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### 3.1. Configuring Telstra Smart Modem™ Gen 2 Using the Control Panel (GUI)

The Modem Control Panel can be accessed through your internet browser via an Ethernet or Wi-Fi connection using the Telstra default IP address **192.168.0.1** or by loading the default IP address **http://mymodem**. This will bring up the Login screen (Figure 12) and from here you will be able to configure the Telstra Modem to meet your requirements.

To access the Control Panel you need to login with the following details:

- Username: admin
- Password: telstra

Then click **Sign In**.

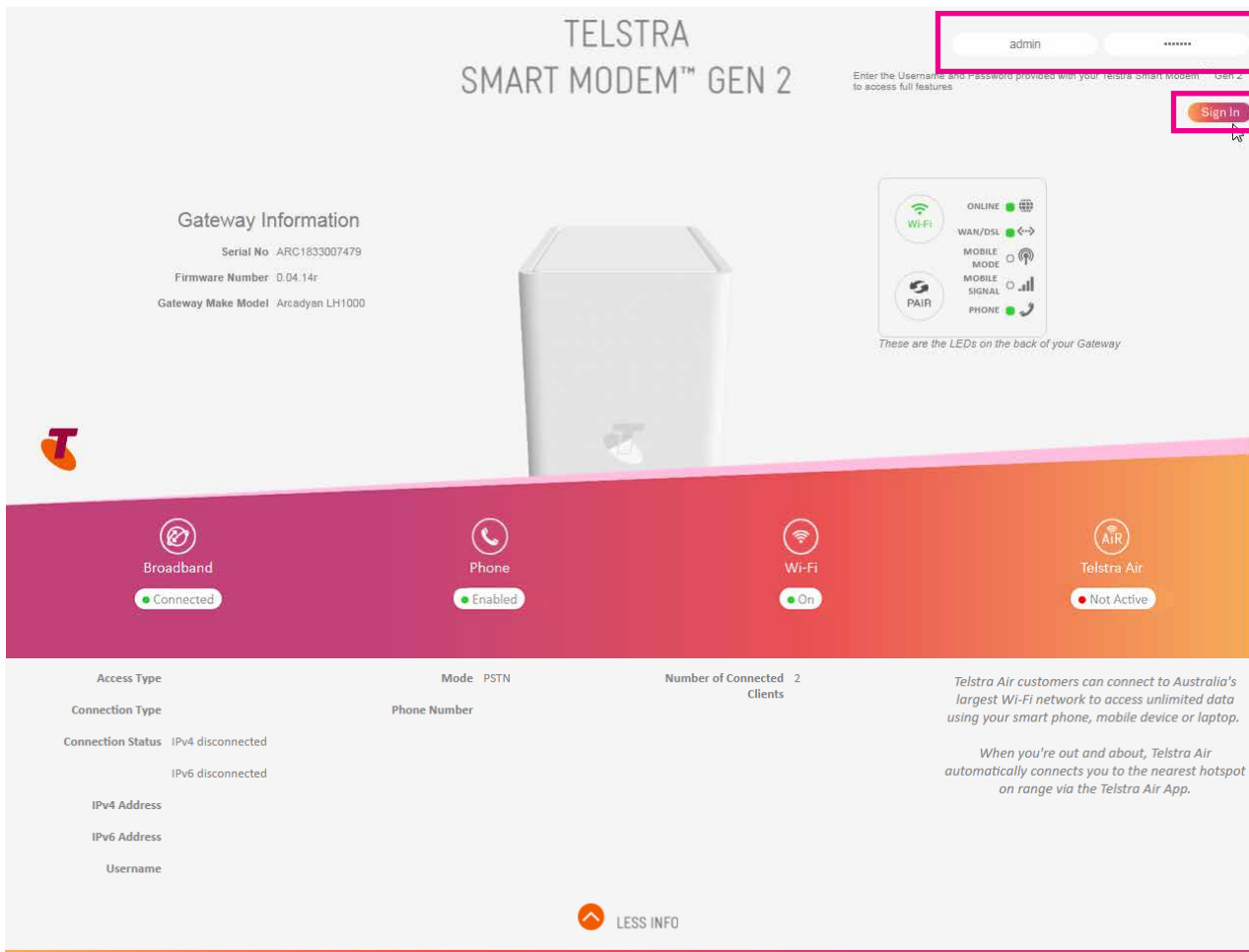


Figure 12: Modem Control Panel Login

The Control Panel has two main menu types, **Basic** and **Advanced**.

