

Internet-Box standard setup (IP)

Setting up your Internet-Box



B2C-TSP-HDE 10233694 IP 07/23 EN

Swisscom (Switzerland) Ltd
Postfach
3050 Bern
swisscom.ch/internetbox-help
0800 800 800

Start

The package includes:



1

Remove your old Internet / telephony installations (if any).



You can return your old device to Swisscom for **recycling** free of charge. Reset the router to its factory settings.

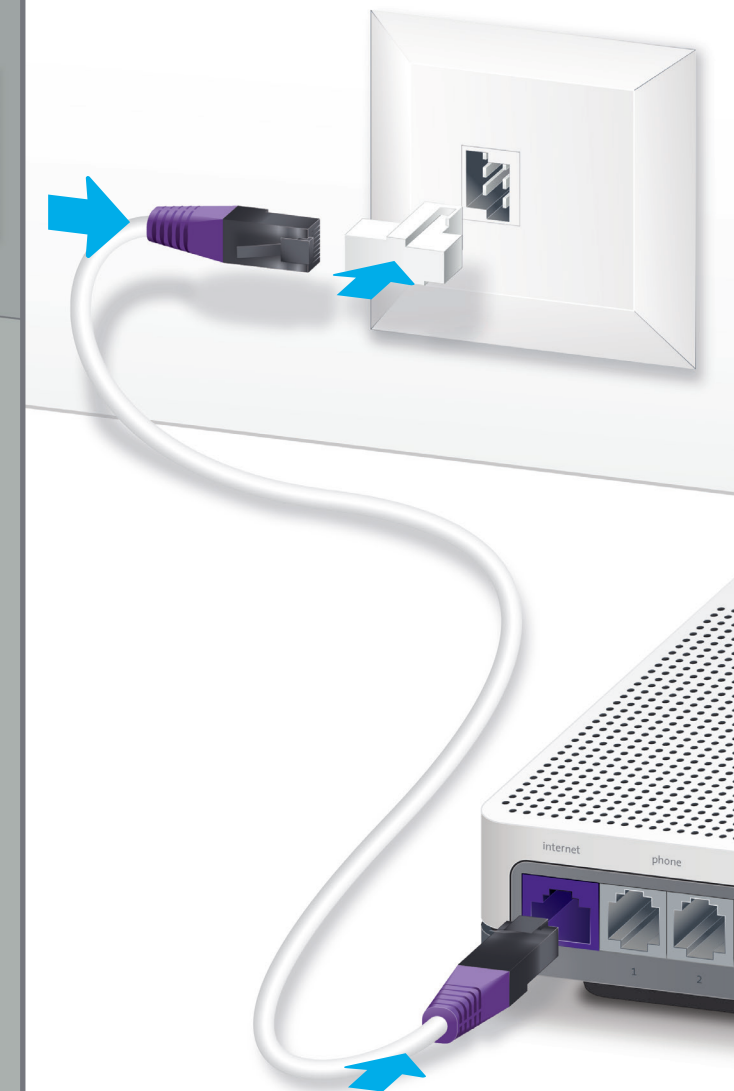
2

Connect the power adapter.



3

Connect the DSL cable to the white adapter.



Does your telephone socket look different? Do you have two ports on your phone socket, for example? See back for telephone wiring versions under «Other telephone sockets».

