Swisscom blue TV

Setting up the Swisscom Box 21
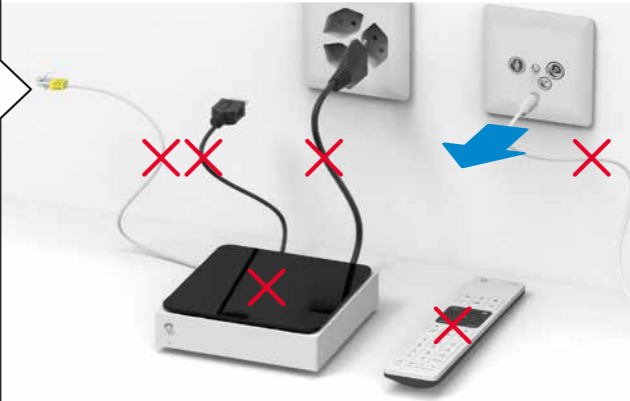
→ **The package includes:**

Swisscom Box 21   Remote control   Manual

Power adapter   Batteries AAA
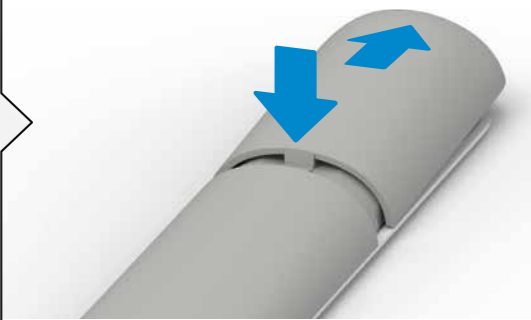
HDMI cabel   Ethernet cable

1 Your router must be installed and switched on.

2 Remove your old TV-Box and disconnect your old HDMI cable or your cable connection (if you have one).
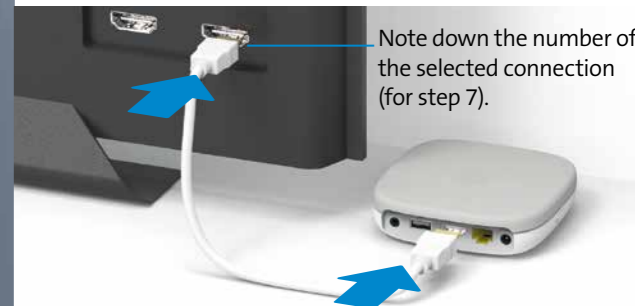
3 Insert the batteries into your Swisscom blue TV remote control.

To open the remote control battery compartment, press down on the back of the cover with your thumb and slide it away from you.
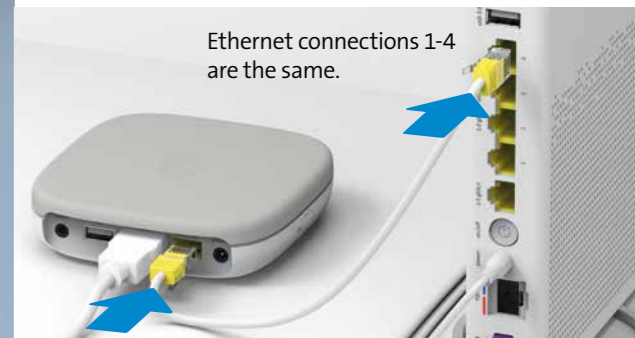
4 Connect the Swisscom Box to your TV set using the new HDMI cable.

Note down the number of the selected connection (for step 7).

For customers with UHD-compatible TV: Use only HDMI ports that support UHD (HDMI2.0 / HDCP2.2).
Please check this for your television set.
Help is available at www.swisscom.com/uhd-support

Installation overview

Router

Swisscom Box 21

You have now finished setting up Swisscom blue TV.

5 Connect the Swisscom Box to your router with the Ethernet cable.

Ethernet connections 1-4 are the same.

Do not yet plug in the power supply for the Swisscom Box. For information on how to connect wirelessly, please refer to the back page of this leaflet. ①

10 Optional: Use the Swisscom remote control for «TV on / off» and the «TV volume».

Activate the function here:
> «home» button
> ⚙ in the menu at top left > TV-Box
> Connect remote control

9 Hold your remote control up to the Swisscom Box and press «OK».

Once the remote control has been detected, you will receive a notification on the screen. Follow the additional step-by-step instructions on the television screen.

