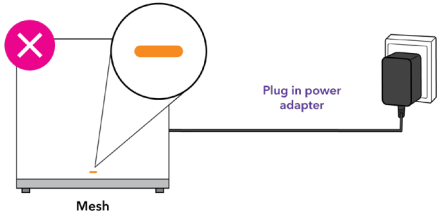


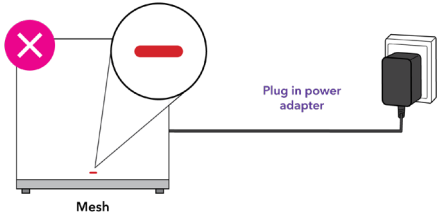


● Smart modem ✱ Smart mesh ● Modem coverage ◌ Mesh coverage

1.3 How to make sure your Smart Mesh receives a good signal







A. Plug your Smart Mesh into a power outlet - If you don't see a light, check that the power button is **ON**.

B. Wait for the light on your Smart Mesh to turn on. This may take up to 10 seconds.

Note: Please refer to the LED indicator sequence diagram.

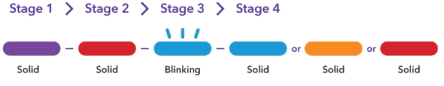
C. Check the light on your Smart Mesh, to make sure the mesh is in a suitable location:

Blue – It's receiving a reliable Wi-Fi signal. You're all set.

Orange – It's not receiving a reliable Wi-Fi signal. You'll need to move it closer to your modem or another Smart Mesh.

Red – It's not receiving Wi-Fi signal. You'll need to move it closer to your modem or another Smart Mesh.

LED Indicator Sequence



1.4 How to connect your devices to your new mesh Wi-Fi

New devices connecting to the mesh Wi-Fi

A. Turn on Wi-Fi from your device.

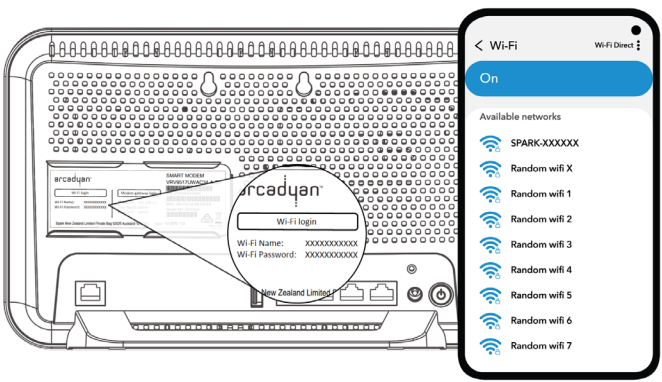
B. Select your Smart Modem's Wi-Fi name from the available Wi-Fi networks list.

C. Enter the Wi-Fi password to connect.

Note: Find the default Wi-Fi name and password on the back of your Smart Modem.

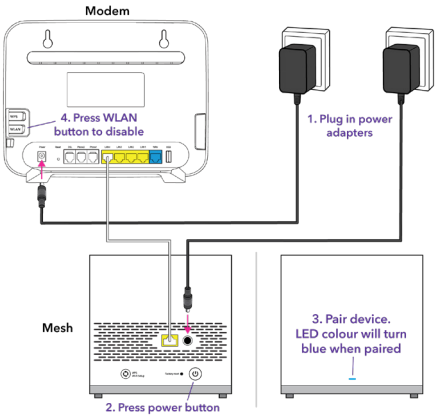
Devices already connected to your Smart Modem's Wi-Fi network

You're all set, your device(s) will automatically connect to your new mesh Wi-Fi.



2 Set up your Smart Mesh with other modems (stand-alone mode)

2.1 How to pair your Smart Mesh to your modem



Make sure your modem is connected first before you set up your Smart Mesh.

A. Plug your Smart Mesh into a working power outlet next to your modem - If you don't see a light check that the power button is **ON**.

B. Connect the ethernet cable from your Smart Mesh to your modem.

C. Wait for the light on your Smart Mesh to turn solid **BLUE**.

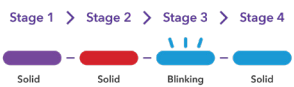
Note: Please refer to the LED indicator sequence diagram.

D. Disable the Wi-Fi on your current modem.

Note: Use the Wi-Fi (WLAN) button if your modem has one, or log in to your modem's setup page.

Your Smart Mesh is paired to your modem.

