How to Connect Your Telstra Smart Gen (Arcadyan) Modem Using PPPoE Connection

This guide will help you set up your Telstra Smart Gen (Arcadyan) modem with a PPPoE (Point-to-Point Protocol over Ethernet) connection for your SpinTel service.

Step 1: Gather Your PPPoE Credentials

To connect your modem, you'll need your PPPoE username and password. You can find these details in your order completion email. If you can't locate them, please contact SpinTel support for assistance.

Step 2: Connect Your Modem

1. Plug in the modem – Connect the power adapter to your modem and plug it into a power source.

2. Connect your modem based on your NBN connection.

- If you have an nbn Fibre to the Node (FTTN) or nbn Fibre to the Building (FTTB) connection, connect the telephone cable from your modem (DSL Port) directly to your telephone wall socket using an RJ11 (Telephone) cable.
- If you have an nbn Fibre to the Premises (FTTP) connection, connect the ethernet cable from the active UNI-D port on your nbn NTD to your modem-router/Wi-Fi gateway via the WAN port. If you're not sure which UNI-D port you need to plug the ethernet cable into on your nbn NTD, check your order confirmation email. If you can't locate them, please contact SpinTel support for assistance.
- If you have an nbn Fixed Wireless (FW) connection, connect the ethernet cable from the active UNI-D port on your nbn WNTD to your

modem-router/Wi-Fi gateway via the WAN port. If you're not sure which UNI-D port you need to plug the ethernet cable into on your nbn NTD, please contact SpinTel support for assistance.

- If you have an nbn Hybrid Fibre Coaxial (HFC) connection and have been provided with an nbn network device (NTD), connect the coaxial cable from the nbn network device to your coaxial wall socket. Four solid green lights on your nbn network device will indicate that you've successfully connected your box to the nbn network. Connect the ethernet cable from the nbn network device to your modem-router/Wi-Fi gateway via the WAN port.
- If you have an NBN Fibre to the Curb (FTTC) connection and have been provided with an nbn Connection Device (NCD), connect the nbn telephone cable from the nbn connection box to your telephone wall socket. Three solid blue lights on your nbn connection box will indicate that you've successfully connected your box to the nbn network. Connect the ethernet cable from the nbn connection box to your modem-router/Wi-Fi gateway via the WAN port.

Step 3: Access the Modem's Settings

Connect to the Modem's Network

- On your computer, laptop, smartphone, or tablet, search for the Wi-Fi network being broadcast by your Arcadyan modem.
- Select the Wi-Fi network and enter the Wi-Fi password, which is printed on the back or bottom of the modem.

Note: A working internet connection is not required to connect to the Wi-Fi or access the modem's settings.

Alternatively: You can connect your computer or laptop directly to one of the four yellow LAN ports on the back of the modem using an RJ-45 Ethernet cable.

Log into the Modem Interface

1. Open a web browser (Google Chrome, Mozilla Firefox, Microsoft Edge, etc.).

2. In the address bar, enter 10.0.0.138 and press **Enter**.

- If this doesn't work, try 192.168.1.1 or 192.168.0.1.

3. A login box should appear. Enter:
Username: admin
Password: (printed on the sticker at the back of the modem)

Step 4: Configure PPPoE Settings

1. Once logged in, navigate to the Broadband section.

2. Under PPP Settings, enter:

- PPPoE Username: (found in your SpinTel order completion email)
- PPPoE Password: (also in your order completion email)

3. Click Apply to save the settings.

Step 5: Confirm Connection Status

1. Wait for the ONLINE light on the modem to turn solid. This may take up to five (5) minutes.

2. If the ONLINE light does not turn solid, please contact SpinTel support for further troubleshooting.

Step 6: Test Your Internet Connection

Open a web browser and try accessing a website to ensure your connection is working.

If you experience any issues, contact SpinTel support for assistance.