

Modem



Start

Installation overview Experia Box v10

Get online, watch TV and make a call in 5 steps.



Checklist to prepare your connection

IF YOU STILL HAVE ACCESS TO THE INTERNET



Watch the installation videos at www.kpn.com/installatievideo for additional explanations on how to install all devices.



Do you already have an Experia Box?

Always connect your new Experia Box! Make sure you also replace any old cables with the cables provided.

BEFORE YOU START WITH STEP 1



Have you received your confirmation letter?

Have you received a confirmation letter in the post or by e-mail? This letter contains information that you will need for the installation process.



INTERNET: Check the internet activation date in the confirmation letter.

You cannot use your KPN services with the equipment from your do-it-yourself installation package until this date.



Make sure there is an available power outlet?

Check whether there is an empty power outlet near the connection point for your Experia Box.



Note down Network Name (SSID) and Password (WPA2)

Note down or take a picture of the SSID (network name) and the WPA2 code (password).
You can find these details on the removable card on the back of the Experia Box. You will need this information for a wireless connection.



Are all cables long enough?

Only use the cables provided. Refer to the overview of the cables on the back of this page and discover the function of each coloured cable.
For longer or new cables, go to a KPN store.



Check the tools you will need.

For two types of main connection points, you will need some wire cutters.
For your own safety, use insulated tools.



INTERACTIVE TV: Have you received your subscription details?

You can find your subscription number and PIN code in your confirmation letter or e-mail.



PHONE: Switch off VoiceMail.

Make sure messages cannot be left on your old VoiceMail.
KPN landline phone service: Dial **#61#** on the telephone currently connected to your landline to switch off VoiceMail.



PHONE: Switch off call forwarding.

Make sure that call forwarding from or to your landline telephone on your old network is disabled.
KPN landline phone service: Dial **#21#** or **#67#** on the telephone currently connected to your landline to switch off call forwarding.

