



Internet-Box 4

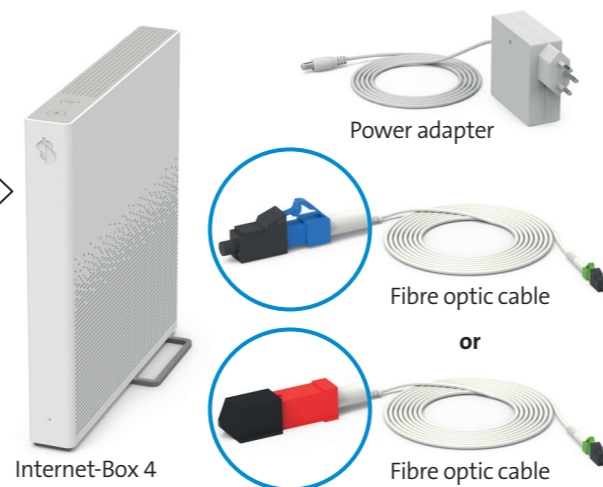
Setting up your Internet-Box

➔ Install the My Swisscom App.



Use the interactive installation guide and additional functions.

1 The package includes:



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.

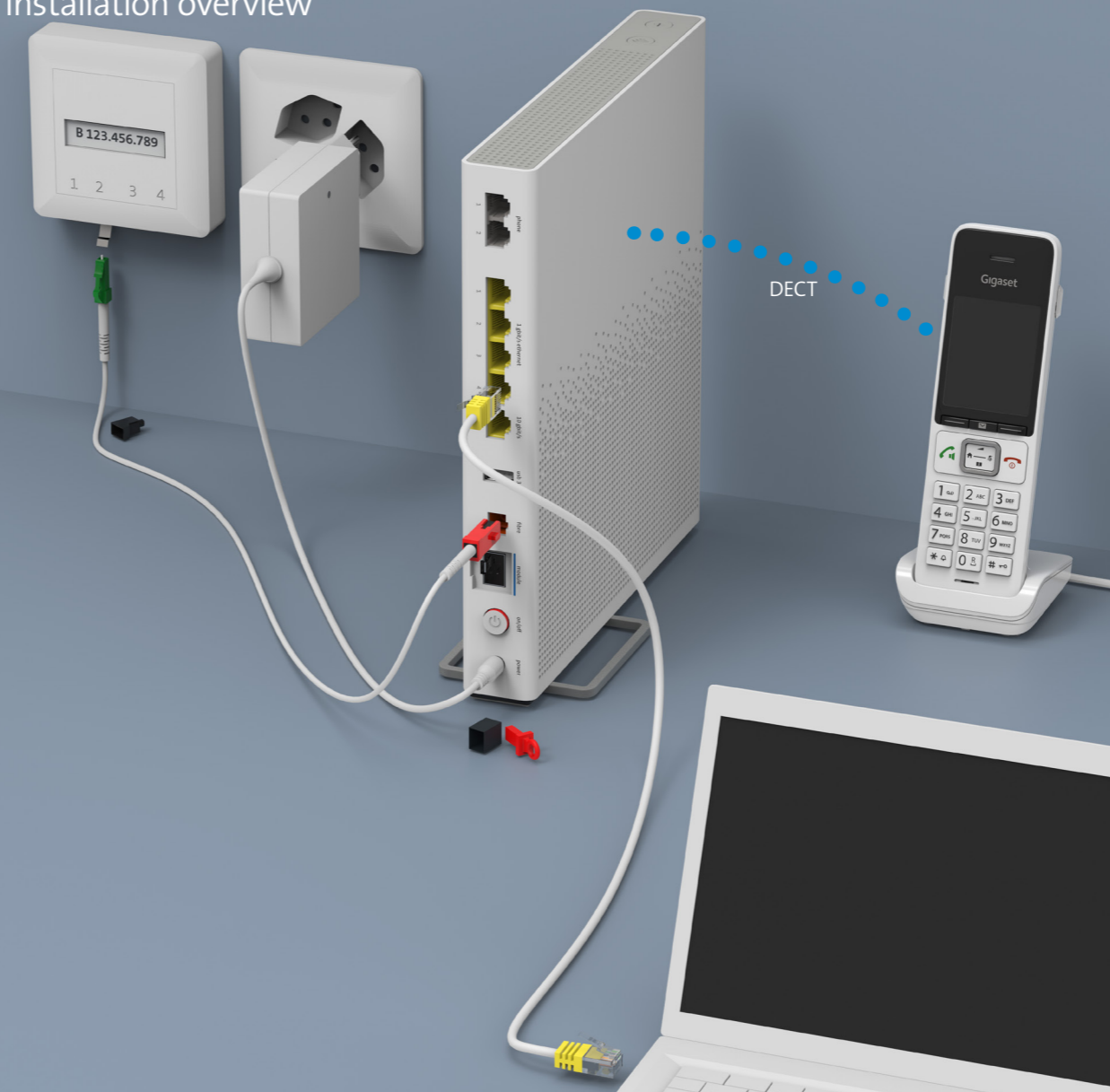


For best WLAN reception place your Internet-Box on a piece of furniture, on its own if possible and not in the immediate vicinity of other objects or metal enclosures. Do not place the Internet-Box on its side. You can find help with this subject on the back under «Positioning». **①**



Your internet is now ready.

