Get connected with your

TELSTRA T-GATEWAY™

Ethernet
Wireless
Voice
WAN
Internet
DECT
WPS

ECO
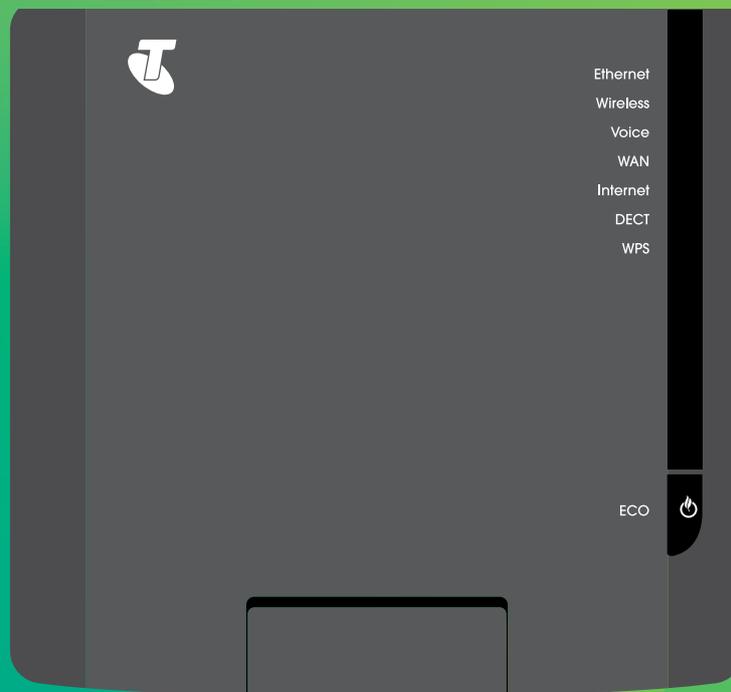
Quick start guide
Fold out to get started

IT'S HOW
WE CONNECT

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.

T-Gateway

Optional components for your broadband set up:

- 1 x Ethernet cable
- 1 x Extra Telephone cable
- 1 x Extra ADSL filter
- 1 x Telephone adaptor

Optional components box

WI-FI SECURITY CARD

Wireless Network Name (SSID):
Telstra123A5

Wireless Security Key (WPA):
ABC0123456

IT'S HOW WE CONNECT

Wi-Fi security card

Power supply

WALL SOCKET

LOCAL PHONE   ADSL MODEM

1x ADSL filter

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

THE TELSTRA T-GATEWAY AT A GLANCE

technicolor TG797n v3

SN : CP1306RAZYM
MAC A4816S697C42   ACCESS KEY: MCH6Z2P0
GW : DSLCBA646EKV6
OUI - SN : A4816S-CP1306RAZYM

wireless user codes

WiFi CERTIFIED

Network Name: Wireless Key:
Telstra123ABC   ABCD1234S6

PSTN   DSL   1   2   3   GbE   WAN   Reset

Power

T-Hub®

T-Box®   SmartTV

Handset

ADSL MODEM   LOCAL PHONE

Personal Computer

WALL SOCKET

Filter / Splitter

Phone Line   Mobile Phone   Tablet

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.

T-Gateway

Telephone Wall Socket

ADSL Filter

Phone
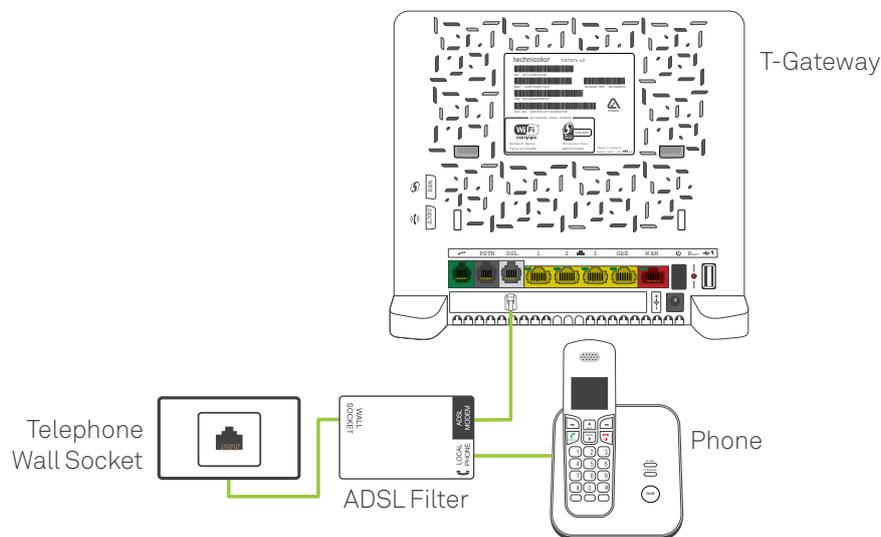
Step 2: Powering on

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.

T-Gateway

Power
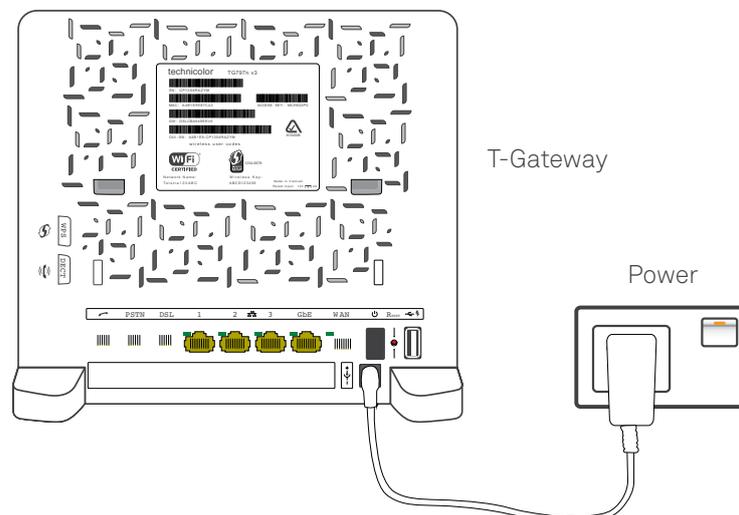
02 CONNECT YOUR COMPUTER / DEVICES

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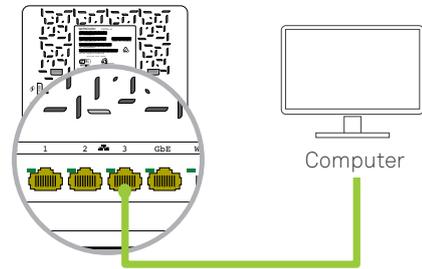
1. Enable Wi-Fi connection on your computer/device.

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.

OR

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.

WI-FI SECURITY CARD

Wireless Network Name (SSID): Telstra123A45

Wireless Security Key (WPA): ABCD123456

IT'S HOW WE CONNECT

Computer

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?

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

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

GET IT ON
Google play

Download from
Windows Store

telstra.com/help
crowdsupport.telstra.com.au
Phone 13 3933

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