Plug&Play

Manual for installing the
KPN Box 12 Modem
on a Fiber Connection Point.

Before you start

You have a fiber optic connection. In the box you will find all the materials for the installation. The KPN Box 12 modem is easy to connect yourself. We explain it step by step.

Having trouble? We're here to help.
Our experts are available to help you at 0800 0402 (free). If you need additional assistance, a technician will visit you. We have also made a video describing and reading the installation steps.
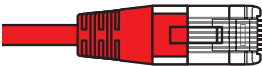
Scan the QR code for the video.

Check the 3 points before you start:

1. You'll receive a text message confirming your connection is active. Then, start connecting. We'll also send you the connection date by email.

2. Is there a free electrical outlet where you will place the modem?

3. On the back of your modem, you'll find a sticker with the network name (SSID) and password (WPA). You'll need this information for your Wi-Fi connection. Take a picture of it.

Are you already a KPN customer and have changed your Wi-Fi settings? The modem will automatically update the previous settings.

Components in the box

Photo modem	KPN Box 12
Photo adapter	Power adapter to connect the modem
Photo of ethernet cable for Fiber	This ethernet cable has red plugs.
Photo Ethernet cablel	This ethernet cable has yellow plugs.

What does the modem look like?

Below is a picture of the front of the modem

There are five lights at the top front of the modem. From left to right.

1. The first light is the internet light which will turn on when the internet is active.

2. The second light is the WiFi light which will turn on when WiFi is active.

3. The third light is the Power light which will turn on when you have connected the modem.

4. The fourth light is for TV and will come on when you have TV service.

5. The fifth light is for telephony and will light up if you also have landline telephony.

Below is a picture of the back of the modem

On the back of the modem, you will find the connection points at the bottom. From left to right

1. The first port is the DSL port.

2. The hole next to it is a screw hole.

3. The next port is square with a hole; that's the connection point for the power adapter.

4. The fourth port is narrow and rectangular. This is the USB port.

5. Ports 5, 6, 7, and 8 are yellow Ethernet ports. You can connect your tv-receiver, laptop, or computer to any of these ports.

6. The 9th port is the WAN port for connecting a fiber connection. Remember this, as this is where you connect the cable with the red plug coming from the fiber connection point.

7. The 10th port is a phone port. This is where you connect your phone. You received this cable with your phone purchase.

8. The 11th port is also a phone port. You can connect a second phone to this port.

9. Twelve is the on/off button. Pressing it turns the modem on. Pressing it turns it off.

10. At the top of the power button, you'll find a small hole. This is the reset hole. You can reset your modem using a paperclip. Insert the end of a paperclip into the hole for five seconds. You'll feel a button click.

11. The hole below the power button is a screw hole.

Below is a picture of the buttons on the left and the USB connection on the right.

Buttons on the left side	USB connection on the right side

The buttons on the left.

There are two buttons on the left of the modem. The top button is the WPS button. If you press it and then, within 5 seconds, press the WPS button on another device, that device will connect to the modem.

The bottom button is the Wi-Fi button. You can turn it on and off.

USB connection on the right side

This gate has no function yet.

STEP 1: The connection point

The first step is to find the fiber connection point in the meter cupboard, basement, or living room. Usually, this is at the front of your house or in the meter cupboard.
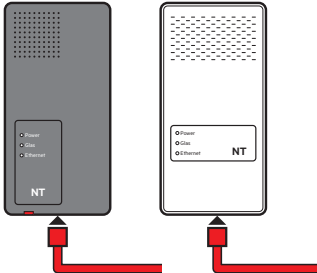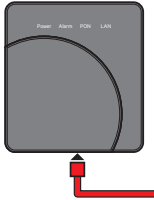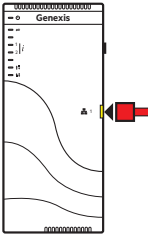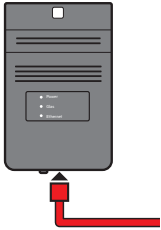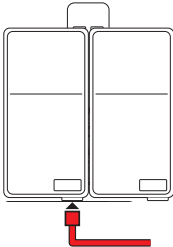
Which connection point do you have?
Your fiber connection point has a fiber box that can be white or black. There is also one type with 2 boxes: an orange and a white one next to each other.

Sometimes there is a name on it such as: Genexis, ZTE, Nokia or NT. On the front of the fiber boxes you will find LED lights such as: Power, Fiber, Connection or Ethernet or Data, and sometimes Alarm.

Sometimes there is an ethernet cable with a red plug attached to the fiber box. If this is the case, you can plug this connector into the WAN port of the modem.

Below you will find an explanation for each type of fiber box.

Photo of the connection points in the meter cupboard	Description of the connection points
The NT in black or white 	These boxes are rectangular and about 11 by 20 centimeters. At the bottom you will find the red WAN port. Insert the ethernet cable with the red plug into the WAN port.

