

# 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.net.au



**NF20Mesh - HFC**

## WiFi Router Setup Guide

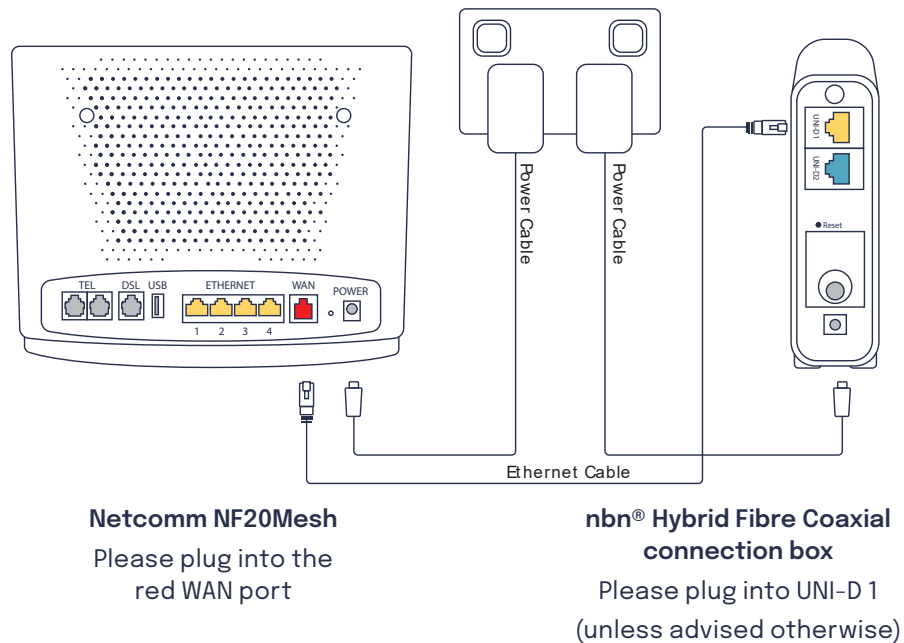
Please don't throw me away

# 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.



## 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® 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	●	nbn® connection box has no power.
	●	nbn® connection box has power.
Downstream	●	nbn® connection box has no power.
	●	Successful downstream connection.
Upstream	●	Searching for downstream connection. If ONLINE light is on, firmware upgrade in progress.
	●	Still searching for downstream connection, or nbn® connection box has no power.
Online	●	Successful downstream connection.
	●	Downstream connection found; searching for upstream connection. If ONLINE light is on, firmware upgrade in progress.
On the back	●	nbn® connection box is offline or has no power.
	●	nbn® connection box is online and browsing should be possible.
	●	Downstream and upstream connection found; retrieving setup information from nbn.
	●	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.
	●	