

LET'S GET SET UP



01. TBB OVERVIEW

To help you easily set up your Telstra Business Broadband, we have developed this guide that will take you through the set up steps.

EMAILS RECEIVED

You will receive a number of emails welcoming you and informing you of your new Telstra Business Broadband service including vital information for set up. We recommend that you print these emails and store them in a safe place to help you with the set up and for future reference.

It is important that you specified an active email account that would not have been affected in the transition from your old email to your new email address – If you have not received the emails or cannot find them, please contact Telstra Business Technical Support on **13 2999** to have the emails re-issued.

Below are listed some of the emails you should specifically look out for:

TBB Order Confirmation Advice Email

You will receive an email confirming your order, scheduled service activation date (change over from your existing broadband service) as well as your broadband plan details.

TBB Configuration Email

You will also receive an email with your configuration advice.

This will include username and password details to set up your gateway to use your Telstra Business Broadband ADSL Service.

Your Customer Data Portal access details (CustData): CustData provides secure; near real time information and tools to help you monitor and manage your internet traffic.

TBB Extras – Domain and Business Mail

If you have purchased the Business Broadband extras such as Domain Name and Business POP Email, you will also receive an email from us with these details.

Completion Email

Lastly, you will receive an email from us notifying you that your Telstra Business Broadband order has been completed and that you can now install and configure your business broadband service.

Business support

Add Business Support to your broadband service and you'll have easy access to expert technical support when you need it. No need to try and fix things yourself – or even search the Yellow Pages® for assistance.

You can simply call us for help with anything from setting up your network to reconfiguring your gateway. It's simple, pay-as-you-go support from a partner you already know. For quotes call **13 2000**.

02. FILTER REQUIREMENTS

The correct DSL Filters and splitters prevent the high frequency noise used by ADSL modem from being heard on a phone handset. A filter (or splitter) is essential wherever a telephone or other PSTN device shares the line with an ADSL modem. Both devices perform the same function however a splitter divides the signal into two parts; one containing the ADSL signal and the other filtered to only contain the voice, whereas Filters block the ADSL signal completely and allow the voice to go through.

Splitters typically have three labeled sockets – ADSL/Modem, Phone and Line/Wall Sockets.

TO USE A SPLITTER

Step 1

Connect you telephone devices (eg phone, fax or answering machine) to the Splitter socket labeled 'local phone'.

Step 2

Connect your ADSL modem to the Splitter socket labeled 'ADSL Modem'.

Step 3

Connect your wall socket to your wall.



Note

If you have other telephone wall sockets on the same telephone line you will need to plug in filters between the phone and the wall socket. If you need to parallel more than three filters on one ADSL telephone line it is recommended you install a central splitter.

A central splitter must be used if a premise has an alarm/emergency dialer, more than three PSTN lines, or multiple sockets. It must be installed by a qualified communications technician before the first phone point on the property. Telstra recommends and installs ADSL2+ capable splitters and filters to maximise the quality of ADSL and voice signals.



Telstra recommends and installs certified ADSL2+ capable splitters and filters to maximise the quality of the ADSL and voice signals.

03. GENERIC MODEM SETUP (NOT TELSTRA SUPPORTED)

If you are using an existing modem or have purchased a modem that is not from Telstra or BigPond®, please note that Telstra is unable to provide assistance with the router set up. However, we have put together some common set up steps to help you along the way.

Please consider purchasing our recommended Telstra Standard Business Gateway or Telstra Premium Business Gateway (DEVG2020).

