

NBN[®] SKY MUSTER[®] SATELLITE SERVICES USER GUIDE

How to get the most out of your nbn
supplied satellite equipment.



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WELCOME TO YOUR NEW NBN SKY MUSTER SATELLITE SERVICE

Congratulations on connecting to your new nbn Sky Muster satellite plan.

nbn Sky Muster satellite technology is designed to provide homes and businesses in regional and remote areas with access to fast broadband services.

This guide will provide you with helpful information to keep your nbn supplied equipment in good working order.

nbn would like to acknowledge the Traditional Custodians of the land, seas and skies and pay our respects to the Elders, past, present and emerging across Australia.

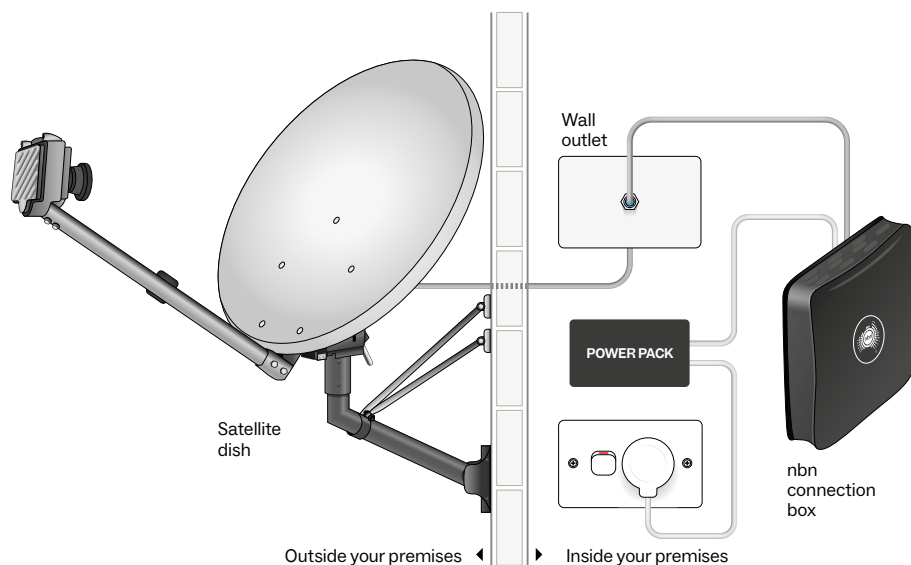
Please refer to this guide and the important safety warnings on pages 14-17 before attempting to perform maintenance on the nbn supplied equipment.



YOUR NEW NBN SUPPLIED EQUIPMENT

The equipment installed is made up of four components:

- A satellite dish and cable that connects the satellite dish to your property
- A cable that runs between the nbn satellite dish and the nbn connection box inside your premises
- A wall outlet at the point where the cable enters your premises
- An nbn connection box.



Note: Depending on the location of installed equipment, you may need a second power pack. If you do, your nbn approved technician will arrange this on your behalf. Charges may apply.

