

Internet-Box standard (fiber)

# Setting up your Internet-Box



[www.swisscom.ch/internetbox-help](http://www.swisscom.ch/internetbox-help)

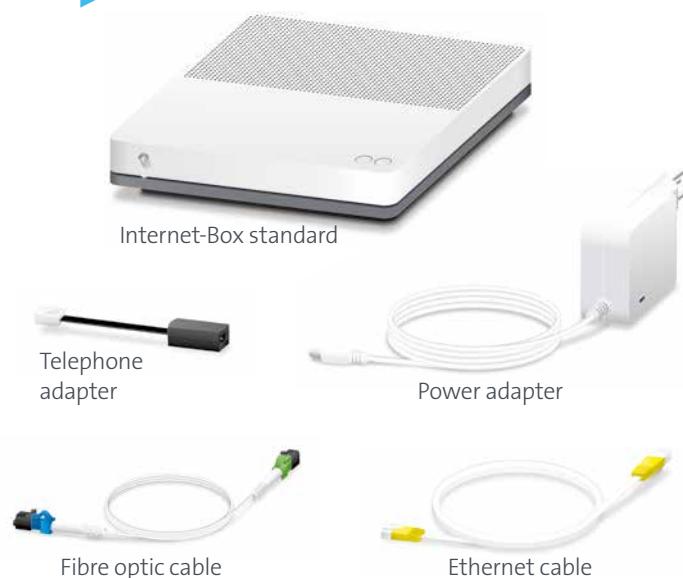
Swisscom (Switzerland) Ltd  
Contact Center  
CH-3050 Bern

[www.swisscom.ch](http://www.swisscom.ch)  
0800 800 800

KKD+JM (RES-CWE-UID) 10233695 Fibre 07/2018 EN

**Start**

The package includes:



**1**

Switch off your existing router (if any).



Do not dismantle old installation until the new Internet-Box is set up successfully (step 8).

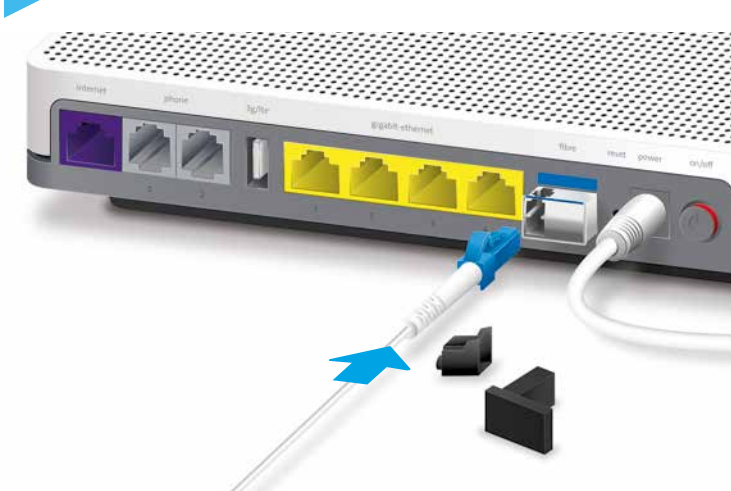
**2**

Connect the power adapter.



**3**

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!

Install the free **Home app** now. Simply by using your WLAN password, you can make your home safer and find out who is accessing your network.



**10**

See reverse for more info.

Your Internet is now set up.

Connect your telephone.