STEP 1

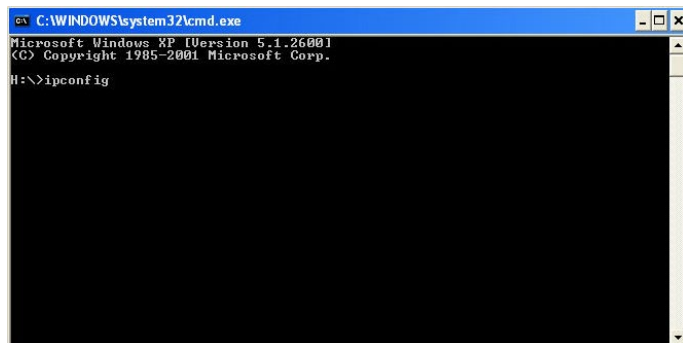
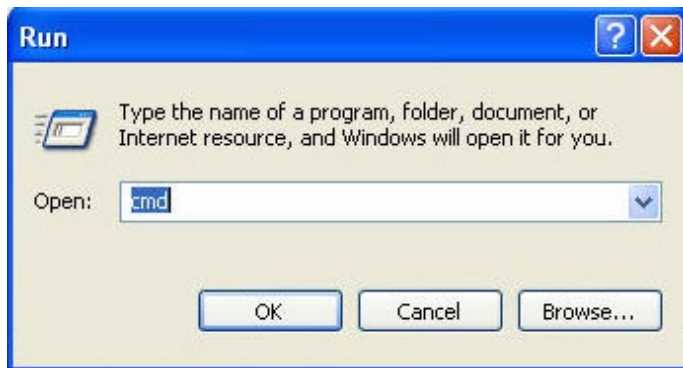
If you wish to continue to use your existing ADSL2+ router/modem then you'll need to refer back to your user guide/manual/CD that you would have received upon purchase of that router/modem. If you have misplaced this guide, you may be able to use the internet to look up the manufacturer's website for the model and configuration details on your old router/modem.

STEP 2

If you don't have any luck with a user guide/manual/CD or help from the internet, you will still need to configure a modem. To do this you will need to open your internet browser (Internet Explorer, Firefox, Safari, Google or Chrome, etc) and enter the modem's "Default Gateway" IP address into the address bar, this will give you access to the router/modem's user interface (GUI).

If you don't know what the Default Gateway IP address is, it can be determined by using the following commands

START->RUN-> cmd->IPCONFIG --> and recording the default gateway IP



Once you have obtained the default gateway IP address enter it into the address bar (it is not necessary to prefix this address with http:// or www/)

STEP 3

You may be presented with a screen prompting you for a login (this should be the GUI). Different modems will have different default login details (check the modem's serial number sticker or user guide as a quick reference).

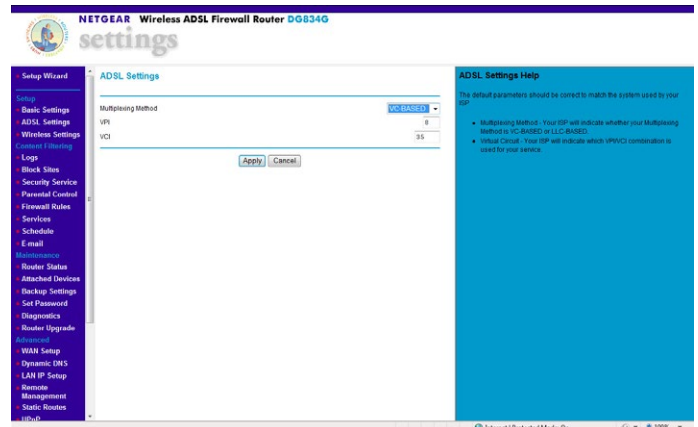
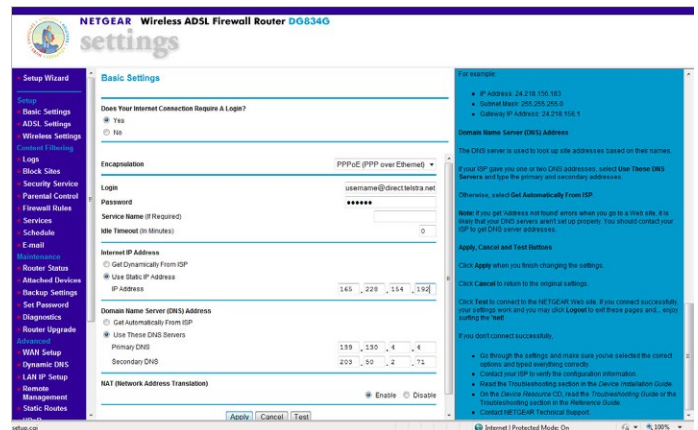
STEP 4

Once in the modem interface, you will need to enter the new Telstra Business Broadband account username and password (as detailed in your Configuration Email).

STEP 5

When configuring a modem, you may see many different settings or options. If ever you are unsure, use the default settings. The only thing you should need to change is the PPP username and password, and the DNS settings (all can be found on the Configuration Email).