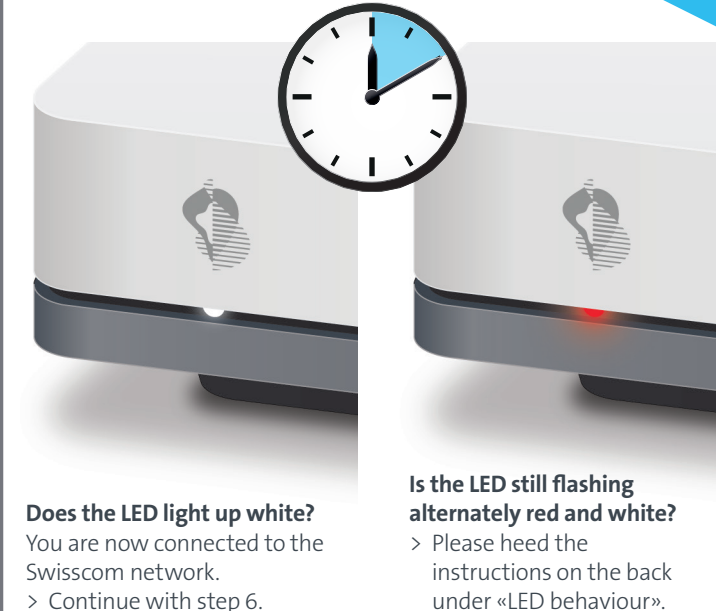
4

Switch on the Internet-Box.



5

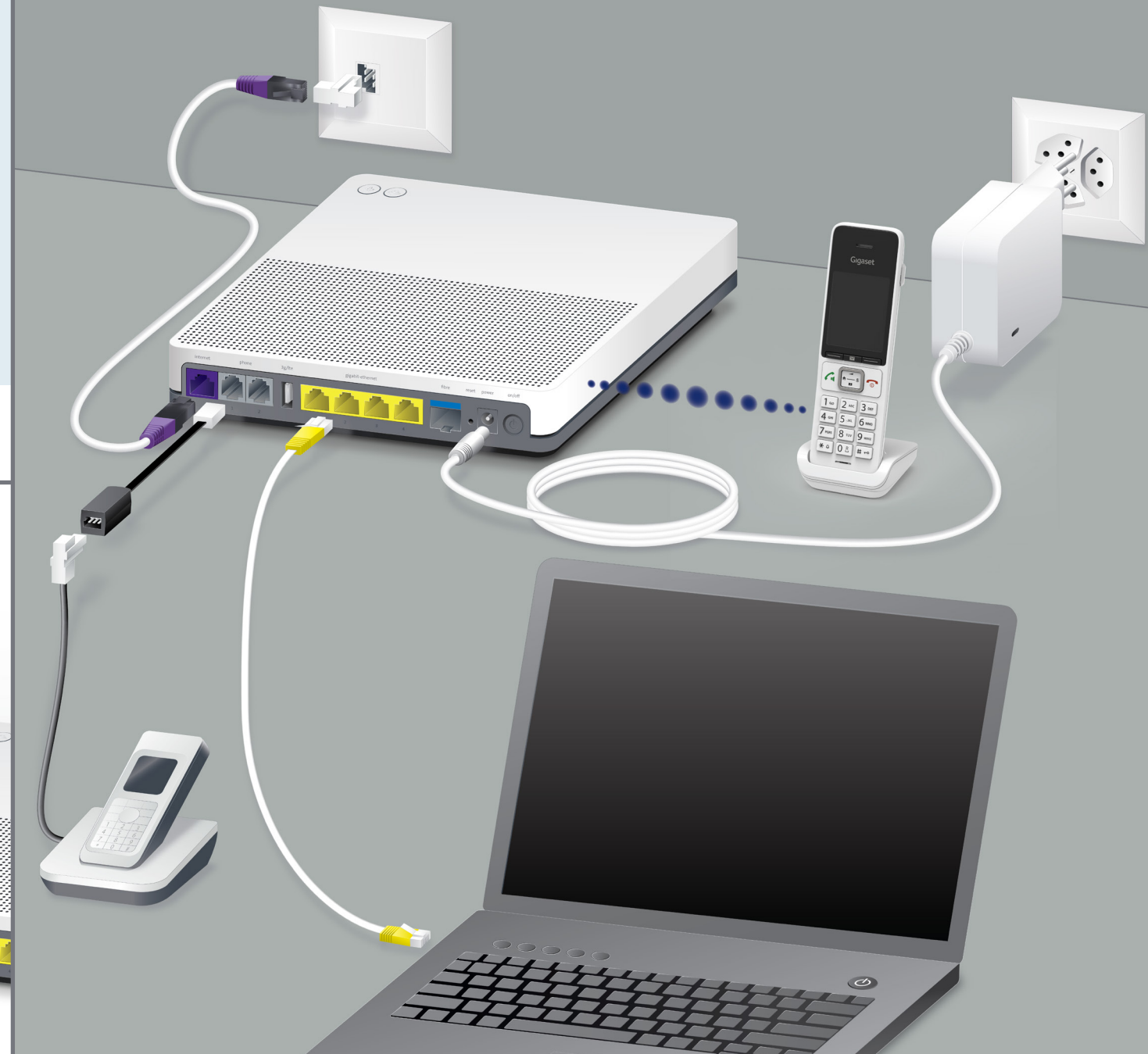
Wait 5-10 minutes.



