nbn® Sky Muster® satellite services connectivity guide

Optimise your satellite service's performance with this troubleshooting guide.

This downloadable guide is designed to help you troubleshoot connection issues with your satellite service.

Designed to be saved and used if problems occur, this handy reference guide includes some of the common issues you may experience, and the steps you can take to improve your **nbn** Sky Muster satellite service connection.

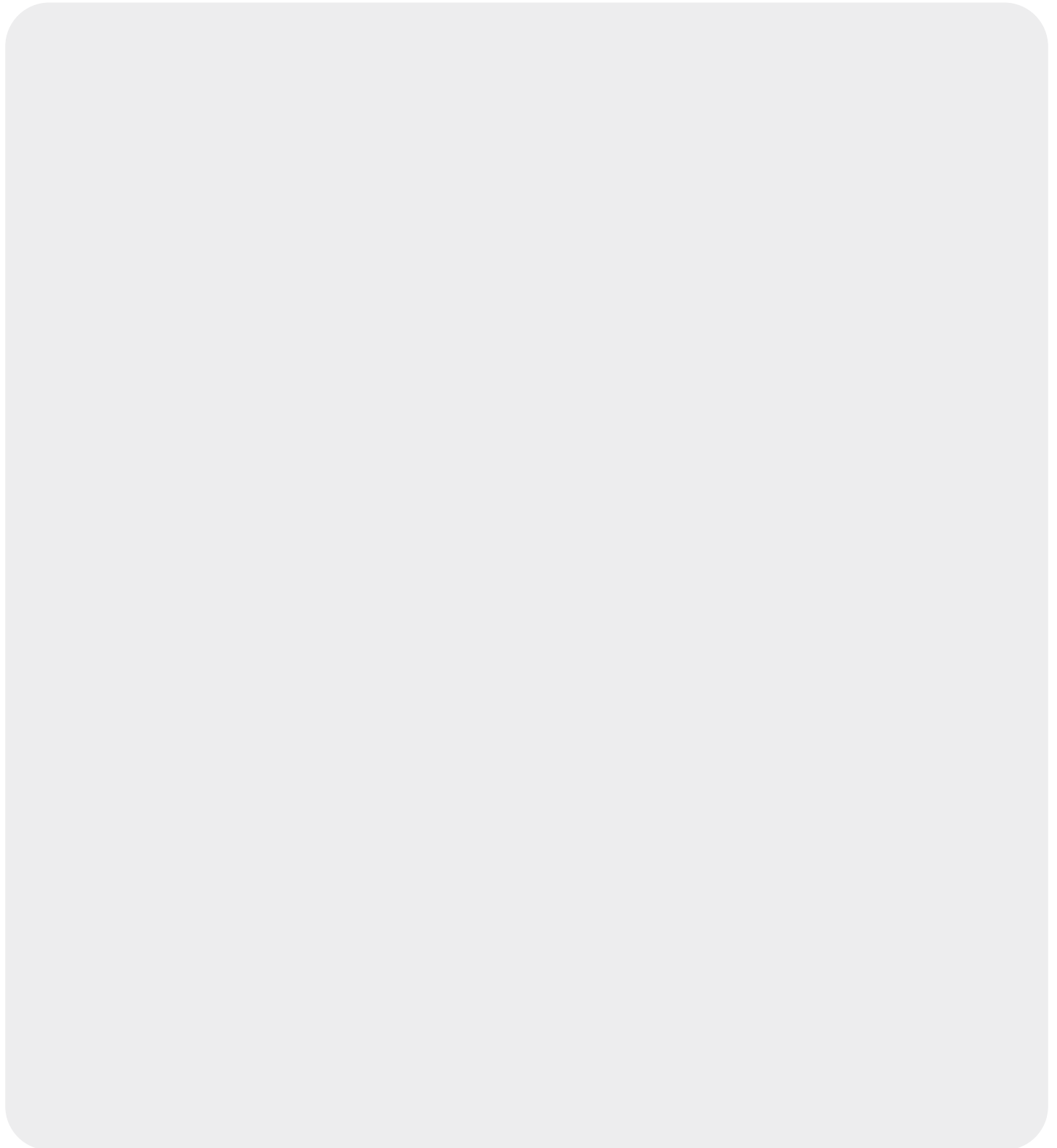**Start** ⊙

When to contact your internet provider

- If you're experiencing an issue and the lights on your **nbn** connection box are flashing white for over 15 minutes, flashing red, or displaying a solid red after performing a reboot