Below are examples of screens that could be used to ensure you select and enter the appropriate details for your equipment.



04. TELSTRA STANDARD BUSINESS GATEWAY SETUP

BEFORE YOU START YOU WILL NEED:

- TBB ADSL Install Kit (ADSL Gateway, power adaptor, yellow ethernet cable, grey telephone cord, filter/splitter, TBB User Guide)
- your configuration advice (this would have been sent to you via email).

STEP 1: GETTING STARTED

Ensure every phone socket that has an active PSTN device connected has an ADSL filter/splitter attached (see section 02 of this guide for details). Load the CD that came with your new gateway. The CD will guide you through every step required to set up your new gateway and internet service. This whole process should take about 10-15 minutes. This will include:

- connecting your new gateway
- installing the filter(s)
- configuring the router once it is plugged in and powered on (incl. Wi-Fi SSID and password)
- saving important gateway information to your desktop (eg username/password, router configuration files – so that you will have a back up in case you need it).

STEP 2: CONNECTING THE GATEWAY TO THE INTERNET

Once you have been all the way through the Install CD, your internet connection should be up and running. Going to a website is the easiest way to check that it is okay – try telstra.com.au/business-enterprise/. Alternatively you can check your gateway lights against the list of indicator lights in your user guide.

If you get stuck:

- the install CD includes some basic troubleshooting steps
- there is also a trouble shooting section and a FAQs section in the user guide
- there are more resources available online at telstra.com.au/business-enterprise/help-support/software-downloads
- if you are still experiencing problems, please call our Telstra Business Technical Support on **13 2999** and have your username, password and account number handy.

05. TELSTRA PREMIUM BUSINESS GATEWAY – DEVG2020 SETUP

BEFORE YOU START YOU WILL NEED:

- Gateway and kit contents (DEVG2020 gateway, power adaptor, yellow Ethernet cable, grey telephone cable, filter/splitter and Telstra Premium Business Gateway Install Guide (included in the box)
- Your configuration advice (this would have been sent to you via email).

STEP 1: GETTING STARTED

Ensure that every phone socket that has an active PSTN device connected has an ADSL filter/splitter attached. See Section 02 of this guide for more details.

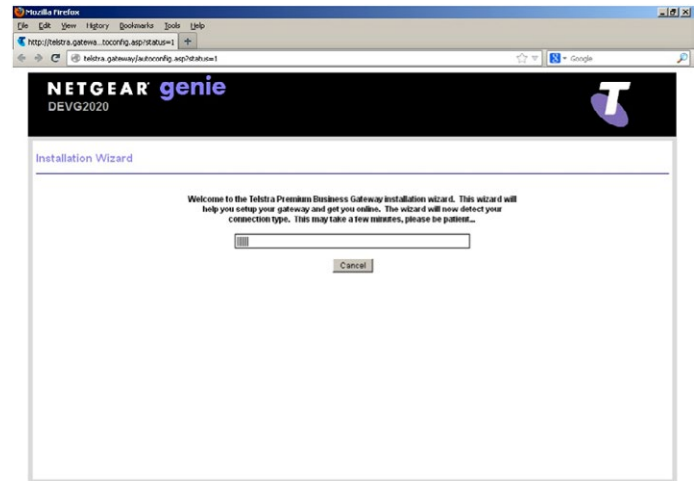
Connect the supplied grey cable to the “DSL” port on the DEVG2020 and the other end to the “ADSL MODEM” socket on the relevant filter/splitter.

Follow the instructions in the provided Install Guide that came with the gateway to correctly connect all the cabling between your gateway and computer and begin the setup process for your ADSL service.

