WLAN-Box

Full WLAN coverage at home

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

Available on the **App Store**

ANDROID APP ON **Google play**

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:

Ethernet cable

Power adapter

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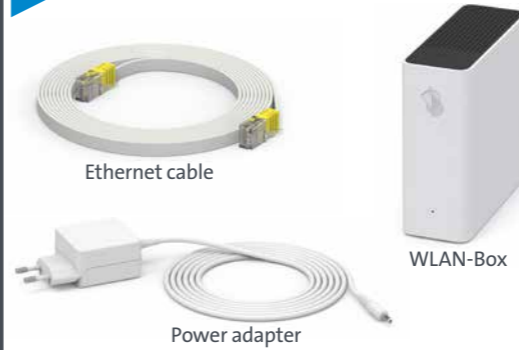
You can return old devices to Swisscom for **recycling** free of charge. Use the enclosed return label.

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

Internet-Box

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

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9 Your WLAN-Box is now set up.

Installation example

WLAN-Box

TV-Box

Room 1

Internet-Box 2

Room 2

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.

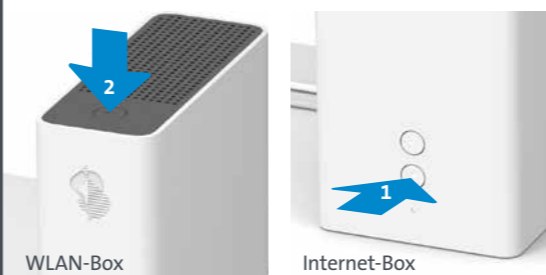**4a** **Cable connection:** connect the WLAN-Box to your home cabling.

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).

KKD+JM (RES-CWE-UID) 11026459 06/2019 EN

7 Wait 5 minutes until the LED lights up white constantly.
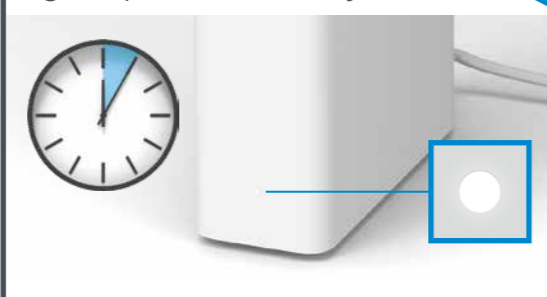
The WLAN settings are automatically transferred from the Internet-Box. The status LED flashes red and white in alternation during the process.
See back for more details on «LED» behaviour.

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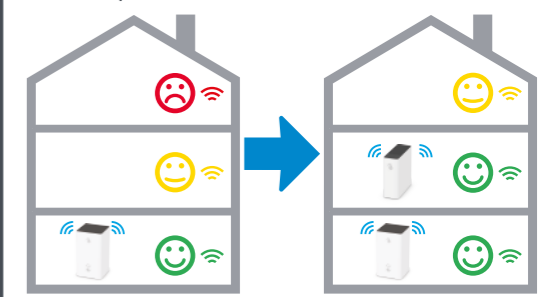
WLAN-Box   Internet-Box

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.

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

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.

Internet-Box 2   Internet-Box plus   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.

Room 2   Room 1
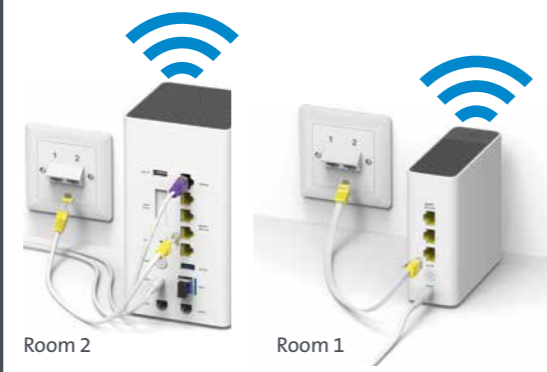
WLAN device control

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.
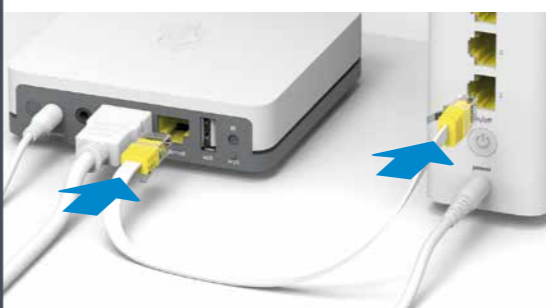
LED Verhalten

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.
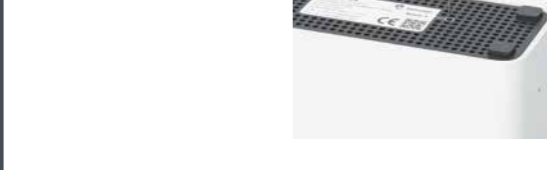
Buttons and connections
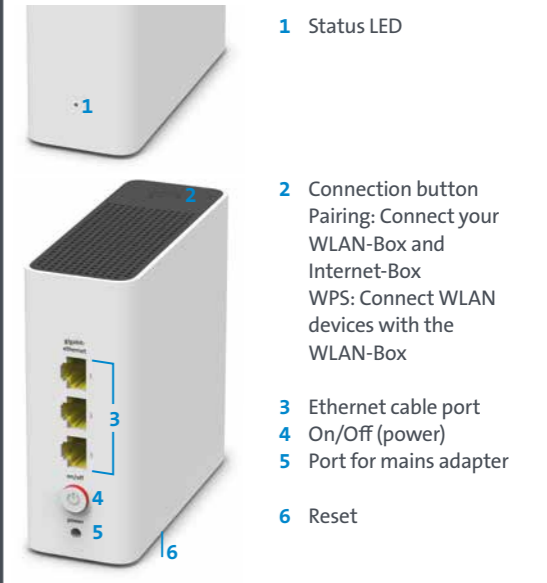
1 Status LED

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