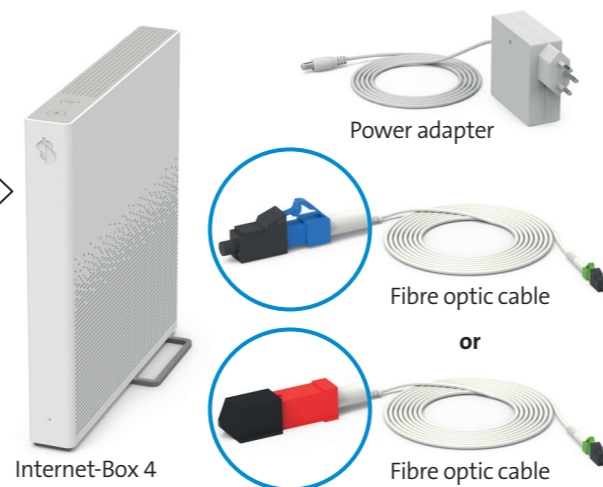# Internet-Box 4

Setting up your Internet-Box

Install the My Swisscom App.

Use the interactive installation guide and additional functions.

1 The package includes:

Power adapter

Fibre optic cable

or

Internet-Box 4

Fibre optic cable

2 Switch off your existing router (if any).

Do not dismantle old installation until the new Internet-Box is set up successfully. Reset the Internet-Box to its factory settings.

3 Always position the Internet-Box upright and as centrally as possible.
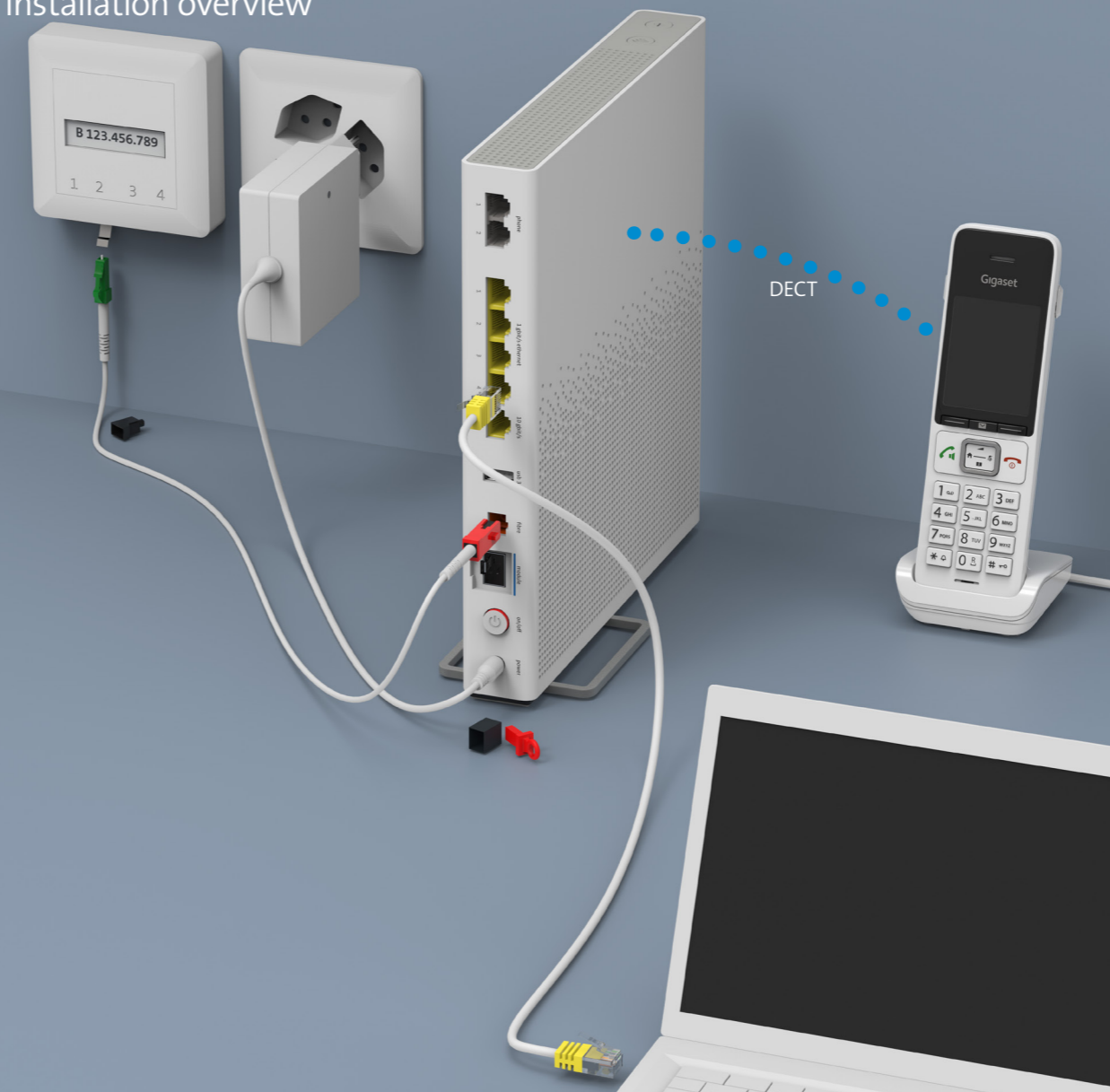
For best WLAN reception place your Internet-Box on a piece of furniture, on its own if possible and not in the immediate vicinity of other objects or metal enclosures. Do not place the Internet-Box on its side.
You can find help with this subject on the back under «Positioning». ①