Step 1

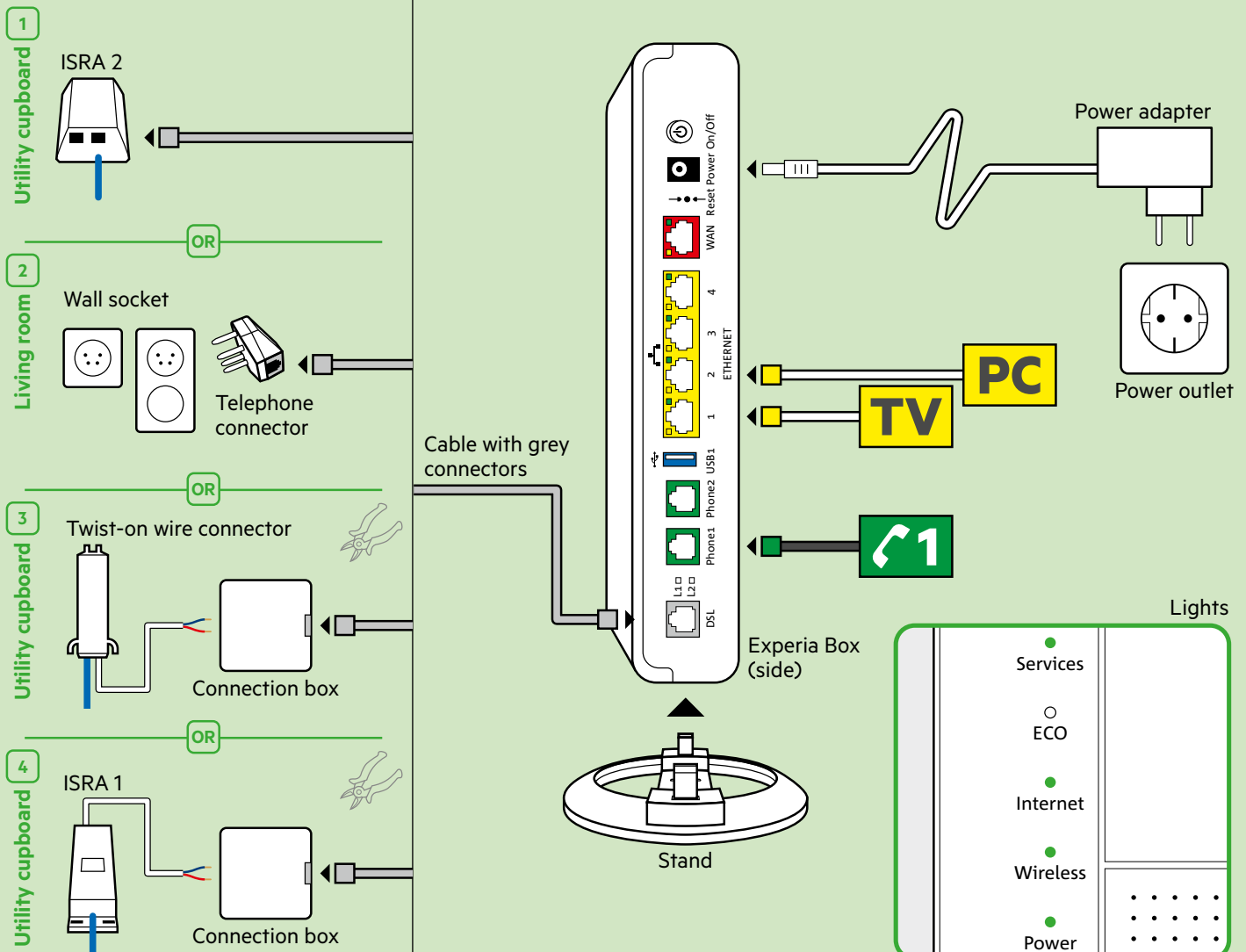
Determining the type of connection box

- Before installation, go through the **Checklist to prepare your connection.**
- Determine the type and location of the master phone socket connection point in your home. **1** and **2**: Proceed to the connection process (Step 2) straightaway.
- **3** and **4**: Prepare the connection point using the extended user manual 'Start Installation Experia Box v10'.
- You can consult or download the interactive user manual at www.kpn.com/handleidingen.

Step 2

Connecting the Experia Box

- Click the stand onto the bottom of the Experia Box.
- Take the cable with grey connectors.
- Connect this cable between the connection point and the grey [DSL] port on the Experia Box. Make sure to hear or feel a click when you connect the cables to the Experia Box.
- Securely connect the power adapter to the [POWER] port on the Experia Box and insert the adapter into the wall power outlet.
- Switch on the Experia Box using the white **ON/OFF** button on the side and wait until the 'Services', 'Internet', 'Wireless' and 'Power' lights turn green.