Installation overview



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

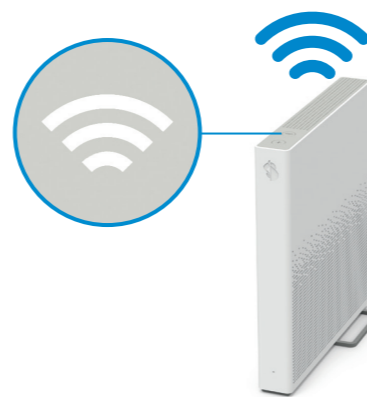


HD-Phones:
Select the connection mode in the settings of your HD-Phone and press the +button on your Internet-Box. The two devices connect automatically.

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**

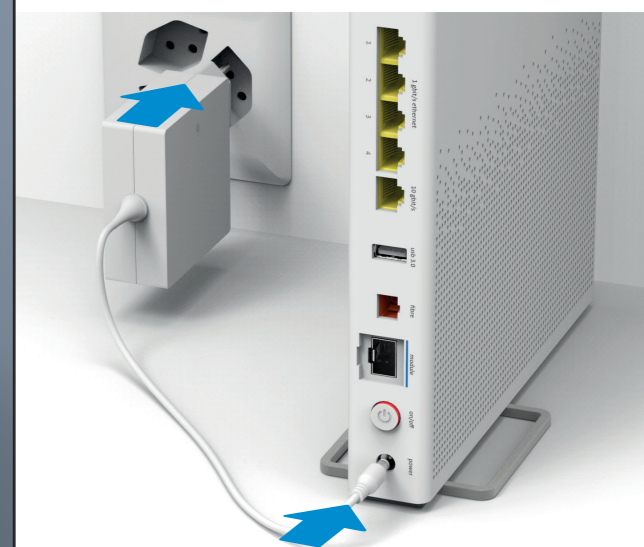
7 Switch on the Internet-Box and wait 5 – 10 minutes.



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

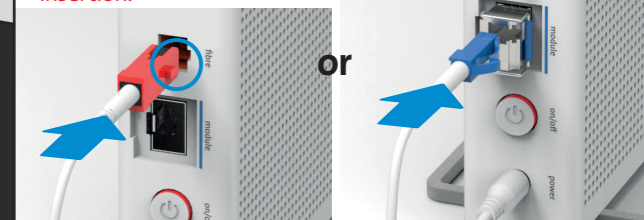
Is the LED still flashing?
> Please read the instructions on the back under «LED behaviour». **③**

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.



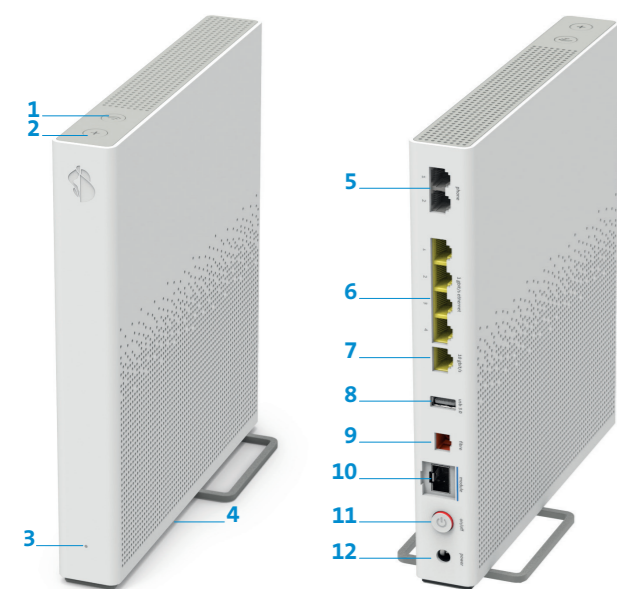
Use the new fibre optic cable. Remove the protection caps and connect the blue or red end of the cable into the Internet-Box. The cable is sensitive, so please do not touch it at either end.

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.