### Control Panel Basic Menu

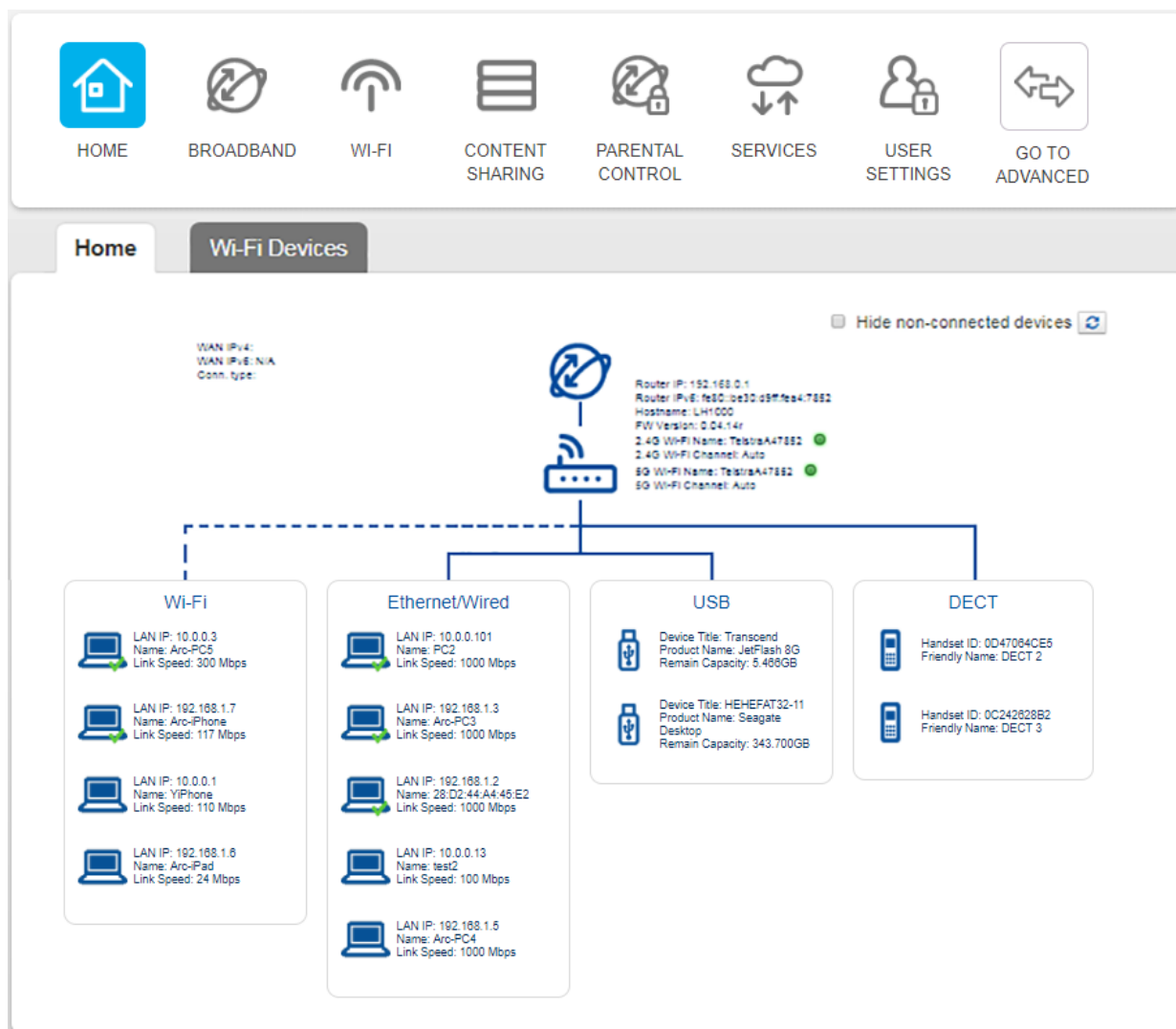


Figure 13: Control Panel Basic Menu

## Control Panel Advanced Menu

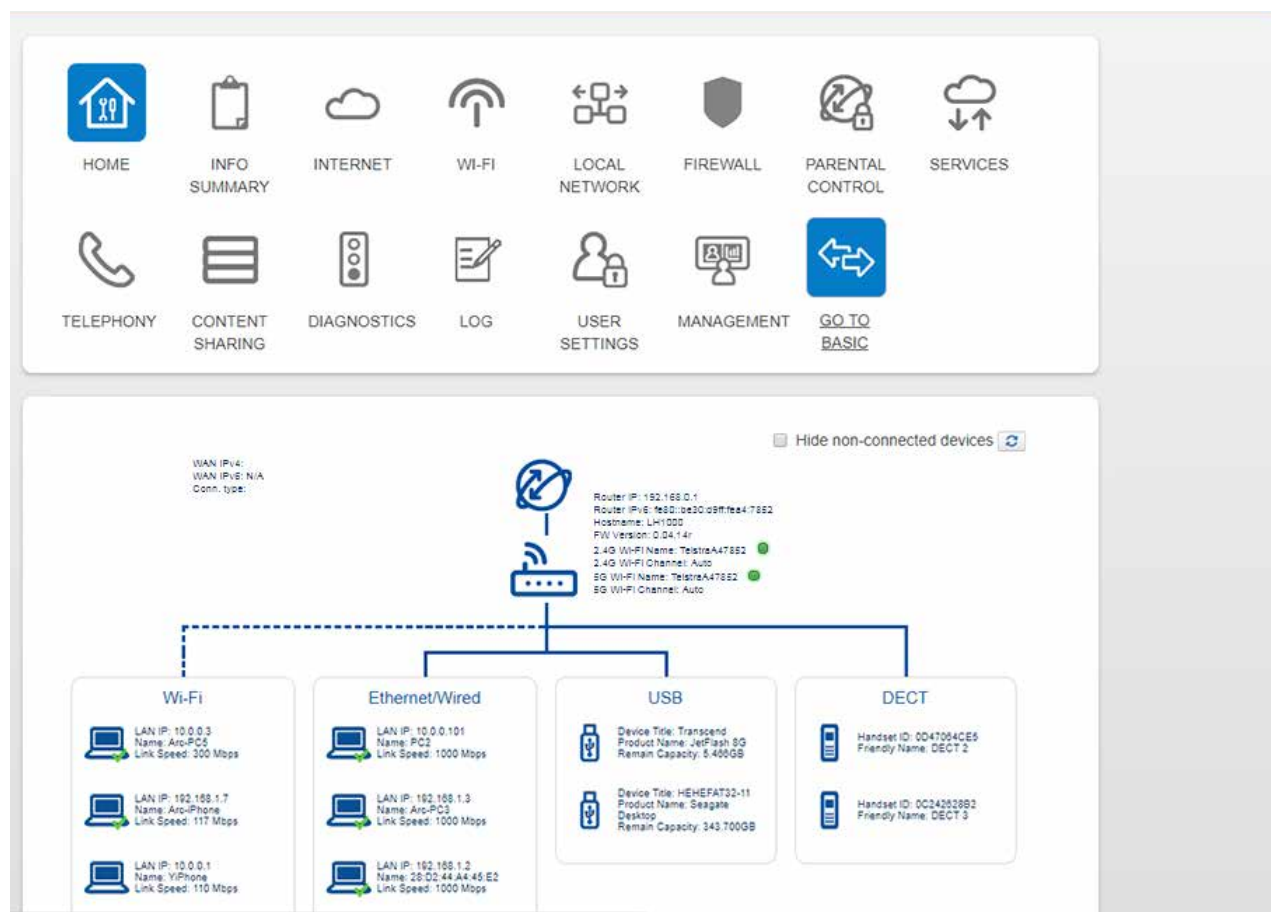


Figure 14: Control Panel Advanced Menu

From each of these menus you will be able to view sub-menus which will provide current details about the device and also give you the ability to configure changes where appropriate.

There are a number of configuration items you can change to manage security, connected devices and update your connection details. This section provides instructions to complete:

- Changing your Modem login password.
- Customizing your Internet (WAN) connection.
- Customizing your Wi-Fi settings to connect new or existing devices.
- Setting up voice calling on your Modem.
- Connecting devices to your Modem.
- Setting up a mobile broadband back up device.

## 3.2. Changing Your Modem Login Password

As a security measure you may wish to change your Control Panel username and password settings. This provides an additional layer of security for your network. You can follow the steps below to complete this process.

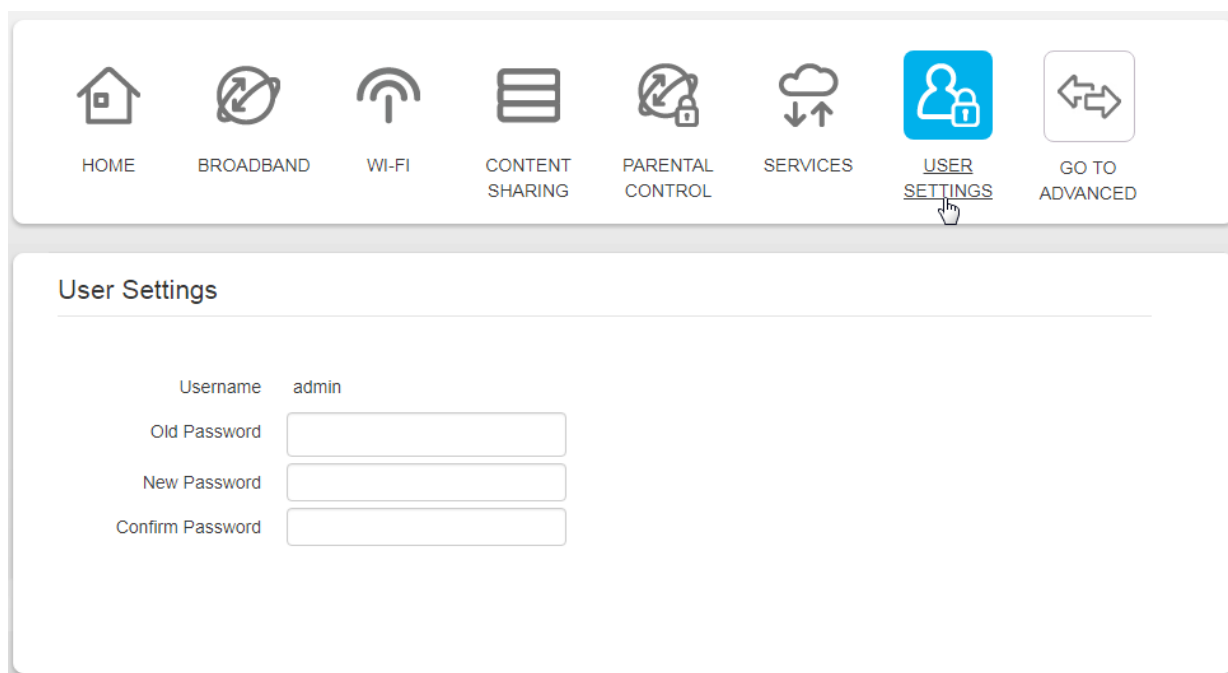
To access the Modem Control Panel page, go to **192.168.0.1** in your browser and navigate to **HOME>USER SETTINGS**.

### Important Note:

If your new Modem password is lost, you will need to reset the device and complete the initial configuration again. **ADSL users:** Before you reset the Modem ensure you also have your ADSL log in details to assist with reconnection to the Internet.

Complete the following steps to update your password in this process:

- Enter the old password in the **Old Password** field (the default password is **telstra**).
- Enter your new password into the **New Password** and **Confirm Password** fields.
- Click **Save** to confirm these changes.



The screenshot shows the 'User Settings' page in the modem's control panel. At the top, there is a navigation menu with icons and labels for: HOME, BROADBAND, WI-FI, CONTENT SHARING, PARENTAL CONTROL, SERVICES, **USER SETTINGS** (highlighted with a blue background and a mouse cursor), and GO TO ADVANCED. Below the menu, the 'User Settings' section contains a form with the following fields: Username (pre-filled with 'admin'), Old Password (empty text box), New Password (empty text box), and Confirm Password (empty text box).

Figure 15: Basic Menu Set Password Screen

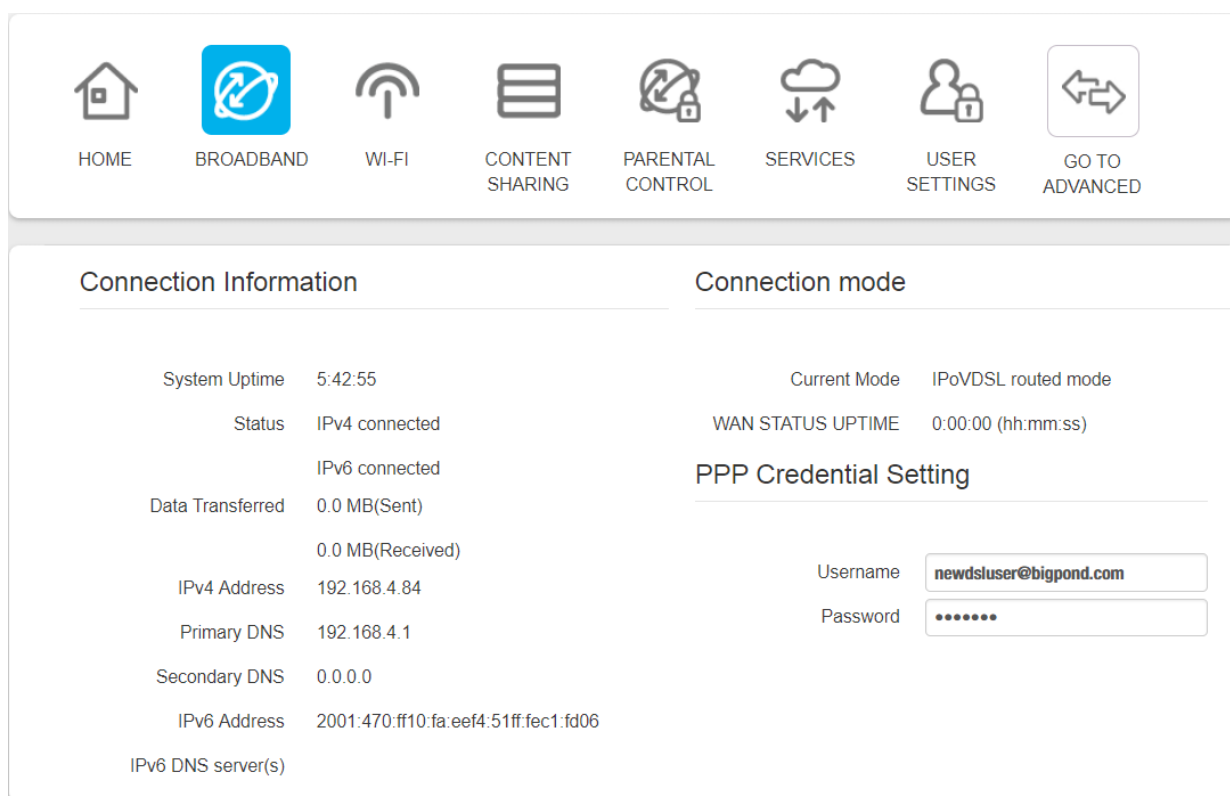
### 3.3. Customizing Your LAN/WAN Settings

If your credentials change (for example if you have moved to new premises) you may need to update your username and password details for your ADSL connection. You may also need to change your connection type, if you switch from ADSL to an NBN service. The following steps provide you with an overview of how to complete these changes.