- If possible, you've checked for known outages on the **nbn** Network Outages page or called 1800 687 626

- Your speed is slow or connection buffers

- Your connection drops out

Click here for the information you'll need to have ready before contacting your phone and internet provider

Are you experiencing any of the following when trying to use your Sky Muster satellite service connection?

Select an issue from the checklist below.

I can't connect

Common causes

- An outage or network issue.
- A weather event or other external factors (e.g. damage to equipment by animals).
- Your **nbn** connection box also known as a "Network Termination Device" (NTD) or other equipment is experiencing a fault or installation issue.
- No power/loss of power.

Try these troubleshooting tips

1 Check cables

Network cables may become faulty over time.

- Check that the cable is plugged into UNI-D 1 (unless instructed otherwise by your internet provider).
- Check the cable from the router to your computer or device. Please skip this step if a cable connection is not supported by your device.
- Check all the cables are installed correctly, by making a nice solid "click" sound.

If you find the power cable to your **nbn** connection box is damaged, you should report it to your internet provider immediately. Never use damaged power cables.

2 Perform a full power cycle routine

When troubleshooting your **nbn** Sky Muster connection, your first step should be to "power cycle" your **nbn** connection box. You can perform a power cycle by turning the **nbn** connection box and other devices off and on again.

This will force the **nbn** connection box to forget it's current settings, which can resolve some basic problems.
NB: Please do not press the **RESET** button on the **nbn** connection box.

It is important to turn the devices off and on again, in the following order.

1. Turn off ALL devices, including the device you use to connect to the internet
2. Wait at least 10 minutes.
3. Turn on the devices in the following order.
   a. The **nbn** connection box.
   b. Wait until the blue round light is on, this indicates an active connection (this may take a few minutes).
   c. Your router. Wait until all the lights have come back on.
   d. Then your device – e.g. computer, tablet or phone.
   e. Test again – are you able to access the internet now?

3 **Check the weather and other external factors**

What's the weather like? If you are experiencing severe weather at your location or there is an **nbn** network incident, this can cause a "white light outage" with your **nbn** Sky Muster connection.

- Cloud, light rain, snow, fog, dust or smoke do not usually cause white light outages.
- You may need to wait until the weather clears to see if this resolves your problem.
- You could make notes of the dates and times of any weather events, such as lightning strikes or high wind speeds.
- Check there are no branches or trees close to your dish.
- Without climbing on the roof, see if you can see any cable or dish damage from wind, fallen branches, birds or rodents.
- If you can see damage or have experienced an extreme weather event, you will need to contact your internet provider.
- Please **DO NOT** attempt to repair the equipment yourself.

4 **Check your devices**

- Make sure your device is attempting to connect to the correct Wi-Fi network.
- Can you access the internet with another device, phone, tablet or laptop?
- If you can, you may need to update the Wi-Fi device drivers or the Wi-Fi adapter may need to be uninstalled and reinstalled, on your device that cannot access the internet. You may need to contact your local computer specialist for help with device driver updates.

5 **New connections, plan changes and billing**

New connections may take some time to activate after they are installed. If you have a new plan – or have made changes to your existing service and the activation is taking longer than expected, please contact your internet provider.

Tips

If possible, to check for a network outage, see our Network Outage Page, dial 1800687626 or contact your preferred internet provider.

Most **nbn** Sky Muster providers can be contacted by phone, email or social media (if you have a backup connection).

If you are having power issues you may want to investigate an alternate power source such as a UPS or generator.

To protect **nbn** equipment you could consider using a surge protection device.

