

GETTING CONNECTED WITH YOUR T-GATEWAY™

IT'S HOW
WE CONNECT



LET'S GET THIS SHOW ON THE ROAD

This guide is designed to help you get started with your new T-Gateway™. Please make sure you keep it in a safe place, as you may find you need to refer to it again at a later date.

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INTRODUCING YOUR T-GATEWAY

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WELCOME TO YOUR T-GATEWAY

CONGRATULATIONS ON YOUR NEW CONNECTION

Thank you for choosing BigPond Broadband and this T-Gateway, your new connection to the world of high-speed Internet and home entertainment.

Your T-Gateway lets you connect all your compatible devices using the Ethernet ports and Wi-Fi such as: T-Hub®, T-Box®, computers, smartphones, tablets, game consoles and even your smart TV!

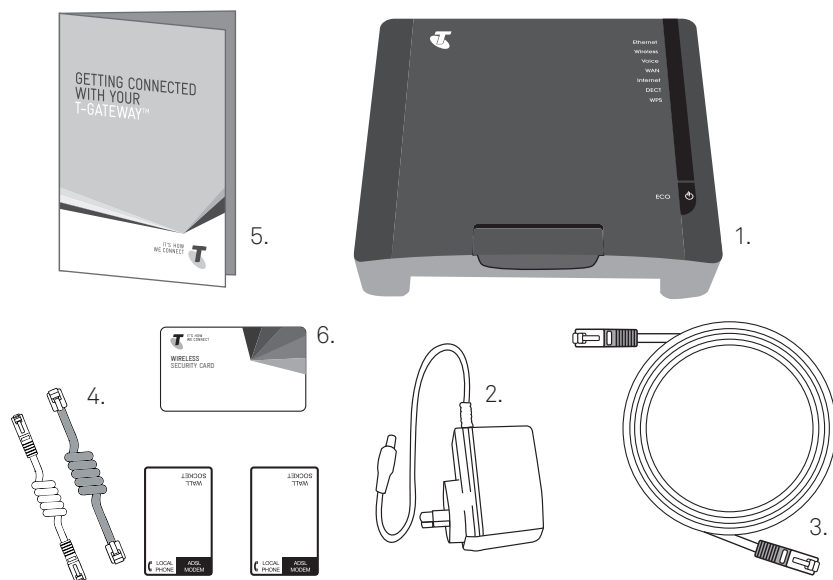
We're sure you're already happy with your purchase, but we'd like to highlight some of the exciting things you can do with the T-Gateway:

- Turn your portable hard drive into a shared storage device using the USB port,
- Easily share media throughout your home with any devices that are DLNA certified®,
- Share your printer across all your networked computers using the USB port,
- If your ADSL service isn't available you will have peace of mind knowing that if you have a Telstra or BigPond Mobile Broadband you can still access the internet via your T-Gateway as a backup,
- Securely share your internet connection with guests, using multiple SSIDs.

Note: Not sure what USB ports are? Unsure whether your device is DLNA certified®? Turn to page 82 for a glossary that explains the meaning of these terms, and more.

WHAT'S IN THE BOX

HERE'S WHAT COMES WITH YOUR T-GATEWAY



1. T-Gateway

2. Power adaptor

3. Ethernet Cable

Connect your computer or other device via a cable.

4. 2 x Telephone cables (T-Gateway), 2x Filter/splitters

Connect your phone on your ADSL line.

5. User guide

Detailed information about your T-Gateway.

6. Wireless security card

Contains the details you'll need to connect any device to your T-Gateway via Wi-Fi.

BEFORE YOU GET STARTED

CONFIRM YOUR LINE HAS BEEN ACTIVATED

It can take a few days after you place your order for ADSL to be activated on your line.

Check if your ADSL service has been activated by visiting telstra.com/trackmyorder and entering your 12 digit order number, or contact us through one of the options in the **'More Help'** section.

If you have a compatible Telstra or BigPond Mobile Broadband service, you can use it to get online until your ADSL service is active.

CHECK YOU HAVE EVERYTHING YOU NEED

Check that you've got all the contents in the image to the left. If anything is missing, contact us via the **'More Help'** section.

Got more than two phones? You'll need additional filters. You can find them at a Telstra Shop. If you have a wall-mounted phone or you need a special filter, please contact us through one of the options in the **'More Help'** section.

ABOUT YOUR T-GATEWAY

YOUR T-GATEWAY FROM THE FRONT

Your Gateway has 8 indicator lights on the front panel. These lights are active when:



1. Ethernet

A device is connected to your T-Gateway via Ethernet cable.

2. Wireless

A device is connected to your T-Gateway via Wi-Fi.

3. Voice

Your Telstra Internet call is made via your T-Gateway (not available on ADSL).

4. WAN

Your T-Gateway is connected to an active ADSL line/ NBN port.

5. Internet

Your ADSL line has a working Internet connection.

6. DECT

Your cordless handset is paired with your T-Gateway.

7. WPS

Secure setup is active on your T-Gateway.

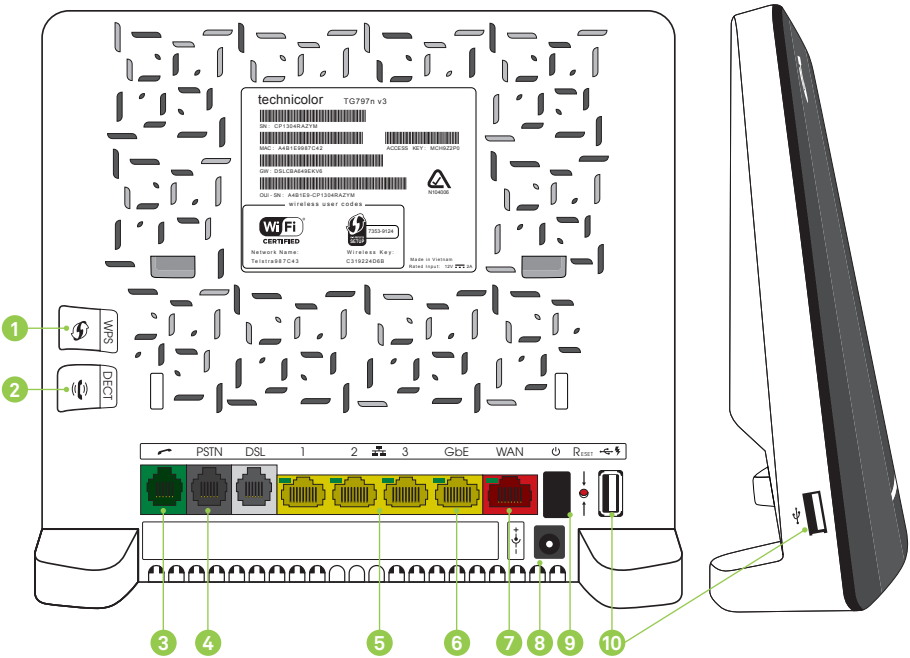
8. Status/ECO Power

Your T-Gateway is on or in idle mode.

NEED TO KNOW MORE?

The indicator lights will change depending on the status of your Gateway. For an explanation of what the lights mean, see page 79. To understand more about the terms used here, see page 81.

YOUR T-GATEWAY FROM THE BACK & SIDE



1. WPS (Wi-Fi Protected Setup) button

Press this button to activate WPS (see page 80 for an explanation of WPS LED colours).

2. DECT button

Press this button to pair your T-Hub and/or T-Hub 2 handset (or other DECT compliant handsets) with your T-Gateway.

3. Telephone port (green)

This port is currently not in use for ADSL services.

4. Telephone port (black)

Connect one of the included grey telephone cables from here to your 'Local Phone' socket on the filter/splitter to allow calls to be made with any DECT paired handset.

5. Ethernet Ports 1-3 (yellow: Fast Ethernet)

Connect any devices such as computers, smart TV's, T-Hub®, T-Box® or printers via a cable.

6. Ethernet Port 4 (yellow: Gigabit Ethernet or GbE)

Connect any devices such as game consoles or a T-Box for super-fast speeds.

7. Gigabit Ethernet port WAN (red)

This port is to connect your T-Gateway to your Velocity or Telstra on the NBN service allowing high speed transfer over Fibre networks.

8. Power Socket

Used with the supplied power adaptor in the kit.

9. Power button

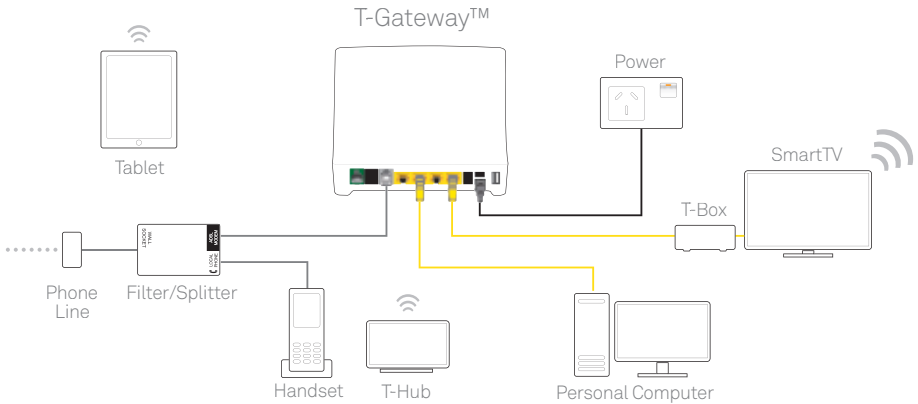
This button is to turn your T-Gateway on and off.

10. USB ports (Back port – High Power 1000mA; Side port – Normal Power 500mA)

Connect USB hard drives or printers; or connect a Telstra Mobile Broadband device for Internet without ADSL on any of the USB ports.

NOW LET'S GET YOU CONNECTED

So now that you have an idea of what your Gateway can do, it's time to help you get it all working. In the next two sections, we'll help you set up your Gateway and connect your devices to it:



GETTING STARTED WITH YOUR T-GATEWAY

Power on your T-Gateway and connect it to your phone line – see page 14.

CONNECTING DEVICES TO YOUR T-GATEWAY

Connect devices using Ethernet cable or Wi-Fi – see page 31.

GETTING STARTED WITH YOUR T-GATEWAY

In this section:

POWER ON YOUR T-GATEWAY

14

Connect your T-Gateway to power and switch it on – 4 tasks

15

CONNECT YOUR T-GATEWAY TO YOUR PHONE LINE

19

Connect your T-Gateway and install filter/splitters on your phone – 4 tasks

20

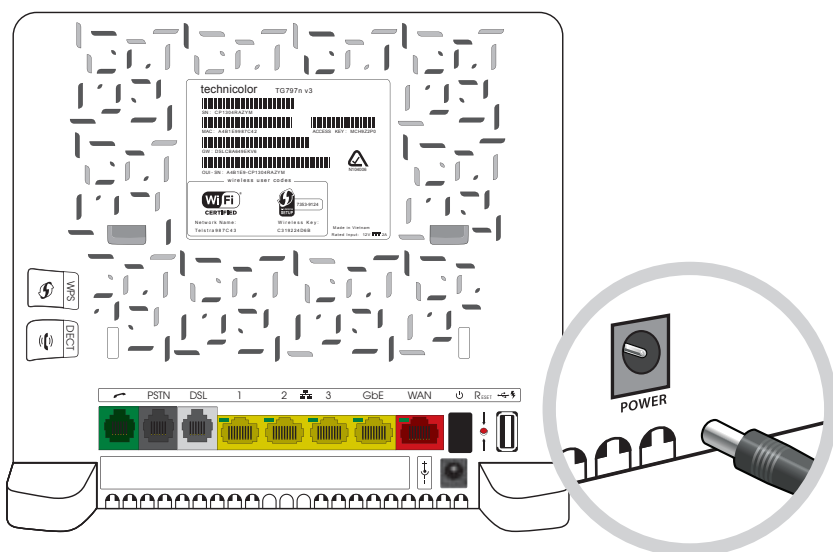
Connect the wall-mounted filter/splitter – 4 tasks

24

POWER ON YOUR T-GATEWAY

STEP 1:

Plug your T-Gateway into the power point.