Does the LED light up white? You are now connected to the Swisscom network. > Continue with step 6.

Is the LED still flashing alternately red and white? > Please heed the instructions on the back under «LED behaviour».

Installation overview

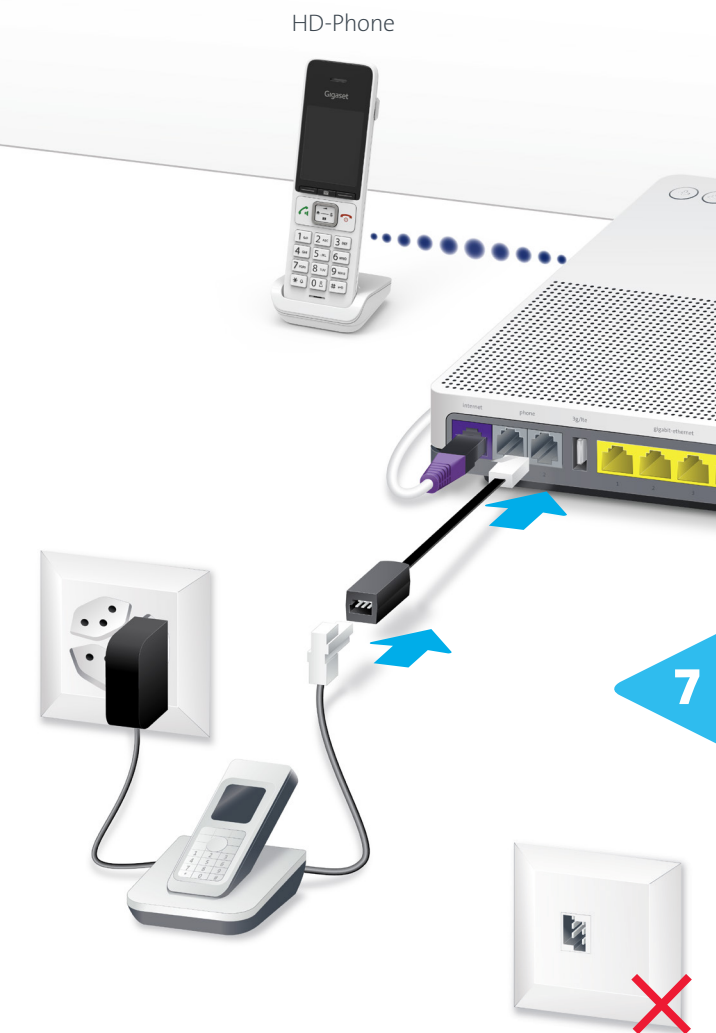


8

See reverse for more info.

Connect your telephone.

(This only applies if you are a fixed network subscriber.)

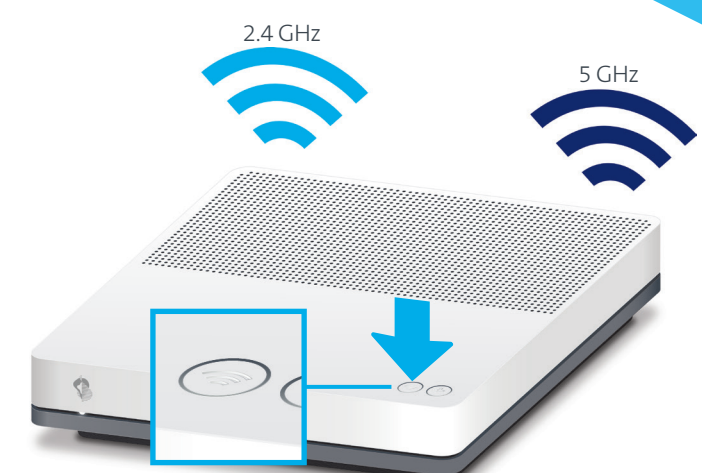


HD-Phones:
Select the connection mode in the settings of your HD-Phone and press the **+** button on your Internet-Box. The two devices connect automatically.

