Get connected with your

TELSTRA GATEWAY MAX

Quick start guide
Fold out to get started

WHAT'S IN THE BOX

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

✓ Telstra Gateway Max

✓ Wi-Fi security card

✓ Power supply

✓ ADSL filter

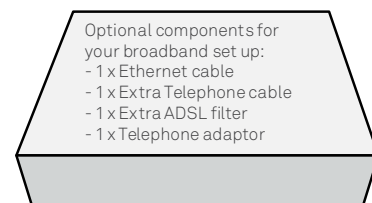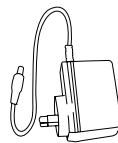Additional components are included, which you may need to use.

Telstra Gateway Max device

Quick start guide

Optional components for
your broadband set up:
- 1 x Ethernet cable
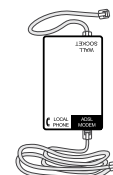- 1 x Extra Telephone cable
- 1 x Extra ADSL filter
- 1 x Telephone adaptor

Optional components box

Wi-Fi security card

Power supply

1 x ADSL filter

CONTENTS

The Telstra gateway Max at glance

THE TELSTRA GATEWAY MAX
AT A GLANCE

Power

T-Hub®

Handset

T-Box®

SmartTV

Personal Computer

Filter/
Splitter

WALL
SOCKET

Phone
Line

Mobile
Phone

Tablet

12 PSTN DSL R 12 34 WAN

ADSL LOCAL
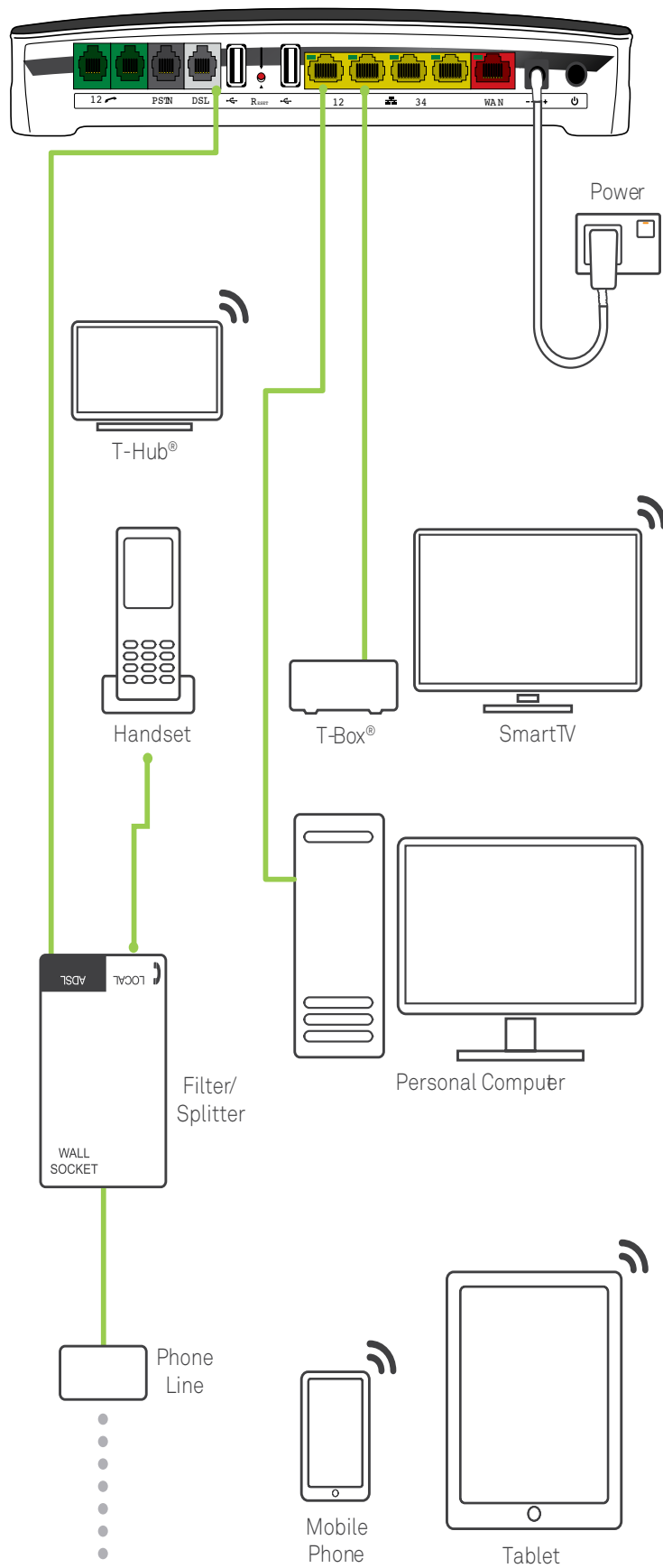
01 SET UP YOUR TELSTRA GATEWAY MAX