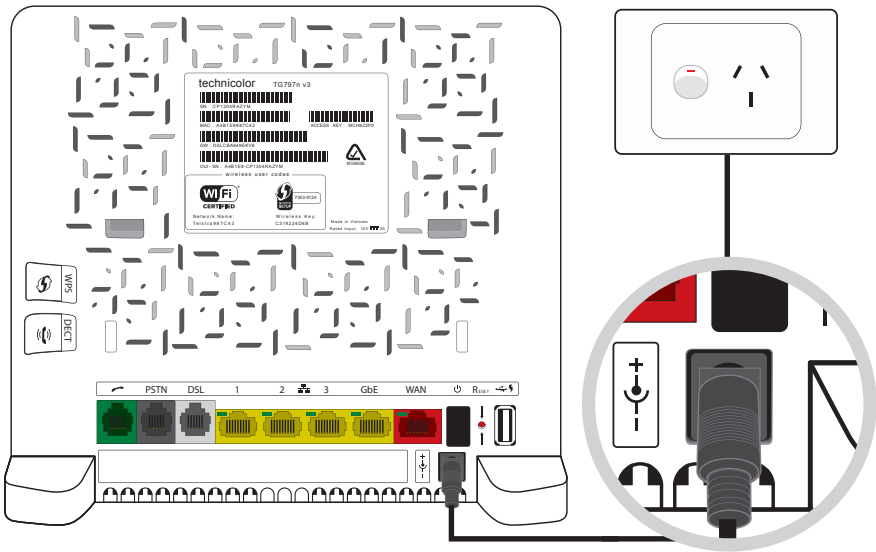


Connect the power adaptor from the kit to the power socket on the bottom right of the back of your T-Gateway.

Important Note: Make sure you place your T-Gateway in a location that's close to a working phone socket and power point for your ADSL service.

STEP 2:

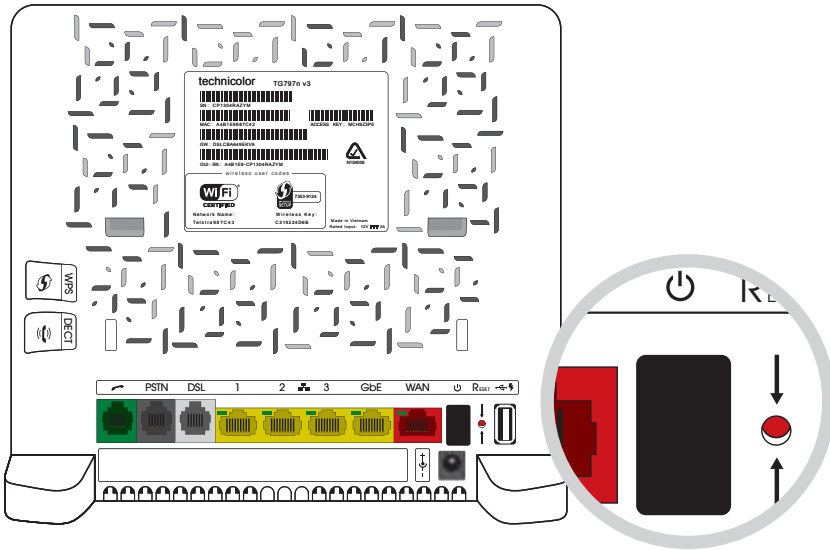
Plug the other end of the power adaptor firmly into a wall socket and make sure it is switched on.



Important Note: If you have power saving power boards, check that the adaptor is plugged into an 'always-on' socket.

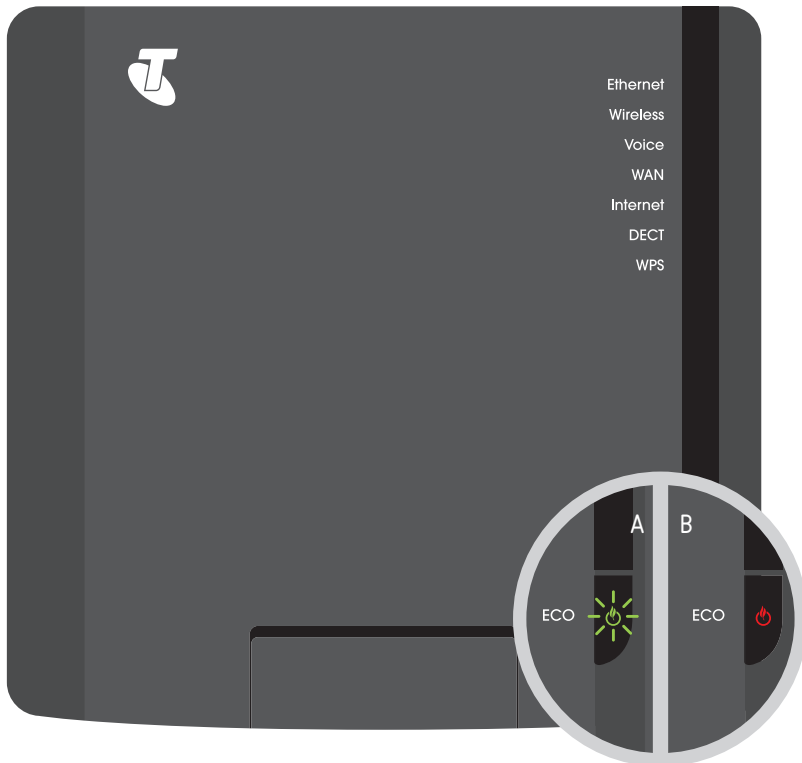
STEP 3:

Press the Power button on the bottom right at the back of your Gateway to switch it on.



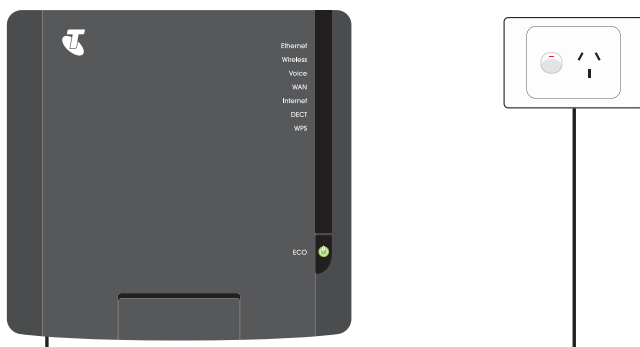
STEP 4:

Wait a couple of minutes until the light labelled ECO on the front of your T-Gateway stops blinking green and becomes a steady RED.



STEP 5: COMPLETE

The first step is complete! Your T-Gateway is now powered up and ready for you to connect to your phone line.



SEQUENCE & DURATION OF THE ECO LED

The ECO indicator will go through the following sequence of light status when you turn on the gateway:

1. Steady Green – this will last roughly 20 seconds
2. Blinking Red – this will last roughly 20 seconds
3. Steady Green – this will last roughly 15 seconds
4. Steady Red – Proceed with the next section.

IS THE ECO LIGHT NOT ON?

If the ECO indicator light doesn't come on, check that the power adaptor is plugged in firmly and that the switch is on, at both ends.

If the light comes on but doesn't turn to a solid red, try cycling the power (switch your T-Gateway off and on again).

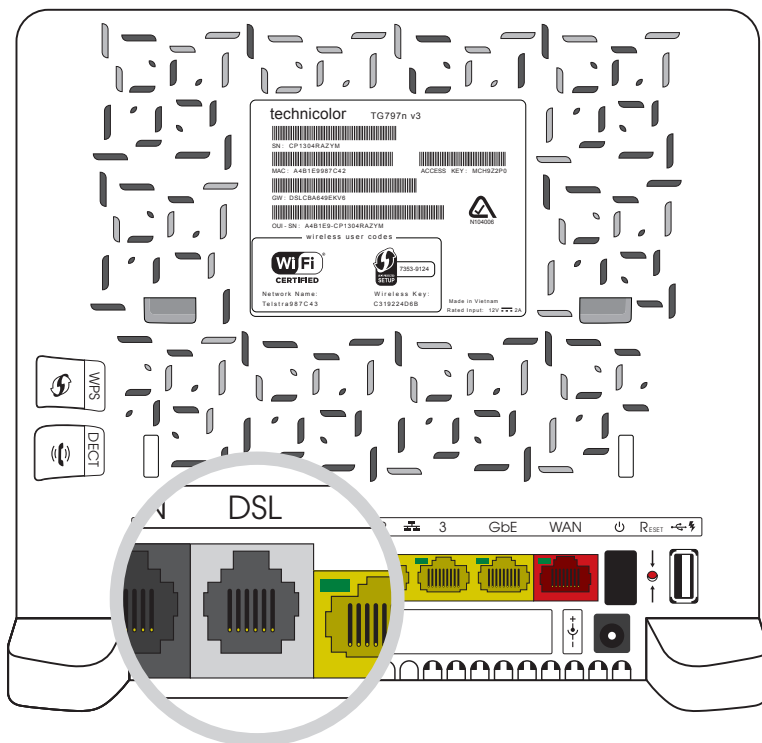
If your T-Gateway still doesn't work, you may have a faulty component. Please contact us through one of the options in the '**More Help**' section, to arrange for a replacement.

CONNECT YOUR T-GATEWAY TO YOUR PHONE LINE

CONNECT YOUR T-GATEWAY TO THE FILTER/SPLITTER

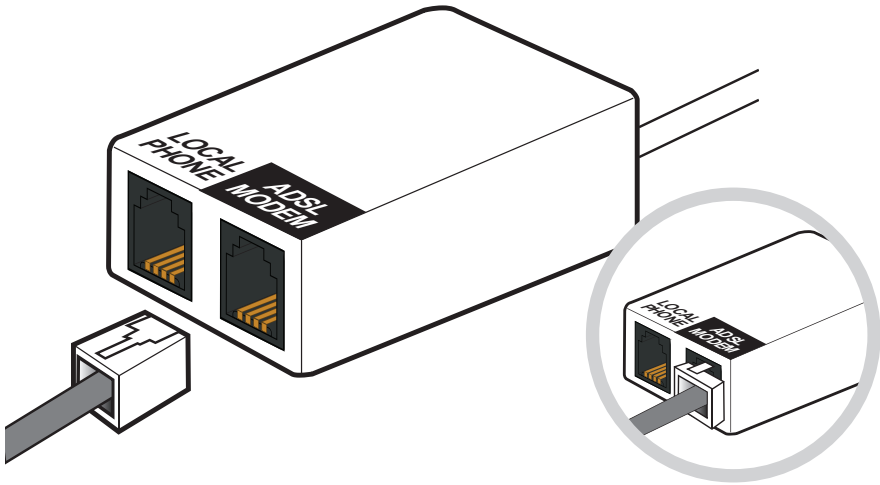
STEP 1:

Take one of the grey phone cables from the kit and connect it to the grey DSL socket at the back of the Gateway.



