



Plug&Play

Installation Manual of the Modem
KPN Box 12 on a DSL connection.



Before you start

You have a DSL connection. The box contains all the necessary hardware. The KPN Box 12 modem is easy to install yourself. We will 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.

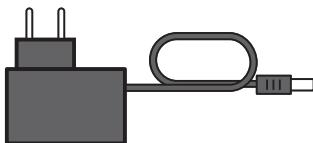
Components in the box

Photo modem



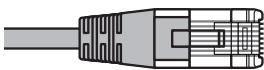
The KPN Box 12 modem

Photo adapter

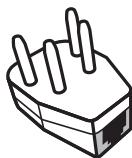


Power adapter to connect the modem

Photo DSL Cable



This cable is gray but has narrower plugs than the Ethernet cable.

Photo Telephone Plug

The telephone plug has 4 metal pins.

Photo Ethernet cable

The Ethernet cable has yellow plugs that are wider than the plugs on the DSL cable.

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. Remember this, because this is where you'll connect the DSL cable.
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 optic connection.

- 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.
- 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.



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 connection point in the meter cupboard or living room. Sometimes you have one in both places. In that case, use the connection point in the meter cupboard. Which connection point do you have?

Below you will find an explanation per type of connection point.

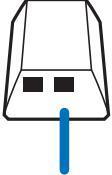
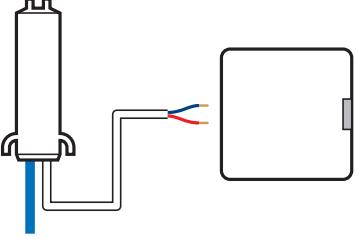
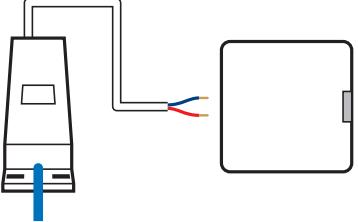
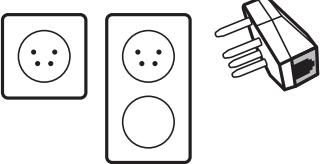
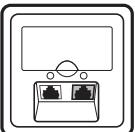
Photo of the connection points in the meter cupboard	Description of the connection points
Photo Isra 2 ISRA 2 	The Isra 2 is an elongated box with two ports on the bottom. If you have this connection point, you need to plug one DSL cable into the right-hand port.
Photo Welding cap 	The terminal block is round and elongated. It often has a square connection box attached to it. If you have this connection point, you need to insert one end of the DSL cable into the port on the connection box.
Photo Isra 1 	The Isra 1 is narrow and elongated. It often has a square connection box attached to it. If you have this connection point, you'll need to insert one end of the DSL cable into the port on the connection box.

Photo of the connection points in the living room

Photo of the connection points in the living room	Description of the connection points
Photo The Wall Socket 	The wall socket is a flat, square box with four holes. If you have this connection point, take the four-pin telephone plug. Insert one end of the DSL cable into the port on the telephone plug first. Then insert the telephone plug into the wall socket.
Photo UTP wall socket 	The UTP wall socket is a flat, square box with two ports. If you have this connection point, you need to insert one end of the DSL cable into the right-hand port of the wall socket.

Can't find the connection point?

Our experts are available to help you at 0800 0402 (free). If you need additional assistance, 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 (WPA) password. 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



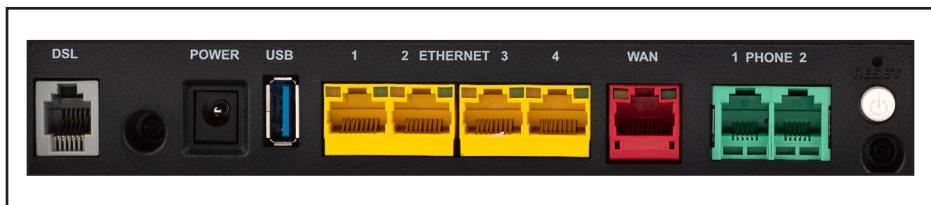
There's also a QR code on the back of the modem that contains all the modem's Wi-Fi information and login details. Your smartphone can scan this QR code with its camera and decipher the codes. This is useful because copying and pasting this information prevents errors.

STEP 3:

Connecting the modem to the DSL cable.

You've connected the DSL cable to one of the Connection points. Now you need to plug the other end of the cable into the modem's DSL port.

Below is a photo of the modem's connection points



From left to right, count the ports and buttons.

The first port is DSL:

Plug the DSL cable into this port on the modem.

The second hole:

Is a hole for the screw

The third is the Power gate with a 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 a wall outlet.

On the far right is the On/Off button.

Turn on the KPN Box using the button. 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 telephone 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.

