

Installation guide



TAKES YOU ALONG

Welcome!

We recommend that you carefully follow the instructions in this brochure so that you can have full benefit of your chosen services. The brochure will guide you step by step, with the aid of clear illustrations. This will enable you to carry out the necessary steps easily.

You can skip one or more steps, depending on the service(s) you have chosen. Each service is given a different colour in the manual, corresponding to your modem connections. This makes it easier for you to read the manual, step by step.

Installation



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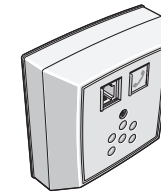
1. Before you start



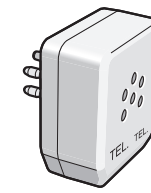
Check the contents of the box

Can't find all the components below in the box, or do you need extra materials (cables, etc.)? If so, go to a Belgacom point of sale.

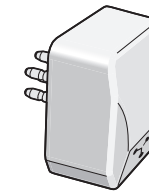
Top layer



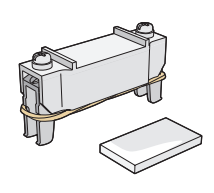
VDSL2 junction box



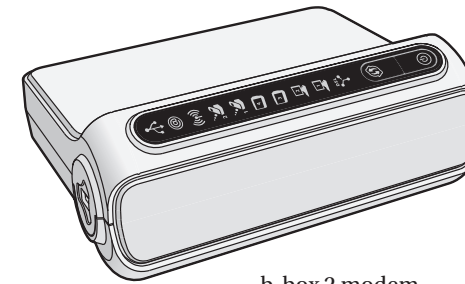
Adapter



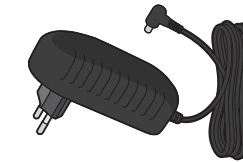
VDSL2 splitter



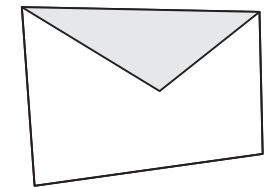
Clamps for fixing in built-in box



b-box 2 modem



Modem power supply cable



An envelope containing:
 • this installation guide
 • the list of channels
 • the Belgacom TV manual
 • the brochure 'Need help?'

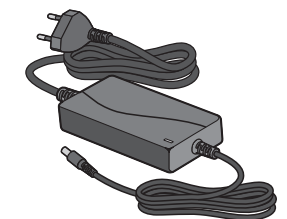
Bottom layer



HD decoder



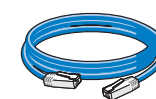
Remote control



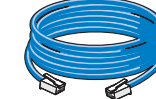
Decoder power supply cable

It is possible that the model of the devices differs from the model in the illustration.

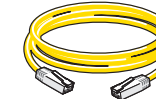
Side layer



VDSL2 cable



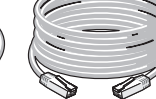
VDSL2 cable



Ethernet cable



Ethernet cable



Ethernet cable



HDMI cable



SCART cable

To connect the modem to the VDSL2 splitter (different lengths available, depending on your installation).

To connect the modem to your PC.

To connect the modem to the decoder (different lengths available, depending on your installation).

To connect the decoder to your TV (HD or not HD).



When can you start installing your devices?

You already have Belgacom TV and/or Internet

It is important that you install everything before Belgacom activates the new services. This will prevent your current service(s) from being disrupted when the new services are activated.

You don't have Belgacom TV and/or Internet yet

You can only start installing after you have received confirmation that the services you ordered have been activated. The confirmation letter sent to you will state the date of activation. You will also receive a text message two days before the activation.

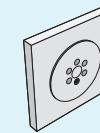
Before you start the installation

Important

Before you start the new installation, first check what type of installation you have at home. All devices, connection points, alarms, **connected** cables (**whether in use or not**) must be considered as a component of the cabling.

You have an installation that includes the following:

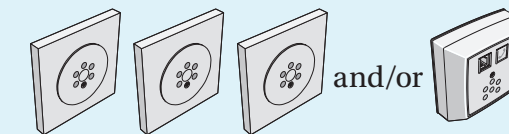
→ **one 5-pole socket**



↪ page 10

or

→ **several 5-pole sockets**
and/or one 6-pole socket



↪ page 12

If in doubt, choose the second option.



Alarm system, fax and/or answering machine

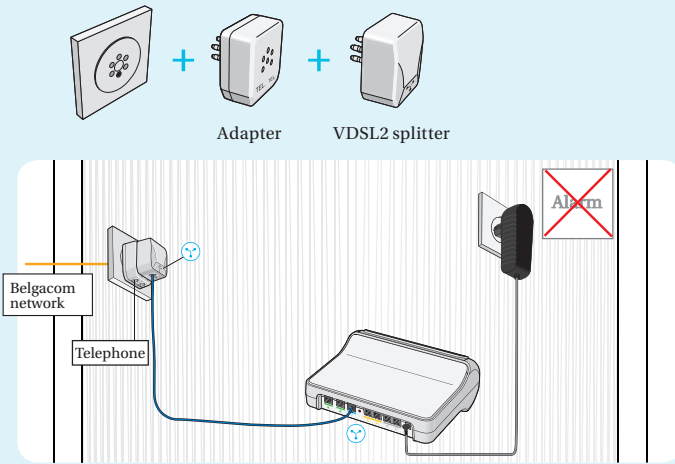
If you have an alarm system or a fax and/or an answering machine, please contact us (you will find the number at the end of the brochure).