If you have completed the above steps and you are still experiencing issues, please speak with your internet provider.

We recommend that you have the following information ready before contacting your internet provider.

○ The address that is experiencing the issue (including property name, street number, street name, suburb or town).

○ **nbn** connection box ID number.

Find out how to locate the ID number.

○ Internet provider account number.

○ **nbn** connection box light status. Is the light on your **nbn** connection box:

- Flashing white for 15 minutes or longer or;

- Flashing red for longer than a minute after rebooting the device;

- Solid red and the device has already been rebooted.

- Solid amber light persisting when you are trying to use the internet (for example, clicking a link or typing in your browser).

- Lights cycling through amber, white, blue and red.

Some questions you can ask your internet provider

• Ensure you receive a support ticket or fault number and make a note of this number and the date.

I can't access some websites/platforms

Common causes

- An incorrect web address or URL or scripting was added to a link.
- The website isn't working, the cache is loading old details or the website is congested.
- High traffic on a particular website or platform.
- Your current web browser is not compatible after it was updated.
- You may be accessing a blocked site – please provide details to your internet provider
- An issue with the platform you are trying to access.

Try these troubleshooting tips

1 Try a different web browser

- On your device try a different web browser that you haven't used before (e.g. Google Chrome, Firefox, Safari or Microsoft Edge).
    - ○ Sometimes browsers are congested with spare files called "cookies", or older copies of a webpage, located in your cache. Clearing cookies or your cache can help with this.
    - ○ Sometimes a particular browser doesn't meet the website's security protocols.

2 Try a different computer, smartphone or tablet device.

- Check to see if you can access the website with another device - phone, tablet or laptop.

3 Perform a full power cycle routine

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This will force the **nbn** connection box to forget it's current settings, which can resolve some basic problems. NB: Please do not press the RESET button on the **nbn** connection box.

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    d. Then your device – e.g. computer, tablet or phone.
    e. Test again – are you able to access the internet now?

Tips

If you are able to, try accessing the website or platform with another technology, such as 4G.

Do you know anyone else who uses the website or platform? Ask them if they are also experiencing issues.

If you have completed the above steps and you are still experiencing issues, please speak with your internet provider.

We recommend that you have the following information ready before contacting your internet provider

○ The address that is experiencing the issue (including property name, street number, street name, suburb or town).

○ **nbn** connection box ID number.

Find out how to locate the ID number.

○ Internet provider account number.

○ **nbn** connection box light status when trying to access the internet if not blue e.g:

- Flashing white for 15 minutes or longer or;

- Flashing red for longer than a minute after rebooting the device;

- Solid red and the device has already been rebooted.

- Solid amber light persisting when you are trying to use the internet (for example, clicking a link or typing in your browser).

- Lights cycling through amber, white, blue and red.

○ Any troubleshooting that you have already conducted.

○ Is there a particular time of day that the issue occurs?

○ Are you using a Virtual Private Network (VPN)?

○ The platform or website you are accessing that is experiencing issues.

Some questions you can ask your internet provider

• Ensure you receive a support ticket or fault number and make a note of this number and the date.

• Are others experiencing the same issue?

Check what speed plan you are on

If you're on an **nbn** Sky Muster plan, check whether or not your monthly data allowance has been exhausted and you have been shaped. You can do this by calling your internet provider or alternatively logging into your account on their website if the option is available.

If you're on an **nbn** Sky Muster plan and regularly running out of data, consider talking to your internet provider about whether upgrading your plan to a Sky Muster Plus service may better suit your needs - please note these are not offered by all internet providers.

