

DN8245 Modem

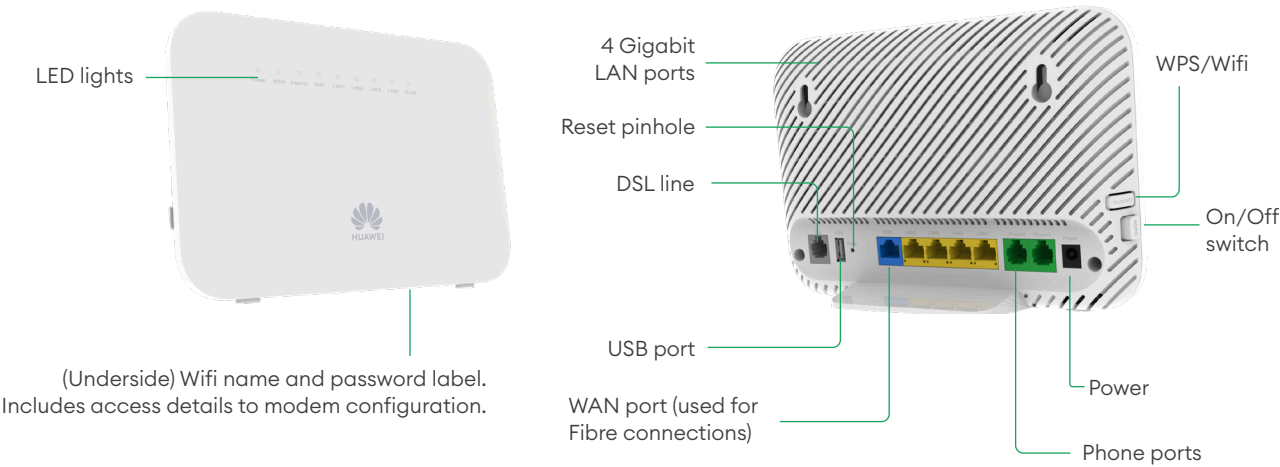
Quick Start Guide

Get superfast Wifi in minutes

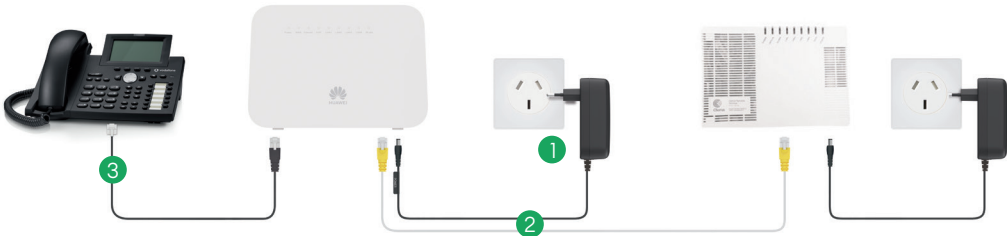


About your One NZ modem

Your modem easily and reliably connects your smartphone, tablet and computer to the internet. It has the power of Wifi 6 to help you make the most of your One NZ broadband.

