

KEENETIC HERO

Quick Start Guide

AX3000 Mesh Wi-Fi 6 Multi-Gigabit Router with
a 4-Port Gigabit and 1-Port 2.5 Gigabit Smart Switch,
SFP Combo Port, USB 2.0 and USB 3.0 Ports

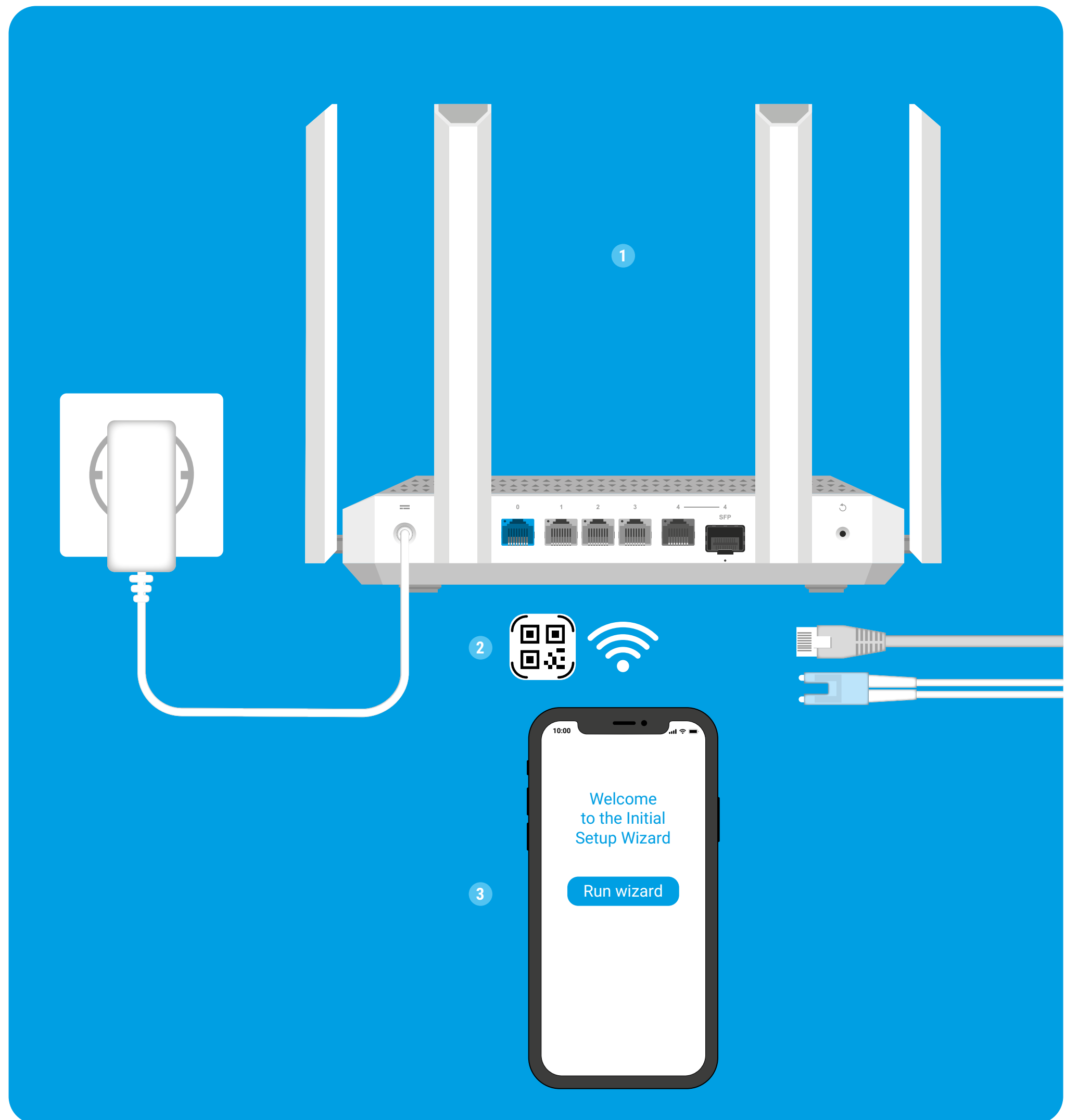
Model: KN-1012

Installing Your Keenetic Hero

1. Position your Keenetic Hero (hereinafter 'Keenetic device') within cable lengths of Ethernet and power outlets. Place your Keenetic device in an unenclosed space for better wireless coverage. Connect your Keenetic device to a power source. Check that both the **Status LED**  and **Wi-Fi LED**  are illuminated and not blinking.
2. Connect a mobile device to your Keenetic device via Wi-Fi. The default Wi-Fi name (SSID) and the Wi-Fi password are printed on your Keenetic device's back label along with a QR code that will automatically connect your mobile device to the Keenetic device's Wi-Fi when scanned. Alternatively, connect a computer to the gray Ethernet port on your Keenetic device using the included Ethernet cable.
3. Once connected, an **Initial Setup Wizard** window will appear on your mobile device / computer. If the Wizard does not appear, using a browser go to **my.keenetic.net** and follow the setup instructions.
Note: If the **Initial Setup Wizard** still doesn't appear, please refer to the Frequently Asked Questions section below.

