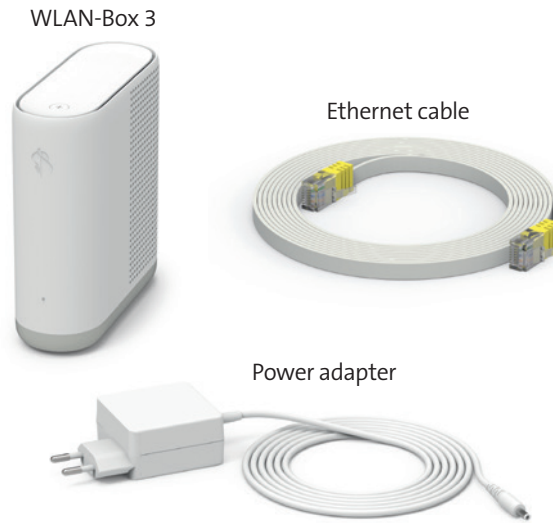




# WLAN-Box 3

## Step-by-step instructions and additional information

**1** The package includes:



**2** These Internet-Boxes are compatible:



**3** Your Internet-Box must be switched on and the WLAN activated.



**4** Always position the WLAN-Box 3 on its own.

For the best WLAN, place the WLAN-Box 3 in an upright position away from other objects and metal casings.



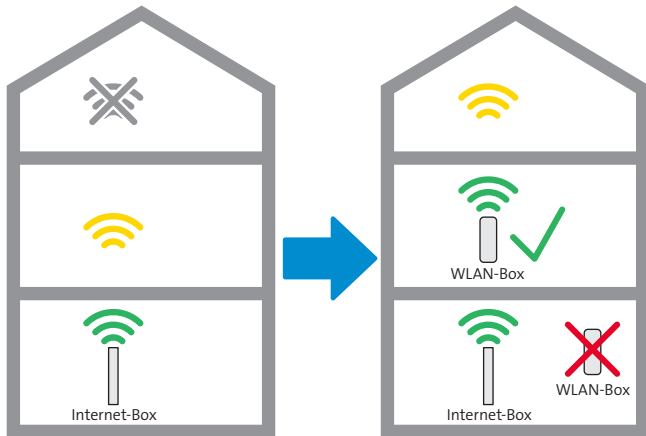
**5 a** Cable connection:

Use the enclosed Ethernet cable or connect the WLAN-Box 3 to your home cabling. Cable connections between the Internet-Box and WLAN-Box 3 guarantee optimum WLAN for your devices. Alternatively, you can link your WLAN-Box 3 via WLAN (step 5b).



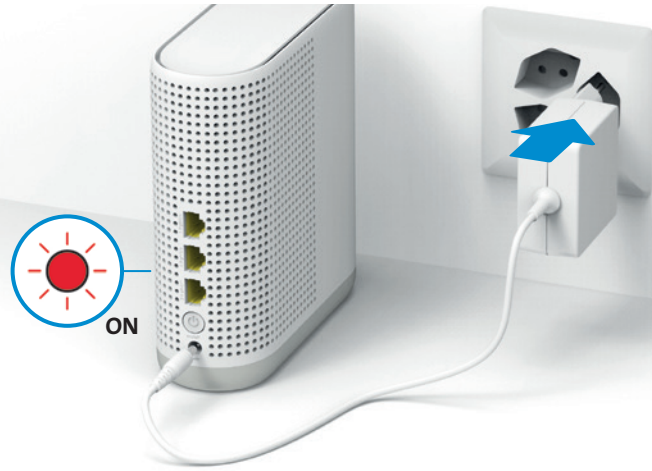
## 5 b WLAN connection: find the best position.