STEP 2:

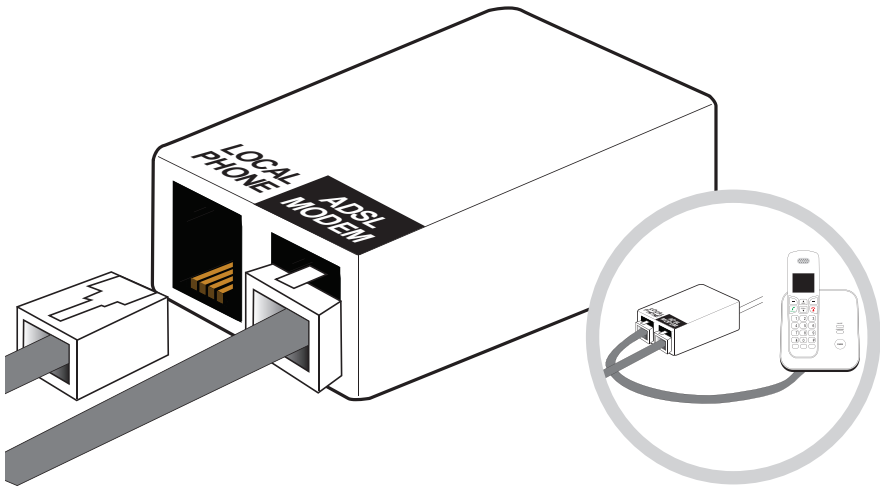
Take a filter/splitter from the kit and connect the other end of the phone cable to the 'ADSL MODEM' socket on the filter/splitter.



Note: Got a wall-mounted phone and socket? Turn to page 24 for instructions.

STEP 3:

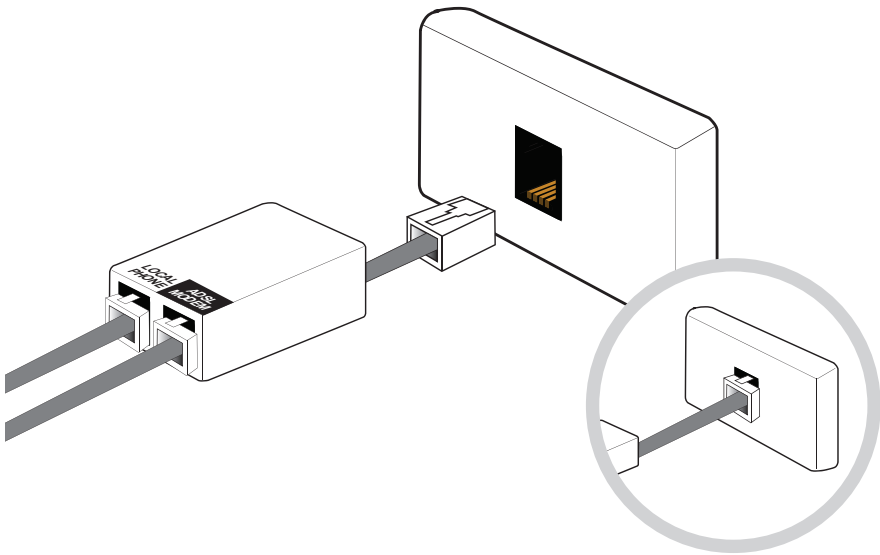
Unplug your existing phone cable from the wall socket and connect it to the 'LOCAL PHONE' socket on the filter/splitter.



Important Note: If you don't have a home phone near your T-Gateway, skip this step.

STEP 4:

Connect the short cable that's part of the filter/splitter (it's labelled 'Wall socket') to the phone wall socket.



STEP 5: COMPLETE

The WAN indicator on your T-Gateway (see page 79) should flash green then become a steady green in a few minutes. Your T-Gateway is ready for you to connect your devices and to activate it.



Important Note: Is the WAN indicator not green? Turn to page 79 for assistance.

DO YOU HAVE A PHONE ELSEWHERE IN YOUR HOME?

To avoid the ADSL signal interfering with phone calls, you need a filter on every phone connected to a wall socket on your ADSL line.

Follow tasks 3 and 4 to connect the second provided filter/splitter to any additional phones on this line.

If you have more than two phones connected to your ADSL line, you'll need additional filters. You can find them at a Telstra Shop near you.

If you have more than 4 phone devices or a Back to Base alarm system, you'll need to have a central filter installed. We can do this for you for a fee.

CONNECT WITH A WALL-MOUNTED PHONE

DO YOU HAVE A WALL-MOUNTED ADSL FILTER/SPLITTER?

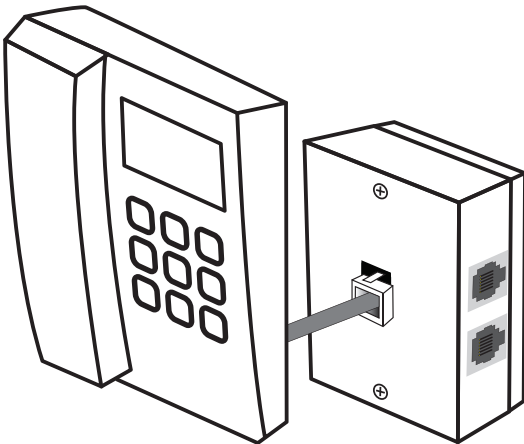
Wall-mounted phones need a special filter/splitter that is not included with your T-Gateway.

These filter/splitters mount directly on your existing wall plate, meaning they take up less space on your wall.

If you didn't order a wall-mounted filter/splitter along with your T-Gateway, please contact us through one of the options in the **'More Help'** section.

CONNECT THE WALL-MOUNTED FILTER/SPLITTER

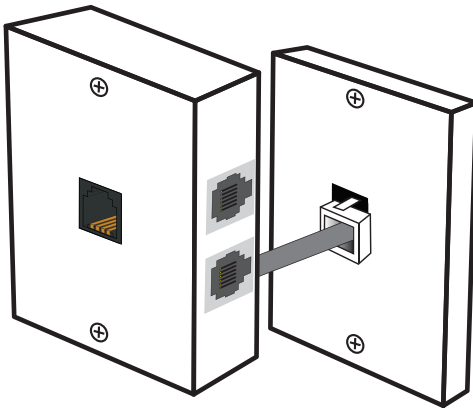
STEP 1:



Take the phone off the wall by applying firm upwards pressure, and unplug the short cable from the wall plate.

STEP 2:

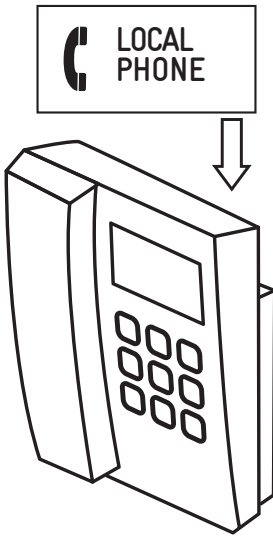
Plug the cable labelled LINE on the filter/splitter into the wall plate socket. Align the mounting screws on the filter/splitter and wall plate then slide the filter/splitter down onto the wall plate until it stops sliding and is secure.



STEP 3:

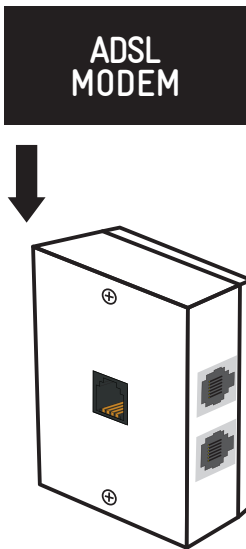
Plug the cable on the phone into the socket on the front of the wall-mounted filter/splitter that's labelled LOCAL PHONE.

Align the mounting holes on the phone with the mounting screws on the filter/splitter then slide the phone down until it stops sliding and is secure.



STEP 4:

Plug the grey phone cable from our Gateway into the socket on the filter/splitter labelled ADSL MODEM.



Note: Your wall phone filter/splitter includes an additional socket for other phone devices if you need it.

STEP 5: COMPLETE

The WAN indicator on your Gateway (see page 79) should flash green then become a steady green in a few minutes. Your Gateway is ready for you to connect your devices and to activate it.



Note: Is the WAN indicator not green? Turn to page 75 for assistance.

SOME QUESTIONS BEFORE YOU CONNECT YOUR DEVICES

CHECK THAT YOUR T-GATEWAY & PHONES ARE CONNECTED

Before you start connecting your devices, let's do a quick check that everything is working as expected.

DO YOU HAVE A GREEN LIGHT?

If your ADSL line has been activated, the WAN indicator (see page 79) should now be a steady green.

If the indicator isn't green, and you've received confirmation that your ADSL line is active, try turning the power off & on your T-Gateway and check that all cable connections are secure.

If this doesn't help, you may have faulty equipment or a line fault. Please contact us through one of the options in the **'More Help'** section for assistance.

CAN YOU MAKE CALLS?

After connecting filters/splitters, it's important to check that your home phone/s still work correctly.

You can do this by checking that you have a dial tone, and that there is no interference on your phone line.

If there is interference or no dial tone, check that all connections are secure.

If this doesn't help, you may have faulty equipment. Please contact us through one of the options in the **'More Help'** section.

GOT MOBILE BROADBAND?

If your ADSL line hasn't been activated yet, and you have Telstra/BigPond Mobile Broadband with a USB dongle, you can use this to connect to the Internet while you wait.

Proceed to the next section and connect your devices to your T-Gateway.

Once you access the T-Gateway Management Interface (see page 60), you'll have an option to set up Mobile Broadband. Instructions will be provided at that point.

CONNECTING DEVICES TO YOUR T-GATEWAY

In this section:

CONNECT VIA ETHERNET CABLE 31

Ethernet provides the best speed and reliability. It's ideal for computers or other devices that are located near your T-Gateway and can be reached by Ethernet cables – 3 tasks.

CONNECT VIA WI-FI 36

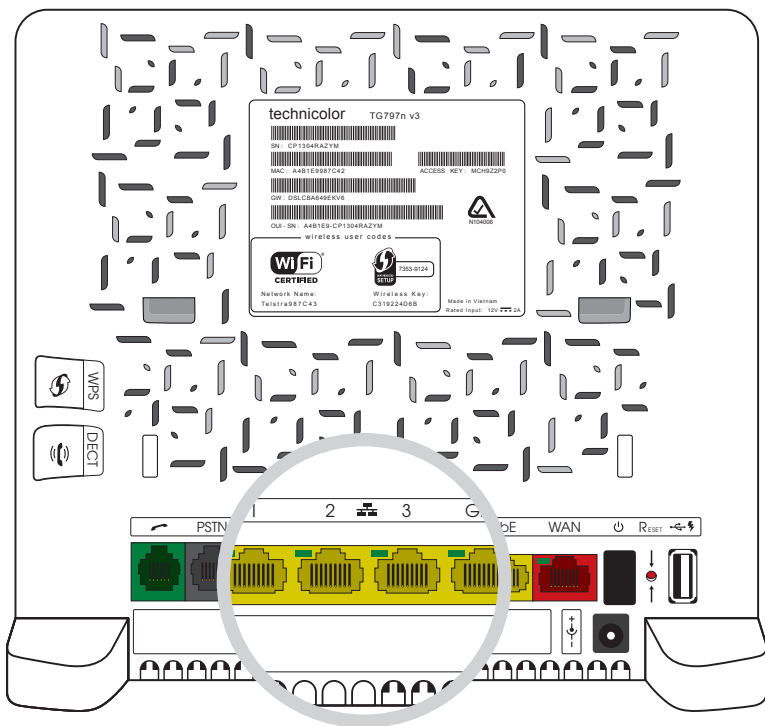
Wi-Fi is great for mobility around the house, and for any device that doesn't have an Ethernet port, like T-Hub 2, smartphones and tablets.

