

# QUICK START GUIDE

Set-up guide for your new Telstra **nbn**™ Connection Kit suitable for these connection types: Fibre to the Node / Fibre to the Building



## 1 CONNECT GATEWAY

The Gateway is already pre-cabled to make the set-up easier for you.

### Important Information

You must have authorised account holder permission to install the Telstra **nbn** Connection Kit. Once the kit is connected, your switch to the **nbn** network may take up to 3 weeks. You will be notified by email once your connection is complete. Your existing broadband and voice services will continue to work while we organise your move to the **nbn** network.

Please ensure you have read the warnings on the side of the box before proceeding as these services will not work after self install (e.g medical alarms).

If you need your ADSL username and password you can retrieve it at [telstra.com/password](http://telstra.com/password)

Any devices plugged in to your telephone wall sockets can interfere with your **nbn** service so you need to disconnect them (e.g. existing modems, telephones and any other devices). To continue using your existing phones or fax machines after your move to the **nbn**, please ensure they are connected to this Telstra **nbn** Connection Kit by following these instructions.

To recycle your old Gateway:  
[recyclingnearyou.com.au/ewastescheme/](http://recyclingnearyou.com.au/ewastescheme/)

- a. Please read the sticker on the side of the Gateway before removing it as it contains important information about your move to **nbn** network.
- b. Insert the GREY plug from the ADSL line filter into the telephone wall socket.

**LIFT OUT &  
TURN OVER  
FOR DIAGRAM**

## 2 POWER GATEWAY

- a. Plug the power adaptor into the wall. Make sure the power point is switched on.
- b. The Gateway will now turn on. Please wait for the POWER button to turn solid green.

**Wait for the “ONLINE” light situated on the top of your Gateway to turn solid green.**

**This could take up to 10 minutes.**

## REMOVE FRIDGE MAGNET



## 3 CONNECT DEVICES

To connect the included cordless home phone

- a. Insert the provided batteries into the handset.
- b. Wait for the handset to connect to the Gateway, then the home screen will appear. This could take up to 1 minute.
- c. Plug the handset cradle into any power outlet and place the handset vertically in the charging cradle. Charge the handset overnight for best results. The provided handset is wirelessly paired with the Gateway and will work automatically after these steps have been followed.

**If you want to connect your existing home phone**

Plug in your existing home phone into GREEN ‘PHONE’ port on the Gateway. Check for dial tone. Existing phones and fax machines not connected to this port on the Gateway will no longer work after your move to the **nbn** network.

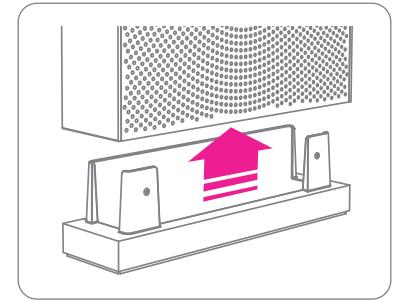
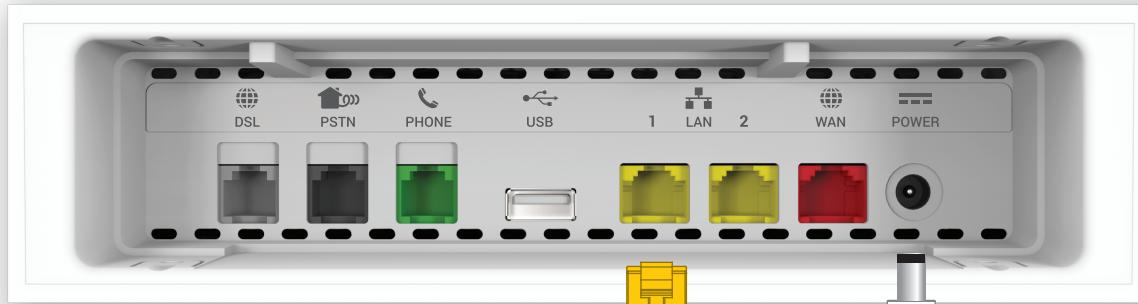
**To connect via Wi-Fi**

On your device (smartphone, tablet, laptop etc.) select the Wi-Fi Name printed on your Wi-Fi fridge magnet. When asked, enter in the Wi-Fi Password also on your Wi-Fi fridge magnet. To check if your internet is working go to your favourite website or [telstra.com/welcome](http://telstra.com/welcome)

