

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 - HFC

WiFi Router Setup Guide

Please don't throw me away



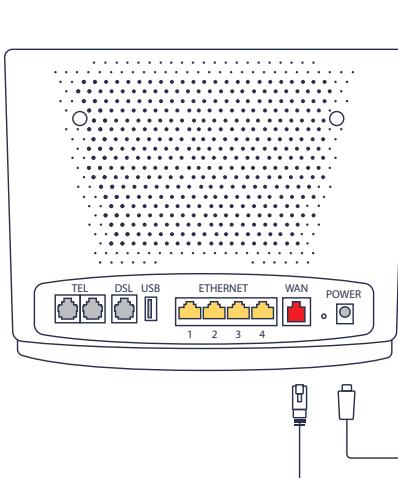
skymesh.net.au

How to connect

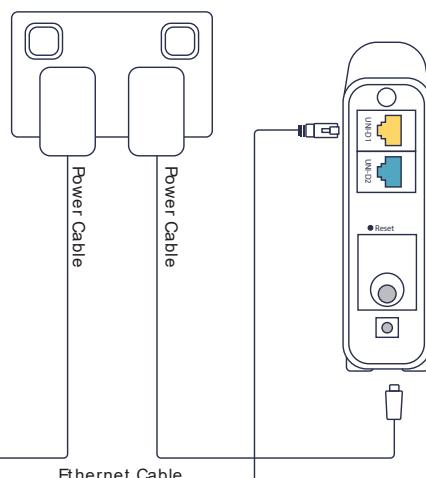
Setting up your new router

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® Hybrid Fibre Coaxial
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	●	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.
On the back	●	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.
On the back	●	Old CAT5 Ethernet cable is in use -this may not allow throughput of the full speed of your nbn HFC service.