If you are on an **nbn** Sky Muster Plus plan and regularly running out of your monthly data allowance, consider talking to your internet provider about upgrading your plan to the **nbn** Sky Muster Plus Premium plan. It offers uncapped data usage for all your internet activities.*
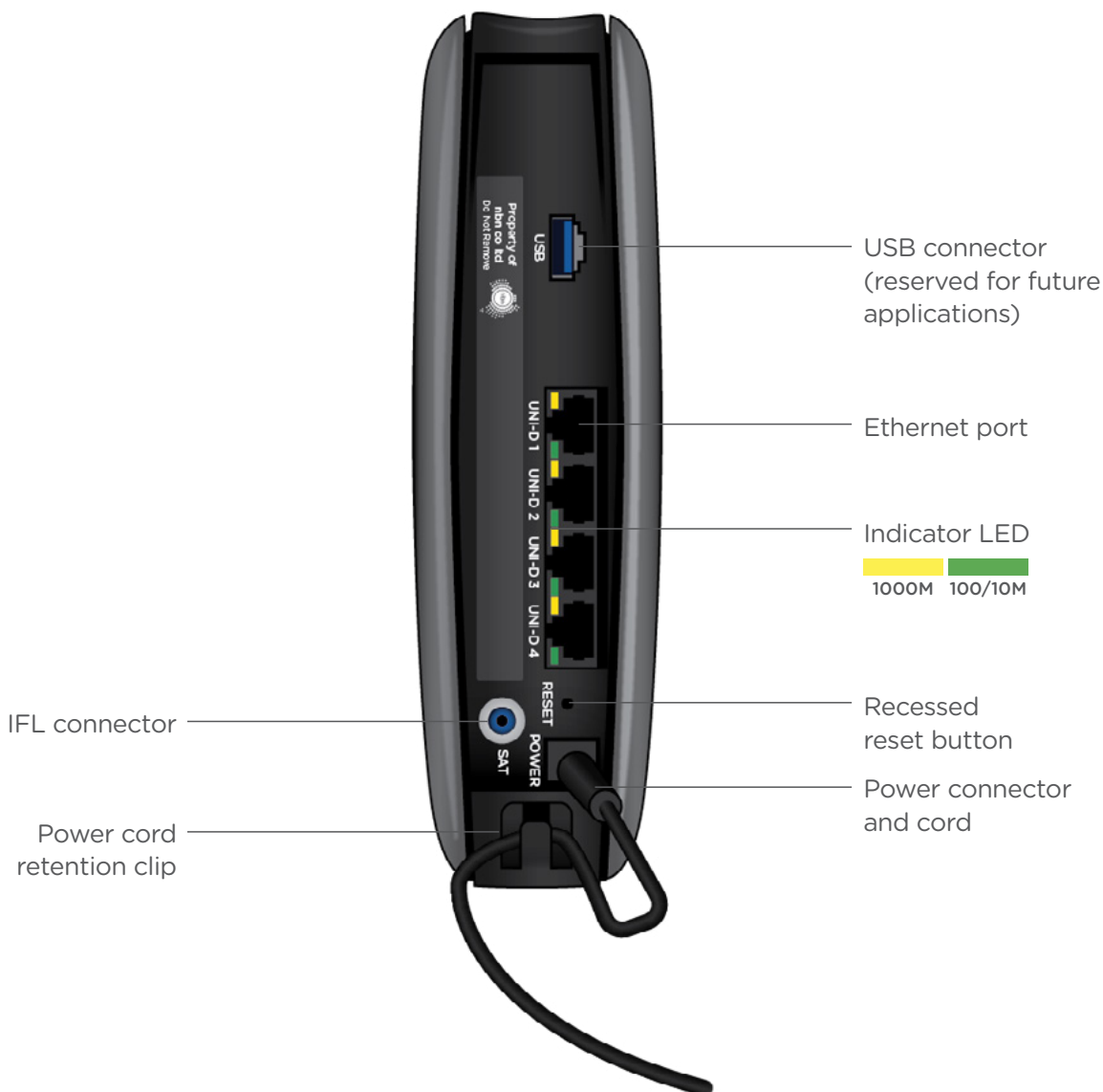
Information on the **nbn** connection box

Most **nbn** connections have an **nbn** connection box, also known as a network termination device. There are some different **nbn** connection boxes that are dependent on the different technology types. To help with the identification of your connection type, or you are unsure of the connection type at your premises, you can check your address at nbn.com.au/check. Here you will be able to identify your premises box information.