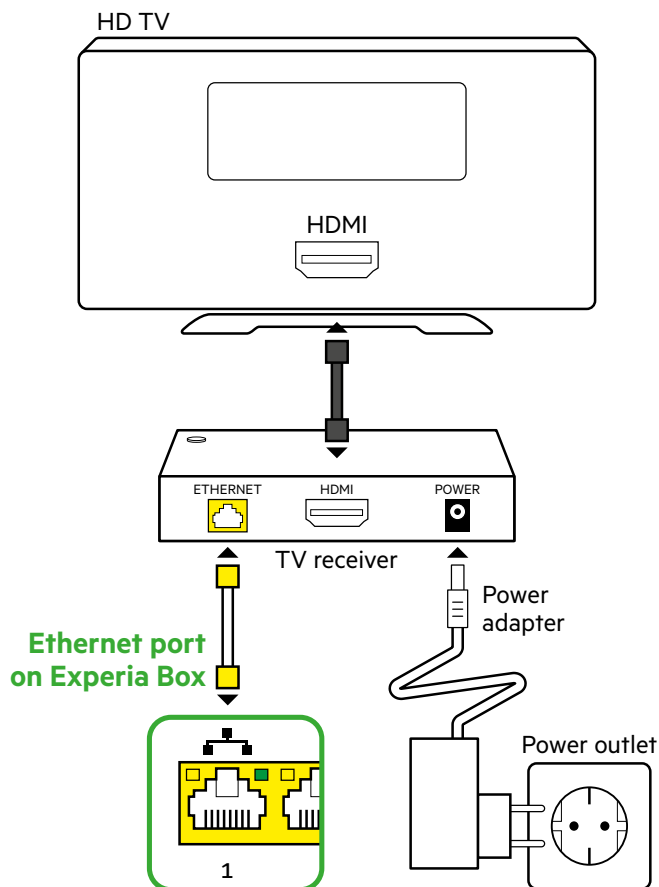


Step 3

Connecting the TV receiver

- Connect the Ethernet cable with yellow connectors to the **[ETHERNET]** port on your TV receiver. Plug the other end into any of the yellow **[ETHERNET]** ports in the back of the Experia Box.
- Make sure your television is switched off. Connect the **[HDMI]** port of your TV receiver and an HDMI port in your television with an HDMI cable.
- Connect the power adapter to the **[12 V DC]** port and insert the plug into the power outlet.
- Turn on your TV and TV receiver by using the **[POWER]** button on the receiver.
- Follow the instructions on your television screen.
- To tune the remote control to your television, check the installation chart for Interactive TV or go online to www.kpn.com/handleidingen.

Repeat this step for every TV receiver.⁹



Need more detailed instructions?

Read the Interactive TV installation card for further information and for details on how to tune your remote control to your television.



Step 4

Connecting a computer or laptop

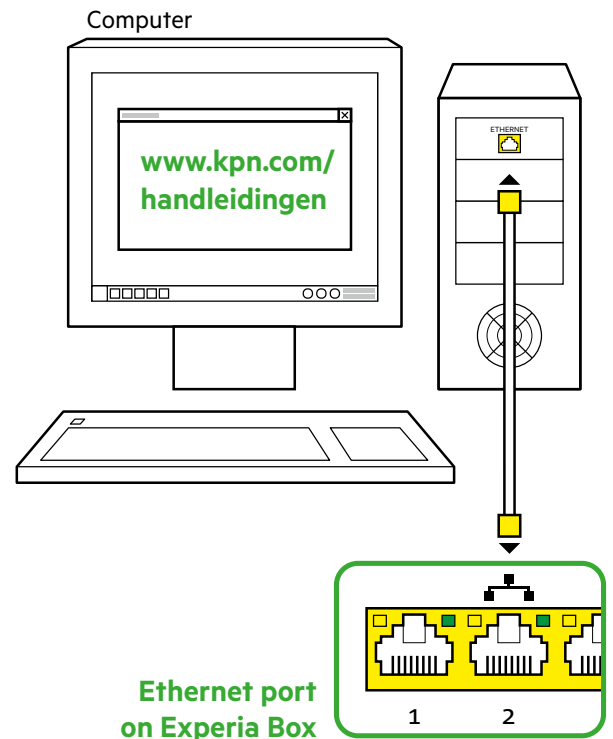
Your **Network Name** and **Password** are on the removable card on the back of the Experia Box.

Connecting a wired device with Windows?

- Connect the Ethernet cable with yellow connectors to the **[ETHERNET]** port of your computer or laptop and to any of the yellow Ethernet ports on the Experia Box.
- Turn on your computer and/or laptop and click the network icon in the lower right corner of the task bar.
- Select your **Network Name** (SSID) from the list of available networks and click **Connect**.
- Enter the **Password** (WPA / WPA2) and click **Next**.

Connecting a device wirelessly?

Refer to the 'Internet' installation card.



Connecting a laptop, tablet or smartphone via Wi-Fi?

Read the 'Internet' installation chart for more information.



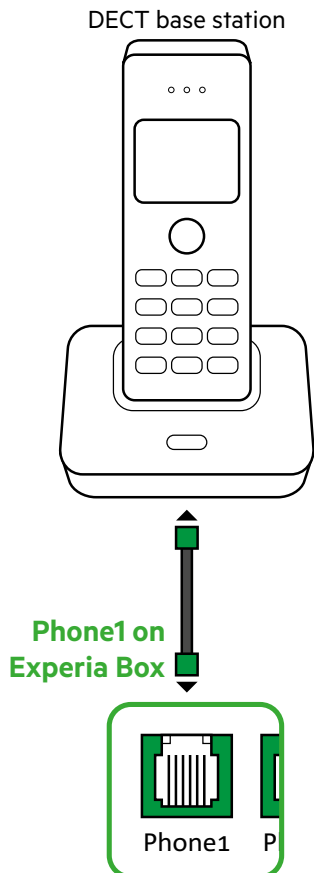
Step 5

Connecting a landline telephone

- Use the provided telephone cable with green connectors or the telephone cable of your current landline phone with a mini connector.
- Connect the telephone to the first green [PHONE 1] port on the Experia Box.
- Have you purchased extra DECT handsets? Refer to the user manual of your DECT telephone for instructions.