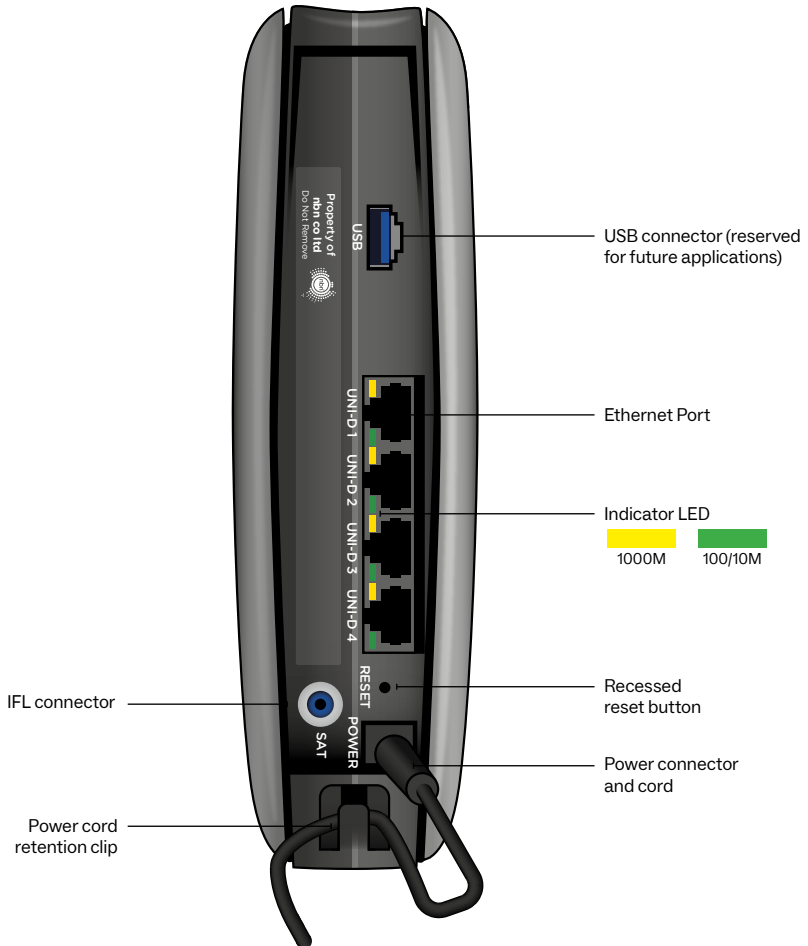
After installation

Once the nbn supplied equipment has been installed, your technician will test that it's working. Depending on your phone and internet service provider, you may be able to start using your nbn Sky Muster satellite service on the same day following a successful installation.

If you have problems connecting to the internet, contact your provider to confirm if your service has been activated. You can then connect your own equipment to your nbn connection box using the information on the next page to start enjoying your new plan.

CONNECTING THE NBN CONNECTION BOX TO YOUR OWN EQUIPMENT

The back of the nbn connection box has a row of ports, as shown below:



Each of these ports is assigned to an active service you've purchased through your provider. Ports without services will be inactive.

Your provider should let you know how to connect your equipment to the correct port for the service.

PORTS ON YOUR NBN CONNECTION BOX

Interfacility Link (IFL) port

This is where the cable from your nbn wall outlet connects to your nbn connection box.

Ethernet port

Your computer or local network should connect to one of the Ethernet ports at the back of your nbn connection box.

USB port

This is here to allow future software updates to be made. This port won't be active and shouldn't be used by you at this time.

nbn supplied cabling

Your technician will supply and connect all cables that run from the satellite dish outside to your nbn connection box. Don't try to remove or change these connections in any way.

You or your provider will need to supply any cables needed to connect your own equipment to your nbn connection box.

TROUBLESHOOTING

If you have followed the instructions from your provider and your broadband service isn't working, or there are pulsing red lights on the nbn connection box, go straight to the troubleshooting checklist on page 8.

Note: Indicator lights on your nbn connection box may also appear a steady blue colour. This is normal.

INDICATOR LIGHTS ON THE NBN CONNECTION BOX

Indicator	Meaning
● No Light	No power
○ Solid White	Initial power-up
◐ Pulsing White	Attempted network entry
● Solid Blue	Online
◐ Pulsing Blue	Device busy and working normally
● Solid Amber	Sleep mode
◐ Pulsing Amber	Installation mode
● Solid Red	Device reboot required; if this does not clear then call your provider for service
◐ Pulsing Red	Fault detected Call your provider for service



TROUBLESHOOTING CHECKLIST

If any service provided through your nbn connection box stops working, please check the following:

1. Power

Check the round power indicator light on your nbn connection box is illuminated. If not, consider checking:

- That it is plugged into an active power point.
- Whether it works when plugged into a different power point.
- That power is running correctly to your property.
- Whether there is any obvious damage to the supplied power pack.

2. Your nbn connection box

- Check the connection indicator lights on the back of your nbn connection box are all steady yellow or green.
- Check the indicator light on the front of your nbn connection box is steady blue when you are using your internet service.
- Watch the indicator lights for approximately 5 minutes to ensure they are not changing or re-setting. Note down the colour and state (steady or pulsing) of each and compare it to the descriptions on page 7.

3. The nbn satellite dish

- Without climbing on to your roof, check the satellite dish area for any obvious damage. For example, a fallen branch that could have knocked it out of alignment.

