

Setting up your Internet-Box



KKD-HM (B2C-TSP-UID) 11003429 IP 09/2020 EN

Start

Download the «**Swisscom Home App**» to simplify the installation of the Internet-Box.

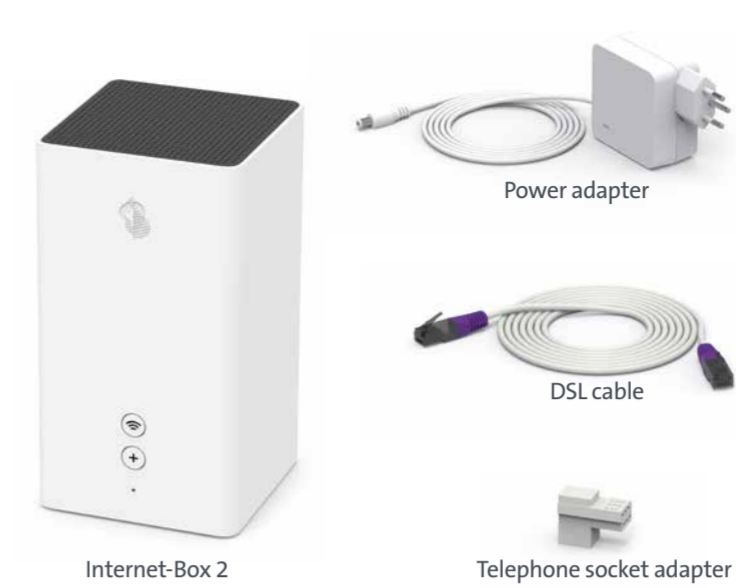


The app will guide you step by step through the installation without the need to refer to the enclosed paper instructions. Just open the «Swisscom Home App» and select «Set up new Internet-Box».

The app will then recognise your Internet-Box, allowing us to give you individual tips that relate to your specific network. The app also offers useful internet, smart home and fixed network telephony features once your Internet-Box is up and running.

1

The package includes:



2

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.

You can easily change the **WLAN password**, check the quality of your Internet with the **Internet tests** and see who's surfing on your network – all via the «**Swisscom Home App**».



Installation overview



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. You can find help with this subject on the back under «Positioning».

10

Your Internet is now set up.

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.

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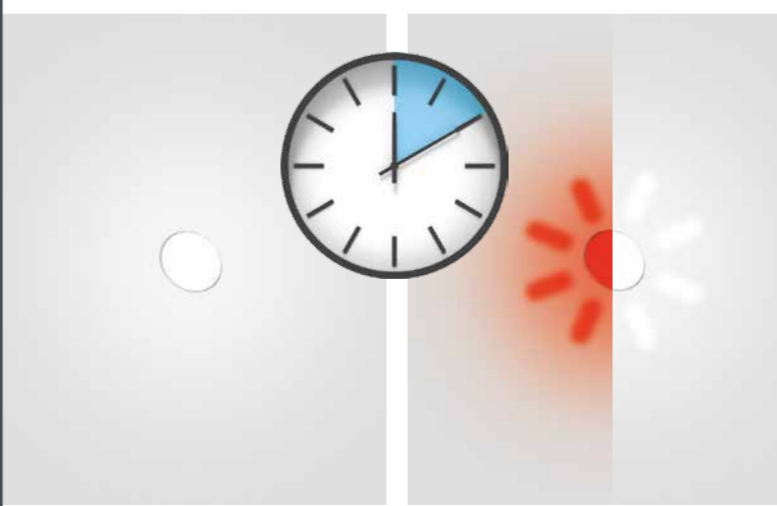
Read the «Fixed network telephony (IP)» section on the back.

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.

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».

7

Switch on the Internet-Box.



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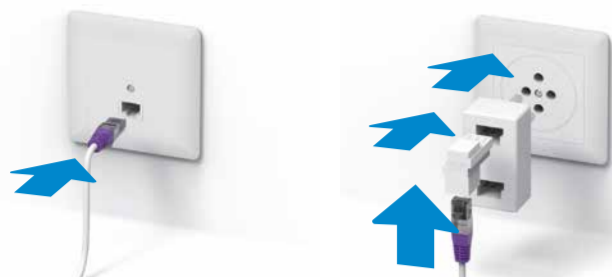
Connect the DSL cable to the white adapter.



