



NF20Mesh - HFC

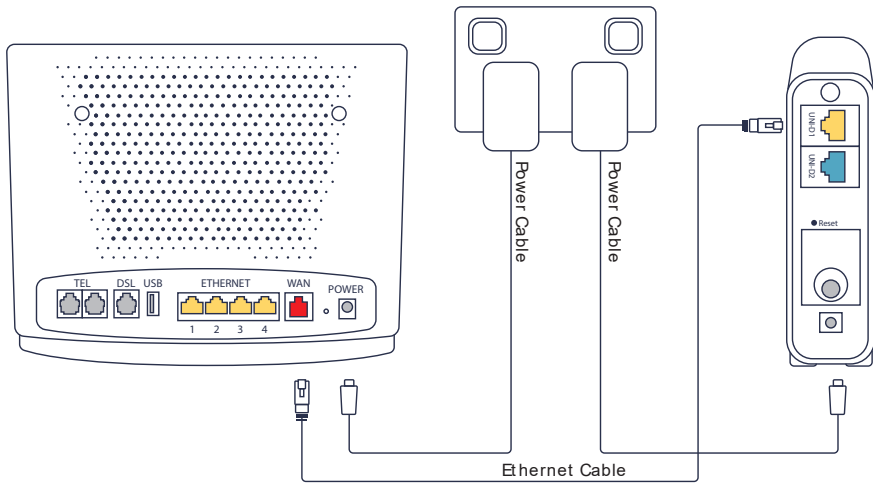
WiFi Router Setup Guide

How to connect

Setting up your new router

Skymesh routers arrive pre-configured. Simply plug in the supplied cables as per the diagram, switch on the new router and connect to it using the supplied WiFi password.

Note: This cabling setup is essential for an active connection. Please avoid changing the cabling setup below to prevent disconnection.



Netcomm NF20Mesh

Please plug into the red WAN port

nbn® Hybrid Fibre Coaxial NTD








Please plug into the UNI-D sent via email

Warranty

Your new router comes with a 3-year advanced replacement warranty for full peace of mind. More information on our warranty can be found at skymesh.net.au/warranty

Understand your nbn[®] NTD lights

Learn more about your nbn[®] NTD (Connection Box). If you are offline, please check the cabling setup on the 'How to Connect' page and restart your internet connection. If issues persist, please call us on **1300 759 637**.

Light	State	Meaning
Power		nbn [®] NTD has no power.
		nbn [®] NTD has power.
Downstream		nbn [®] NTD has no power.
		Successful downstream connection.
		Searching for downstream connection. If ONLINE light is on, firmware upgrade in progress.
Upstream		Still searching for downstream connection, or nbn [®] NTD has no power.
		Successful downstream connection.
		Downstream connection found; searching for upstream connection. If ONLINE light is on, firmware upgrade in progress.
Online		nbn [®] NTD is offline or has no power.
		nbn [®] NTD is online and browsing should be possible.
		Downstream and upstream connection found; retrieving setup information from nbn.
On the back		Cable connection detected. If this light is off, try another CAT5e or CAT6 Ethernet cable.
		Old CAT5 Ethernet cable is in use -this may not allow throughput of the full speed of your nbn HFC service.

How to restart your internet connection

If you're offline, please follow the steps below as they may resolve any potential faults. If issues persist, please call us on **1300 759 637**.

- 1** First, turn off your nbn® NTD (connection box) and your wireless router.
- 2** Wait for about **10 minutes**.
- 3** Turn your nbn® NTD (connection box) back on.
- 4** Wait another minute, then turn your wireless router back on.

Note: Please refer to the cabling setup provided on the 'How to Connect' page. This cabling setup is essential for an active connection.

Need some help?

If things don't go to plan and you require assistance, please contact our friendly Brisbane-based team.

Contact us on **1300 759 637** or via LiveChat at **skymesh.net.au**.

We're open:

8am - 8pm Monday to Friday

9am - 5pm Weekends

9am - 5pm Public Holidays

Australian Eastern Standard Time (AEST)