

IMPORTANT! Please read the Quick Reference before Installation

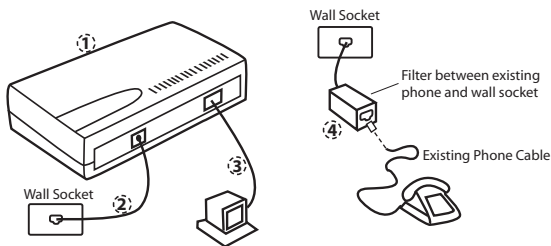
# Quick Reference TPG ADSL SERVICES

This Quick reference provides you with information about your standard home configuration of ADSL Internet equipment, login process, DNS Server, Email settings, configuration of ADSL Internet and Technical and Billing contact information. The detailed configuration instructions of your modem/router is attached separately. Please select the Instructions appropriate for your operating system.

CASE 1: TYPICAL CONFIGURATION for a USB Modem with 2 Phone Wall Sockets.  
See overleaf for 4 Port Switch/Router setup diagrams.

Please ensure that your ADSL set up is similar to this diagram.

**Note:** Make sure the filter supplied with modem/router is connected between the phone and the Double Adapter which is plugged into the Phone Wall socket. In all installations customers can use 2nd Phone Wall Socket instead of Double Adapter.



## YOUR ACCOUNT

### Logging on

Only TPG ADSL services using Layer 2/PPPoE such as Home Broadband, require a username and password to be configured on the modem/router to ensure correct connection. **Your username is provided on the ADSL Configuration Detail Letter.** If you did not supply a password at the time of registration, your **Password** by default will be the same as the **User name** before the @ symbol. However if you had a previous Dialup account with TPG, then your **Password** will be the same as your Dialup account **Password**.

### Your Account

The same username and password are used for your email, news accounts, and to access your account details located on the TPG website: [www.tpg.com.au](http://www.tpg.com.au). Your account access can be used to setup spam filters, change your password, change your contact and payment details, print your invoice, activate your website, create email aliases and activate additional email addresses. **You are advised to change your password.**

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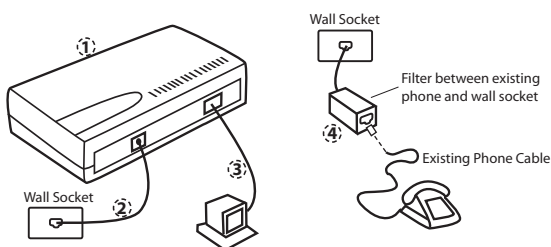
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### DNS Server

Please use the following addresses for your DNS service:  
Primary: 203.12.160.35  
Secondary: 203.12.160.36

### Setting up Email, News Groups and Browsers

Please configure TPG as your Homepage as it will provide access to online resources and many useful links.

Use the following names for your Email and News Group services:  
Mail Server: mail.tpg.com.au  
News Server: news.tpg.com.au  
For detailed instructions on how to configure these services please visit: [www.tpg.com.au/helpdesk](http://www.tpg.com.au/helpdesk).

### Accessing your Email using TPG's Post Office

1. Go to TPG's home page: [www.tpg.com.au](http://www.tpg.com.au)
2. Enter your TPG Email *username* and *password*.
3. Click on "Go"

## SUPPORT INFORMATION

TPG help desk only supports installation and any issues with the list above in the **Your Account** section and only equipment and software provided by TPG. TPG does not support 3rd party routers, firewall software, pearl virus and virus scanning or operating systems.

For any installation, configuration or billing enquiries, please call **1300 360 855**.

Or you can email your queries to [helpdesk@tpg.com.au](mailto:helpdesk@tpg.com.au)  
Or visit [www.tpg.com.au/helpdesk](http://www.tpg.com.au/helpdesk) for further information.

### The Help Desk service is available:

Monday to Friday 8:00am - Midnight  
Weekends 9:00am - 9:00pm  
Public holidays 9:00am - 6:00pm

For **modem-related problems** please call:

**Dynalink (Askey)** – 02 9417 8299  
**D-Link Australia** – 1300 766 868  
**Netcomm Support in your state:**  
**NSW/ ACT** - (02) 9424-2059  
**VIC/ TAS** - (03) 9012-3399  
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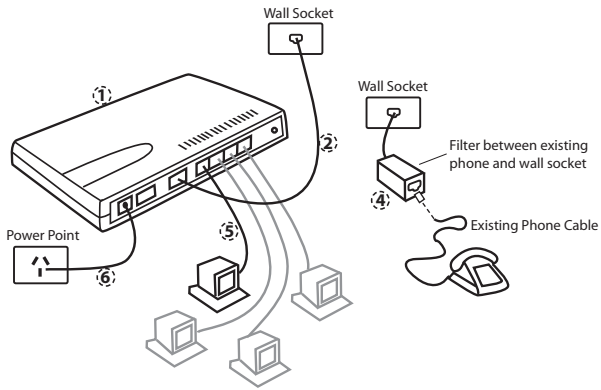
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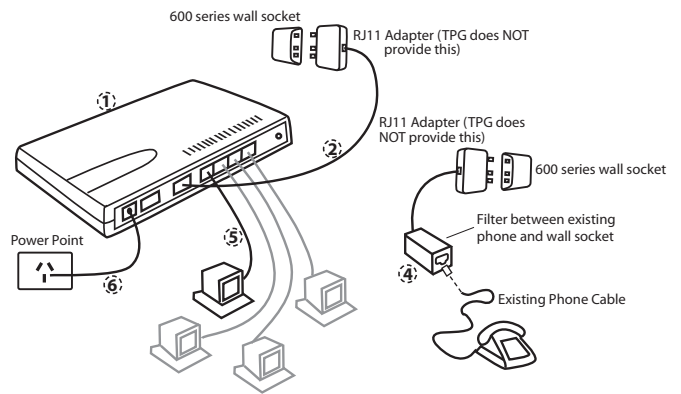
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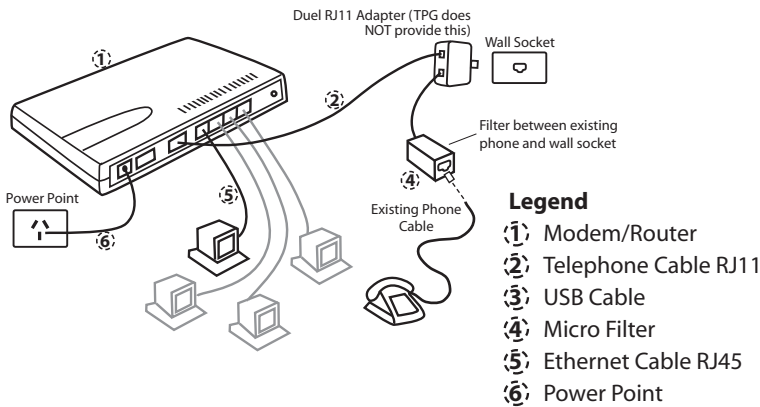
CASE 2: TYPICAL CONFIGURATION for a 4 Port Switch/Router with 2 phone RJ11 wall sockets