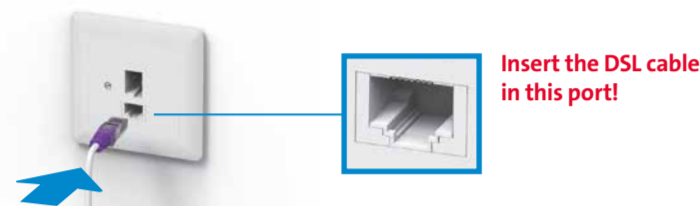
Does your telephone socket look different? Do you have two ports on your phone socket, for example? See back for telephone wiring versions under «Other telephone sockets».

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.



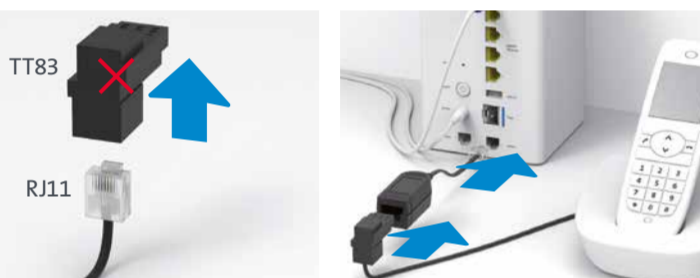
- c) Only once you have installed this telephone socket (digital socket) can you use all telephone sockets in your home for your phones and fax machines. **Without this telephone socket you have to plug your phones / fax machines directly into the Internet-Box, connect or have your home installation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



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.



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

If featured, remove microfilter / splitter on all phone sockets.



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 an HD-Phone. For information about HD-Phones from Swisscom please visit www.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 2 is CAT-iq 2.0 certified. All CAT-iq cordless telephones can be directly and wirelessly connected to the integrated DECT base station.

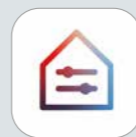


Conventional DECT wireless phones cannot be linked to the DECT base station integrated in the Internet-Box over a wireless connection or only with limited functions. In this case we recommend that you use the wired connections (phone 1 and 2).

Several telephone numbers

If you are a fixed network subscriber with several phone numbers you can assign them directly to the various phones on the Internet-Box web portal.

«Swisscom Home App»



Unleash the full potential of your Internet-Box. With the «Swisscom Home App», you can easily manage your Internet access and WLAN password, control smart home devices, monitor rooms and make fixed network calls. Export your smartphone contacts to the central Internet-Box phonebook at the touch of a button and access them from your HD-Phones (fixed line).



Internet
> Activate the parental control function
> Test your surfing speed
> Switch on Guest WLAN

Fixed network telephony
> Make fixed network calls
> Transfer address book
> Manage call log

Smart Home
> Control devices
> Create scenarios
> Create rules
swisscom.ch/smarthome



Download the «Swisscom Home App» now.

Positioning

The Internet-Box 2 should be positioned with as little around it as possible for **best WLAN and DECT reception**.



Do not lie the Internet-Box on its side.

So you **cannot** place it in the wiring cupboard or your electrician for any adjustment to wiring in the home. Adjustment is chargeable.



You can find additional information about the wiring cupboard and router posing at www.swisscom.ch/home-networking

Buttons and connections



- 1 WLAN button
- 2 Connection key (WPS and DECT)
- 3 Status LED



- 4 USB 2.0 port for hard disk (select only if USB 3.0 port is in use)
- 5 Port for DSL cable
- 6 Port for Ethernet cable
- 7 Reset
- 8 On/Off (power)
- 9 Port USB 3.0 for hard disk
- 10 Port for power adapter
- 11 Port for fiber optics module and cable
- 12 Analogue telephones / fax machines

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 a Ethernet cable and access the www.swisscom.ch/start website using your Internet browser. Once you have completed registration, you can proceed with installation (step 8) on the front page.



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



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



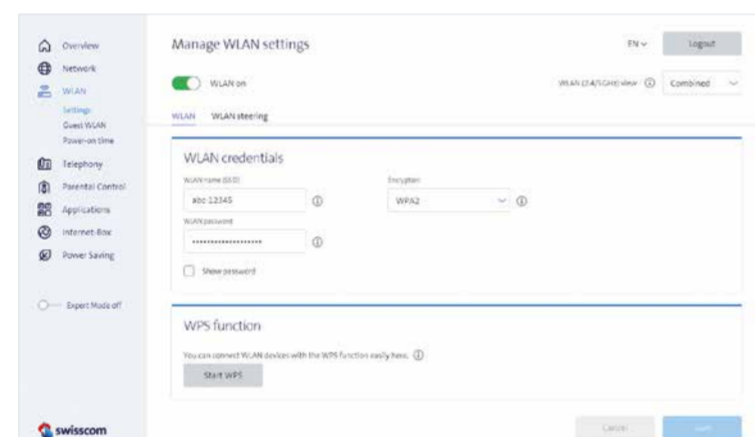
LED lights up red – **error message**
Reboot the Internet-Box and wait until the LED lights up white again.