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.

See back for more details.


Your WLAN is enabled.




You can activate and deactivate your WLAN by pressing the **WLAN** button.
You will find further information about your WLAN as well as your access data (WLAN name and password) on the reverse side.

Buttons



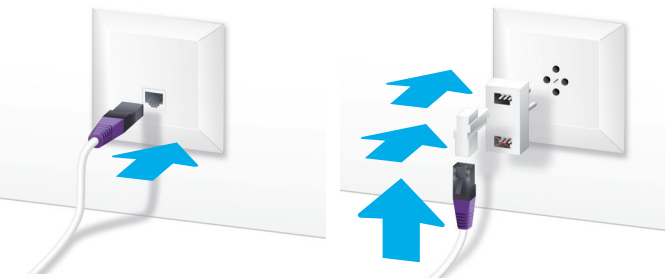
WLAN
Your WLAN can be easily switched on and off by pressing this button . If the LED in the button lights up, the WLAN is switched on.



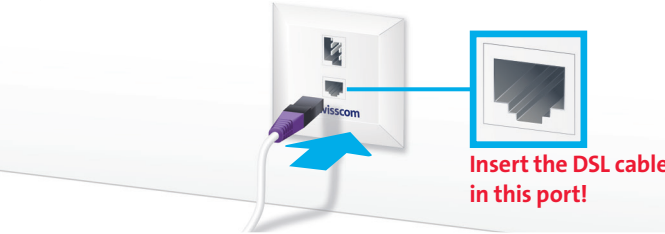
WPS/DECT
Press the  button:
> to add WPS-compatible devices to the WLAN.
> to connect HD phones to the Internet-Box.

Other telephone sockets

- a) Plug the DSL cable into the telephone socket directly (without adapter).
- b) Please use an adapter plug and the white adapter supplied.



- c) Only once you have installed this telephone socket (digital socket) can you use all telephone sockets in your home for your phones and fax machines. **Without this telephone socket you have to plug your phones/fax machines directly into the Internet-Box, connect or have your home installation adjusted by a service engineer.**



Internet-Box LED behaviour

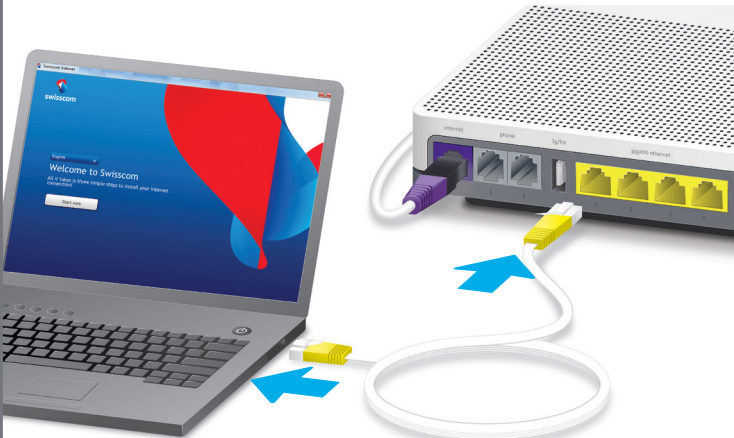


LED lights up white – **everything ok**
Internet and all services are working perfectly.



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

If the **LED still continues to flash after 10 minutes:** connect the Internet-Box to a computer with the new Ethernet cable and access the swisscom.ch/start website using your Internet browser. Complete all mandatory fields step-by-step. Once you have completed registration, you can proceed with installation (step 6) on the front page.



