

# Modem



[Start](#)

## Installation overview Optical fibre Experia Box v10

Getting online, watching TV and calling in 5 steps.



## Step 1

### Main connection

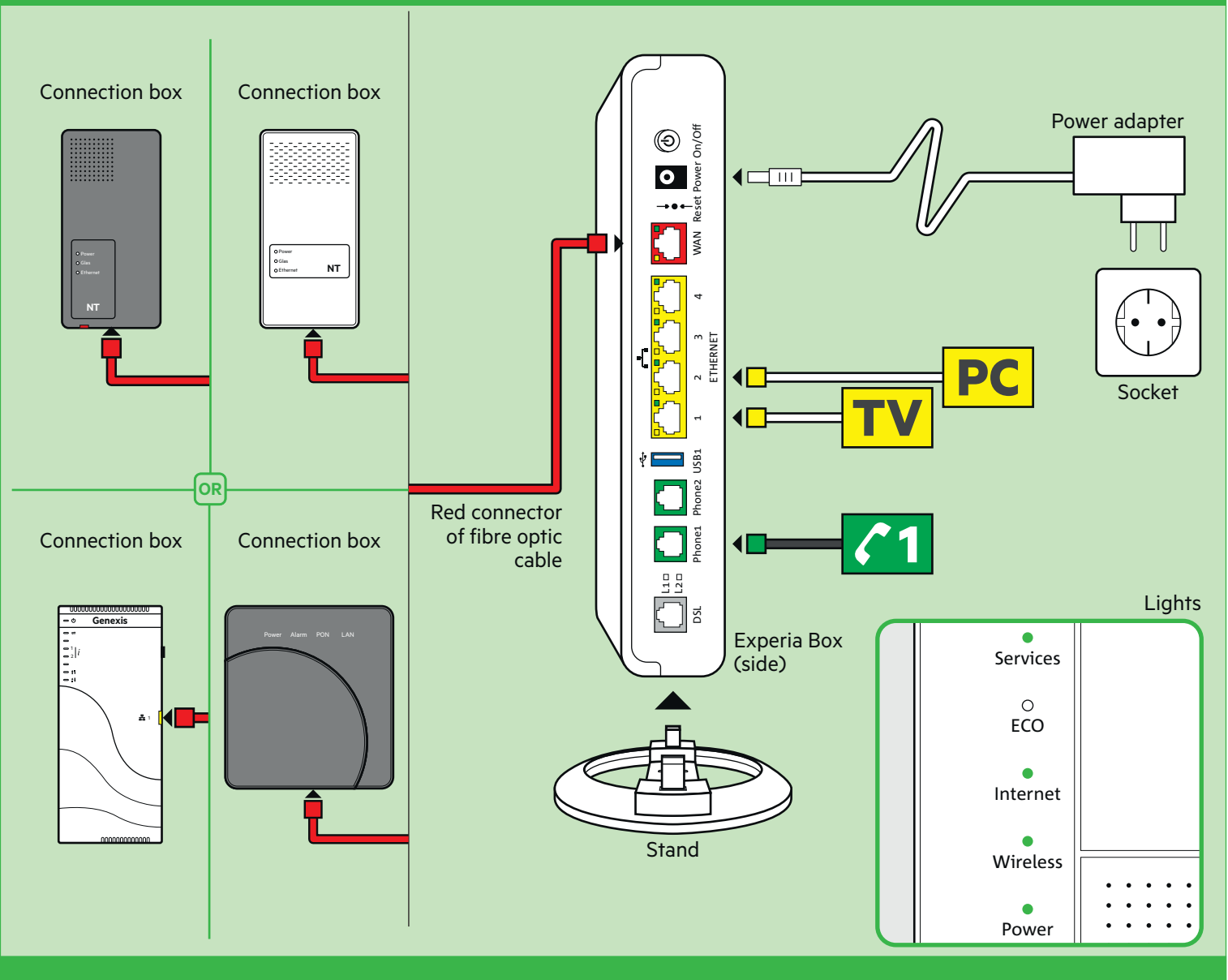
(may be done by an engineer)

- Before installation, go through the **Checklist to prepare your connection**.
- If you have an appointment with an engineer, skip this step.
- If you do not have an appointment with an engineer, check if your optical fibre box is complete, as illustrated below.
- Determine which type of connection box is present in your home and where it is located.
- Connect the supplied red cable with red connectors to the first or only Ethernet port on your connection box.
- Connect your connection box to the power outlet with the power adapter provided.
- The **'Power'** and **'Glas'** lights should be lit continuously.
- You can consult or download the interactive user manual at [kpn.com/handleidingen](http://kpn.com/handleidingen).

## Step 2

### Connecting the Experia Box

- Click the stand onto the bottom of the Experia Box.
- Take the red cable with red connectors and connect the prepared connection box to the red **[WAN]** port on the Experia Box.
- 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.