General overview of the installation

1. Get your connection point ready

➔ If you have **one 5-pole socket**

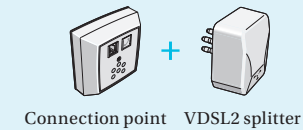
↪ page 10



or

➔ If you have **several 5-pole sockets** and/or one 6-pole socket

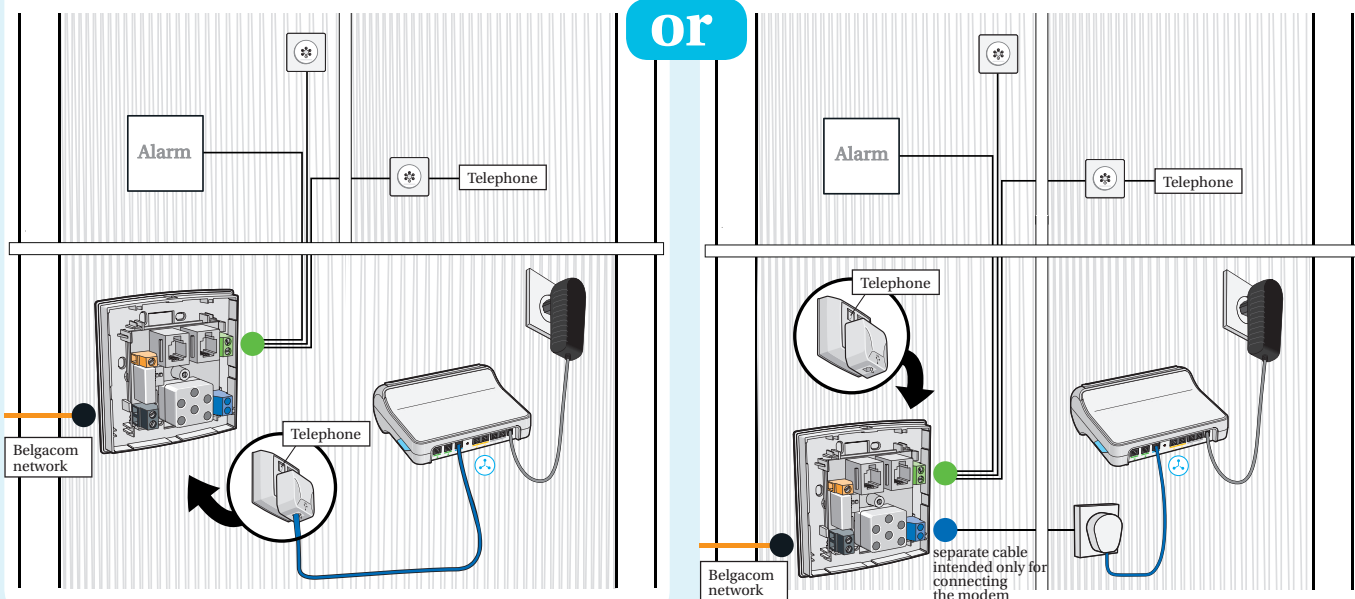
↪ page 12



The modem will be installed near the connection point

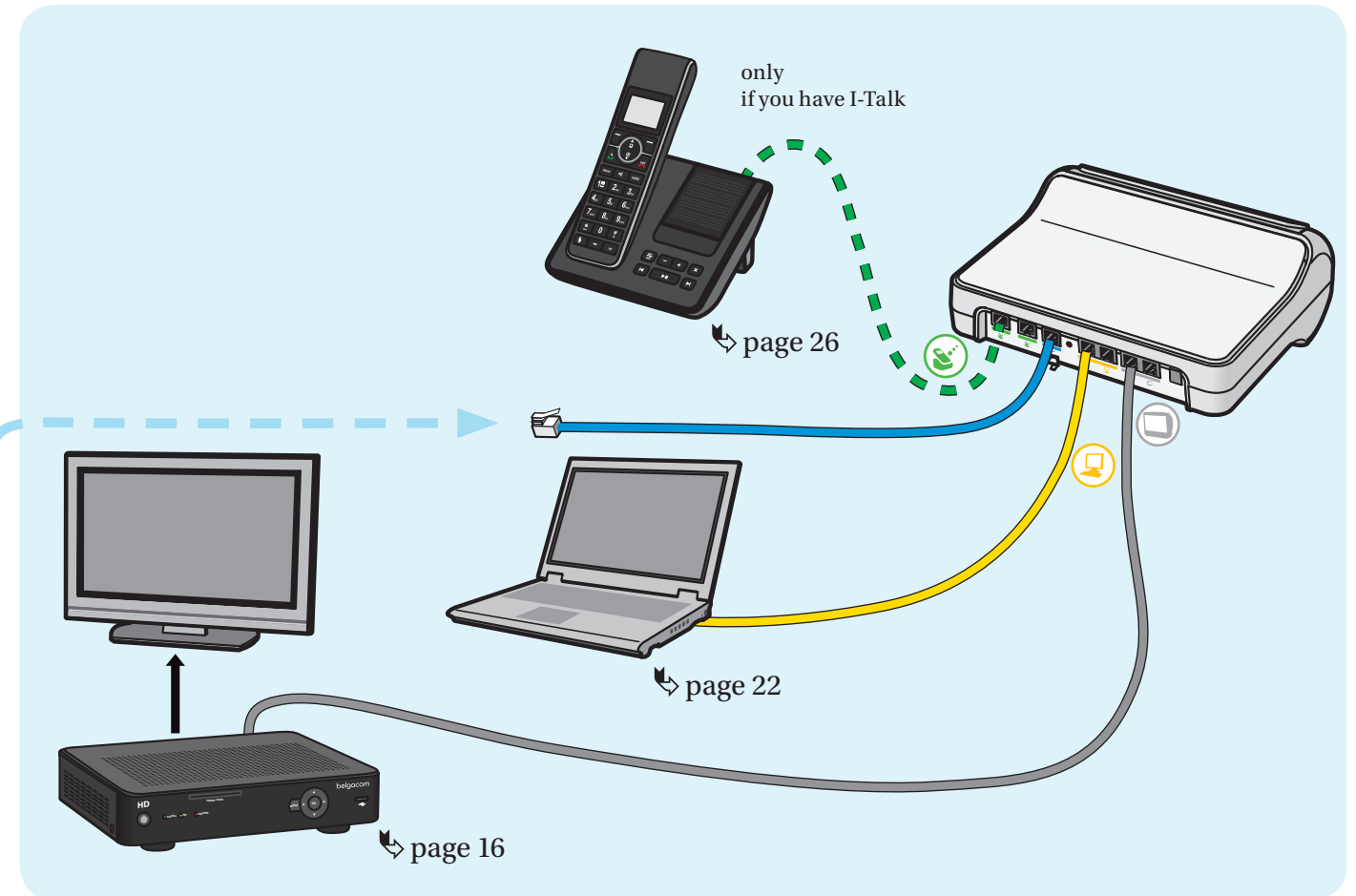
The modem will be installed in another room than the connection point

or



! Difficult to use a cable?
In the brochure 'Need help?' you will find more information about using an Ethernet adapter via the mains circuit (PLC). This will avoid visible cabling.

2. If the connection point is ready, you can connect your decoder, PC and/or phone to your modem



The modem's indicator lights

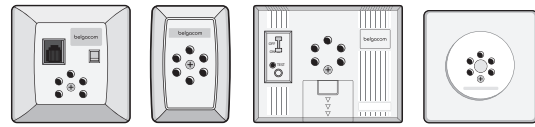


- Internet connection:** if you have ordered this service, this light should be activated after the automatic configuration. This will happen by itself, you do not have to do anything.
- Wi-Fi:** wireless network: this logo appears automatically. It shows that your modem is broadcasting a Wi-Fi signal, whether it is being used or not (you can always turn off the signal - see page 22).
- I-Talk:** Belgacom telephony via your Internet connection. If you have ordered this service, this light should be activated after Belgacom's automatic configuration. You do not have to do anything.
- Television:** this light is only activated if a decoder (working on 220 V) is connected to the modem.
- PC:** this light is only activated if you have a PC connected to the modem via an Ethernet cable (yellow connection).
- DSL signal:** if it blinks, the modem is synchronising. When it stays activated, the modem is synchronised. Automatic configuration starts at the first synchronisation. The services ordered are available after this automatic configuration.
- Power:** if this light comes on, it means that your modem is connected to the mains. If it does not come on: press this button and/or check that the power supply cable is connected to a 220 V socket.