Do you have a different type of phone?

You can consult or download the interactive user manual at www.kpn.com/handleidingen and choose Phone.



Does your telephone have a different connector?

If your phone has a different connector, refer to www.kpn.com/handleidingen and choose the 'Making Telephone Calls' installation card.



Step 6

Benefit from strong Wi-Fi anywhere in your home

- Go to the Wifi Tuner at www.kpn.com/wifi.
- Follow the directions in the Wifi Tuner.
- See whether your Wi-Fi can be improved straightaway.
- Benefit from strong Wi-Fi anywhere in your home.

Change Wi-Fi name and password

Advice: Always change your Wi-Fi name and password. Change your Wi-Fi network name and password immediately after installing the Experia Box. You can change these settings with the Online Service Tool. Always do this from your own home. Visit www.kpn.com/netwerkbeveiligen for more information.

Creating a MijnKPN (MyKPN) account

How do you create a KPN ID? Go to www.kpn.com/mijnkpn and create a MijnKPN account. You can view and change your settings in the MijnKPN environment. You will also find your invoice and subscription details here.

¹⁾ If you wish to connect more than three tv receivers, you will need the supplied KPN Switch. Refer to the 'KPN Switch' user manual for more information and help with installation.

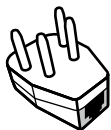


PIN code for Interactive TV: _____
Subscription number for Interactive TV: _____
Codes (see letter of confirmation) for registering on your TV: _____
INFORMATION ABOUT INTERACTIVE TV
INFORMATION ABOUT INTERNET
Codes for connecting to the Internet: _____
SSID (name of the wireless home network): _____
WPA/WPA2 (security key for Wi-Fi): _____



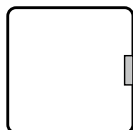
Overview of ADSL/VDSL cables

The colour of each connector is the same as the colour of its corresponding port on the Experia Box or TV receiver.



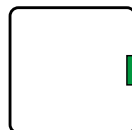
Telephone connector

You will need this to connect the Experia Box to a wall socket.



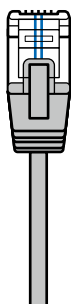
Grey port on connection box

You will need this to connect the Experia Box to a twist-on wire connector or ISRA 1 port.



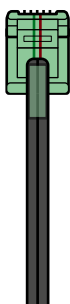
Green port on connection box

You will need this to connect two older types of telephones on one phone number.



Telephone cable: grey connector

(connector RJ11)
Connects the Experia Box to the KPN network.



PHONE Telephone cable: green connector

(connector RJ11)
Optional: suitable for connecting a phone.



Ethernet cable: yellow connector

(type cat5 or cat6)
1x per laptop or desktop
1x per TV receiver.



INTERACTIEVE TV HDMI cable

Suitable for connecting your (HD) TV.

More information

See on www.kpn.com for the technical data, the guidelines for socially responsible enterprises and the Declaration of Conformity.

Customer service (also free with mobile)

Was the installation not successful? We are happy to help. You can reach us on +31 (0) 800 0402 (free phone number), 24 hours a day, 7 days a week.

Still having issues after getting help from our customer service? Don't panic! Go to www.kpn.com/monteur and we will send an expert engineer out to you free of charge.

Returning an item

If you want to return this package, go to www.kpn.com/retouren or contact KPN customer service for instructions.

Conditions for use

- Only connect the Experia Box to 230 V sockets.
- Do not touch the power cable with wet hands.
- To prevent a fire or electric shocks, keep liquids away from the Experia Box.
- Disconnect the connector of the Experia Box from the socket immediately if the Experia Box starts to make strange noises, emits a smell, or if smoke comes out of the Experia Box.
- Never open the housing of the Experia Box. This can cause electric shocks.
- Do not attempt to carry out repairs on this product yourself. Defects caused by opening by the Experia Box will not be covered by the warranty terms of your KPN.

