



# LET'S GO

## GET YOUR MODEM

### UP AND RUNNING



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# 1. Preparation

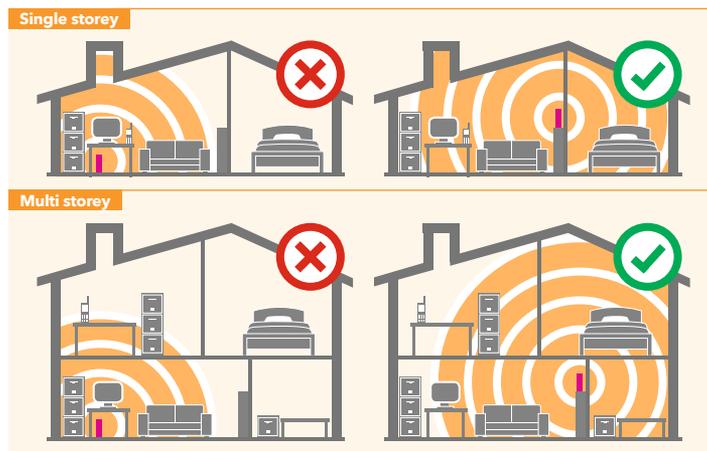
## 1.1 Where to put your modem

- Place the modem on a flat surface and ensure the modem is not covered by anything and has adequate ventilation at all times.
- Always keep the back of your modem out of public view as the sticker on the back of the modem has your WiFi network and password details.

## 1.2 Optimise your WiFi signal

- WiFi signal strength and range is dependent on physical and environmental factors outside of Spark's control. The following tips will help you optimise your WiFi signal:

### Tips on modem placement:



- Dense obstacles such as walls, floors, ceilings, hot water cylinders, aquariums etc. limit WiFi performance and range.
- Do not place the modem near electronic devices such as microwave ovens, cordless phones or wireless transmitters like baby or room monitors.

- Do not place the modem in an enclosed space such as a cupboard, under or behind a desk or large item of furniture.
- Where possible place your modem up high for better WiFi performance.
- If you have WiFi coverage issues, you can opt to purchase products such as WiFi range extenders.

## 1.3 Equipment check

Let's check everything is here. You should have:

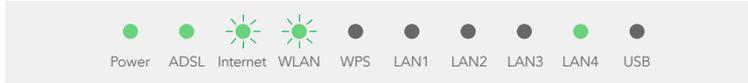




# 3. Connect to the internet

Wait 5 minutes after plugging it all together then check the lights.

## 3.1 What do the lights mean?



Internet light should be GREEN and blinking, WLAN light should be GREEN and steady or blinking. ADSL and Power and a LAN light (if using yellow LAN port) should be GREEN and steady.

If the lights don't look like this, and you have waited 5 minutes since plugging it all together, look at 'Troubleshooting' on page 8.

Once the lights are displaying correctly, open a web browser (such as Internet Explorer, Firefox, Safari or Chrome) and go to [spark.co.nz/broadbandsetup](http://spark.co.nz/broadbandsetup) or any other web page to test your connection.

## 3.2 Access free premium services

As a valued Spark customer, you can access a range of free and exclusive premium services including:

- 1. **Spark Security Suite** powered by McAfee to protect your computer from Internet threats (worth over \$95 a year). Available for Microsoft Windows computers only. Your free licence allows you to install McAfee on up to 5 Windows computers.
- 2. **Get a free Xtra Mail account**, powered by SMX, New Zealand's leading email security company, with selected Spark broadband plans.

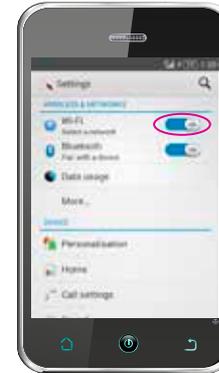
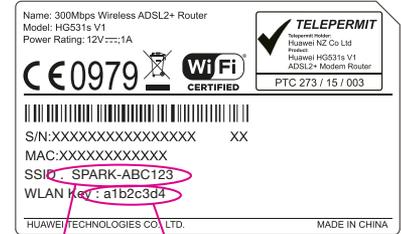
Visit [spark.co.nz/security](http://spark.co.nz/security) to find out more.