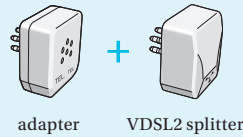
Get your connection point ready

✓ You have only one 5-pole socket

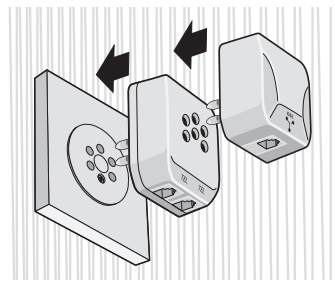
of the following type:



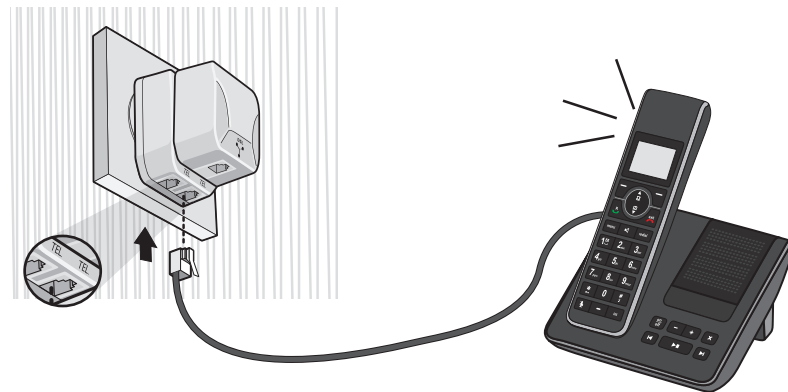
Use only:



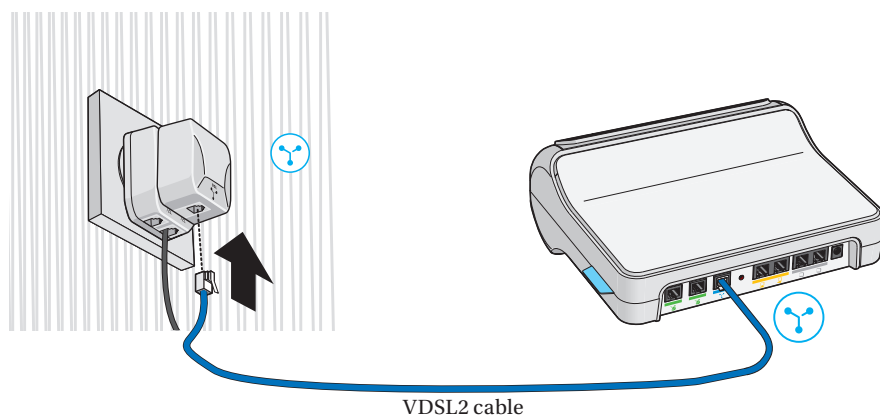
- 1 Unplug all devices or existing splitters and first place the adapter, followed by the VDSL2 splitter.



- 2 If you have a traditional phone line, plug the phone wire into one of the two "TEL" sockets on the adapter.



- 3 Connect your modem to the splitter.

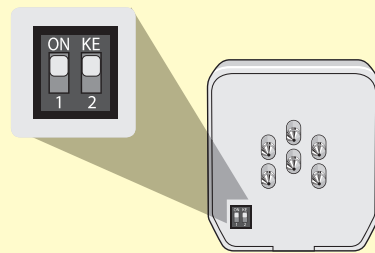


! Important

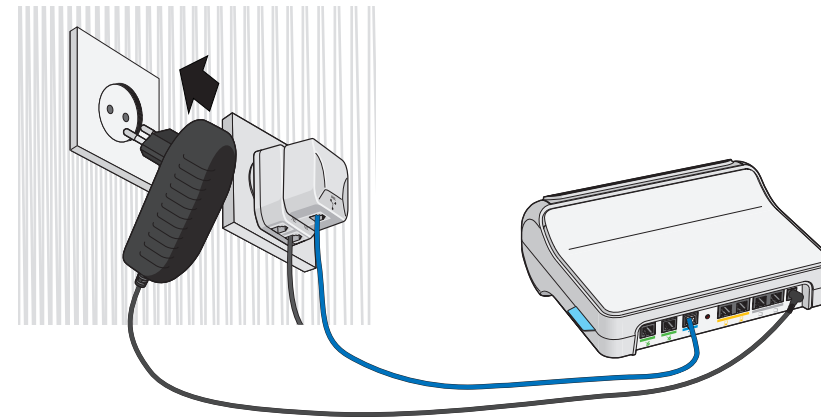
A junction box is possible, but no other connection is permitted.

! The switches on the VDSL2 splitter

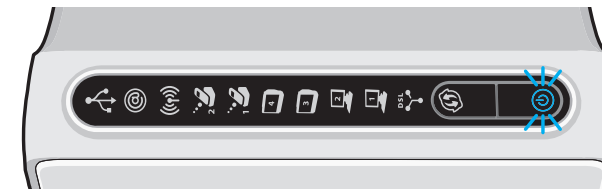
If you have a traditional phone line, check whether the switches at the back of the VDSL2 splitter are in the upper position.



- 4 Connect the modem to the mains: insert the modem plug into a socket.



- 5 The  light comes on. If not, press this button.



! Nothing lit up?

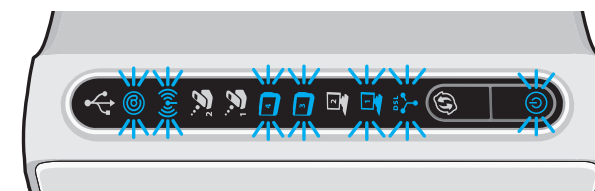
Check the cables.

! The light continues to blink.

1. Is this your first connection with Belgacom TV and/or Internet? It is normal for this light to continue blinking. You will have to wait for the day of activation.
2. Is this not your first connection with Belgacom TV and/or Internet? Check whether the VDSL2 cable is properly connected.

Configuring the modem

The initiation and configuration of the modem are entirely automatic and **can take up to 30 minutes**. As soon as the lights for your services are activated, you can go on to install the equipment for the services ordered and the connected devices.



Various indicator lights come on, depending on the services you have ordered.

If you are a Belgacom TV subscriber, you can go on to the next step [Connect your decoder](#) ↪ page 17

If you are only an Internet subscriber ↪ page 22

Do not disconnect the power supply and VDSL2 cable from the modem.