This section shows how to identify where the ID number and status lights are located on your **nbn** connection box. We recommend you have this information prior to contacting your internet provider.

Connection type

nbn connection box

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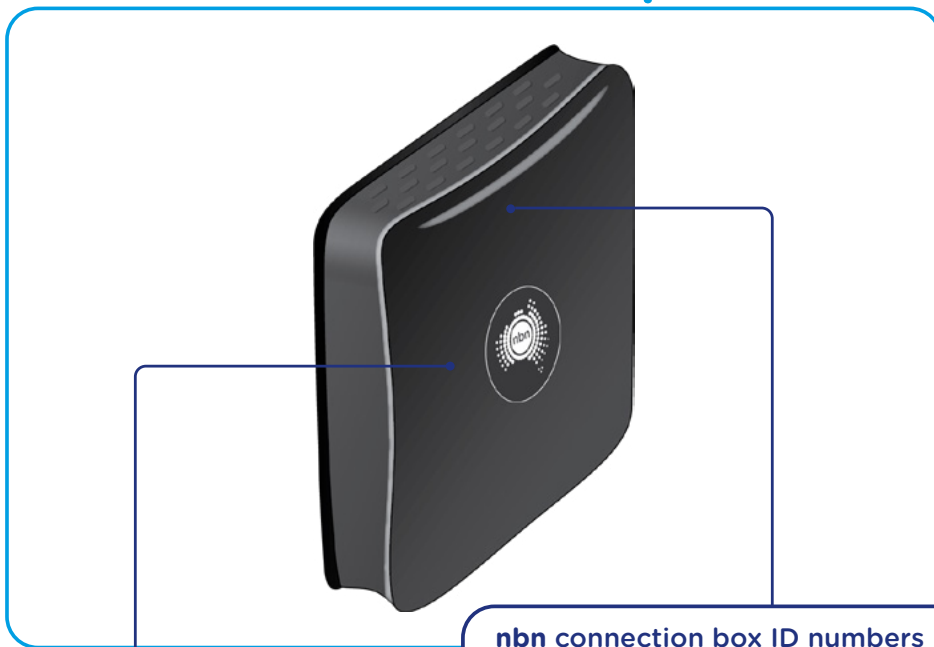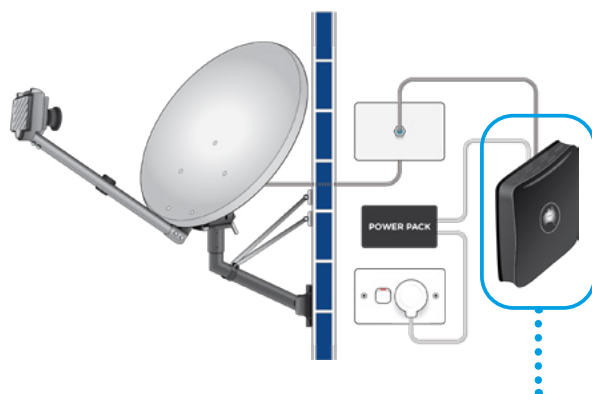
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Connection type

