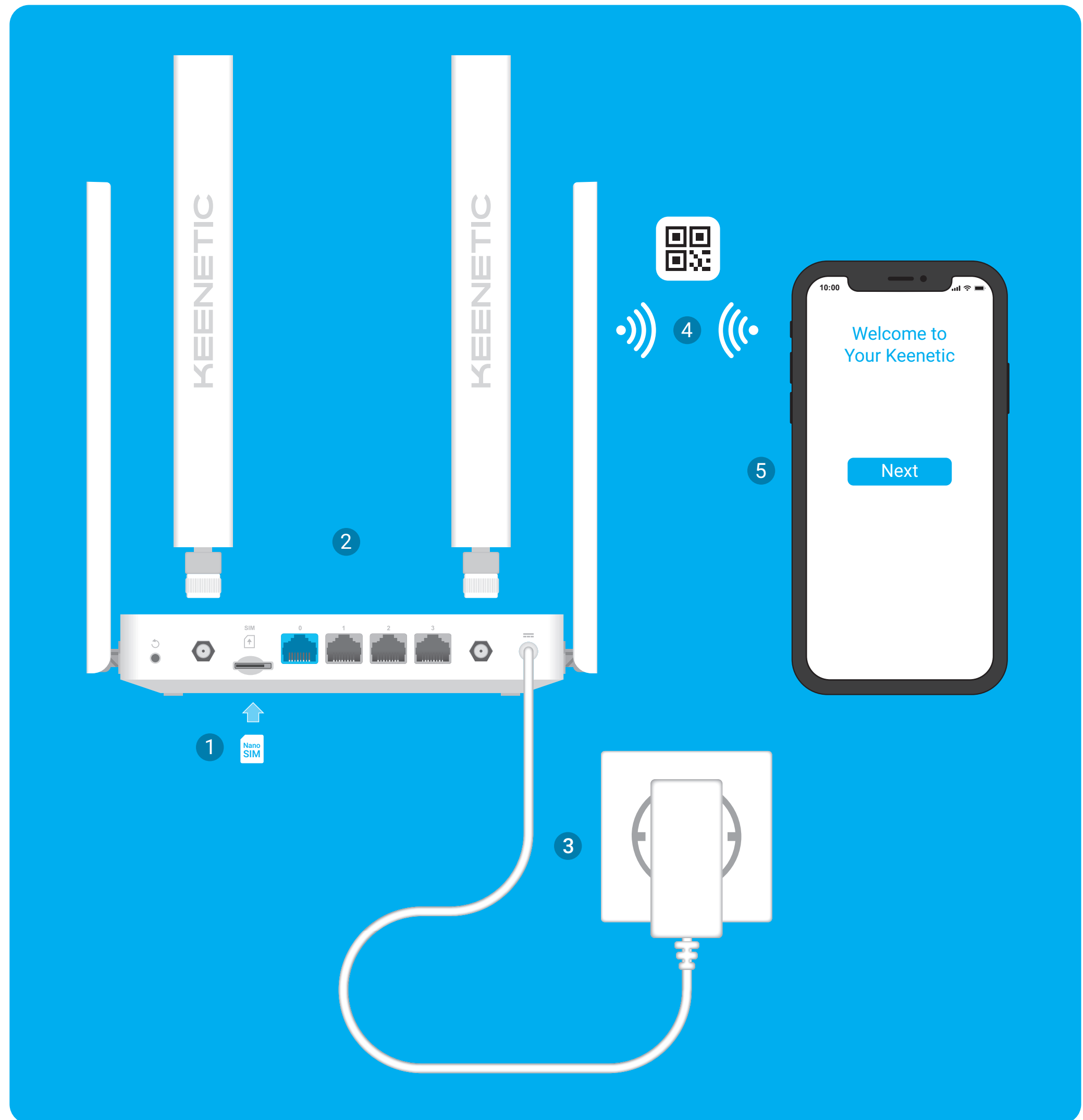# KEENETIC
EXPLORER 4G

Quick Start Guide

AC1200 Mesh Wi-Fi 5 4G Modem Router
with a 4-Port Smart Switch
Model: **KN-4910**

Installing Your Keenetic Explorer 4G

1. Insert a standard Nano-SIM card, with the gold contacts facing downwards, into the **SIM Card Slot** on the back of your Keenetic Explorer 4G (hereinafter 'Keenetic device'), until you hear a click. To obtain an activated Nano-SIM card, contact your mobile broadband service provider.