For technical support and other information,
please visit

support.keenetic.com



Keenetic Hero Details

1. USB 3.0 & USB 2.0 Port

For connecting compatible USB devices, such as external hard drives, printers, and 4G/3G modems with a USB 3.0 or USB 2.0 interface. The ports are located on the side panel; the high-speed USB 3.0 port is the blue port marked '1'. The current list of compatible USB devices can be found on support.keenetic.com.

2. FN1 & FN2 Buttons

By default, the buttons are used to safely remove drives connected to the USB ports of your Keenetic device. You can assign other functions to these buttons if necessary.

3. Wi-Fi Antennas

Four fixed precision printed dipole Wi-Fi antennas. We recommend keeping the antennas in a vertical position.

4. DC Power Socket

For use with the power adapter supplied in the package. The Keenetic device is designed for continuous operation and does not need to be powered off daily.

5. Network Port 0

The blue port marked 0 is preconfigured for Internet connection in Router Mode. In Extender Mode, this port works for home or office network connection. The port LED is on when connection is established, and blinks when data is being transferred.

6. Network Ports 1, 2 & 3

By default, these ports are intended for home devices, but they can be reconfigured and connected to the Internet in Router Mode. The port LED is on when connection is established, and blinks when data is being transferred.

7. Combo Port 4

This port combines an RJ-45 connector for Ethernet cable and an SFP slot (SFP module is sold separately). By default, it is intended for home devices, but can be reconfigured and connected to the Internet in Router Mode. It is not possible to use more than one connection type at the same time. If an SFP module is plugged in, the RJ-45 connector will be disabled. The connection that is currently active can be identified by the LED located adjacent to the port, which is on when the connection is established, and blinks when data is being transferred.

8. Reset Button

Restores the original factory settings and resets the administrator password. For instructions on how to reset your Keenetic device to factory settings, see the Frequently Asked Questions section below.

9. Status LED

Solid green — Ready for operation.

Blinking green — Starting up or updating the operating system.

Rapidly blinking for 2 seconds followed by continuous illumination — The Wi-Fi Control Button or FN Button has been pressed, and the function assigned to the button has started.

Rapidly blinking for 2 seconds followed by no illumination — The Wi-Fi Control Button or FN Button has been pressed, and the function assigned to the button was stopped.

Off — Off.

10. Internet LED

Solid green — Internet connection is established.

Off — No Internet connection.

11. FN1 & FN2 LEDs

By default, they indicate the status of the USB ports. The purpose of these LEDs can be changed in the settings.

Solid green — The USB device connected to the corresponding port is ready.

Off — A compatible USB device was not found or is not ready.

12. Wi-Fi LED

Solid green — Wi-Fi network enabled.

Blinking green — Transferring data.

Blinking slowly — Quick connection session (WPS) in progress.

Off — Wi-Fi network disabled.

13. Wi-Fi Control Button

By default, this button allows you to easily add extenders to the Keenetic Mesh Wi-Fi System, or other WPS-compliant devices to the wireless network.

Pressing it once — Starts a quick connection session for adding a new device.

Pressing and holding for 3 seconds — Turns the Wi-Fi on or off. You can assign other functions to this button if necessary.

Management Options

The **Keenetic web interface** is the primary way to manage your device, offering all features and configuration options. You can also book a private domain name with the free KeenDNS service to have secure, HTTPS-protected remote management of your network anytime, and from anywhere. Open my.keenetic.net to start.

The **Keenetic mobile application** provides the easiest way to manage your home network through your iOS or Android devices on the go, focused on routine tasks, parental functions and traffic monitoring. Download the Keenetic app, available on Apple App Store and Google Play Store, on your mobile phone.



Scan for Keenetic App

The **Keenetic remote monitoring and management system** is a cloud-based solution purpose-built for Small/Medium-sized businesses to help keep critical networks and infrastructure online 24/7. Visit rmm.keenetic.com to learn more.

Frequently Asked Questions

What should I do if I can't access the Initial Setup Wizard page or the Keenetic Web Interface page?

1. Make sure that your mobile device / computer is connected to your Keenetic device (in Router Mode) via Wi-Fi or an Ethernet cable and set up to obtain an IP address and DNS servers automatically.
2. Check that you have correctly entered the appropriate Keenetic device web address: either my.keenetic.net (recommended) or **192.168.1.1** or **192.168.2.1**.
3. Reboot your mobile device / computer and your Keenetic device.
4. If the Initial Setup Wizard page is still not appearing, please follow the instructions below to reset your Keenetic device.

