# skymesh

NF20Mesh - Satellite

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.
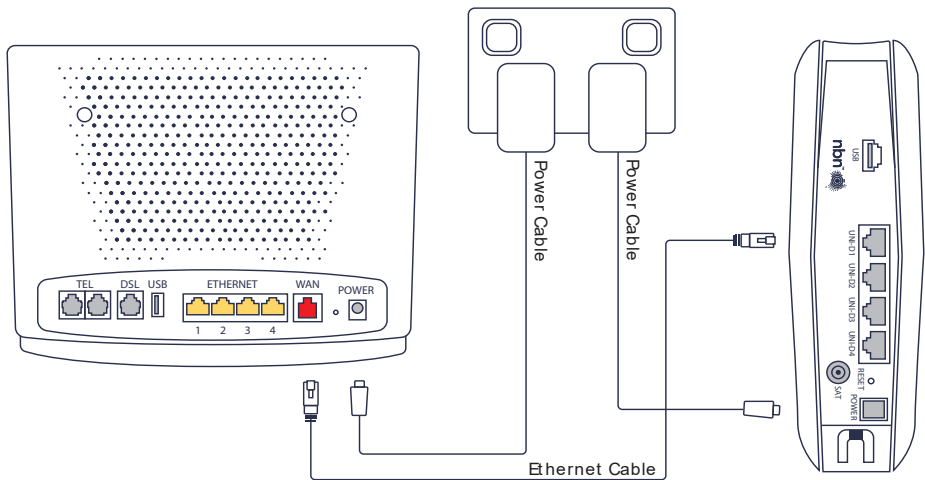
Netcomm NF20Mesh
Please plug into the
red WAN port

nbn® Satellite 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**

Understand your nbn® NTD lights

Learn more about your nbn® 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.**

State	Meaning
●	No AC power supply. Please ensure the nbn® NTD has power.
○	Initial power-up. Wait for nbn® NTD to finish powering up.
☼	nbn® NTD is attempting to connect to the network. Wait for the connection attempt to finish.
●	nbn® NTD is online.
☀	Indicates network activity on a successful connection.
●	nbn® NTD is in sleep mode.
☀	nbn® NTD is in installation mode. Wait for installation to complete.
●	The Nbn® NTD 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® NTD.
☀	May indicate a fault.

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)

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