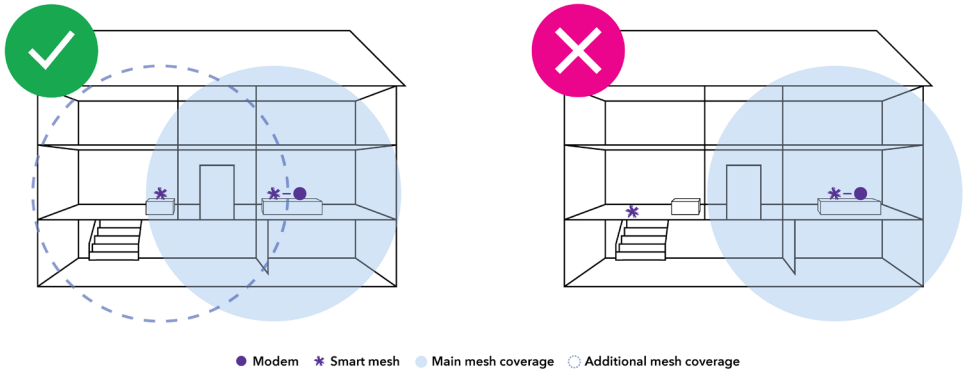
LED Indicator Sequence



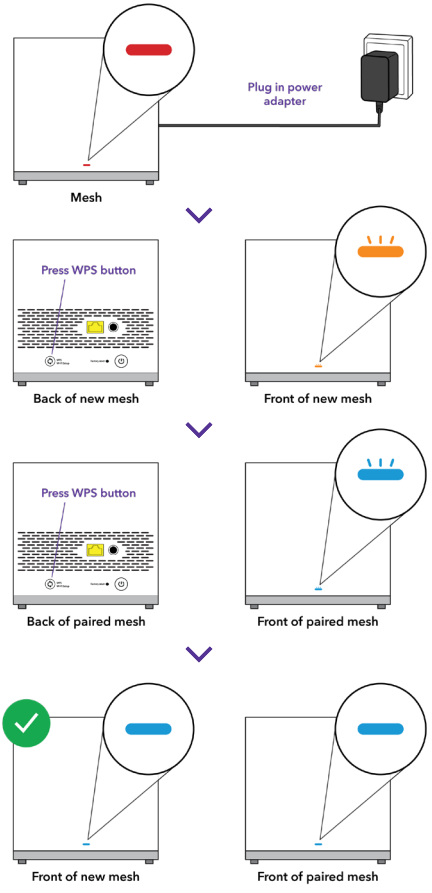
2.2 Where to place your Smart Mesh in your home or business

Move your additional Smart Mesh to an area around your home or business where you want to improve Wi-Fi coverage.

Note: Your Smart Mesh will need to be placed within the coverage area of your Smart Modem. Placing the mesh away from large metal objects, and up high (eg. on a book shelf) can help improve performance.



2.3 How to make sure your Smart Mesh receives a good signal



A. Plug your Smart Mesh into a power outlet.

B. Wait for the light on your Smart Mesh to turn **Red**. This may take up to two minutes.

Note: If you don't see a light check that the power button is **ON**.

C. Press the WPS button at the back of your new Smart Mesh, the light will start flashing **Orange**.

D. Return to your previously paired Smart Mesh and press the WPS button at the back of your paired Smart Mesh. The light will start flashing **Blue**.

E. Wait for the lights on both the Smart Mesh to turn solid **Blue**, this may take up to two minutes. If the light on the new mesh turns:

Solid **Red** - Repeat the steps with the new Smart Mesh closer to the paired Smart Mesh.

Solid **Orange** - Your Smart Mesh is paired, but is receiving a poor signal. Move the Smart Mesh closer to the paired Smart Mesh.

Your Smart Mesh units are ready to go!

2.4 How to connect your devices to your new mesh Wi-Fi

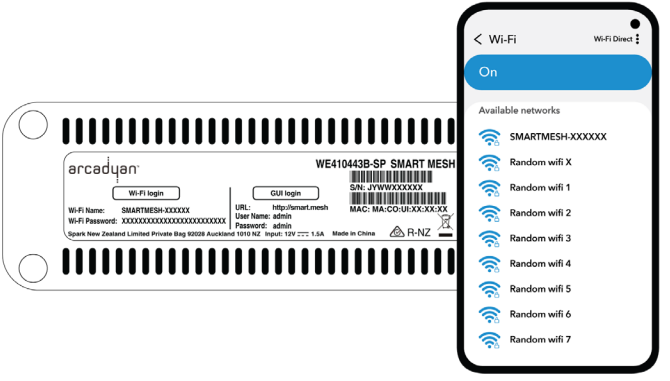
Devices connecting to the mesh Wi-Fi

A. Turn on Wi-Fi from your device.

B. Select your Smart Mesh Wi-Fi name displayed on the available Wi-Fi networks list.

C. Enter the Wi-Fi password to connect.

Note: You can find the default Wi-Fi name and password on the bottom of the main Smart Mesh. The main Smart Mesh is the one that is connected to your modem.



