

# Setting up the Swisscom Box



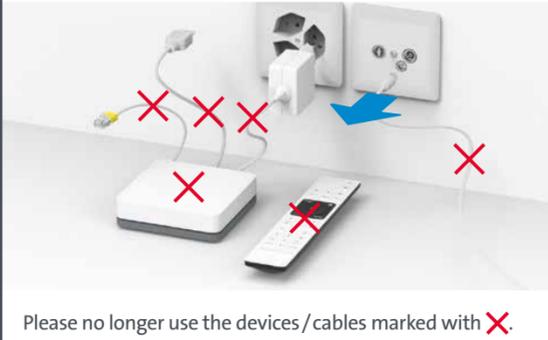
**Start** The package includes:



**1** Your router must be installed and switched on.



**2** Remove your old TV-Box and disconnect your old HDMI cable or your cable connection (if you have one).



Please no longer use the devices / cables marked with X.

**3** Insert the batteries into your Swisscom blue TV remote control.



To open the remote control battery compartment, press down on the back of the cover with your thumb and slide it away from you.



**11** You have now finished setting up Swisscom blue TV. Have fun watching your favourite shows!

## Installation overview



**4** Connect the Swisscom Box to your TV set using the HDMI cable.



**For customers with UHD-compatible TV:** Use only HDMI ports that support UHD (HDMI2.0 / HDCP2.2). Please check this for your television set. Help is available at [www.swisscom.com/uhd-support](http://www.swisscom.com/uhd-support)

Optional: Use the Swisscom remote control for «TV on/off» and the «TV volume».



**10** Activate the function here:  
> «home» button > ⚙ > TV-Box  
> Connect remote control

**5** Plug in the power adapter and connect the Swisscom Box to the Internet-Box with the Ethernet cable.



Do **not** turn on your Swisscom Box yet. For information on how to connect wirelessly, please refer to the back page of this leaflet.

**9** Hold your remote control up to the Swisscom Box and press «OK».



Once the remote control has been detected, you will receive a notification on the screen. Follow the additional step-by-step instructions on the television screen.

**8** Turn on your Swisscom Box.



The LED on the front of the box will light up white.

**7** Select the correct HDMI channel using your TV's remote control.

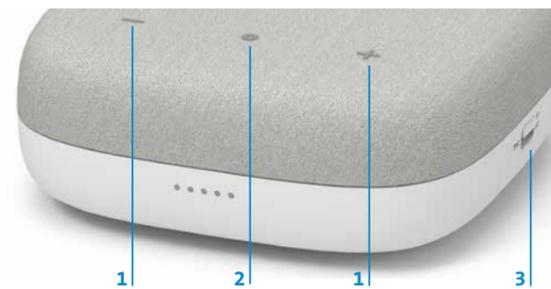


With most TV remote controls you can do this by pressing one of the following buttons: HDMI, AV, Input, Source, V-tape or . The HDMI channel number corresponds to the TV port into which you plugged the HDMI cable (see step 4).

**6** Turn on your TV.



# Buttons



- 1 +/- buttons:** adjust the volume of the Swisscom Box (the TV volume can be changed with the remote control or by voice command)
- 2 o button:** button not yet assigned
- 3 mic switch:** switches the microphone on or off

The LED displays for the Swisscom Box are described in detail in the Voice Assistant manual.

# WLAN connection

**We recommend using an Ethernet cable to connect the Swisscom Box to the router.**

If this is not possible and you use an Internet-Box, you can also connect the Swisscom Box via WLAN. Press the WPS button on the Swisscom Box.



Optionally, you can also use a Swisscom WLAN-Box if the direct WLAN connection is not sufficient.

**Note:** the WLAN-Box only functions with the Internet-Box. Older routers are not supported.

# Harmony remote control

In order to use an infrared multi-functional remote control, you will need an infrared receiver. This device is available in the Swisscom Shop (see UHD accessories kit).

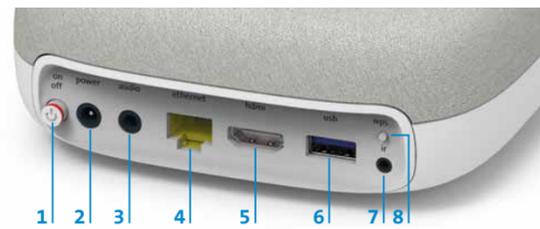
# Packaging

Reuse the packaging – simply remove the logo and personalize your box.



Give your packaging a new lease of life. [www.swisscom.ch/rebox](http://www.swisscom.ch/rebox)

# Connections



- 1 on/off:** switch the device on and off
- 2 power:** connect power (power adapter)
- 3 audio:** Connect audio equipment  
Digital: Home-cinema system (mini TOSLINK cable)  
Analogue: Hi-fi equipment or TV set (3.5 mm cinch cable)
- 4 ethernet:** connect Internet-Box (Ethernet cable)
- 5 hdmi:** connect TV set (HDMI cable)
- 6 usb:** USB 3.0 port
- 7 IR:** port for infrared receiver
- 8 wps:** connect device to the Swisscom Box

# Connecting an audio system

**HDMI**  
**HDMI port:** If your audio system has HDMI ports, you can connect it between the Swisscom Box and the television. HDMI cables should be used to connect both the Swisscom Box to the audio system and the audio system to the television. In the Swisscom blue TV settings, under > «home» on the remote > ⚙ in the menu at top left > Video and Audio > Audio > Surround Sound change from «Stereo» to «Surround Sound».