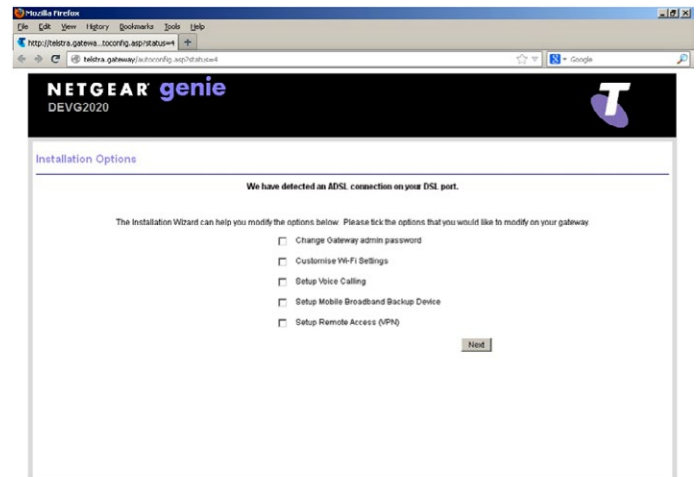
STEP 2: CONNECTING THE GATEWAY TO THE INTERNET

It may take a few minutes for your gateway to finish the starting sequence. The “PSTN” LED will light when it is ready.

In a web browser, type in **telstrabusiness.com** and hit Enter. This will launch the embedded Wizard and begin to detect your ADSL connection as below.



Wait for the gateway to detect your ADSL connection. When it has been detected, you will be presented with the below options screen.

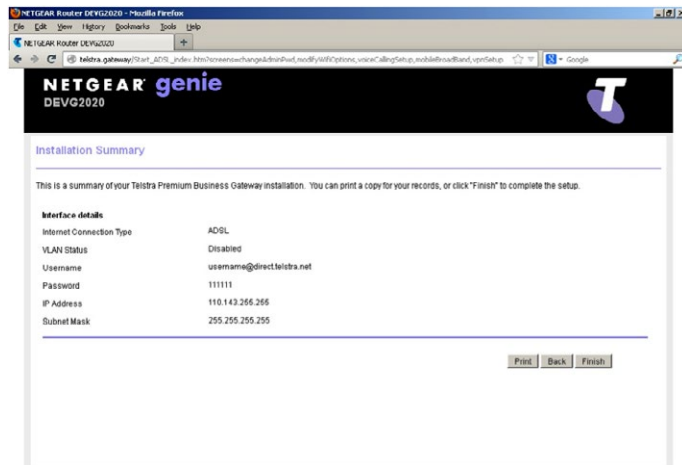
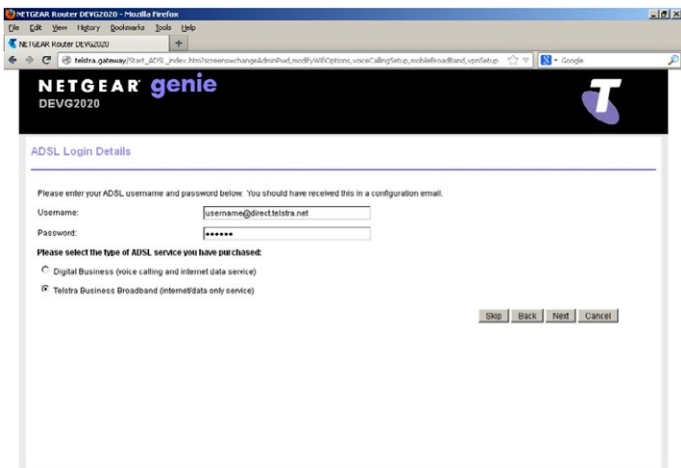


You may wish to configure extra features on your gateway (except for “Setup Voice Calling” which is not available for TBB customers) on this screen. Select them and click “Next”.

When prompted enter your TBB username and password from the Configuration Email and select “Telstra Business Broadband (internet/data only service)”.

Note: If you select the “Digital Business” option, your Telstra Business Broadband service will not connect.

If your service is active and you have entered the correct login details, the gateway will present you with a summary, as below.



Click “Next”. Please wait while the gateway connects you to your ADSL service.

Click “Finish” to start using your TBB ADSL service.

You can login to the user interface of your Telstra Premium Business Gateway when connected via Ethernet cable at anytime by typing:

- telstra.gateway; or
- 192.168.15.1 in a web browser.

