

# Quick Start Guide

AC1300 Dual Band Mesh Wi-Fi Supervectoring VDSL2/ADSL2+ Modem Router with Dual Core CPU, a 5-Port Gigabit Smart Switch, USB 2.0 and USB 3.0 Ports  
Model: KN-2410

## Installing Your Keenetic Hero DSL

**1** Position your Keenetic Hero DSL (hereinafter 'Keenetic device') within cable lengths of phone and power outlets. Place your Keenetic device in an open area for better wireless coverage.

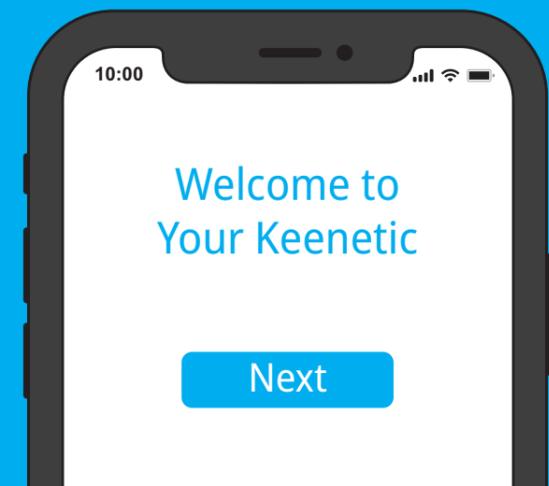
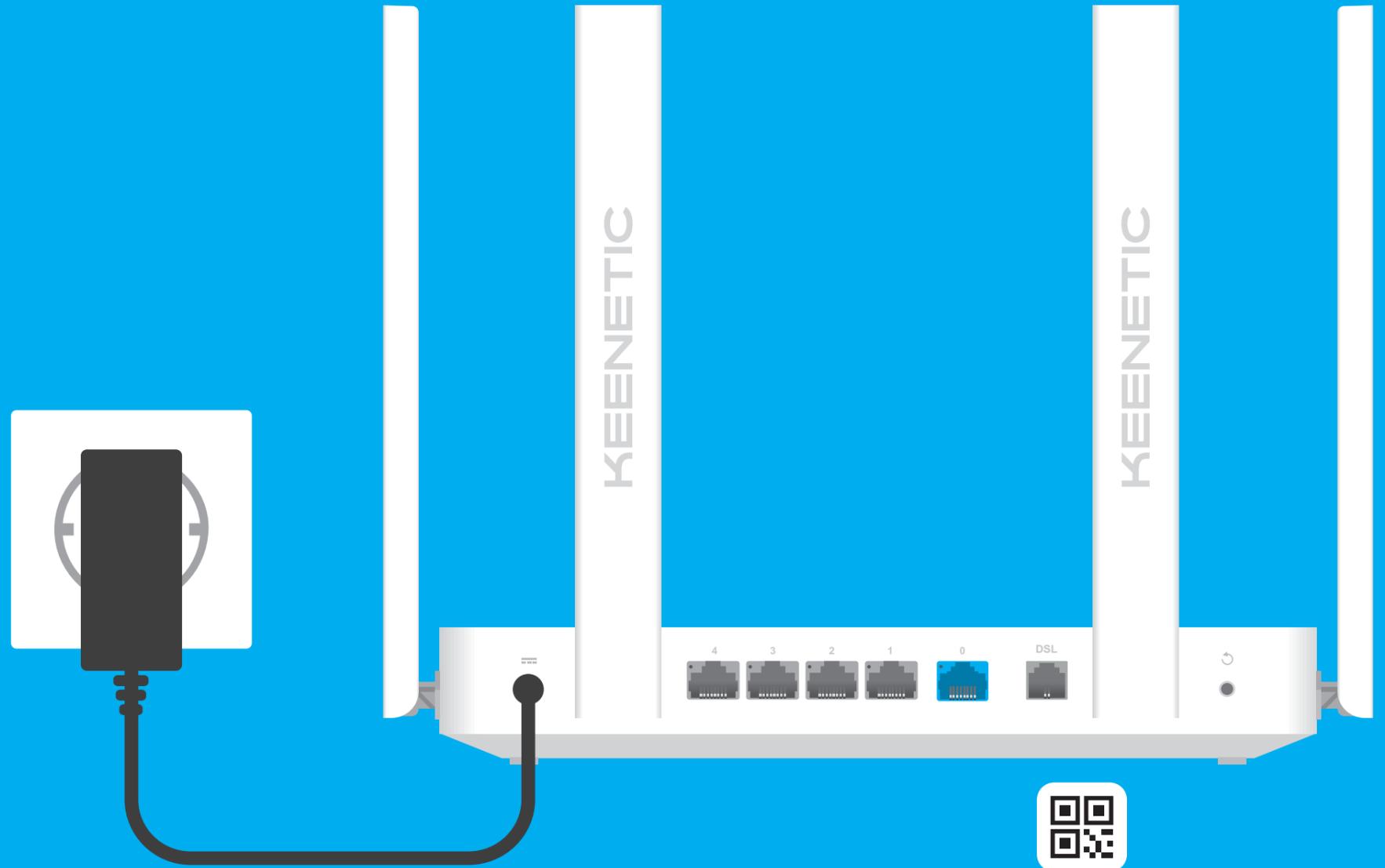
**2** Connect your Keenetic device to a power source. Check that both the Status LED  and Wi-Fi LED  are illuminated and not blinking.

