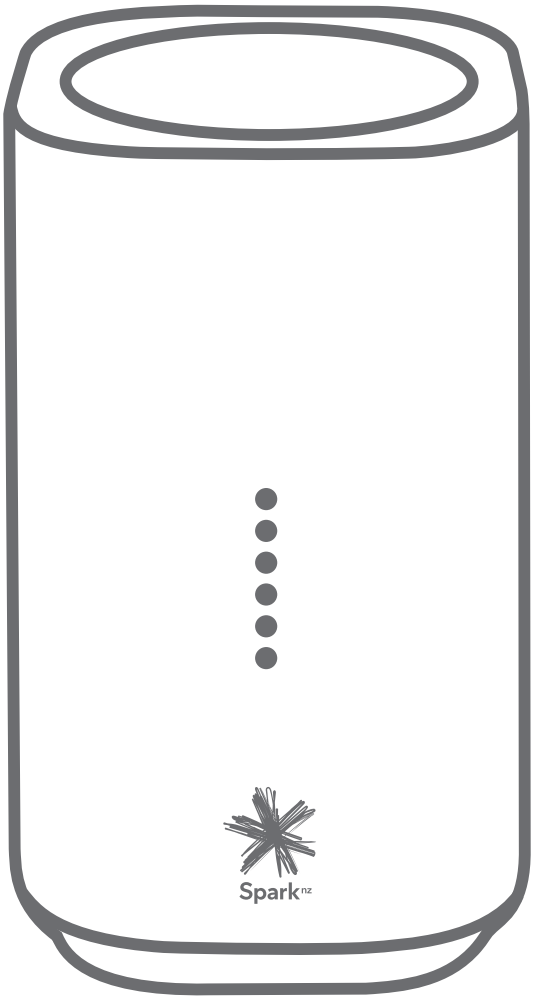
Spark nz

Quick Start Guide



5G SMART MODEM

Let's get your 5G Smart Modem connected for your home or business.