The default login details (which are found on the bottom of the device) are:

Username: admin

Password: telstra



06. TBB MAIL SETUP

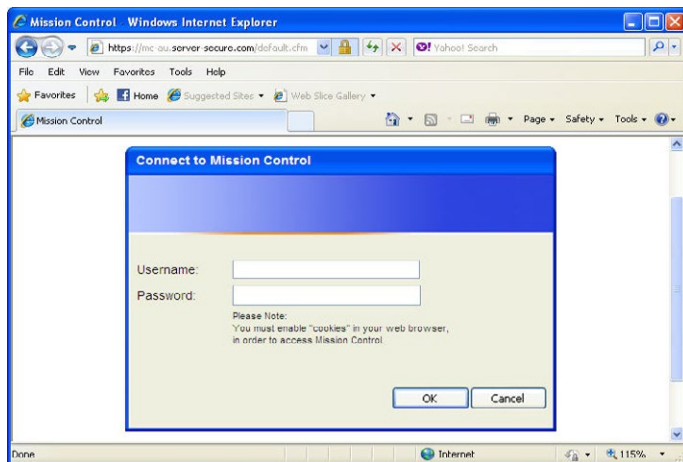
STEP 1: LOGIN TO MISSION CONTROL

(missioncontrol.pm.telstra.com)

Account Number:

Password:

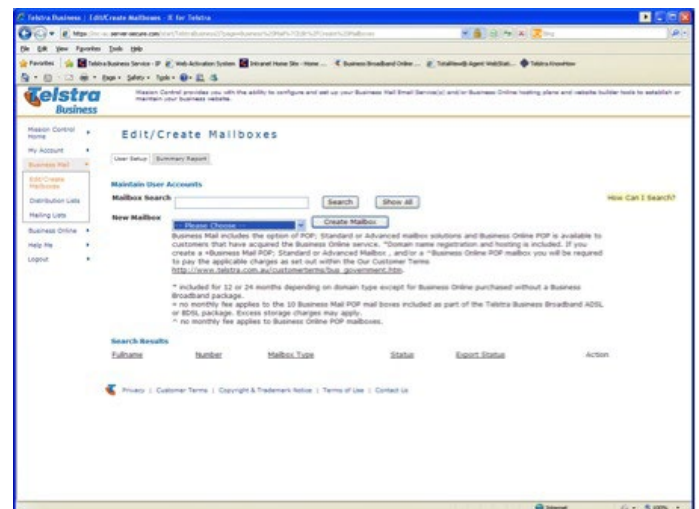
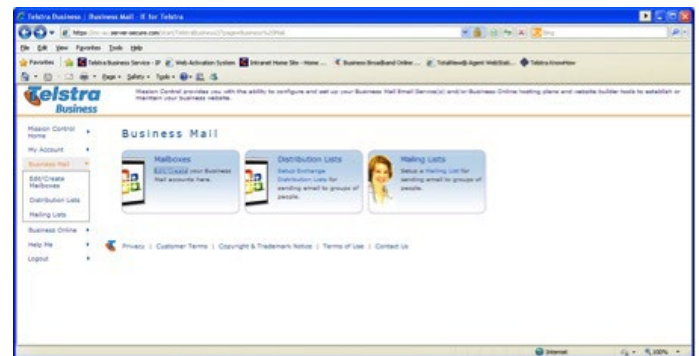
- User Mailbox screen
- Business Mail
- Edit/Create.

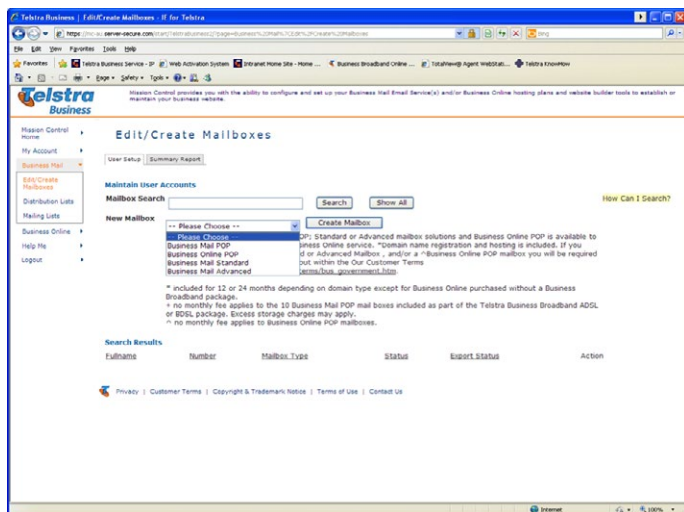


STEP 2: SET UP MAILBOX AND USER ATTRIBUTES

Select one of the two Mailbox types (depends on what you have ordered – they are charged differently so you will pay for what you select):

- Business Online POP
- Business Mail POP.