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

Step 1: Connecting the cables

Your Telstra Gateway Max connects to your existing telephone socket. Before you connect your Telstra Gateway Max, 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 Telstra Gateway Max.
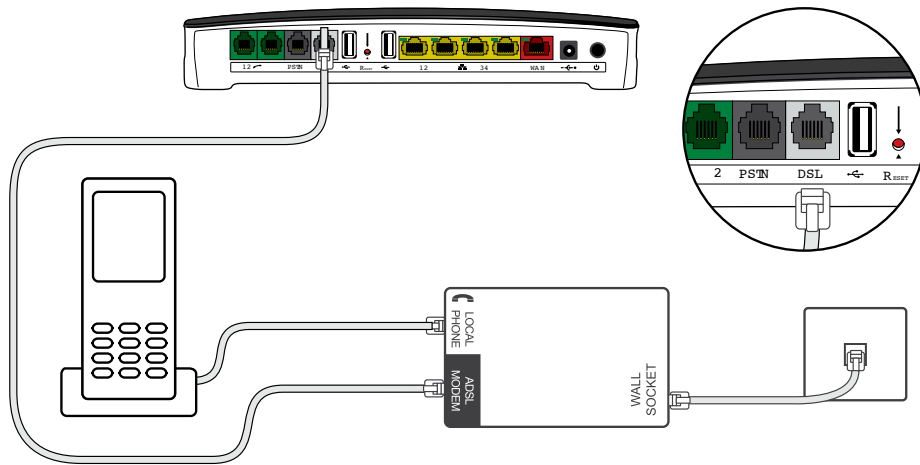
Step 2: Powering on

1. Connect one end of the power cable to the gateway and the other end to a power outlet.
2. Turn on your Telstra Gateway Max.
3. Allow up to 3 minutes for start-up. The LED lights on the front of the Telstra Gateway Max will flash.
4. Check that the Status LED light is solid green before proceeding.

Gateway Max   Power
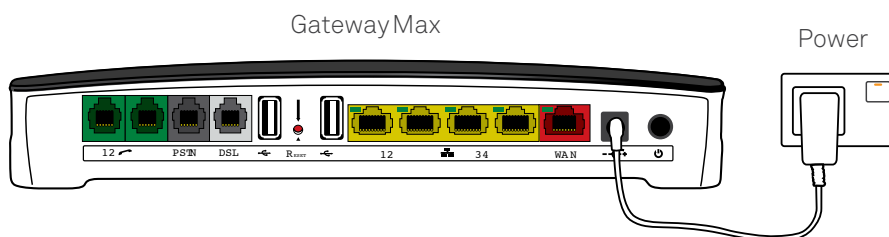
02 CONNECT YOUR COMPUTER / DEVICES

Your Telstra Gateway Max allows you to connect your devices to the internet, through a Wi-Fi network connection and Ethernet network connection. **You may choose to connect via one method only.**

Connecting via Wi-Fi

The Network Name and Key can be found on the Wi-Fi security card provided, and on the bottom of your Telstra Gateway Max.
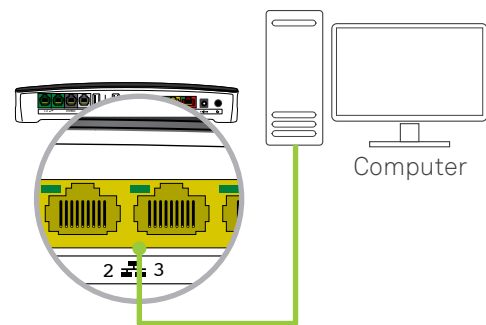
1. Enable Wi-Fi connection on your computer/device.
2. Select the Network Name from the list, or enter the Network Name if you do not see it on the list.
3. Enter the Network Key when prompted.
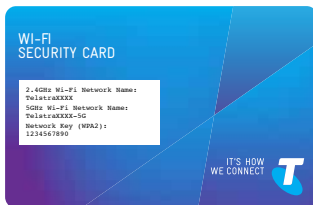
OR

Connecting via Ethernet

1. Connect one of the Ethernet cables to the yellow LAN port on the back of your Telstra Gateway Max.
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

2.4GHz Wi-Fi Network Name:
TelstraXXXX
5GHz Wi-Fi Network Name:
TelstraXXXX-5G
Network Key (WPA2):
1234567890

IT'S HOW
WE CONNECT

Computer

2   3

> If you can see the 5G network in your list, select this for faster performance.

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 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 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.

• The power supply 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 Max 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.mygateway/

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 security 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

IT'S HOW
WE CONNECT