

WLAN-Box

Full WLAN coverage at home



**Start**

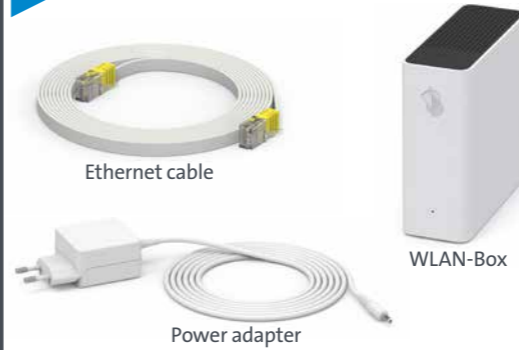
Download and open the «Swisscom Home» app – for easier installation.



The app will guide you step by step through the installation without the need to refer to the enclosed paper instructions. Just open the Home app and select > Internet > WLAN-Box > Add WLAN-Box. The app knows your Internet-Box and lets us give you personal tips for your network. After set-up you can also find many practical details about your WLAN network in the app.



**1** The package includes:



You can return old devices to Swisscom for recycling free of charge. Use the enclosed return label.

**2** Your Internet-Box must be switched on and the WLAN activated.



If you have another Internet-Box, read the section «Internet-Box» on the back.



**9** Your WLAN-Box is now set up.

Installation example



Room 1

**3** Always position the WLAN-Box on its own.



For the best WLAN, place the WLAN-Box in an upright position away from other objects and metal casings.

**Important:** If you are using a TV-Box, connect this using the Ethernet cable now.



**8** Up to 3 devices can be connected via Ethernet to the WLAN-Box. Note the tips for «Connecting devices by cable» on the back.



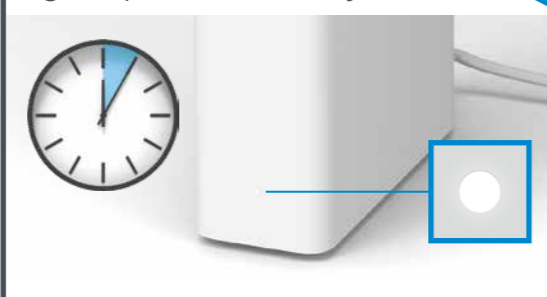
Room 2

**4a** Cable connection: connect the WLAN-Box to your home cabling.



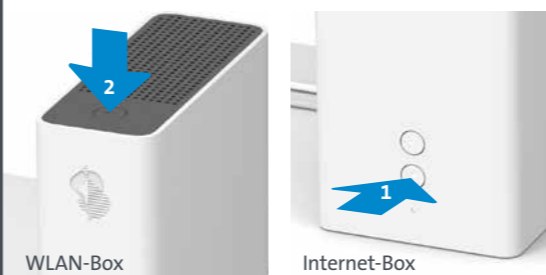
Use the enclosed Ethernet cable. Cable connections between the Internet-Box and WLAN-Box guarantee optimum WLAN for your devices. Alternatively, you can link your WLAN-Box via WLAN (step 4b).

Wait 5 minutes until the LED lights up white constantly.



The WLAN settings are automatically transferred from the Internet-Box. The status LED flashes red and white in alternation during the process. See back for more details on «LED» behaviour.

**Pairing:** press the + button on the Internet-Box and WLAN-Box within 2 minutes.



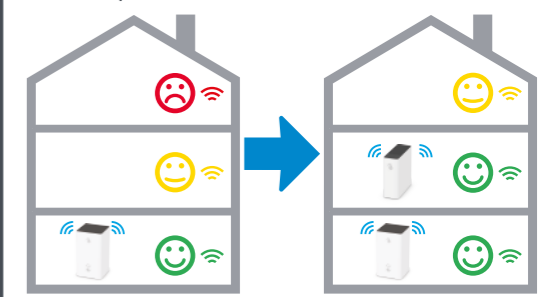
Even if you connect the WLAN-Box via Ethernet cable you must still pair the devices using the Internet-Box + button. Both + buttons flash white.

Connect the WLAN-Box to the power and switch it on.



Then wait two minutes until the WLAN-Box boots.

**4b** WLAN connection: find the best position.



The WLAN-Box can be connected directly via WLAN: install the WLAN-Box halfway between your Internet-Box and an area not covered by WLAN. Please note the «Find position» tips on the back.