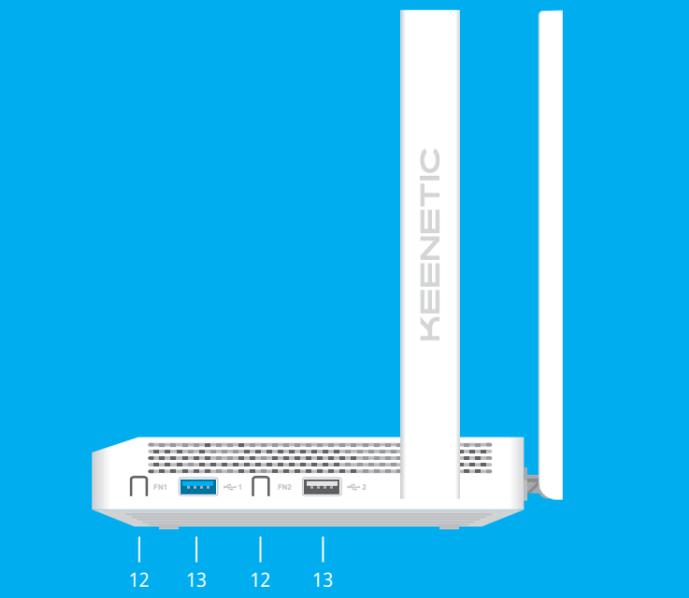
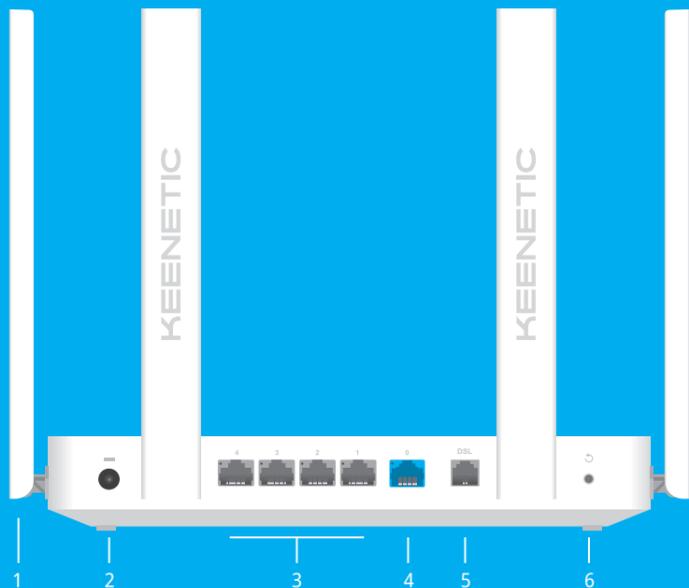
**3** Connect a mobile device to your Keenetic device via Wi-Fi. The default Wi-Fi name (SSID) and Wi-Fi password are printed on your Keenetic device's back label along with a QR code that will automatically connect your mobile device to the Keenetic device's Wi-Fi when scanned. Alternatively, connect a computer to any gray Ethernet port on your Keenetic device using the included Ethernet cable.

**4** 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](https://my.keenetic.net).

**Note:** If the Initial Setup Wizard doesn't appear, please refer to the Frequently Asked Questions section below.

**5** In the Initial Setup Wizard window select the configuration option and follow the setup instructions.





## LED Lights, Antennas, Buttons and Ports

### 1. Wi-Fi Antennas

Four fixed precision printed dipole Wi-Fi antennas with 5 dBi gain. We recommend keeping the antennas in a vertical position.

