



Tenda V12 - Satellite

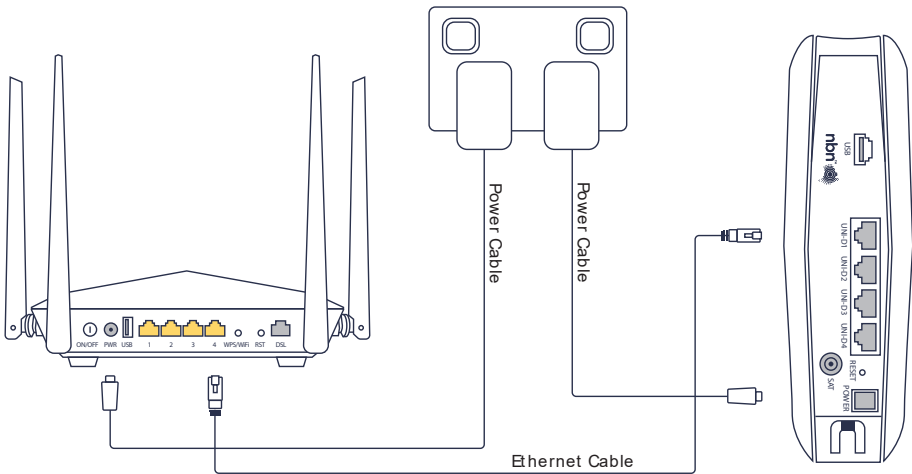
# WiFi Router Setup Guide

# 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.



### Tenda V12

Please plug into the yellow port number 4

### 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](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**.

| State   | Meaning   |
|---|---|
|    | No AC power supply. Please ensure the nbn <sup>®</sup> NTD has power.   |
|    | Initial power-up. Wait for nbn <sup>®</sup> NTD to finish powering up.  |
|    | nbn <sup>®</sup> NTD is attempting to connect to the network. Wait for the connection attempt to finish.  |
|    | nbn <sup>®</sup> NTD is online.   |
|    | Indicates network activity on a successful connection.  |
|    | nbn <sup>®</sup> NTD is in sleep mode.  |
|    | nbn <sup>®</sup> NTD is in installation mode. Wait for installation to complete.  |
|   | The Nbn <sup>®</sup> NTD needs to be rebooted.<br>For a quick reboot, simply use a pen or paper clip to press and release the RESET button on the back of the nbn <sup>®</sup> 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)