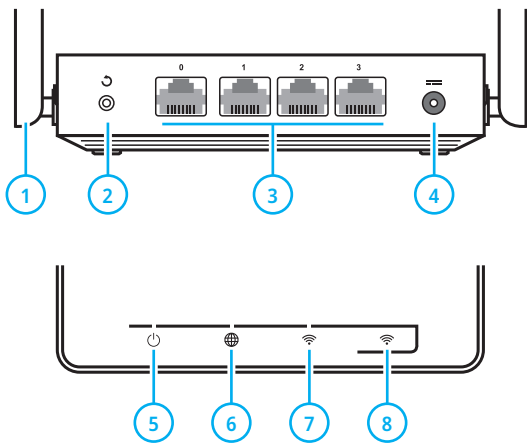


# KEENETIC START

User Guide

Learn more about the features of your Keenetic at  
**[help.keenetic.com](https://help.keenetic.com)**


# Getting started with Keenetic Start



## 1 Wi-Fi antennas

Two PCB Wi-Fi antennas with 5 dBi gain. We recommend to keep the antennas in vertical position.

## 2 Button ↻ (Reset)

To reset the administrator password and all user settings for all modes, press this button and hold for 10 seconds until the  indicator starts flashing. The Keenetic will reboot with the default settings, in the main operation mode.

### 3 Network ports «0», «1», «2», «3»

Ethernet ports for connecting home devices and Internet cable from your ISP. By default, the blue port «0» is intended for the Internet, and other ports for home devices. You can change the port assignment in the Keenetic settings.

### 4 DC power connector


Connector for the DC power adapter from Keenetic package. The Keenetic is designed for continuous operation and does not need to be powered off daily.


### 5 Indicator (Status)

**On** — the Keenetic is ready for operation.

**Off** — the Keenetic is turned off.

**Flashing slowly** — the Keenetic is being rebooted or is updating its operating system.

**Flashing for 2 seconds, then steady on** —  button is pressed; the function assigned to the button was started.

**Flashing for 2 seconds, then off for 2 seconds** —  button is pressed; the function assigned to the button was stopped.

### 6 Indicator (Internet)

**On** — the Internet connection has been established.

**Off** — there is no Internet connection.

### 7 Indicator (Wi-Fi network)

**On** — the Wi-Fi network is enabled.

**Off** — the Wi-Fi network is disabled.

**Flashing frequently** — indicates data transfer.

**Flashing slowly** — a WPS session is in progress.

### 8 Button (Wi-Fi network control)


By default this button allows you to easily connect new devices running Microsoft Windows or Android, or other WPS compliant devices to the wireless network.

**Pressing it once** — starts a quick connection via WPS.

**Pressing and holding for 3 seconds** — turns Wi-Fi on or off.

In the Keenetic settings you can assign other functions to this button.

## Configuring with Keenetic web interface

The Keenetic must be powered via the supplied power adapter and ready for work, with the  indicator steady on.

Connect the computer to the Keenetic. To do this, select the Keenetic wireless network from the list of available Wi-Fi networks, and connect to it. The network name and security key are printed on the label on the bottom of Keenetic. Alternatively, you can connect with

a network cable, using it to connect port 1 of the Keenetic to the computer's Ethernet adapter.

To access the Keenetic web interface open a browser and go to [my.keenetic.net](http://my.keenetic.net). When you first enter the web interface, the quick setup wizard will start automatically. Click «Quick setup» and follow the wizard's instructions to complete the configuration.

## Configuring with My.Keenetic mobile app

Install My.Keenetic app on your smartphone. To do this go to [keenetic.com/getapp](http://keenetic.com/getapp) in your web browser or scan the QR code located on this page with your mobile device.

Then launch the application and follow its instructions. You are about to set up the Keenetic in just a few steps, and then you will be able to manage your home network even remotely via the Internet.



[keenetic.com/getapp](http://keenetic.com/getapp)



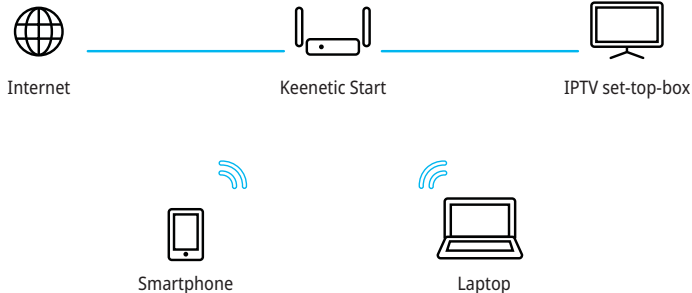
# Connecting to the Internet via Ethernet cable

Connect the Ethernet cable from your ISP to the «0» port on the Keenetic.

If the contract with your broadband provider specifies a MAC address of another device, such as your computer, we recommend to tell your ISP the MAC address of the Keenetic before connecting. It can be found on the label on the bottom side of Keenetic. Alternatively, you may change the MAC

address of the Keenetic during connection setup.

If you have an IPTV set-top box or a TV that can receive IPTV directly, we recommend to connect it to the Keenetic using an Ethernet cable.

