Get connected with your
TELSTRA
T-GATEWAY™

Quick start guide
Fold out to get started
WHAT’S IN THE BOX

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

✓ T-Gateway device
✓ Wi-Fi security card
✓ Power supply
✓ ADSL filter
✓ Optional components box

Additional components are included, which you may need to use.

OVERVIEW

The Telstra gateway at glance

01 Set up your telstra Gateway
02 Connect your computer / devices
03 Activate and check your internet connection
04 Troubleshooting tips
05 Managing your Telstra Gateway
01 SET UP YOUR
TELSTRA T-GATEWAY

Important: Before setting up your Gateway, ensure you have received your order completion email. For the best Wi-Fi coverage, place your Gateway with the stand provided, in a location that is central to where you will use your Wi-Fi devices.

Step 1: Connecting the cables
Connect your Telstra T-Gateway to your existing telephone socket. Before you connect your Gateway, you will need to disconnect your telephone by unplugging it from the wall socket.
1. Connect the filter to the wall socket.
2. Connect your telephone to the filter, to the port labelled "LOCAL PHONE".
3. Connect the other end of the ADSL modem cable to the grey DSL port on the back of the T-Gateway.

Step 2: Powering on
1. Connect one end of the power cable to the gateway and the other end to a power outlet.
2. Turn on your T-Gateway.
3. Allow up to 3 minutes for start-up. The LED lights on the front of the T-Gateway will flash.
4. Check that the ECO LED light is solid green before proceeding.
02 CONNECT YOUR COMPUTER / DEVICES

Your T-Gateway allows you to connect multiple devices to the internet, through a Wi-Fi network connection and Ethernet network connection. You may choose to connect via one method.

Connecting via Wi-Fi

The Network Name and Network Key can be found on the Wi-Fi security card provided, and on the bottom of your T-Gateway.

1. Enable Wi-Fi connection on your computer/device.
2. 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.

Connecting via Ethernet

1. Connect one of the Ethernet cables to the yellow LAN port on the back of your T-Gateway.
2. Connect the other end of the Ethernet cable to an Ethernet port on your computer.
3. Check that the Ethernet LED is green before proceeding.

03 ACTIVATE AND CHECK YOUR INTERNET CONNECTION

Before you can activate your Internet connection please ensure you have received your order completion email. Have your Telstra broadband username and password handy and follow these steps:

1. Open your preferred web browser on your computer/device.
2. Go to your Gateway control panel via telstra.gateway/.
3. Click on ‘Broadband’.
4. Check in the username field, under PPPoE Settings, that your Telstra username is present.
5. Is your Telstra username present?
   - If YES, please go to www.telstra.com/welcome.
   - If NO, please continue with Step 6.
6. Enter your Telstra Broadband username and password.

If you can’t remember your Telstra broadband password

Use an internet-enabled device such as your phone and go to www.telstra.com/password to retrieve your password.

7. Click on ‘Save’.
8. In your browser, go to www.telstra.com/welcome.
04 TROUBLESHOOTING TIPS

Connecting to your Gateway
If you are having trouble connecting to your Gateway, make sure that:
• The cabling is connected correctly, as shown in Part 1 Set Up Your Telstra Gateway Max.
• The power supply from the kit is connected.
If you still have trouble, try restarting your Gateway and computer/device by turning them off. Wait 10 seconds, before turning them on again.

Can’t find your Telstra Broadband password?
On an internet-enabled device, such as your phone, go to www.telstra.com.au/password to retrieve your password.

Can’t get onto the Internet?

<table>
<thead>
<tr>
<th>Gateway LEDs affected</th>
<th>Gateway LED status combination</th>
<th>Suggested Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>WAN + Internet</td>
<td>OFF + Red</td>
<td>Check you have received your order completion email, before continuing the set up of your service.</td>
</tr>
<tr>
<td>WAN + Internet</td>
<td>Green + Green</td>
<td>Check you have received your order completion email, and follow Section 3 in this Quick Start Guide.</td>
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</tbody>
</table>

05 MANAGING YOUR GATEWAY

Using the Gateway control panel
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. To access the Gateway control panel:
1. Open a web browser on your computer/device.
2. Enter the URL telstra.gateway.

Useful control panel functions:
• Use Parental Control to protect children from inappropriate content, and restrict internet usage.
• Go to Wi-Fi to change your Wi-Fi Network Name and Network Key.
• Go to Broadband to change your Telstra Broadband username and password.
NEED MORE HELP?

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
- Available on Google Play
- Download from Windows Store

[Link to help](telstra.com/help)
[Link to crowdsupport](crowdsupport.telstra.com.au)
Phone 13 3933

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