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



**HD-Phones:**

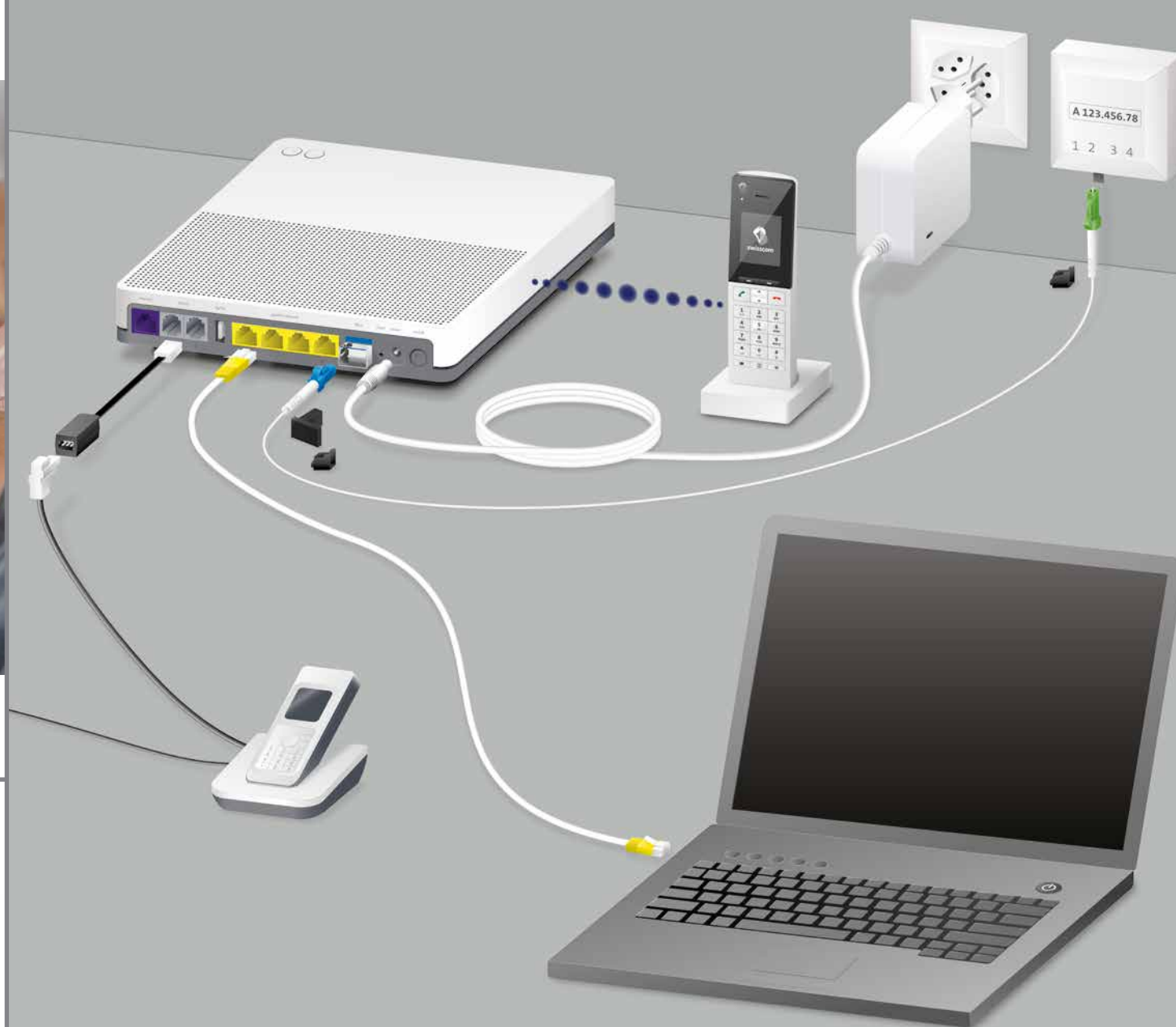
Select the connection mode in the settings of your HD-Phone and press the **+** button on your Internet-Box. The two devices connect automatically.

**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.

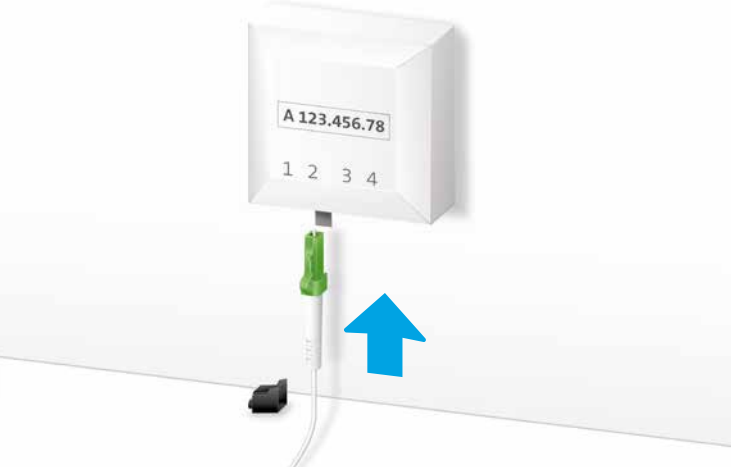
See back for more details.

Installation overview



**4**

Connect the fibre optic cable to the fibre optic socket.



On the fibre optic 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.

