



Quick Start Guide

AC1300 Dual Band Mesh Wi-Fi 4G Modem Router with Dual Core CPU, 5-Port Gigabit Smart Switch and USB Port
Model: KN-2310

Installing Your Keenetic Hero 4G

1 Insert a standard Micro-SIM card into the SIM card slot on the back of your Keenetic Hero 4G (hereinafter 'Keenetic device', 'Keenetic router') until you hear a click, with the gold contacts facing downwards. To obtain an activated Micro-SIM card, contact your mobile broadband service provider. If you use a Nano-SIM card, you must use an adapter.

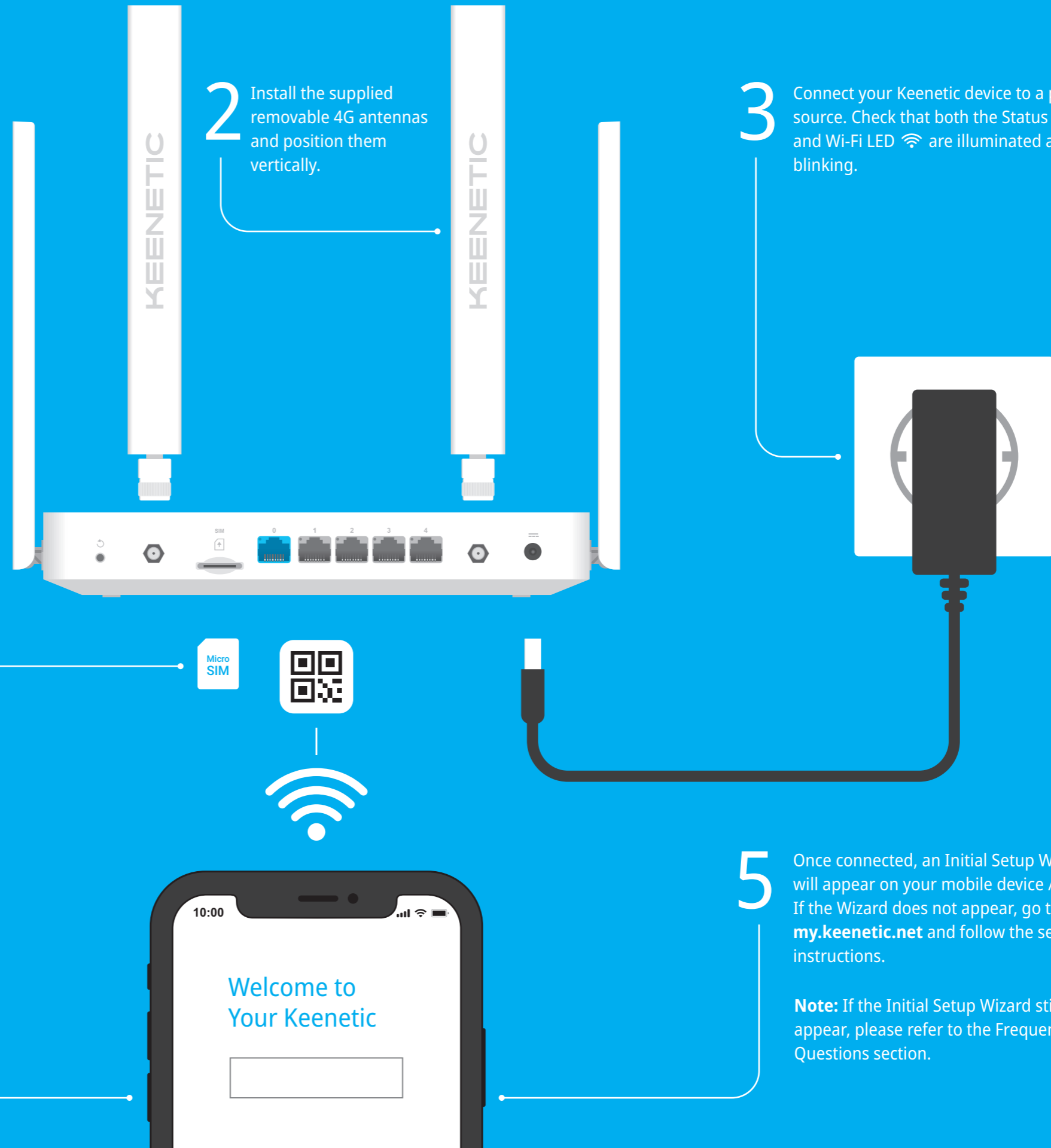
2 Install the supplied removable 4G antennas and position them vertically.