Don't forget to register for the Broadband Usage Meter so you can keep track of how much data you've used at any time during the month.

Visit [spark.co.nz/myaccount](http://spark.co.nz/myaccount) to find out more.

## 3.3 How to connect a mobile, tablet or other wifi capable device

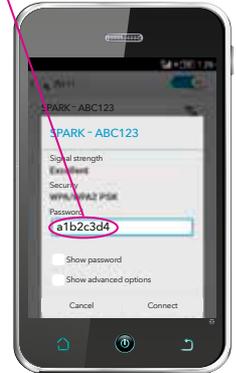
After you make sure you can connect to the internet via your modem (see previous page), then you can connect your other devices via WiFi.



1. Go to 'Settings' and turn on WiFi on your device.



2. Select the WiFi network that matches the sticker on the back of your modem.



3. Enter the password.

**Tip:** If you select the 'remember me' or 'connect automatically' option, your device will automatically connect to this WiFi network when you're in range.

## 3.4 How to connect using WPS

You can also connect to WiFi using WPS (WiFi Protected Setup) enabled devices. Check out the instructions for your modem at [spark.co.nz/help](http://spark.co.nz/help).

## 4. Troubleshooting

| Problem  | Possible reasons  | How to fix  |
|--|---|---|
| ADSL light is blinking   | No connection from your modem to your phone line.<br><br>There could be a problem with the broadband equipment or your line.  | Check the modem and phone line are connected.<br><br>Turn the modem off for 30 seconds then on again (and wait 5 minutes for connection to establish).<br><br>If you have a landline, check that it is working. If not you may have a line fault and need to contact Spark.   |
| Internet light is off or I can't browse the internet   | There is no access from your modem to the internet - this could be because: <ul style="list-style-type: none"> <li>Provisioning of your service may not have been completed.</li> <li>There is a problem with the broadband network.</li> <li>Incorrect password on your modem.</li> <li>There is a problem with your account.</li> </ul> | Check the date Spark has advised that your service will be connected.<br>Check you have waited 5 minutes since plugging it all together.<br><br>Turn the modem off for 30 seconds then on again (and wait 5 minutes for connection to establish).<br><br>Check you have correctly input your modem password, including upper or lower case letters. |
| I can't find the WiFi network name on my mobile or tablet<br><br>The WLAN light on my modem is off | The modem WiFi is turned off.   | To turn WiFi on, press the WLAN button on the side of the modem for 2-3 seconds (until the light comes on).    |
| My connection or WiFi was working but it keeps dropping  | There could be a problem with your line.<br><br>There could be a problem with the WiFi drivers on the device you are using. (e.g. computer or laptop).  | Turn the modem off for 30 seconds and then on again (and wait 5 minutes for the connection to establish).<br><br>Check your device manufacturer's website for any updates to WiFi drivers.  |
| My WiFi is slow  | Many factors can affect WiFi performance - such as: <ul style="list-style-type: none"> <li>Speed of internet connection.</li> <li>Number and specifications of WiFi devices connected.</li> <li>Your home layout.</li> <li>Location of modem.</li> <li>Interference from other devices.</li> </ul>  | Check out <a href="http://spark.co.nz/wifiathome">spark.co.nz/wifiathome</a> for more information on WiFi performance and how to improve it.  |

### What the lights mean

| Indicator     | Expected state | Description   |
|---------------|----------------|---|
| Power         | Steady green   | Power is on.  |
| ADSL          | Blinking green | ADSL connection is being activated.   |
|               | Steady green   | ADSL connection has been set up & activated.  |
| Internet      | Blinking green | Modem is connected to the internet, and data is being transmitted.  |
|               | Steady green   | Modem is connected to the internet, but no data is being transmitted.   |
|               | Off            | Modem is not connected to the internet (or is in bridge mode - see Troubleshooting or user guides for more info on bridge mode).                                    |
| WLAN          | Blinking green | WiFi network is set up, and data is being transmitted.  |
|               | Steady green   | WiFi network is set up, but data is not being transmitted.  |
| WPS           | Blinking green | Modem is trying to connect to a WiFi device. When WPS button is pressed, WPS light will blink for up to 2 minutes.  |
|               | Steady green   | Modem is connected to a WiFi device using WPS (light will stay on for up to 5 minutes).   |
| LAN 1 - LAN 4 | Blinking green | A LAN port (yellow ports on back of modem) is connected to a Ethernet device (e.g. Computer) with a network cable (yellow cable), and data is being transmitted.    |
|               | Steady green   | A LAN port (yellow ports on back of modem) is connected to a Ethernet device (e.g. Computer) with a network cable (yellow cable), and no data is being transmitted. |
| USB           | Blinking green | Modem is connected to a USB device, and data is being transmitted.  |
|               | Steady green   | Modem is connected to a USB device, but no data is being transmitted.   |