# My home WLAN

## Using the WLAN-Box

If the Internet-Box WLAN does not provide WLAN to all areas of your home, you can boost it with the help of a WLAN-Box. You can use up to four WLAN-Boxes.



## Internet-Box

You can use the WLAN-Box with the Internet-Box 2 and also with the Internet-Box plus and Internet-Box standard.



## Find position

Use the Swisscom Home app to find the best position for the WLAN-Box and optimally extend your WLAN range. If you want to select the position without the help of the app, please take the following criteria into account:

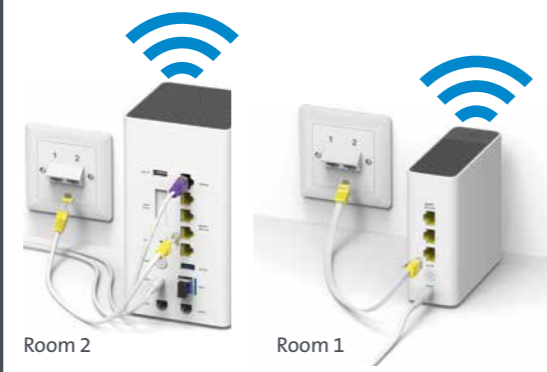
- > Select an unobstructed position roughly halfway between your Internet-Box and an area not covered by WLAN.
- > Position the WLAN-Box on a piece of furniture on its own, not in the direct vicinity of other objects or metal casings.
- > The WLAN-Box transmits the WLAN in all directions. So position it as close to the centre of a room as possible and not in a corner.
- > You obtain better WLAN coverage if you maintain a clearance of around 20 cm to walls and a minimum distance of 200 cm from the Internet-Box.

## Home cabling

You enjoy optimum WLAN when you connect WLAN-Boxes to your home. A cable is always better than a WLAN connection – it provides WLAN without any bandwidth loss.



Connect your WLAN-Box to a network port. your Internet-Box must also be connected to a network port.



## WLAN device control

Your WLAN devices (smartphones, tablets, etc.) are automatically connected to the best WLAN. Depending on their position, they connect to the Internet-Box or the WLAN-Box. You can install up to four WLAN-Boxes to obtain full WLAN coverage in your home.

## WLAN password

**Where do I find my WLAN name (SSID) and WLAN password?**

In the «Swisscom Home» app > Internet > WLAN settings

Also in the web portal (<http://internetbox.home>) of the Internet-Box > WLAN > Settings

- > User name: «admin»
- > Password: if not available «Set new password»

# What is pairing?

Before you can use the WLAN-Box in the desired position, you have to connect (pair) it with the existing WLAN network. Once they are paired, you can position WLAN-Boxes in your home anywhere you like. You can connected paired WLAN-Boxes to the Internet-Box via WLAN or Ethernet cable.



**What to do:** press both + buttons (Internet-Box and WLAN-Box) within 2 minutes to automatically pair the two devices.

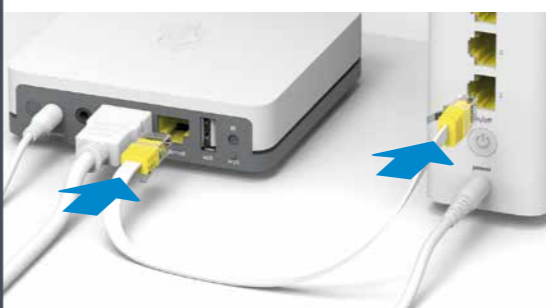
You can connect **your WPS-ready devices** with the WLAN at the touch of a button, either with the Internet-Box or with a paired WLAN-Box.

## Connect devices via cable

You can connect up to 3 devices via Ethernet to the WLAN-Box.



**We always recommend a direct cable connection between the TV-Box and Internet-Box for Swisscom TV.** If this is not possible, please connect the TV-Box to the WLAN-Box with the enclosed Gigabit Ethernet cable.



# LED Verhalten

## Status LED

- LED lights up white – **everything ok**
- LED flashes white – **Swisscom configuration in progress.** Please wait for 5 minutes.
- LED flashes white and red alternately – **device pairing with the Internet-Box in progress** Please wait for 2 minutes.
- LED flashes red – **no connection to the Internet-Box**  
Either the WLAN-Box is not paired (see «What is pairing?») or it is too far away from the Internet-Box (see «Find position»).
- LED flashes quickly red – **poor connection to the Internet-Box**  
Reposition the WLAN-Box. Please note the «Find position» tips.
- LED lights up red – **no connection to the Internet-Box or error message**
  - 1 Check if the Internet-Box WLAN is switched on.
  - 2 Perform pairing (see step 6).
  - 3 If the LED lights up red again, reboot the Internet-Box and the WLAN-Box.
  - 4 If the LED still lights up red, position the WLAN-Box closer to the Internet-Box.

