TIPS AND TRICKS FOR YOUR
NBN CONNECTION

IT'S HOW
WE CONNECT

WELCOME TO YOUR
TELSTRA FIBRE CONNECTED HOME

IMPORTANT INFORMATION

Please keep these details in a secure, safe place. It will save you time when you really need it.

TELSTRA ACCOUNT NUMBER	
PHONE NUMBER	( )
PRIMARY USERNAME	
PRIMARY USERNAME PASSWORD	
BILLING DATE	/ / (the day when your monthly usage resets)
SSID (Wi-Fi network name)	
WI-FI SECURITY KEY	
ADDITIONAL MAILBOXES (up to 14 for free with your BigPond® Account):	Login to BigPond.com with your primary username to create additional mailboxes and manage their passwords: 1. 2. 3. 4.
NBN NTD UNI-D PORT NUMBER	

Logging on to telstra.com gives you the tools to manage your account, usage and email addresses. Once logged on you can also order new fibre ready equipment and devices such as a T-Box® or T-Hub® 2 to make the most of your new connected home.

OVERVIEW OF YOUR T-GATEWAY™

Congratulations, you're now set up to use your new fibre service with Telstra.

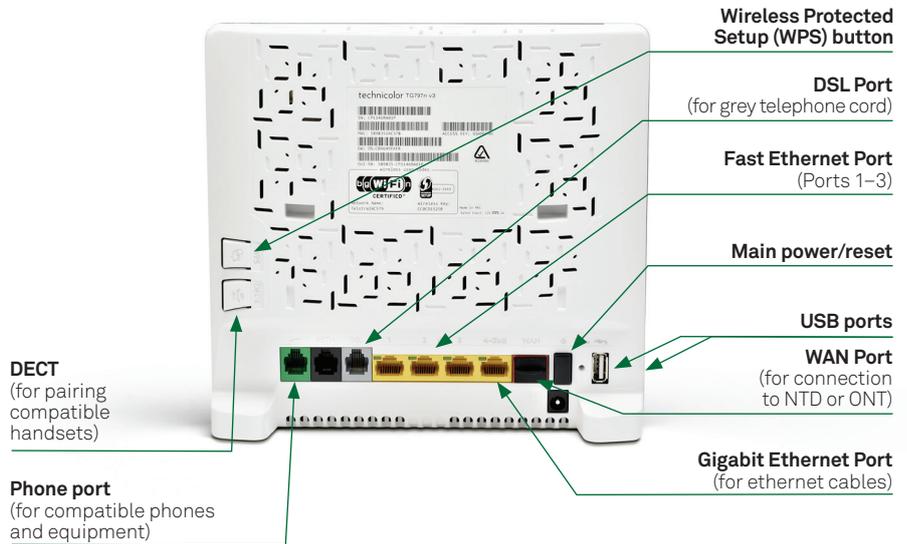Your Telstra technician has set up your T-Gateway.

This is your connection gateway to Telstra services on fibre. The technicians will also have connected some of your devices to the T-Gateway so these devices will now be operating via Telstra services on the

National Broadband Network (NBN). Your technician has written down key information about your new Telstra fibre services on the inside cover of this brochure. Please keep it in a safe place.

ADDING DEVICES TO YOUR CONNECTED HOME

You may have additional devices that need to be added to your T-Gateway™.

Wireless Protected Setup (WPS) button

DSL Port (for grey telephone cord)

Fast Ethernet Port (Ports 1–3)

Main power/reset

USB ports

WAN Port (for connection to NTD or ONT)

Gigabit Ethernet Port (for ethernet cables)

DECT (for pairing compatible handsets)

Phone port (for compatible phones and equipment)

ADDING ETHERNET DEVICES

Ethernet is the cabling used in your home to connect your T-Gateway to other equipment such as desktop computers, TVs or other online devices. Ethernet cabling will usually support faster data speeds than a Wi-Fi connection and should be used where this is important to you.

If there are additional devices that you want to connect to your T-Gateway by ethernet cable, either now or in the future, all you need to do is plug the devices into one of the LAN ports on your T-Gateway. If you need to add more than four ethernet devices, you may add an ethernet switch (eg with eight ports).