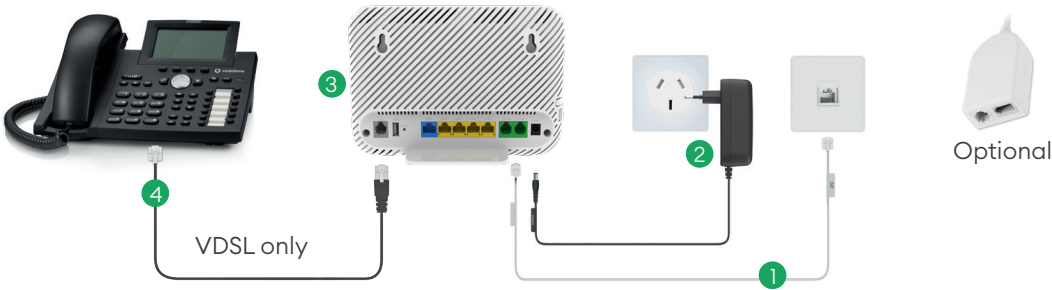


How to set up your modem if you have Fibre or HFC



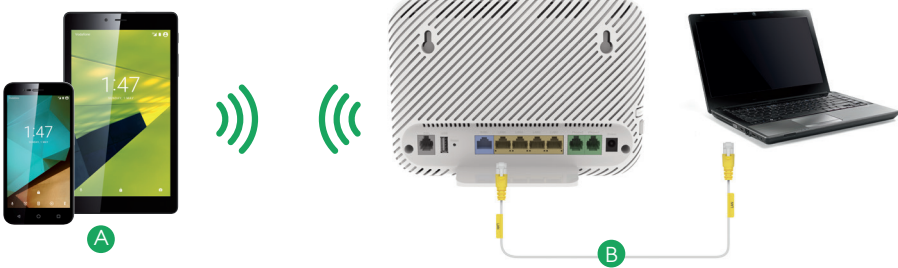
- 1 Plug the power supply (included in the box) into a power socket and connect the other end to your modem. Turn it on by pressing the (ON/OFF) button on the side panel. The power light on the modem will turn green. Make sure that the Fibre/HFC box (e.g. the Chorus ONT) is also on.
- 2 Connect an ethernet cable between the WAN port of the modem and port 1 of your Fibre/HFC box. The Internet light on the modem will turn green once the internet is online.
- 3 If you've purchased a home phone line as well and your installer hasn't already connected your phone, simply plug it into the Phone 1 socket on the modem.
- 4 Connect your devices to the modem (see further down the page).

How to set up your modem if you have ADSL or VDSL



- 1 Connect the grey cable marked DSL/Phone between the grey DSL port of your modem and the telephone wall jack. Use the line filter if required.
- 2 Plug the power supply (included in the box) into a power socket and connect the other end to your modem. Turn on your modem by pressing the power button (ON/OFF) on the side panel.
- 3 If you've purchased a home phone line as well, simply plug your phone into the Phone 1 socket on the modem.
- 4 Connect your devices to your modem (see below).

How to connect your computer/tablet/smartphone to your modem



- A Connect over Wifi:**
The Wifi name and password are on the underside of your modem. On your device connect to your DN8245-XXXX network, or scan the QR Code for quicker connection. For easier set up, change your Wifi name and password to match your existing one. Otherwise you'll need to update your Wifi details on each of your devices/smartphones/laptops. See 'Change advanced modem settings' section of this guide to change the Wifi name and password.
- B Connect your wired devices: (e.g. computer)**
Connect your computer to any of the 4 yellow LAN ports on your modem with the supplied LAN cable.

Your password and network info are on the underside of the modem.

Wifi Network Name
This is the name of the Wifi signal broadcast by your modem. You'll see this when you connect a device.

Wifi Network Key
Enter this password when you connect to the Wifi of your modem.

Admin Password
Enter this address and username/password to access the modem configuration pages.

QR Wifi quick connect
Scan the QR code with your phone camera to easily connect to Wifi

Name: Home Gateway
Model: DN8245X6
Power Rating: +12.0V; 2.0A

PROD ID:XXXXXXXXXXXXXXXXXX XX
SN:XXXXXXXXXXXXXX
MAC:XXXXXXXXXXXXXX
WEB address:192.168.1.1
Username:user
Password:XXXXXXX
SSID(2.4/5G):DN8245-XXXX
WLAN Key:XXXXXXXXXX

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MADE IN CHINA

SAMPLE LABEL ONLY

Frequently Asked Questions

What do I do if I can’t browse the internet and/or use the home phone?

If you have previously been able to browse the internet and/or talk on the phone before, check that your modem cables are connected properly. Restart your modem and reconnect your device by turning them off and on again. Most connection issues are resolved this way.