What should I do if I can't access the Internet with my Keenetic device?

1. If the **Internet LED** on the Keenetic device (in Router Mode) is not illuminated, consult your ISP to make sure that that service is available, and that you are using the correct connection parameters, e.g. account login and password, authentication protocol, MAC address, etc. Make the necessary changes.
2. If the **Internet LED** on the Keenetic device (in Router Mode) is illuminated, please check the wired or Wi-Fi connections between your Keenetic Main Router and home devices, including any Keenetic extenders.

What should I do if I forget my wireless password?

The default password for connecting to your Wi-Fi network can be found on a sticker on the back of your Keenetic device, or if you are using a Mesh Wi-Fi System, you should use the password on the Main Router. If the default Wi-Fi password has been changed and subsequently lost, the changed password can be retrieved or reset by logging in to the web interface or in the Keenetic mobile application.

What should I do if I forget my Web Interface page password?

To create a new password, please follow the instructions to restore the factory settings on your Keenetic device in the question below.

How do I reset/restore the original factory settings on my Keenetic device?

Make sure that your Keenetic device is connected to a power supply. Press and hold the **Reset Button** until the **Status LED** begins to blink rapidly, release the button and wait while your device restarts.

Important: After restoring factory settings, you will need to reconfigure your Internet connection and re-add extenders to your Mesh Wi-Fi System.

General Information

What's in the Box

- 1 Router preloaded with KeeneticOS;
- 1 100–240 V power adapter;
- 1 Ethernet cable;
- 1 Quick Start Guide;
- 1 Quick Start Guide (multilingual).

Environmental Conditions

- Operating temperature range: 0 to +40°C;
- Operating humidity: 20 to 95% non-condensing;
- Storage temperature range: –30 to +70°C;
- Storage humidity: 10 to 95% non-condensing.

Device Warranty

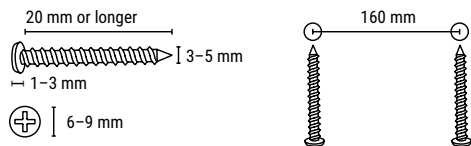
For the most up to date Warranty Information, please visit our website keenetic.com/legal.

Your Keenetic device comes with a non-transferable 3-year warranty from the documented date of purchase (including your 2-year European Limited Warranty). Valid claims in case of a defect will be honored subject to local legal requirements.

Safety Instructions

- Your Keenetic device is ONLY for indoor use — NEVER use it outside.
- Before use, remove protective labels from your Keenetic device, and ensure vents are unblocked.
- Never use your Keenetic device in an enclosed space, and ensure that the Keenetic-supplied power adapter is always easily accessible.
- ONLY use a Keenetic-supplied power adapter — cease to use any damaged adapter IMMEDIATELY.

- Your Keenetic device and its power adapter contain no user-serviceable parts — DO NOT OPEN.
- Keep your Keenetic device away from water, excessive humidity or heat, and direct sunlight.
- Your Keenetic device can be safely wall-mounted using two screws, firmly attached, on any wall surface strong enough to support 4 times the device's weight.



Certification Information



Keenetic Limited hereby declares that this device is in compliance with all relevant provisions of directives 2014/53/EU, 2009/125/EC, and 2011/65/EU. Details of the original EU declaration may be found at keenetic.com within details on specific model pages.

This device complies with EU radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 cm between the antennas and a person's body.

The frequency and the maximum transmitted power for your device, per the requirements of the EU are listed below:

2400–2483,5 MHz: 20 dBm;
5150–5350 MHz: 23 dBm;
5470–5725 MHz: 30 dBm.

This device will support DFS and TPC functionality while operating in the 5 GHz band.

	AT	BE	BG	CH	CY	CZ	DE
	DK	EE	EL	ES	FI	FR	HR
	HU	IE	IS	IT	LI	LT	LU
	LV	MT	NL	NO	PL	PT	RO
	SE	SI	SK	TR	UA	UK	

This device is restricted to indoor use only when operating in 5150 to 5350 MHz frequency range (channels 36–64).

Per (EC) No 1275/2008, the power consumption in networked standby if all wired network ports are connected and all wireless network ports are activated is 8.6 W.

This device can be used across EU member states.

Disposal

In accordance with European directives, your Keenetic device, including the power adapter and cables may not be disposed of with general household waste. Consult your local authority or your supplier for information about disposal.



Notice

When you use your Keenetic device (including when you connect your Keenetic device the first time), Keenetic Limited will process certain personal data about you, e.g., service tag, serial number, model name, software version, and IP address of your Keenetic device.

For more information, please go to keenetic.com/legal.

If you are in the European Union / European Economic Area, Keenetic GmbH will process certain personal data about you, e.g., service tag, serial number, model name, software version, and IP address of your Keenetic Router. Please read our Device Privacy Notice for the European Union / European Economic Area at keenetic.com/legal.