If you need help to do this, Telstra PLUS can provide expert in-home and technical phone support. For a free quote, please call **1800 TFIBRE (1800 834 273)** or visit **telstra.com.au/telstra-plus**

ADDING WI-FI DEVICES

Many devices can be connected to your home network without cabling using the T-Gateway™ Wi-Fi capability. This can include fixed devices such as computers and TVs where cabling may be difficult to install, as well as mobile devices such as laptops and smart phones.

Your T-Gateway Wi-Fi supports Wi-Fi Protected Setup (WPS). This is a protocol that allows you to easily add devices that support WPS to your network.

If your device supports WPS, to activate it, press the WPS button on your T-Gateway. The two devices should find each other and connect.

Alternatively, to connect your Wi-Fi devices to your T-Gateway you'll need to know:

- the SSID (Wi-Fi network name)
- Wi-Fi security key (also known as a pass phrase)

Your Telstra technician will have written these on the inside front cover of this guide. Please note the factory settings for SSID and the Wi-Fi security key are printed on the back of your T-Gateway and Wireless Security Card if supplied – you may need these if your T-Gateway is ever restored to factory settings.

In most cases you can get your Wi-Fi enabled device to search for available Wi-Fi networks by selecting your network and entering your Wi-Fi security key when instructed. You may need to check your device instructions on how to do this.

ADDING USB DEVICES

Your T-Gateway has a USB port on the side, and a high power USB port on the rear (1000mA).

You can turn any USB hard drive into a network storage drive connected to the Gateway. It's also DLNA Certified® which allows quick and easy sharing of digital content like photos, music and videos with other connected devices in the home.

These USB ports can also be used to share your USB printer with other devices on your network.

PHONES OR PHONE CABLING

Your Telstra voice service will be delivered via the NBN and will run via your T-Gateway. Your voice services around your home will run via the phone port on your T-Gateway. Alternatively, you can use the inbuilt DECT features to pair directly with compatible T-Hub® 2 handsets and tablets.

WHAT'S NEXT?
CONNECTIVITY FOR MORE DEVICES

To explore all the possibilities of Telstra's connected home products and services, make an appointment with the Telstra Plus Premium Support team. They provide expert in-home and technical phone support for a wide range of technologies, including adding more devices to your network, setting up a new wireless network, upgrading your operating system or even rebuilding your PC. For a free quote, please call **1800 TFIBRE (1800 834 273)** or visit **telstra.com.au/telstra-plus**

OVERVIEW OF THE NBN EQUIPMENT

NBN Co will have installed an NBN Network Termination Device (NTD), and a Fibre Wall Outlet (FWO) as shown below. Your T-Gateway™ connects to the NTD, connecting you to the fibre network. NBN Co may provide a Power Supply Unit (PSU), if you elected to have one installed at the time of ordering your connection.