Where should I place my modem?

To get the best performance, it’s recommended you place your modem in a ventilated place away from heat sources. To maximise the Wifi coverage, we suggest putting it in a vertical position, clear of obstacles and as high as possible. Don’t put it away out of sight (e.g. in a cupboard).

Do I have to use the material supplied in the box?

One NZ recommends that you use the components that are in the box. They have all passed strict quality control tests and help ensure best performance compared to older or other possibly damaged cables.

Can I turn off my One NZ modem when I’m not using it?

If you use a landline, the modem must always be turned on and connected to the telephone jack so you can make or receive calls. It’s safe to leave it on even if you only use the internet, as it uses little power.

Can I configure the ports on my modem?

If you have games or applications that need to configure their connection ports, you can do that in the internet section of the modem configuration pages. To access, see the ‘Change advanced modem settings section below’.

If you’ve got a landline – this is important

If your landline is connected through your modem and there is a power blackout or your modem is disconnected from the internet you will not be able to make or receive phone calls, including calls to emergency or other services.

Where can I find more help?

Visit one.nz/help/broadband-and-tv/modem-support for help with the set up of your One NZ DN8245 modem.

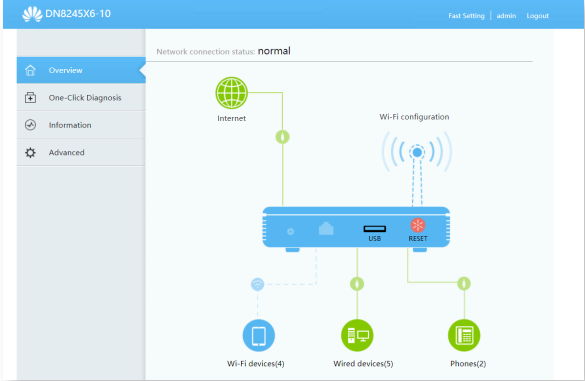
Visit one.nz/welcome/#broadband-home-phone for all your service support and usage needs.

Change advanced modem settings

You can easily configure your modem through an internet browser. To change your Wifi name and password, go to the Wifi menu.

Make sure your computer, tablet or smartphone is connected to your modem (either wired or Wifi).

- 1 Open the browser and enter **http://192.168.1.1** in the address bar.
- 2 Enter the username and password found on the underside label of the modem.
- 3 Select from the left side menu which setting you require.



What do the LED lights mean?

Wait 5 minutes after setting up your modem, then check the lights

WAN

- (Green solid) Connected to the internet
- (Green blinking) Establishing connection
- (Off) No internet connection

Internet

- (Green blinking) Internet Data in use
- (Off) Internet Data not available

TELEPHONE

- (Green solid) Telephone line registered
- (Green blinking) Call in progress
- (Off) Telephone line not registered

WLAN (Wifi)

- (Green solid) Wifi connection available
- (Green blinking) Internet Data in use
- (Off) Wifi turned off or scheduled off

Top tips to get the most from your Wifi



1. Position is everything. Place your modem in the most central place in the house, ideally 1 metre or more above floor level.
2. Don’t hide your modem away. Each wall or obstacle the signal has to pass through can reduce your Wifi signal.
3. Using extension cables from your phone jack to the modem can impact performance.
4. Keep your modem at least 1 metre away from kitchen appliances and devices such as baby monitors, hair dryers and cordless phones.
5. Your modem runs both 2.4Ghz and 5Ghz Wifi bands with the same Wifi name. It will automatically put your device on the faster 5Ghz band if your device supports it to maximise performance.
6. If you have multiple devices using your internet connection, consider upgrading your internet access type to VDSL, Fibre or Wireless Broadband. This will ensure your home is receiving the fastest speeds. You may also wish to upgrade your laptops and smartphones to those with the latest Wifi 6 technology.