Get your connection point ready

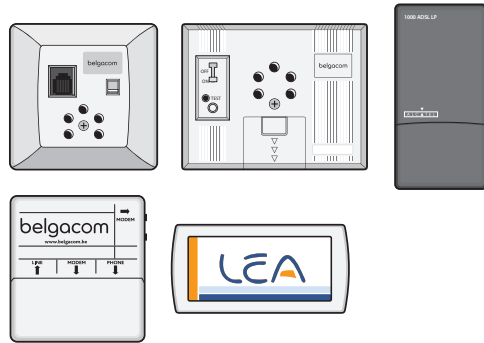
✓ You have several 5-pole sockets and/or one 6-pole socket



1 | Where is the entry point of the Belgacom network?

If the connection point has not been installed yet, first find where the Belgacom network entry cable is connected in your home.

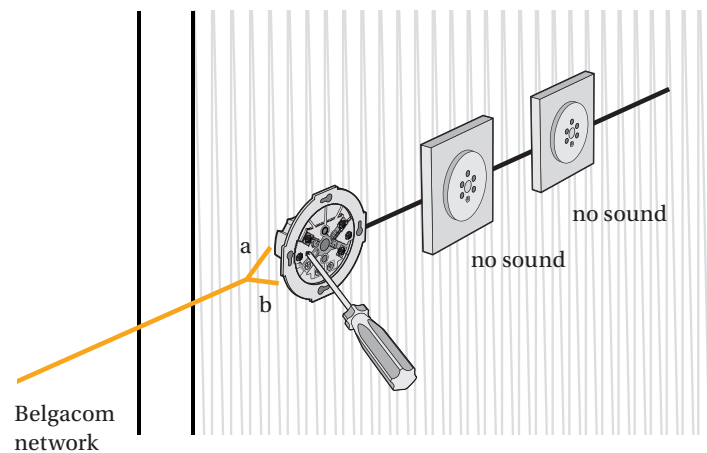
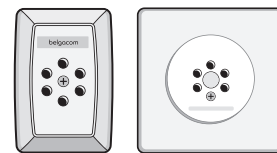
2 possibilities

➔ If your installation comprises only one of the elements below, then the network entry cable is connected to that.



In older homes, there might be other sockets (black, grey or white socket, with the name or logo  of Belgacom, or even ). The Belgacom network entry cable is usually connected there.

➔ If you only have plugs like these, then you absolutely must find the first socket to which the Belgacom network is connected in your home.

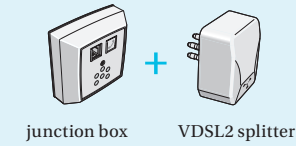


The first socket is the one where no sound at all can be heard on all other sockets in the home (including the unused sockets) after the cabling on the left has been disconnected (from terminals a and b).

! Tip

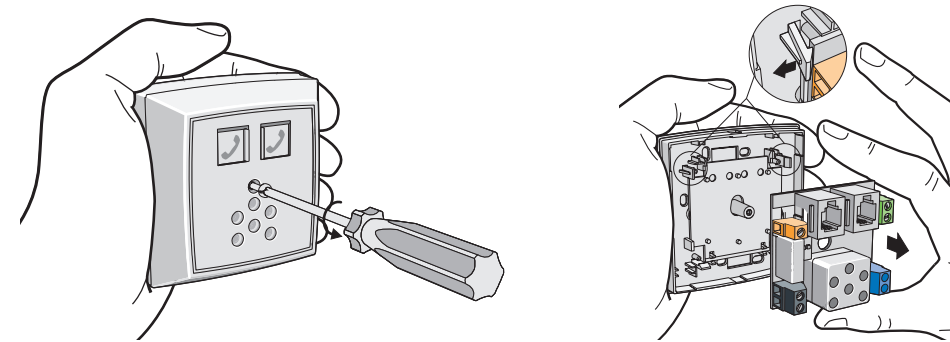
While you're searching, note down the location of or photograph each cable you have to disconnect.

Use only:



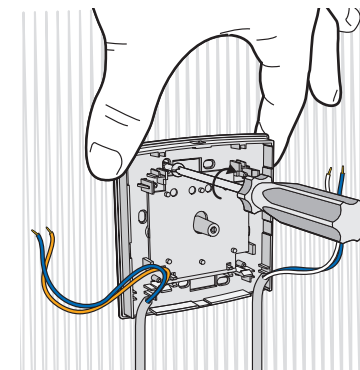
2 | Placing the VDSL2 junction box

- 1 Remove the old junction box (entry point of the Belgacom network).
- 2 Open the new box and remove the central block by pushing the small clamps apart.

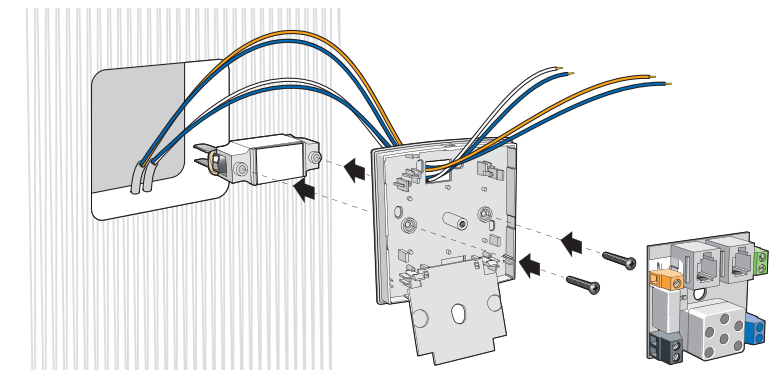


- 3 Attach the junction box.

On the wall



or in the wall

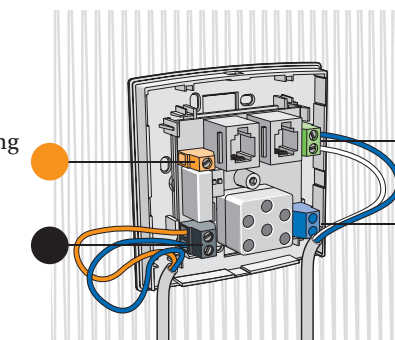


For built-in attachment, use the attachment clamp which you stick to the back of the junction box.

- 4 Place the central block back on the mounting plate and connect the wires to the terminals.

This orange terminal is for earthing (usually not connected).

Connect the Belgacom network wires with the sound to the black terminal.

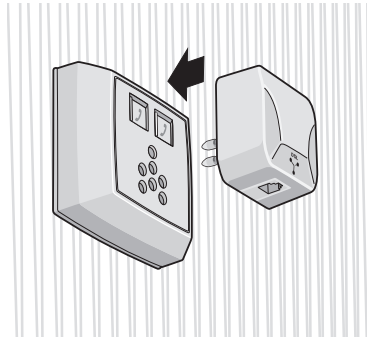


You connect all the wires for telephony, including the alarms and other accessories, to the green terminal.

If you use a separate cable intended only for connecting the modem, connect it to the blue terminal.