Power Supply Unit

Network Termination Device
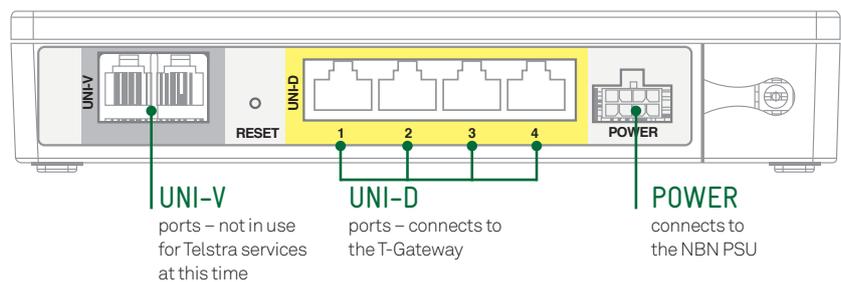
Fibre Wall Outlet
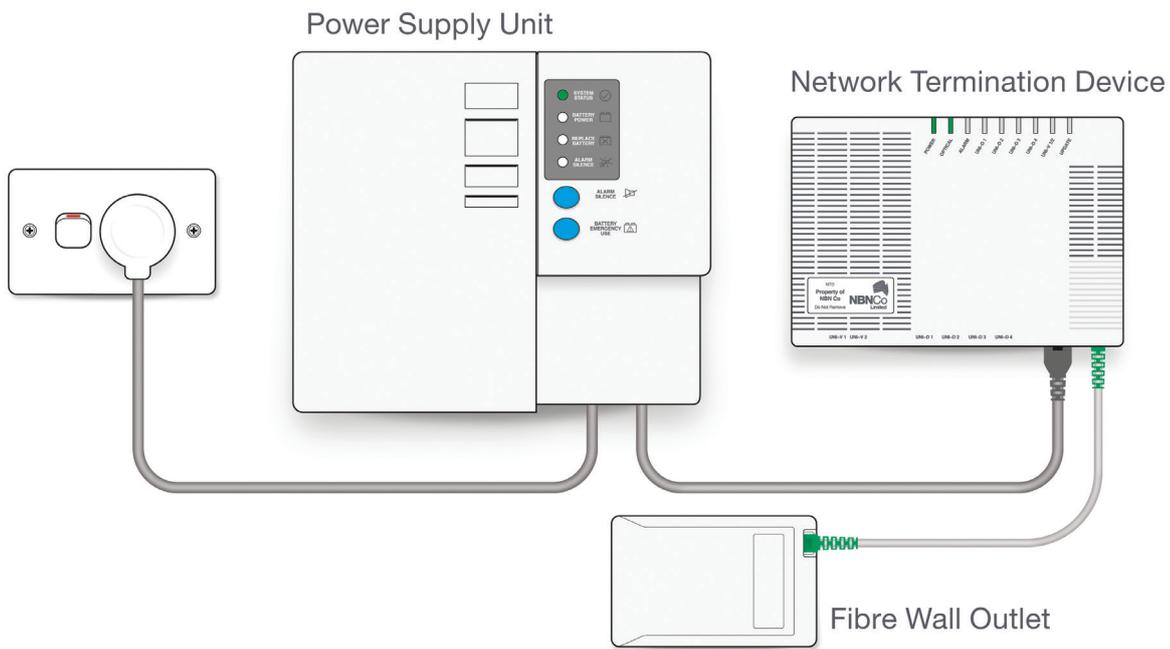
NBN NETWORK TERMINATION DEVICE (NBN NTD)

The NBN Network Termination Device (NTD) is where the NBN meets your home.

Your T-Gateway WAN port will be connected to a selected UNI-D port on the NBN NTD.

The technician will have recorded which NBN NTD UNI-D port your T-Gateway has been allocated to on the inside cover of this booklet. Your T-Gateway must be connected to this port only.

UNI-V
ports – not in use for Telstra services at this time

UNI-D
ports – connects to the T-Gateway

POWER
connects to the NBN PSU

NBN POWER SUPPLY UNIT (NBN PSU)

The NTD is powered by the NBN Power Supply Unit (NBN PSU) which must always be connected to mains power supply directly – not through an extension cord, double adaptor, power board or any other kind of secondary plug or socket.

Your NBN PSU does include a battery backup feature. However, as the battery only provides power to the UNI-V ports in the event of a power outage, this doesn't provide back-up for your Telstra voice or broadband services.

If a battery backup is fitted, we recommend that you maintain your batteries as described in the NBN Co User Guide.

If your mains power supply fails or you turn off the power or unplug the NBN PSU, your Telstra services on the NBN will no longer work.

NBN PSU ALARMS

The NBN PSU has several types of audible warning alarm sounds. The following list includes:

CAUSE	ALARM SOUND	ACTION REQUIRED
Power Failure Loss of mains power supply	Beeps once	Take action to restore power to the NBN PSU
Replace Battery Battery self-test fails	Beeps once every 15 minutes	Replace the backup battery
Low Battery Less than 50% remaining	Beeps four times every minute	Take action to restore the power to the NBN PSU
Audible Alarm On Alarm function is enabled	Beeps twice when enabled	
Audible Alarm Off Alarm function is disabled	Beeps once when disabled	

Although the battery backup won't support Telstra services on the NBN, we recommend that you replace the battery when the Replace Battery warning alarm sounds and/or your NBN Power Supply Unit is showing a red light next to the 'REPLACE BATTERY' symbol.

Details of the battery required and the instructions for replacing your backup battery are available in your NBN Co User Guide.

TO SILENCE THE ALARM

You can turn off the audible alarm sounds using the ALARM SILENCE button. Press and hold the button to temporarily silence or re-enable the alarm sounds for either 24 hours or longer.