CONNECT VIA ETHERNET CABLE

CONNECT YOUR DEVICE TO YOUR T-GATEWAY

STEP 1:

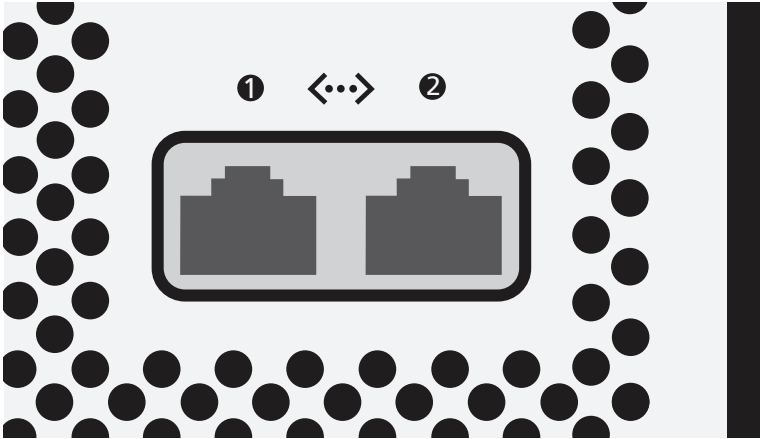
Connect the yellow Ethernet cable from the kit to any of the yellow Ethernet ports at the back of your T-Gateway.



Note: If your device will be used to share media with other computers, use the Gigabit Ethernet port number 4.

STEP 2:

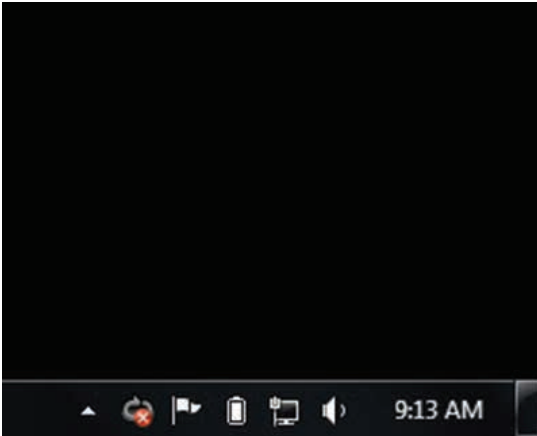
Connect the other end to the Ethernet port on your device and make sure the device is powered on.



Important Note: Ethernet ports are normally located on the side of laptops; or the back of desktops, smart TV's and game consoles.

STEP 3:

Wait for a connection to be established. Your device should indicate that an Ethernet connection has been established. This generally takes around 15 seconds.



Important Note: Some devices may need you to activate the Ethernet function manually. If this is the case, please refer to the instructions that came with your device.

STEP 4: COMPLETE

The Ethernet indicator on your T-Gateway (see page 57) should now be steady or flashing green.



WHAT'S NEXT? GET ACTIVATED!

If you're setting up your T-Gateway for the first time, you may need to first activate it to get on the internet. Turn to page 57 and activate your T-Gateway so you can get online. Otherwise, you're now ready to go!

If you also want to connect a wireless (Wi-Fi) device to your T-Gateway, turn to page 36.

IS YOUR ETHERNET CABLE NOT LONG ENOUGH?

You can purchase longer cables from any good electronics store if the cable supplied with your T-Gateway is not long enough. Keep in mind that longer cables can cause slower internal connection speeds.

IS THE ETHERNET LIGHT NOT ON?

If the Ethernet indicator doesn't come on, check that the cable is plugged in firmly at both ends.

Also check the device you are trying to connect to your Gateway is powered on and ready to connect (see the device's manual for instructions).

If this doesn't help, you may have a fault in your device, your Gateway or the Ethernet cable. Please contact us through one of the options in the **'More Help'** section.

CONNECT VIA WI-FI

INSTRUCTIONS TO CONNECT VIA WI-FI USING:

OS X

For any iMac, MacBook or Mac Pro

Windows®

Windows® XP

Windows® 7

Windows® 8

All other devices

For phones, tablets, smart TV's and game consoles



Keep the Wireless (Wi-Fi) Security Card that came in the box nearby; you'll need it to connect your devices to your T-Gateway. If you happen to lose the card that comes with your kit – don't worry! The Wi-Fi details are printed on the back of the modem.

BEFORE YOU BEGIN: IMPORTANT INFORMATION ABOUT WI-FI

Your T-Gateway uses the latest Wi-Fi technology (802.11n) to give you fast wireless coverage throughout your home.

In order to get optimal Wi-Fi performance, you should try to place your T-Gateway as centred in your home as possible.

The range and speed you get from devices you connect will depend on a number of factors, including:

- The wireless capabilities of your device, and its distance,
- The distance of your device from your T-Gateway,
- Other electrical equipment nearby, such as cordless telephones and microwaves,
- Thick walls and other physical obstacles, such as Fish Tanks and large mirrors.

To get the greatest range and speed from your Wi-Fi connection, avoid placing it near cordless phones operating on the 2.4GHz band (Check your Cordless phone user manual if unsure).

You can access the T-Gateway Management console anytime by opening a browser and entering '10.0.0.138' in the address bar of your browser.

IS YOUR ECO LIGHT BLUE?

If the ECO LED is lit up blue, then your T-Gateway Wi-Fi is switched off. Turn it back on by pressing the ECO button on the front.

DO YOU NEED MORE RANGE?


Your T-Gateway has a strong Wi-Fi signal that can provide most houses with fast wireless throughput.

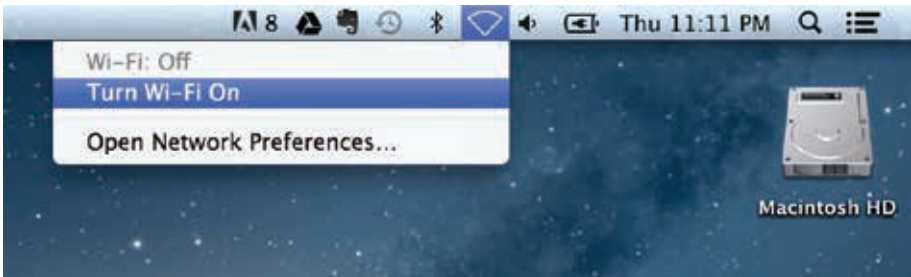
If you need more speed at a greater distance, we offer Home Network Extenders. These boost the signal strength and help it reach further through your house, or out to your backyard.

Extenders are available for purchase at any Telstra store.

CONNECT YOUR MAC TO YOUR T-GATEWAY

STEP 1:

On the top menu bar, click on the Wi-Fi icon  and you will get a menu. If the Wi-Fi is not on, click 'Turn Wi-Fi On' to turn it on.



STEP 2:

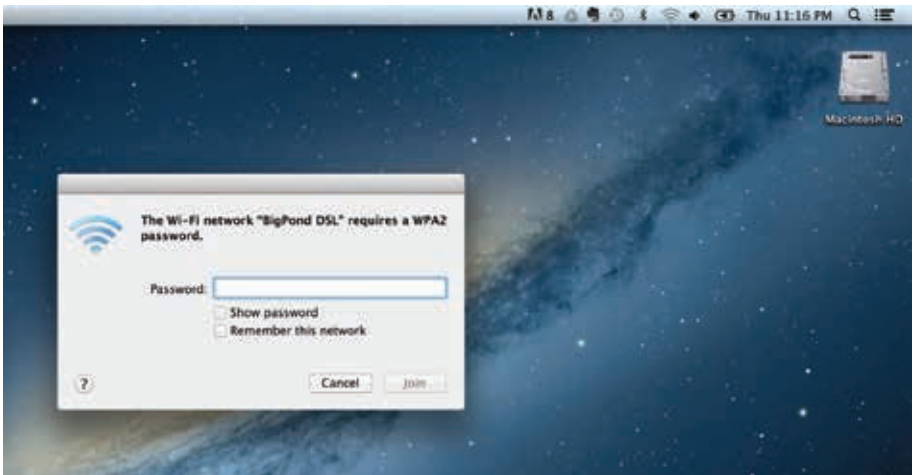
You'll see a list of available wireless networks. Click on the one that matches the Wireless Network Name (SSID) on your Wireless security card.



Note: If you don't see the wireless network name, please turn to page 76 for assistance.

STEP 3:

You'll then be prompted to enter a password in the text box. Enter the Wireless security key (WPA) from your Wireless Security Card.

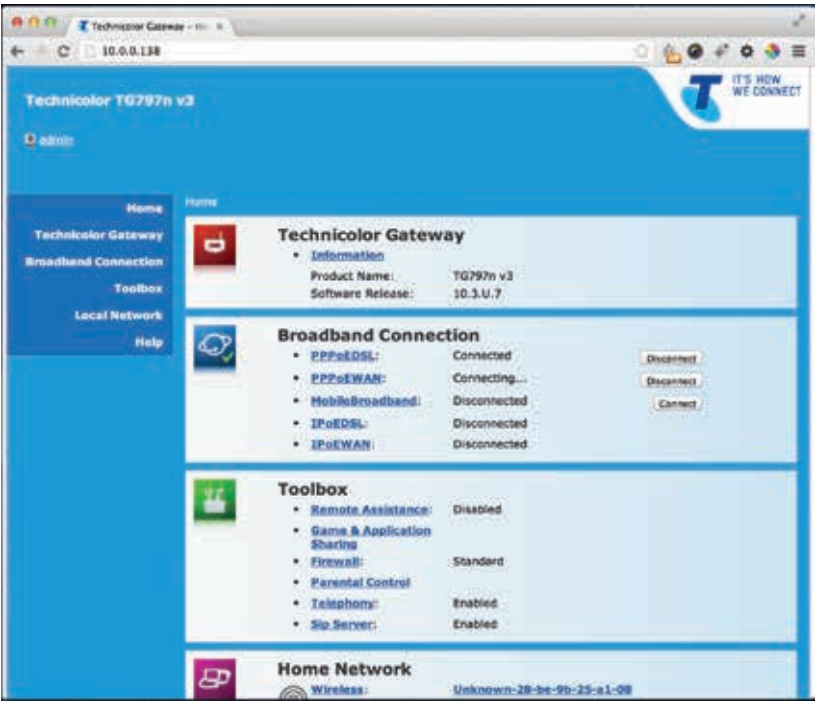


Note: Ensure you enter your Wireless Security Key (WPA) exactly as it appears, as it is case sensitive.