3 Personalise your new Wi-Fi network

3.1 Accessing the Smart Mesh setup page

New devices connecting to the mesh Wi-Fi

A. Open your device's internet browser, for example, Google Chrome, Safari or Mozilla Firefox.

B. Type **http://smart.mesh** in the address bar and press enter.

C. Sign in with the default credentials below:

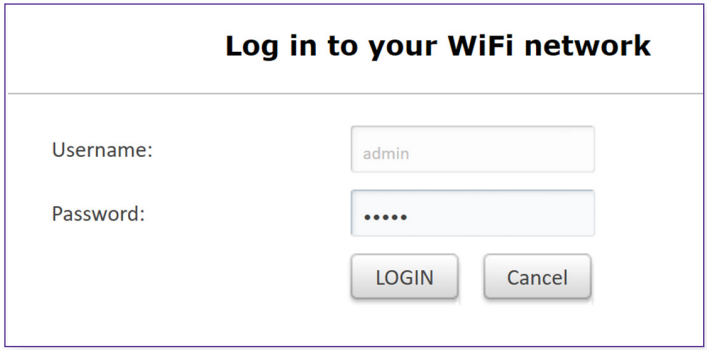
Username - admin
Password - admin

D. You'll be prompted to change the default password to enhance the security of your Wi-Fi network.

Note: If you're using the Smart Modem you'll be redirected to the Smart Modem's setup page. Smart Mesh will copy the Wi-Fi settings from your Smart Modem.

See figure 3.1

Figure 3.1



3.2 Changing the Wi-Fi name and password

You can change the default Wi-Fi name and password to your preferred settings.

A. Select **Settings** from the top menu tab

B. Select **Wireless** from the left-hand menu list

C. Delete the default **Network Name/SSID** and type your preferred Wi-Fi name

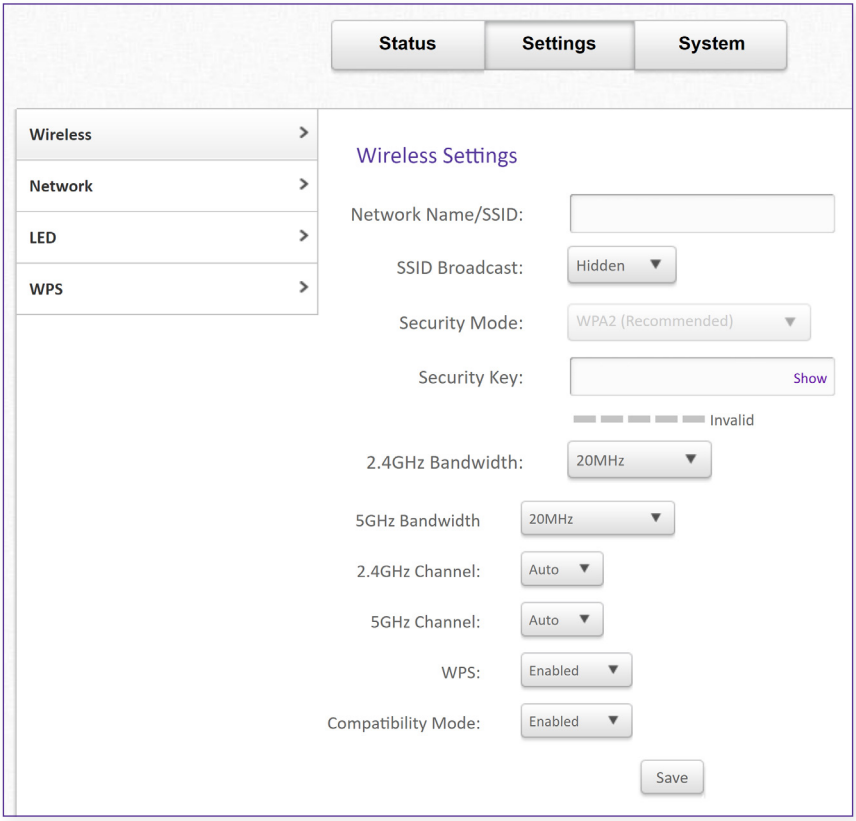
D. Delete the default **Security Key** and type in your preferred Wi-Fi password

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

Note: If you're using the Smart Modem you'll be redirected to the Smart Modem's setup page. You'll need to follow the Wi-Fi settings for the Smart Modem.