TIME (seconds)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
SILENCE FOR 24 HRS			◁))												
RE-ENABLE ALARM			◁)) ◁))												
SILENCE FOR 24 HRS+		◁))		KEEP HOLDING ALARM SILENCE BUTTON										◁))
RE-ENABLE ALARM		◁)) ◁))		KEEP HOLDING ALARM SILENCE BUTTON								◁)) ◁))

◁)) = 1 Beep

TROUBLESHOOTING TIPS

FIRSTLY RE-BOOT

If you're having issues with your connection, you should re-boot your equipment. This will fix most simple problems. Re-boot refers to a controlled shut-down and turning back on of your equipment.

Shut-down
Firstly, check if anyone else is online (or using the phone if you have a Telstra T-Voice™ Service on the NBN) and be sure to save your work. Then shut down your computer and any other connected devices. Next, turn off your T-Gateway™. Unplug the 12V DC power cable from the power socket at the back of the NBN NTD.

Turn-on
• Wait five seconds.

• Re-insert the 12V DC power cable to the power socket on the NBN NTD.

• Wait for the following LED indicator lights on the NBN NTD (this may take up to a minute):

POWER	Solid green
OPTICAL	Solid or flashing green
ALARM	Off
UPDATE	Off

• Turn on your T-Gateway.

• Wait 30 seconds.

• Finally, turn on your computer and/or other devices.

In many cases this will fix your problem. Please check your service again. If you continue to have problems, read on.

CHECK THE POWER

If you get no indicator lights on your T-Gateway™ or the power indicator on the NBN NTD is off or red, then you may have a problem with your power supply.

Here are some simple checks

• Check whether other devices unrelated to your Telstra services on the NBN have power. If power isn't available, we recommend you turn off your T-Gateway, your NBN NTD and any fixed devices using mains power. Once power is restored, turn on your equipment and devices as described under 'Firstly Re-Boot' above.

• If power is available, check that the T-Gateway power adaptor is plugged in directly to a power point and the power point is turned on. Check that the power adaptor is securely connected to the T-Gateway. Check that the power switch on the T-Gateway is turned on.

• Check that the NBN PSU is plugged in and switched on and is connected to your NBN NTD.

If there is still no power, and if a re-boot doesn't fix the problem, please contact Telstra Support (see Your Ongoing Support on page 11).

SPEED ISSUES

There are many factors that can affect the speed of your connection.

• An unhealthy computer may affect the speed of your connection to the internet.

• Not enough RAM or hard disk space (or a fragmented hard disk) can appear to slow down your online experience.

• Too many programs running on your system can also slow down the computer. Some older operating systems may also not allow you to reach the maximum capable speed of your connection. Please consult your user manual or system provider if unsure.

• When downloading content from external parties, the speed achieved can be influenced by the source and type of content being downloaded, the number of users and the performance of interconnecting infrastructure not operated by Telstra.

• Devices connected by Wi-Fi, even under the best conditions, may experience slower speeds than those connected by ethernet cable.

If your connection is working and you suspect your computer may be the cause of slower internet speeds, Telstra Plus can visit your premises and perform a Health Check on your computer. Visit **telstra.com.au/telstra-plus** for more details or call on **1800 TFIBRE (1800 834 273)** for a free quote.

SOME OF YOUR DEVICES CONNECTED TO YOUR FIBRE SERVICES ARE NOT WORKING

• Check the affected device is charged or the power is plugged in and turned on.

• Check any connecting cables between the device and the T-Gateway™.

• Check the Wireless light on your T-Gateway. If there's no light, it's not working and your Wi-Fi devices won't operate.

• Check the wireless device has connected to the Wi-Fi home network. Refer to your device instructions for more information.

• Determine how many Wi-Fi devices are currently connecting to your T-Gateway. If a large number of devices are active you may have capacity issues. Consider turning off some of the devices to improve the performance of others.

• In some cases, other electrical appliances or devices in your home such as cordless and mobile phones, fluorescent lights, fixed vacuum cleaners, air conditioning units, refrigerators, freezers, microwave ovens, induction cooktops, and baby monitors may interfere with Wi-Fi signals. If you're having difficulties connecting, try turning the suspected electrical devices off one by one to see if connections improve.

ALL YOUR FIBRE SERVICES ARE NOT WORKING

Check the lights on your T-Gateway.

• **POWER LIGHT** – if this light is not on, check that your T-Gateway is turned on and that your power supply is operational.

• **WAN** – if this light is not on, check NBN NTD and NBN connections (see below).

