



INFO SHEET N°10

TV boxes and routers

Understanding the devices in your home

Router, TV box, Chromecast, Smart TV — this sheet simply explains these devices and their role.

⚠ Prices change regularly — Always check current offers on the relevant website, on **comparis.ch** or **alao.ch** before signing.

At home, several small electronic devices work to provide you with internet and television. Many seniors do not know exactly what these boxes do. This sheet explains everything simply — and tells you which one you really need.



The 4 main devices



The router (internet box)

This is the small device provided by your internet operator (Swisscom, Sunrise, Teleboy...). It creates your home Wi-Fi network and connects all your devices to the internet.

Essential



The TV box

A device that plugs into your television and gives you access to TV channels, catch-up and streaming. Often provided by your TV operator (Teleboy, Sunrise, Swisscom).

If you have a TV subscription



The Chromecast / dongle

A small USB stick that plugs into your television and makes it "smart". Lets you stream YouTube, Netflix, etc. from your phone to the TV.

Budget alternative



The Smart TV

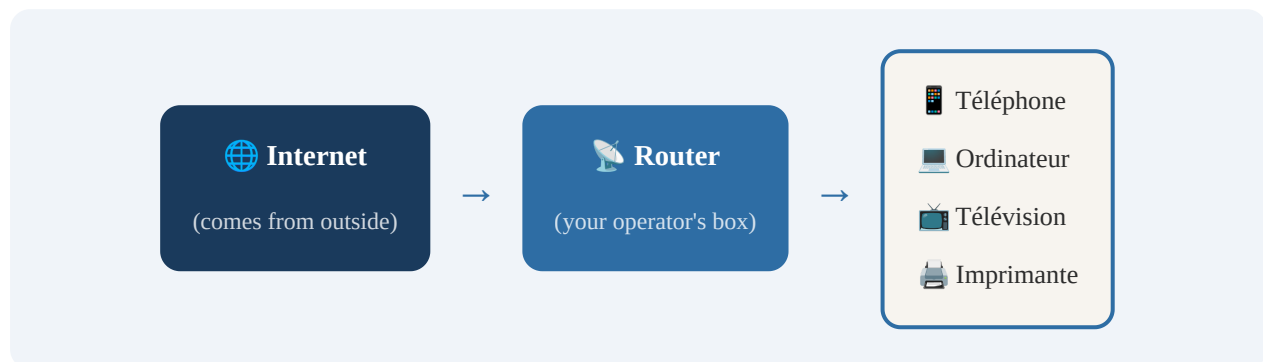
A television with built-in internet. No extra device needed — you access apps (Netflix, YouTube, Teleboy) directly from the TV.

All-in-one



What is it exactly — illustrated

The simplified diagram of your connected home



The router is the "conductor" — it distributes internet to all your devices via Wi-Fi or a cable.



Comparison — which do you need?

Device	Indicative price	For whom?	Difficulty
Router (operator box)	Included in subscription	Everyone	Easy
Operator TV box	Included or +CHF 10/month	Classic TV subscribers	Easy
Chromecast (Google)	40–80 CHF	Smartphone users	Medium
Apple TV	150–200 CHF	iPhone/iPad users	Easy
Amazon Fire TV Stick	40–60 CHF	Streaming fans	Medium
Smart TV (intégrée)	Dans le prix de la TV	Buying a new TV	Easy
Android TV Box	50–150 CHF	Advanced users	More complex



How to connect your internet box?

Installation in 4 simple steps

1 Plug in the internet (or phone) cable

A cable comes from the wall socket — plug it into the corresponding port at the back of your box. Your operator will tell you which port to use.

2 Plug in the power cable

Plug the power cable into the wall socket and into the box. The indicator lights come on.

3 Wait 2 to 5 minutes

The box starts up and configures itself automatically. The lights blink then stay on (often green or blue) when ready.

4 Connect your devices to Wi-Fi

The Wi-Fi network name (SSID) and password are shown on the back or underside of your box. Write them down carefully!



Cast from your phone to the TV

Screen casting — what is it?

"Casting" means displaying what is on your phone on your television — family photos, YouTube videos, WhatsApp calls. It is very simple with the right devices.



With a Samsung

Swipe down from the top of the screen → tap "Cast" or "Smart View" → choose your TV. Works with Samsung Smart TVs.



With Chromecast

Plug the Chromecast into the TV → open YouTube or Netflix on your phone → tap the  icon → choose your TV.



SeniorPhone tips

- If you already have a **recent Smart TV** — you do not need to buy an extra device
- The **Chromecast** is the cheapest solution to make an old TV "smart" — from CHF 40
- Always write down the Wi-Fi name and password of your box — on the back of the device or in a notebook
- In case of internet outage: **unplug the box for 30 seconds then plug it back in** — solves 80% of problems
- If your box gets very warm — place it in a well-ventilated spot, not inside a closed cabinet
- Your operator can send a technician for installation — often free or low cost

Pitfalls to avoid

-  Do not buy an extra device if your TV is already a Smart TV — check first
-  "Generic" TV boxes sold online at very low prices may not work with Swiss channels
-  Do not unplug your box in the middle of the night if the lights are blinking — it is often an automatic update
-  If someone calls to "update your box remotely" — it is a scam, hang up

Key takeaways

- The router = your internet box — it distributes Wi-Fi throughout the home.
- Smart TV = television with built-in internet — no extra device needed.
- Chromecast = budget solution to make an old TV smart.
- In case of outage: unplug for 30 seconds then plug back in.
- Write down the Wi-Fi name and password on the back of your box — carefully.

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Safety — Essential reminders



Never share your passwords or codes with anyone

Not by phone, not by email, not by SMS. Your bank, the police and operators will never ask for them.



Hidden number — do not answer

A hidden number deliberately conceals its identity. Hang up without hesitation.



Unknown number — avoid answering

Let it ring, wait for a voicemail, call back only if necessary. Never call back a 0900 number.



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