See figure 3.2

Figure 3.2


Status
Settings
System
Wireless
Network
LED
WPS
Wireless Settings
Network Name/SSID:
SSID Broadcast:
Hidden
Security Mode:
WPA2 (Recommended)
Security Key:
Show
Invalid
2.4GHz Bandwidth:
20MHz
5GHz Bandwidth
20MHz
2.4GHz Channel:
Auto
5GHz Channel:
Auto
WPS:
Enabled
Compatibility Mode:
Enabled
Save

3.3 Adjusting the brightness of the Smart Mesh LED light

New devices connecting to the mesh Wi-Fi

A. Select **Settings** from the top menu tab

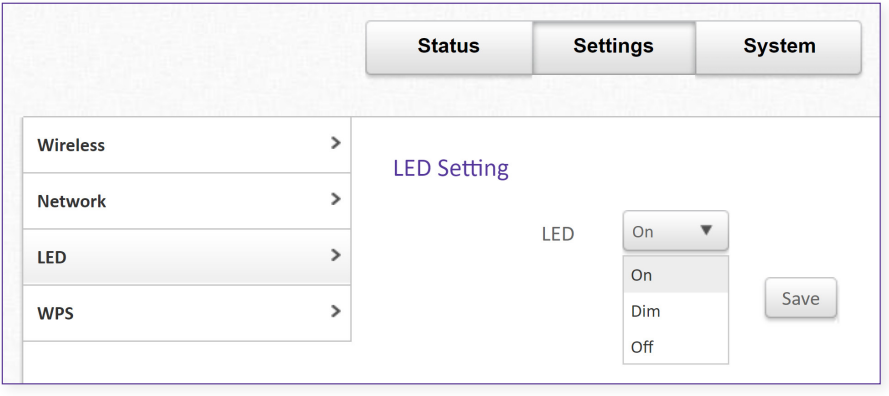
B. Select **LED** from the left-hand menu list

C. Choose from the list in the drop-down menu

D. Click Save to save the setting, this will adjust the brightness on all Smart Mesh on the network

Note: This feature is not available when using the Smart Modem.

Figure 3.3



4 Troubleshooting

4.1 Smart Mesh LED light descriptions

Before Smart Mesh is paired:

Status:	Colour:	Description:	What do I need to do?
OFF	-	Power is off	Turn on the Smart Mesh
ON	Solid Purple	Starting up	Do not turn off
	Flashing purple	• Firmware update in progress • Copying paired units Wi-Fi settings	Wait for the process to complete, do not power off the device
	Solid Red	No connection to access point	Pair the Smart Mesh
	Flashing Red	Factory reset in progress	Wait for the process to complete, do not power off the device
	Flashing blue	Pairing in progress	Wait for the process to complete, do not power off the device
		WPS downlink in progress	Press the WPS button on the other Smart Mesh
	Flashing orange	WPS uplink in progress	Press the WPS button on the previously paired Smart Mesh

After Smart Mesh is paired:

Status:	Colour:	Description:	What do I need to do?
OFF	-	Power is off	Turn on the Smart Mesh
ON	Red	No connection	Move the Smart Mesh closer to your Smart Modem or paired mesh
	Orange	Mesh is receiving poor signal	Try moving the Smart Mesh closer to your Smart Modem or paired mesh
	Blue	Mesh is receiving strong signal	-

4.2 Common issues

Connecting Smart Mesh to Smart Modem

Issues:	Possible reason:	How to fix:
My Wi-Fi is slow/dropping out	Incorrect setup	Move the Smart Mesh to an area with a better Wi-Fi signal strength. Ensure the light is solid Blue.
Smart Mesh loses connection when I disconnect the ethernet cable	Incorrect setup	Make sure the pairing process is completed before disconnecting the cable.

Connecting Smart Mesh to other modeams (stand-alone mode)

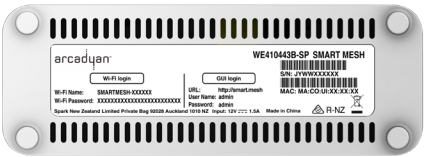
Issues:	Possible reasons:	How to fix:
My Wi-Fi is slow/dropping out	Incorrect setup	• Disable the Wi-Fi from your existing modem. • Move the Smart Mesh to an area with a better Wi-Fi signal strength.
I can't find the Smart Mesh Wi-Fi name on my device.	• Outside of Wi-Fi coverage • Trying to connect to the wrong Wi-Fi (Secondary Smart Mesh)	• Move within Wi-Fi coverage range of your Smart Mesh. • Connect to the main Smart Mesh's Wi-Fi.
LED light is too bright	-	Go to section 3.4 of this guide to adjust the brightness of the LED light.

4.3 Mesh imagery

Front

Back

Bottom



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 www.spark.co.nz/contactus to chat or book a call with us.

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