8 Plug in the power adapter.

The LED on the front of the Swisscom Box will light up white.

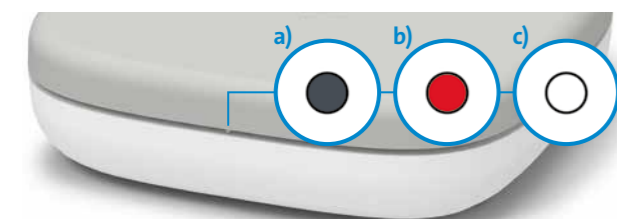**7** Select the right HDMI channel using your TV set's remote control.

or HDMI, AV, Input, Source, V-tape

With most TV remote controls you can do this by pressing one of the following buttons: HDMI, AV, Input, Source, V-tape or ⎆.
The HDMI channel corresponds to the TV port into which you inserted the HDMI cable (see step 4).

6 Turn on your TV.

LED behaviour

a) The Swisscom Box is switched off.
b) The Swisscom Box is on standby, or has no Internet connection.
c) The Swisscom Box is switched on.

WLAN connection ①

We recommend using an Ethernet cable to connect the Swisscom Box to the router.
If this is not possible and you have an Internet-Box, you can use a WLAN-Box (wireless connection between Internet-Box and WLAN-Box:

Internet-Box   WLAN-Box   Swisscom Box

Install the wireless WLAN-Box according to the instructions and connect the Swisscom Box to the WLAN-Box using the Ethernet cable provided.

💡 The WLAN-Box only functions in connection with the Internet-Box 3, 2, plus or standard. Older devices are not supported.
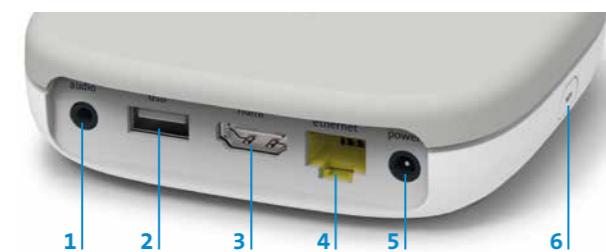
Swisscom Box placed out of view

There does not need to be a clear line of sight between the Swisscom Box and the remote control.
The remote control and the Swisscom Box are connected via Bluetooth, with the advantage that a clear line of sight is not required between the devices. You can, for instance, store your Swisscom Box in a cupboard beside your TV set (not in metal cabinets or containers). However, the Swisscom Box must be well ventilated to prevent overheating and damage. You can also mount it to the back of your television set. The installation kit for this purpose is available in the Swisscom Shop.
Certain materials and devices impair reception. If the remote control is slow to react or unreliable, place the Swisscom Box somewhere else.

Multi-functional remote control

In order to use an infrared multi-functional remote control, you will need a **USB IR Dongle-Kit**. This device is available at the Swisscom Shop.

Buttons and connections

1   2   3   4   5   6

1 **audio:** TConnect audio equipment
   Digital: Home-cinema system (mini TOSLINK cable)
   Analogue: Hi-fi equipment or amplifier (3.5 mm cinch cable)
2 **usb:** USB port
3 **hdmi:** connect TV set (HDMI cable)
4 **ethernet:** connect router (Ethernet cable)
5 **power:** connect power (power adapter)
6 **wps:** connect the Swisscom Box wirelessly to the Internet-Box or restart pairing with the remote control

Connecting an audio system

HDMI
HDMI port: If your audio system has HDMI ports, you can connect it between the Swisscom Box and the television. HDMI cables should be used to connect both the Swisscom Box to the audio system and the audio system to the television. In the Swisscom blue TV settings, under
> «home» on the remote > ⚙ in the menu at top left
> Video and Audio > Audio > Surround Sound change from «Stereo» to «Surround Sound».
UHD: To be able to benefit from UHD, both the television set and your audio system must support UHD (HDMI 2.0 & HDCP 2.2). If only your television supports UHD, connect the Swisscom Box directly to the television using an HDMI cable and use a normal audio cable between the television and the audio system.