The WLAN-Box 3 can be connected directly via WLAN: install the WLAN-Box 3 halfway between your Internet-Box and an area not covered by WLAN.  
See also > page 4



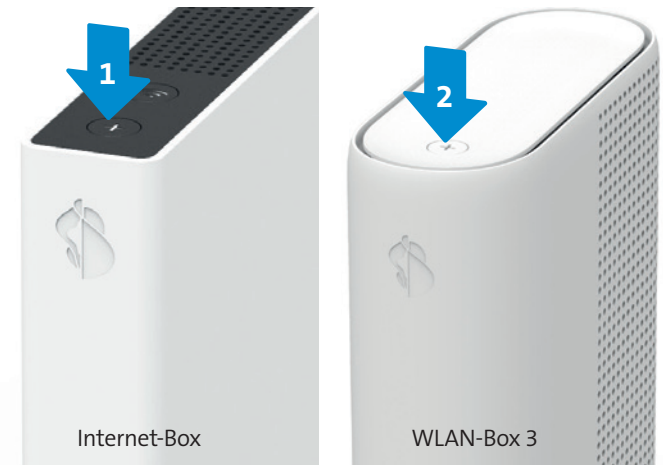
## 6 Connect the WLAN-Box 3 to the power and switch it on.

Then wait 2 minutes until the Status LED lights up red (5a) or flashes red (5b).




## 7 Pairing: press the +button on the Internet-Box and WLAN-Box 3 within 2 minutes.

Even if you connect the WLAN-Box 3 via Ethernet cable you must still pair the devices using the +buttons. Both +buttons then flash white.



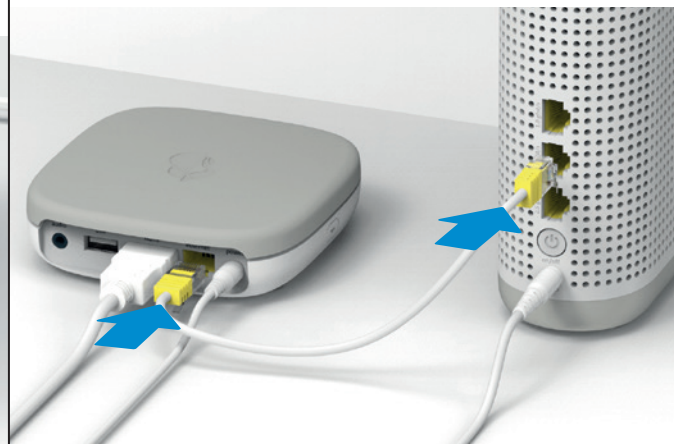
## 8 Wait until the LED lights up white constantly (approx. 5 minutes).

The WLAN settings are automatically transferred from the Internet-Box. The status LED  flashes red and white in alternation during the process.  
See also > page 3

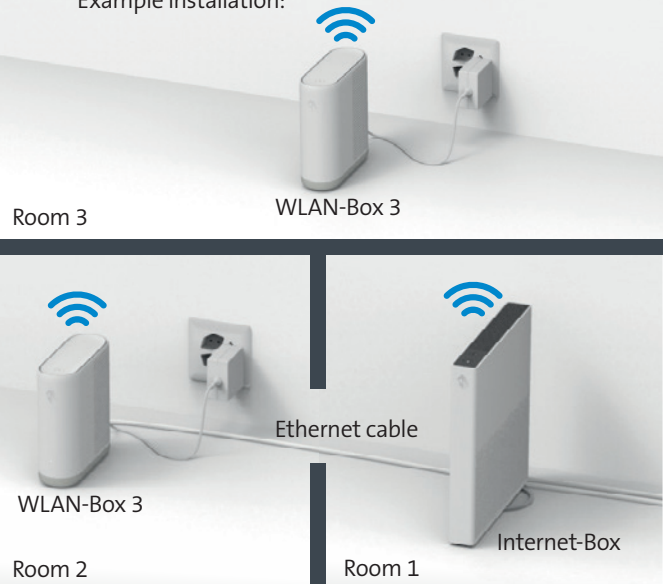


## 9 Optional: If you are using a TV-Box, connect it now using the Ethernet cable.

Up to 3 devices can be connected via Ethernet to the WLAN-Box 3.  
See also > page 4



## ✓ Your WLAN-Box 3 is now ready.












# Table of contents

## Additional information


- LED behaviour . . . . . page 3
- Buttons and connections . . . . . page 3
- WLAN-Box 3 setup . . . . . page 4
- Connect devices via cable . . . . . page 4
- What is pairing? . . . . . page 5
- My WLAN-Box 3 is not working . . . . . page 5
- WLAN password . . . . . page 5
- Online help . . . . . page 5

