



Tenda V12 - HFC

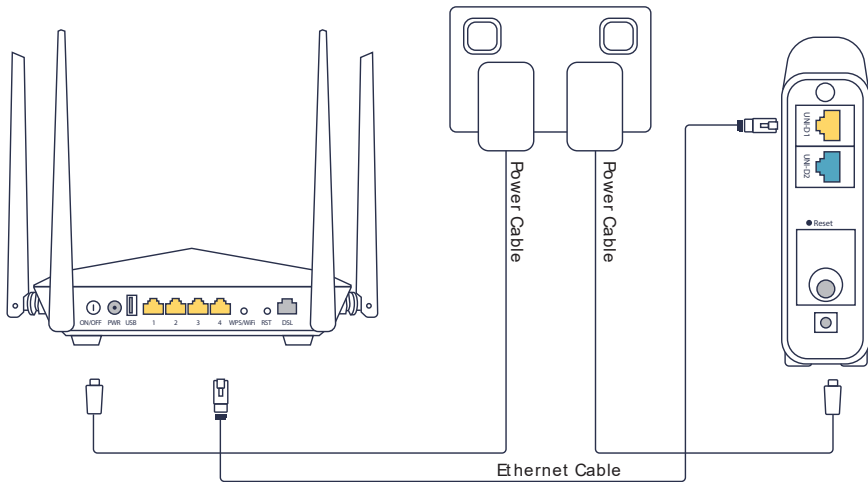
# WiFi Router Setup Guide

# 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.



### Tenda V12

Please plug into the yellow port number 4

### 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](https://skymesh.net.au/warranty)

# Understand your nbn<sup>®</sup> NTD lights

Learn more about your nbn<sup>®</sup> 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 <sup>®</sup> NTD has no power.
		nbn <sup>®</sup> NTD has power.
Downstream		nbn <sup>®</sup> 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 <sup>®</sup> 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 <sup>®</sup> NTD is offline or has no power.
		nbn <sup>®</sup> 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)