Get connected with your

# TELSTRA GATEWAY MAX™

WPS

Wi-Fi On/Off

USB

Power

Down Stream

Up Stream

WAN

2.4GHz

5GHz

1
2
3    LAN
4

Quick start guide

IT'S HOW
WE CONNECT

# OVERVIEW

## Getting online with the Telstra Gateway Max

**01** Set up your Telstra Gateway Max

**02** Connect your computer / devices to the Gateway

**03** Activate and check your internet connection

**04** Troubleshooting tips

**05** Managing your Telstra Gateway Max

# WELCOME

Before setting up your Gateway, ensure that you have your Broadband username and password handy.

Here's your new Telstra Gateway Max. In order to enjoy the benefits of this Gateway, you'll need to unplug your old modem and replace it with the one in this box.  If you have connected other devices to your modem through Wi-Fi or Ethernet cable, you will need to reconnect them to your new Telstra Gateway Max. Don't worry, we'll show you how it's done.

To set up the Gateway, make sure you have the following:

• Telstra Gateway Max
• Wi-Fi security card
• Power adaptor
• Prepaid satchel for returning your old modem
• Splitter
• Coaxial cable x 2
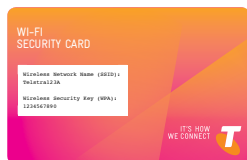• Ethernet cable x 2
• Spanner

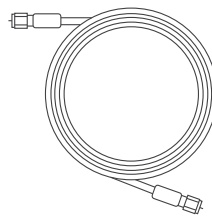We've added some extra cables in the box in case you need them.

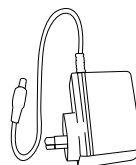| | | | |
|---|---|---|---|
| | Prepaid satchel | Coaxial cable x 2 | Ethernet cable |
| Telstra Gateway Max device | Wi-Fi security card | Power adaptor | Spanner Splitter |
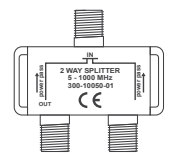
# THE TELSTRA GATEWAY MAX AT A GLANCE

Tablet

Mobile Phone

SmartTV

T-Box®

Ethernet
Cable

Coaxial Wall Socket

Coaxial
Cable

Power
Supply

2 Way Splitter
(Optional)

Power

Foxtel (Optional)