#### 3.3.1 DSL – Connection and Username/Password

To configure the ADSL connection you will need to enter your Username and Password into the Telstra Modem Control Panel.

- To access the Modem Control Panel page, go to **192.168.0.1** in your browser and navigate to **GO TO BASIC>BROADBAND**.
- Enter your PPPoE **Username** (provided by your ISP) and case sensitive **Password** into the correct fields and click **Save**.
- Click **HOME** to verify the connection.
- The WAN/DSL LED will change to blue.



Connection Information		Connection mode	
System Uptime	5:42:55	Current Mode	IPoVDSL routed mode
Status	IPv4 connected	WAN STATUS UPTIME	0:00:00 (hh:mm:ss)
	IPv6 connected	<b>PPP Credential Setting</b>	
Data Transferred	0.0 MB(Sent)	Username	<input type="text" value="newdsluser@bigpond.com"/>
	0.0 MB(Received)	Password	<input type="password" value="....."/>
IPv4 Address	192.168.4.84		
Primary DNS	192.168.4.1		
Secondary DNS	0.0.0.0		
IPv6 Address	2001:470:ff10:fa:eef4:51ff:fec1:fd06		
IPv6 DNS server(s)			

Figure 16: Basic Menu Broadband Screen

### 3.3.2 WAN Connection (NBN™)

To configure the WAN connection you will need to access the Telstra Modem Control Panel.

- To access the Modem Control Panel page go to **192.168.0.1** in your browser and navigate to **GO TO ADVANCED>INTERNET**.
- Select **BFD** (Bi-directional Forwarding Detection) / **DNS** (Domain Name System) service for the WAN link and click **Save**.
- Click **HOME** to verify the connection.
- The WAN/DSL LED will change to green.

HOME INFO SUMMARY **INTERNET** WI-FI LOCAL NETWORK FIREWALL PARENTAL CONTROL SERVICES

TELEPHONY CONTENT SHARING DIAGNOSTICS LOG USER SETTINGS MANAGEMENT GO TO BASIC

Internet Access **LTE** WAN Services

**DHCP connection** Connection mode

Status ● connected Current Mode IPoVDSL routed mode

IP address 192.168.4.84 WAN STATUS UPTIME 0:00:00 (hh:mm:ss)

IPv6 address 2001:470:ff10:fa:eef4:51ff:fec1:fd06

IPv6 Prefix

IPv4 Gateway 192.168.4.1

IPv6 Gateway

IPv4 DNS servers 192.168.4.1

IPv6 DNS server(s)

**WAN Configuration**

WAN Supervision

**PPP Credential Setting**

Username

Password

Figure 17: Advanced Menu Internet Screen

## 3.4. Configuring Your Modem Wi-Fi

You may wish to change the default names and passwords for your Wi-Fi network, to reflect your business name. The following information will assist with this process.

### 3.4.1 Customizing Wi-Fi Settings

- To access the Modem Control Panel page go to **192.168.0.1** in your browser and navigate to **GO TO BASIC>WI-FI**.

The screenshot shows the 'Wi-Fi' settings page in a browser. At the top, there is a navigation bar with icons for HOME, BROADBAND, WI-FI (highlighted), CONTENT SHARING, PARENTAL CONTROL, SERVICES, USER SETTINGS, and GO TO ADVANCED. Below this is a sub-menu with tabs for 2.4GHz, 5GHz, Guest 2.4GHz, Guest 5GHz, Telstra Air, and Wi-Fi Radio. The main content area is titled 'Wi-Fi Channel' and contains the following settings:

- MAC Address: EC:F4:51:6F:17:22
- Standard: 802.11b/g/n
- Channel Width: 20MHz
- Channel: auto
- Current Channel: 1
- Auto channel selection interval: 39901 (3600 secs - 172800 secs)
- Output Power: (dropdown menu)

The next section is 'Wi-Fi Network' with the following settings:

- Enabled:
- Network Name: TelstraC1FD01
- Band Steering:  (Band steering actively guides the client to the most suitable Wi-Fi band, by detecting the client's capabilities and monitoring the interfaces.)
- Broadcast SSID:
- Security Mode: WPA2 PSK
- Network Key: 12345678
- WPS:
- WPS Device PIN Code: (input field) [PIN code Start]
- Connect using WPS: [Start]

The final section is 'Access Control List' with the following setting:

- ACL mode: Disabled

At the bottom of the page, there are two buttons: 'Cancel' and 'Save'.

Figure 18: Basic Menu Wi-Fi Screen



On this screen you can update settings for both the 2.4 GHz and 5 GHz Wi-Fi channels including:

- Change the 2.4 GHz Channel to reduce interference from other 2.4 GHz devices (e.g. cordless phones).
- Change the SSID (Modem's Wi-Fi network name).
- Enable / Disable SSID Broadcast
- Change Encryption Key.
- Change Security Settings.

**Important Note:**

It may be easier to change the Wi-Fi SSID and channel settings in the Telstra Smart Modem™ Gen 2 to match those of the modem or router you're replacing. Doing this will avoid you having to change all the Wi-Fi settings on devices at your premises. To find the existing Wi-Fi credentials from the old modem or router, refer to the instruction manual for that device.

### 3.4.2 Wireless Settings

Wireless Settings Items	Description
Wi-Fi Channel	<p>This field determines which operating frequency will be used.</p> <p>It should not be necessary to change the wireless channel unless you notice interference problems with another nearby access point or wireless device.</p> <p>The Telstra Smart Modem™ Gen 2 supports 802.11ac, 11a, 11n, 11g, 11b wireless networks. It is recommended using <b>802.11b/g/n</b> for 2.4 GHz and <b>802.11a/n/ac</b> for 5 GHz to provide compatibility with 11ac, 11a, 11n, 11g and 11b wireless clients.</p>
Wi-Fi Network	
Network Name	Enter a value of up to 32 alphanumeric characters. The same name (SSID) must be assigned to all wireless devices in your network.
Band Steering	Band steering actively guides the client to the most suitable Wi-Fi band, by detecting the client's capabilities and monitoring the interfaces.
Broadcast SSID	If this feature is enabled, the wireless Modem will broadcast its name (SSID) to all wireless stations. Stations that have no SSID (or a null value) can then adopt the correct SSID for connections to this access point.
Security Mode	<p>Select the security option you want to use:</p> <ul style="list-style-type: none"> <li>• <b>None</b> - no data encryption (not recommended)</li> <li>• <b>WPA2-PSK</b> - Wi-Fi Protected Access version 2 with Pre-Shared Key, use WPA2-PSK standard encryption with the AES encryption type.</li> <li>• <b>WPA-PSK + WPA2-PSK</b> - Allow clients using either WPA-PSK or WPA2-PSK.</li> </ul>

Wireless Settings Items	Description
Network Key	Enter the network security key here. Passwords can contain from 8~63 alphanumeric characters (A-Z, 0-9) and are case sensitive.
WPS	<p>The Modem was implemented with the ease-of-use Wi-Fi Protected Setup (WPS). WPS makes a secure wireless network much easier to achieve by using a PIN number and the Push Button Control.</p> <ul style="list-style-type: none"> <li>Select to enable or disable WPS feature.</li> </ul>
WPS Device PIN Code	<p>Personal Information Number (PIN) Method - Take the following steps for easy network security settings.</p> <ol style="list-style-type: none"> <li>1. Power on your client device supporting WPS PIN (Personal Information Number) code method.</li> <li>2. Start WPS PIN process on client device. For instructions on how to do this refer to the client device's user manual.</li> <li>3. Enter the PIN code of client device. The PIN code is generally printed on the bottom of the unit or displayed in the utility.</li> <li>4. Click the <b>PIN code Start</b> button on the screen.</li> </ol>
Connect using WPS	<p>Push Button Configuration Method - To achieve successful WPS connection, you can use one of the following ways:</p> <ul style="list-style-type: none"> <li>• Push and hold the WPS button located on the rear of the Modem for 4 seconds.</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• Click the <b>Start</b> button on the screen.</li> </ul> <p>Now press the WPS button on the client device which you are connecting. Make sure the client device is powered on.</p> <p>⚠ This connection procedure must be done within 2 minutes after pressing the WPS button on the Modem.</p>

After making any changes click **Save** at the bottom of the screen and test your connection with a Wi-Fi connected device.

### 3.5. Setup Voice Calling

The Telstra Smart Modem™ Gen 2 supports Voice Calling for Digital Office Technology (DOT) customers. The following information will assist you to setup voice calling on the Smart Modem™ Gen 2.

**Important Note:**

The account information for Voice Calling can be found on your order completion email.

- To access the Modem Control Panel page go to **192.168.0.1** in your browser and navigate to **GO TO ADVANCED>TELEPHONY**.
- Enter your account information on the **Phone Number-Add/Edit** screen.
- Click **Save** to save your settings.

