

**Kurzanleitung**

**Guide rapide**

**Guida rapida**

**Quick guide**

The Sunrise logo is a horizontal bar composed of several colored segments: light orange, yellow, orange, dark orange, red, dark red, and dark purple. The word "Sunrise" is written in white, bold, sans-serif font on the dark purple segment.

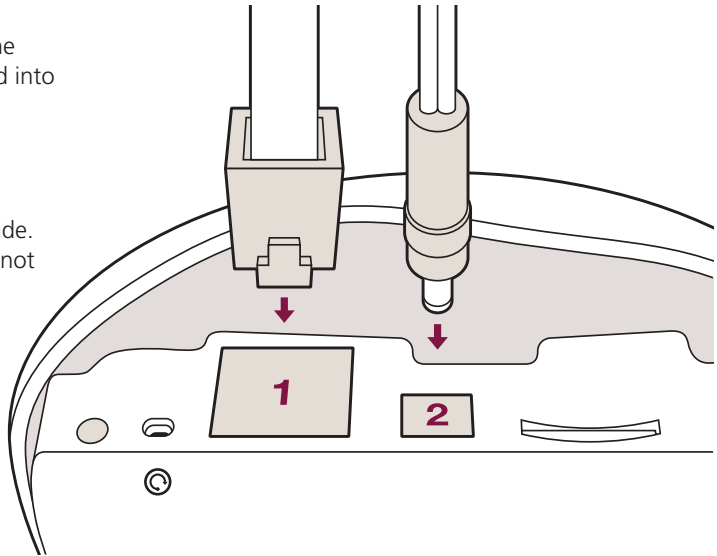
**Sunrise**

# Getting started with Sunrise indoor box.

Relax, with better indoor coverage.

1. Plug the Ethernet (data) cable into the Sunrise indoor box and the other end into your broadband router.
2. Connect the power cable

**Note:** Do not remove the SIM card inside. This is needed for functionality and cannot be used for anything else.



## Indoor coverage just got even better.

**Enjoy better indoor coverage with Sunrise indoor box. It's really easy to install and ready to use in under an hour.**

### Connecting

After you've plugged in the Ethernet cable (1) and power cable (2), the light on the Home Signal will start flashing. The light may be red to begin with, but will turn green within one hour (and sometimes in as little as 10 minutes). When your Sunrise indoor box is ready to use, the green light will stop flashing and remain on. If it's in use, the green light will flash slowly. While using your Sunrise indoor box, we recommend you use Wi-Fi to browse the internet while at home.

### Can other people use my Sunrise indoor box?

Only registered numbers that you select can use the improved mobile coverage with Sunrise indoor box. You can register up to 32 numbers as long as they are Sunrise, Yallo, Lebara, Ortel or Aldi costumers.

The easiest way to register your family is to visit [sunrise.ch/indoor](http://sunrise.ch/indoor) or you can call us on 0800 707 707.

**Note:** The restriction does not apply to Sunrise business customers.

### Making emergency calls

We may use the details you give us when registering your Sunrise indoor box to identify your location when emergency calls are made to the emergency services. So it is really important that the address where your Sunrise indoor box is used is kept up to date. Sunrise indoor box relies on your

home broadband connection in order to work – if there's a power cut or failure, or your home broadband fails, please be aware that you won't be able to make any calls, including emergency calls, using the Sunrise indoor box. To update your address in case you move, give us a call on 0800 707 707 (or 0800 111 777 for business customers), or update your address online via [sunrise.ch/myaccount](http://sunrise.ch/myaccount).

**Note:** It is illegal to use the Sunrise indoor box outside of Switzerland, and would result in immediately stop of the functionality.

### Troubleshooting

If you happen to experience a problem with the Sunrise indoor box, a simple reset usually does the trick:

1. Insert a pin (or the end of a paper clip) into the reset hole.
2. Hold for five seconds to restart the Sunrise indoor box. The light may turn red at first, but will turn green within the hour (and usually, within 10 minutes).

If the red light is flashing you should be able to fix the issue yourself with the guide below.

#### **1 Flash: no connection to your broadband router.**

Check the connection cable between the broadband router and Sunrise indoor box.

#### **2 Flashes: no internet connection.**

Check that the broadband router is connected to the internet. Check firewall settings to ensure that firewall ports 123, 500 and 4500 are set to open mode.

#### **3 Flashes: signal interference.**

Try placing the Sunrise indoor box in a different place.

#### **4 Flashes: overheating.**

Ensure that the Sunrise indoor box is located where there is good airflow.

#### **5 Flashes: SIM card problem.**

Check to see that the SIM card is the one provided with the Sunrise indoor box and that it has been inserted correctly.

If you're still having problems, please call our technical support team on 0800 707 707 (0800 111 777 for business customers). For more information, including safety tips and details on troubleshooting, visit [sunrise.ch/indoor](http://sunrise.ch/indoor)