

Modem



Start

Installation overview Experia Box v10A

Getting online, watching TV and calling in 5 steps.



Checklist to prepare your connection

IF YOU STILL HAVE ACCESS TO THE INTERNET

View the user manual(s) online

Consult the interactive user manual for all ordered products and keep them on your desktop, as you may need them during installation. Go to kpn.com/handleidingen to find the 'Experia Box' user manual. Watch the installation videos at 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 - STEP 1

Have you received your confirmation letter?

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

INTERNET: Check the activation date in the confirmation letter. You can start the installation from this date.

Did you lose your confirmation letter? Then go to kpn.com/orderstatus to find your activation date. You cannot use your KPN services with the equipment from your do-it-yourself installation package until this date.

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.

Is a free power outlet available?

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

Are all cables long enough and free from damage?

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 <https://apparatuurvoorthuis.kpn.com> or a KPN store.

Check the tools you will need.

For two types of main connection points, you will need some wire cutters (see also kpn.com/handleidingen). 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

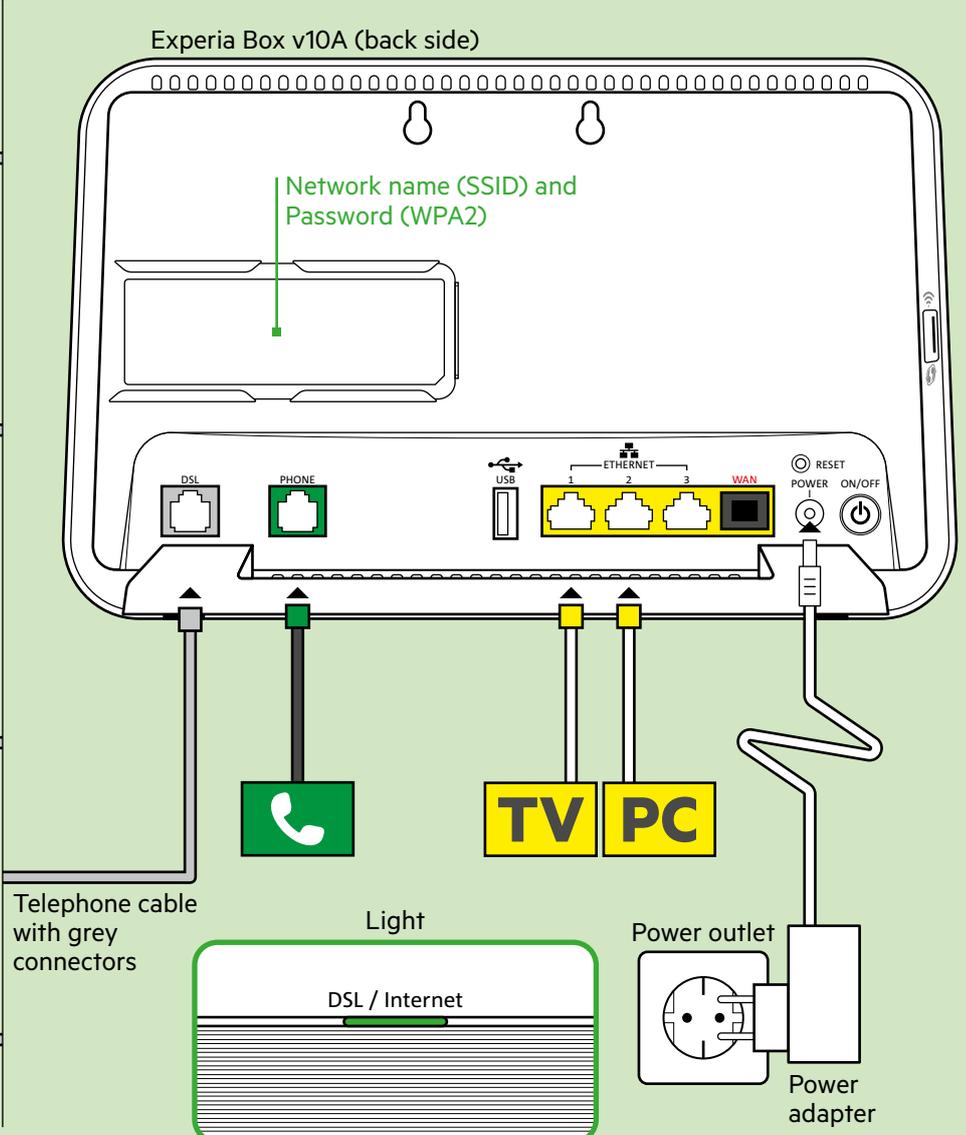
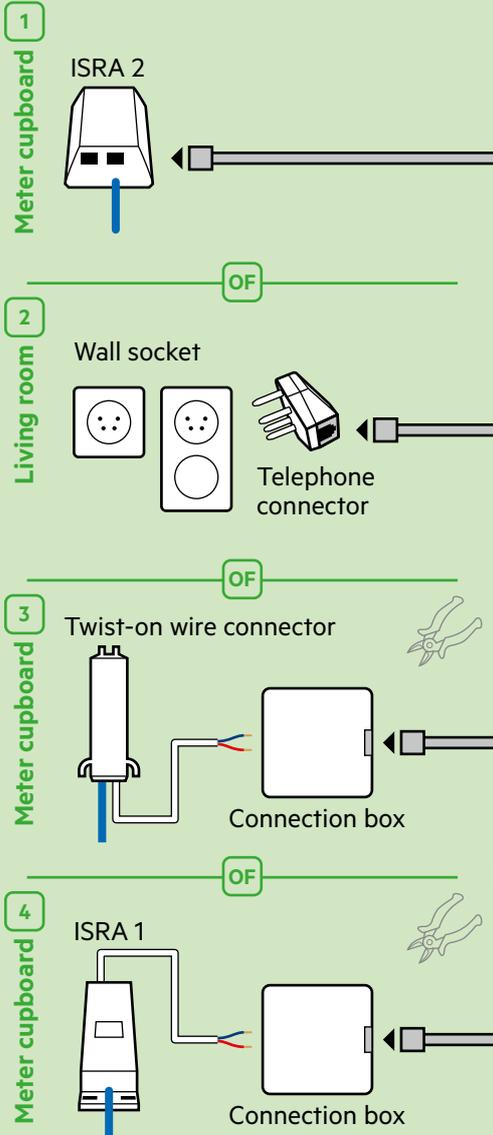
Determining the type of connection point