Installation overview

DECT

Your internet is now ready.

4 Connect the power adapter.

5 Connect the new fibre optic cable to the Internet-Box until it clicks into place.

Please check that the unit is the right way round before insertion.

or
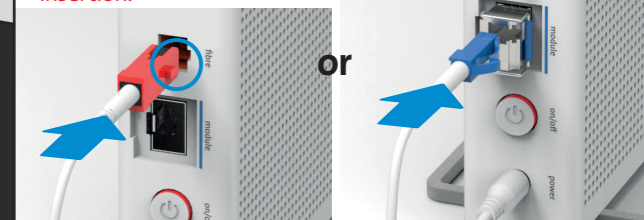
Use the new fibre optic cable. Remove the protection caps and connect the blue or red end of the cable into the Internet-Box. The cable is sensitive, so please do not touch it at either end.

9 Connect your fixed-line telephone.
(Only applies if you have subscribed to fixed-network telephony.)
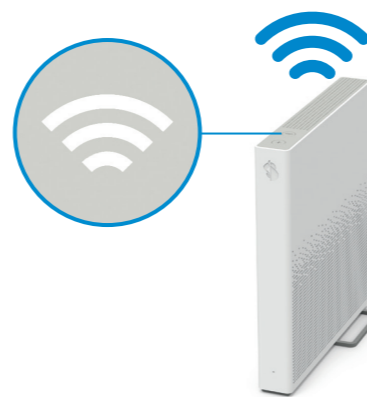
DECT

existing telephone

HD-Phone

HD-Phones:
Select the connection mode in the settings of your HD-Phone and press the +button on your Internet-Box. The two devices connect automatically.

Existing telephones:
Connect your phone and / or fax machine only to the Internet-Box (phone 1 and 2) – and not to the telephone socket anymore.

Read the «Fixed network telephony (IP)» section on the back. ⑤

8 Your WLAN is enabled.

You can activate and deactivate your WLAN by pressing the 🛜 button. You will find further information about your WLAN as well as your access data (WLAN name and password) on the reverse side of this manual. ④
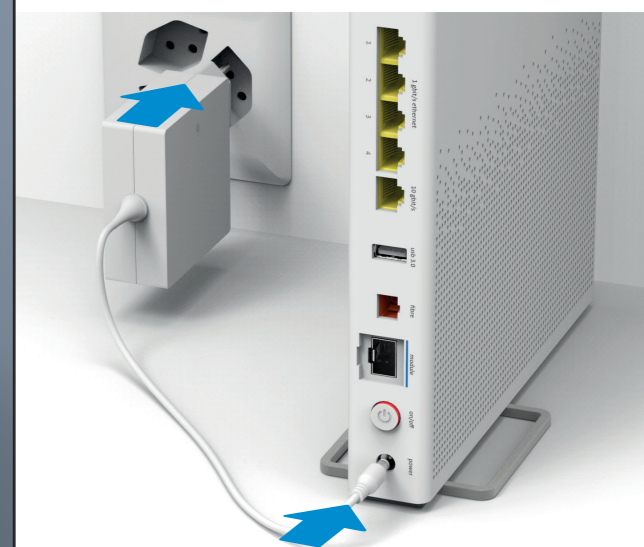
7 Switch on the Internet-Box and wait 5 – 10 minutes.