Personal Computer
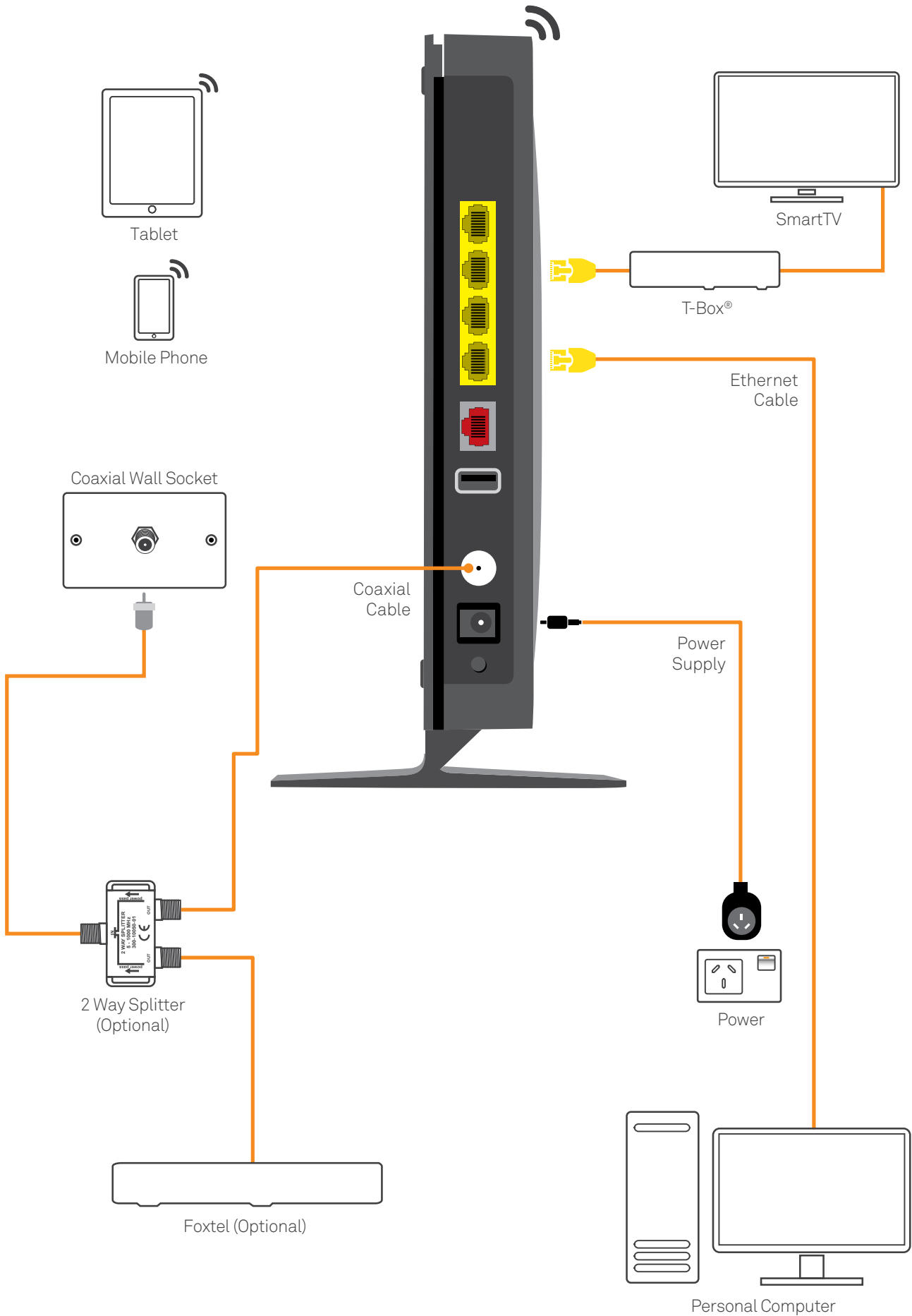
# 01 SET UP YOUR TELSTRA GATEWAY MAX

**Important:** For the best Wi-Fi coverage, think about where you setup your Gateway. Place the Gateway vertically, using the stand provided, in a location central to where you will use your Wi-Fi devices and within reach of a coaxial wall socket.

When you set up your new Gateway make sure you use the power supply provided with your Telstra Gateway Max. You can use your existing coaxial cable instead of one of the ones in the box if you prefer.

## Step 1: Removing your old modem

1. Switch off the power on your old cable modem and unscrew the coaxial cable from the back of it. If needed, a spanner is in the box to help loosen the cable.