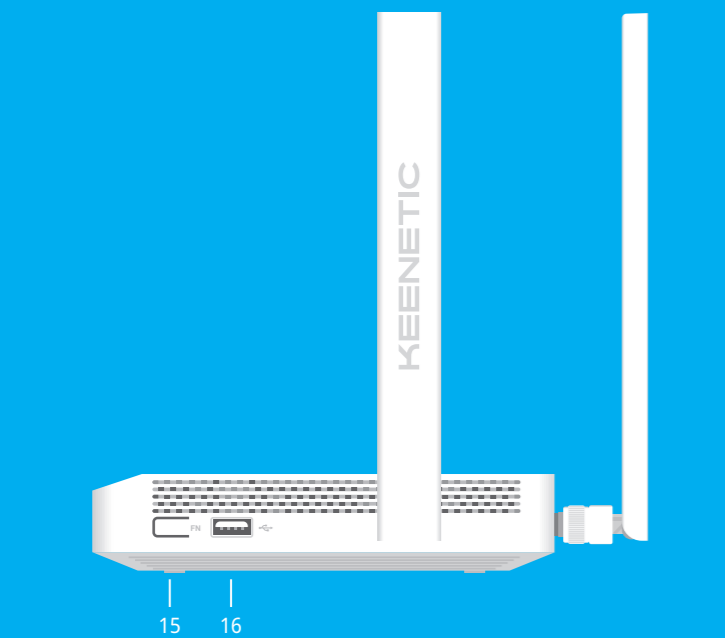
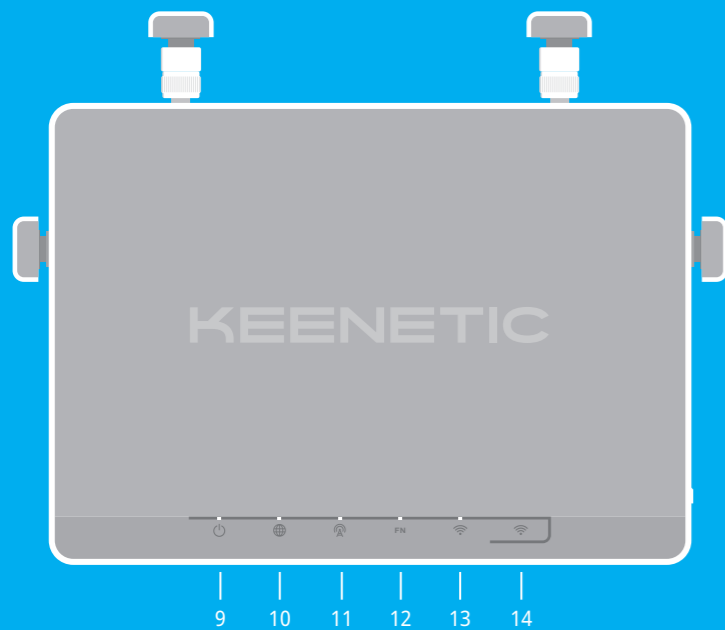
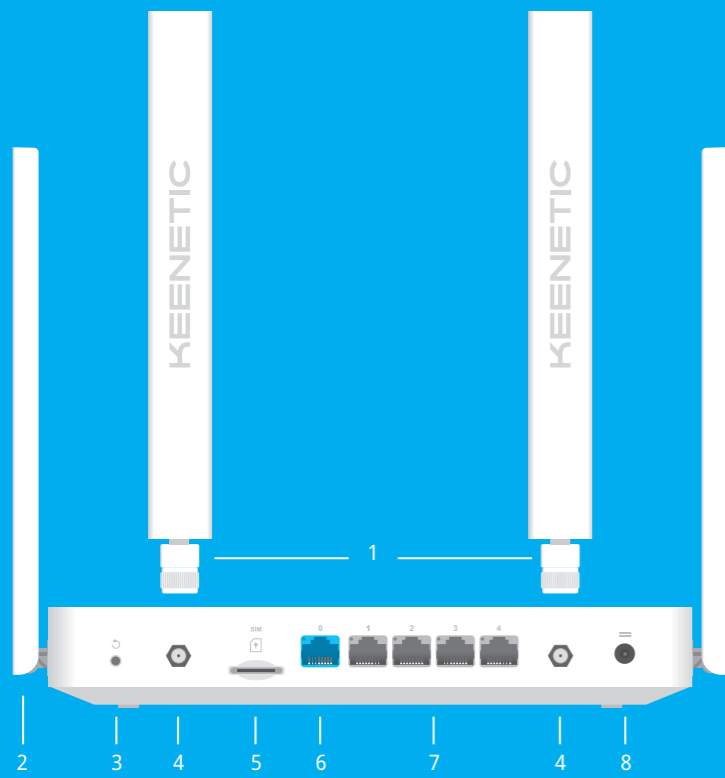
3 Connect your Keenetic device to a power source. Check that both the Status LED  and Wi-Fi LED  are illuminated and not blinking.

4 Connect a mobile device to your Keenetic router 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.

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.





LED Lights, Antennas, Buttons and Ports

1. 4G Antennas

Two omni-directional 4G antennas.

2. Wi-Fi Antennas

Two fixed precision printed dipole Wi-Fi antennas with 5 dBi gain. 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

Micro-SIM card slot. If you use a Nano-SIM card, you must use an adapter.

6. Network Port 0

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

7. 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.

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 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 — The FN Button or Wi-Fi Button has been pressed, and the function assigned to that 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.

12. FN LED

By default, it indicates the status of the USB port. The purpose of this LED can be changed in the settings.

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

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

13. 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.

14. 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.

15. Programmable FN Button

By default, the button is used to safely remove drives connected to the USB port of your Keenetic device. You can assign other functions to this button if necessary.

16. USB Port

For connecting compatible USB devices, such as external hard drives, printers, and 3G/4G modems with a USB interface.

The current list of compatible USB devices can be found on the website 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 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 (with an adaptor if a Nano-SIM card).
 - 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 (in Router Mode) is steady blue or green, verify that your SIM card has sufficient credit.
4. 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 DSL / Fiber / Cable / Satellite modem?

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 any 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 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 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 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 (multilingual);
- 1 Quick Start Guide (English).

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:

4G/3G Band 1 (1920-1980 MHz), Band 3 (1710-1785 MHz), Band 7 (2500-2570 MHz), Band 8 (880-915 MHz), Band 20 (832-862 MHz), Band 38 (2570-2620 MHz), Band 39 (1880-1920 MHz), Band 40 (2300-2400 MHz), Band 41 (2555-2655 MHz); Power class 3 (23 dBm ± 2 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 4,4 W.

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.

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 device. Please read our Device Privacy Notice for the European Union / European Economic Area at keenetic.com/legal.