• **ONLINE** – if this light is not on or is solid red, check NBN NTD and NBN connections (see below).
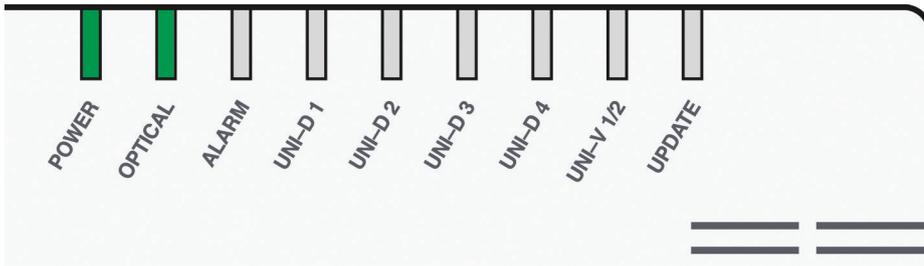
You'll find more information on the T-Gateway indicator lights, later in this guide.

CHECK NBN NTD AND NBN CONNECTIONS

If the T-Gateway WAN indicator light indicates there is no connection to the NBN NTD or the internet, then you may need to check your NBN connection:

• Check the cable is securely attached to the WAN port of the T-Gateway.

• Check the cable is securely connected to the correct UNI-D port of the NBN NTD. Your Telstra technician will have written the port number on the inside cover of this guide. If your service is still not working, you'll now need to check the NBN NTD indicator lights as follows.

NBN NTD

ACTION	INDICATOR LIGHT	SUGGESTED ACTION
Alarm	Red	Please contact Telstra Support.
Update	Red	Please contact Telstra Support.
Update	Flashing Green	This indicates an update is in progress. Please wait for the download to complete (the light will go off) and check your equipment again.
Optical	Off	Has the fibre optic cable connection from the street been damaged? For example, a fallen branch may have damaged the cable. If you think this may be the case, do NOT try to remove it or repair the cable yourself. Contact Telstra Support immediately (see Telstra's Ongoing Support at the end of this guide).

The following table shows how the lights should appear. If the lights are not as described, please re-boot your equipment (as outlined above). If this does not fix the problem, please contact Telstra Support (see Telstra's Ongoing Support at the end of this guide).

POWER	Solid green
OPTICAL	Solid or flashing green
ALARM	Green
UPDATE	Off

STILL HAVING A PROBLEM?

If, after following the tips in this guide, your Telstra fibre services are still not working correctly, please contact Telstra Support.

For further information on the NBN NTD indicator lights, see the appendix at the end of this guide.

REMINDERS

LOOK AFTER THE NBN EQUIPMENT

It's important that the NBN equipment is placed in areas that don't attract dirt, dust or moisture, and isn't in high traffic areas where it could get bumped. It's also important that your equipment has enough ventilation space and isn't exposed to extreme temperatures or humidity. You should not cover or paint this equipment.

Please don't remove or tamper with the NBN Co labels on the equipment.

The NBN equipment remains the property of NBN Co. If you wish to move, relocate, rearrange, remove, disconnect or maintain the devices, please get in touch with us. Please don't attempt to maintain the equipment yourself unless instructed to do so by us or NBN Co.

Never plug your computer directly into your NBN NTD.

LOOK AFTER YOUR POWER ADAPTORS/CORDS

Only use the power adaptors/cords that come with your devices. Using any other adaptors may invalidate your warranty and damage your equipment.

When disconnecting any power adaptor, make sure you turn off the power point and pull on the plug, not the cable. Pulling the cable may cause damage which could cause a fire or electric shock.

Never touch the mains cable with wet hands.

LOOK AFTER YOUR CABLES

Make sure cables connecting your devices and equipment are placed out of the way so they're not accidently pulled or tugged. If you're concerned about a cable connection, try unplugging it and reconnecting. If your cables are damaged, or the connection sockets are loose fitting, this could cause problems with your connection.

Do not unplug any optical fibre cable.

STORMS OR HIGH WIND

If your area is affected by storms or high winds, the connection between your premises and the wider network may have been cut by fallen trees, or damaged lines. In addition to the lines being cut, loss of power to network elements could be causing issues with your connections.

If you can see a cable has been damaged, DON'T try to remove it or repair the cable yourself. Contact Telstra Support immediately (see Telstra's Ongoing Support at the end of this guide).