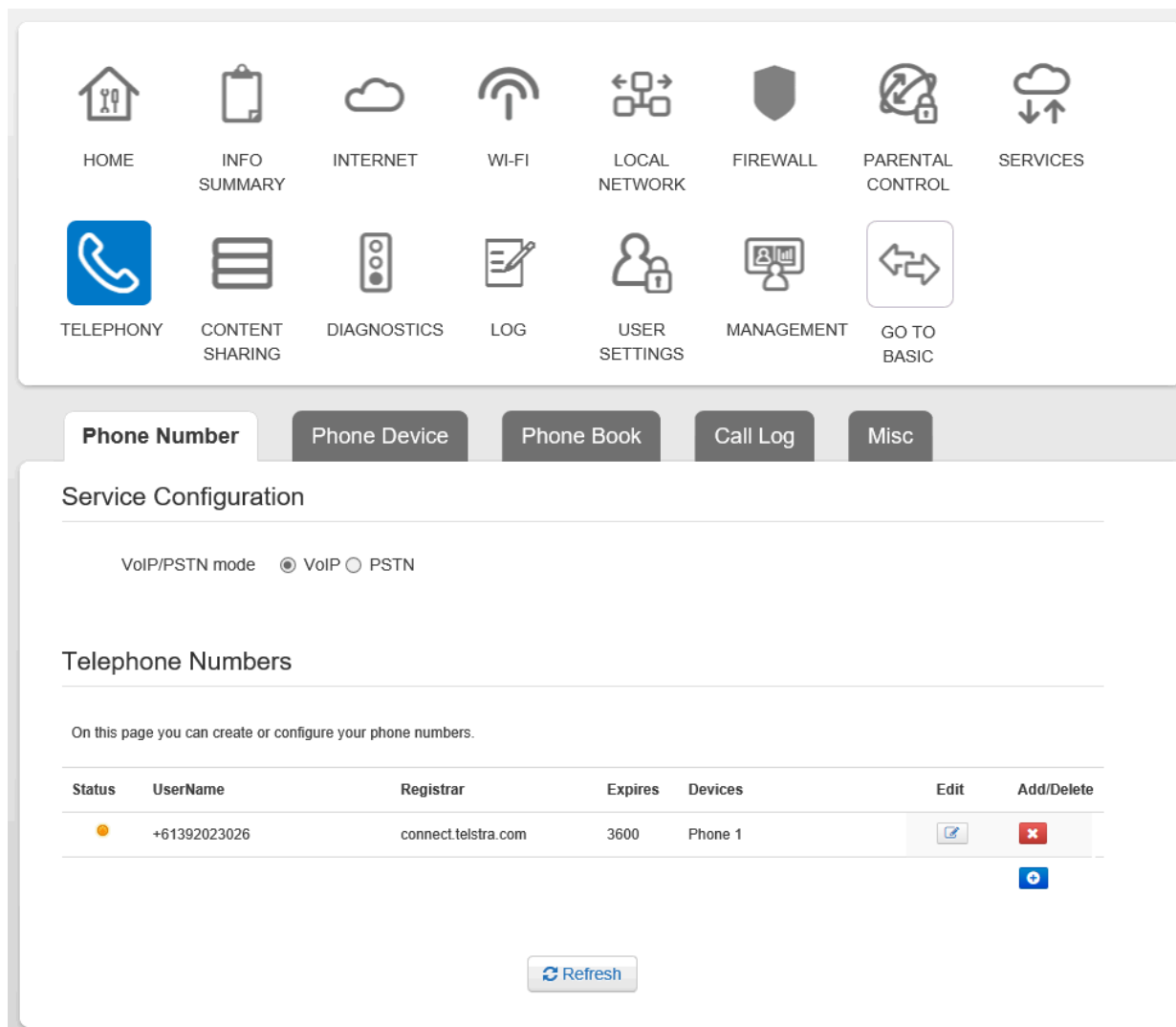


Figure 19: Advanced Menu Telephony/Phone Number Screen

## 3.6. Connecting Devices to the Telstra Smart Modem™ Gen 2

You can connect a number of different devices to the Telstra Smart Modem™ Gen 2 following the setup information in Section 2 of this guide. In addition Wi-Fi and WPS devices can be connected to the Modem using the following instructions.

### 3.6.1 Connecting via Wi-Fi

The Telstra Smart Modem™ Gen 2 is delivered with Wi-Fi turned on with a unique Wi-Fi ID and WPA2 Key (Password). The ID, also known as SSID, and the WPA2 Key, are available on a fridge magnet card provided in the packaging (refer to "Connect Multiple Devices via Dual-band Wi-Fi" on page 4). Use this information to connect your Wi-Fi enabled devices.

### 3.6.2 Connecting via WPS

Wireless Protected Setup (WPS) allows you to connect your network devices such as PCs, printers and mobile devices wirelessly without using a password.

To connect using WPS, hold down the PAIR (WPS) button on the Modem for 4 seconds. This temporarily enables WPS access. Next, enable WPS on your network device (such as your printer or mobile phone). The device will connect to the network allowing access to your Wi-Fi network.

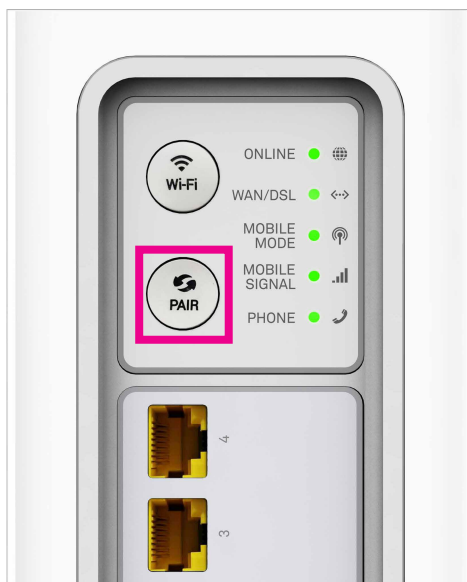


Figure 20: WPS Button

## 4. ADVANCED SETTINGS

There are a number of advanced configuration items you can change to make the most of your Telstra Smart Modem™ Gen 2. These changes are most suitable for larger businesses, or those with many Wi-Fi and wired devices that are already configured to work with a modem or gateway that the Telstra Smart Modem™ Gen 2 will replace. This section provides instructions to assist with:

- Setting up guest Wi-Fi networks.
- Sharing content over your business network using the Telstra Smart Modem™ Gen 2.
- Changing LAN pool and DHCP settings to match your devices.
- Setting up port forwarding.

### 4.1. Guest Wireless Network Setup

The Smart Modem™ Gen 2 has the capability to set up 2.4GHz/5GHz Wireless Guest networks. These Guest Networks can be enabled and configured by completing the following steps.

- To access the Modem Control Panel page go to **192.168.0.1** in your browser and navigate to **GO TO BASIC>WI-FI**.
- Setting up the Guest Network follows a similar process to making changes to the Wi-Fi settings on the Telstra Smart Modem™ Gen 2.
- When ACL mode filtering function is selected as **Whitelist/Blacklist**, only the MAC addresses defined in the MAC filtering table will have be **allowed/denied** access to the Internet.
- Enter the **MAC address** in the space provided.

The screenshot shows the 'Wi-Fi Channel' and 'Wi-Fi Network' configuration sections. The 'Wi-Fi Channel' section includes fields for Region (AU), 5GHz MAC Address (BC:30:D9:A4:78:53), Channel Width (Auto), and Current Channel (140). The 'Wi-Fi Network' section has an 'Enabled' checkbox checked, a 'Network Name' field with the value 'Telstra\_A47852\_5G\_Guest', a 'Security Mode' dropdown set to 'WPA2 PSK', and an empty 'Network Key' field. The 'Access Control List' section has an 'ACL mode' dropdown set to 'Disabled'. At the bottom are 'Cancel' and 'Save' buttons.

Region	AU
5GHz MAC Address	BC:30:D9:A4:78:53
Channel Width	Auto
Current Channel	140

Enabled	<input checked="" type="checkbox"/>
Network Name	Telstra_A47852_5G_Guest
Security Mode	WPA2 PSK
Network Key	

ACL mode	Disabled
----------	----------

Figure 21: Basic Menu Wi-Fi/Guest 5GHz Screen

## 4.1.1 Guest Wi-Fi Settings

Wireless Settings Items	Description
Wi-Fi Network	Select to enable or disable this feature.
Network Name	Enter a value of up to 32 alphanumeric characters. The same name (SSID) must be assigned to all wireless devices in your network.
Security Mode	Select the security option you want to use: <ul style="list-style-type: none"><li>• <b>None</b> - no data encryption (not recommended)</li><li>• <b>WPA2-PSK</b> - Wi-Fi Protected Access version 2 with Pre-Shared Key, use WPA2-PSK standard encryption with the AES encryption type.</li><li>• <b>WPA-PSK + WPA2-PSK</b> - Allow clients using either WPA-PSK or WPA2-PSK.</li></ul>
Network Key	Enter the network security key here. Passwords can contain from 8~63 alphanumeric characters (A-Z, 0-9) and are case sensitive.

After making any changes click **Save** at the bottom of the screen and test your connection with a Wi-Fi connected device.

## 4.2. Content Sharing

The Telstra Smart Modem™ Gen 2 supports file server service via:

- DLNA (Digital Living Network Alliance)
- USB 3.0 port on rear panel of the device

The Telstra Modem features DLNA service. DLNA uses Universal Plug and Play (UPnP) mechanisms for accessing digital media between multimedia devices over your network.

- To access the Modem Control Panel page go to **192.168.0.1** in your browser and navigate to **GO TO BASIC>CONTENT SHARING>DLNA**.
- Select **DLNA Enabled** to use this function.
- Click **Save** to save your settings.

