

mate.

getting started with your MATE modem



thanks for becoming a MATE!

this short guide will provide a few handy tips to ensure you get the most out of your MATE internet connection and your home Wi-Fi network



read the instructions

This may sound obvious, but it is true. You should have received an email during the order process which will contain a link to the specific internet connection type at your home. Read it and read it again! Follow the instructions provided to ensure you plug in your MATE modem correctly. For example, if you have a Fibre to the Premises (FTTP) or Fixed Wireless connection, you do not use the grey DSL/telephone cable.

[you can find a link to our setup guides here](#)



isolate your modem

If your internet connection type needs the modem plugged into a telephone wall socket in your home, you must remove any ADSL line filters or other devices (e.g. splitters, cordless phones) before connecting. If you don't remove these, they may cause issues. Also, make sure there is nothing else plugged into any other telephone wall socket in your home besides the modem.



position your modem in a central location

If you are going to be using devices like smartphones, laptops, tablets and TV's a fair distance away from your modem, or you have insulated or solid internal walls in your home, this can negatively affect the Wi-Fi signal. Positioning your modem in the most central location possible will help provide an even Wi-Fi signal in your home.



connect to Wi-Fi

You will find your Wi-Fi details on the Wi-Fi security card which came with your MATE modem. These details are also printed on the bottom of the modem. To connect to a Wi-Fi network:

1. On your device (such as a smartphone, laptop, tablet), find your modem's **WiFi network name** (SSID) - preferably the 5GHz network;
2. Select the **WiFi network name** you wish to connect to on your device;
3. When prompted, type the **WiFi password** exactly as shown on the Wi-Fi security card or the sticker on the bottom of the modem - keep in mind that passwords are case sensitive. Make sure you use the right password for the Wi-Fi network you connect to.

If you also wish to use a cable connection to connect a computer or gaming console, you can use any of the four (4) yellow Ethernet ports on the back, labelled LAN. Make sure you are using an Ethernet cable (RJ-45) for this purpose and not a DSL/telephone cable (RJ-11).



use the 5GHz Wi-Fi network

Your MATE modem has two Wi-Fi networks that you can connect to - 2.4GHz and 5GHz. They'll both provide you with an internet connection, but the 5GHz Wi-Fi band has a much more powerful speed so this should always be used when possible. You should notice a significant improvement in the performance and speed of your devices when connected to this network. The 2.4GHz network is better over a longer range, however, so you can definitely use both.

2.4GHz

- + Larger area coverage
- Higher interference
- Slower speeds

5GHz

- Slightly less area coverage
- + Significantly less interference
- + Significantly faster speeds



optimise your Wi-Fi signal

Wi-Fi signal issues or interference are the main cause of internet speed issues. Certain things can block your Wi-Fi signals, such as baby monitors, bodies of water, cordless phones, Bluetooth devices, brick, stone or marble internal walls, copper plumbing, fridges, hot water systems, mirrors, microwaves, TVs and more. Do not place your modem behind a TV or in front of any other device that may block the signal.



do not touch the reset button

There is a reset button on the back of your MATE modem. If you press this, your modem will lose all of the settings that are needed to connect to the internet and will need to be reconfigured. DO NOT press the reset button on your MATE modem unless you have spoken with our support team first and we have instructed you to do so.

having issues with your modem, or need more help?

you'll find most of the answers in our FAQ section online

still stuck? talk to our AI (Grace), email us or live chat with us online!