IMPORTANT: Make sure you read the safety guidelines on page 16 before inspecting the dish. **Do not** allow any part of your head or body to come within the satellite dish beam area.

4. Other factors

- Factors such as severe weather conditions, including heavy rainfall, can impact your experience.

For more information, please visit nbn.com.au/support

GETTING THE MOST OUT OF YOUR NBN SKY MUSTER EXPERIENCE

When connecting to an nbn Sky Muster satellite service, consider:



Device cabling

Where possible, connect devices that use large amounts of data (such as gaming consoles or streaming devices) directly via an Ethernet cable.



Wi-Fi router location

Place your Wi-Fi router in a raised, central area. Keep it clear of solid or brick walls and furniture like your TV, and don't store it in a cupboard.



Video and audio autoplay settings

If you're on an nbn Sky Muster plan with a monthly data allowance, you can help save data by turning off video autoplay settings for websites with embedded streaming content. nbn Sky Muster Plus Premium plans have uncapped data for all internet usage[^].



Playback settings

If you're on an nbn Sky Muster satellite service plan with a monthly data allowance, you can save data by adjusting playback settings on video streaming services, like Netflix and YouTube, from 4k or High Definition (HD) to Standard Definition (SD) when viewing during any time where data usage counts towards your monthly data allowance under your plan. nbn Sky Muster Plus Premium plans have uncapped data for all internet usage[^].



Limit simultaneous device use

To help achieve faster speeds, try limiting the number of devices connected to your satellite service at the same time.*



Upgrade to a suitable plan

Consider upgrading your nbn Sky Muster plan to one of the nbn Sky Muster Plus Premium[^] plans for uncapped data usage for all internet activities[^]. Contact a participating provider and choose a plan that helps suit your data usage and speed needs.

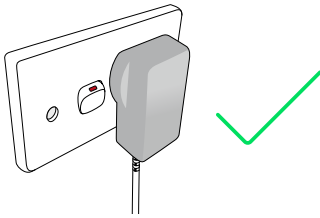
For more tips and information, visit nbn.com.au/optimisation

[^]Fair Use Policy and shaping continue to apply. *Your experience, including the speeds actually achieved over the nbn broadband access network, depends on the nbn access network technology and configuration over which services are delivered to your premises, whether you are using the internet during the busy period, and some factors outside of nbn's control (like your equipment quality, software, preferred broadband, signal reception, or how your provider designs its network). Satellite end users may also experience latency.

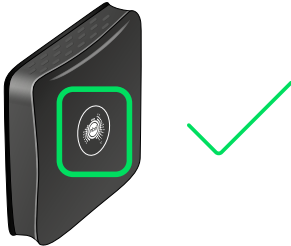
MAINTAINING THE THE SUPPLIED NBN EQUIPMENT

If you care for your nbn supplied equipment properly, it shouldn't need much maintenance. Here are some important do's and don'ts to ensure the equipment stays in good working order.

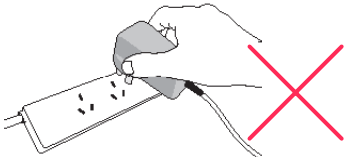
Inside your property



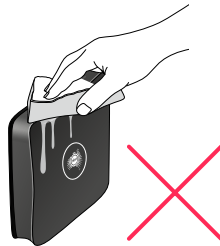
Keep your nbn connection box plugged directly into an active power point at all times (except when an nbn approved technician is performing maintenance on the satellite dish).



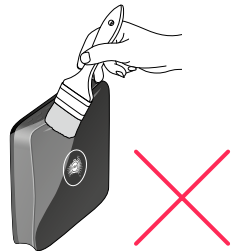
Regularly check the indicator lights on your nbn connection box. If they're not appearing solid blue, refer to page 7 for meanings.



Do not connect your nbn connection box to a power point using an extension cable, double adaptor, power board or any other kind of secondary plug or socket.

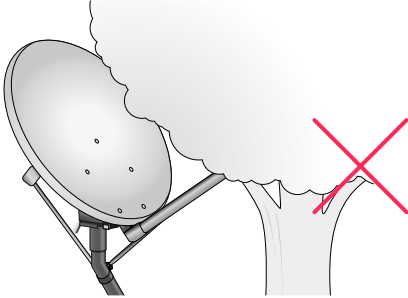


Do not use water or any other liquid to clean the equipment.