If your service has been affected during a storm or high winds, keep in mind services are usually fixed when the severe weather has safely passed. If the service isn't restored soon after the storm, contact Telstra Support.

OTHER INTERFERENCE

Other electronic devices in your home could be causing interference with your connections. When being used, devices and appliances such as cordless and mobile phones, fluorescent lights, fixed vacuum cleaners, air conditioning units, refrigerators, freezers, microwave ovens, induction cooktops, and baby monitors can also affect connections including Wi-Fi. If you're having difficulties connecting, try turning devices off to see if connections improve. Having these devices close to your T-Gateway™ or the NBN NTD, may cause connection issues. Ensure you have enough space around your devices to avoid interference. We recommend at least one metre.

CLEANING

Safely clean your equipment and devices with:
• a damp (not wet) cloth
• an anti-static wipe
• small volumes of pressurised air (available from electronic stores).

Never clean your equipment and devices with:
• household polish
• liquid or aerosol-based cleaners
• a dry cloth as this may cause a static shock.

MOVING HOME

If you're moving house you must leave the NBN equipment behind. Please take your T-Gateway with you.

AUTHORISED REPRESENTATIVES IN YOUR HOME

When calling for Telstra Support, it's important to protect your identity, security and your account. If other people in your household call Technical Support or Billing please ensure you register them as Authorised Representatives on your account. This way we can help the people you trust get back online. Contact **1800 TFIBRE (1800 834 273)** to add an Authorised Representative. Take a couple of minutes to do this now so that if you're away, we can help a family member get back online.

SAFETY

Don't disconnect, tamper with or look into the laser light emitted from the fibre optic cable. This could damage your eyes.
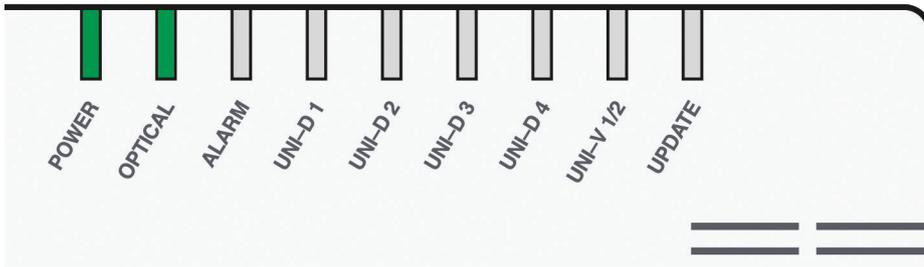
APPENDIX

T-GATEWAY™ INDICATOR LIGHTS

The T-Gateway has lights to allow you to check the status of your connection. Using the table below you may be able to identify your problem.

LIGHT	DESCRIPTION	ACTION
Ethernet LED	■ **Solid green**: ethernet connection detected, no activity. ✳ **Flashing green**: ethernet connectivity detected and network traffic is ongoing. ☐ **Off**: no ethernet connection detected.	If there is no LED and an ethernet connection is in place and the device is in use, check: • the cable is connected. • the device is operational. If the ethernet device still doesn't work, re-boot your equipment (see Troubleshooting Tips).
Wireless LED	■ **Solid green**: a wireless device is paired, no activity. ✳ **Flashing green**: a wireless device is paired and network traffic is ongoing. ☐ **Off**: no device is paired.	If Wi-Fi devices should be connected, try to reconnect using device instructions. If still not working, re-boot your equipment (see Troubleshooting Tips).
Voice LED	■ **Solid green**: VoIP service is registered and no traffic running. ✳ **Flashing green**: VoIP service is registered and traffic is running. ☐ **Off**: no service is registered.	If your Internet LED is green, however the Voice LED is off, re-boot your equipment and wait 5 minutes for it to be remotely configured (see Troubleshooting Tips).
WAN LED	■ **Solid green**: WAN connection is connected and working. ✳ **Slow Flashing Green**: Trying to detect a network connection. ✳ **Fast flashing green**: Network connected and transferring traffic (fibre). ☐ **Off**: No network connection established	Check NTD and NBN connections (see Troubleshooting Tips).
Internet LED	■ **Solid green**: internet connected, no activity. ✳ **Flashing green**: internet connected and activity is ongoing. ■ **Solid red**: internet connection failed. ☐ **Off**: No internet is connected.	Check NTD and NBN connections (see Troubleshooting Tips).
DECT LED	■ **Solid green**: DECT is paired and ready for use. ✳ **Flashing orange**: DECT is in pairing mode and is registering. ☐ **Off**: DECT is not paired.	If this LED is not on, using your device instructions, re-register any compatible T-Hub® 2 handsets or tablets
WPS LED	■ **Solid green**: WPS setup successful. ✳ **Slow flashing orange**: WPS setup in process. ✳ **Fast flashing red**: WPS error. ☐ **Off**: idle.	Assists with diagnosing the status of any WPS registration attempts.
Status/Eco Power LED	■ **Solid green**: power on, all required services are up and running. ✳ **Flashing red**: device is booting up. ■ **Solid red**: one of the required services has failed. ■ **Solid blue**: device is in Eco mode (Wi-Fi disabled) and is operating normally. ☐ **Off**: power off.	Check your mains power supply is still active. If power is not available we recommend that you turn off your T-Gateway™ and any fixed devices using mains power. Once power is restored, re-boot your equipment as described in the Troubleshooting Tips. If power is available, check: • the T-Gateway power adaptor is plugged in directly to a power point and turned on. • the power adaptor is securely connected to the T-Gateway. • the power switch on the T-Gateway is turned on. • If this still doesn't work, re-boot your equipment (see Troubleshooting Tips).