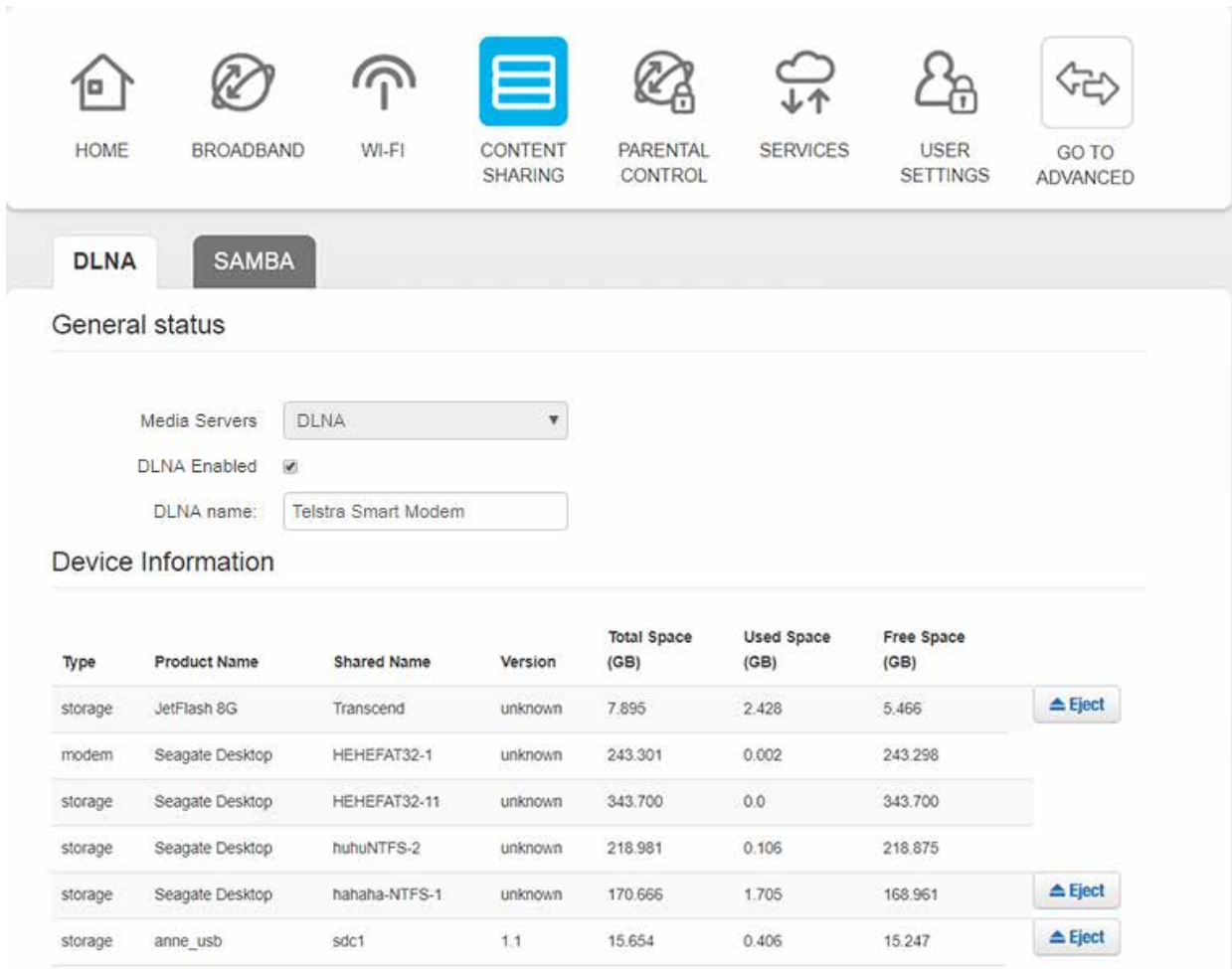


Figure 22: Basic Menu Content Sharing/DLNA Screen

The Telstra Smart Modem™ Gen 2 allows you to share the content stored on your USB storage device with other users on your network. The following file systems are supported with the USB 3.0 port on the device:

- NTFS
- FAT32
- FAT16

The USB storage device can have up to 10 partitions. If your device has more partitions the extra partitions will be ignored.

The File Server is enabled by default. The only thing that you need to do is to plug your USB memory stick or external hard disk in the USB port of your Modem. The connected storage will be visible on network.

The Samba service provides file sharing between the network computers running Microsoft Windows and Unix (Unix-like system, e.g. Linux) OS.

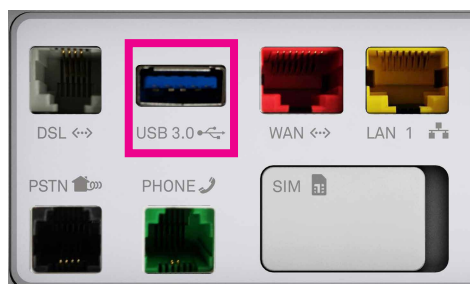


Figure 23: Telstra Smart Modem™ Gen 2 Back USB Port

- To access the Modem Control Panel page go to **192.168.0.1** in your browser and navigate to **GO TO BASIC>CONTENT SHARING>SAMBA**.
- Select **Samba Enabled** to use this function.
- Enter the name of Samba server and a workgroup name for access to the file service shared on your network.
- Click **Save** to save your settings.

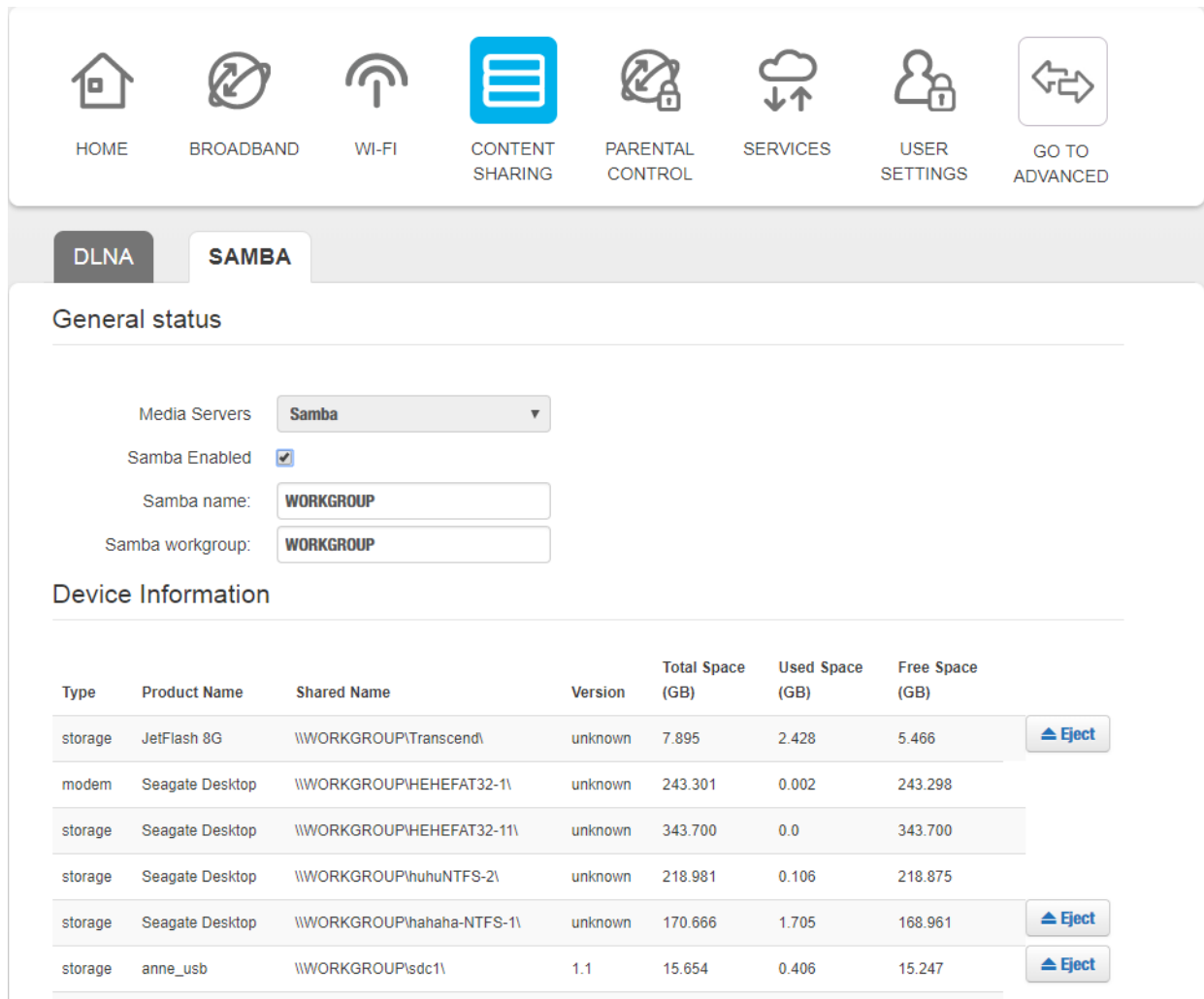


Figure 24: Basic Menu Content Sharing/Samba Screen

## 4.2.1 Connect to the Samba Server

Follow these steps to access the shared folder with the Modem on Windows:

- Step 1. Open **File Explorer** and right-click **This PC**.
- Step 2. Select **Add a network location** from the menu.
- Step 3. The **Add Network Location Wizard** will open. Follow the on-screen instruction of creating a shortcut for the shared folder location in File Explorer.
- Step 4. Enter the folder location of the Samba server: **//Samba server\_IP/shared name**.
- Step 5. Click **Next** to continue.
- Step 6. Type a name for the network location or use the default name picked up by the Samba server.
- Step 7. Click **Next** and **Finish** to complete the setup.



### 4.3. LAN IP Pool/DHCP Change

The Telstra Smart Modem™ Gen 2 allows you to reconfigure the LAN IP pool if required. The following steps outline how to configure the Modem to suit existing devices connected on a complex network. If you have an existing LAN IP range that does not match that of the Modem's default LAN IP pool (192.168.0.1) the following will need to be completed to identify the required LAN IP range.

- **For Windows computers:**
  - Open a command prompt, type in **ipconfig** and press **enter**.
  - The number next to **Default Gateway** is your current modem/gateway IP address.
- **For Apple computers:**
  - Access **System Preferences** and select **Network**.
  - Select the appropriate port (e.g. Ethernet / Airport) Click **Advanced** and then the **TCP/IP** tab.
  - The number next to Router is your current router/gateway IP address.