Do not cover or paint any part of the equipment.

Outside your property



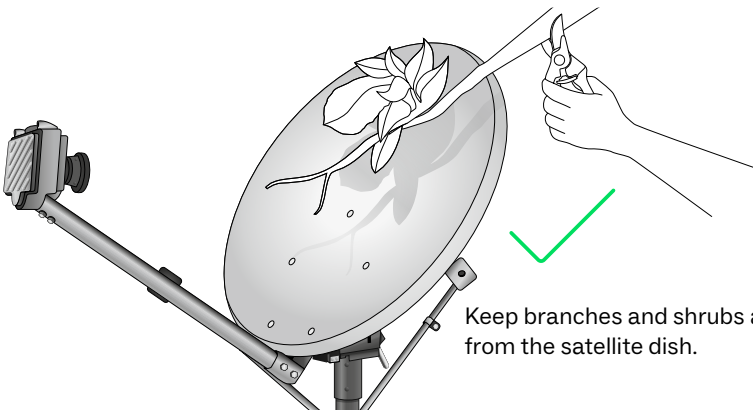
The satellite dish is professionally installed and specifically aligned in the direction of the nbn Sky Muster satellites in space.

It's important that the dish isn't moved or anything placed in front of it, as this will likely affect the signal quality and performance of the equipment.

If any external construction work is carried out at your property, nbn recommends you contact your provider after the work is completed to get a system check carried out. This will ensure your equipment is still performing at its peak.

Do not cover or paint any part of the satellite dish.

IMPORTANT: Make sure you read the safety guidelines on page 16 before inspecting the dish. **Do not** allow any part of your head or body to come within the satellite dish beam area.



Keep branches and shrubs away from the satellite dish.

COMMON QUESTIONS

What if I damage the nbn supplied equipment?

Both the satellite dish and nbn connection box are the property of nbn, but you're responsible for it while it's on your premises – just as you're responsible for equipment used for your power, phone and gas services.

If you accidentally damage any of the nbn supplied equipment or cables, you'll need to contact your provider for the repair (charges may apply).

What if I want to move my nbn connection box or satellite dish?

If you need to move your nbn supplied equipment or cables, contact your provider. They can advise you of the cost and also arrange for an nbn approved technician to move the equipment.

When considering relocating nbn supplied equipment or cables you should keep the following in mind:

- Your nbn connection box must be protected from water, steam or excessive heat.
- Your nbn connection box must be in a location that is well ventilated, is near a dedicated power point and allows you to easily check the indicator lights.
- Your nbn connection box must be positioned in a location that's away from busy areas and protected from damage, where there's enough light to see if the equipment is functioning correctly.

- The satellite dish location is chosen to provide a line-of-sight to the satellites in space. It may not be possible to relocate this to any other position on your property.
- You are responsible for relocation costs. Contact your provider about relocation costs.

What if I want to renovate my premises?

If you're renovating and will need the nbn supplied equipment relocated, contact your provider. They should be able to arrange this and advise of any costs associated with the work.

Can I use the nbn Sky Muster service for VoIP (Voice over Internet Protocol) services?

Check with your chosen provider whether they offer VoIP phone services. If they do, you may need additional equipment. Remember, this service will not replace your existing landline phone, and should not be relied on for emergency calls.

Can I set up a wireless network within my premises?

Yes. It's possible to connect a wireless router to the nbn connection box to share your broadband service between multiple devices such as computers, tablets and smartphones via Wi-Fi.

Who will set up my Wi-Fi router?

Your provider may supply a Wi-Fi router as part of your service. They should be able to help if you have any questions about setting it up.

If your provider didn't supply your Wi-Fi router, you'll need to contact the retailer or manufacturer of it for help.

Do I need to install any cables and outlets?

Your nbn approved technician will install all nbn supplied cables and equipment in your premises. However, you'll be responsible for connecting any cables from the nbn connection box to your own devices, including computers and Wi-Fi routers.

How should I prepare if I want to upgrade my plan to an nbn Sky Muster Plus Premium plan?

To help with the transition, make sure your nbn connection box remains connected to power from the time you request the change until it's completed (this may take up to 24 hours or more).