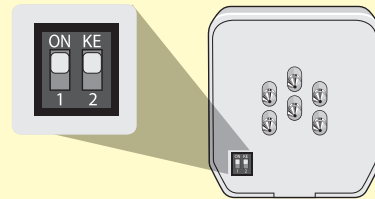
Close the junction box.

5 Place the VDSL2 splitter after the junction box has been installed.



! The switches on the VDSL2 splitter

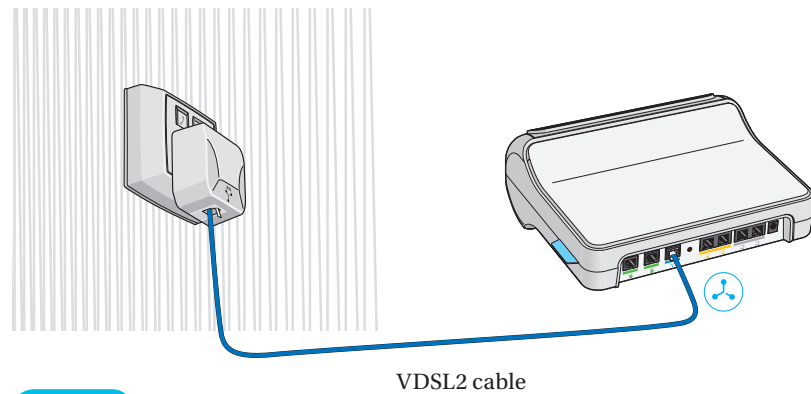
If you have a traditional phone line, check whether the switches at the back of the VDSL2 splitter are in the upper position.



6 Connect your modem to the splitter.

➔ **The modem is located near the junction box.**

In that case, connect the VDSL2 splitter to the modem.

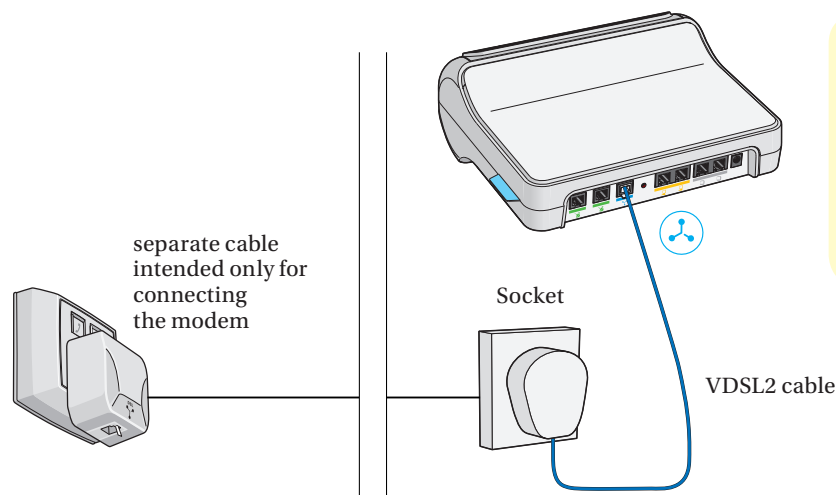


VDSL2 cable

or

➔ **The modem is in another room than the junction box**

In that case, use the separate cable intended only for connecting the modem and connect the phone plug to the modem.



separate cable intended only for connecting the modem

Socket

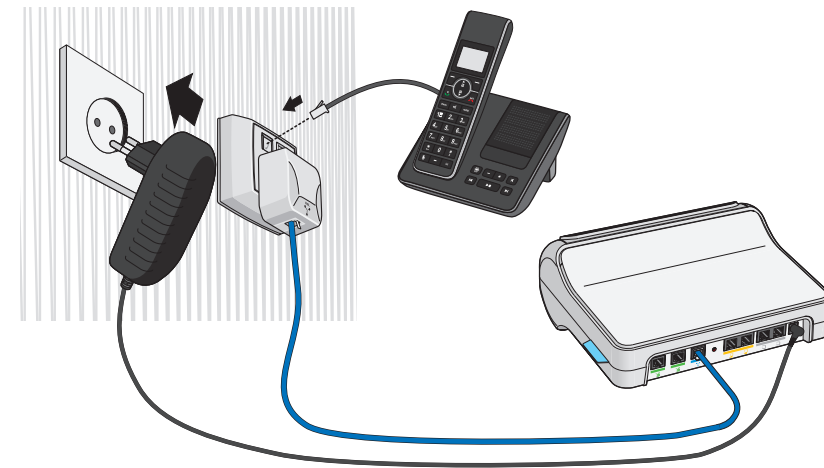
VDSL2 cable

! Difficult to use a cable?

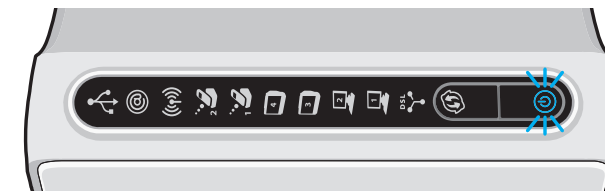
In the brochure 'Need help?' you will find more information about using an Ethernet adapter via the mains circuit (PLC). This will avoid visible cabling.

7 Connect the modem to the mains: insert the modem plug into the socket.

If you have a traditional phone line, you can connect a telephone to the junction box.



8 The  light will come on. If not, press this button.

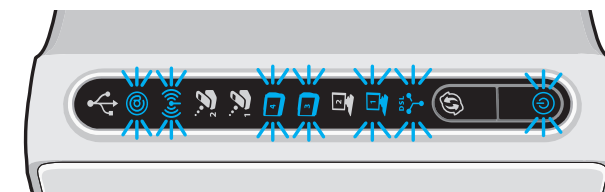


! Nothing lit up?


Check the cables.

3 | Configuring the modem

The initiation and configuration of the modem are entirely automatic and **can take up to 30 minutes**. As soon as the lights for your services are activated, you can continue with the installation of the equipment for the services ordered.



Various indicator lights come on, depending on the services you have ordered.

! The  light continues to blink.

1. Is this your first connection with Belgacom TV and/or Internet? It is normal for this light to continue blinking. You will have to wait for the day of activation.
2. Is this not your first connection with Belgacom TV and/or Internet? Check whether the VDSL2 cable is properly connected.

If you are a Belgacom TV subscriber, you can go on to the next step
Connect your decoder ➔ page 17

If you are only an Internet subscriber ➔ page 22

Do not disconnect the power supply and VDSL2 cable from the modem.

This material (the separate cable intended only for connecting the modem, socket and telephone plug) is not supplied in this box. It is already present in the current installation or can be purchased. The separate cable only intended for connecting the modem is an ordinary telephone cable (VVT cable or - less advisable - UTP cable). This can be obtained from, among others, a Belgacom point of sale or a professional electrical equipment shop.