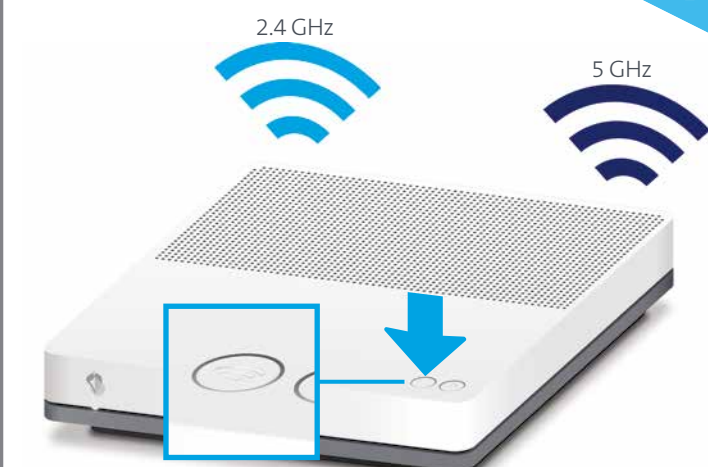
**5**

Switch on the Internet-Box.



**8**

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.**

**6**

Wait 5–10 minutes.



**Does the LED light up white?**

You are now connected to the Swisscom network.  
> Continue with step 7.

**Is the LED still flashing alternately red and white?**

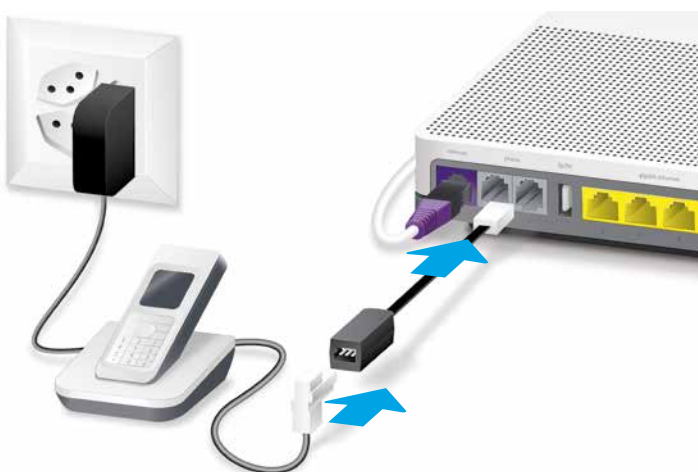
> Please heed the instructions on the back under «LED behaviour».



# Fixed network telephony (IP)

(if you are a fixed network subscriber)

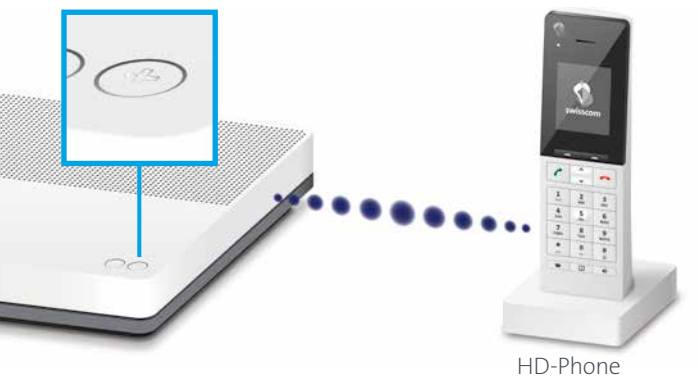
**You don't use telephone sockets anymore**  
You can continue using your analogue telephone and fax machine. Simply plug it into one of the two connections (phone 1 and 2) on the Internet-Box. Depending on the connector type, use the black telephone adapter if necessary.



## 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 [www.swisscom.ch/hdphones](http://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:** 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.

For more details visit:  
[www.swisscom.ch/internetbox-help](http://www.swisscom.ch/internetbox-help)

# «Swisscom Home» App

**Unleash the full potential of your Internet-Box!**  
With the 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

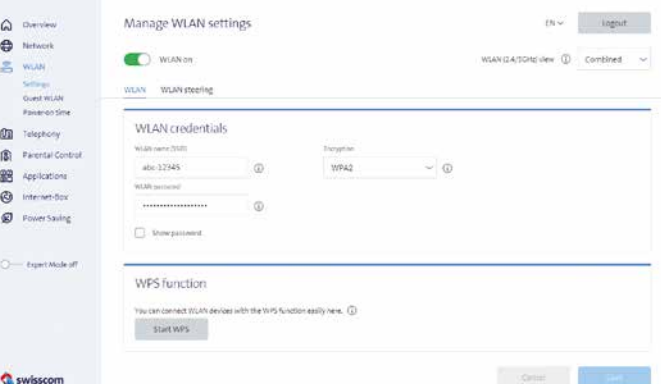
[swisscom.ch/smarthome](http://swisscom.ch/smarthome)

Download the «**Swisscom Home**» app now.