**UHD:** To be able to benefit from UHD, both the television set and your audio system must support UHD (HDMI 2.0 & HDCP 2.2). If only your television supports UHD, connect the Swisscom Box directly to the television using an HDMI cable and use a normal audio cable between the television and the audio system.

**Audio cable**  
**Digital:** You can connect a digital home-cinema system to the Swisscom Box using a mini TOSLINK cable. Connect the cable to the audio port of the Swisscom Box. In the Swisscom blue TV settings, under > «home» on the remote > ⚙ in the menu at top left > Video and Audio > Audio > Surround Sound change from «Stereo» to «Surround Sound».



**Analogue:** You can connect analogue hi-fi equipment to the Swisscom Box using a 3.5 mm cinch adapter cable. When using an analogue audio cable, you can only get stereo quality. We recommend using the analogue audio port only to listen to the radio, since there may be time delays between picture and sound if using it to watch TV.



Help online at: [www.swisscom.ch/swisscombox-faq](http://www.swisscom.ch/swisscombox-faq)  
Help on screen: > «home» button > ⚙ in the menu at top left

# Disruptions

General procedure for problems with Swisscom blue TV

- 1 Switch the Internet-Box off and on.
- 2 Switch the Swisscom Box off and on.
- 3 On the Swisscom Box, go to the menu and restore the factory settings. Your recordings and channels will not be deleted.  
> «home» on the remote > ⚙ in the menu at top left > System > Reset TV-Box

# Interference with the TV picture

## I am not getting a UHD image

**UHD Assistant**  
You can see if there is a problem somewhere under > «home» on the remote > ⚙ in the menu at top left > Video and Audio > UHD Test. If a ✖ is displayed here, follow steps 1 - 3.

- 1 In order to receive UHD quality, you must ensure that you are using the correct HDMI channel (previous page, step 4). This channel is different for every type of television set. If you go to [www.swisscom.com/uhd-support](http://www.swisscom.com/uhd-support), you will find a list of the most common television sets and the corresponding HDMI channel.
- 2 **Use the HDMI cable provided.** Some of the older HDMI cables cannot support the current quality standards and can result in a poorer television-viewing experience. If you would like to use a different or longer cable, it needs to be an HDMI Premium Certified Cable.

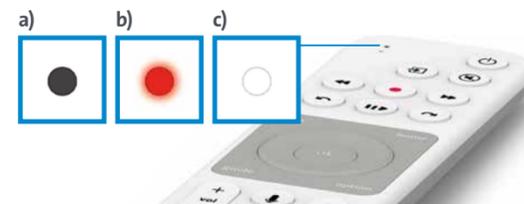
- 3 The screen resolution settings possible may be found here:  
> «home» on the remote > ⚙ in the menu at top left > System > Overview «Video Output».  
In order to be able to receive UHD, the screen resolution shown here must be at least «3840 x 2160p». If a resolution lower than this is shown, at least one of the devices, HDMI cables or HDMI connections you are using is not UHD-compatible! The incompatible item may also be a receiver or audio system, for example.

## I have no TV picture

- 1 Check the power cable (previous page, step 5) and make sure the Swisscom Box is switched on (previous page, step 8).
- 2 Check that the correct HDMI channel is selected. Use either the Swisscom remote control (see step 7 on the first page) or your TV's remote control. The HDMI channel corresponds to the TV port into which you plugged the HDMI cable (first page, step 3).
- 3 Check whether the HDMI cable has been plugged in correctly (previous page, step 3).



# Remote control problems



## a) The LED does not light up

The LED does not light up when you use the remote control.

Replace the batteries.

- You can also check the battery level here  
> «home» on the remote  
> ⚙ in the menu at top left  
> System  
> Remote Control

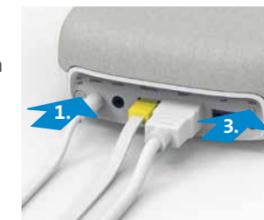


## b) The LED lights up red

The LED lights red when you use the remote control.

Connect your remote:

- 1 Switch the Swisscom Box off by pressing the switch and then switch it back on again.
- 2 Wait until the Swisscom Box is completely switched on (TV image is displayed).
- 3 Press and hold the **WPS button** on the Swisscom Box for **three seconds**.
- 4 Once this screen appears, press the OK button on the Swisscom blue TV remote. The LED will then flash white until the remote is connected.



## c) The LED lights up white

The remote control doesn't work, even though the LED lights up in white **when you press any button**.