2. Digital television

In order to use Belgacom TV, first connect your decoder. Then you can configure your Belgacom TV on your television.

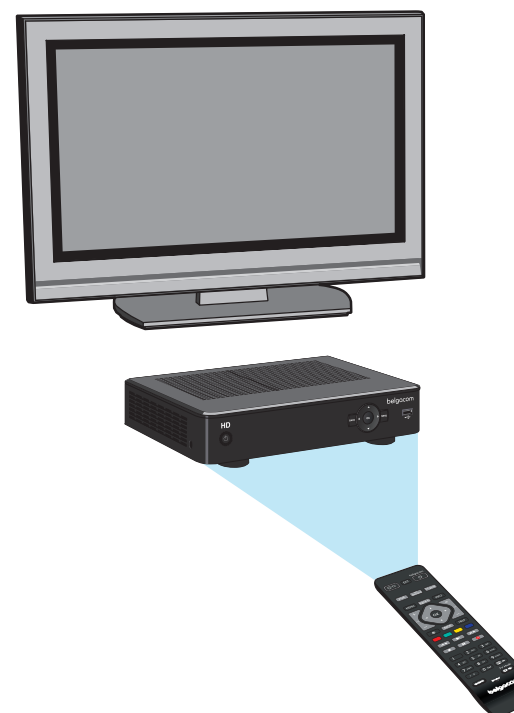
Do you want to replace your old decoder with a new model (see illustration)? If so, first disconnect it. Call us before connecting the new model (you will find the number at the end of the brochure). First we have to delete the technical data from our files. If you were renting your old decoder, you must bring it into a Belgacom point of sale.



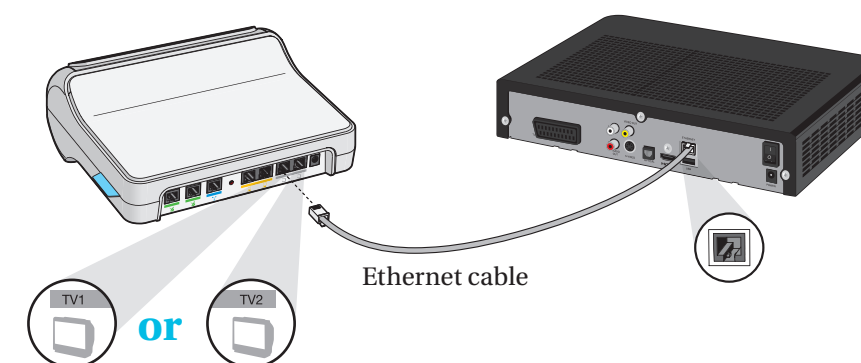
Connect your decoder

It is possible that the model of the devices differs from the model in the illustrations.

- 1 Place the decoder near your TV. The remote control must have visual contact with the decoder.



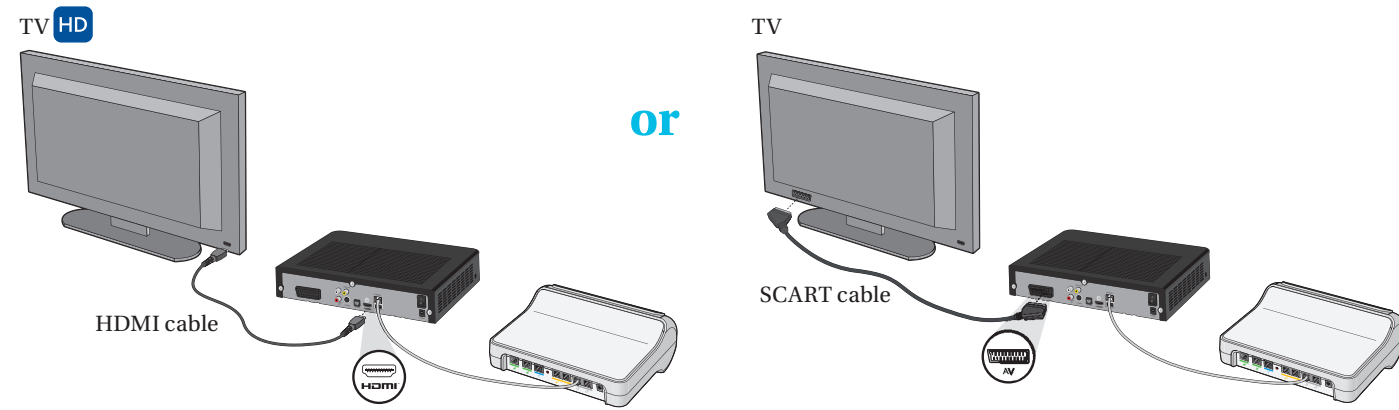
- 2 Connect the decoder to the modem. The DSL light on the modem must be activated.



! Tip

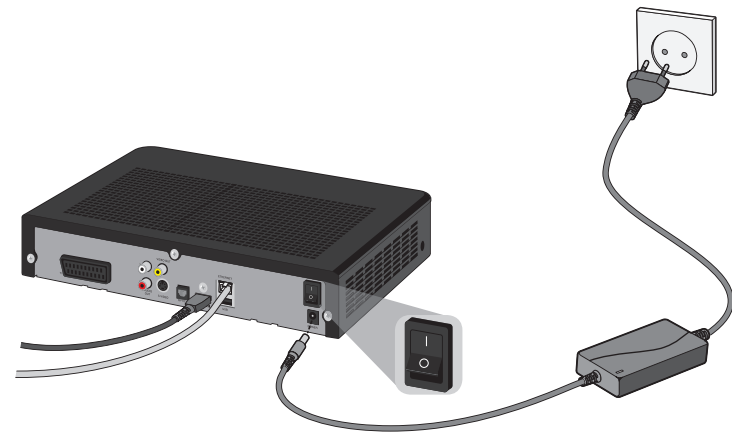
You can also connect the decoder and modem together without visible cabling. This is done via the mains circuit with the aid of a PLC adapter. This can be obtained from any Belgacom point of sale.

3 Connect your TV to the decoder.



! If you have an HD TV, use only the HDMI cable.

4 Insert the decoder cable into the socket.



! Do the lights not come on?

Check whether the decoder's power supply cable is properly connected or that the decoder is not in stand-by mode. Press . If the decoder fails to respond, restart it. Check whether the switch is in 'I' mode. If in doubt, consult the brochure 'Need help?', which you will find in this box.

! Do not disconnect the power supply cable and Ethernet cable from the decoder.

5 Turn on your TV.

Starting the decoder automatically

The decoder starts automatically and the lights and will come on. The decoder will then be updated automatically.



This screen appears every time you disconnect the decoder from the mains power supply.

