



NF20Mesh - FTTP

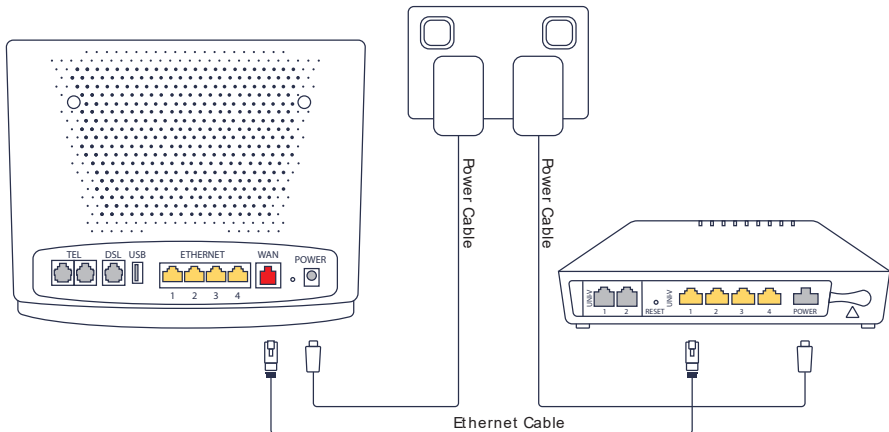
# WiFi Router Setup Guide

# 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.



### Netcomm NF20Mesh

Please plug into the red WAN port

### nbn® Fibre to the Premises installed NTD



















Please plug into the UNI-D sent via email

## 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<sup>®</sup> NTD lights

Learn more about your nbn<sup>®</sup> NTD (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		No power supply. Please note that <b>all other lights</b> will be off if the nbn <sup>®</sup> NTD has no power.
		nbn <sup>®</sup> NTD is operating on backup battery power from the Power Supply unit.
		nbn <sup>®</sup> NTD has power. Sometimes the light may look more orange/yellow than green - this is fine.
Optical		nbn <sup>®</sup> NTD is disabled.
		No connection to the network.
		Connected successfully to the network. This light will flash during data transfer.
Alarm		nbn <sup>®</sup> NTD is working, but no devices are connected.
		Issue detected.
		nbn <sup>®</sup> NTD is working with no issues detected.
UNI-D 1/2/3/4		Nothing is plugged into this port. Only one UNI-D port is active for a single nbn <sup>®</sup> service - typically port UNI-D1.
		A device capable of up to 1000Mbps is plugged in. This light will flash during data transfer.
		A device capable of up to 10/100Mbps is plugged in. This light will flash during data transfer.
UNI-V 1/2		There is no nbn <sup>®</sup> Fibre Phone service, or it's not currently being used.
		One or more nbn <sup>®</sup> Fibre phones are off the hook (typically because they are being used).
		One or more nbn <sup>®</sup> Fibre phones have been off the hook for more than an hour. If no one is on a long phone call, check that your handsets are not engaged and have been returned to the hook or cradle.
Update		Normal, no action required.
		nbn <sup>®</sup> NTD has failed to download an update.
		nbn <sup>®</sup> NTD is currently downloading an update with no issues.

# 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® NTD (connection box) and your wireless router.
- 2** Wait for about **10 minutes**.
- 3** Turn your nbn® NTD (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 - 8pm Monday to Friday

9am - 5pm Weekends

9am - 5pm Public Holidays

Australian Eastern Standard Time (AEST)