## WLAN

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

**Where do I find my WLAN name (SSID) and password?**  
You can view your WLAN access data at any time in the Internet-Box web portal at <http://internetbox.home>



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 Home app.

## 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.

## Web portal

Internet-Box

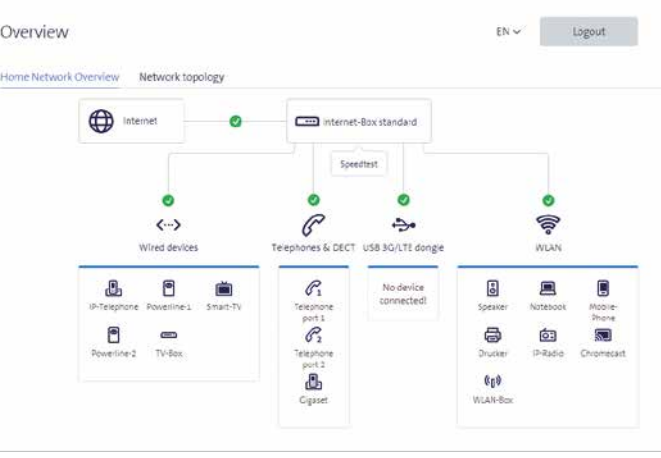
Discover everything your Internet-Box can do, and change settings to suit your needs.

**How do I log in?**  
Enter <http://internetbox.home> or [192.168.1.1](http://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.

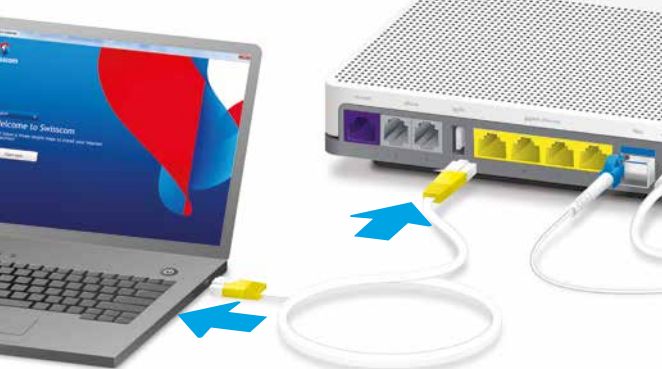
For more details about your Internet-Box settings and other information enter: <http://internetbox.home> or [192.168.1.1](http://192.168.1.1)

## 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**  
Please wait around five minutes.

**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 [www.swisscom.ch/start](http://www.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 7) on the front page.



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

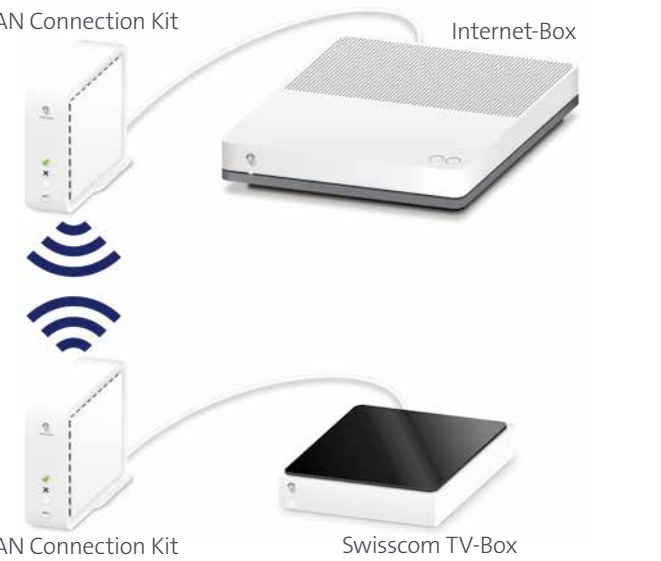
LED lights up red – **error message**  
Reboot the Internet-Box and wait until the LED lights up white again.

## Swisscom TV

(if you are a Swisscom TV subscriber)

**Connect your TV-Box according to the Swisscom TV instructions.**  
We recommend, using the Ethernet cable for the set-up.

You can also set up the TV-Box wirelessly with a connection kit.



## Security information

**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.
- > 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.

**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 (Model: VRV9519) 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 [www.swisscom.ch/internetbox-doc](http://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 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 Technology Corporation, No.8, Sec.2, Guangfu Rd., Hsinchu City 30071, Taiwan, R.O.C.