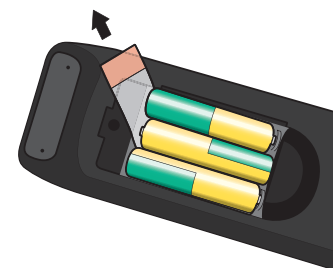
! Does the start-up screen not appear?

Try one of these solutions:

- With the or key, depending on the make of your remote control, select the output of your TV to which the Belgacom TV decoder is connected (AV1, HDMI, EXT1, etc.).
- Turn the decoder's switch off and on .
- Check that the cable between the modem and decoder is properly connected.
- If necessary, check again whether our technical department has already activated Belgacom TV on your line (page 7). If in doubt, consult the brochure 'Need help?', which you will find in this box.

Configuring Belgacom TV

- 1 Remove the protective film from the batteries in the Belgacom TV remote control (for new customers only).
 - A. Open the battery cover on the back of the Belgacom TV remote control.
 - B. Pull off the protective film. That prevents the batteries discharging prematurely.
 - C. Close the battery cover.



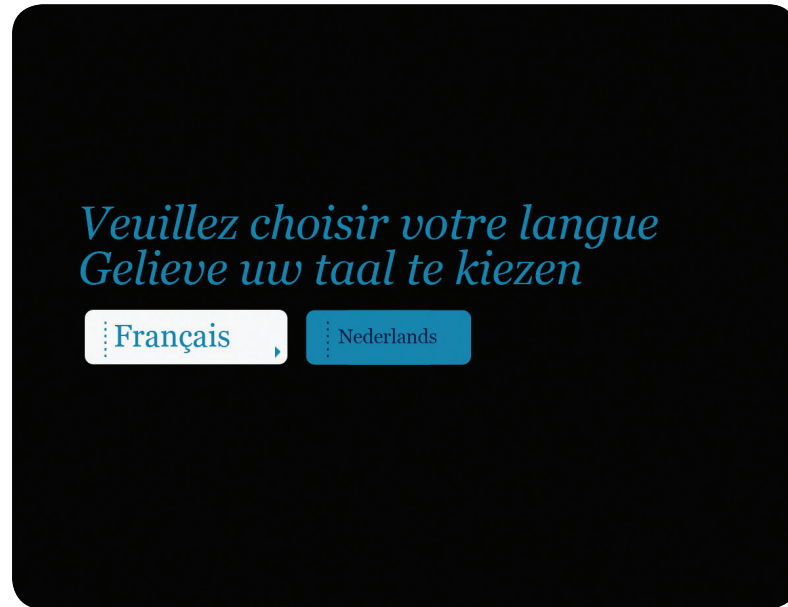
! Only one remote control?

Would you rather use just one remote control? If so, you can make your Belgacom TV remote control universal. To do this, consult the Belgacom TV instructions for use.

! Don't forget to replace the batteries of the remote control, preferably once a year.

2 Enter your details on the configuration screen using the Belgacom TV remote control.

A. Preferred language



! Does your remote not respond?
Press the key until the belgacom light comes on, if you have this model of remote control.

C. Line number: your phone number or reference number mentioned in the letter confirming the activation of Belgacom TV.

Pin code (by default this is **1234** unless you have already changed it). Did you enter the wrong number? Use the buttons to navigate and enter the right number.



! The PIN code
You can change the PIN code. See the Belgacom TV instructions for use.
You can also use the PIN code for renting TV programmes, films, etc. later.

B. Select the name of your decoder.



3 Using the buttons on the remote control, go to 'Activate the service' and confirm with the button.



Belgacom TV has now been configured!

If you also have Internet, you can now go on with the next step.
Connect your PC with a cable to your modem

! Tip
Would you also like to install a DVD player, VHS recorder, a game console, an extra TV?
Consult the brochure 'Need help?', which you will find in this box.

! Restarting the decoder after completing the installation
 Once the decoder has restarted, you can view the channels after about 3 minutes.
 About 6 minutes later, you can navigate around the menus.

! Tip
Consult the Belgacom TV instructions for use for information about using Belgacom TV.
Press the button to access the Belgacom TV demo films.

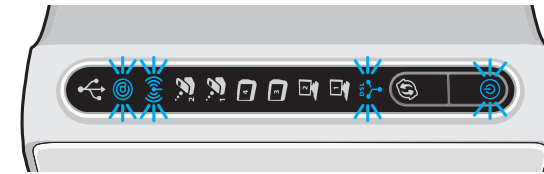


3. Internet

Connect your PC with a cable to your modem

1 Check the connection.

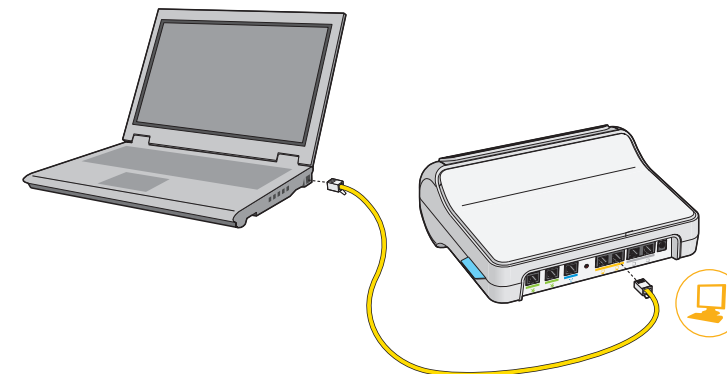
Check first whether the @ light on your modem is activated. This means that your connection parameters (login and password) have been configured automatically in your modem. So you no longer have to enter them again to access the Internet.



! Is the light not activated?

Disconnect the modem's power supply cable and reconnect it. Wait about 20 minutes. No result? If in doubt, consult the brochure 'Need help?', which you will find in this box.

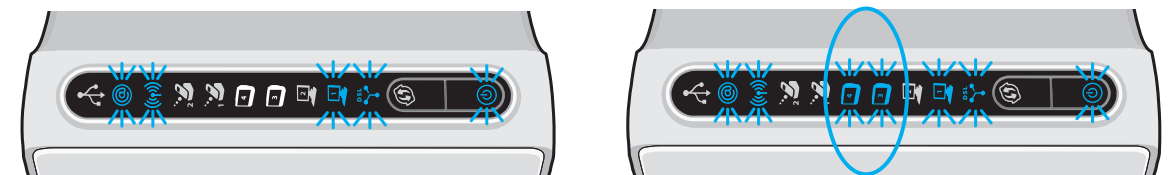
2 Connect your PC to the modem.



Ethernet cable

3 Start your PC.

The following lights on your modem will now be activated :



If you have Belgacom TV, 1 or 2 of the television's lights will also be activated.

4 Test your Internet connection by opening your browser and entering a Website address. If the Website appears, your connection is in order.



Configure your Wi-Fi (wireless connection) and your e-mail

1 Fit a wireless receiver to your computer, if this is not already done.

Keep the Ethernet cable between your PC and modem connected for now.