2. Install the supplied removable 4G antennas and position them vertically.

3. Position your Keenetic device within cable length of a power outlet. 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.

4. 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 any gray Ethernet port on your Keenetic device using the included Ethernet cable.

5. Once connected, an **Initial Setup Wizard** window will appear on your mobile device / computer. If the Wizard does not appear, 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

help.keenetic.com

Welcome to
Your Keenetic

Next

Nano
SIM
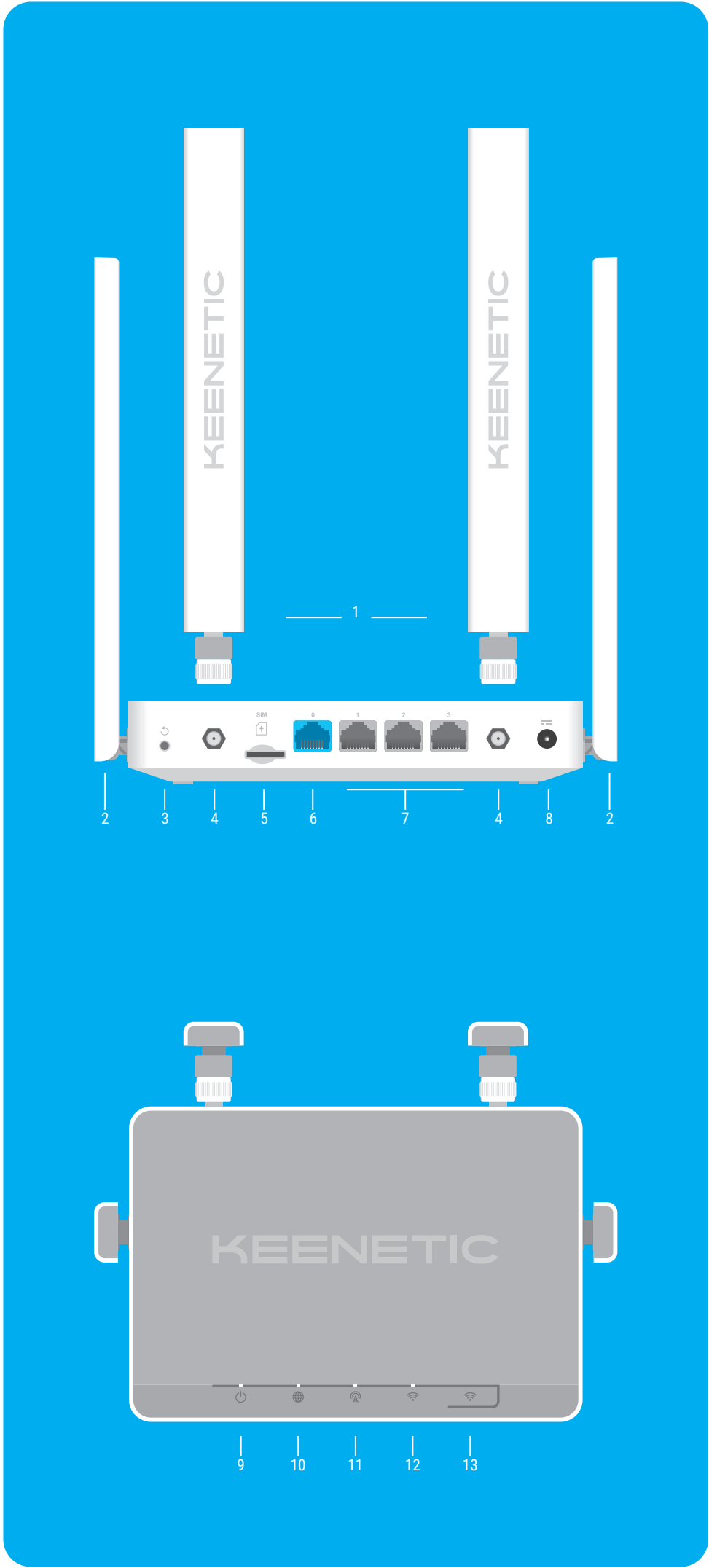
Keenetic Explorer 4G Details

1. 4G Antennas
Two omni-directional 4G antennas.

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

3. 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.

4. 4G Antenna Connectors
Two SMA connectors for 4G antennas. If necessary, you may connect, via the SMA connector, an external directional MIMO antenna (sold separately).

5. SIM Card Slot ⬆
Nano-SIM card slot.

6. 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.

7. 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.

8. 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.

9. Status LED ⏻
Solid green — Ready for operation.
Blinking green — Rebooting or updating the operating system.
Rapidly blinking for 2 seconds followed by continuous illumination — The Wi-Fi Control 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 has been pressed, and the function assigned to the button was stopped.
Off — Off.

10. Internet LED ⊕
Solid green — 4G or wired Internet connection.
Solid orange — 3G Internet connection.
Blinking green / orange — Traffic counter reached data warning level on metered mobile broadband network connection.
Off — No Internet connection.

11. Mobile Network LED 📶
Solid green — Good signal strength.
Blinking green — Traffic counter reached data limit level on metered mobile broadband network connection. Mobile network disconnected.
Solid blue — Weak signal strength.
Blinking blue — Connecting to a mobile broadband network.
Solid red — Invalid or missing SIM card, or incorrect PIN code.
Off — Built-in 4G modem disabled.

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 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 via a mobile broadband connection?