### 2. 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.

### 3. Network Ports 1, 2, 3 & 4

By default, these ports are intended for home devices, but they can be reconfigured and used to connect to the Internet.

### 4. Network Port 0

The blue port, marked 0, is preconfigured for Internet connection.

### 5. DSL Port

An RJ11 socket for connection to a telephone line through the supplied splitter.

### 6. 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.

### 7. Status LED

**Solid green** — Ready for operation.

**Blinking green** — Rebooting or updating the operating system.

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

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

**Off** — Off.

### 8. Internet LED

**Solid green** — Internet connection is established.

**Solid orange or blinking orange** — DSL connection is established, transferring data.

**Blinking orange slowly** — DSL connection in progress.

**Off** — No Internet connection.

### 9. FN1 & FN2 LEDs

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

**On** — The USB device connected to the corresponding port is ready.

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

### 10. 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.

### 11. 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.

### 12. 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.

### 13. USB 3.0 & USB 2.0 Port

For connecting compatible USB devices, such as external hard drives, printers, and 3G/4G 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 one.

The current list of compatible USB devices can be found on the website [help.keenetic.com](http://help.keenetic.com).

## 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 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** 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 via a phone line with my Keenetic device?

1. If the Internet LED on the Keenetic device (in Router Mode) is not illuminated or it is slowly blinking orange:
  - a. Check your phone outlet connection. The **LINE** port on the DSL splitter must be connected to a phone outlet, and the **MODEM** port to the **DSL** port on your Keenetic device. A landline phone can be attached to the **PHONE** port on the DSL splitter if necessary.
  - b. To pinpoint the problem, try removing the DSL splitter and connect the Keenetic directly to a phone outlet. If it works now, your DSL splitter connection (splitter and/or second DSL/phone cable) is the cause.
  - c. Consult your ISP to make sure that the line is ready and the service is available.
2. If the Internet LED on the Keenetic device (in Router Mode) is illuminated and solid orange, check that you are using the correct connection parameters: VPI/VCI, VLAN IDs, authentication protocol, account login/password, etc. Make the necessary changes.
3. If the Internet LED on the Keenetic device (in Router Mode) is illuminated and solid green, please check the wired or Wi-Fi connections between your Keenetic device and home devices, including any Keenetic extenders.

### What should I do if I can't access the Internet via an Ethernet cable or Fiber / Cable / Satellite modem?

1. If the Internet LED on the Keenetic device 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 is illuminated, please check the wired or Wi-Fi connections between your Keenetic device and home devices, including any Keenetic extenders.

### What should I do if I forget my wireless password?

The default password for connecting to the Wi-Fi network can be found on a sticker on the back of your Keenetic device. If the default Wi-Fi password has been changed and subsequently lost, the changed password can be retrieved or reset by logging in to [my.keenetic.net](http://my.keenetic.net) 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 Reset Button and wait while your device restarts.

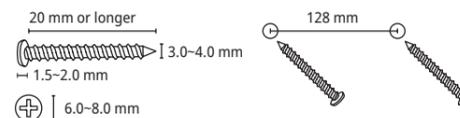
**Important:** After restoring factory settings, you will need to reconfigure your Internet connection and re-add extenders to your Mesh Wi-Fi System.

### What's in the Box

- 1 DSL Modem Router preloaded with KeeneticOS
- 1 Level VI energy-efficient 100–240 V power adapter
- 1 Ethernet cable
- 1 DSL splitter
- 2 DSL/phone cables
- 1 TAE-to-RJ11 adapter
- 1 Quick Start Guide (multilingual)
- 1 Quick Start Guide (English)

### Safety Instructions

- Your Keenetic device is **ONLY** for indoor use, **NEVER** use it outside.
- Keep your Keenetic device away from water, humidity, excessive heat, and direct sunlight.
- Your Keenetic device and its power adapter contain no user-serviceable parts. **DO NOT OPEN.**
- Remove all protective stickers, do not block ventilation holes, or operate in enclosed spaces.
- **ONLY** use a Keenetic supplied power adapter, cease to use any damaged adapter **IMMEDIATELY.**
- Your Keenetic device can be safely wall-mounted using two firmly attached screws on any wall strong enough to support 4x the device 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](http://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 12,5 W.

### 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.

### 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](http://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 device. Please read our Device Privacy Notice for the European Union / European Economic Area at [keenetic.com/legal](http://keenetic.com/legal).