CHECK THAT THE CONNECTION HAS BEEN ESTABLISHED

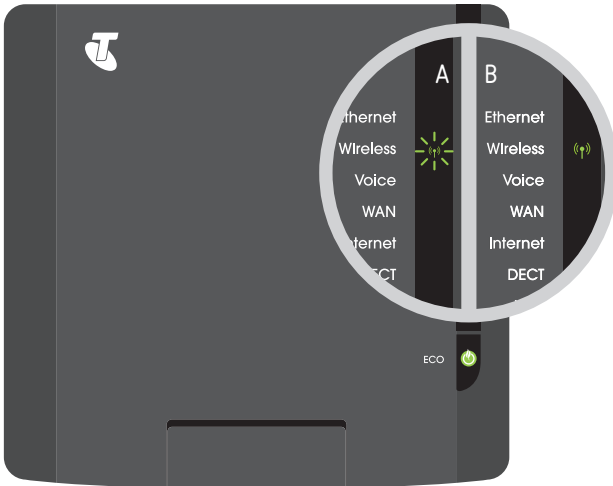
STEP 4:

Wait for a connection to be established. Visit '10.0.0.138' on your desired browser to activate or manage your T-Gateway.



STEP 5: COMPLETE

The Wireless indicator on your T-Gateway (see page 79) should now be steady or flashing green. The Wireless Network icon in the menu bar should also indicate that a connection has been established.



WHAT'S NEXT? GET ACTIVATED!

If you're setting up your T-Gateway for the first time, you may need to first activate it to get on the internet. Turn to page 57 and activate your T-Gateway so you can get online.

Otherwise, you're now ready to go! You can visit our online forum on www.crowdsupport.telstra.com.au to get some ideas about what you can do.


CAN'T CONNECT?

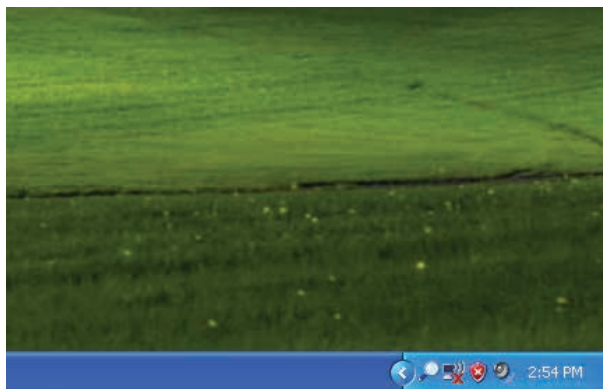
If your computer's wireless adaptor is on and you can't connect to your T-Gateway, or the connection drops out, please turn to page 75 for assistance.

CONNECT VIA WI-FI WINDOWS XP

CONNECT YOUR WINDOWS XP PC TO YOUR T-GATEWAY

STEP 1:

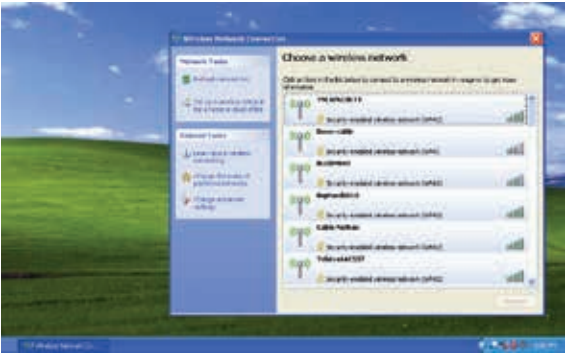
Click on the Wireless Network icon  located in the system tray, on the bottom right of your desktop.



Important Note: If you don't see this wireless icon it could mean that your wireless button/switch is off or your computer may need a wireless adaptor, check that your wireless adaptor is powered on. For laptops, there may be a physical switch.

STEP 2:

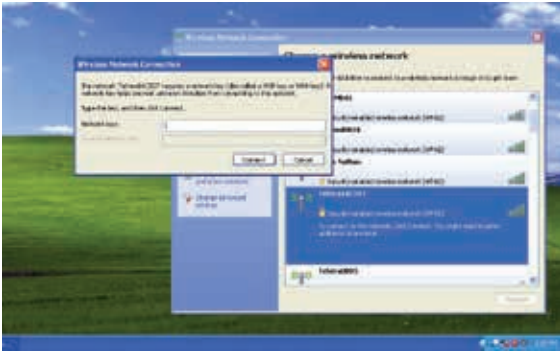
You'll see a list of available wireless network names. Double click on the one that matches the Wireless Network Name on your Wireless security card.



Note: If you don't see the wireless network name, please turn to page 76 for assistance.

STEP 3:

You'll then be prompted to enter a password or security key in the text box. Enter the Wireless Security Key (WPA) from your Wireless Security Card.

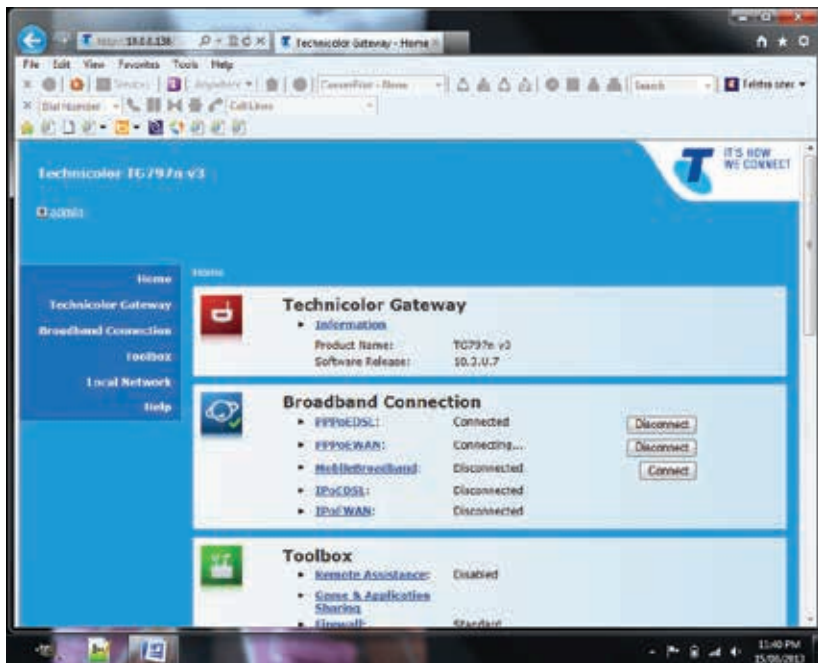


Important Note: Ensure you enter your Wireless Security Key (WPA) exactly as it appears, as it is case sensitive.

CHECK THAT THE CONNECTION HAS BEEN ESTABLISHED

STEP 4:

Wait for a connection to be established. Visit '10.0.0.138' on your desired browser to activate or manage your T-Gateway.



STEP 5: COMPLETE

The Wireless indicator on your T-Gateway (see page 79) should now be steady or flashing green. The Wireless Network icon in the menu bar should also indicate that a connection has been established.



WHAT'S NEXT? GET ACTIVATED!

If you're setting up your T-Gateway for the first time, you may need to first activate it to get on the internet. Turn to page 57 and activate your T-Gateway so you can get online.

Otherwise, you're now ready to go!


CAN'T CONNECT?

If your computer's wireless adaptor is on and you can't connect to your T-Gateway, or the connection drops out, please turn to page 76 for assistance.

CONNECT VIA WI-FI WINDOWS 7

CONNECT YOUR WINDOWS 7 PC TO YOUR T-GATEWAY

STEP 1:

Click on the Wireless Network icon  located in the system tray on the bottom right of your desktop.



Note: If you don't see this icon, check that wireless is powered on. For laptops, there may be a physical switch.

STEP 2:

You'll see a list of available wireless network names. Double click on the one that matches the Wireless Network Name on your Wireless security card.



Note: If you don't see the wireless network name, please turn to page 77 for assistance.

STEP 3:

You'll then be prompted to enter a password or security key in the text box. Enter the Wireless Security Key (WPA) from your Wireless Security Card.

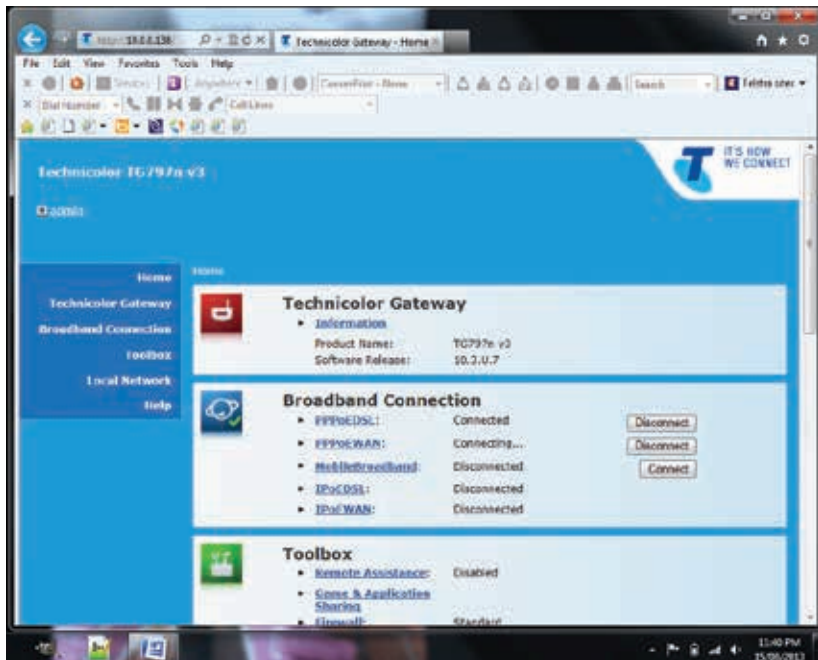


Note: Ensure you enter your Wireless Security Key (WPA) exactly as it appears, as it is case sensitive.

CHECK THAT THE CONNECTION HAS BEEN ESTABLISHED

STEP 4:

Wait for a connection to be established. Visit '10.0.0.138' on your desired browser to activate or manage your T-Gateway.



STEP 5: COMPLETE

The Wireless indicator on your T-Gateway (see page 79) should now be steady or flashing green. The Wireless Network icon in the menu bar should also indicate that a connection has been established.



WHAT'S NEXT? GET ACTIVATED!

If you're setting up your T-Gateway for the first time, you may need to first activate it to get on the internet. Turn to page 57 and activate your T-Gateway so you can get online. Otherwise, you're now ready to go!

CAN'T CONNECT?

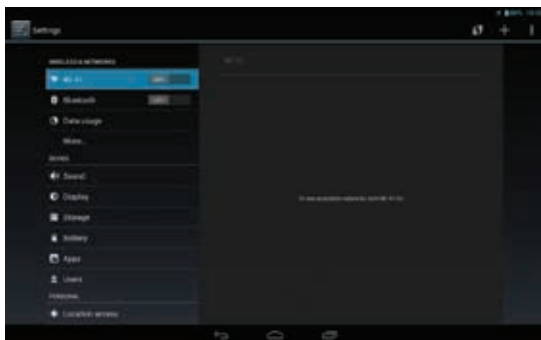
If your computer's wireless adaptor is on and you can't connect to your T-Gateway, or the connection drops out, please turn to page 76 for assistance.

CONNECT VIA WI-FI OTHER DEVICES

CONNECT YOUR DEVICE TO YOUR T-GATEWAY

STEP 1:

On your phone, tablet, T-Hub 2, smart TV or gaming console navigate to the wireless networking section and switch on Wi-Fi. Please refer to the guides that came with your device for assistance.