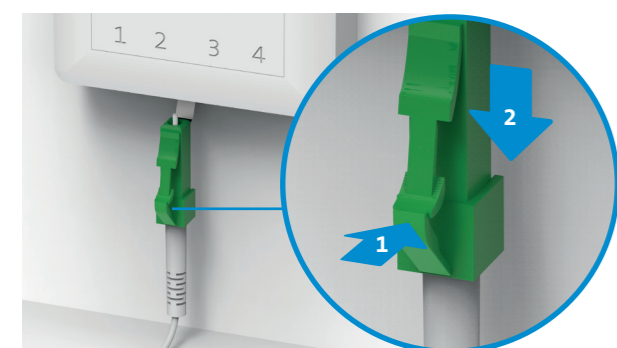


Note – the wiring cupboard impairs the WLAN and DECT signal: you can order the «Wiring Cupboard Kit (bracket)» at swisscom.ch/connectionaccessories



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.



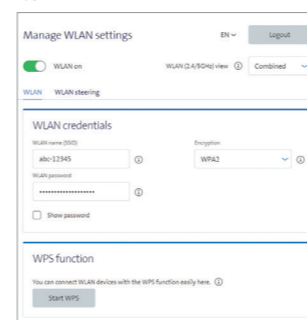
LED behaviour ③

- 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

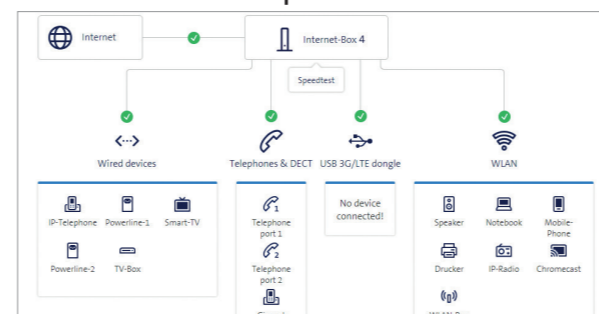


Web portal

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.

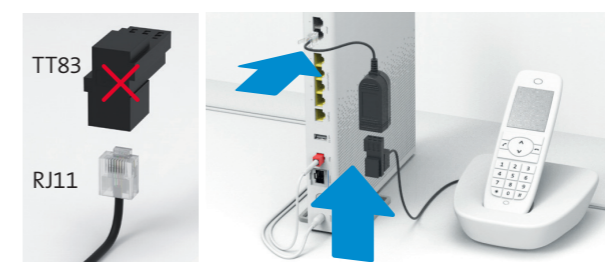
What can I do in the «web portal»?



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

Access and data processing
 If the device is operated through a Swisscom connection, Swisscom shall have access to the device and to the data needed for processing, in particular for the purposes of remote maintenance and support (automatic setup, monitoring effective functioning, software updates). Please refer to the Internet Contract Terms for further details.

Installation and maintenance
 > Stand the box upright.
 > Do not stack any other devices like the TV-Box on top of the Internet-Box and ensure a minimum clearance of 22 cm to other devices.
 > Only operate the Internet-Box in ambient temperatures of 0 to 40 °C.
 > Do not set up the Internet-Box close to heat sources, but in a well-ventilated dry place and do not expose it to direct sunlight.
 > Do not allow any liquid to seep into the device. Use only a slightly damp cloth for cleaning.
 > Do not touch the Internet-Box during storms.
 > Do not open the Internet-Box. Risk of electric shock.
 > The device is equipped for data transmission with a laser. Please do not look directly into the connection of the fibre optic socket, fibre optic module in the device or ends of the fibre optic cable.
 > Please note that the safety markings and product name are written on the product label on the bottom of the device.

LAN and DECT
 The Internet-Box radiates radio frequencies. The Internet-Box is restricted to indoor use only when operating in the 5150 - 5350 MHz frequency range (channel 36-64). 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 Internet-Box is not allowed to be manipulated and to change WLAN or DECT antennas.
All operating modes:
 2.4 GHz WLAN: 802.11b, 802.11g, 802.11n (HT20/40), 802.11ac (VHT20/40), 802.11ax (HE20/40)
 5 GHz WLAN: 802.11a, 802.11n (HT20/40), 802.11ac (VHT20/40/80/160), 802.11ax (HE20/40/80/160)
 1880-1900MHz DECT phone
Maximal transmitting power of the Internet-Box:
 WLAN (2400–2483.5 MHz) max. 20 dBm e.i.r.p.
 WLAN (5150–5350 MHz) max. 23 dBm e.i.r.p.
 WLAN (5470–5725 MHz) max. 30 dBm e.i.r.p.
 DECT (1880–1900 MHz) max. 24 dBm e.r.p.

Laser Safety
 This is a class 1 laser product (IEC 60825-1:2014). Radiation emitted by laser devices can be dangerous to human eyes. Avoid eye exposure to direct or indirect radiation.
 The label of «CLASS 1 LASER PRODUCT» was printed on the product quick user guide and not affixed to the product.
Caution - Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

CE Declaration of Conformity
 The Internet-Box 4 is CE-certified. Arcadyan as manufacturer, declares that the Internet-Box 4 is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Directive (RED). The declaration of conformity may be consulted at swisscom.ch/internetbox-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 Internet-Box, 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