1. If the **Mobile Network LED** 📶 is steady red:
   a. Verify that your SIM card is 3G or 4G data-enabled and inserted correctly in the SIM slot.
   b. Verify if a PIN is required, and if so, enter the correct PIN provided by your ISP in the Internet settings.

2. If the **Mobile Network LED** 📶 is blinking blue:
   a. Make sure that your SIM card has not expired.
   b. Verify that your Keenetic device is in your ISP's service area.
   c. Confirm with your ISP if mobile broadband service is enabled for your account.
   d. Confirm with your ISP if you are in a roaming service area. If you are, make sure roaming is permitted for your account and Data Roaming is enabled in your Keenetic device's Internet settings.
   e. Verify the parameters provided by your ISP are correctly entered in the Internet settings.

3. If the **Mobile Network LED** 📶 on the Keenetic device is steady blue or green, verify that your SIM card has sufficient credit.
4. If the **Internet LED** ⊕ on the Keenetic device 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 DSL / 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 any 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 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;
- 2 Omni-directional 4G antennas;
- 1 Level VI energy-efficient 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.

20 mm or longer
3.0 mm
1.5~2.0 mm
5.0~6.0 mm
67 mm
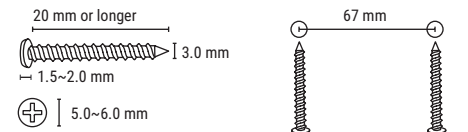
Certification Information

CE

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:

4G/3G
Band 1 (1920-1980 MHz), Band 3 (1710-1785 MHz), Band 5 (824 – 849 MHz), Band 7 (2500-2570 MHz), Band 8 (880-915 MHz), Band 20 (832-862 MHz), Band 38 (2570-2620 MHz), Band 40 (2300-2400 MHz), Band 41 (2535–2675 MHz): 23 dbm ± 2,7 dB.

Wi-Fi
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 2,6 W.

This device can be used across EU member states.

UKCA

Keenetic Limited hereby declares that this Wireless Router is in compliance with the UK Radio Equipment Regulations SI 2017 No. 1206. Details of the original UKCA declaration may be found at **keenetic.com** within details on specific model pages

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**.