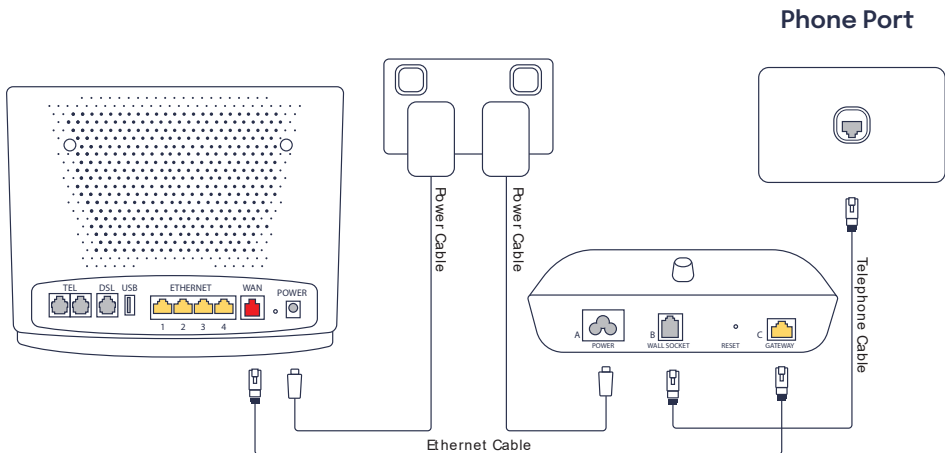# skymesh

NF20Mesh - FTTC

WiFi Router
Setup Guide

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.

Phone Port

Power Cable

Power Cable

Telephone Cable

TEL DSL USB ETHERNET WAN POWER
1 2 3 4

A POWER B WALL SOCKET RESET C GATEWAY

Ethernet Cable

Netcomm NF20Mesh
Please plug into the red WAN port

nbn® Fibre to the Curb installed NCD
Please plug into the Gateway port

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® NCD lights

Learn more about your nbn® NCD (Network Connection Device).
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
LAN	⚫	nbn® NCD has no power or is not connected to a modem/router.
	🔵	Successful connection between nbn® NCD and modem/router.**Flashing** indicates local network activity.
	🟠	Successful connection between nbn® NCD and modem/router.**Flashing** indicates local network activity.
DSL	⚫	nbn® NCD has no power or is not communicating with the nbn.
	🔵	nbn® NCD is successfully communicating with the nbn.
Connection	⚫	nbn® NCD has no power.
	🔵	Successful reverse power to nbn equipment outside the premises.
	🔴	Issue with reverse power.
Power	⚫	nbn® NCD has no power.
	🔵	nbn® NCD has power.

The status lights may be covered by a small sliding panel on the face of your nbn® Connection Device.

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® NCD (Network Connection Device) and your wireless router.

2 Wait for about **10 minutes.**

3 Turn your nbn® NCD (Network Connection Device) 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 – 8pm Monday to Friday
9am – 5pm Weekends
9am – 5pm Public Holidays

Australian Eastern Standard Time (AEST)

skymesh

skymesh.net.au