- Before installation, go through the **Checklist to prepare your connection**.
- Determine the type and location of the master phone socket 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 v10A'.
- You can consult or download the interactive user manual at kpn.com/handleidingen.

Step 2

Connecting the Experia Box

- Take the telephone cable with grey connectors.
- Connect the telephone cable with grey connector to 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.
- Connect the power adapter to the [POWER] port on the Experia Box and insert the adapter into the wall power outlet.
- Turn on the Experia Box using the white **ON/OFF** button on the back and wait until the 'DSL / INTERNET' light turns green.

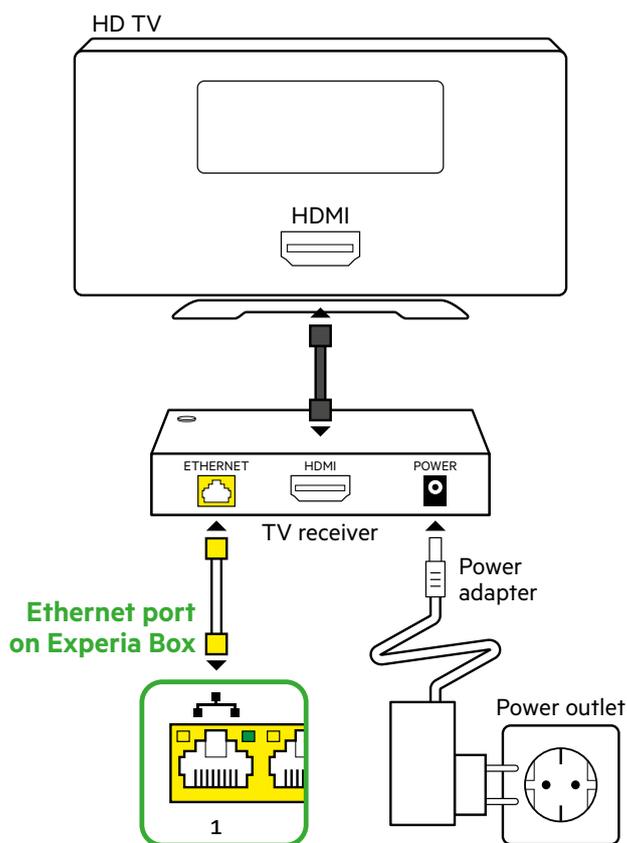


Step 3

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 kpn.com/handleidingen.