NBN NETWORK TERMINATION DEVICE INDICATOR LIGHTS

LIGHT	INDICATOR	MEANING	ACTION
Power	☐ Off	This means there is no power to your NBN NTD.	Check the NBN PSU is plugged in, switched on and connected to your NBN NTD. If there is still no power light, and if a re-boot (see Troubleshooting Tips) doesn't fix the problem, contact Telstra Support.
	■ Solid red	Your NBN PSU is operating on backup battery power.	There is likely to be a mains power failure. Check your mains power supply. Your Telstra service will not work unless your power light is solid green.
	■ Solid green	Your power supply is working normally.	NA
	☀ Flashing Green	Your NBN NTD is starting up.	NA
Optical	☐ Off	Your NBN NTD has been disabled externally.	If a re-boot (see Troubleshooting Tips) doesn't fix the problem, contact Telstra Support.
	■ Solid red	Your NTD has lost connection with the fibre network.	If a re-boot (see Troubleshooting Tips) doesn't fix the problem, contact Telstra Support.
	■ Solid green	Your NTD is connected and working properly.	NA
	☀ Flashing green	This is normal and simply means there is activity on the network.	NA
Alarm	☐ Off	Your NTD is working but you have no devices connected.	NA
	■ Solid red	Your NBN NTD has a fault and is not working normally.	If a re-boot (see Troubleshooting Tips) doesn't fix the problem, contact Telstra Support.
	■ Solid green	Your NTD is working normally and is connected.	NA
Uni-D1 to Uni-D4	☐ Off	There are no active ethernet devices connected to this port at this time. Either: • no ports are in use, or • all devices connected to these ports are off.	If you're having difficulty with connected devices then re-boot (see Troubleshooting Tips). If a re-boot doesn't fix the problem, contact Telstra Support.
	■ Solid yellow	There is an active device detected on the network capable of operating at up to 1 gigabit per second (this denotes capability, Telstra's services on the NBN do not offer these speeds).	NA
	☀ Flashing yellow	There is data activity of up to 1 gigabit per second detected on the network (this denotes capability, Telstra's services on the NBN do not offer these speeds).	NA
	■ Solid green	There is an active device detected on the network capable of operating at up to 100 megabits per second.	NA
	☀ Flashing green	There is data activity of up to 100 megabits per second detected on the network.	NA
Uni-V 1/2	☐ Off	Expected state for Telstra services.	NA
Update	☐ Off	Normal status.	NA
	■ Solid red	NBN NTD software download failure.	Contact Telstra Support.
	☀ Flashing green	NBN NTD software is downloading – OK.	Wait for the download to be completed, then check your service again.

YOUR ONGOING SUPPORT

If you need assistance with your Telstra services we're here to help, so please call, click or come in. For troubleshooting tips the best place to start is this guide. If after following the advice here, your Telstra fibre services are still not working correctly, please contact Telstra Support.

