nbn™
User Guide

nbn™ Sky Muster™ and Sky Muster™ Plus satellite services

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

Contents

Welcome to your new **nbn**™ Sky Muster™ satellite service

Congratulations on connecting to your new plan powered by **nbn**™ Sky Muster™ or Sky Muster™ Plus.

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

This guide will provide you with helpful information on keeping the **nbn**™ supplied equipment in good working order.

The 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 **nbn**™ connection box inside your premises

• A wall outlet at the point where the cable enters your premises

• An **nbn**™ connection box.

Wall outlet

POWER PACK

Satellite dish

nbn™ connection box

Outside your premises ◀ ▶ Inside your premises
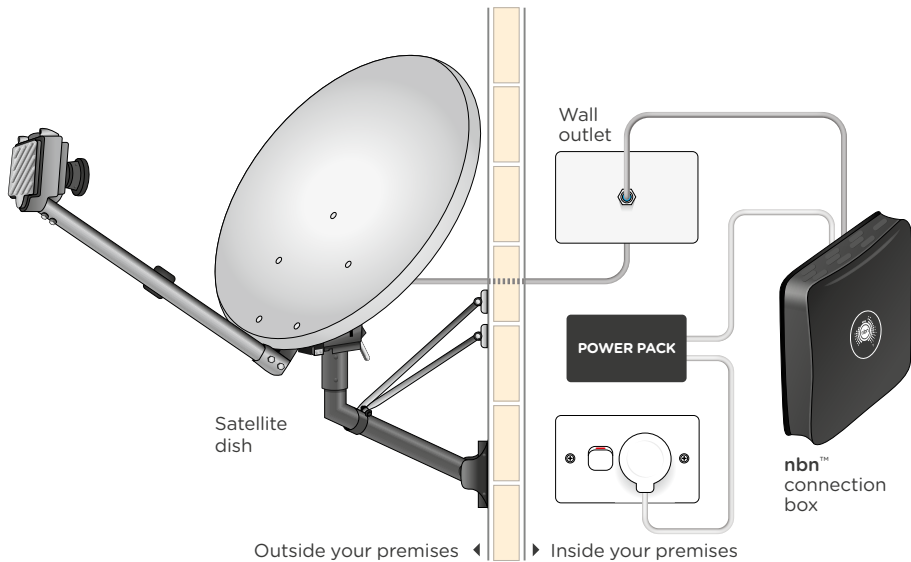
Note: Depending on the location of installed equipment, you may need a second power pack. If you do, your **nbn**™ approved technician will arrange this on your behalf. Charges may apply.
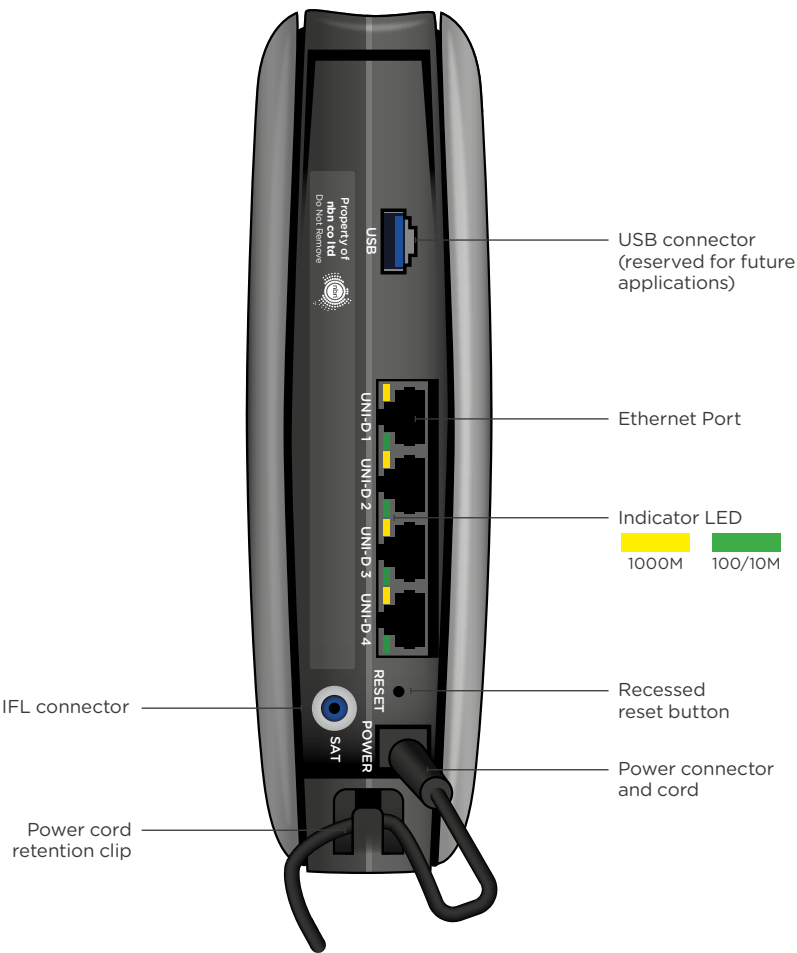
After installation

Once the **nbn**™ supplied equipment has been installed, your technician will test that it's working. Depending on your 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 internet service provider to have your service activated. You can then connect your own equipment to your **nbn**™ connection box using the information on the next page to start enjoying your plan powered by **nbn**™ Sky Muster™ or Sky Muster™ Plus.