Does the LED light up white?
You are now connected to the Swisscom network. > Continue with step 8.

Is the LED still flashing?
> Please read the instructions on the back under «LED behaviour». ③

6 Connect the green end to the specified slot.

Only one slot works: Remove the protective cap. Open the slot specified by the letter on the fibre-optic socket (usually «2», sometimes «1»).
Note: If your slots are facing upwards, slot 2 is the second from the right.
To remove the cable see back. ②

Buttons and connections
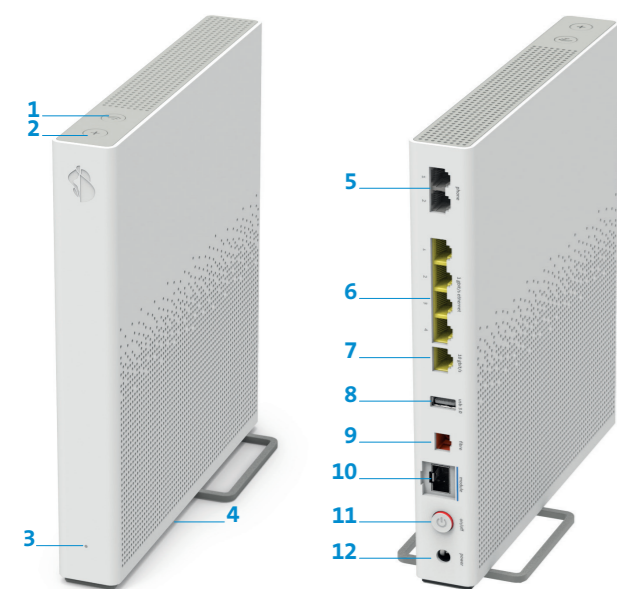
1 WLAN button
2 Connection button (WPS / DECT)
3 Status LED
4 Reset
5 Analogue telephones / fax machines
6 Ethernet 1 Gbit/s
7 Ethernet 10 Gbit/s
8 USB 3.0
9 Fibre optic 10 Gbit/s (XGS-PON)
10 Fibre optic 1 Gbit/s
11 On / off (Power)
12 Power adapter

Positioning ①

Recommended for the best WLAN and DECT reception: Place the Internet-Box 4 in a freestanding and upright position as centrally as possible.

Do not lie the Internet-Box on its side.

Note – the wiring cupboard impairs the WLAN and DECT signal:
you can order the «Wiring Cupboard Kit (bracket)» at swisscom.ch/connectionaccessories

Fibre-optic socket ②

Tip for removing the fibre-optic cable:
1 Press the lever against the plug.
**2** The cable can then be pulled out easily.
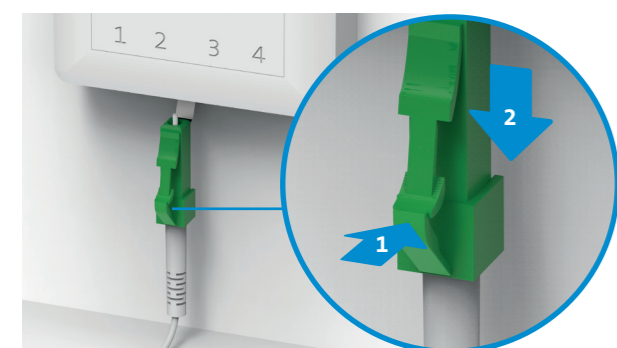
LED behaviour ③

○ LED lights up white – **everything ok**

◐ LED flashes white and red in alternation – **the device is receiving configurations from Swisscom**

If the LED is still flashing after 10 minutes: connect the Internet-Box to a computer with an Ethernet cable and access the swisscom.ch/start website. Once you have completed registration, you can proceed with installation (step 8) on the front page.

☼ LED flashes white – **the Internet-Box is being updated** and will then reboot.

◉ LED flashes red – **no connection to the Internet** Check whether the DSL cable is correctly inserted

● LED lights up red – **error message** Switch the Internet-Box off and back on again. Wait until the LED lights up white again.

● LED lights up blue – **faulty Internet-Box** Please contact Swisscom to exchange it. **Note:** During initial installation, the LED will go blue temporarily. Wait 10 minutes until the installation process is complete.

