

# 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](http://skymesh.net.au).

### We're open:

8am - 7pm Monday to Friday  
9am - 5pm Weekends  
9am - 5pm Public Holidays  
Australian Eastern Standard Time (AEST)



**Tenda V12 - Satellite**

# WiFi Router Setup Guide

Please don't throw me away



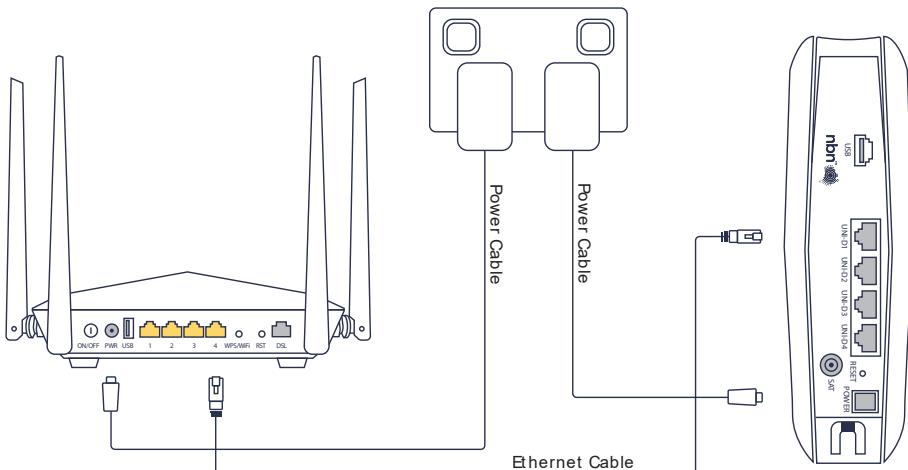
[skymesh.net.au](http://skymesh.net.au)

## 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.



**Tenda V12**  
Please plug into the  
yellow port number 4

**nbn® Satellite  
connection box**

## 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](http://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.