2 It is important that you complete the installation with the next 2 steps:

A. securing the wireless connection (Wi-Fi).

B. configuring your Skynet e-mail.
This e-mail is secured against viruses and spam.

There are 2 methods you can choose for configuring your Wi-Fi and e-mail:

➔ **Method 1: with detailed instructions**

- Go to www.belgacom.be/wifi
- Follow the instructions **'SSSq'How do I secure my wireless network?'** and **'How do I configure my e-mail program?'**
These instructions contain screens for all Windows versions and the most popular e-mail software programs.

Enter your personal access codes here

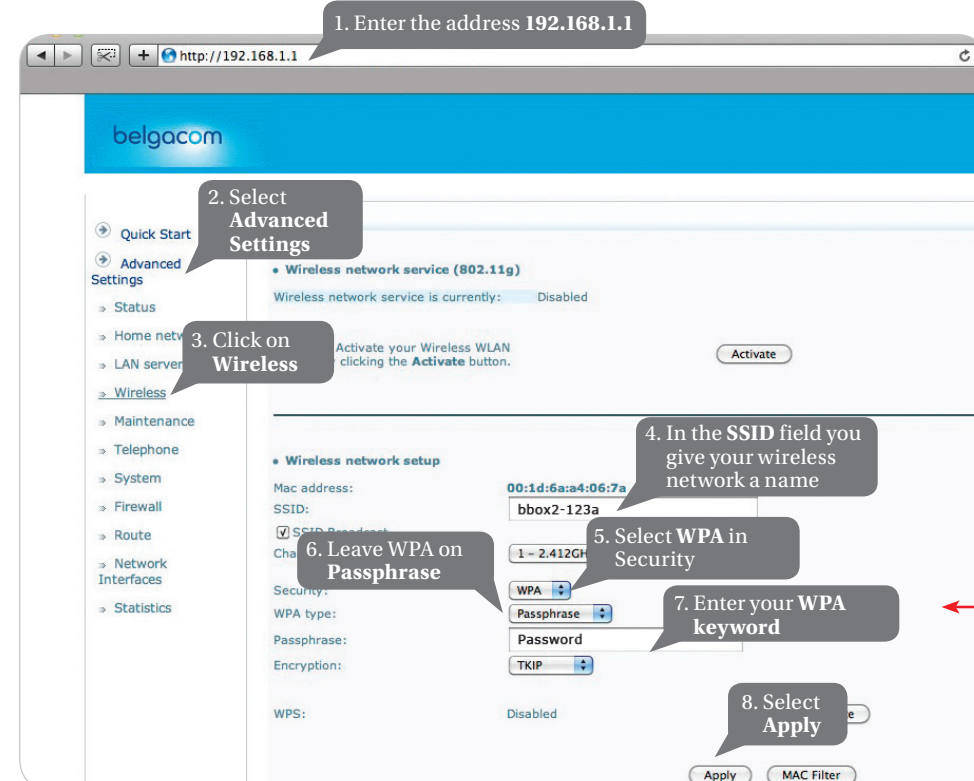
SSID:

WPA Passphrase:

or

➔ **Method 2: with concise instructions**

A. To configure Wi-Fi



! You do not use Wi-Fi?

Secure your account by deactivating the access.

- Open your Internet Explorer and enter the address 192.168.1.1 in the navigation bar.
- Select Quick Start.
- Tick *Disable under Wireless Network Settings*.
- Save the changes by clicking on *Save*.

Write down your personal access codes in the box on page 24.

Your wireless network is now secure.

You can now remove the Ethernet cable between your PC and modem and browse wirelessly.

B. Make a wireless connection on your PC.

- Double-click on **the wireless network icon**.

For example:

- Follow the instructions on the screen: select the **SSID** (= name of the network) that you chose earlier as the wireless network. Enter your key (**WPA Passphrase**).

C. To configure your e-mail

- Take your letter confirming your order for Belgacom Internet.

There you will find your login and password, as well as the requisite installation parameters.

- Start by opening your PC's e-mail software (Microsoft Outlook or Outlook Express, Windows Live Mail or others). When you open your software for the first time, you will be invited to create your mailbox.

- Enter your personal data and confirm them, together with the installation parameters mentioned in your confirmation letter.

! Choose your own e-mail address

The e-mail address that you receive from Skynet does not mention your name. You can change this address, for example into *firstname.lastname@skynet.be*, in the section 'My Internet' of the e-Services on www.belgacom.be

Now you can browse and send e-mails.

! Tip

Your keyword serves to secure your wireless network. Choose a code of 8 to 63 letters and/or numbers, without spaces or special characters (such as dots, commas, accents and asterisks).



4. Telephony

You can make calls using both your traditional phone line and your Internet connection (I-Talk).





You make calls with the traditional phone line

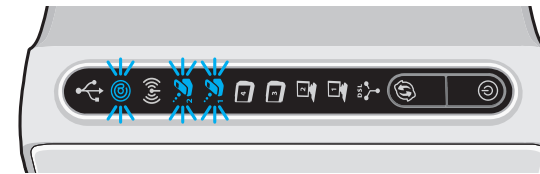
If you use a traditional telephone, then you already have the requisite connections.

- if you have a 5-pole socket on page 10
- if you have several 5-pole sockets and/or one 6-pole socket on page 12


You make calls via Internet with your old modem


1 To make calls via I-Talk the modem must remain switched on. However, you can turn off your PC if you're not using it.

- A. Check the connection. Check whether the  light and the  light are activated on your modem. They indicate that your data (phone no., login and password) have been configured automatically in your modem. So you don't need to enter them later to access the Internet or use your I-Talk number.




Nothing lit up?

Switch the modem on and off with the  button. If in doubt, consult the brochure 'Need help?', which you will find in this box.

If you have a second I-Talk phone number, the  light is also activated.

- B. Connect your phone to your modem. Place the phone cable in the  socket of your modem.

If you are replacing your traditional phone line with an I-Talk phone line, remove the cable of your phone from the junction box and insert this cable in the  socket of your modem.

If you have a 2nd I-Talk phone no., you can connect it to .

2 Test your TV connection (optional).

Now you can test your connection.

Dial the number 0800 22 060. If you hear this message: 'You are connected with a test number of Belgacom', your connection is activated.

Your connection is ready! Now you can make calls with I-Talk.
For more information, go to www.belgacom.be/italksupport

Check one last time whether you have completed all the steps in this installation guide.

If you need help, you can contact our technical department 7 days per week free of charge from 08:00 to 22:00 on 0800 55 700. If necessary, a technician can visit you to assist you.

The best thing is to call us with your mobile from the place where the problem arises, so that we can solve it together.
We can then immediately test your fixed line and you won't need to call again.

Keep your last invoice to hand, so that you have your number(s) (in the column 'abonnements'). New customers will find this information in the confirmation letter.