WLAN

WLAN

WLAN is a password-protected network offering wireless Internet access.

Where do I find my WLAN name (SSID) and password?
The WLAN access data can be viewed in the «Swisscom Home App» and in the Internet-Box's web portal at <http://internetbox.home> at any time.



Your WLAN access data are also enclosed with your subscription documents per letter / e-mail. 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 «Swisscom Home App».

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 www.swisscom.ch/wlanbox-help



Main memory

The Internet-Box features a main memory function that is also known by the term «NAS». You can store documents, music, and photos centrally with the Internet-Box and access them from all devices in your network. This is particularly **recommended if several persons or devices are to have access to the same files** (Guest WLAN excluded).

Where do I save my content?
You can connect a USB hard drive. Use the port marked «usb 3.0». All computers in the network can immediately access these memory slots, and store new data, view photos and play back videos and music.



How do I access my main memory? Windows:
To access the main memory enter \\internetbox-nas in your **Windows Explorer**. You can easily create a link on your desktop. Click with the mouse cursor on the displayed folder and pull it onto the desktop. You can then save the required content in this folder.



Mac:
If you have a Mac, you can find the «INTERNETBOX-NAS» folder in the «Finder» under «Share». When requested to do so, log in as «guest» and then save the required content to this folder.

Access also on the move – with the «Swisscom Home App»
You can also access data on the main memory when you are not at home over your smartphone or tablet PC. You can find it in the «Swisscom Home App» at > Internet > My files

Additional storage option

You can also store your data in the Swisscom Cloud (on servers in Switzerland). myCloud is free: www.mycloud.ch

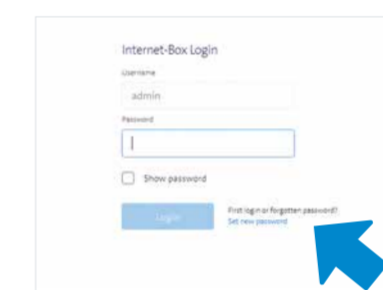
Web portal

Internet-Box

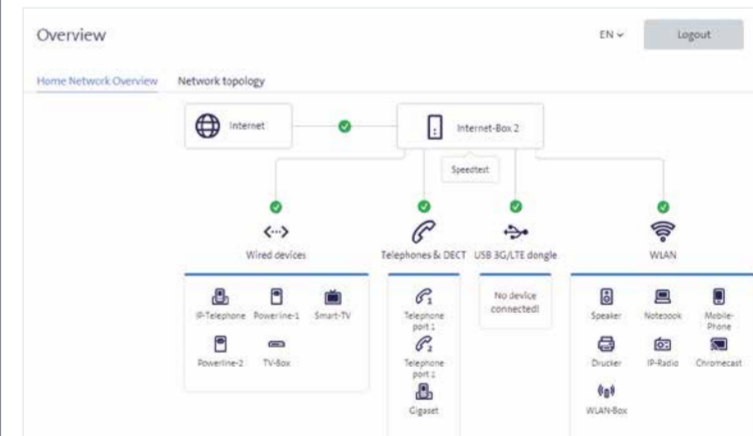
Discover everything your Internet-Box can do, and change settings to suit your needs.

How do I log in?
Enter <http://internetbox.home> 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. 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
> main memory

How do I change my WLAN name and password?
Click the «WLAN» menu item and change your WLAN access data as you like.

Packaging

Reuse the packaging – simply remove the logo and personalize your box.



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

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

For more details about the main memory function visit: www.swisscom.ch/internetbox-nas

Give your packaging a new lease of life. www.swisscom.ch/rebox

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
> Stand the Internet-Box upright.
> Do not stack any other devices like the TV-Box on top of the Internet-Box and ensure a minimum clearance of 20 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.
> Please note that the safety markings and product name are written on the product label on the bottom of the device.

WLAN 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 22 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)
5 GHz WLAN: 802.11a, 802.11n (HT20/40), 802.11ac (VHT20/40/80)
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.

Declaration of Conformity
The Internet-Box 2 is CE-certified. Askey as manufacturer, declares that the Internet-Box 2 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 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 Internet-Box, manufactured by Askey, 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
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