

Swisscom (Schweiz) AG

Contact Center
CH-3050 Bern

www.swisscom.ch

SAP 10176439 02/2013 ISDN

Router und Internet einrichten	S. 2
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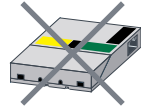
Centro ISDN

Preparation

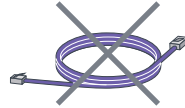
1. **Important!** Your Internet will be **activated at the chosen specific date** that has been communicated to you. You will also receive a text message (SMS) informing you that your connection is ready: you can then start your installation.
2. **Important!** Remove the devices and cables you have been using up until now (in order to always use the latest technology):



router & power supply unit



splitter

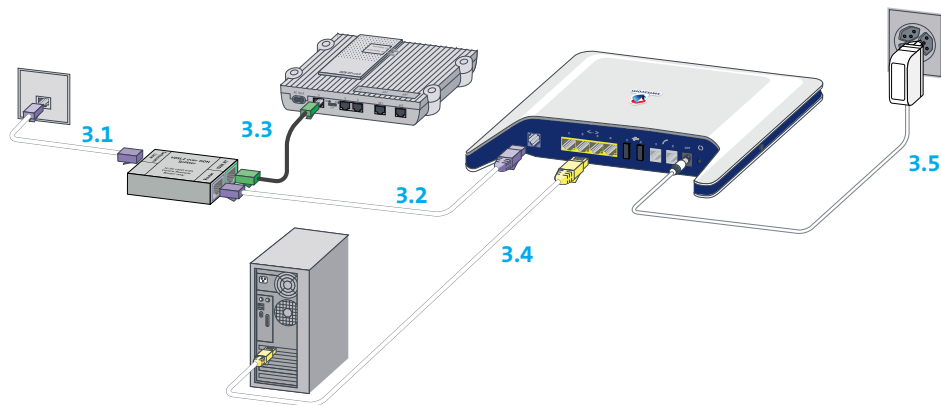


DSL cable (router – telephone socket)

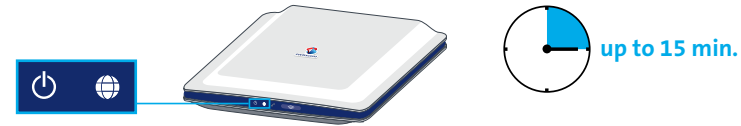
Simple disposal: you can send your old devices and cables back to Swisscom by post, at no cost or bring it to the nearest Swisscom Shop. To do so, please use the return sticker enclosed with the delivery notice.

Router setup

3. Connect your new router as shown in the **overview illustration (p. 12–13)** with:
 - 3.1 DSL cable (purple connectors) Connect your telephone socket to the ISDN splitter.
 - 3.2 DSL cable (purple connectors) Connect the ISDN splitter to your router.
 - 3.3 ISDN cable (green connectors) Connect the ISDN splitter to the ISDN-NT.
 - 3.4 Ethernet cable Connect your router to a computer.
 - 3.5 Power supply unit Connect your router to the electrical socket.



4. Switch your router on. Please wait until the following router lights are on and white.



Activate your Internet

5. Restart your computer.
6. Before you can start surfing the net, you need to register. Start your browser: Internet Explorer, Firefox, Safari etc. The DSL registration page will automatically appear in your browser window (www.swisscom.ch). Please fill in all the required information step by step.
7. You have now successfully configured your Internet.

Note: If you have Swisscom TV, please also restart your TV-Box (switch on the back of your TV-Box if available, else unplug power cable).