SPA5616-5G-SmartModemLaunch-QSG-200x225mm.indd 1 15/07/20 2:53 PM

SPA5616-5G-SmartModemLaunch-QSG-200x225mm.indd 1 15/07/20 2:53 PM

Contents

1 Set up your Spark modem on 5G/4G LTE **3**

1.1 How to connect your modem to power 3

2 How to connect your devices **4-6**

2.1 Wireless devices (WiFi) 4

2.2 Wired devices (Ethernet) 5

2.3 How to connect your landline on your Wireless connection 6

3 Personalise your modem settings **7-8**

3.1 Accessing the modem's web interface 7

3.2 Changing the WiFi name and password 8

4 Troubleshooting **9-13**

4.1 Check and fix your internet using the Spark App 9

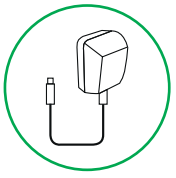
4.2 What do the lights mean? 10

4.3 Common issues 13

Hold onto this booklet as you may need to refer back to it

1 Set up your Spark modem on 5G/4G

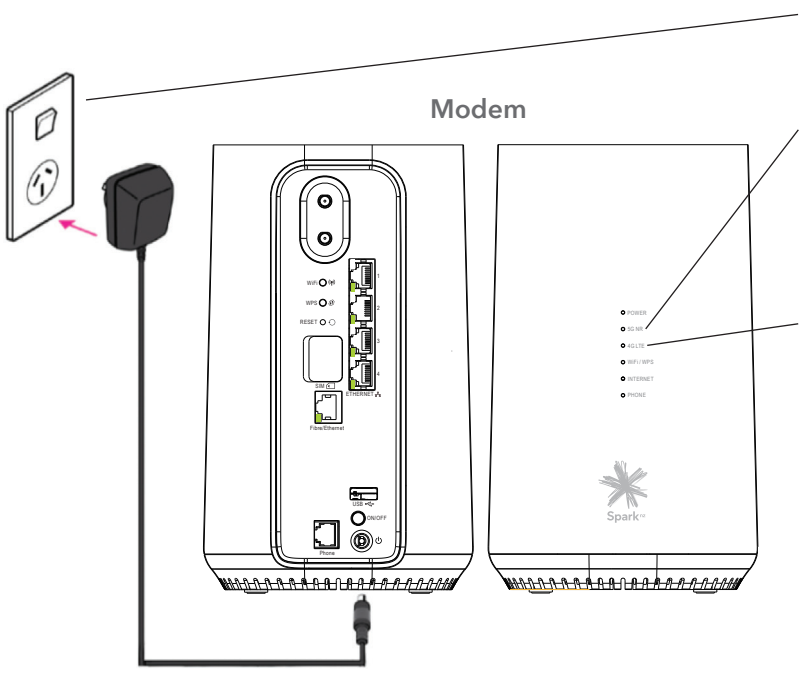
Things you'll need from the box



Power supply unit

Modem

1.1 How to connect your modem to power



A. Plug the modem into a power supply.

B. Wait for the 5G NR light to display, for optimal performance ensure the light is **green**.

C. For 4G mobile connectivity, wait for the 4G LTE light to display, for optimal performance ensure the light is **green**.

NOTE: You may need to move your modem closer to the window for a better signal.

SPA5616-5G-SmartModemLaunch-QSG-200x225mm.indd 3 15/07/20 2:53 PM

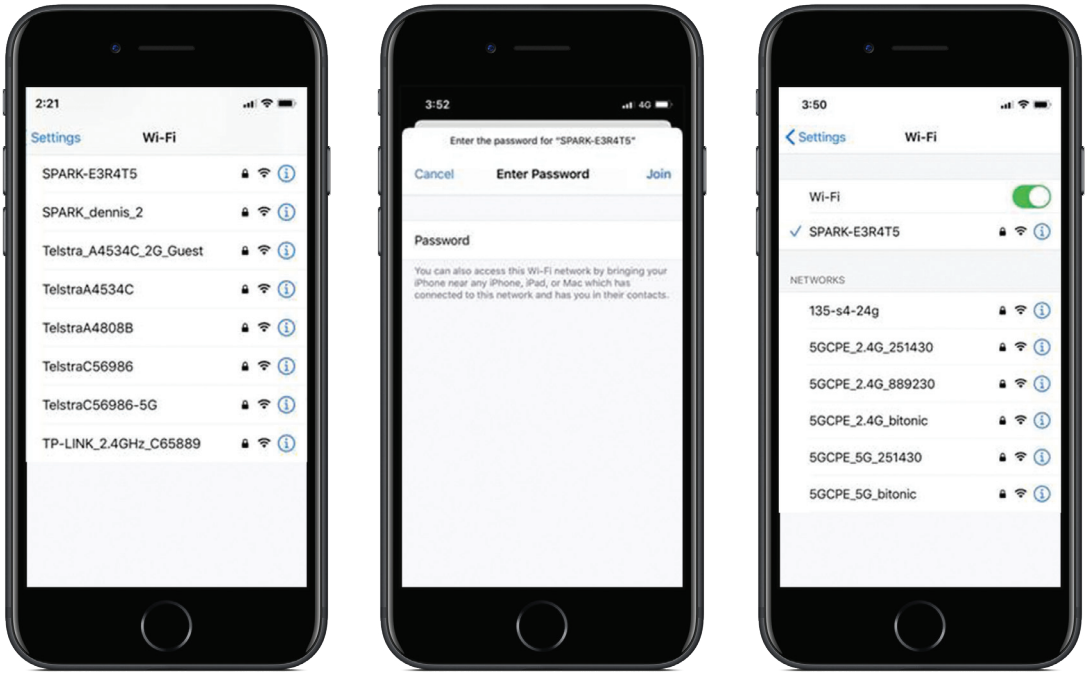
2 How to connect your devices

2.1 Wireless devices (WiFi)

From your devices WiFi menu select the matching WiFi name, then enter the WiFi password to connect.