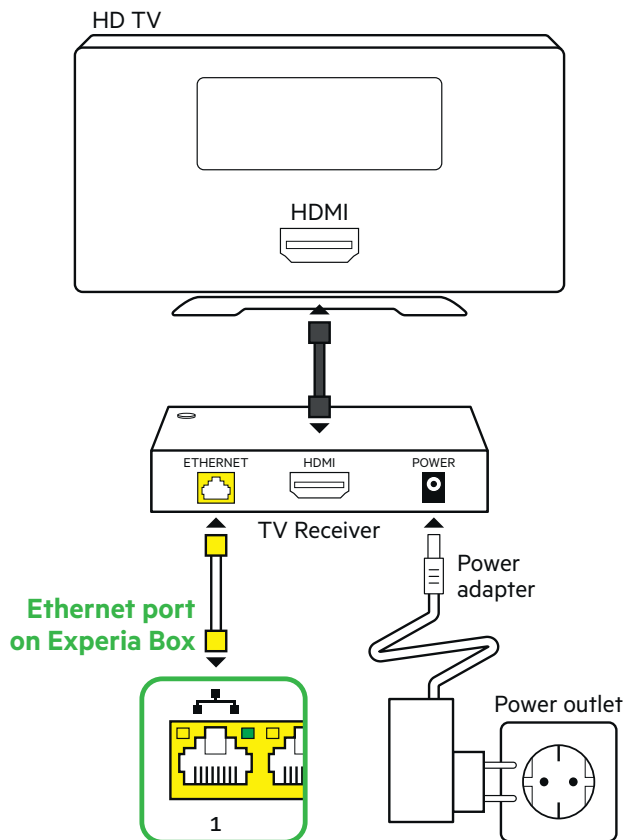


## Step 3

### 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 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](http://kpn.com/handleidingen).

**Repeat this step for every TV receiver.**



#### 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

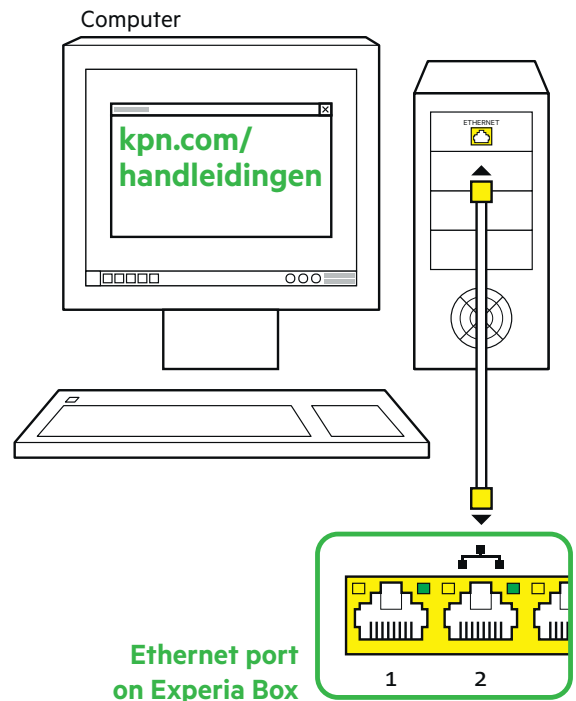
You can find your **Network Name** and **Password** on the removable card on the back of the Experia Box.

#### 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?

Refer to the 'Internet' installation card.



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

Refer to the 'Internet' installation card for information on how to (manually) set up a WiFi network.



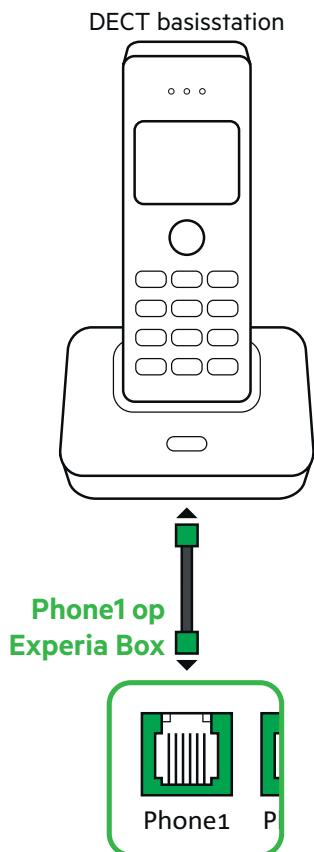
## Step 5

### 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 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 multiple telephones?

You can consult or download the interactive user manual at [kpn.com/handleidingen](http://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](http://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](http://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](http://kpn.com/netwerkbeveiligen) for more information.

#### Creating a MijnKPN (MyKPN) account

How do you create a KPN ID? Go to [kpn.com/mijnkpn](http://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 provided 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.
-----
<b>INFORMATION ABOUT INTERACTIVE TV</b>
<b>INFORMATION ABOUT INTERNET</b>
Codes for connecting to the Internet.
SSID (name of the wireless home network):
-----
WPA/WPA2 (security key for WiFi):
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# Checklist to prepare your connection

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## IF YOU STILL HAVE ACCESS TO THE INTERNET

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### 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](https://kpn.com/handleidingen) to find the 'Experia Box' user manual. Watch the installation videos at [kpn.com/installatievideo](https://kpn.com/installatievideo) for additional explanations on how to install all devices.



### Have you still not received your optical fibre connection box?

In most cases, the connection box is already installed or will be installed by an engineer.

### 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.

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## BEFORE YOU START - STEP 1

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### 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](https://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.



### Is a power outlet available?

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 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.



### **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.

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# Overview of cables

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



**Ethernet cable:  
red connector**

(connector RJ45)

Connects the Experia Box to the KPN optical fibre network.

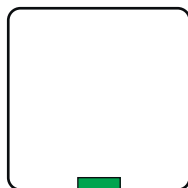


**PHONE**

**Telephone cable:  
green connector**

(connector RJ11)

Optional: suitable for connecting a landline telephone.



**PHONE**

**Green port on connection box**

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



**Ethernet cable:  
yellow connector**

(type cat5 or cat6)

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



**INTERACTIEVE TV  
HDMI cable**

Suitable for connecting your (HD) TV.

## More information

Refer to the Experia Box V10 user manual at [kpn.com/handleidingen](http://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](http://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](http://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 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.