## LED behaviour

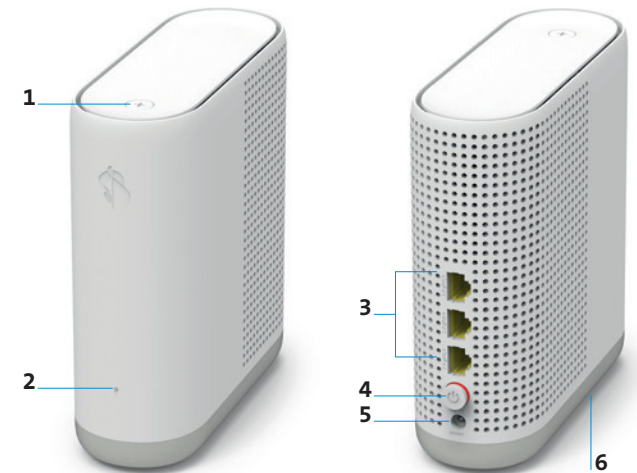
### Status LED

-  LED lights up white – **everything ok**
-  LED flashes white – **Swisscom configuration in progress**. Please wait for 5 minutes.
-  LED flashes white and red alternately – **device pairing with the Internet-Box in progress**. Please wait for 2 minutes.
-  LED flashes red – **no connection to the Internet-Box**  
Either the WLAN-Box 3 is not paired (see «What is pairing?») or it is too far away from the Internet-Box (see «WLAN-Box 3 setup»).
-  LED pulses red – **poor connection to the Internet-Box**  
Reposition the WLAN-Box 3. Please note the «WLAN-Box 3 setup» tips.
-  LED lights up red – **no connection to the Internet-Box or error message**
  - > Check if the Internet-Box WLAN is switched on.
  - > Perform pairing (see step 7).
  - > If the LED lights up red again, reboot the Internet-Box and the WLAN-Box 3.
  - > If the LED still lights up red, position the WLAN-Box 3 closer to the Internet-Box.
  - > If no measure has helped, go to the chapter «My WLAN-Box 3 is not working».
-  LED lights up blue – **faulty WLAN-Box 3**  
Please contact Swisscom to exchange it.  
**Note:** During start-up, the LED will go blue temporarily. Wait 10 minutes until the start process is complete.

### Pairing LED

-  LED flashes white – **the WLAN-Box 3 is in pairing mode**. Please wait for 2 minutes.

## Buttons and connections



- 1 +button (connection button)  
Pairing: connect your WLAN-Box 3 and Internet-Box  
WPS: connect WLAN devices with the WLAN-Box 3
- 2 Status-LED
- 3 Ethernet cable port
- 4 On / Off (power)
- 5 Port for power adapter
- 6 Reset



# WLAN-Box 3 setup

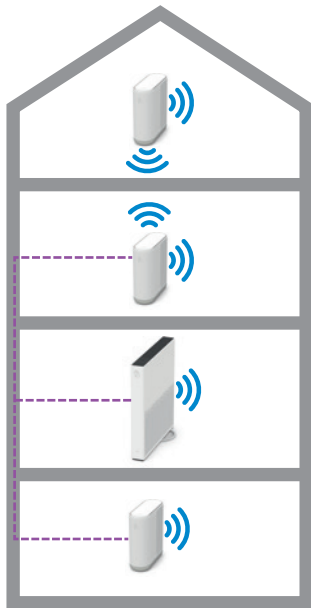
(Extend your WLAN using 1-4 WLAN-Boxes 3.)

## Tips for good WLAN

- Position the Internet-Box in a central location
- Place all devices in a free-standing position
- We recommend you use a cable to connect the WLAN-Box 3

## WLAN-Box 3 positioning

The WLAN-Box 3 transmits the WLAN in all directions. You should therefore position it as close to the centre of a room as possible. Place the WLAN-Box in a free-standing position on a piece of furniture, not in the direct vicinity of other objects or metal casings. You will obtain better WLAN coverage if you maintain a clearance of around 20 cm to walls and do not position a WLAN-Box in the same room as the Internet-Box.