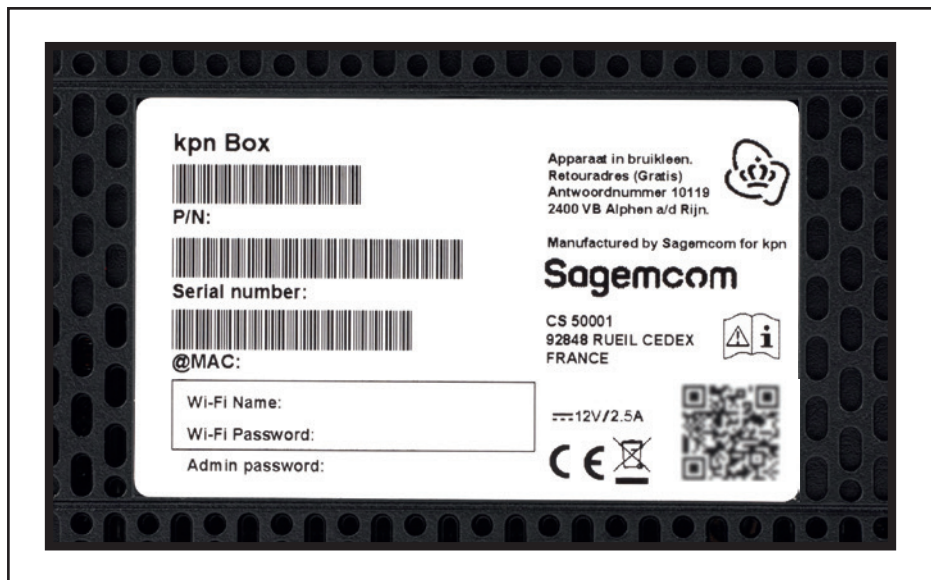|	
The PON box 	The name of this box is under an LED light. The Pon is a small square box of about 10 by 11 centimeters. This box has the WAN port at the bottom. Insert the ethernet cable with the red plug into the WAN port.
The Genexis box 	This box is also rectangular with a wavy bottom. This box has the WAN port on the side. Insert the ethernet cable with the red plug into the WAN port.
The Genexis and Nokia boxes 	The name is on the front. At the bottom there is a sticker with a barcode. These boxes are black and about 11 by 20 centimeters. This box has the WAN port at the bottom. Insert the ethernet cable with the red plug into the WAN port.
The double fiber box 	This box consists of two parts, white and orange. On the white right box at the bottom is the WAN port. Insert the ethernet cable with the red plug into the WAN port.

Can't find the connection point?

Our experts are ready to help you at phone number 0800 0402 (free).
If you need extra help, a technician will visit you.

Step 2:
Get the modem.

Before you start, first take a picture of the sticker on the back for the WiFi network (SSID) name and WiFi password (WPA). Are you already a KPN customer and have changed your Wi-Fi settings? The modem will automatically update. the previous settings.

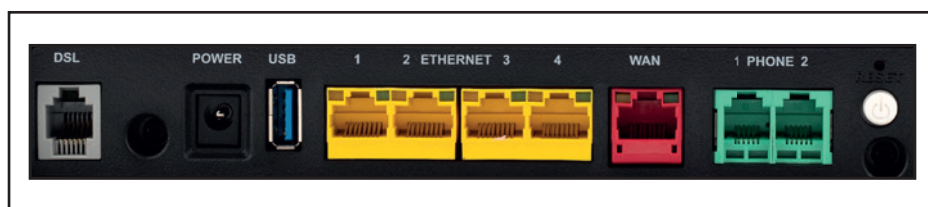**Photo sticker wifi network name and wifi password**

There's also a QR code on the back of the modem that contains all the modem's Wi-Fi information and login details. Your smartphone can scan this QR code with its camera and decipher the codes. This is useful because copying and pasting this information prevents errors.

STEP 3:
Connecting the modem to the fiber cable.

You have connected the ethernet cable with the red plug to one of the fiber connection points. Now you need to connect the red plug at the other end of the cable to the WAN port of the modem.

Below is a photo of the modem's connection points

From left to right, count the ports and buttons.
The 9th connection point is the WAN port:
Insert the red plug of the ethernet cable into this port of the modem.

The 3rd is the Power This is the connection point for the power adapter. Firmly connect the power adapter to this port on the modem and plug it into the socket.

All the way to the right is the On and Off button.
Turn on the KPN Box using the button. When pressed, the modem is on.

STEP 4:
Connecting a computer and laptop

Connect the computer or laptop to the modem with a cable.

1. Connect the Ethernet cable with yellow plugs to the Ethernet port on your laptop or PC.

2. Connect the other yellow plug to port 5 or 6 or 7 or 8 on the modem. These ports are all Ethernet ports.

Connect your Windows computer or laptop via WiFi

1. Turn on your computer and/or laptop and click on the network icon in the bottom right corner of the task bar.

2. Select your network name (SSID) from the list of networks that appears. Then click Connect.

3. Enter the password (WPA2) and click next.

Connect your Mac computer or laptop via WiFi

1. Turn on your computer and/or laptop and click the apple icon in the top left corner. Go to System Settings and click Network. Then click Wi-Fi.

2. Select your network name (SSID) from the list of networks that appears. Then click Connect.

3. Enter the password (WPA2) and click next.

Step 5 Connecting telephony.

Connecting telephony to the modem.

Take the telephone cable with mini plug from your current landline telephone.

1. Connect the telephone cable with the mini plug to port 10, the Phone port on the modem.

2. Check if you can hear by calling a number.

Congratulations! You're now connected.

We recommend downloading the MyKPN app. This app tells you everything about your modem's status. It also answers all your questions and gives you fun gifts under "For You."

Scan the QR code.