

Connect the 4G stick to the Internet-Box

Internet-Box 4



usb 3.0 port

Internet-Box 3



mobile port

Internet-Box 2




usb 2.0 port

Internet-Box standard / plus




3g/lte port

Internet-Box LED behaviour

 White illuminated: Good Internet connection (via DSL, fibre optics)

 Flashes white: Internet connection via 4G stick

 Flashes red: No Internet connection > install the 4G stick.

Security information

CE Declaration of Conformity
The 4G stick is CE-certified. Arcadyan as manufacturer, declares that the 4G stick 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 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 4G stick, 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

If mobile reception is inadequate

Position the Internet-Box close to a window

If the 4G stick LED lights up green (2G reception), you have to change the position of the Internet-Box. Place the Internet-Box closer to a window. If you have 3G reception, we also recommend changing the position if this enables you to connect via 4G.

USB extension cable

Rather than moving the Internet-Box so that the 4G stick is closer to the window, you can instead use a USB extension cable. Make sure you use an active USB extension cable for cable lengths greater than five metres. You can use a standard USB extension cable for lengths under five metres.

If your Internet connection does not work with the 4G stick


- Remove the 4G stick. Reboot the Internet-Box and re-insert the 4G stick.
- Wait 2 minutes after rebooting. The LED behaviour of the 4G stick indicates the quality of reception (see LED behaviour).


In case of a DSL / fibre optics failure the Internet-Box will automatically connect via the 4G stick and you can continue to enjoy your services with restriction (excluding Swisscom TV).

After the failure, the Internet-Box automatically reconnects via your DSL/fibre optics connection.

4G stick LED behaviour



 Flashes: the 4G stick is in stand-by mode. Connection in progress.

 **4G:** excellent connection
> recommended for 4G stick operation

 **3G:** adequate connection for 4G stick operation
> improve reception*

 **2G:** inadequate connection for 4G stick operation
> improve reception*

* 2G/3G: Improve reception by changing the position of the 4G stick (refer to «If mobile reception is inadequate» for more details).



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