Who will set up my email account?

Your provider may offer an email service. If they do, they'll be best placed to answer any questions you may have.

Who do I contact for help if I have a fault?

Your provider should be able to help you if you have any questions or need to report a fault following your connection.

For more information, please visit nbn.com.au/support

IMPORTANT SAFETY WARNINGS AND CAUTIONS

To avoid consequences that may result in injury, death, long-term health hazards and/or possible damage or destruction to equipment, you must read and understand all operating instructions and safety precautions in this user guide before connecting any cables to your nbn connection box or inspecting the satellite dish.



NBN CONNECTION BOX

Before your nbn connection box is installed, you will need to locate a properly wired power outlet that has been installed by an accredited electrician for the nbn technician to use. Speak to a licensed electrician if you're unsure about the suitability of a power outlet.

Always observe the following warnings and cautions:

Do not tamper with, or attempt to repair any nbn supplied equipment.

There are potentially lethal voltages inside the equipment. It should only be opened by a technician trained and certified to service the equipment.

Turn off the device before unscrewing cables.

When your nbn connection box is powered on, DC voltage is present on the rear panel TX and RX connectors.

To prevent fire or shock hazard, do not expose your nbn connection box to rain or moisture.

Your nbn connection box must not be exposed to dripping or splashing and no objects filled with liquids, such as vases, should be placed on your nbn connection box.

If there is any thunderstorm or lightning activity in your area, you'll need to postpone the installation of your nbn connection box.

Only use the power pack provided with your nbn connection box.

Using a different power pack may cause equipment damage. To ensure regulatory and safety compliance, use only the provided power and interface cables.

Avoid damaging your nbn connection box with static by first touching the coaxial cable connector when it is attached to the earth-grounded coaxial cable wall outlet.

Always first touch the coaxial cable connector on your nbn connection box when you are disconnecting or re-connecting your Ethernet cable from your nbn connection box or your computer.

To prevent overheating, do not block the ventilation holes on the sides of your nbn connection box.

Only wipe the appliance with a clean, dry cloth.

To avoid equipment damage, never use cleaning fluids or similar chemicals. Do not spray cleaners directly on the appliance or use forced air to remove dust.

The user should install an AC surge arrester in the AC outlet to which your nbn connection box is connected.

This is to avoid damage to the equipment by local lightning strikes and other electrical surges. We recommend that you talk to your provider regarding the use of Uninterrupted Power Supply power protection devices in areas that are prone to frequent brownouts (reductions in or restrictions on the availability of electrical power) or unreliable grid power supply.

NBN SATELLITE DISH

Always observe the following warnings:

Do not tamper with, or attempt to repair your nbn Satellite dish.

There are potentially lethal voltages inside the equipment. It should only be opened by a technician trained and certified to service the equipment.

RF Radiation Hazard.