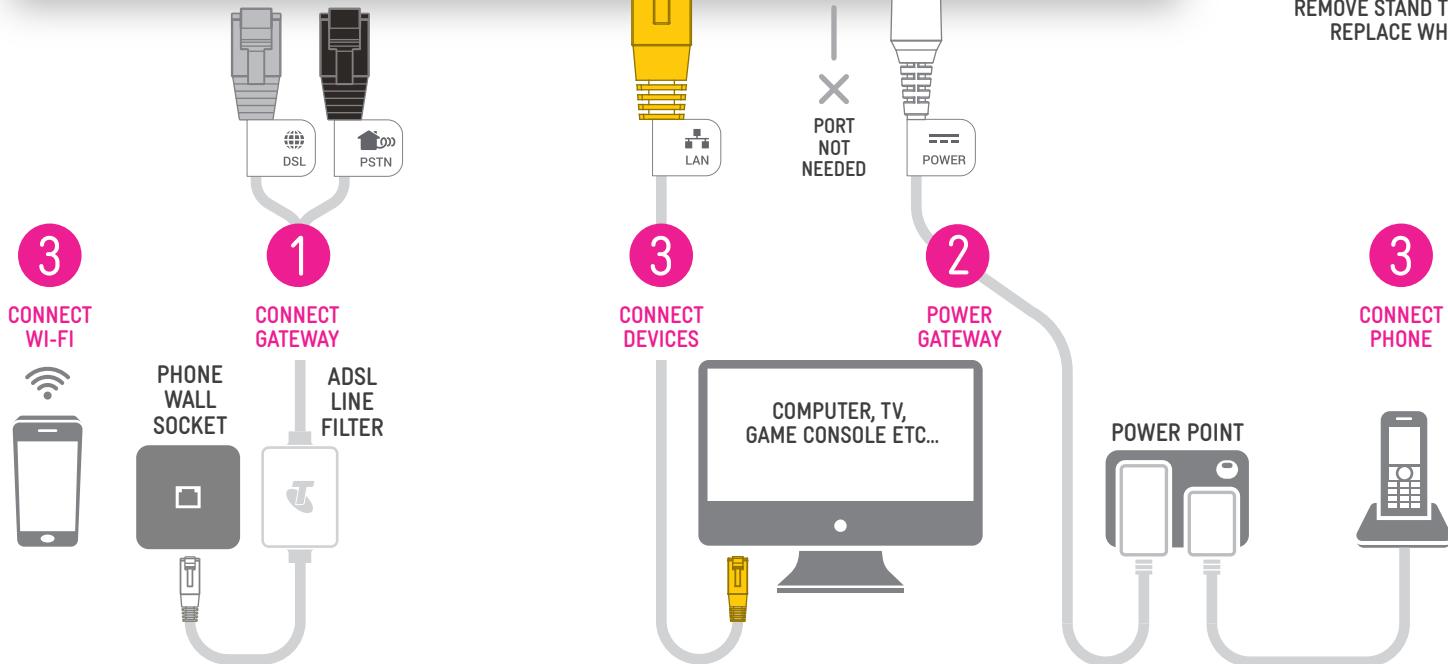
**To connect via a cable (optional)**

Insert the YELLOW “LAN” plug into any YELLOW port on the Gateway. Insert the other end into your device’s network port.

**YOUR INSTALLATION IS NOW COMPLETE. WE CAN NOW BEGIN YOUR MOVE TO THE NBN NETWORK WHICH MAY TAKE UP TO 3 WEEKS.**



REMOVE STAND TO ACCESS PORTS.  
REPLACE WHEN FINISHED.



## HAVING SETUP ISSUES?



1) Check the diagram and the steps in this guide to make sure your cables are plugged in correctly.



2) Try turning off the Gateway for at least 2 minutes before turning it back on again.

## NEED MORE HELP?



Questions / Technical Support? - 1800 996 203 (English)

For numbers in other languages, please visit:  
[telstra.com.au/contact-us/multilingual-services](http://telstra.com.au/contact-us/multilingual-services)



[telstra.com/nbnkit](http://telstra.com/nbnkit)  
[crowdsupport.telstra.com.au](http://crowdsupport.telstra.com.au)