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)

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NF20Mesh - Satellite

WiFi Router Setup Guide
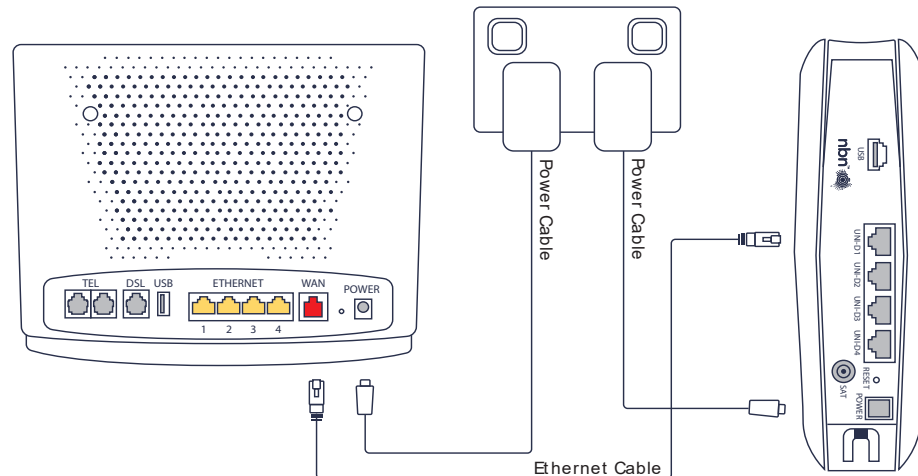
Please don't throw me away

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.

Netcomm NF20Mesh

Please plug into the red WAN port

nbn® Satellite 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.**

State	Meaning
●	No AC power supply. Please ensure the nbn® connection box has power.
○	Initial power-up. Wait for nbn® connection box to finish powering up.
☼	nbn® connection box is attempting to connect to the network. Wait for the connection attempt to finish.
●	nbn® connection box is online.
☀	Indicates network activity on a successful connection.
●	nbn® connection box is in sleep mode.
☀	nbn® connection box is in installation mode. Wait for installation to complete.
●	The nbn® connection box needs to be rebooted. For a quick reboot, simply use a pen or paper clip to press and release the RESET button on the back of the nbn® connection box.
☀	May indicate a fault.