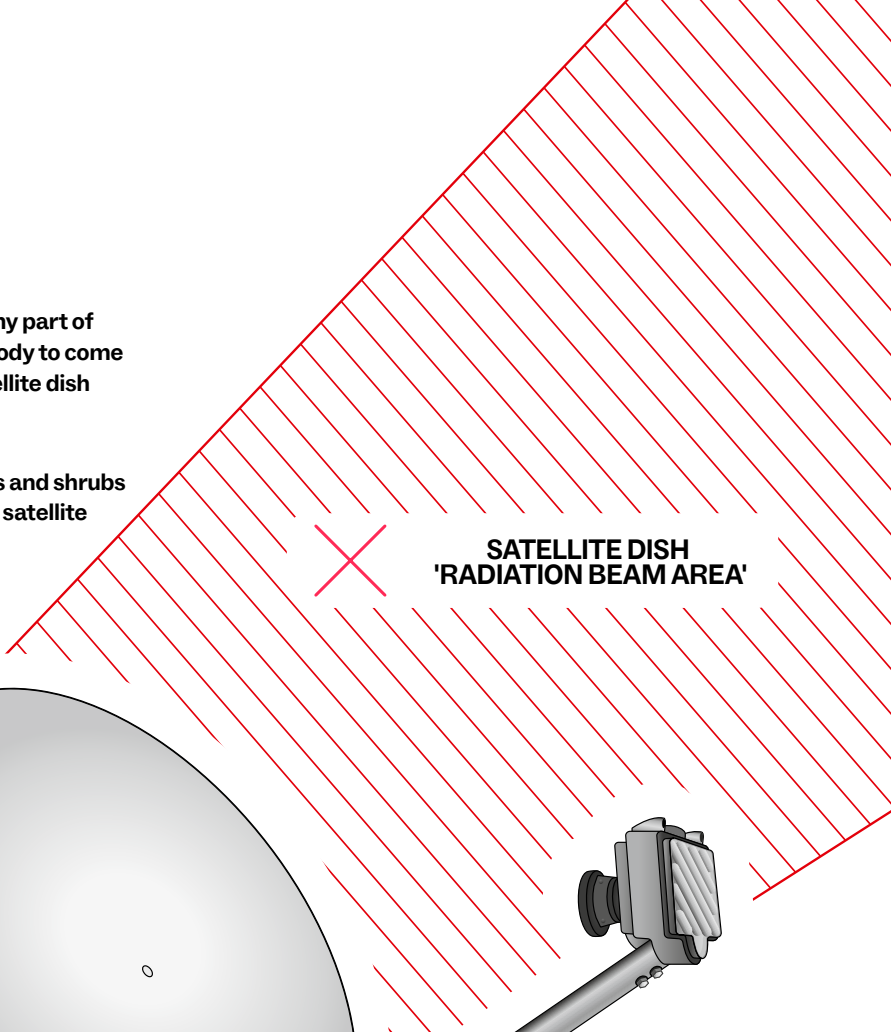
The transmitting equipment is capable of generating RF radiation levels above the maximum permissible uncontrolled exposure level. Do not place any part of your body into the 'Radiation Beam Area' of the transmitting feed horn and/or satellite dish when the transmitter is on i.e. the system is operational.

Do not attempt to access a roof area without appropriate training and equipment.

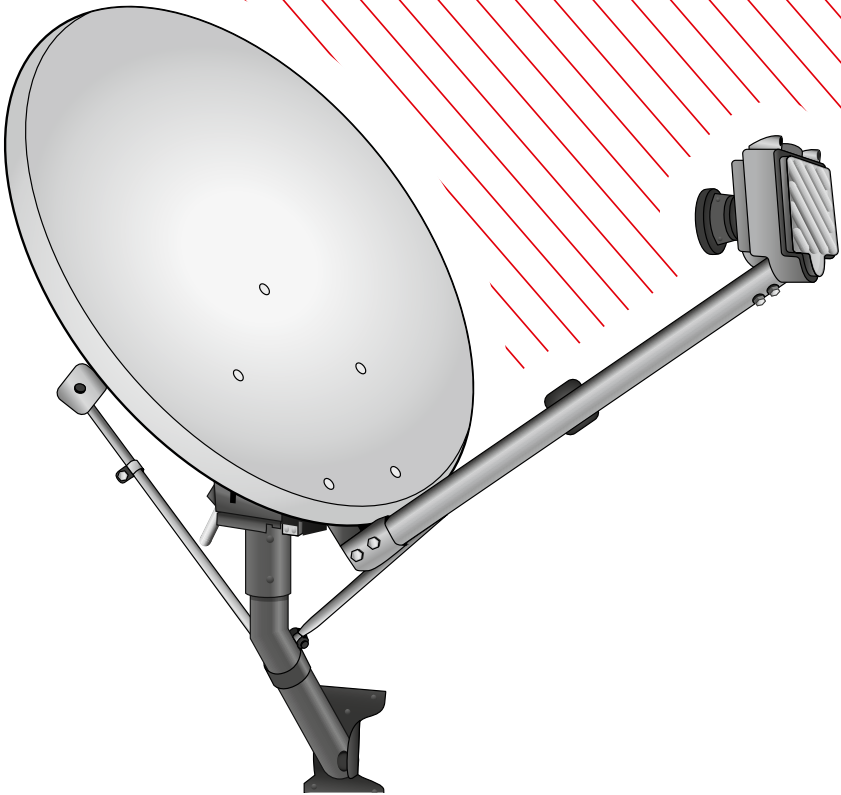
Always ensure your nbn connection box is unplugged from the power pack when inspecting the satellite dish.