Connecting the **nbn**™ connection box to your own equipment

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

- USB connector (reserved for future applications)
- Ethernet Port
- Indicator LED
  - 1000M
  - 100/10M
- IFL connector
- Recessed reset button
- Power connector and cord
- Power cord retention clip

Each of these ports is assigned to an active service you've purchased through your internet service 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 internet service 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 internet service 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 a steady yellow or green.
- Check the indicator light on the front of your **nbn**™ connection box is a 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

- 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

Save metered data by turning off video autoplay settings for websites with embedded streaming content.

Limit simultaneous device use

To help achieve faster speeds, try limiting the number of devices connected to your satellite service at the same time. Exclusions and fair use conditions apply.
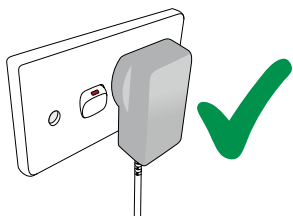
For more tips and information, visit nbn.com.au/optimisation

Maintaining the nbn™ supplied equipment

If you properly care for the **nbn**™ supplied equipment in your premises, it shouldn't need much maintenance.

Here are some important dos and don'ts to ensure the equipment stays in good working order.
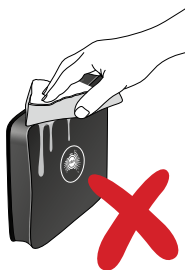
Inside your property

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.
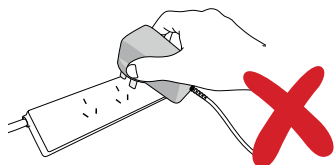
Do not connect your **nbn**™ connection box to a power point using an extension cable, double adaptor, power board or any other kind of secondary plug or socket.
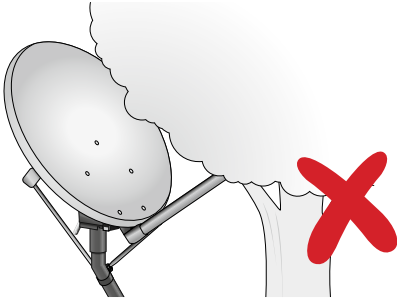
Do not use water or any other liquid to clean the equipment.

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 internet service 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.
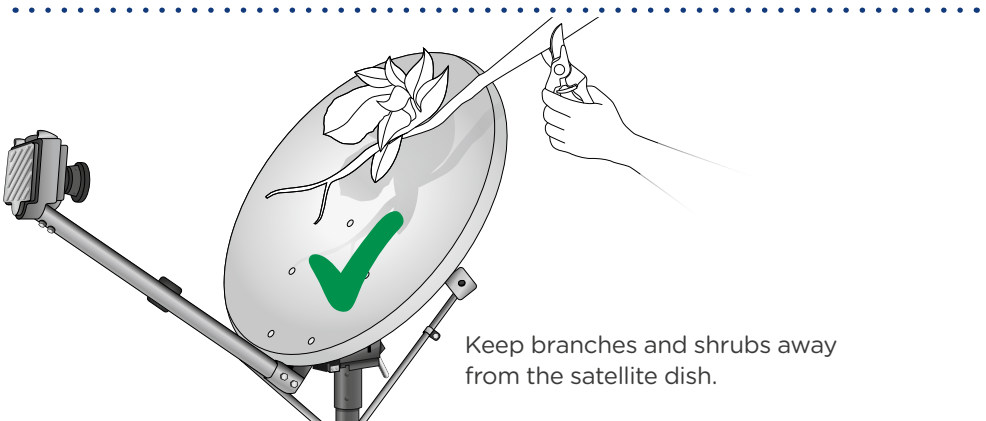
Keep branches and shrubs away from the satellite dish.

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 internet service provider for the repair (charges may apply).

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

If you need to have **nbn**™ supplied equipment or cables relocated, contact your internet service 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 internet service 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 internet service 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 internet service 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 internet service 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 internet service 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 for installation when I'm changing my existing service from a plan powered by **nbn**™ Sky Muster™ to Sky Muster™ Plus?

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 internet service provider may offer an email service. If they do, they'll be able to help if you have any questions on setting up your email account.

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

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

For more information, 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.

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nbn™ connection box

Before installing your **nbn**™ connection box, you will need to locate a properly wired power outlet that has been installed by an accredited electrician and make sure your computer equipment is properly grounded. Speak to a licensed electrician if you're unsure.

Always observe the following warnings and cautions:

(i) **There are no user-serviceable parts inside any of the equipment in your system.** There are potentially lethal voltages inside the equipment. It should only be opened by a technician trained and certified to service the equipment.

(i) **When your nbn™ connection box is powered on, DC voltage is present on the rear panel TX and RX connectors**. Turn off the device before unscrewing cables.

(i) **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.

(i) **Postpone nbn™ connection box installation until there is no risk of thunderstorm or lightning activity in the area.**

(i) **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.

(i) **Do not open your nbn™ connection box.** Do not perform any servicing other than that contained in the installation and troubleshooting instructions. Refer all servicing to a qualified service professional.

(i) **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.

(i) **To prevent overheating, do not block the ventilation holes on the sides of your nbn™ connection box.**

(i) **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.

(i) **The user should install an AC surge arrestor 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 internet service 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:

(i) **There are no user-serviceable parts inside any of the equipment in your system.** There are potentially lethal voltages inside the equipment. It should only be opened by a technician trained and certified to service the equipment.

(i) **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.

(i) **Do not attempt to access a roof area without appropriate training and equipment.**

(i) **Always ensure your nbn™ connection box is unplugged from the power pack when inspecting the satellite dish.**

SATELLITE DISH 'RADIATION BEAM AREA'

Notes

User Guide – **nbn**™ Sky Muster™ and Sky Muster™ Plus satellite services

For more information, call 1800 687 626 or visit nbn.com.au