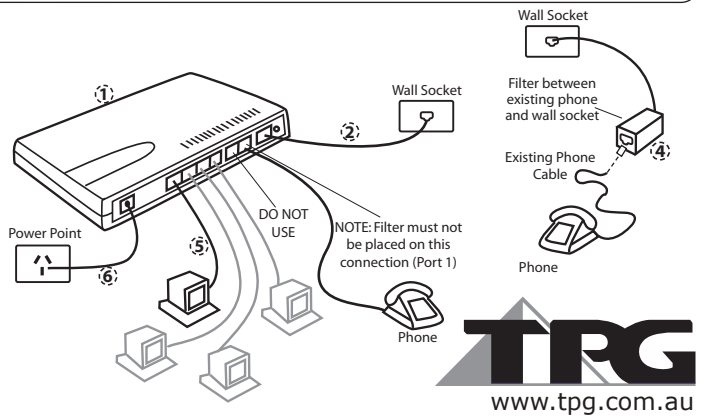
CASE 3: TYPICAL CONFIGURATION for a 4 Port Switch/Router with 2 phone 600 series wall sockets



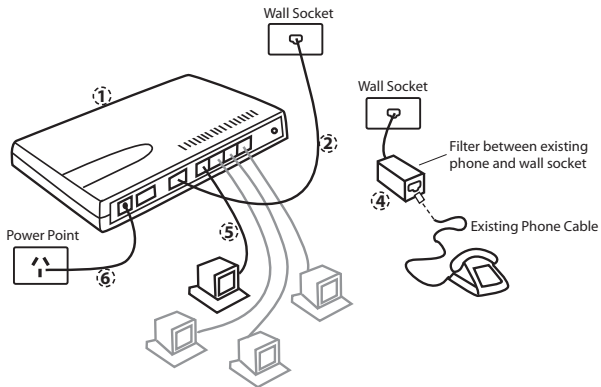
CASE 4: TYPICAL CONFIGURATION for a 4 Port Switch/Router with 1 phone RJ11 wall socket



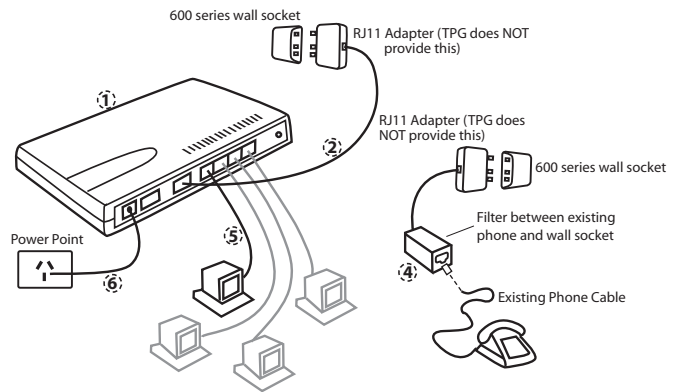
CASE 5: TYPICAL CONFIGURATION for a 4 Port Switch/Router with VoIP



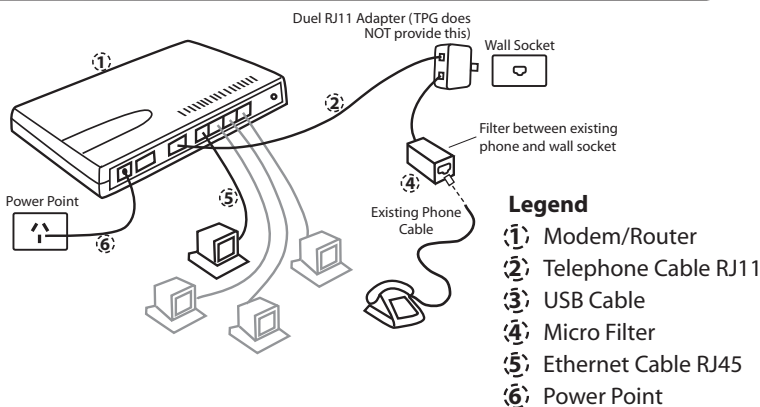
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