Once you have noted down the new LAN IP address to be used, you are ready to update these details into the Modem. Complete the following steps to change the LAN IP pool it in the Modem:

- Connect your computer to the Modem via an Ethernet connection. To access the Modem Control Panel page go to **192.168.0.1** in your browser and navigate to **GO TO ADVANCED>LOCAL NETWORK**
- Under **Global Information** change the IP Address/IP Subnet Mask to the new range.

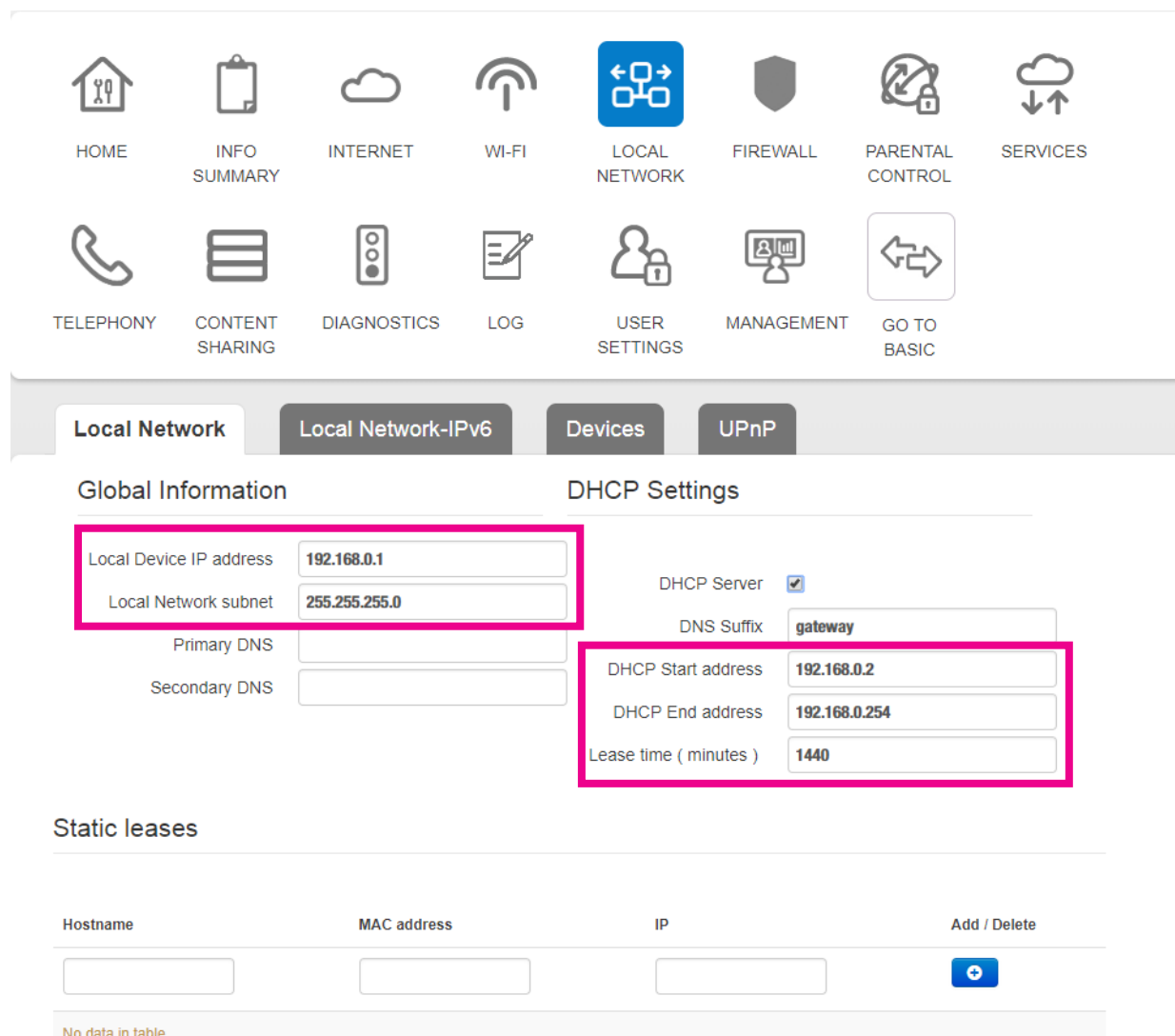


Figure 25: Advanced Menu Local Network Screen

- Under **DHCP Settings** the DHCP starting & ending IP addresses may also be changed if necessary.
- Click **Save** to apply the new settings and reboot the Modem.
- After the Modem has rebooted, test the new network settings by trying to log back into the Control Panel using the new IP address for the Modem.

## 4.4. Port Forwarding

Port forwarding allows the Telstra Smart Modem™ Gen 2 to forward traffic from the Internet to a specific device that is connected or a specific application on a device. You may require remote access to devices such as servers, cameras etc. The Modem allows you to configure these.

### Important Note:

The ports referred to in this section are virtual, not physical. You will need the port numbers that need to be forwarded and the IP addresses of the devices to be forwarded to.

Refer to device documentation for how to access this information.

Complete the following steps to configure port forwarding on the Modem:

- Connect your computer to the Modem via an Ethernet connection. To access the Modem Control Panel page go to **192.168.0.1** in your browser and navigate to **GO TO ADVANCED>FIREWALL/Port Forwarding**.

The screenshot shows the 'Port Forwarding' configuration page. At the top, there are navigation icons for HOME, INFO SUMMARY, INTERNET, WI-FI, LOCAL NETWORK, FIREWALL, PARENTAL CONTROL, and SERVICES. Below these are icons for TELEPHONY, CONTENT SHARING, DIAGNOSTICS, LOG, USER SETTINGS, MANAGEMENT, and GO TO BASIC. The 'Firewall' and 'Port Forwarding' tabs are visible, with 'Port Forwarding' selected. The page title is 'Port Forwarding'. There are radio buttons for selecting application types: servers, game, vpn, audio/video, remote access (selected), Instant Messaging and Telephony IP, p2p, console, and ip cam. Below this is a table with columns for Name, Application Name, External port, LAN port, and Destination IP. A dropdown menu is open for 'Team Viewer', showing options like 'Please select', 'Apple Remote desktop', 'Asistencia remota de XP', 'Escritorio Remoto', 'LapLink Gold(TCP)', 'LapLink Gold(UDP)', 'PcAnywhere(TCP)', 'PcAnywhere(UDP)', 'Team Viewer' (highlighted), 'VNC', and 'X Windows'. The table contains several entries, including 'Team View', 'Age of Empi', 'FTP Server', and 'X Windows'.

Name	Application Name	External port	LAN port	Destination IP	+ / -
<input checked="" type="checkbox"/>	Team View	8	5938		<input type="button" value="+"/>
<input checked="" type="checkbox"/>	Age of Empi	:2400	10023	10.0.0.55	<input type="button" value="x"/>
<input type="checkbox"/>	Age of Empi		10023	10.0.0.55	<input type="button" value="x"/>
<input type="checkbox"/>	FTP Server		21	10.0.0.21	<input type="button" value="x"/>
<input type="checkbox"/>	FTP Server	TCP 22	22	10.0.0.22	<input type="button" value="x"/>
<input type="checkbox"/>	FTP Server	TCP 23	23	10.0.0.23	<input type="button" value="x"/>

Figure 26: Advanced Menu Firewall/Port Forwarding Screen

- Select your virtual service.
- From the **Application Name** dropdown box you can select from a number of common applications. Select the appropriate name.

Enter the following Information:

- Service **Name**
- **Protocol** (either UDP, TCP or both)
- **WAN Port:** External port numbers (if only 1 port then the same for both).
- **LAN Port:** If the same port numbers translate internally or if different, port numbers need to be entered.
- **Destination IP:** IP address of the device on the internal network.

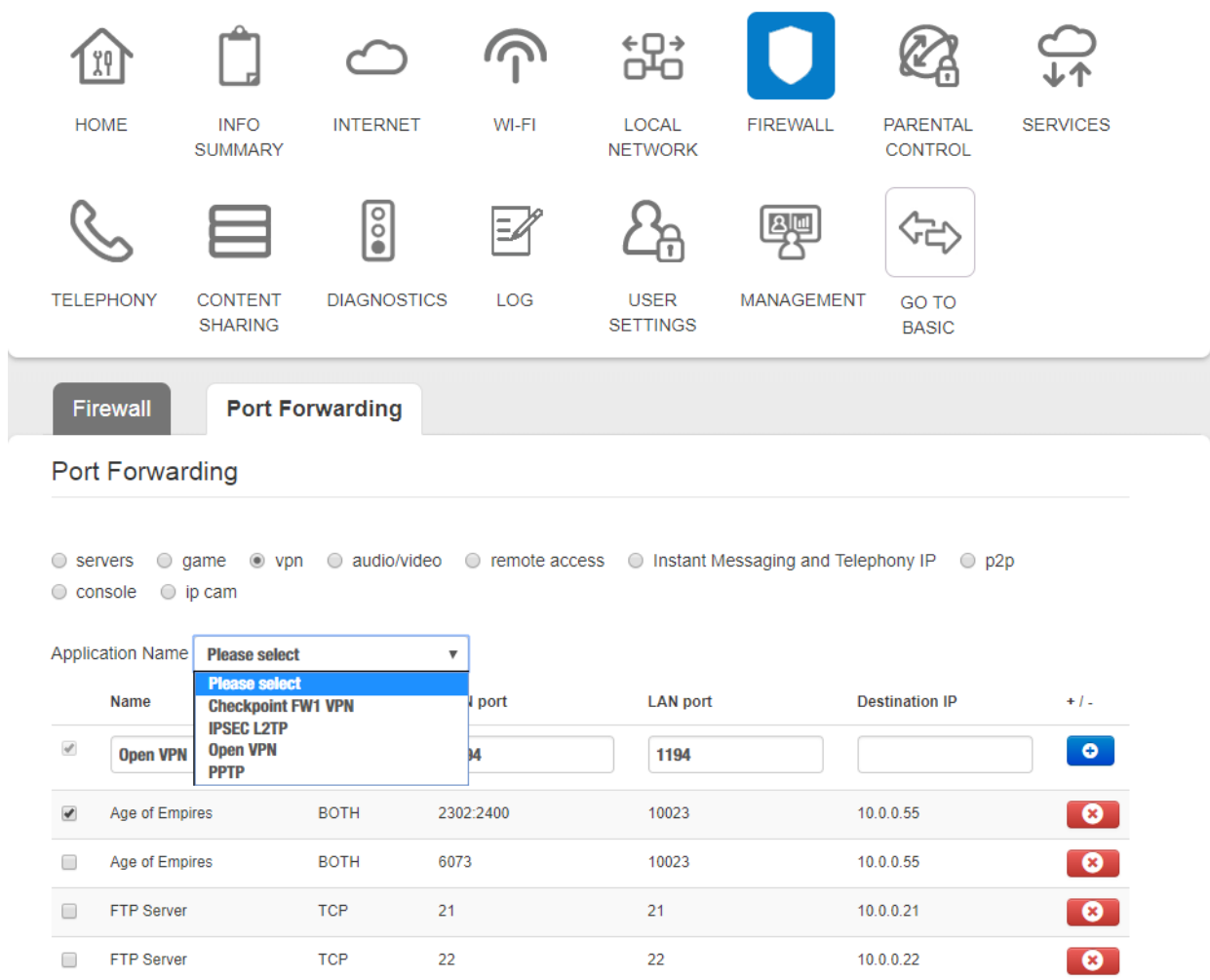
Click the  Add button.