Audio cable
Digital: You can connect a digital home-cinema system to the Swisscom Box using a mini TOSLINK cable. Connect the cabel to the audio port of the Swisscom Box.
In the Swisscom blue TV settings, under
> «home» on the remote > ⚙ in the menu at top left
> Video and Audio > Audio > Surround Sound change from «Stereo» to «Surround Sound».

Analogue: You can connect analogue hi-fi equipment to the Swisscom Box using a 3.5 mm cinch adapter cable. When using an analogue audio cable, you can only get stereo quality. We recommend using the analogue audio port only to listen to the radio, since there may be time delays between picture and sound if using it to watch TV.

Disruptions

General procedure for problems with Swisscom blue TV
1 Switch the router off and on.
2 Unplug the power supply for the Swisscom Box and plug it back in.
3 On the Swisscom Box, go to the menu and restore the factory settings. Your recordings and channels will not be deleted: > «home» on the remote > ⚙ in the menu at top left > System > Reset TV-Box

Interference with the TV picture

I am not getting a UHD image

UHD Assistant
You can see if there is a problem under > «home» on the remote > ⚙ in the menu at top left > Video and Audio > UHD Test. If a ✕ is displayed here, follow steps **1 - 3**.

1 In order to receive UHD quality, you must ensure that you are using the correct HDMI channel (previous page, step 3). This channel is different for every type of television set. If you go to www.swisscom.com/uhd-support, you will find a list of the most common television sets and the corresponding HDMI channel.

2 **Use the HDMI cable provided.** Some of the older HDMI cables cannot support the current quality standards and can result in a poorer television-viewing experience. If you would like to use a different or longer cable, it needs to be an HDMI Premium Certified Cable.

3 The screen resolution settings possible may be found here:
   > «home» on the remote > ⚙ in the menu at top left
   > System > Overview > «Video Output».
   In order to be able to receive UHD, the screen resolution shown here must be at least «3840 x 2160p». If a resolution lower than this is shown, at least one of the devices, HDMI cables or HDMI connections you are using is not UHD-compatible. The incompatible item may also be a receiver or audio system, for example.

I have no television picture at all

1 Check the power cable (previous page, step 8).

2 Check that the TV is set to the correct HDMI channel. For this you must use the remote control for your television set. The HDMI channel corresponds to the port into which the HDMI cable is plugged on the back of the TV (previous page, step 7).
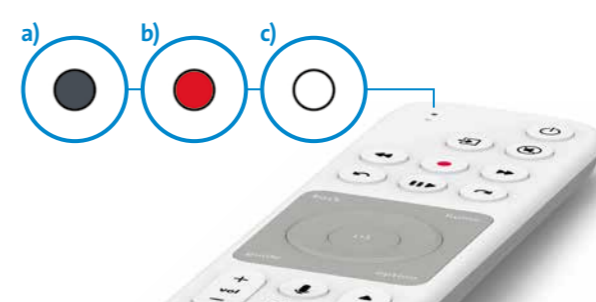

⊏⊐ or HDMI, AV, Input, Source, V-tape

3 Check whether the HDMI cable has been plugged in correctly (previous page, step 4).

Packaging

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

Remote control problems

a) The LED does not light up when you use the remote control.

Replace the batteries.

You can also check the battery level here
> «home» on the remote
> ⚙ in the menu at top left
> System
> Remote Control

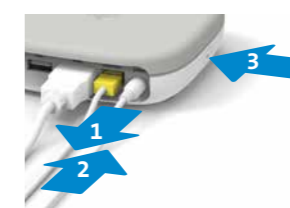

b) The LED lights red when you use the remote control.

Connect your remote:

1 Unplug the power supply for the Swisscom Box and plug it back in.

2 Wait until the Swisscom Box is completely switched on (TV image is displayed).

3 Press and hold the WPS button on the Swisscom Box for three seconds.

4 Once this screen appears, press the OK button on the Swisscom blue TV remote. The LED will then flash white until the remote is connected.

c) The LED lights up white

The remote control doesn't work, even though the LED lights up in white when you press any button.

1 If you have multiple Swisscom Boxes in the same household, please make sure that you are using the correct remote control.

2 Unplug the power supply for the Swisscom Box and plug it back in.

3 If this does not help, press and hold the blue button on the remote control for 3 seconds. This restarts the remote control.

