

# WELCOME TO YOUR QUICK START GUIDE



Just plug in and go!

Get connected  
in two simple steps.




Spark<sup>nz</sup>

1


## Power up your modem

Your modem can go anywhere inside, but your signal may be stronger closer to a window.



 Plug your modem into power using the **black cable**.

 Wait 15 seconds for this light to change from **red** to **blue** to show that your network is connected.

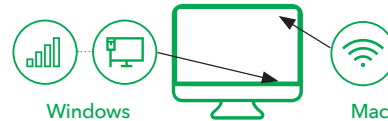
 This light shows your signal strength: 2 or 3 bars is good. If you are having trouble, see our tips to improve performance.

2

## Connect to WiFi

On your computer, tablet, or other device, find the list of available WiFi networks.

If you are on your computer desktop, look out for one of the icons below:



Next, select the Spark WiFi network name that looks like this: **SPARK-B315-XXXX**

Then enter the WiFi key (password) as shown on the base of the modem.



Great, you're now  
connected to fast  
4G internet!

Flip for extra tips and helpful bits.

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## Need to set up your phone?

If your plan includes a phone service, plug one end of the **grey cable** in to your main phone, and the other into the **grey port** on the back of the modem. It may take up to one hour before you can hear a dial tone and make calls.



If you want phones in different rooms, you can use a cordless phone with more than one handset. Your old copper connection and jack points are no longer used.



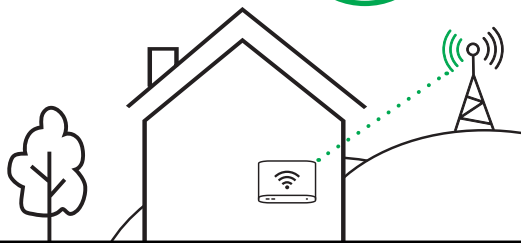
Modem

Main Phone

2nd Handset

## Did you know...

Wireless Broadband is free of the old copper phone lines. Your modem and phone don't use a jack point and connect to the closest cell tower instead.



## Want a better WiFi name?

You can change your WiFi name and key by logging into the modem itself. To do so, put this address in your web browser: **192.168.1.254**

Select the **settings** tab to log in and enter the admin password below:

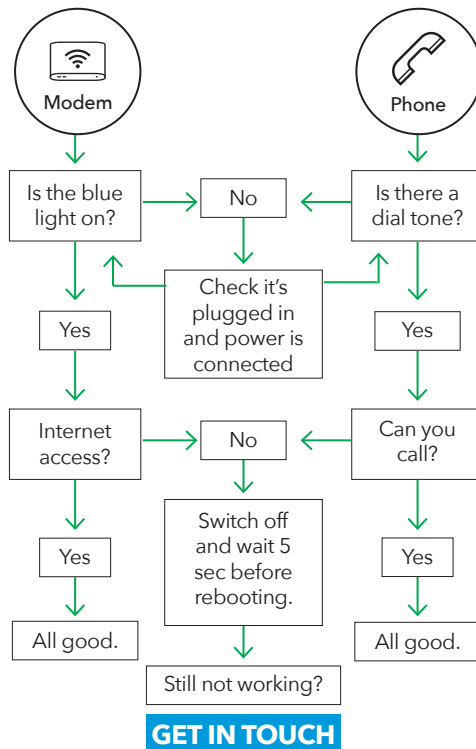
**USER NAME:** admin  
**PASSWORD:** admin

From the left hand menu select:  
**WLAN** then **WLAN Basic Settings**.

SSID:	<input type="text" value="YOUR NEW WIFI NAME"/>
Security mode:	<input type="text" value="WPA/WPA2-PSK"/>
WPA pre-shared key:	<input type="text" value="ENTER NEW PASSWORD"/>
	<input type="checkbox"/> Show password

In **SSID**: enter your desired WiFi name.  
In **WPA pre-shared key**: enter your desired WiFi password.

## Quick fixes



## Improve your performance



If you are having trouble with your speed, go online to test your connection on:

[spark.co.nz/speedtest](https://spark.co.nz/speedtest)

To improve your signal strength: place your modem in an area of your home where you use the internet the most, ideally close to a window for a better signal. If you're still having trouble, try a different side of your home.

If you are not totally happy with the performance, contact us to find out about our 30 day money back network guarantee.

## Still need help?

Go online to learn more about improving WiFi coverage at home.

[spark.co.nz/help/internet-data/manage/all-about-wifi-at-home](https://spark.co.nz/help/internet-data/manage/all-about-wifi-at-home)

[spark.co.nz/wirelessbroadbandhelp](https://spark.co.nz/wirelessbroadbandhelp)

If you are still having trouble, get in contact with us.

Live chat with us:  
[spark.co.nz/chat](https://spark.co.nz/chat)

Send us an email:  
[wirelessbroadband@spark.co.nz](mailto:wirelessbroadband@spark.co.nz)

Call our Wireless team on:  
0800 550 049