Click **Save** to apply the new settings and reboot the Modem.

#### 4.4.1 Secure VPN (Virtual Private Network )

A VPN uses a virtual point-to-point connection with virtual tunneling protocols, or network traffic encryptions to extend a private network (such as intranet) across a public network.

- To access the Modem Control Panel page go to **192.168.0.1** in your browser and navigate to **GO TO ADVANCED>FIREWALL/Port Forwarding**.



The screenshot shows the 'Port Forwarding' configuration page. At the top, there are navigation tabs for 'Firewall' and 'Port Forwarding'. Below the tabs, there are radio buttons for selecting the application type: servers, game, vpn, audio/video, remote access, Instant Messaging and Telephony IP, p2p, console, and ip cam. The 'vpn' option is selected. Below this is a table with columns: Name, Protocol, WAN port, LAN port, Destination IP, and a +/- icon. A dropdown menu is open for 'Application Name', showing a list of options: 'Please select', 'Checkpoint FW1 VPN', 'IPSEC L2TP', 'Open VPN', and 'PPTP'. The table contains several entries, including 'Open VPN' which is checked and has a blue '+' button, and several 'Age of Empires' and 'FTP Server' entries with red 'x' buttons.






Name	Protocol	WAN port	LAN port	Destination IP	+ / -
<input checked="" type="checkbox"/> Open VPN		1194	1194		
<input checked="" type="checkbox"/> Age of Empires	BOTH	2302:2400	10023	10.0.0.55	
<input type="checkbox"/> Age of Empires	BOTH	6073	10023	10.0.0.55	
<input type="checkbox"/> FTP Server	TCP	21	21	10.0.0.21	
<input type="checkbox"/> FTP Server	TCP	22	22	10.0.0.22	

Figure 27: Advanced Menu Firewall/Port Forwarding/VPN Screen

- Select **VPN**.
- You may establish a VPN connection by choosing the supported VPN types from the **Application Name** dropdown box.

# 5. TROUBLESHOOTING & GENERAL TIPS

## 5.1. The Internet is not working or WAN light is off

Sometimes a loss of service can occur and Broadband will temporarily be unavailable on your Telstra Smart Modem™ Gen 2, you will be presented with the following error screen and the WAN light will be off.



Figure 28: WAN Light

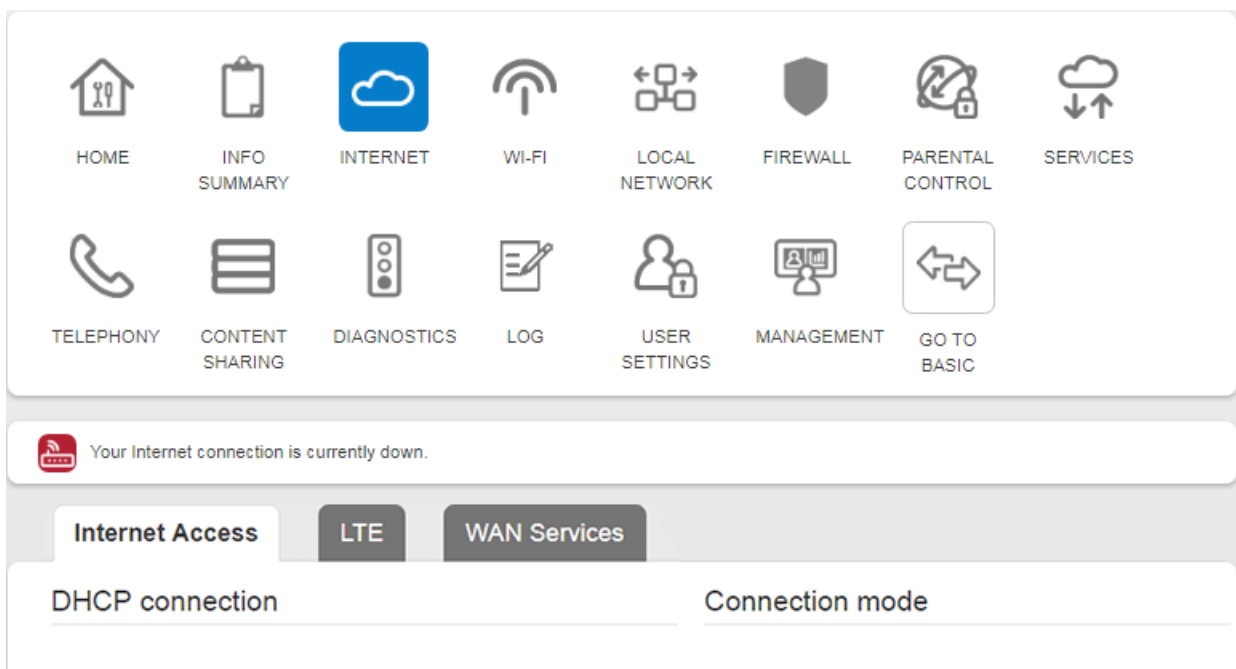


Figure 29: No Internet Connection Notification

Please check that your DSL line or WAN cable has not been unplugged from the Modem.

### Important Note:

If your Internet light is flashing red your Modem is now operating in mobile broadband failover mode (if available), you can continue to use the Internet through mobile data.

If your issue is not resolved for an extended period of time please call Telstra support on **132000** and we will assist you further with your issue.

## 5.2. My devices aren't connecting

Please check that Wi-Fi has been switched on. The Telstra Smart Modem™ Gen 2 Wi-Fi button will glow green if Wi-Fi is enabled.



Figure 30: Wi-Fi Button

### Important Note:

Ensure that your wireless connection setting is enabled on your connecting device. If you do not have a wireless adaptor on your connecting device, you may need to purchase a wireless adaptor.

## 5.3. There is a red internet light (ONLINE LED)

A red ONLINE light indicates that your DSL port is connected but authentication was unsuccessful.



Figure 31: ONLINE Light

- In the Modem Control Panel, check if the Internet is connected. Click on the INTERNET button.