Repeat this step for every TV receiver.¹



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

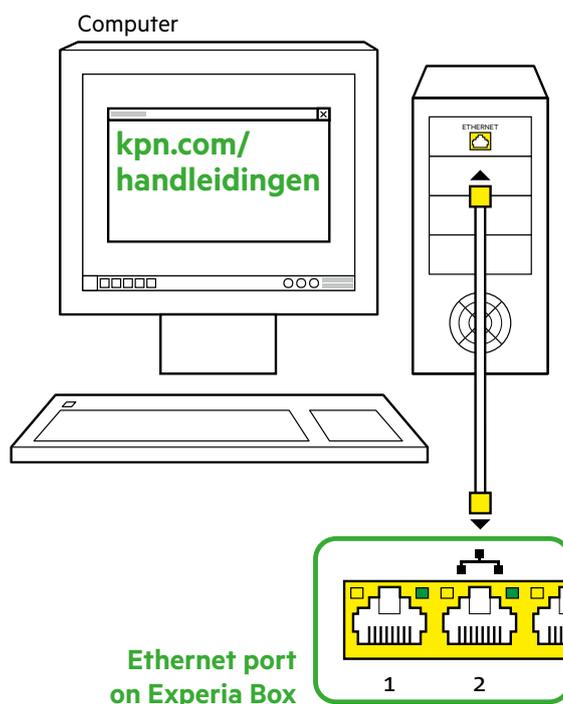
You can find your **Network Name** and **Password** on the removable card the back of the Experia Box.

Connecting a wired device with Windows?

- Connect the Ethernet cable with yellow connectors to the [ETHERNET] port on your computer or laptop, and plug the other end into any of the yellow [ETHERNET] ports in the back of 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 or with Mac OS?

Refer to the 'Internet' installation card.



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

Read the 'Internet' installation chart for more information on how to (manually) set up a Wi-Fi network.



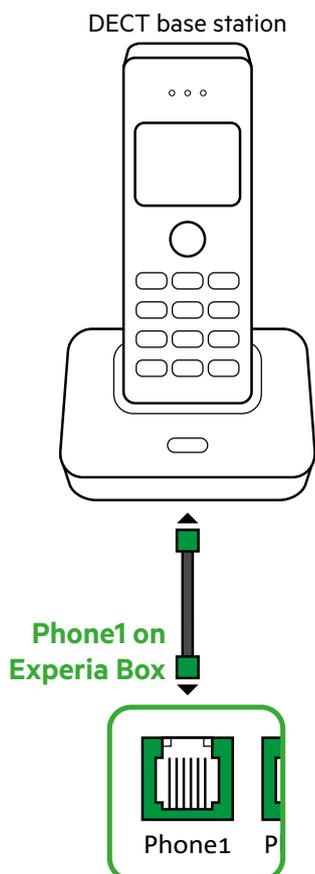
Step 5

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 green **[PHONE]** 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 multiple telephones?

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



Does your phone have a different connector?

If your phone has a different connector, refer to 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 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 kpn.com/netwerkbeveiligen for more information.

Creating a MijnKPN (MyKPN) account

How do you create a KPN ID? Go to 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.

Lights on the Experia Box v10A

Colour	Explanation
DSL/Internet (front)	
Off	Experia Box (modem) is off.
Green light	Experia Box (modem) is on.
Flashes green	An update is being performed.
Flashes blue	Booting up; xDSL Training.
Blue light	Booting up; xDSL Show Time.
Red light	Booting up; No Internet or cannot obtain IP address, permission denied.
Orange light	Booting up; Boot-P mode. Obtaining IP address.
Green light	Experia Box (modem) is ready for use.
Wireless/WPS (side)	
Off	Wi-Fi is off.
Red light	Wi-Fi is on in unsecured mode.
Blue light	Wi-Fi is on; your home network is set up with a WPA-secured connection.
Flashes blue	Data transfer within your home network.
Blue light and flashes red	WPS is active, you can now link the Experia Box to your laptop, tablet or smartphone.

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

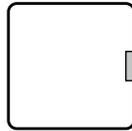
Overview of ADSL/VDSL cables

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



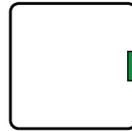
Telephone connector

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 laptop or ISRA 1 port.



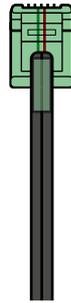
Green port on connection box

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 landline phone.



Ethernet cable: yellow connector

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



INTERACTIVE TV HDMI cable

Suitable for connecting your (HD) TV.

More information

Refer to the Experia Box V10A user manual at kpn.com/handleidingen for the technical data, the guidelines for socially responsible enterprises and the Declaration of Conformity.

Customer service (also free with mobile)

Was 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 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 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.
- Keep liquids away from the Experia Box. Moisture can cause a fire or electric shocks.
- Disconnect the connector of the Experia Box from the socket immediately if the Experia Box 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 the Experia Box will not be covered by the warranty terms of KPN.

