

KEENETIC

HERO

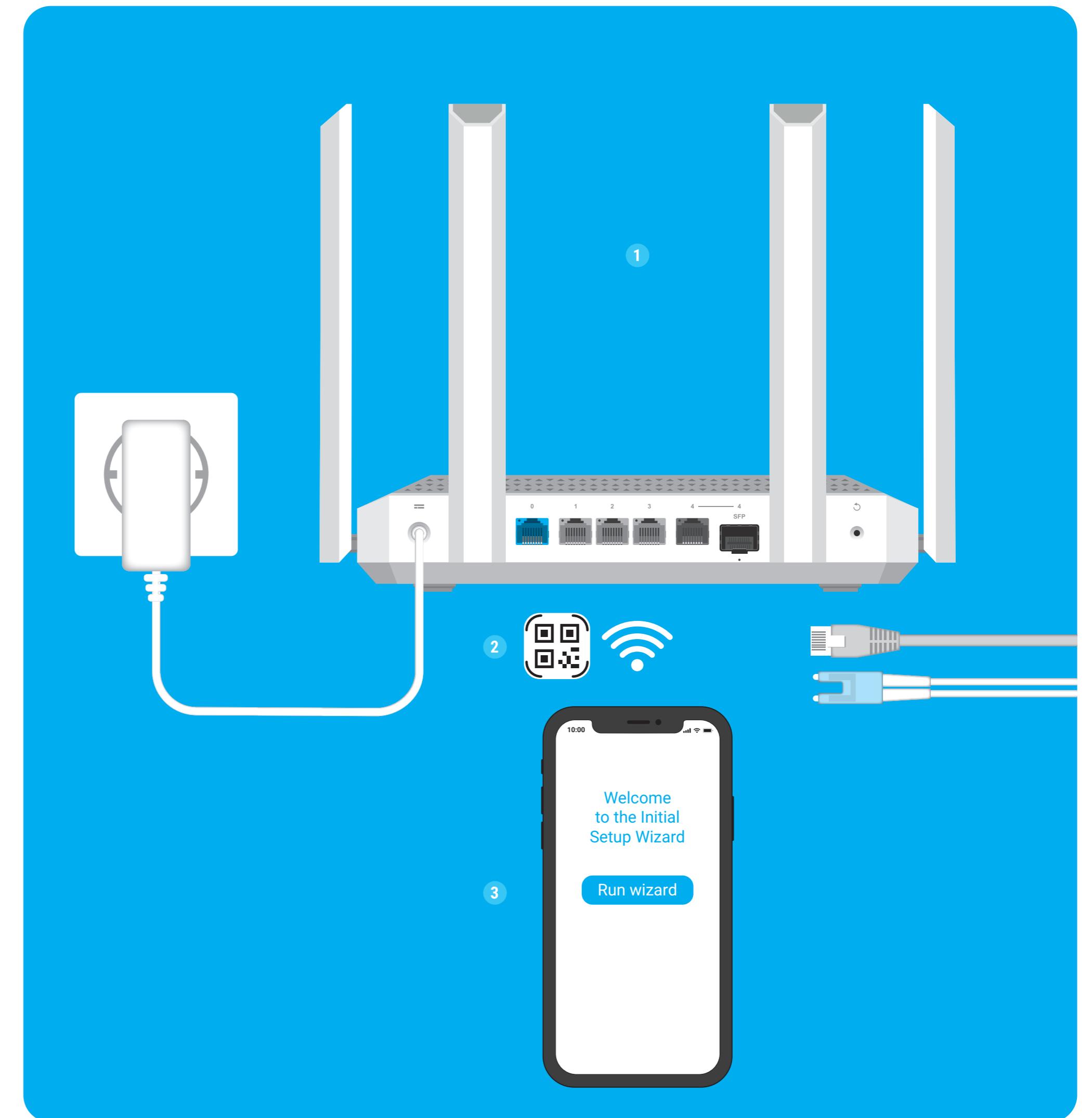
## Quick Start Guide

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

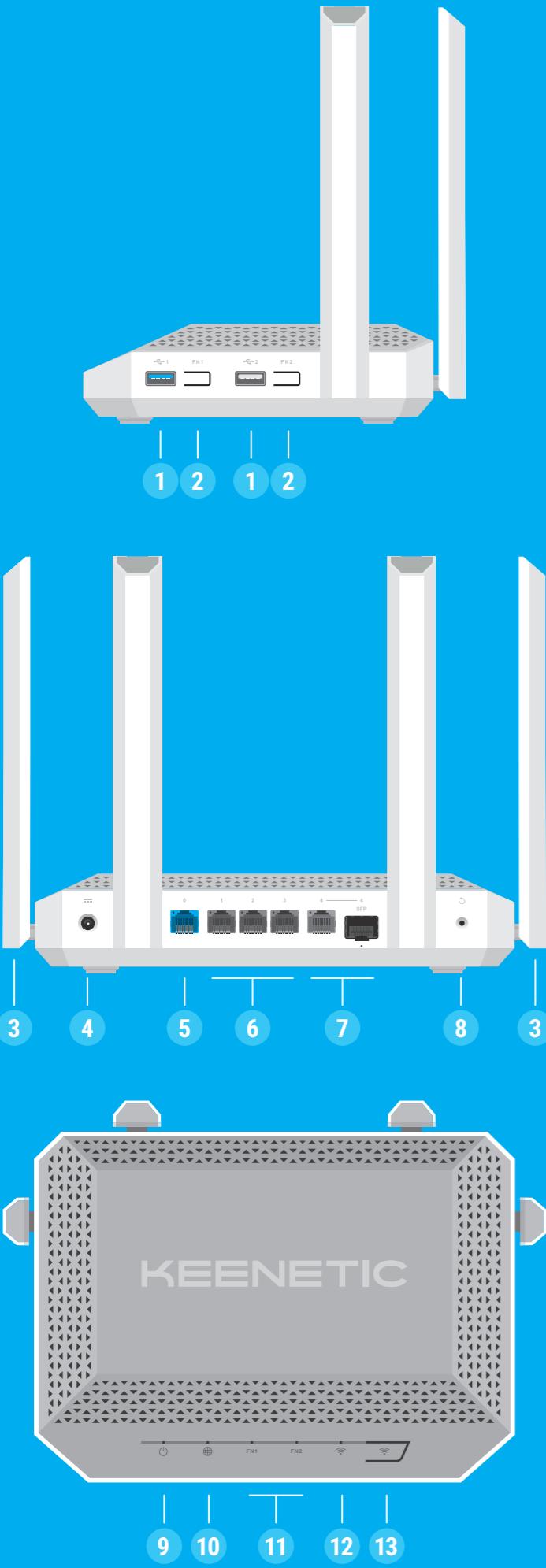
1. Position your Keenetic Hero (hereinafter 'Keenetic device') within cable lengths of Ethernet and power outlets. Place your Keenetic device in an unenclosed space for better wireless coverage. Connect your Keenetic device to a power source. Check that both the **Status LED**  and **Wi-Fi LED**  are 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](http://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](http://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](http://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.

### 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.

### 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.

### 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](http://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.

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](http://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](http://my.Keenetic.net) (recommended) or [192.168.1.1](http://192.168.1.1) or [192.168.2.1](http://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](http://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



FCC ID 2BFMH-KN-1012

FCC regulations restrict the operation of this device to indoor use only.

This device cannot be used to provide connections between separate buildings or structures.

### Federal Communications Commission (FCC) Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generate, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

### RF exposure warning

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter.

### 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](http://keenetic.com/legal).