WLAN ④

Where do I find my WLAN name and password?
> In the My Swisscom App: (see QR-Code on the back)
> On the My Swisscom website: swisscom.ch/login
> Or in the Internet-box «web portal»: http://internetbox.swisscom.ch

If you were already using a Swisscom router, your current WLAN access data will be automatically re-transferred to your Internet-Box
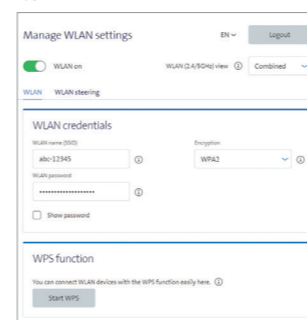
WLAN name not displayed on your device?
Older devices may experience problems with the new WiFi 6 WLAN standard. Please update the WLAN driver on the device in question.

How do I change my WLAN password?
Change settings in the Internet-Box «web portal».

Guest WLAN
You can activate the guest WLAN for 6 hours, 24 hours or permanently in the Internet-Box «web portal».

Extending your WLAN network

Use a WLAN-Box to extend the range of your Internet-Box WLAN network. You can also connect up to three devices to your WLAN-Box via Ethernet cable. You can find more info about this product at swisscom.ch/bestWLAN
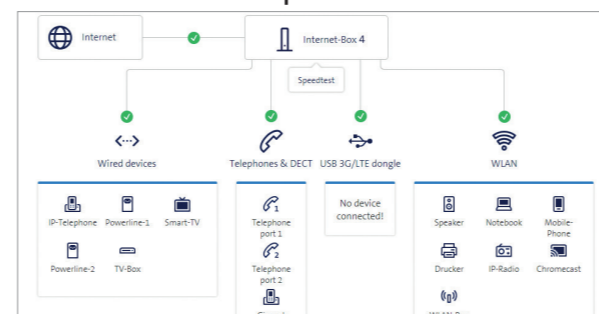
Web portal

How do I log in?
Enter http://internetbox.swisscom.ch in your Internet browser.
Click «Set new password» to log in for the first time, or if you have forgotten your password. You can set or change your personal password.
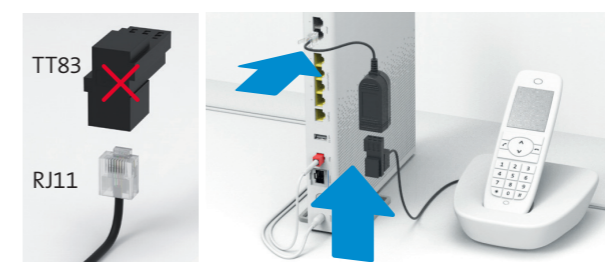
What can I do in the «web portal»?

You can change settings on the following items:
> WLAN and guest WLAN
> telephony
> parental control (Internet access times per device)
> power saving options
> network settings

Fixed-line telephony ⑤

Plug your analogue telephone into one of the two connections (phone 1 and 2) on the Internet-Box. You don't use telephone sockets anymore

Is this your plug type (RJ11)? If not, you need a telephone adapter RJ11/TT83 (swisscom.ch/connectionaccessories).

Wireless HD-Phone connections

A DECT base station is integrated into the Internet-Box. Connect up to five Swisscom HD-Phones to the Internet-Box wirelessly. For information about HD-Phones from Swisscom please visit swisscom.ch/hdphones.

Connecting the HD-Phone:
Connect your HD-Phone according to the enclosed instructions.
> Internet-Box: press +button
> Start your HD-Phone and select connection mode

Note on other telephones:
The Internet-Box 4 is CAT-iq 2.0 certified. All CAT-iq cordless telephones can be directly and wirelessly connected to the integrated DECT base station. Conventional DECT wireless phones cannot be linked to the DECT base station integrated in the Internet-Box over a wireless connection or only with limited functions. In this case we recommend that you use the wired connections (phone 1 and 2).

Subscriber with several telephone numbers

You can assign your phone numbers directly on the Internet-Box «web portal».

Swisscom blue TV

If you are a Swisscom blue TV subscriber, connect your TV-Box according to the Swisscom blue TV instructions. We recommend using an Ethernet cable (or a WLAN-Box) to connect TV-Box and Internet-Box.

Security information