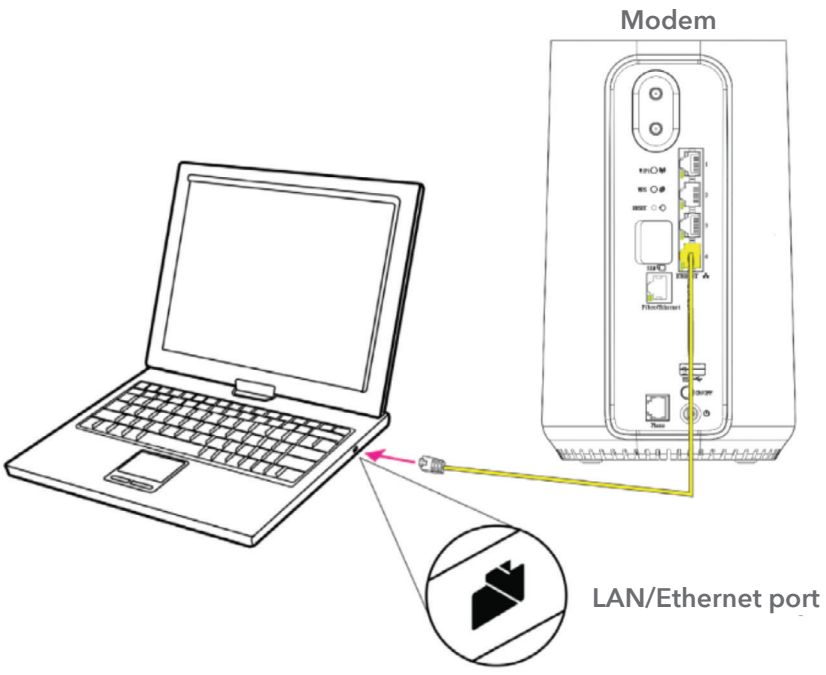
NOTE: You can find the default WiFi name and password located underneath the modem.

You will need these details each time you set up a new device, so make sure the modem is easily accessible or you have the details somewhere handy.