## Connect your WLAN-Box 3 to the Internet-Box

If possible, use a cable to connect the WLAN-Box 3 to the Internet-Box. Use the network ports in the rooms if available. In the absence of network ports, you can install an Ethernet cable (available from the Swisscom Shop).

If you use WLAN to connect the WLAN-Box 3 to the Internet-Box, position the WLAN-Box 3 roughly halfway between your Internet-Box and an area not covered by WLAN.

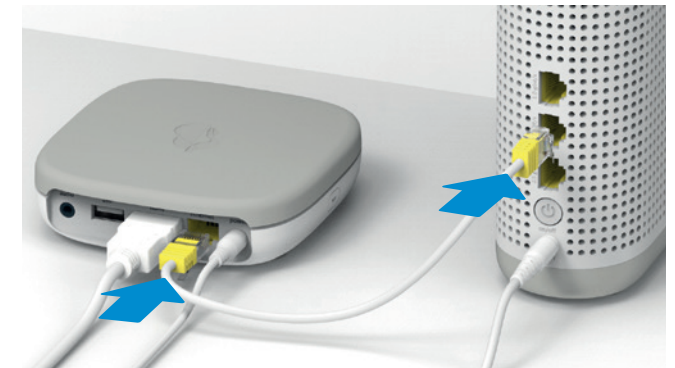
## Your optimal WLAN network

The WLAN-Box 3 ensures an optimal WLAN network throughout the entire house by means of «WLAN-Mesh». Your devices (smartphones, tablets, etc.) are automatically connected to the best WLAN signal - either to the Internet-Box or to a WLAN-Box 3, depending on your location. When you move around the room, the best connection is always created automatically.

# Connect devices via cable

You can connect up to 3 devices via Ethernet to the WLAN-Box 3.

We always recommend a direct cable connection between the TV-Box and Internet-Box for Swisscom blue TV (in same room). If this is not possible, please connect the TV-Box to the WLAN-Box 3 with the enclosed Ethernet cable (if TV-Box and Internet-Box are not in the same room or there are no network connections in the rooms).







## What is pairing?

Before you can use the WLAN-Box 3 in the desired position, you have to connect (pair) it with the existing WLAN network. Once they are paired, you can position WLAN-Boxes in your home anywhere you like. You can connect paired WLAN-Boxes to the Internet-Box via WLAN or Ethernet cable.



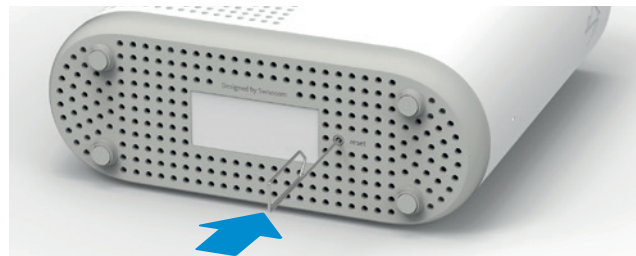
**What to do:** press both + buttons (Internet-Box and WLAN-Box 3) within 2 minutes to automatically pair the 2 devices.

You can connect your WPS-ready devices with the WLAN at the touch of a button, either with the Internet-Box or with a paired WLAN-Box 3.

## My WLAN-Box 3 is not working

- Are you using an Internet-Box 2 (or newer) and is the WLAN switched on? > step 3
- Is your WLAN-Box 3 switched on? > step 6
- Is your WLAN-Box 3 paired? (use buttons, not the web portal) > step 7
- Does the status LED light up other than white? > Monitor LED behaviour.
- Reboot the Internet-Box and WLAN-Box 3.

If the WLAN-Box 3 still doesn't work or you want to restore the default settings, perform a reset and follow the instructions on page 1 from step 5 onwards.



## WLAN password

**Where do I find my WLAN name (SSID) and WLAN password?**

• In app:



• In My Swisscom: [swisscom.ch/login](http://swisscom.ch/login)

• Also in the web portal: <http://internetbox.home> of the Internet-Box > WLAN > Settings

If you do not know the password for the web portal > «Set new password»

## Online help

For more information enter: [swisscom.ch/wlan-box3](http://swisscom.ch/wlan-box3)

**Swisscom (Switzerland) Ltd**

**Postfach**

3050 Bern

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

0800 800 800