

# Setting up your Internet-Box



B2C-TSP-HDE 11003430 Fiber 07/23 EN

**Start** Install the My Swisscom App.



Use the interactive installation guide and additional functions.

**1** The package includes:



Internet-Box 2

Power adapter

Fibre optic cable

**2** Switch off your existing router (if any).



Do not dismantle old installation until the new Internet-Box is set up successfully. You can return your old device to Swisscom for recycling free of charge. Reset the router 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. You can find help with this subject on the back under «Positioning».

Your Internet is now ready.



**11**

Installation overview



**4** Connect the power adapter.



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

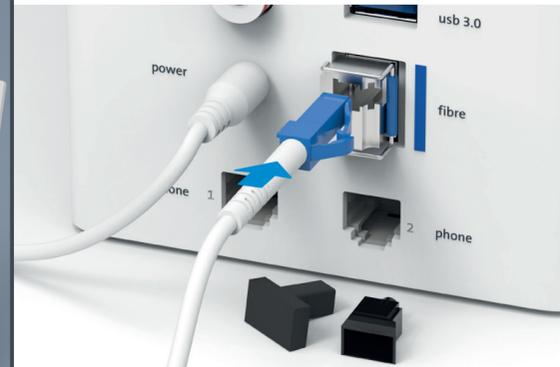


**HD-Phones:**  
Select the connection mode in the settings of your HD-Phone and press the **+** button on your Internet-Box. The two devices connect automatically.

**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.

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

**5** Connect the fibre optic cable to the Internet-Box.



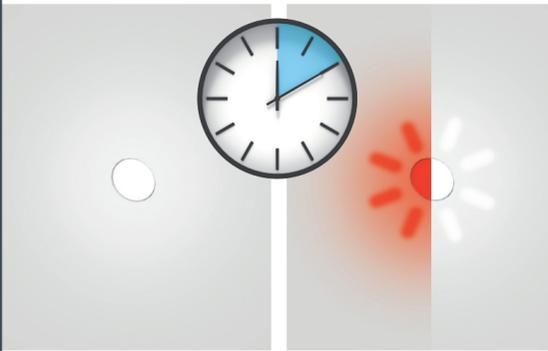
Use the new fibre optic cable. Remove the protection caps and connect the blue end of the cable into the Internet-Box. The cable is sensitive, so please do not touch it at either end.

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 9.

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

Switch on the Internet-Box.



**6** Connect the fibre optic cable to the fibre optic socket.



On the fibre socket open the slot we specified in our letter. This is usually slot 2, seldom slot 1. Remove the protective cap and connect the green end of the cable.

# Buttons and connections



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



- 4 USB 2.0 port (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
- 10 Port for power adapter
- 11 Port for fiber optics module and cable
- 12 Analogue telephones / fax machines

# 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. Contact Swisscom or your electrician for any adjustment to wiring in the home. Adjustment is chargeable.



# 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 [swisscom.ch/start](http://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 9) 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 fibre optic 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](http://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».

# 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](http://swisscom.ch/bestWLAN)



# Web portal

Internet-Box

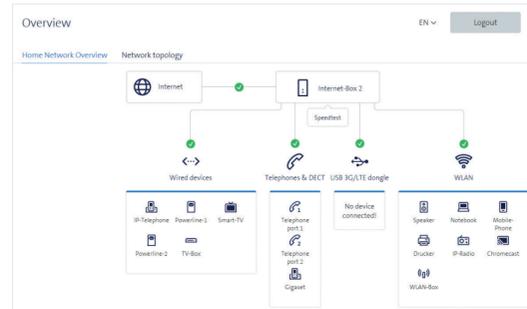
Discover everything your Internet-Box can do, and change settings to suit your needs.

## How do I log in?

Enter <http://internetbox.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. 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 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.



Is this your plug type (RJ11)? If not, you need a telephone adapter RJ11/TT83 ([swisscom.ch/connectionaccessories](http://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 a HD-Phone. For information about HD-Phones from Swisscom please visit [swisscom.ch/hdphones](http://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 per phone in the Internet-Box «web portal».

# myCloud

You can store your data in the Swisscom Cloud (on servers in Switzerland): [mycloud.ch](http://mycloud.ch)

# 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 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.
- > 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.

## 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 22 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)  
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 (Model: RTV1905VW) 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 [swisscom.ch/internetbox-doc](http://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

Askey Computer Corp., 10F, No 119 Jiankang Rd, Zhonghe Dist., New Taipei City, Taiwan (R.O.C.)