



INFO SHEET N°6

What is Wi-Fi?

Wireless internet at home

Understand Wi-Fi in 5 minutes — and use it safely.

You often hear about "Wi-Fi" but are not quite sure what it is? This sheet explains simply what Wi-Fi is, how it works at home, and how to use it safely.



What is Wi-Fi?

A simple explanation

Wi-Fi is like an **invisible radio** in your home. Your internet box (the small device provided by your operator) sends invisible signals into every room. Your phone, tablet or computer picks up these signals and can use the internet — **with no cables at all**.



The internet box (also called a router or modem) is the small blinking device provided by your operator (Swisscom, Sunrise, Salt, Teleboy...). It creates your Wi-Fi network at home.



Wi-Fi or mobile data — what is the difference?



Wi-Fi (at home)

- ✓ Free — included in your internet subscription
- ✓ Fast and stable
- ✓ Works only at your home
- ✓ Ideal for videos, photos, WhatsApp
- ✓ Does not use your mobile data allowance



Mobile data (outside)

- ✓ Uses your mobile data allowance (GB)
- ✓ Works everywhere in Switzerland
- ✓ Can be expensive if you go over your limit
- ✓ Avoid long videos
- ✓ Handy for emergencies



Golden tip: Always connect to Wi-Fi when you are at home — you save your mobile data and enjoy a faster connection.



How to connect to Wi-Fi on your phone?

On Samsung (Android) — step by step

1

Open Settings

Tap the  gear icon on your home screen

2

Tap "Connections"

Then tap "Wi-Fi" and turn it on if not already done

3

Choose your network

You see a list of Wi-Fi networks — tap the name of your network (e.g. "Home_Bernard")

4

Enter the Wi-Fi password

This password is written on the back or underneath your internet box. It is often called "WPA Key" or "Password"

5

Connected!

The  icon appears at the top of your screen. Your phone will reconnect automatically every time you come home.



Securing your Wi-Fi



Strong password

Do not keep the original password if it is too simple.
Change it via your box's interface.



Guest network

If visitors want to connect, create a separate "guest" Wi-Fi network — they cannot access your personal devices.



Public Wi-Fi — danger!

In cafés, stations, hotels — public Wi-Fi is poorly secured. Never do your e-banking on public Wi-Fi.



Box update

Your box updates automatically. Do not unplug your box if a light is blinking at night — it is an update.



SeniorPhone tips

- Write down your Wi-Fi password somewhere safe — you will need it for new devices
- If internet stops working, **switch your box off and back on** — this solves 80% of problems
- Place your box in a central location in your home for better coverage
- Wi-Fi does not travel well through thick walls — if the signal is weak, move closer to the box
- On your phone, enable the "**Connect automatically**" option for your Wi-Fi network



Public Wi-Fi — pitfalls to avoid

- ⚠ Never do your **e-banking** on public Wi-Fi (café, station, hotel)
- ⚠ Beware of networks called "Free WiFi" with no identification — they may be dangerous
- ⚠ Do not make online purchases with your bank card on public Wi-Fi
- ⚠ On your phone, disable automatic connection to unknown Wi-Fi networks



Key takeaways

- Wi-Fi is wireless internet — free at home, included in your subscription.
- Always connect to Wi-Fi at home to save your mobile data.
- The Wi-Fi password is on the back of your box — write it down somewhere safe.
- If it stops working: switch the box off and on — that is often enough.
- Public Wi-Fi = danger for e-banking and online shopping.

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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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