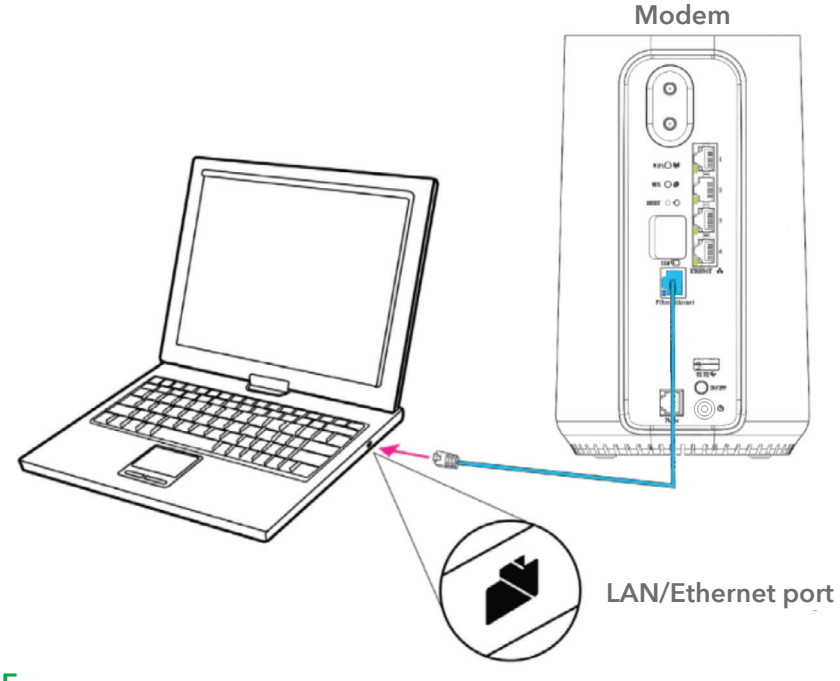


SPA5616-5G-SmartModemLaunch-QSG-200x225mm.indd 4 15/07/20 2:53 PM

2.2 Wired devices (Ethernet)



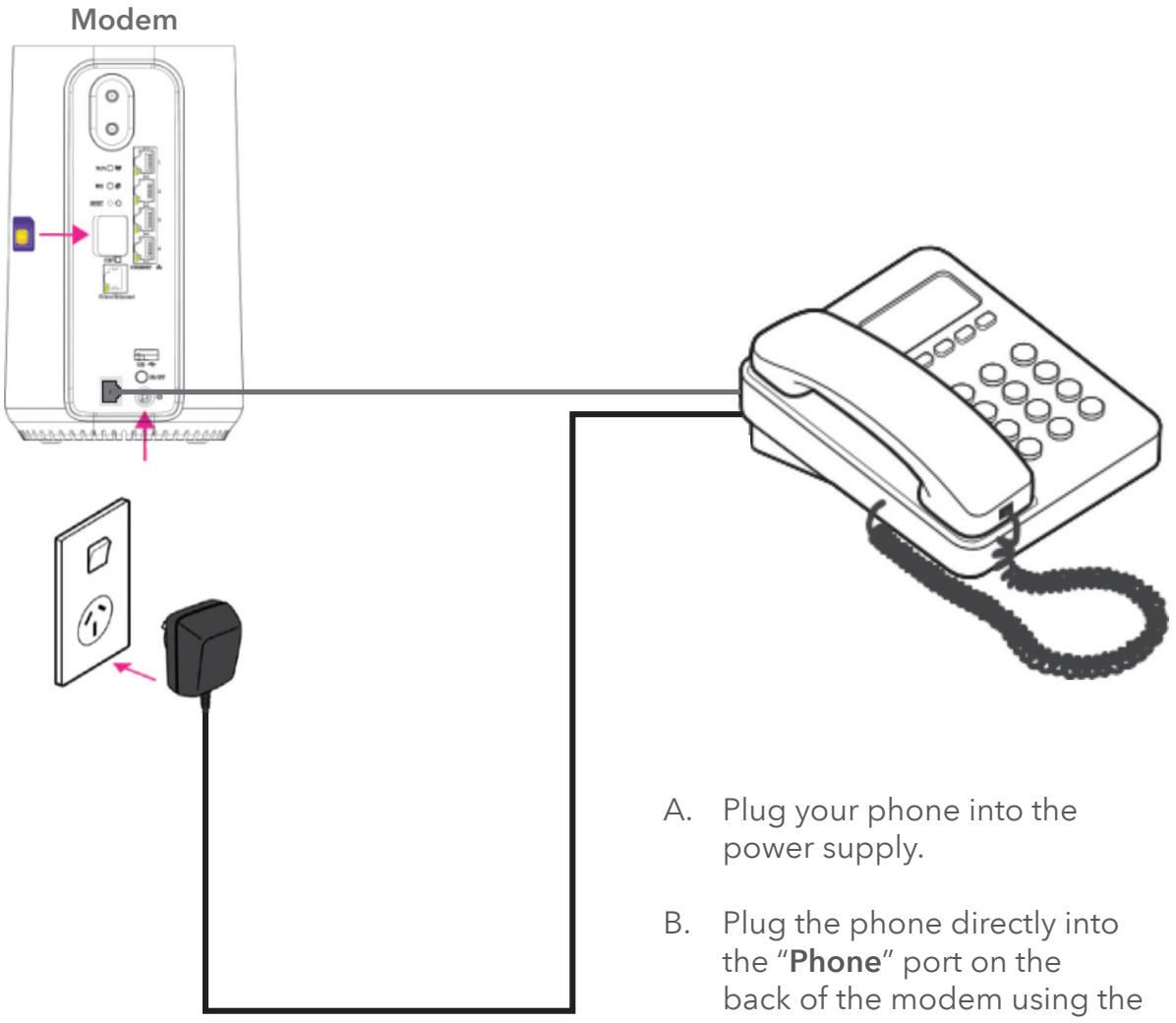
Connect one end of the **yellow** ethernet cable to the modem's "**Ethernet**" port and the other to your device's "**Ethernet**" port.



For a higher throughput connection, connect to the **blue** 2.5 Gigabit Fibre/Ethernet port.