CALL OUR TECHNICAL SUPPORT TEAMS

1. 24/7 Technical Support Desk on **1800 TFIBRE** (**1800 834 273**)

2. Billing and Sales enquiries call **1800 TFIBRE (1800 834 273)**

3. For help connecting additional devices, connecting your home, or fixing your PC, call Telstra Plus **1800 TFIBRE (1800 834 273)**

(Costs apply for these extended services and quotes are available for both in-home and remote assistance).

CLICK ON OUR ONLINE SUPPORT SERVICES 24/7

telstra.com and **bigpond.com** has the following services available:

- Online FAQ's
- Crowd Support™
- Online chat with a Telstra consultant

Also contact us via

- **Email a consultant**
  telstra.com > Help > Contact us

- **telstra.com.au/help**

- **Facebook**
  facebook.com/Telstra

- **Twitter**
  @BigPondTeam

VISIT A TELSTRA STORE

Come in to one of our national network of Telstra stores and Partners. Find your local store easily on: **telstra.com.au/store-locator**

WHAT IT ALL MEANS

BANDWIDTH

Bandwidth is just data capacity. Broadband services can carry huge amounts of data. Low bandwidth or 'narrowband' services, like dial-up, carry far less. Bandwidth is usually expressed in terms of data flow – 256 kbps or 512 kbps, for example – because it translates into speed when you're browsing the internet.

BITS PER SECOND

Most internet service providers, including Telstra, rate broadband plan speeds in kilobits per second (eg 256/126 kbps). However, most software, including Internet Explorer and Windows, displays download speeds in kilobytes per second (kBps). One byte equals eight bits, so typical plan speeds 'translate' as:

PLAN SPEED

KILOBITS PER SECOND (kbps)	KILOBYTES PER SECOND (kBps)
1500	187
8000	1000
12000	1500
20000	2500
25000	3125
30000	3750
50000	6250
100000	12500

BYTES

Bytes are a common unit of computer data measurement, although the base unit is actually a 'bit'. Each 'bit' (short for 'binary digit') is literally a '1' or a '0' in the binary code that makes computing possible. And there are eight bits in a byte. A kilobyte is generally taken to be 1,000 bytes and a megabyte is generally taken to be a million bytes. Because of the binary code, all computing is based on the 'two times table' – so they are actually 1,024 and 1,048,576 respectively.

BROADBAND

'Broadband' is an umbrella term for high bandwidth internet services (please see the 'bandwidth' definition in this section).

DOWNLOAD

Downloads are data that you pull 'down' from the internet into your computer. That data could be anything from a web page or an email, to a streaming video file.

ETHERNET

Ethernet is a very common Local Area Network (LAN) technology. In other words, it's a way of connecting computers and computer equipment. 'Wired' ethernet connections usually use RJ45-type connectors.

FAQS

Frequently Asked Questions (FAQs) are literally just that, and are usually the heart of any internet or computer information directory. You'll find some very useful FAQs in this guide. There are further FAQs located at **telstra.com/unlockamazing**

FIREWALL

A firewall is an application that places a virtual security fence around your computer. As long as it's kept up to date and active, a firewall can stop hackers from accessing your computer, stop trojans from sending data out of your computer, and provide you with a report on any such activity.

GATEWAY

The term 'gateway' is used to describe the device which connects your Telstra broadband service and other internet enabled devices to the internet.

You can think of your gateway as being just like a modem with Wi-Fi access.

SSID (OR NETWORK NAME)

The SSID (Service Set Identifier) defines the 'name' of the local Wi-Fi network provided by your router.

USB

USB stands for 'universal serial bus' and is a system that lets you plug a huge range of devices into the one plug on your computer.

VOIP

VoIP stands for Voice over Internet Protocol (or IP). VoIP telephones send your telephone calls over the internet in digital format.

WI-FI

Wi-Fi is short for Wireless Fidelity. Wi-Fi is the technology that allows you to connect your computer and other internet enabled devices to your T-Gateway™ without wires.

DECT

Digital Enhanced Cordless Telephone.

ECO

Economy LED Light. This feature ensures that the T-Gateway only uses a limited amount of energy to power its components and respond to user activity.

WPS

Wi-Fi Protected Setup that allows for users to add wireless clients to your network. Note this is disabled for your T-Gateway by default.

WPA

Wi-Fi Protected Access.

NOTES