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® connection box and your wireless router.

2 Wait for about **10 minutes.**

3 Turn your nbn® 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 - 7pm Monday to Friday
9am - 5pm Weekends
9am - 5pm Public Holidays

Australian Eastern Standard Time (AEST)

skymesh

skymesh.net.au

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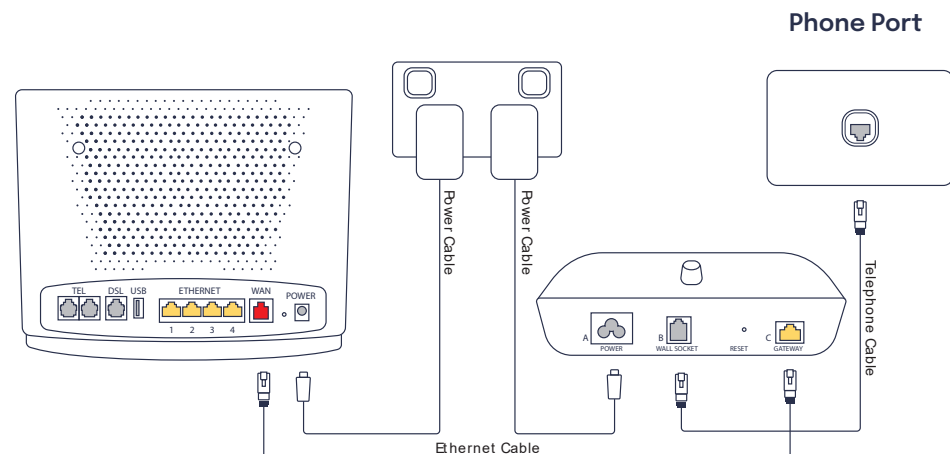NF20Mesh - FTTC

WiFi Router Setup Guide

Please don't throw me away

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.

Phone Port

Power Cable

Power Cable

Telephone Cable

TEL DSL USB   ETHERNET   WAN   POWER
1 2 3 4

A   B   C
POWER   WALL SOCKET   RESET   GATEWAY

Ethernet Cable

Netcomm NF20Mesh

Please plug into the red WAN port

nbn® Fibre to the Curb installed connection box

Please plug into the Gateway port

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® connection box lights

Learn more about your nbn® 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
LAN	●	nbn® connection box has no power or is not connected to a modem/router.
	●	Successful connection between nbn® connection box and modem/router. **Flashing** indicates local network activity.
	●	Successful connection between nbn® connection box and modem/router. **Flashing** indicates local network activity.
DSL	●	nbn® connection box has no power or is not communicating with the nbn.
	●	nbn® connection box is successfully communicating with the nbn.
Connection	●	nbn® connection box has no power.
	●	Successful reverse power to nbn equipment outside the premises.
	●	Issue with reverse power.
Power	●	nbn® connection box has no power.
	●	nbn® connection box has power.

The status lights may be covered by a small sliding panel on the face of your nbn® connection box.