- 1 If you have multiple Swisscom Boxes in the same household, please make sure that you are using the correct remote control.
- 2 Turn off the Swisscom Box with the ⏻ button on the back, wait a second, then turn it on again.
- 3 If this does not help, press and hold the **blue button** on the remote control for **3 seconds**. This restarts the remote control.



# Notes on use and safety

**Warning: risk of electrical shock.**  
Never open the Swisscom Box and the power adapter as there is a risk of electric shock. If your Swisscom Box or power adapter is damaged, immediately disconnect the device from the power supply and contact Swisscom.

**Power Source**  
The power adapter of the Swisscom Box should only be connected to a 220–240V AC, 50 Hz outlet. Ensure that you select the correct voltage setting.  
**Warning:** Disconnect the power if the device will not be in use for a long time.

**Power adapter**  
Do not place the device or furniture, etc. on top of the power adapter and avoid pinching the cord. Handle the power adapter by the plug. Do not disconnect the plug by tugging the cord and never touch the power adapter when your hands are wet, as this could cause a short circuit or electrical shock. Never tie in the adapter in a knot and do not bundle it with other cords. The power adapter should be kept out of the way so it is not stepped on. A damaged power adapter is a fire and electrical shock hazard. Check the power adapter on a regular basis. If the power cord is damaged, ask for help at your Swisscom shop. The AC power adapter should only be changed at a qualified service shop.

**Swisscom Box**  
Do not place the device in a location with direct sunlight, excessive dust or mechanical vibration and do not place it near heat sources. The device should be placed on a solid and secure base. Do not place the device on a soft surface, such as a rug, as this may block the ventilation openings on the bottom. Avoid placing the device in locations with high humidity, for example the kitchen, as the condensation may cause malfunctions or may damage the device. Placing the device on top of radiators or other heating elements may also cause malfunctions or damage. Ensure that there is sufficient air circulation around the device to prevent it from overheating. Do not cover the device. Avoid exposing the device to water or humidity. Do operate the device near water. If an object falls on the device or liquid is spilled over it, unplug the device and have it checked by qualified service personnel before attempting to use it again. Do not place objects filled with liquid, such as vases, on the device. Use the mains plug to disconnect the device.

**Batteries**  
**Warning:** Installing batteries incorrectly may cause battery leakage and corrosion and damage the remote control. Do not mix old and new batteries or batteries of a different type. Dispose of old batteries by taking them to a recycling centre. Batteries may not be disposed of with normal household waste.  
**Caution:** Insert the batteries/rechargeable batteries the correct way round. Do not try to recharge non-rechargeable batteries and under no circumstances dispose of batteries in a fire, as they may explode. Do not mix batteries (old and new, alkaline and carbon, non-rechargeable and rechargeable, etc.) If the device is not in use for a long time, remove the batteries and store the device in a dry and dust-free location. Improper use of batteries may cause an explosion or leakage. If the batteries have leaked, use gloves and clean the device thoroughly with a dry cloth. Do not expose batteries to excessive heat, for example direct sunlight, fire, etc.

**WLAN**  
The Swisscom Box (IP2000) radiates radio frequencies and complies with EU radiation exposure limits set forth for an uncontrolled environment.

 **CH**  
It is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range. The device should be placed such way, that there is always a minimal distance between human and device of 20 cm. Keep also a distance of 20 cm between other wireless devices like DECT phones. The Swisscom Box (IP2000) is not allowed to be manipulated and to change WLAN antennas.

**All operating modes:**  
2.4 GHz: Bluetooth (BR/EDR, LE)  
5 GHz: 802.11a, 802.11n (HT20), 802.11n (HT40), 802.11ac (VHT20), 802.11ac (VHT40), 802.11ac (VHT80)

**Maximal transmitting power of the Swisscom Box (IP2000):**  
WLAN 2402-2480 MHz (BR/EDR): 6.76 dBm  
WLAN 2402-2480 MHz (LE): 8.92 dBm  
WLAN 5180-5240 MHz: 22.67 dBm  
WLAN 5260-5320 MHz: 22.96 dBm  
WLAN 5500-5700 MHz: 22.72 dBm

 **Declaration of Conformity**  
The Swisscom Box (IP2000) is CE-compliant. This product has been developed to comply with EU essential directive concerning the usage of radio-wave (EU Directive 2014/53/EU). The declaration of conformity may be consulted at [www.swisscom.ch/tvbox-doc](http://www.swisscom.ch/tvbox-doc)

 **Homologation and WEEE**  
The icon indicates, that the product shall not be treated as household waste. Instead it shall be submitted to Swisscom. The Swisscom Box (IP2000), manufactured by Arcadyan, was designed to meet the obligation of homologation and to comply with essential requirements and other relevant provisions of European Directive WEEE (Waste of Electrical and Electronic Equipment) 2012/19/EU.

**Manufacturer**  
Arcadyan Germany Technology GmbH, Koelner Strasse 10B, 65760 Eschborn, Germany

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**Instructions**  
Produced in multiple variations by a small, contented Swisscom team with sporadic, precious support from top-quality Swiss chocolate.