



Business WLAN-Box - FAQ

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FAQ «Business WLAN-Box»

What is the “Business WLAN Box” (BWB)?

The “**Business WLAN-Box Factsheet**” provides a detailed product description:

[German](#) / [French](#) / [Italian](#) / [English](#)

Everything else can also be found on the [Swisscom help page](#)

What does mesh mean?

In a mesh network, the WLAN access points control the devices connected in the extended WLAN so that they can move around the entire WLAN without interruption and are always connected to the best WLAN signal (access point).

What does pairing mean?

To prevent unauthorised network access in the company, each Business WLAN-Box (BWB) must be set up on the Centro Business 3.0 using an authenticated procedure. The router admin password is required for this. These pairings can be seen in the router portal under WLAN → Mesh settings and can also be deleted there if necessary.

What is the WIZARD (set-up wizard)?

To ensure the Wi-Fi conditions for an optimal customer experience and a security-compliant installation, a new area is created on the Centro Business 3.0 router portal, which supports the user in setting any improvements. The WIZARD is smartphone screenoptimised to simplify the installation process.

This WIZARD (EN, DE, FR, IT) is started by scanning the QR code on the back side of the BWB with a smartphone (using the individual URL in the QR code, the MAC address is supplied as pairing information). It is important that the smartphone is connected to the WLAN of the Centro Business 3.0 on which the user wants to set up the BWB.

Alternatively, you can call up the URL mesh.swisscom.ch on a PC which is connected to your network.

What happens in the WIZARD?



1 Optimise WLAN conditions for mesh

Necessary once

It is checked with user:

1. Authentication with admin login
2. If necessary, CB3.0 firmware is updated
3. Select the WLAN to be extended
4. Accept/adapt adjustments
 - WPA2/WPA3 encryption (mandatory)
 - SSID combining (recommended)
5. Activate mesh function (WLAN restart)

2 Set up Business WLAN-Box

Necessary per device (max. 3x)

The user is guided:

1. Authentication with admin login
2. Connect the Business WLAN-Box via Ethernet
3. Search & find device in the network
4. Select the BWB found...
5. If necessary, BWB firmware is updated
6. ... and complete pairing

Select final BWB location and operate via Ethernet cable if possible



Why can it happen that the WIZARD access does not work?

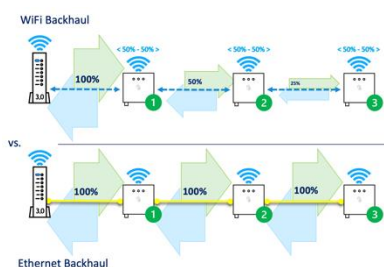
The WIZARD is embedded as an independent function in the local web portal (Admin) of Centro Business 3.0. The URL to access this area is resolved and routed locally by CB3.0 via DNS. However, as soon as encryption in the form of VPN, private relay (Apple) or similar is used, the CB3.0 cannot process this locally and the user is "incorrectly" routed to the Internet. For this case, a fallback to swisscom.ch was built to support the customer in self-care.

How many Business WLAN-Boxes can be operated in a mesh network with the Centro Business 3.0?

In order to minimise system complexity and the risk of performance losses with WLAN backhaul via multiple BWBs, we have decided to allow a maximum of 3 Business WLAN-Boxes.

Why is an Ethernet connection between CB3.0 and BWB always preferable?

BWB commissioning is faster and there is no halving of the bandwidth between the two devices (especially with Chain)



FAQ «Business WLAN-Box»

What does backhaul mean in the context of the Business WLAN-Box?

"Backhaul" refers to the essential connection between the CB3.0 and the BWB. The more stable and high-performance this link is, the better the mesh network can work. An Ethernet cable is generally the most stable method. If the floor plan does not allow this, WLAN backhaul can also be used. In this case, the two devices negotiate an invisible WLAN, which is used exclusively for the backhaul.

Important: as data cannot be sent and received in parallel in this link, this traffic is split into 50% send and 50% receive, which halves the throughput (RX/TX).

Can I also reposition the BWB after successful Ethernet pairing and use WiFi backhaul?

Yes - The distance to the nearest WLAN transmitter should be around 3-8 meters. The status LED indicates any optimization of the distance.

LED flashes white - WLAN distance to the router or to the next WLAN box is too close

LED lights up red - WLAN distance to the router or the next WLAN box is too great

How does BWB's firmware management work?

Since the start of mesh integration on the Centro Business 3.0, each router firmware carries referenced firmware information for any connected Business WLAN-Box (BWB). If the CB3.0 identifies an older firmware version on the BWB, it automatically retrieves the newer firmware file (.sig) from the management server (HDM) via the Internet and instructs the BWB to install it automatically after approx. 5 minutes.

This ensures that the best compatibility and stability is guaranteed in the combination.

How can I change the firmware of the Business WLAN Box?

In general, this should NOT happen to avoid the risk of incompatibility!

A firmware update of the Business WLAN-Box can only be initiated **by Centro Business 3.0** during operation (if successfully paired).

Only if the Business WLAN-Box is not paired (on delivery or after a reset) can you access the Business WLAN-Box web portal (ADB Brand) directly via Ethernet (DHCP IP address assigned via CB3.0) (login: admin/admin) and install firmware manually (for experts only).

How can I get an idea of the mesh handling?

As soon as the Centro Business 3.0 has successfully paired with a Business WLAN-Box, a new subpage is offered in the local router portal (typically 192.168.1.1) under the menu item "WLAN". On the "Mesh diagnostics" page, logs can be collected in real time. Furthermore, a visual WLAN/LAN topology is displayed showing how and where devices connect.

How can I remove a connected Business WLAN-Box or the Mesh function?

All successfully set up BWBs are listed in the router portal under WLAN → Mesh Settings. The devices can be deleted there at any time using the "Unpair" function. Only if no BWB is set up can the mesh function be deactivated on this page and certain restrictions such as the deactivation of the 2.4 and 5.0 GHz bands deleted

Do I have to pair the Business WLAN-Box again if I need to reset the CB3.0?

No

A restore function is available so that the pairing and mesh settings are provisioned again on the CB3.0 router by the management server (HDM) after a factory reset of the CB3.0. The previously paired BWBs can then automatically reconnect to the CB3.0.

Do I have to pair the Business WLAN Box again if I have to reset the Business WLAN Box?

Yes

A reset of the Business WLAN Box deletes all pairing settings on the Business WLAN Box. There is no restore function for this. Therefore, after a reset, the setup wizard (WIZARD) must be started again to pair the BWB with the CB3.0.