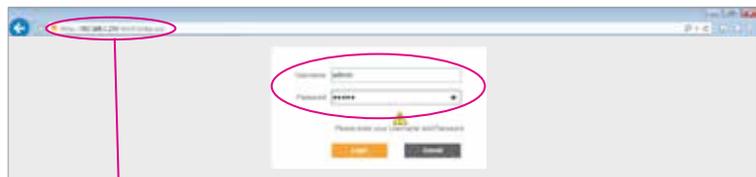
If you've tried these fixes and the problem persists visit [spark.co.nz/help](http://spark.co.nz/help) or call Spark on **0800 225 598**

## 5. Useful information

### Increase your modem security by changing WiFi name & password

You can do this by logging in to your modem.

### How to log into your modem to check or change settings



Enter **192.168.1.254** into a browser on your computer/mobile/tablet.

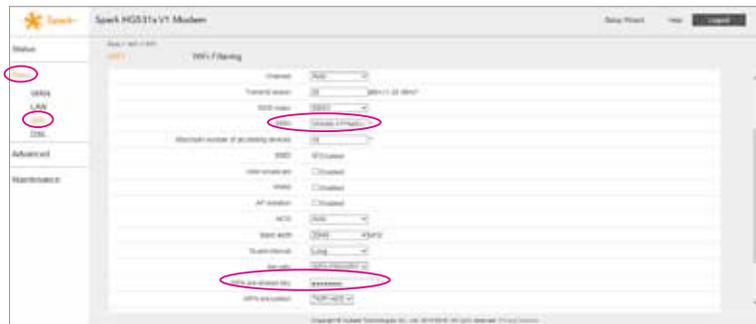
Enter the default modem settings to log in as the administrator:

The default username = admin | The default password = admin

To protect against unauthorised access, change your default password after the first login.

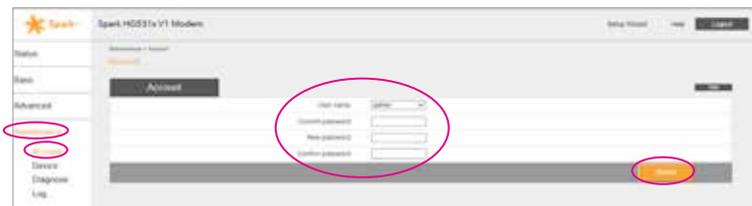
**Tip:** You can use the menu options to change other modem settings.

### Change your WiFi name and password



1. Select **Basic**, then **WiFi**.
2. Enter the name for your WiFi network in the **SSID** box.
3. Enter your password in the **WPA pre-shared key** box.  
Remember: if you factory reset the modem, these settings will revert to what's on the label on the back of the modem.
4. Then select **Submit** at the bottom of the page.

### Change your password to log into your modem



Click on **Maintenance** from the menu on the left hand side, then **Account**. Insert your new password, and click **Submit** to save these settings. Remember: if you factory reset the modem, these settings will revert to:

Username: admin | Password: admin

### How to factory reset your modem

**WARNING!** A factory reset restores the modem to the default settings - all remembered WiFi connections and any user customisations such as your own WiFi name and password are erased.

Most users should only perform a factory reset when you are directed to by Spark.

To factory reset your modem, do the following:

1. While the modem is turned on, insert a paper clip into the reset hole on the side, press down for 8 to 10 seconds until all the modem lights turn off, then release.
2. The modem will reset and then restart. This can take up to 5 minutes for the connection to establish.
3. After a factory reset, you must manually reconnect each WiFi device and re-do any customisations.