STEP 2:

You'll see a list of available wireless networks. Click on the one that matches the WIRELESS NETWORK NAME on your Wireless security card.



STEP 3:

You'll then be prompted to enter a password in the text box. Enter the Wireless Security Key (WPA) from your Wireless Security Card.



Note: Ensure you enter your Wireless Security Key (WPA) exactly as it appears, as it is case sensitive.

STEP 4:

Wait for a connection to be established. This generally takes up to 30 seconds.



STEP 5: COMPLETE

The Wireless indicator on your T-Gateway (see page 79) should now be steady or flashing green. Your device should also indicate a connection has been established.



WHAT'S NEXT? GET ACTIVATED!

If you're setting up your T-Gateway for the first time, you may need to first activate it to get on the internet. Turn to page 57 and activate your T-Gateway so you can get online. Otherwise, you're now ready to go!

CAN'T CONNECT?

If your computer's wireless adaptor is on and you can't connect to your T-Gateway, or the connection drops out, please turn to page 75 for assistance.

CONNECT VIA WI-FI

TROUBLESHOOT YOUR WI-FI CONNECTION

ARE YOU ABLE TO CONNECT?

If your device has a Wi-Fi connection, the WIRELESS light should be steady or flashing green.

If the light isn't green, try switching the Wi-Fi function on your device off then on again.

If this doesn't help, you may also try connecting with another Wi-Fi enabled device.

If this doesn't work, you may have a faulty device.

If you still can't connect, you may have a faulty T-Gateway. Please contact us through one of the options in the **'More Help'** section.

IS YOUR CONNECTION STABLE?

The range and speed you get with your devices will depend on factors such as distance from the T-Gateway and other devices in your home.

If your connection isn't strong, or it drops out, try moving your device closer to your T-Gateway, or try connecting using the Ethernet cable.

You can check out the HELP section on your T-Gateway, which has links to useful tools allowing you to measure your Wi-Fi connection in the various spots within your home.

If you can't move your device, or you need a fast connection at that distance, you may want to consider a Home Network Extender. Read the next panel for more information.

DO YOU NEED MORE RANGE?

Your T-Gateway has a strong Wi-Fi signal that can provide most houses with fast wireless throughput.

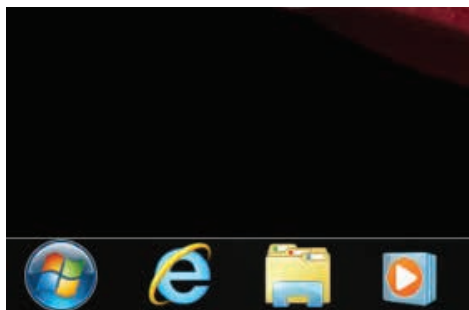
If you need more speed at a greater distance, we offer Home Network Extenders. These boost the signal strength and help it reach all the way through your house, or out to your backyard.

Extenders are available for purchase at Telstra shops.

ACTIVATE YOUR T-GATEWAY

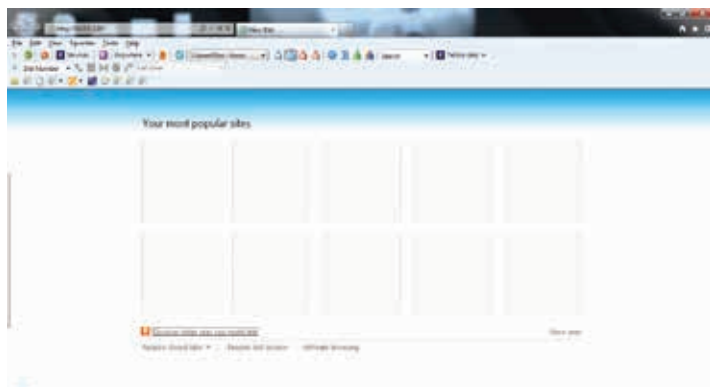
ACTIVATE YOUR BIGPOND ADSL SERVICE & GET CONNECTED

STEP 1:



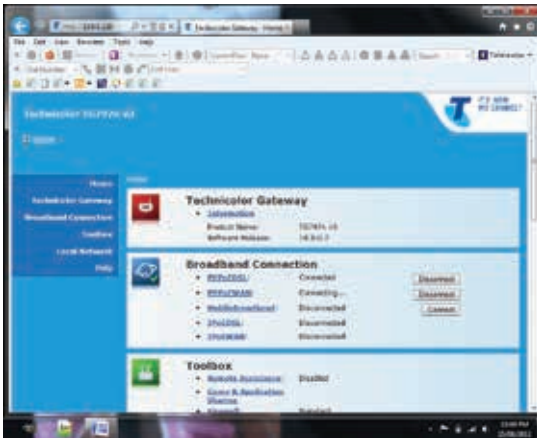
Open a web browser on your device. On a PC, it may be Internet Explorer. On a Mac, it may be Safari. Other devices may have their own web browser.

STEP 2:



Enter **<http://10.0.0.138>** in your browser's address bar and go to the page.

STEP 3: COMPLETE



You will now be shown the Gateway Management Interface landing page. Turn to page 81 for an explanation of what each section means.

MANAGING YOUR T-GATEWAY

In this section:

THE GATEWAY MANAGEMENT INTERFACE	60
An introduction to the functions you can manage on your Gateway via the T-Gateway Management Interface	60
HOW TO	61
Access your gateway web interface	61
Change your internet password on your gateway	63
Restart your T-Gateway	66
Reset your T-Gateway to Factory Default settings	70
Use the 'Help' feature on your T-Gateway	73
TROUBLESHOOTING	75
Can't connect to my internet service	75
Can't access my gateway web interface	76
Can't connect to my T-Gateway via Wi-Fi with additional devices	77
My internet service is running slow	77

THE GATEWAY MANAGEMENT INTERFACE

Your T-Gateway is designed to make getting on the internet and creating a home network as easy as possible.

However in some cases, you may need to manage your T-Gateway more directly. For this, you will have to access the Gateway Management Interface.

Some of the things you can do via the Gateway Management Interface include:

- Share your music, photos and videos across multiple devices in your home network
- Add parental controls, to restrict access to certain sites
- Set up Telstra/BigPond Mobile Broadband, as a backup for when ADSL isn't available
- Manage your wireless network name and password

ARE YOU AN ADVANCED USER?

The Gateway Management Interface also gives you access to more advanced settings. Advanced settings such as Port Forwarding, Port Triggering, additional DHCP range, etc are accessible for configuration.

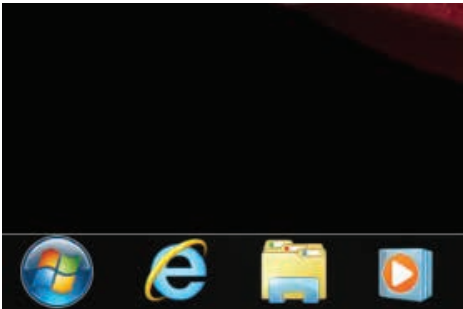
Your T-Gateway is optimised for use on Telstra products.

It's important to be aware that Telstra may not support any changes you make to the default configuration on your T-Gateway.

You will be responsible for any advanced changes you make.

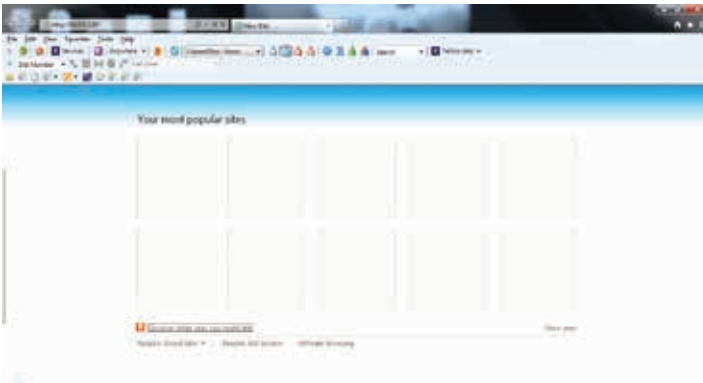
HOW TO: ACCESS YOUR GATEWAY WEB INTERFACE

STEP 1:



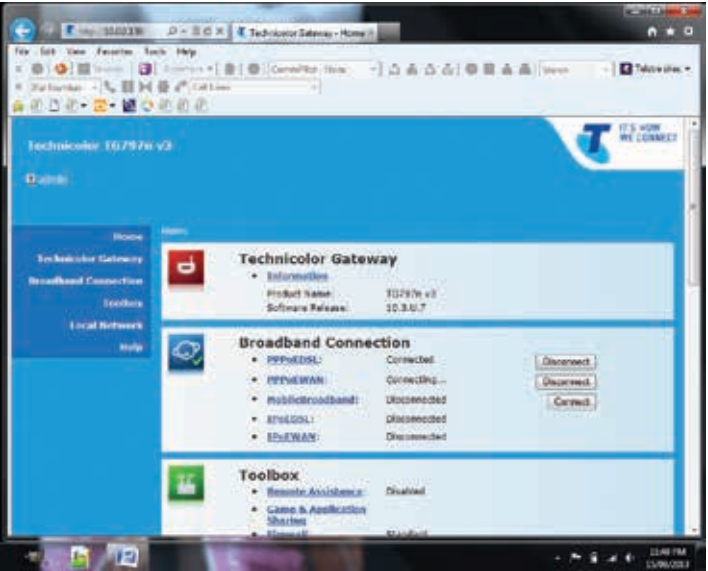
Open a web browser on your device. On a PC, it may be Internet Explorer. On a Mac, it may be Safari. Other devices may have their own web browser.

STEP 2:



Enter **<http://10.0.0.138>** in your browser's address bar and go to the page.

STEP 3: COMPLETE



You will now be shown the Gateway Management Interface landing page. Turn to page 81 for an explanation of what each section means.

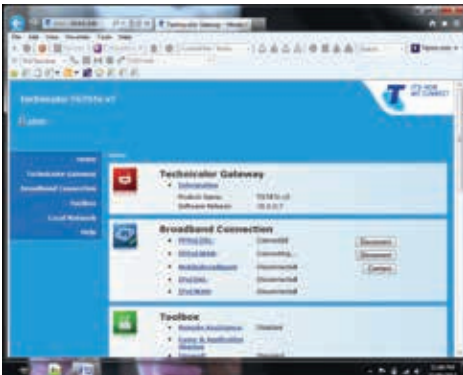
HOW TO: CHANGE YOUR INTERNET PASSWORD ON THE GATEWAY

STEP 1:



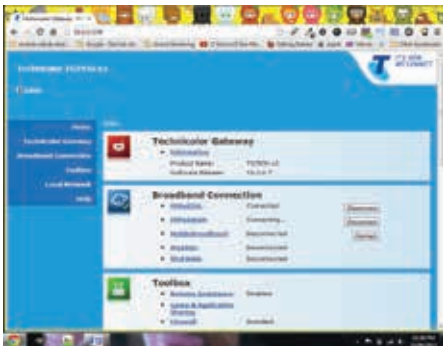
Open a web browser on your device. On a PC, it may be Internet Explorer. On a Mac, it may be Safari. Other devices may have their own web browser.