SPA5616-5G-SmartModemLaunch-QSG-200x225mm.indd 5 15/07/20 2:53 PM

2.3 How to connect your landline on your Wireless connection



A. Plug your phone into the power supply.

B. Plug the phone directly into the "**Phone**" port on the back of the modem using the **grey** cable.

SPA5616-5G-SmartModemLaunch-QSG-200x225mm.indd 6 15/07/20 2:53 PM

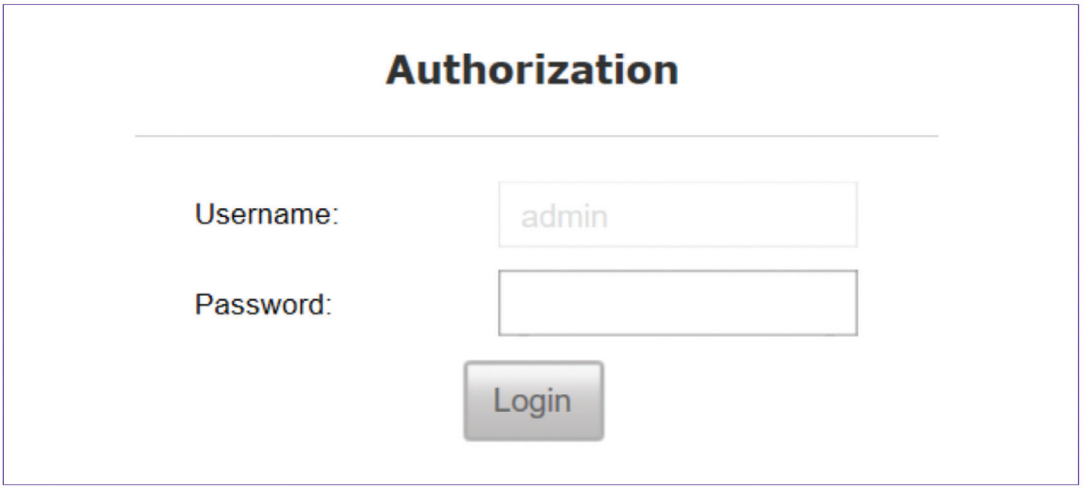
3 Personalise your modem settings

3.1 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.

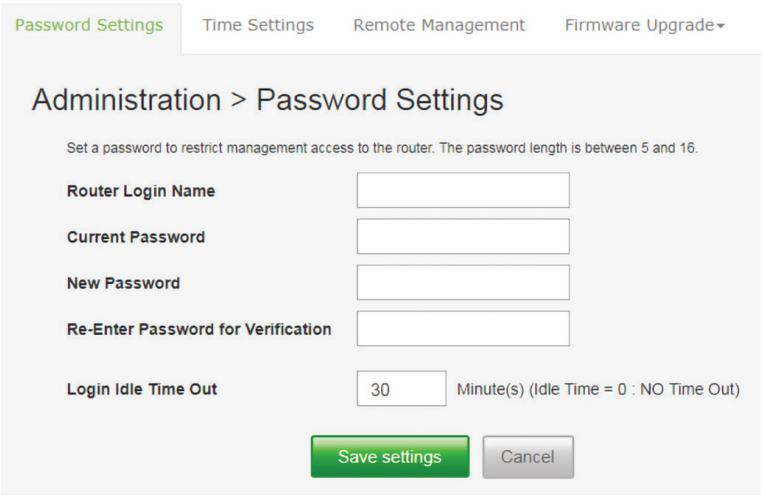
C. Sign in with the default credentials below:
Username - admin
Password - admin



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

See next page 8.

SPA5616-5G-SmartModemLaunch-QSG-200x225mm.indd 7 15/07/20 2:53 PM



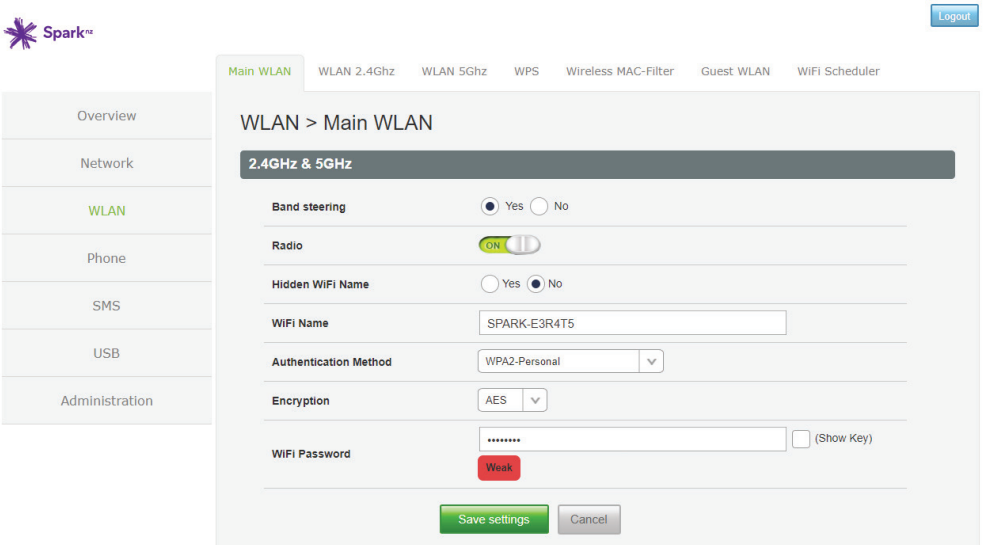
3.2 Changing the WiFi name and password

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

B. Replace the default WiFi name with your preferred name.

C. Replace the default WiFi password with your preferred password.

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



SPA5616-5G-SmartModemLaunch-QSG-200x225mm.indd 8 15/07/20 2:53 PM

4 Troubleshooting

4.1 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 is causing the issue
- Guide you through setup related issues
- Connect you to our Chat agents if you need further assistance

To download the app, simply visit the Apple App Store or Google Play Store and search “Spark NZ”.