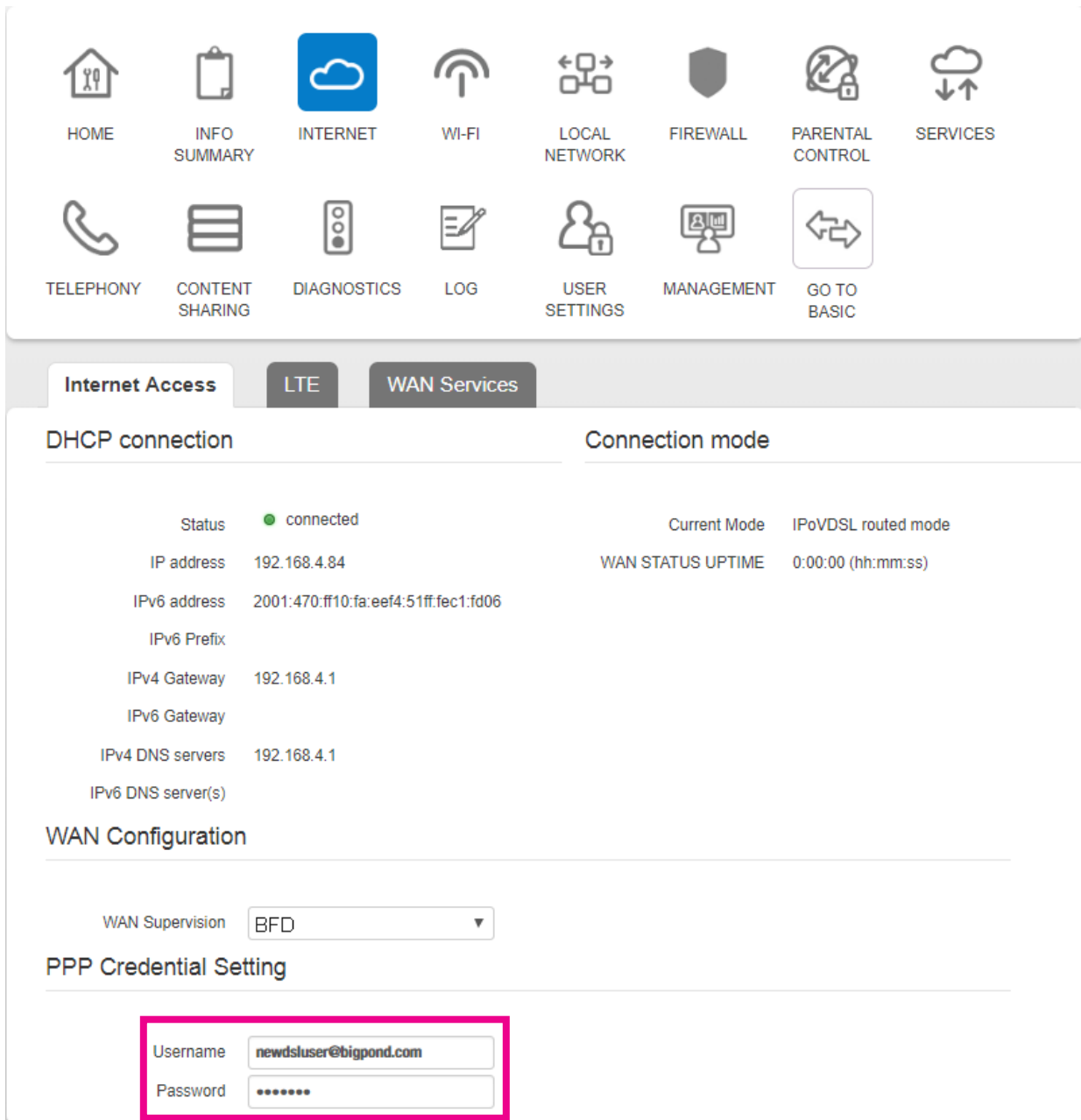


Figure 32: Advanced Menu Internet Screen

- Check your login and password details, and update if required.
- Click **Save** to apply the new settings.

## 5.4. Re-setting Telstra Smart Modem™ Gen 2

### Important Note:

You should only reset your Modem as a last option. Try turning the device off and on again, to see if this resolves the issue first.

A factory reset will delete all saved information, so ensure you have all of your network login and password information before completing the following steps.

There are 2 ways to perform a factory reset on the Telstra Smart Modem™ Gen 2:

### 5.4.1 Method One - Hardware reset

- Insert a paper clip into the Reset hole and hold down for 10 seconds until all the lights on the front panel start flashing. Then release the paper clip.

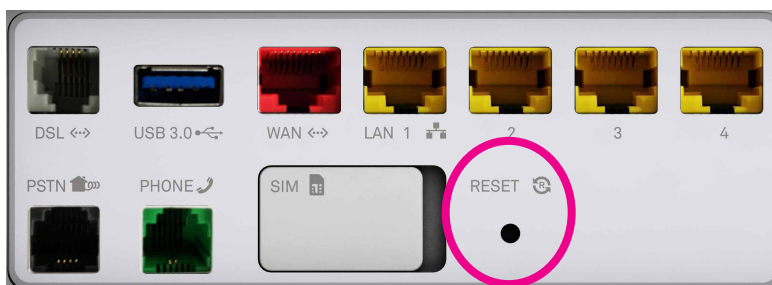


Figure 33: Reset Hole

- The Modem will reset and reboot.

### 5.4.2 Method Two - Reset from the Modem Control Panel

- Log in to the Modem Control panel. Select **GO TO ADVANCED>MANAGEMENT>System Reset** and click the **Reset** button in the **Factory Defaults** field.

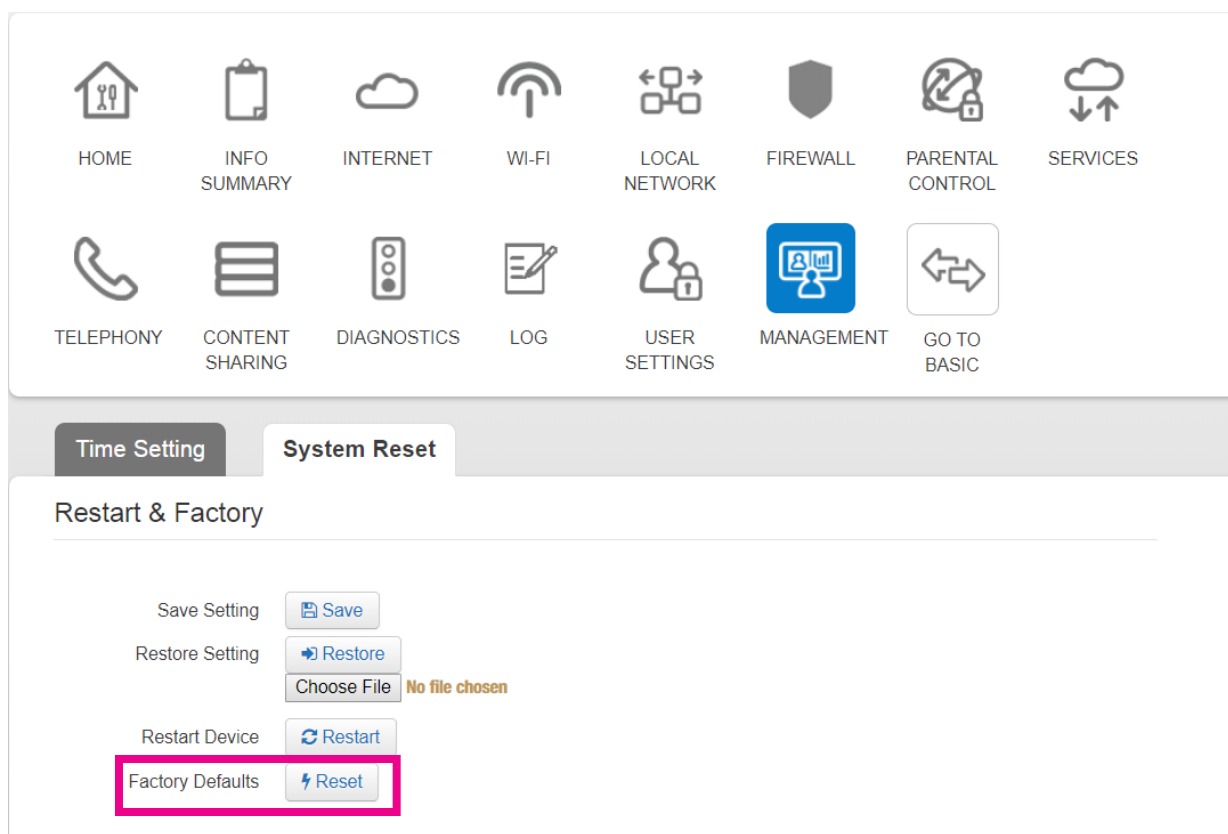


Figure 34: Reset Button

- A confirmation screen will pop up. If you are sure you wish to erase all of the settings on the Modem, and reset to factory settings, click **OK**.

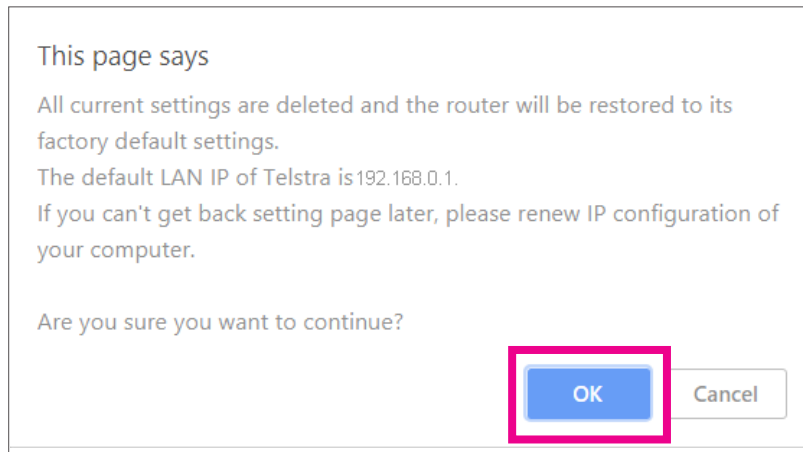


Figure 35: Revert To Factory Default Settings

- The Reset Progress bar will appear. Once this reset bar has completed, the Modem will reset and reboot. You will be returned to the Modem login screen.

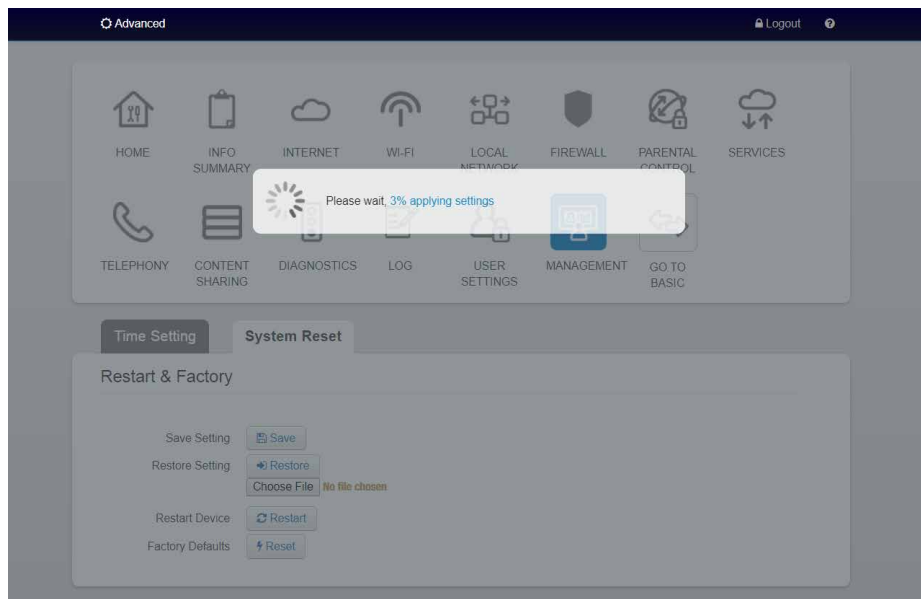


Figure 36: Reset Progress Screen