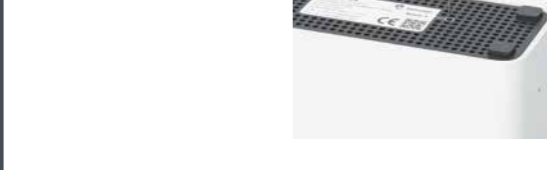
## Pairing LED

- LED flashes white – **the WLAN-Box is in pairing mode** (with the Internet-Box or a WLAN device). Please wait for 2 minutes.

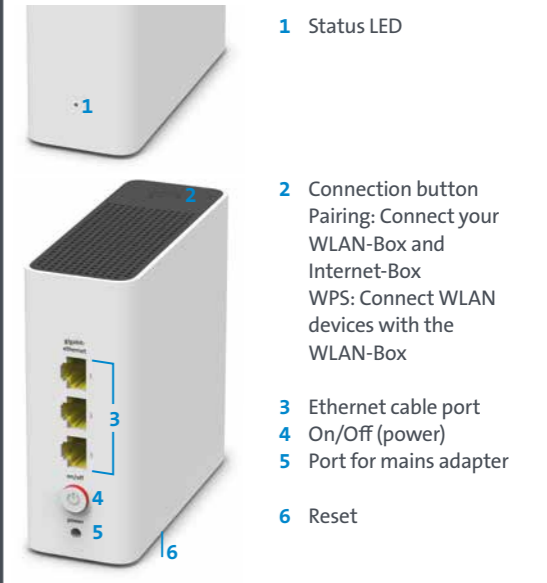
## My WLAN-Box is not working

- 1 Are you using an Internet-Box and is the WLAN switched on? > Step 2
- 2 Is your WLAN-Box switched on? > Step 5  
Is your WLAN-Box paired? > Step 6
- 3 Does the status LED light up other than white? > Monitor LED behaviour.
- 4 Reboot the Internet-Box and WLAN-Box.

If the WLAN-Box still doesn't work or you want to restore the default settings, perform a reset and follow the instructions on the front from step 3 onwards.



# Buttons and connections



- 1 Status LED
- 2 Connection button  
Pairing: Connect your WLAN-Box and Internet-Box  
WPS: Connect WLAN devices with the WLAN-Box
- 3 Ethernet cable port
- 4 On/Off (power)
- 5 Port for mains adapter
- 6 Reset

## Security information

- Installation and maintenance**
- > Place the device in an upright position.
  - > Please observe a minimum clearance of 20 cm to other devices.
  - > Only operate the WLAN-Box in ambient temperatures of 0 to 40 °C.
  - > Do not set up the WLAN-Box close to heat sources; choose a well-ventilated dry place away from direct sunlight.
  - > Do not allow any liquid to seep into the device. Use only a slightly damp cloth for cleaning.
  - > Do not touch the WLAN-Box during storms.
  - > Do not open the WLAN-Box. Risk of electric shock.

**WLAN**  
The WLAN-Box 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 WLAN-Box is not allowed to be manipulated and to change WLAN antennas.

**WLAN operating modes:**  
2.4 GHz: 802.11b, 802.11g, 802.11n (HT20), 802.11n (HT40)  
5 GHz: 802.11a, 802.11n (HT20), 802.11n (HT40), 802.11ac (VHT20), 802.11ac (VHT40), 802.11ac (VHT80)

**Maximal transmitting power of the WLAN-Box:**  
WLAN (2412 - 2472 MHz) max. 19.98 dBm  
WLAN (5180 - 5240 MHz) max. 22.78 dBm  
WLAN (5260 - 5320 MHz) max. 22.78 dBm  
WLAN (5500 - 5700 MHz) max. 29.13 dBm

**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.

**CE Declaration of Conformity**  
The WLAN-Box is CE-certified. Arcadyan as manufacturer, declares that the WLAN-Box is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Directive (RED) 2014/53/EU. The declaration of conformity may be consulted at [www.swisscom.ch/internetbox-doc](http://www.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 WLAN-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