STEP 2:



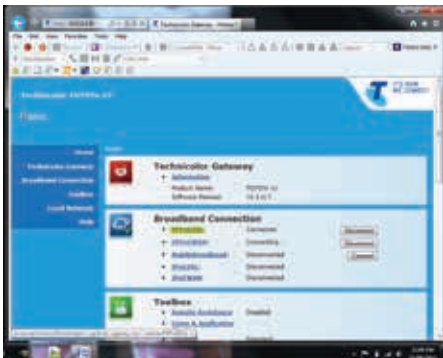
Enter **<http://10.0.0.138>** in your browser's address bar and go to the page.

STEP 3:



You will now be shown the Gateway Management Interface landing page. Turn to page 81 for an explanation of what each section means.

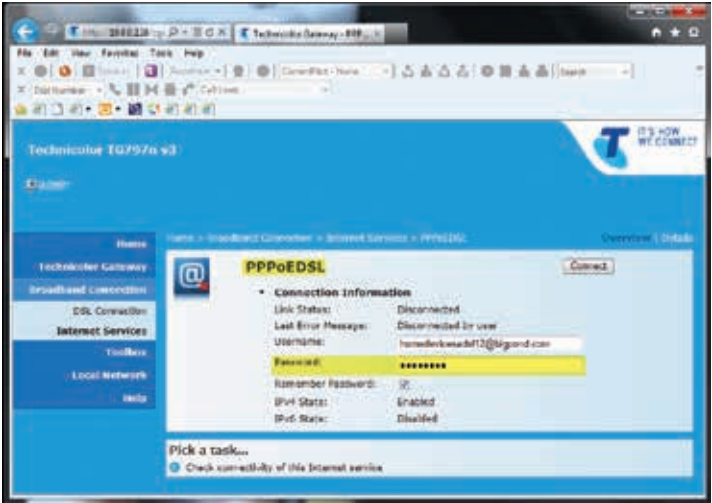
STEP 4:



Under Broadband Connection, click on **PPPoEDSL**.

Note: Each time you change your BigPond Internet Password either through 'My Account' or through our helpdesk, you must update this password field with the new one.

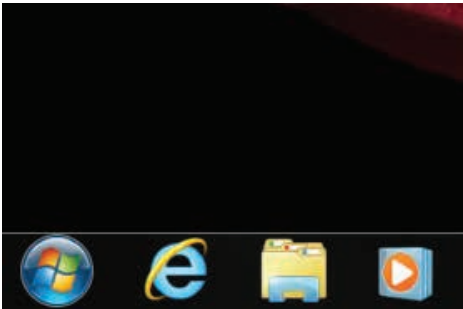
STEP 5: COMPLETE



Once you have typed in your new password, click on **Connect**.

HOW TO: RESTART YOUR GATEWAY

STEP 1:



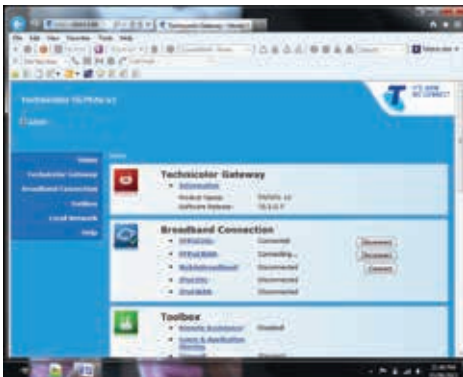
Open a web browser on your device. On a PC, it may be Internet Explorer. On a Mac, it may be Safari. Other devices may have their own web browser.

STEP 2:



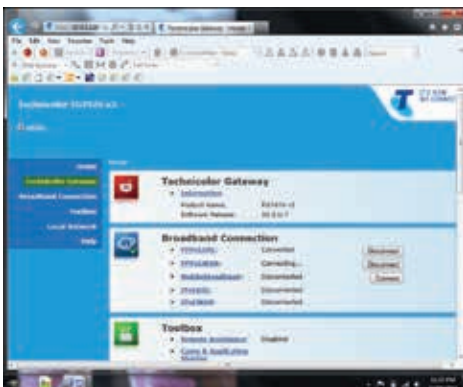
Enter **<http://10.0.0.138>** in your browser's address bar and go to the page.

STEP 3:



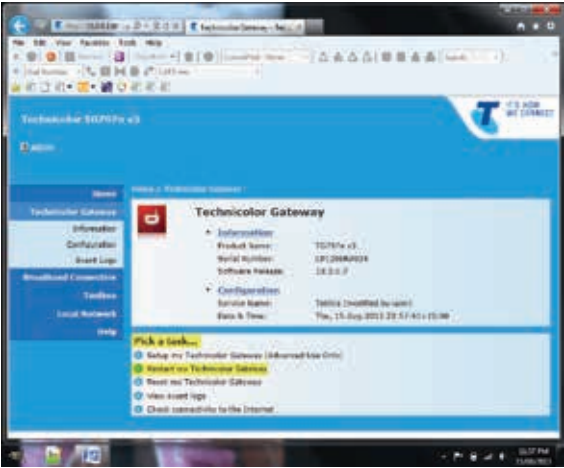
You will now be shown the Gateway Management Interface landing page. Turn to page 81 for an explanation of what each section means.

STEP 4:



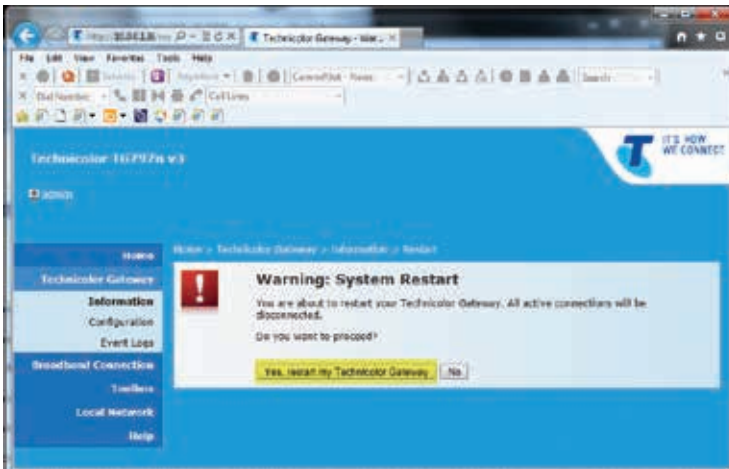
On the Gateway Interface, click on **Technicolor Gateway**.

STEP 5:



Under **Pick a task...**, click on **Restart my Technicolor Gateway**.

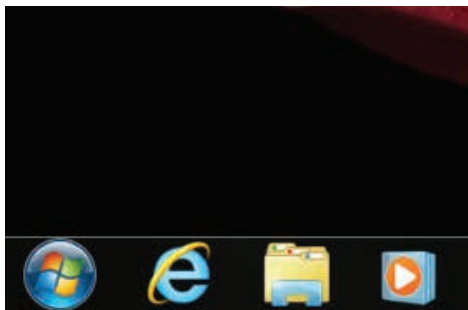
STEP 6: COMPLETE



On the **Warning** page, click on **Yes, restart my Technicolor Gateway**.

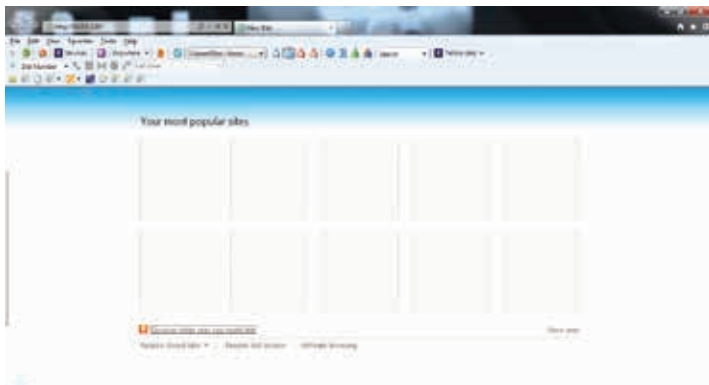
HOW TO: RESET YOUR GATEWAY TO FACTORY DEFAULT SETTINGS

STEP 1:



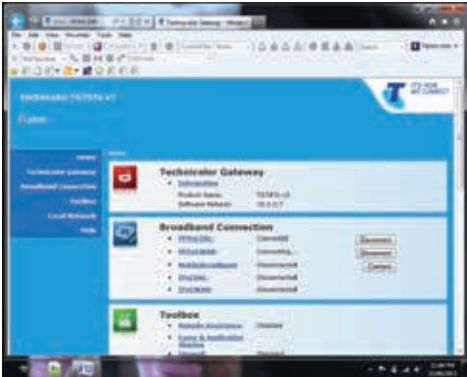
Open a web browser on your device. On a PC, it may be Internet Explorer.
On a Mac, it may be Safari.
Other devices may have their own web browser.

STEP 2:



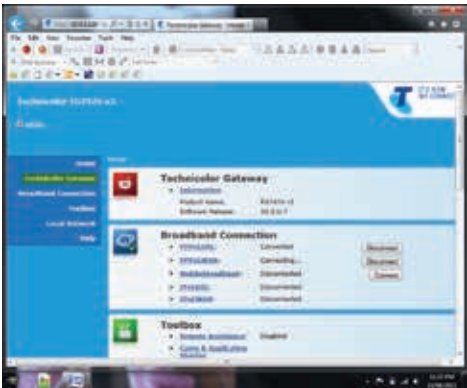
Enter **<http://10.0.0.138>** in your browser's address bar and go to the page.

STEP 3:



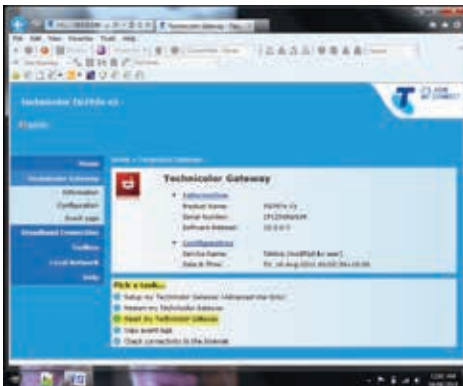
You will now be shown the Gateway Management Interface landing page. Turn to page 81 for an explanation of what each section means.

STEP 4:



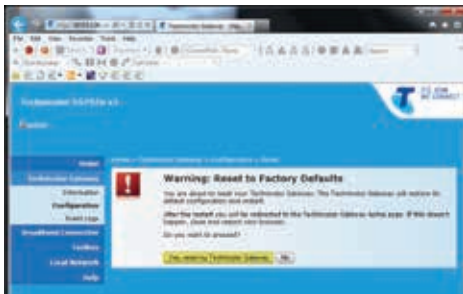
On the Gateway Interface, click on **Technicolor Gateway**.

STEP 5:



Under **Pick a task...**, click on **Reset my Technicolor Gateway**.

STEP 6: COMPLETE



On the **Warning: Reset to Factory Defaults** page, click on **Yes**, reset my Technicolor Gateway.

HOW TO: USE THE 'HELP' FEATURE ON YOUR GATEWAY

STEP 1:



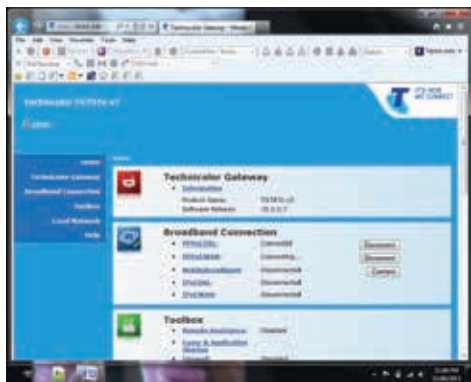
Open a web browser on your device. On a PC, it may be Internet Explorer. On a Mac, it may be Safari. Other devices may have their own web browser.