STEP 3: CONFIGURE YOUR EMAIL CLIENT IN ORDER TO USE BUSINESS MAIL

To configure an email client for Business Mail, a user's mailbox must be created.

When you configure a user's email client, you will need to know:

- Mailbox Type: Business Mail POP for most users
- Login Username: Your main email address
- Login Password: Your User Password
- Mailbox Name or Username for Microsoft Outlook Configuration: Your Full Name or Mailbox Number
- Business Mail Domain Name: me1

STEP 4: LOGIN AND CREATE USERS

Login to your business mail account (the activation of the new mailbox can take up to two hours).

Login Username: Main Email Address (as entered above)

Login Password: User Password

Business Mail Domain Name: me1

Once logged-in, select the "User set-up" tab and then:

- select mailbox type (Business Mail POP unless you have purchased a business online service)
- click 'create mailbox' (screen shot in Step 2 shows "Create Mailbox" hyperlink).

STEP 5: CONFIGURE YOUR MAILBOX ATTRIBUTES

Once you click on "Create mailbox" a new page will be opened which will need to be completed with your user details.

On the General Settings tab – set mailbox status 'ON'.

Then enter main email address and any required additional email addresses.

STEP 6: SET UP USER PASSWORD

Enter password for new user in New Password field and Confirm New Password field:

- save user details
- click 'Save'.

07. DOMAIN SETUP

MANAGING YOUR DOMAIN NAME

If your domain name will be hosted by Telstra, when you redelegate an existing domain name to Telstra Hosting, we'll email you a Redlegation Request form. This form must be completed and returned to us – but only after you have set up your website and mailboxes in Mission Control.

Once your new or redelegated domain name is launched on our Domain Name Servers, it can take up to two days to be replicated on other servers so internet and email users to access your services. (This delay can vary with domain name types and the domain name authority involved.)

If your domain name is being hosted elsewhere your existing domain name could be hosted by another service provider or Telstra CustData. You'll need to give your host the following DNS settings for Business Mail and/or Business Online. With Telstra Custdata, you can update the DNS settings yourself, online.

Remember to co-ordinate Domain Name Renewals with your host, so that your email and website services are not interrupted. (Telstra Hosting manages renewals for its customers.)

PRIMARY MX RECORD

Host Name: **mx1.pm.telstra.com**

SECONDARY MX RECORD

Host Name: **mx2.pm.telstra.com**

DOMAIN SETUP

Login to Mission Control (**missioncontrol.pm.telstra.com**)

Account Number

Password

Click 'Help me' (far left panel).

Click 'Add A job' (far left panel).

- provide a subject title
- choose 'Other' in the Urgency description.

Enter details as described:

- your Domain Name Registration Key and Password
- what is required, eg "Please re-delegate my domain to Telstra Business"
- additional information, eg IP address of your website if you wish to keep your website with current website host.

Provide your contact details.

Click 'Submit' to enter job and a Job ID number will be generated.

Note

If you already have a registered Domain Name and wish to keep it with your current Host because they Host your website, but you wish to use Telstra Business Mail – provide your current Domain Name Host with the Following MX Record for Telstra Business Mail.

- **mx1.pm.telstra.com** (primary MX).
- **mx2.pm.telstra.com** (secondary MX).

ACCESSING BUSINESS POP EMAIL TO SEND AND RECEIVE

The simplest method to access your email is using a Web Browser such as Internet Explorer:

- type in the address bar **http://deskcontrol.pm.telstra.com/**
- enter the email address that you created for your mailbox
- enter the password that you created for your mailbox
- click submit to enter your mailbox.

ACCESSING YOUR EMAIL FROM AN EMAIL CLIENT PROGRAM SUCH AS MICROSOFT® OUTLOOK 2007

Enter the following settings into your email program:

- account type POP
- Username (your email address)
- the password
- Incoming Pop Server > **pop.telstrabusiness.com**
- Outgoing smtp > **smtp.telstrabusiness.com** (or details from your ISP). If it's not connecting from Telstra Business Broadband call our Telstra Business technical support on **13 2999**.