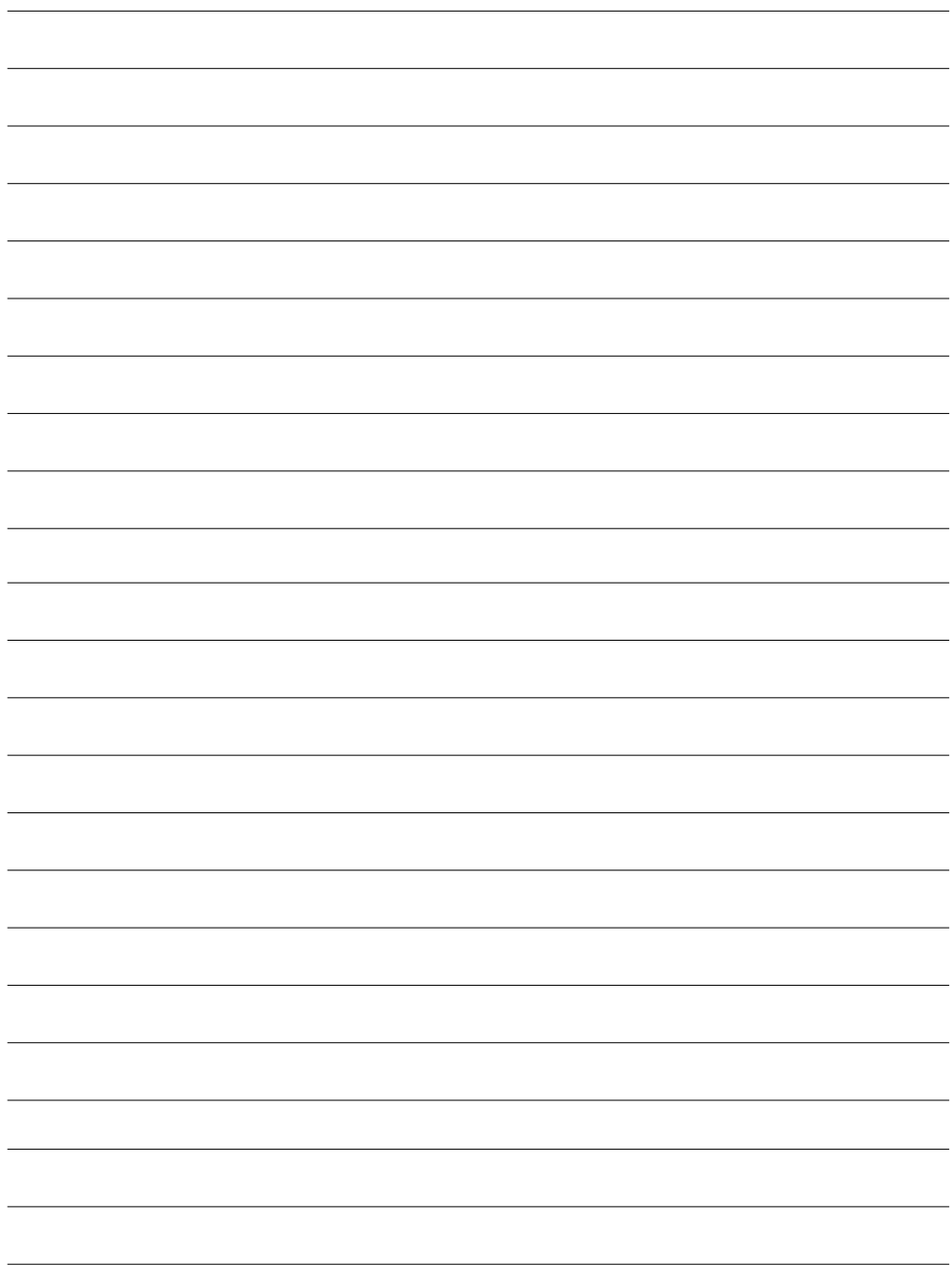
Do not allow any part of your head or body to come within the satellite dish beam area.

Keep branches and shrubs away from the satellite dish.



**SATELLITE DISH
'RADIATION BEAM AREA'**







FOR MORE INFORMATION

visit nbn.com.au/SkyMuster

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