

**PAIRING INSTRUCTIONS FOR MODEM MODEL NUMBER FAST5355**

The following instructions are for Telstra Customers who are experiencing issues such as - Time out error - Device not found error or having trouble connecting their Genio Smart Devices to the Genio app.

**Step 1: Set up network connection**

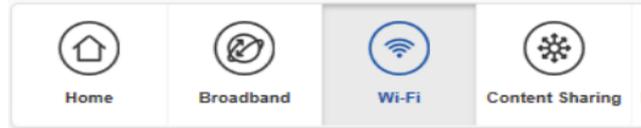
1. Login into your modem's access page by typing 10.0.0.138 into your web browser on your PC, laptop or smart phone. Please ensure your device is connected to your Telstra network.

If you are prompted to enter a username & password please enter the following;

- User name: admin
- Password: admin

1.3) Click on the 'Wi-Fi' icon located 3rd from the left (Refer to Diagram A)

Diagram A



1.4) Click on the 'Guest\_2.4GHz' tab (Refer to Diagram B)

Diagram B



1.5) In the Wi-Fi Network section, ensure 'Enabled' is ticked. (Refer to Diagram C)

Diagram C



1.6) Once you have selected enabled, write down both the Network Name and the Network Key as this information will be required for your mobile phone Wi-Fi settings.  
*Note: network key is your Wi-Fi password*

1.7) Once you have written down both the Network name and Network Key, click SAVE.

**Step 2: Connect your phone to the 'Guest1' Wi-Fi network.**

2.1) Go to settings, then select Wi-Fi.

2.2) Select the Network name that you previously had written down and input the Wi-Fi password (Network Key) information and select JOIN or SAVE.

**Step 3: Reset your Genio device.**

3.1) To reset the Genio device that you have purchased please refer to the original instructions that came along with your Genio device.

3.2) Once your device has been reset and blinking as per the original instructions, it is now ready to be paired with your phone.

**Step 4: Pair the Genio device to your phone.**

4.1) Open your Genio app, when prompted for both the Wi-Fi name and password, please enter the Network name and Network Key that you have previously written down.

4.2) Now use the original instructions that came with the Genio device to pair (connect) your Genio device to your phone.

**IF YOU DO NOT HAVE A TELSTRA MODEM OR STILL EXPERIENCE DIFFICULTIES CONNECTING, PLEASE CONTACT OUR TECH SUPPORT ON 1800 636 528**