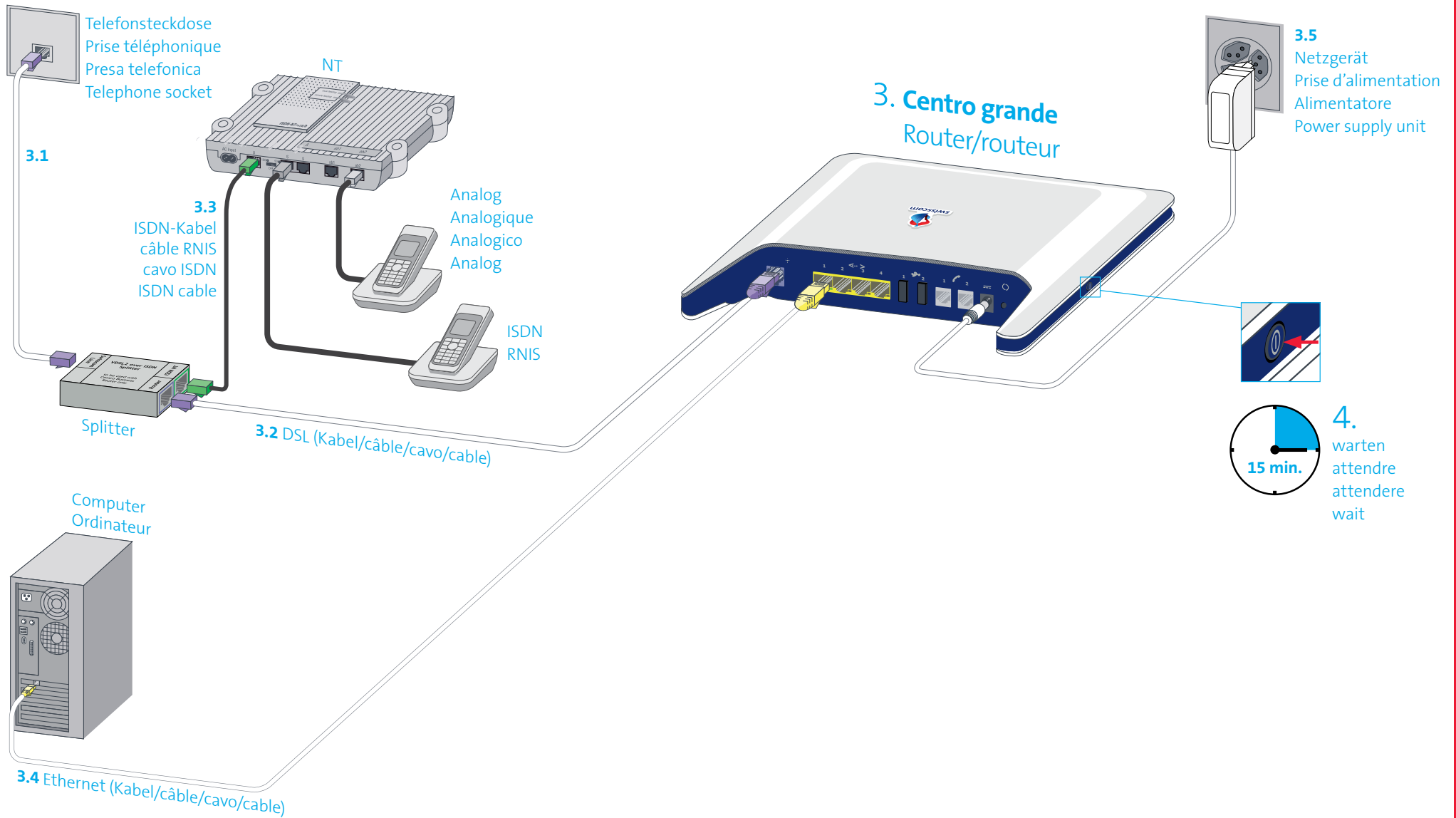
WLAN setup

Please follow the enclosed instructions to connect your computer to your WLAN network.

«Did you know? Your router has WPS!
For more information, please go to www.swisscom.ch/wps.»



Übersichtsgrafik / Aperçu graphique / Rappresentazione grafica / Overview illustration



Störungsbehebung




Router nicht bereit

- > Überprüfen Sie, ob das Stromkabel richtig angeschlossen ist.
- > Überprüfen Sie, ob der Router eingeschaltet ist.

blinkend

- > Keine Störung, bitte 15 Minuten warten, bis  weiss leuchtet. Router solange nicht ausschalten!