SPA5616-5G-SmartModemLaunch-QSG-200x225mm.indd 9 15/07/20 2:53 PM

4.2 What do the lights mean?

Power Behaviour	Description
No light	Modem is not connected to power.
Solid green	Modem is on.

5G NR Behaviour	Description
No light	Modem is not connected to the 5G NR mobile link.
Solid green	The signal strength is good.
Solid blue	The signal strength is fair.
Solid red	The signal strength is poor. The position of the 5G Smart Modem can greatly influence the WiFi signal. Ensure you follow these tips: • Where possible, place your modem up high. • Dense obstacles such as walls, floors, ceilings, hot water cylinders, aquariums etc. limit WiFi performance and range. • Don't place the modem near electronic devices such as microwave ovens, cordless phones or wireless transmitters like baby or room monitors – these can cause interference of your WiFi signal. • Don't place the modem in an enclosed space such as a cupboard, under or behind a desk or large items of furniture. • If you want your WiFi coverage over a large area, try a WiFi extender or similar product.
Flashing green	Modem firmware is being upgraded.
Flashing red (fast)	SIM failure, account set-up issue, or no PIN (both 4G & 5G will flash in this scenario).
Flashing blue	Network connecting (both 4G & 5G will flash in this scenario).

SPA5616-5G-SmartModemLaunch-QSG-200x225mm.indd 10 15/07/20 2:53 PM

4G LTE Behaviour	Description
No light	Modem is not connected to the 4G LTE mobile link.
Solid green	The signal strength is good.
Solid blue	The signal strength is fair.
Solid red	The signal strength is poor.
Flashing green	Modem firmware is being upgraded.
Flashing red (fast)	SIM failure, account set-up issue, or no PIN (both 4G & 5G will flash in this scenario).
Flashing blue	Network connecting (both 4G & 5G will flash in this scenario).

WiFi/WPS behaviour	Description
No light	WiFi is off.
Solid green	WiFi is on.
Flashing green	• Modem firmware is being upgraded. • 2.4G/5G WiFi function ON and WPS active (duration 120 sec).
Flashing green (fast)	• 2.4G/5G WiFi function ON and WPS timeout/failure (duration 5 sec).

SPA5616-5G-SmartModemLaunch-QSG-200x225mm.indd 11 15/07/20 2:53 PM

Internet LED Behaviour	Description
No light	Modem is not connected to the internet.
Solid green	Modem is connected to the internet.
Flashing green	Modem firmware is being upgraded.

LAN Ethernet LED Behaviour	Description
No light	No Ethernet LAN connection.
Solid green	Ethernet LAN connection has been established.
Flashing green LAN port	The Ethernet LAN port on the back of the modem is sending or receiving data.

Phone Behaviour	Description
No light	No phone link.
Solid green	Your phone account registration was completed successfully. Phone link is up and connected.
Flashing green	• Your phone account registration was completed successfully. The phone is off-hook, i.e. call in progress. • Modem firmware is being upgraded.

SPA5616-5G-SmartModemLaunch-QSG-200x225mm.indd 12 15/07/20 2:53 PM

4.3 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 • SIM Card is not inserted correctly	• Check the cables are connected securely • Restart your modem • Check that SIM card is inserted correctly and securely
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	• Restart your modem
I cannot connect my device to the WiFi	• Poor WiFi signal strength • Issue with the device • Exceeds the maximum number of devices on connected on WiFi	• Restart your modem • Ensure the WiFi on the modem is switched on • Restart your device • Check your WiFi username and password

Need assistance?

If you are still having issues.
Go to **spark.co.nz/help** to chat or book a call.

Download the app

GET IT ON Google Play

Download on the App Store

SPA5616

SPA5616-5G-SmartModemLaunch-QSG-200x225mm.indd 15 15/07/20 2:53 PM