2. Unplug any other cables connected to the old modem.

3. Remove the old modem and power supply.

4. Place the old modem and power supply in the enclosed self-addressed satchel and post back to us or drop it into your nearest Telstra store. We will ensure your old modem is disposed of responsibly.
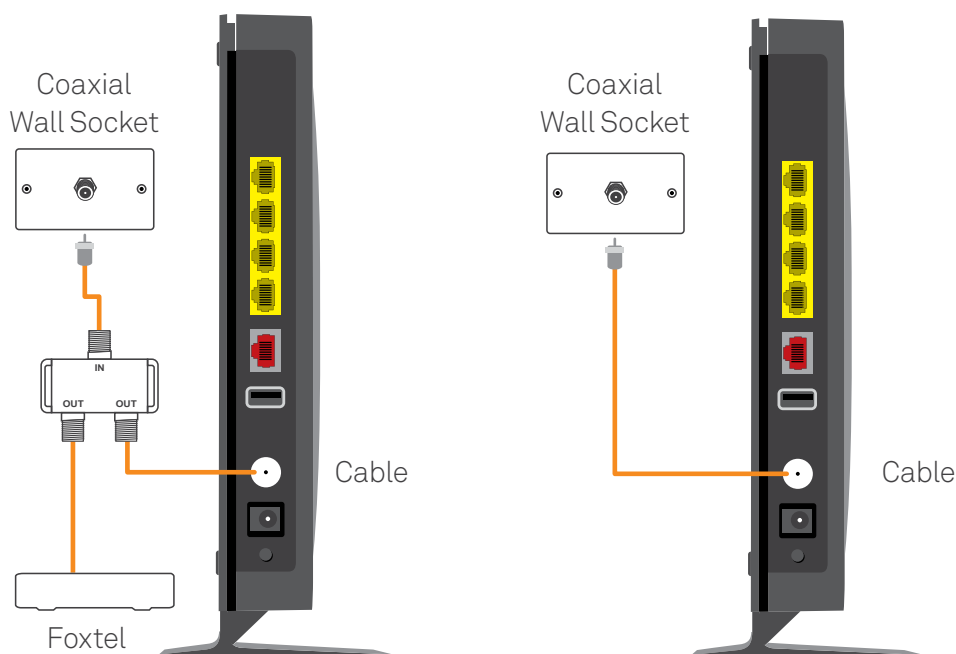
## Step 2: Connecting your Telstra Gateway Max

1. Screw on the coaxial cable into the back of the new Telstra Gateway Max in the socket labelled 'Coax/WAN'.

2. Reconnect any other cables you removed from the old modem.

## Step 3: Turning on your new Gateway

1. Connect one end of the power cable to the Gateway and the other end to a power outlet.

2. Turn on your Gateway, by pressing the power button on the back.

3. Allow up to 2 minutes for start-up. The LED lights on the front of the Gateway will flash.

4. Check that the LED light next to this icon ⊙ on the front panel, is solid green before proceeding.

12V 2.5A
On Off
1.
2.
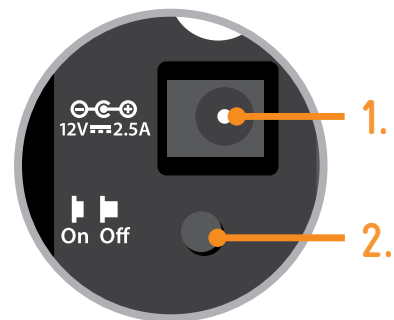
**Note:** Please ensure that you use the power supply that came with your new Telstra Gateway Max.

Coaxial Wall Socket

IN
OUT   OUT

Cable
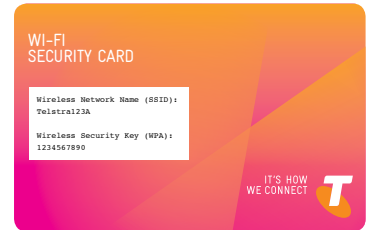
Foxtel

Coaxial Wall Socket

Cable

# 02 CONNECT YOUR COMPUTER/ DEVICES TO THE GATEWAY

Your Gateway allows you to connect multiple devices to the Internet through Wi-Fi and Ethernet cable network connections. **You may choose to connect each of your devices via Wi-Fi OR via Ethernet.**

## Connecting via Wi-Fi

If you had devices connected to your old modem's Wi-Fi, you will need to reconnect them to your new Gateway.

The default Wi-Fi Network Name (SSID) and Network Key can be found on the new Wi-Fi Security Card provided, and on the back of your Gateway.

1. Enable the Wi-Fi connection on your computer/device.

2. You should be able to see the Gateway's Wi-Fi Network name which can be found on the Wi-Fi Security Card provided. Select the Network Name from the list, or enter the Network Name if you do not see it on the list.

3. Enter the Network Key when prompted.



**WI-FI SECURITY CARD**

Wireless Network Name (SSID):
Telstra123A

Wireless Security Key (WPA):
1234567890

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**Note:** The 5GHz network will provide the fastest speeds. The 2.4GHz network will provide the broadest range of coverage.