Internet funktioniert nicht

- > Überprüfen Sie, ob das DSL-Kabel (violette Stecker) richtig angeschlossen ist.
- > Haben Sie das SMS erhalten (siehe Schritt 1)?
- > Router rücksetzen:  während 15 Sekunden drücken. Warten bis   weiss leuchten.

WLAN funktioniert nicht

- > Drücken Sie auf die Taste  bis sie leuchtet.
- > Router rücksetzen:  während 15 Sekunden drücken. Warten bis   weiss leuchten.

WLAN Zugangsdaten unauffindbar

- > Loggen Sie sich im Kundencenter ein:
www.swisscom.ch/kundencenter >
«Internet-Zugangsdaten»

Weitere Hilfe

www.swisscom.ch/hilfe

Alle Anleitungen unter:

www.swisscom.ch/downloads

Gratisnummer

0800 800 800




Dépannage




Le routeur n'est pas prêt

- > Vérifiez si le câble d'alimentation est bien branché.
- > Vérifiez si le routeur est bien allumé.





clignotant

- > Aucune erreur. Veuillez attendre 15 min. jusqu'à ce que  devienne blanc. N'éteignez surtout pas le routeur!

L'Internet ne fonctionne pas

- > Vérifiez si le câble DSL (prise violette) est bien branché.
- > Avez-vous reçu le SMS (voir l'étape 1)?
- > Réinitialiser le routeur: appuyez sur  pendant 15 secondes. Attendre que   s'allument en blanc.

Le WLAN ne fonctionne pas

- > Appuyez sur le bouton  jusqu'à ce qu'il s'allume.
- > Réinitialiser le routeur: appuyez sur  pendant 15 secondes. Attendre que   s'allument en blanc.

Données d'accès WLAN introuvables

- > Connectez-vous à l'espace clients:
www.swisscom.ch/espaceclients >
«Données d'accès Internet»

Aide supplémentaire

www.swisscom.ch/aide

Tous les modes d'emploi sur:

www.swisscom.ch/downloads

Numéro gratuit


0800 800 800

Risoluzione dei guasti




Il router non è pronto

- > Controllare che il cavo elettrico sia collegato correttamente.
- > Controllare che il router sia acceso.

lampeggiante

- > Nessun errore, attendere 15 minuti finché  si illumina di bianco. Non spegnere il router prima di questo intervallo di tempo!

Internet non funziona

- > Controlli se il cavo DSL (connettore viola) è ben collegato.
- > È arrivato l'SMS (vedere passo 1)?
- > Resettare il router: premere  per 15 secondi. Attendere finché   diventano bianchi.

WLAN non funziona

- > Premere il tasto  finché non si illumina.
- > Resettare il router: premere  per 15 secondi. Attendere finché   diventano bianchi.

Impossibile trovare i dati d'accesso a WLAN

- > Accedere all'area clienti:
www.swisscom.ch/areaclienti >
«Dati d'accesso a internet»

Aiuto supplementare

www.swisscom.ch/aiuto

Tutte le istruzioni su:

www.swisscom.ch/downloads

Numero gratuito


0800 800 800

Troubleshooting




Router is not ready

- > Please check that the power cable is properly connected.
- > Please check that the router is switched on.

blinking

- > No error. Please wait 15 minutes until  turns white. Do not switch off the router during this time!

Internet is not working

- > Did you connect the new DSL cable (purple connectors) correctly?
- > Have you already received the confirmation text message (see step 1)?
- > Reset router: push the  button for 15 seconds. Wait until   lights are on and white.

WLAN is not working

- > Press the  button until it lights up.
- > Reset router: push the  button for 15 seconds. Wait until   lights are on and white.

Can't find your WLAN access data?

- > Log into the Customer Center:
www.swisscom.ch/customercenter >
«Internet access data»

Further help

www.swisscom.ch/help

All instructions at:

www.swisscom.ch/downloads

Toll-free number

0800 800 800