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

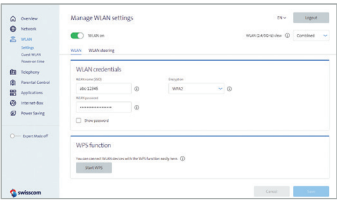


LED lights up red – **error message**
Reboot the Internet-Box and wait until the LED lights up white again.

WLAN

Where do I find my WLAN name (SSID) 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.



What is dual band WLAN?

Your Internet-Box features the latest generation of WLAN. Two WLAN networks are provided for data transmission, so you benefit from improved speed. If your devices support both networks they will automatically connect to the faster of the two networks in the background.

How do I change my WLAN password?

You can change it easily in Internet-Box settings. Read the section on Internet-Box «web portal» on this page.

Guest WLAN

The Internet-Box offers an additional WLAN for your guests. You can activate the guest WLAN for 6 hours, 24 hours or permanently in the Internet-Box «web portal» or over the My Swisscom App.

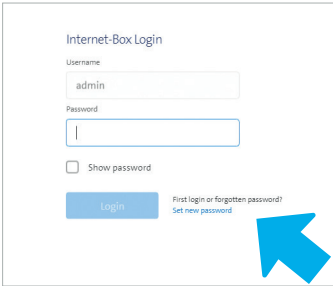
Web portal

<http://internetbox.swisscom.ch>

Discover everything your Internet-Box can do, and change settings to suit your needs.

How do I log in?

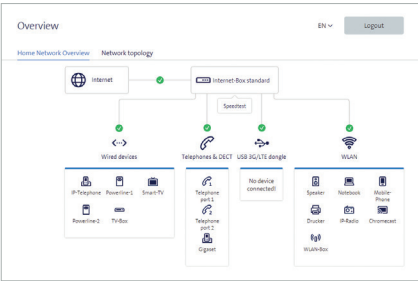
Enter <http://internetbox.swisscom.ch> or 192.168.1.1 in your Internet browser. Click **«Set new password»** to log in for the first time, or if you have forgotten your password. You can set or change your personal password.



Write down your Internet-Box-password.

If you are already a customer, you can log in with your existing password or set a new one.

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

How do I change my WLAN name and password?

Click the «WLAN» menu item on screen and change your WLAN access data as you like.

Fixed network telephony (IP)

(if you are a fixed network subscriber)

You don't use telephone sockets anymore (exception digital socket).

You can continue using your analogue telephone and fax machine. Simply plug it into one of the two connections (phone 1 and 2) on the Internet-Box. Depending on the connector type, use the black telephone adapter if necessary.




Wireless HD-Phone connections

A DECT base station is integrated into the Internet-Box. So you can wirelessly connect HD-Phones directly to the Internet Box. So you can enjoy HD sound quality, as long as both parties are using a HD-Phone. 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: 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).

Several telephone numbers

If you are a fixed network subscriber with several phone numbers you can assign them directly per phone in 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 to connect TV-Box and Internet-Box. If this is not possible in your home, you can also connect your TV-Box to a WLAN-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:

- > Place the device horizontally on a flat surface or fix it to a wall with two screws.
- > 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 35° 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.

WLAN

The Internet-Box radiates radio frequencies and complies with EU radiation exposure limits set forth for an uncontrolled environment.

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 22 cm. Keep also a distance of 22 cm between other wireless devices like DECT phones. The Internet-Box is not allowed to be manipulated and to change WLAN antennas.

Maximal transmitting power of the Internet-Box:
WLAN (2412 - 2472 MHz) max. 19.92 dBm e.i.r.p.
WLAN (5180 - 5240 MHz) max. 22.82 dBm e.i.r.p.
WLAN (5260 - 5320 MHz) max. 22.96 dBm e.i.r.p.
WLAN (5500 - 5700 MHz) max. 29.98 dBm e.i.r.p.
DECT (1880 - 1900 MHz) max. 24 dBm e.i.r.p.

CE EU declaration of conformity

The Internet-Box standard is CE-certified. Arcadyan as manufacturer, declares that the Internet-Box standard 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 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



For more details visit:
swisscom.ch/internetbox-help



For more details about your Internet-Box settings and other information enter:
<http://internetbox.swisscom.ch> or 192.168.1.1