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

---

skymesh

**NF20Mesh - Fixed Wireless**

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.

Power Cable

Power Cable

TEL DSL USB ETHERNET WAN POWER
1 2 3 4

UNI-D 1 2 3 4

Ethernet Cable
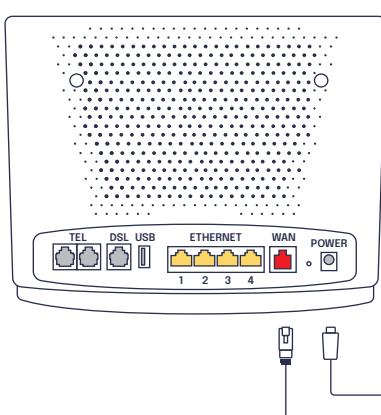
Netcomm NF20Mesh

Please plug into the red WAN port
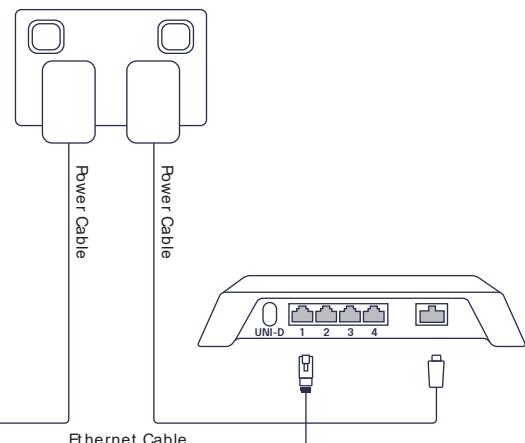
nbn® Fixed Wireless connection box

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. All other lights will be off if the nbn® connection box has no power.
	●	nbn® connection box is operating on backup battery power and power is low (if a battery has been fitted).
	●	nbn® connection box has power.
	☀	nbn® connection box is operating on backup battery power (if a battery has been fitted).
Status	●	nbn® connection box has no power or is in an unexpected state.
	●	A system fault is detected.
	☀	nbn® connection box is booting up/initialising.
	●	nbn® connection box is in test mode.
	☀	nbn® connection box is operating normally.
Outdoor Unit (ODU)	●	nbn® connection box has no power or is in an unexpected state.
	●	nbn® connection box is offline.
	☀	An error is detected.
	●	nbn® connection box is online.
	☀	Network activity.
Signal Strength	●	nbn® connection box has no power or is offline.
	●	Low signal strength (this is not necessarily a service fault as factors such as local weather can impact signal strength).
	●	Medium signal strength.
	●	High signal strength.