



# Sky Muster™ not working?

Here are some tips to restoring your connection

- 1: Turn off the NTD (the NBN box)
- 2: Disconnect the coaxial cable from the 'SAT' port on the NTD.
- 3: Leave the cable disconnected, with the power off for 10 minutes.
- 4: Reconnect the cables and turn the modem back on. Wait another 5 minutes before attempting to connect to the internet.

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\*If you are using a WiFi router, you can use these steps to check your router's connection:\*

- 1: Turn the WiFi router off.
- 2: Connect your computer to the NTD using a single Ethernet cable.
- 3: If you're online now, there might be a problem with your router.

Still offline? You can email [support@skymesh.com.au](mailto:support@skymesh.com.au) or call us on 1300 759 637