**OR**

## Connecting via Ethernet

1. Connect one of the ethernet cables to any yellow ethernet port on the back of your Gateway.

2. Connect the other end of the ethernet cable to an ethernet port on your computer.

3. Check that the LED light on the front of the Gateway corresponding to the port is green before proceeding.
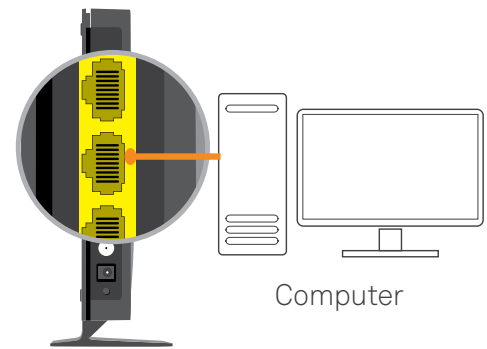


Computer

# 03 ACTIVATE AND CHECK YOUR INTERNET CONNECTION

To access the internet, you need to activate your Gateway.

## Connecting to the internet

1. Open a web browser on your computer/device.

2. Enter the URL www.telstra.com

3. Enter your Telstra Broadband username and password if prompted and follow all on screen instructions.

4. Restart your Gateway when prompted (the LED lights on your Gateway will flash during the restart).

5. Once restarted, open a web browser and enter the URL www.telstra.com/welcome to check your connection. If this loads you are now online. If you're still having trouble, refer to the Troubleshooting Tips in Part 4.

## Helpful tools

After you have activated your service, you can check your internet usage, billing information and access other helpful tools at www.telstra.com/welcome.

# 04 TROUBLESHOOTING TIPS

## Connecting to your Telstra Gateway Max

If you are having trouble connecting to your Gateway, make sure that:

• The cabling is connected correctly, as shown in Step 1, Set up your Telstra Gateway Max.

• The power supply is connected.

**If you still have trouble:**

• Try restarting your Gateway and computer/devices by turning them off.

• Wait 10 seconds before turning them on again.

## Can't find your Telstra Broadband username or password?

Your username was included in earlier communications from Telstra. On an internet-enabled device, such as your phone, go to telstra.com/username or telstra.com/password to retrieve these details.

## Can't find the Wi-Fi Network Name?

• On a Wi-Fi capable device, make sure you have the Wi-Fi turned on and in search/scan mode.

• The 5GHz Wi-Fi Network Name may not be visible on some older Wi-Fi devices.
  This means they are capable of supporting the 2.4GHz frequency only.

## Why do I need to reconnect all my Wi-Fi devices?

Your devices were connected to your old modem's unique Wi-Fi details. For your security all our Gateways have a unique Wi-Fi Network Name and secure Network Key. In order for your devices to connect to your new Telstra Gateway Max Wi-Fi, you will need to connect to the new unique Network Name. This should be repeated for all devices you want to connect to Wi-Fi. See Step 2, Connect your computer/devices to the Gateway for instructions.

## Still need help?

If you're still experiencing problems getting back online, you can call us on 1800 135 103, Monday to Sunday, between 8am to 8pm AEST.

# 05 MANAGING YOUR TELSTRA GATEWAY MAX

Use the Gateway control panel to manage and customise your Gateway settings.
The control panel can be accessed from any device connected to the Gateway (via Wi-Fi or Ethernet).

To access the Gateway control panel:

1. Open a web browser on your computer/device.

2. Enter the URL telstra.gateway

3. Enter the username and password for access.

   Username: admin    Password: password

   (This is the default login, and can also be found on the bottom of the Gateway).

## Useful control panel functions:

• Use Parental Control to protect children from inappropriate content and restrict internet usage by the time of day.

• View devices that are connected to your Gateway (via Wi-Fi and Ethernet).

# NEED MORE HELP?

Phone 1800 135 103, select Option 1
(Monday to Sunday from 8am to 8pm AEST)
telstra.com/welcome

You can get access to more help
by using one of the following:

Telstra Wi-Fi
Maximiser™ App

Telstra
24x7® App

Available on the
App Store

GET IT ON
Google play

Download from
Windows Store

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