

Plug&Play

Manual for installing the
KPN Box 14 Modem
on a Fiber Connection Point.



Before you start

Start

You have a fiber connection. In the box you will find all the materials for installation. The KPN Box 14 modem is easy to connect yourself. We will explain it step by step.

Having trouble? We're here to help.

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

We have also made a video describing and reading the installation steps.

**Scan the QR code
for the video.**




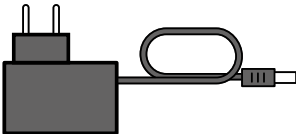


Check the 3 points before you start:

- 1.** Is today the connection date mentioned in the email or letter?
- 2.** Is there an extra power outlet at the location 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.

In the modem's box you will find the following 4 components.

Below you can see the photos of the modem and connection materials

Photo modem 	KPN Box 14
Photo adapter 	Adapter to connect the modem
Photo of ethernet cable for Fiber 	This ethernet cable has a blue cable with red plugs.
Photo Ethernet cable 	This ethernet cable has yellow plugs.

What does the modem look like?

Below is a picture of the front of the modem



Below is a picture of the Ports



On the left side of the modem, from top to bottom, you will find the following ports,

- 1.** The first port is a USB 2.0 port.
- 2.** The 2nd port is the WAN port. It is red and is for the fiber connection. Remember this port, as you will connect the blue cable with the red plug from the fiber connection point here.
- 3.** The 3rd port is the 10 Gigabit LAN port. You can connect a switch here to distribute speeds across multiple PCs or TVs.
- 4.** The 4th port is the 2.5 Gigabit LAN port. You can connect a PC or laptop here that has a network card capable of this speed.

- 5 - 6.** Ports 5 and 6 are yellow ethernet ports. You can connect your TV, laptop, or computer to any of these ports.
- 7.** The 7th port is a USB 3.0 port.
- 8.** The 8th is a button. This is the Wi-Fi button. You can turn it on and off.
- 9.** The 9th opening is a small hole under the Wi-Fi button. This is the reset hole. You can use a paperclip to reset your modem here. Insert the end of a paperclip into the hole for 5 seconds. You will feel a button being pressed.
- 10.** To the left of the reset button. The 10th port is the connection port for the power adapter. It is a square port with a circle inside.
- 11.** Above the power adapter connection and next to the Wi-Fi button. The 11th is the on/off button. When pressed, the modem is on. When released, the modem is off.
- 12.** The 12th is a port above that, to the left of port 5. This is the Phone port. You connect the phone here.

Below is a photo of the lights on the right side of the modem.



The lights on the right side

On the right side of the modem you will find a thickened strip running from top to bottom. At the bottom of the strip there are two lights. The top one is the Power light and the bottom one is the Wi-Fi light.

STEP 1: The connection point

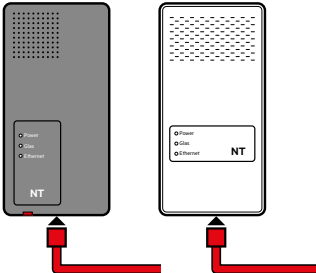
The first step is to find the fiber connection point in the meter cupboard, basement, or living room. Usually, this is at the front of your house or in the meter cupboard.

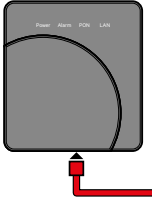
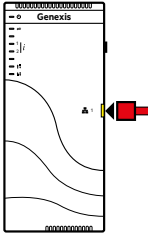
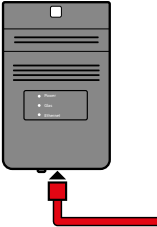
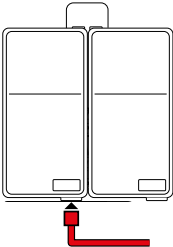
Which connection point do you have?

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.

Photo of the connection points in the meter cupboard	Description of the connection points
<div>The NT in black or white</div> <div></div>	<p>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.</p>

<p>The PON box</p> 	<p>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.</p>
<p>The Genexis box</p> 	<p>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.</p>
<p>The Genexis and Nokia boxes</p> 	<p>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.</p>
<p>The double fiber box</p> 	<p>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.</p>

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 name (SSID) and WiFi password (WPA). Are you already a KPN customer and have changed your Wi-Fi settings? The modem will automatically update.

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 top to bottom, count the ports and buttons.

The 2nd connection point is the WAN port:

Insert the red plug of the ethernet cable into this port on the modem.

The 10th is the square port with a small hole.

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 power outlet.

The 11th, so above the connection point of the power adapter, is the on/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 on the modem. Both of these ports are 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 phone cable with the mini plug to port 12, 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.