All **nbn** Sky Muster satellite services
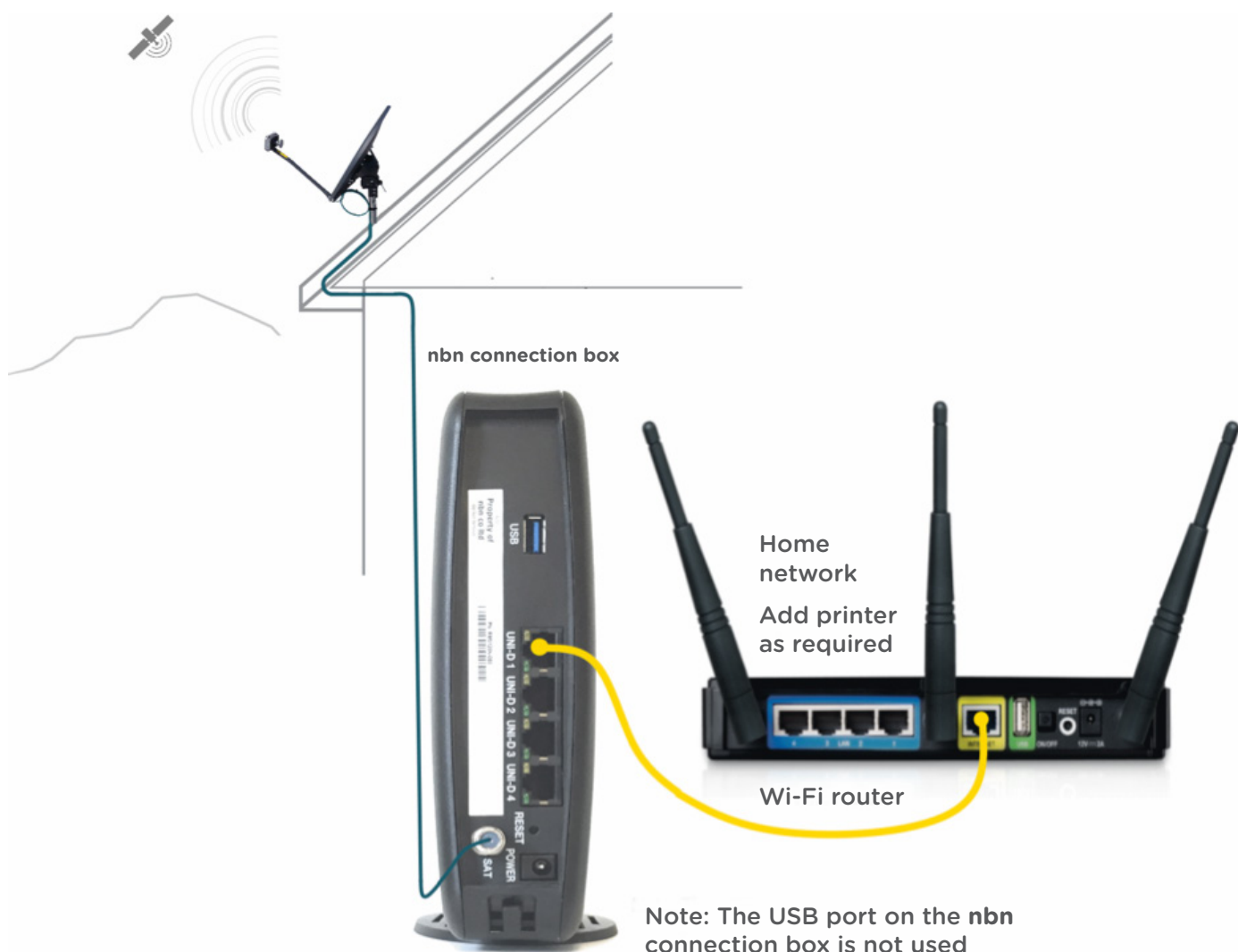

nbn connection box lights

⊘ ○ ☀ ● ☀ ● ☀ ● ☀
WHITE PULSING FLASHING FLASHING FLASHING

nbn connection box ID numbers

There is an important number to give your internet provider. This can be found on a white label and will start with Connection box

For more information on **nbn** Sky Muster satellite services, visit nbn.com.au/SkyMuster

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nbn Sky Muster connection box and a typical router set-up.

nbn connection box

Home network

Add printer as required

Wi-Fi router

Note: The USB port on the **nbn** connection box is not used

If any of the above equipment is missing, including a power supply, please contact your **nbn** Sky Muster internet provider.

*In order to get the most out of nbn Sky Muster/Plus/Premium plans, we recommend routers less than 3 years old (for the more technically minded this would normally have 802.11ax / Wi-Fi 6 support or higher). **nbn** also recommends Customers speak with their internet provider to ensure they are on the most suitable plan for their internet data usage needs.

*For tips to optimise your home internet setup, use the below link:

nbn Home Internet Helper | Home (nbnco.com.au)