Notes on use and safety

Warning: risk of electrical shock.
Never open the Swisscom Box and the power adapter as there is a risk of electric shock. If your Swisscom Box or power adapter is damaged, immediately disconnect the device from the power supply and contact Swisscom.

Power Source
The power adapter of the Swisscom Box should only be connected to a 220–240V AC, 50 Hz outlet. Ensure that you select the correct voltage setting.
Warning: Disconnect the power if the device will not be in use for a long time.

Power adapter
Do not place the device or furniture, etc. on top of the power adapter and avoid pinching the cord. Handle the power adapter by the plug. Do not disconnect the plug by tugging the cord and never touch the power adapter when your hands are wet, as this could cause a short circuit or electrical shock. Never tie in the adapter in a knot and do not bundle it with other cords. The power adapter should kept out of the way so it is not stepped on. A damaged power adapter is a fire and electrical shock hazard. Check the power adapter on a regular basis. If the power cord is damaged, ask for help at your Swisscom shop. The AC power adapter should only be changed at a qualified service shop.

Swisscom Box
Do not place the device in a location with direct sunlight, excessive dust or mechanical vibration and do not place it near heat sources. The device should be placed on a solid and secure base. Do not place the device on a soft surface, such as a rug, as this may block the ventilation openings on the bottom. Avoid placing the device in locations with high humidity, for example the kitchen, as the condensation may cause malfunctions or may damage the device. Placing the device on top of radiators or other heating elements may also cause malfunctions or damage. Ensure that there is sufficient air circulation around the device to prevent it from overheating. Do not cover the device. Avoid exposing the device to water or humidity. Do operate the device near water. If an object falls on the device or liquid is spilled over it, unplug the device and have it checked by qualified service personnel before attempting to use it again. Do not place objects filled with liquid, such as vases, on the device. Use the mains plus to disconnect the device.

Batteries
Warning: Installing batteries incorrectly may cause battery leakage and corrosion and damage the remote control. Do not mix old and new batteries or batteries of a different type. Dispose of old batteries by taking them to a recycling centre. Batteries may not be disposed of with normal household waste.
Caution: Insert the batteries/rechargeable batteries the correct way round. Do not try to recharge non-rechargeable batteries and under no circumstances dispose of batteries in a fire, as they may explode. Do not mix batteries (old and new, alkaline and carbon, non-rechargeable and rechargeable, etc.) If the device is not in use for a long time, remove the batteries and store the device in a dry and dust-free location. Improper use of batteries may cause an explosion or leakage. If the batteries have leaked, use gloves and clean the device thoroughly with a dry cloth. Do not expose batteries to excessive heat, for example direct sunlight, fire, etc.

WLAN
The Swisscom Box (IP1800) radiates radio frequencies and complies with EU radiation exposure limits set forth for an uncontrolled environment.

🚫 CH It is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range. 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 20 cm between other wireless devices like DECT phones. The Swisscom Box (IP1800) is not allowed to be manipulated and to change WLAN antennas.
2.4 GHz: Bluetooth (BR/EDR, LE)
5 GHz: 802.11a, 802.11n (HT20), 802.11n (HT40), 802.11ac (VHT20), 802.11ac (VHT40), 802.11ac (VHT80)
Maximal transmitting power of the Swisscom Box (IP1800):
WLAN 2400-2483.5 MHz: 20 dBm
WLAN 5150-5350 MHz: 23 dBm
WLAN 5470-5725 MHz: 23 dBm
Bluetooth 2400-2483.5 MHz: 20 dBm

Declaration of Conformity
The Swisscom Box (IP1800) is CE-compliant. This product has been developed to comply with EU essential directive concerning the usage of radio-wave (EU Directive 2014/53/EU). The declaration of conformity may be consulted at www.swisscom.ch/tvbox-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 Swisscom Box (IP1800), 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

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Instructions
Produced in multiple variations by a small, contented Swisscom team with sporadic, precious support from top-quality Swiss chocolate.

ℹ️ **Help online: You can also find many answers to questions about to the Swisscom blue TV at www.swisscom.ch/tvbox-faq**

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

ℹ️ **Help on screen: You can find various help topics in the main menu by pressing ? («home» button on your remote control).**