STEP 2:



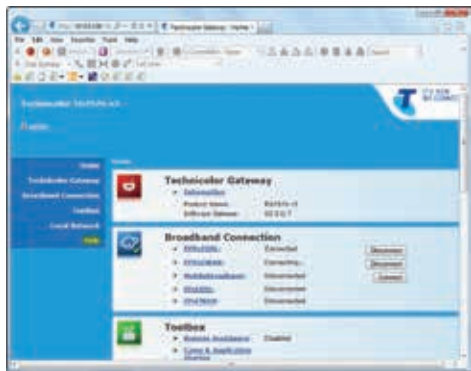
Enter **<http://10.0.0.138>** in your browser's address bar and go to the page.

STEP 3:



You will now be shown the Gateway Management Interface landing page. Turn to page 81 for an explanation of what each section means.

STEP 4:






On the Gateway Management Interface, click on Help.

Note: This will open the Help menu in a new tab or pop up window. The help content is related to the category/topic, from where you have clicked on the Help button.

TROUBLESHOOTING: CAN'T CONNECT TO MY INTERNET SERVICE

One of the first things to do if your Internet service isn't working, is to check your T-Gateway lights and find out what to do using the table below.

T-GATEWAY LIGHT STATUS	WHAT IT MEANS	WHAT TO DO
 Power light is off	There is a problem with your power supply or power is off	<ul style="list-style-type: none">• Check your power cable is plugged in correctly at the socket and that the main power is on.• Check the T-Gateway Power button is on (back of the Gateway).
 Power is on and WAN light is blinking	The T-Gateway has power, but cannot find an ADSL signal on the telephone line	<ul style="list-style-type: none">• Make sure you are trying to connect to your ADSL service on the activation day you were advised. If not, please wait til that day.• Check that your telephone cable is connected to the Gateway, in the grey port and the socket on the wall.• Check that you have a dial tone, using an existing Telephone in your home.• Reboot your modem.• If there is no dial tone, there is likely to be a problem with your telephone line. Please contact us through one of the options in the 'More Help' section.
 Power is on, WAN light is solid Green and Internet light is solid red/off	The T-Gateway can find an ADSL signal, but cannot connect to the Internet	<ul style="list-style-type: none">• Check that you have typed the correct username on your gateway.• Re-type your password for your internet service on your gateway.• Reboot your modem.• Attempt to access a website.• Check that you haven't got any outstanding bills, which may have caused your service to be suspended.• Check for any service outages on 133 933.



TROUBLESHOOTING: CAN'T ACCESS MY GATEWAY WEB INTERFACE

One of the first things to do is to look at the T-Gateway lights, which will provide you further information on what may prevent you from accessing your gateway interface.

T-GATEWAY LIGHT STATUS	WHAT IT MEANS	WHAT TO DO
If connected via a 'Ethernet –Wired' connection		
 Ethernet light is off	The Ethernet port on the T-Gateway or your device is not working properly	<ul style="list-style-type: none">• Ensure your Ethernet cable that it is properly connected to the gateway or your device.• Try connecting the Ethernet cable on another Ethernet port on the gateway.• Check your connection with a different Ethernet cable.• Restart your gateway by turning it on & off, using the Power button on the back.• Reset your gateway to 'Factory Default' settings, by pressing the 'Reset' pin, using a pen or toothpick, on the back of the gateway.
If connected via a 'Wi-Fi' connection		
  Wi-Fi light is off, but Status light is solid green	There is no device connected on Wi-Fi to the T-Gateway	<ul style="list-style-type: none">• Check that you used the correct Wi-Fi details from the supplied Wi-Fi key card.• Check that you have turned on the Wi-Fi radio on your device.• Restart your T-Gateway by turning it on & off, using the Power button on the back.• Reset your gateway to 'Factory Default' settings, by pressing the 'Reset' pin, using a pen or toothpick, on the back of the gateway.
  Wi-Fi light is off, and Status light is solid blue	The Wi-Fi access point is disabled	<ul style="list-style-type: none">• Press the ECO/Status button on the front to turn your Wi-Fi access point on.• Reset your T-Gateway to 'Factory Default' settings, by pressing the 'Reset' pin, using a pen or toothpick, on the back of the T-Gateway.

TROUBLESHOOTING: CAN'T CONNECT TO MY GATEWAY ON WI-FI WITH ADDITIONAL DEVICES

One of the first things to do is to look at the T-Gateway lights, which will provide you further information on what may prevent you from accessing the Internet.

T-GATEWAY LIGHT STATUS	WHAT IT MEANS	WHAT TO DO
  Wi-Fi light is on and Status light is solid green	There is a device connected to the T-Gateway, but additional device is unable to connect	<ul style="list-style-type: none"> • Check that you used the correct Wi-Fi details from the supplied Wi-Fi key card. • Check that you have turned on the Wi-Fi radio on your additional device. • Check that you are in Wi-Fi range of the gateway. • Check your device manual/help guide, to ensure it supports the correct Wi-Fi security encryption.

TROUBLESHOOTING: MY INTERNET SERVICE IS RUNNING SLOW

If you are experiencing a slow internet service, please use the ‘How To: Access my Gateway Management Interface’ and ‘How To: Use the ‘Help’ feature on your gateway’ for further assistance.

FURTHER INFORMATION AND HELP

In this section:

INDICATOR LIGHTS

79

Details of the different states for each indicator light on the front of your T-Gateway, and what they mean

81

GLOSSARY

A simple explanation of the technical terms used in this guide, such as ADSL and WPS

81

MORE HELP













Contact options if you need more in-depth help with your T-Gateway. We're always ready to help

















83

INDICATOR LIGHTS ON YOUR GATEWAY

UNDERSTANDING WHAT YOUR GATEWAY IS TELLING YOU

The front of your Gateway has 8 indicator lights. These pages explain what it means when each of them is steady, blinking or off.

INDICATOR LIGHT	DESCRIPTION
Ethernet	
Green LED	 Steady Green - Ethernet connection detected, but there is no activity.
	 Blinking Green - Ethernet connection detected, and activity is ongoing.
	 Off - No Ethernet connection detected.
Wireless	
Green LED	 Steady Green - Wireless device connected, but there is no activity.
	 Blinking Green - Wireless device connected and activity is ongoing.
	 Off - No wireless device connected.
Voice	
Green LED	 Steady Green - SIP/VoIP service is registered, but no call is being made.
	 Blinking Green - SIP/VoIP service is registered, and a call is being made.
	 Off - No SIP/VoIP service is registered.
WAN – Wide Area Network WAN – Wide Area Network	
Green LED	 Steady Green - ADSL line is synchronised (connected) and working.
	 Slow Blinking Green - Trying to detect an ADSL signal.
	 Fast Blinking Green - ADSL signal has been detected and the Gateway is trying to synchronise (connect).

INDICATOR LIGHT	DESCRIPTION	
Internet		
Green LED		Steady Green - Connected to the Internet, but there is no activity.
		Blinking Green - Connected to the Internet and activity is ongoing.
Red LED		Steady Red - Internet connection has failed.
		Off - No connection to the Internet.
DECT – Digital Enhanced Cordless Telecommunications		
Green LED		Steady Green - DECT device connected and ready for use.
Orange LED		Blinking Orange - DECT device in pairing mode is connecting.
		Off - DECT not connected.
WPS – Wi-Fi Protected Setup		
Green LED		Steady Green - WPS pairing setup successful.
Orange LED		Blinking Orange - WPS pairing process in progress.
Red LED		Fast Blinking Red - WPS error detected.
		Off - WPS is not in progress.
Power/Status/ECO		
Green LED		Steady Green - WPS pairing setup successful.
Orange LED		Blinking Red - Gateway is starting up.
		Steady Red - Gateway has started, but not connected to the Internet.
		Steady Blue - ECO mode is active, Wi-Fi service has been turned off, all other functions are in operation.
		Off - Power is off.

GLOSSARY OF TERMS USED

UNDERSTANDING WHAT YOUR GATEWAY IS TELLING YOU

Below is an explanation of key technical terms used in this guide, to help you understand more about how your T-Gateway works.

ADSL	Asynchronous Digital Subscriber Line – a technology that provides fast broadband over your existing copper/telephone line.
DECT	Digital Enhanced Cordless Telecommunications – a digital communication standard, used for creating cordless home phone systems.
DLNA®	Digital Living Network Alliance – is a cross-industry organisation of leading consumer electronics, computing industry and mobile device companies. The organisation provides a certification program with the aim to enable a seamless environment for sharing digital media content in and around the home on any DLNA Certified® consumer electronic device.
ETHERNET	Is a computer networking technology for local area networks (LANs). This networking technology is standardised by the IEEE.
IEEE	The Institute of Electrical and Electronics Engineers is dedicated to advancing technological innovation and excellence.
GATEWAY	Is a networking device that allows the connection of a local area network (LAN) to a wide area network (WAN), such as the Internet.
LAN	Local Area Network is a computer network that is connected within a limited area, such as home, school or office buildings.
NAS	Network Attached Storage is a device connected on your network allowing you to store and access files from any device inside that network.
ROUTER	Is a device that manages the data packets between computer networks of two or more data lines from different networks.
SSID	Service Set Identification is the visible Wireless network name of a wireless access point. It is used in order for wireless devices to connect to your wireless network.
USB	Universal Serial Bus is an industry standard developed in the mid 1990s that defines the cables, connectors and communications protocols used in a bus for connection, communication and power supply between computer and electronic devices.

VOIP	Voice over Internet Protocol, commonly refers to the communication protocols, technologies, methodologies and transmission techniques involved in the delivery of voice communications and multimedia sessions over Internet Protocol networks, such as the Internet.
WAN	Wide Area Network is a network that covers a broad area or referred to an Internet connection, since the Internet itself is considered to be a WAN as well.
WI-FI	Wireless Fidelity.
WPA	Wi-Fi Protected Access – is a security protocol and security certification program developed by the Wi-Fi Alliance to secure wireless computer networks.
WPA2	Wi-Fi Protected Access II – is a security protocol and security certification program developed by the Wi-Fi Alliance to secure wireless computer networks.
WPS	Wireless Protected Setup.

OPTIONS FOR FURTHER ASSISTANCE

GET MORE HELP WITH YOUR T-GATEWAY

ASK A QUESTION ONLINE

If you have Internet access, we offer some great ways for you to get help online:

CROWDSUPPORT

Telstra's online community, 24x7. Join us to get support and advice about products and services from Telstra staff and your fellow users.

Go to: **crowdsupport.telstra.com.au**

FACEBOOK & TWITTER

Our support staff is on Facebook and Twitter 24x7 to answer your queries. Great for quick questions!

Facebook: **facebook.com/Telstra**

Twitter: **twitter.com/Telstra**

GET MORE DETAILED HELP

If you need more in-depth support from us, check our website or give us a call; we're always available


Go to: **www.telstra.com/help**


TELEPHONE SUPPORT

Our support centre is open 24x7, on **13 3933**.

NOTES

FOR MORE INFORMATION

 www.telstra.com/help;
www.telstra.com/apps;
www.telstra.com/myonlinetoolkit

 13 7663

 visit a telstra store