

FREQUENTLY ASKED QUESTIONS

EVERYTHING YOU NEED TO KNOW ABOUT THE TELSTRA ELITE® GATEWAY IN ONE HANDY LOCATION.

1. **WHAT IS THE DIFFERENCE BETWEEN A 3G USB MODEM AND THE TELSTRA ELITE® GATEWAY?**
A 3G USB modem (or dongle) is used to connect a single device to the Next G™ network. The Telstra Elite® Gateway also connects to the Next G™ network, however it creates a local WiFi network that enables multiple devices to connect to the single Next G™ connection.
2. **WHAT IS THE DIFFERENCE BETWEEN WIFI AND MOBILE BROADBAND?**
WiFi and Mobile Broadband (or wireless broadband) are both a form of wireless technology, however what they deliver is fundamentally different. WiFi is a wireless technology that creates a local wireless network allowing multiple devices in the home or office to connect to the router.

Mobile Broadband on the other hand is a wireless technology that connects the Next G™ gateway to a Next G™ tower allowing you to receive fast Internet access without the requirement for a fixed Internet connection such as ADSL and cable. Mobile broadband therefore connects your router to the Next G™ network and WiFi creates a secure local wireless network that enables you to connect your wireless devices such as your laptop, smart tablet device and gaming consoles.
3. **IS THE TELSTRA ELITE® GATEWAY BACKWARD COMPATIBLE?**
Yes. If you use the Telstra Elite® Gateway in an area that does not have 21Mbps coverage, it will automatically switch to a 7.2Mbps network. Also, if your WiFi products such as your wireless laptop are 11g rather than 11n, it will fall back onto 11g.
4. **AS MORE USERS CONNECT TO THE NETWORK, WILL THE WIFI CONNECTION SLOW DOWN**
The short answer is yes; however the speed of the WiFi connection depends on the bandwidth activity of each device. For example multiple devices streaming video content would slow the connection more than 10 laptops that are simply being used to surf the internet.
5. **HOW MANY PEOPLE CAN SHARE MY CONNECTION?**
With 4 x LAN ports and WiFi, the Telstra Elite® Gateway can have up to a maximum of twenty devices connected - four via the LAN ports and up to sixteen simultaneous WiFi connections.
6. **DOES THE TELSTRA ELITE® WIRELESS CONNECT VIA ADSL OR CABLE?**
No, the Telstra Elite® Wireless provides you with Broadband Internet using the Next G™ Network.
7. **HOW WIDE IS THE WI-FI COVERAGE?**
The gateway's WiFi is 802.11n or more commonly known as wireless N which typically gives you up to 55 metres coverage in every direction.
8. **DOES THE TELSTRA ELITE® GATEWAY SUPPORT WIFI CONNECTIONS?**
Yes, the router can support up to 16 simultaneous WiFi connections.
9. **DO I NEED AN EXTERNAL ANTENNA?**
The Telstra Elite® Gateway comes with 4 internal antennas, (2 internal WiFi antennas and 2 internal 3G antennas) so you do not need an external antenna. If you live in a remote location and the router shows a low signal strength, you can purchase an external 3G antenna to boost your connection to the Next G™ network.
10. **WHAT ARE THE DOWNLOAD AND UPLOAD SPEEDS?**
The Telstra Elite® Gateway is a 21Mbps downlink rated device. Typical customer download speeds are 550Kbps to 8Mbps and typical upload speeds are 300Mbps to 3Mbps in all capital and associated metropolitan areas and selected regional areas. Speeds are also dependant on your geographical location and surroundings.
11. **WHAT DO THE USB PORTS DO?**
The two USB 2.0 ports will allow you to connect and share a USB printer and mass storage device anywhere within your network via your WiFi network.
12. **HOW MANY LAN PORTS DOES THE TELSTRA ELITE® GATEWAY HAVE?**
The gateway has 4 x LAN ports which enable you to connect up to four wired connections
13. **HOW MANY USB PORTS DOES THE TELSTRA ELITE® GATEWAY HAVE?**
The gateway has 2 x USB ports
14. **WHAT ARE THE POWER OPTIONS FOR THE TELSTRA ELITE® GATEWAY**
The gateway is mains operated, meaning you can connect the gateway into any available power point. The gateway also works with a compatible battery pack (not included) or car charger allowing you to connect freely on the go e.g. in a car, bus or boat.
15. **HOW MANY WIRED CONNECTIONS CAN I CONNECT?**
The Telstra Elite™ Gateway has four LAN ports, which means you can connect up to four wired devices such as desktop PC's directly into the ports at the back of the gateway.

