

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)



NF20Mesh - FTTP

WiFi Router Setup Guide

Please don't throw me away



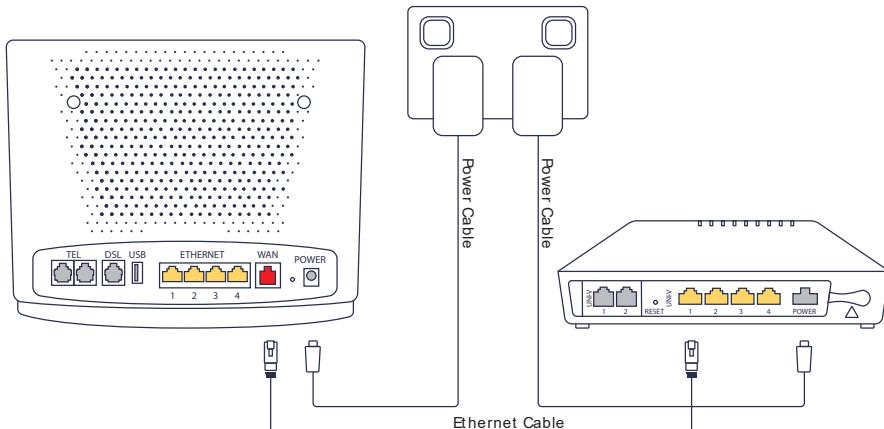
skymesh.net.au

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® Fibre to the Premises installed connection box

Please plug into UNI-D 1
(unless advised otherwise)

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
Power	●	No power supply. Please note that all other lights will be off if the nbn® connection box has no power.
	●	nbn® connection box is operating on backup battery power from the Power Supply unit.
	●	nbn® connection box has power. Sometimes the light may look more orange/yellow than green - this is fine.
Optical	●	nbn® connection box is disabled.
	●	No connection to the network.
Alarm	●	Connected successfully to the network. This light will flash during data transfer.
	●	nbn® connection box is working, but no devices are connected.
UNI-D 1/2/3/4	●	Issue detected.
	●	nbn® connection box is working with no issues detected.
	●	Nothing is plugged into this port. Only one UNI-D port is active for a single nbn® service - typically port UNI-D1.
UNI-V 1/2	●	A device capable of up to 1000Mbps is plugged in. This light will flash during data transfer.
	●	A device capable of up to 10/100Mbps is plugged in. This light will flash during data transfer.
	●	There is no nbn® Fibre Phone service, or it's not currently being used.
Update	●	One or more nbn® Fibre phones are off the hook (typically because they are being used).
	●	One or more nbn® Fibre phones have been off the hook for more than an hour. If no one is on a long phone call, check that your handsets are not engaged and have been returned to the hook or cradle.
Update	●	Normal, no action required.
	●	nbn® connection box has failed to download an update.
	●	nbn® connection box is currently downloading an update with no issues.