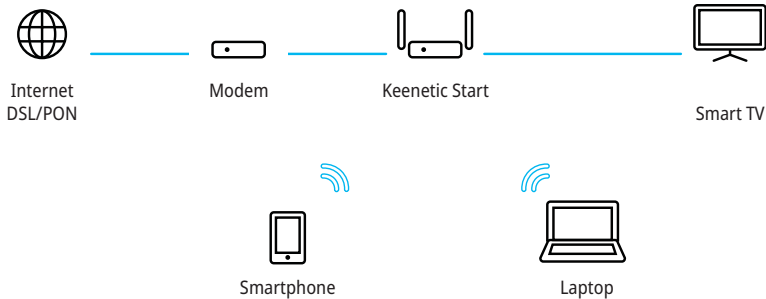


# Connecting to Internet using DSL or PON

If you have a DSL modem or GPON modem already installed, connect its LAN port with port 0 of the Keenetic using a network cable. In order to use all the features of the Keenetic, the modem must be in bridge mode. If the modem is in router mode, contact your ISP to put the modem in bridge mode before starting the configuration process.

In this case the process of Internet setup will not differ from the setup process for connecting via a leased Ethernet line.

You can use the connection via DSL or GPON as your primary Internet connection or as a backup one in addition to other connections.



# Recommendations for safe use

- The Keenetic is intended to be operated indoors, in the conditions compliant with the operation conditions as outlined in the Important Information section. Do not use it outdoors, in dusty or dirty rooms.
- Remove all protective film before operating the device.
- In the course of the operation, the device heats up, so do not install it in closed cabinets or cavities, or near sources of heat. Do not cover it, and ensure that nothing blocks the casing vents; promptly clean the casing vents of dust.
- Only use the power adapter supplied together with the Keenetic. Do not connect the power adapter if its casing or cable are damaged.
- Connect the power adapter only to electrical outlets in working condition, with the voltage falling within the range indicated on the adapter's label. Unplug the power adapter from power outlet during prolonged breaks in operation.
- Never open the Keenetic or its power adapter and never try to service them on your own. If you suspect a hardware malfunction, please contact Keenetic customer support.
- To clean the device, use a damp cloth soaked in mild detergent. Always turn it off before you begin cleaning.
- Avoid getting any liquid inside the Keenetic and its power adapter. If this happens, immediately unplug them from the power outlet and dry thoroughly before reconnecting.

# How to achieve maximum Wi-Fi speed

The maximum link rate of 300 Mbps is possible with 802.11n capable devices that have 2x2 type Wi-Fi radio and configured to use 40 MHz channel width.

Please note, that according to the requirements of the Wi-Fi Alliance, devices can automatically choose 20 MHz channel width in the 2.4 GHz band, and since many smartphones and tablets are equipped with a 1x1 type Wi-Fi adapter, they will connect at rates up to 72 Mbps and the actual speed of Internet access will not exceed 40 Mbps. The current link rate of connected devices is indicated in Keenetic's web interface and in My.Keenetic mobile app.

The actual speed depends on the number of

devices in the Wi-Fi network and their distance from the Keenetic. The speed can be greatly reduced by obstacles in the signal path, as well as other wireless networks and radio interference in 2.4 GHz bandwidth, such as microwave ovens or baby monitors. If speed is unstable when strong interference is present, it is recommended to set channel width to 20 MHz in the Wi-Fi settings of the Keenetic.

For efficient Wi-Fi operation, follow these guidelines:

- Install the Keenetic in a room where you want to ensure the fastest wireless connection. Concrete walls greatly reduce the network speed.


- Position the Keenetic antennas vertically so the signal propagates in a horizontal plane.
- To make the Wi-Fi network available outdoors, for example around your cottage, place the Keenetic by the window overlooking the part of the grounds where you plan to use Wi-Fi most of the time.


- IEEE 802.11n allows the use of an open network or a network with WPA2 AES security (enabled by default). If you select WEP or WPA protection, maximum Wi-Fi speed will be reduced to 54 Mbps.
- Install updates for all your wireless devices and laptops.

## If your Internet connection stopped working

Perhaps you just moved too far away from the Keenetic and disconnected from Wi-Fi, or the network cable between the Keenetic and the computer got disconnected.

First of all check if there is an Internet connection on other computers or mobile devices in the home network, and use a network connection troubleshooting program on the device that cannot connect to the Internet. Check the Keenetic settings for any configured Internet access restrictions for this device, for example scheduled connection restrictions.

If the Internet access is gone on all the devices, check if the Keenetic's  (Internet)

and  (Wi-Fi) indicators and indicators of the network ports being used are on.

Some issues may be eliminated by a simple restart:

- Turn off the power of the Keenetic and other home network devices.
- Verify that network cables are connected properly. Replace the cables that cannot be properly inserted and fixed in the ports.
- Power on the Keenetic, wait for it to power up, then turn on the other devices.

If the Internet connection is not restored, contact your provider's helpdesk and request that the technical condition of connections be checked, to ensure that there are no failures.

## Information and support

Updates for the Keenetic operating system that improve performance, compatibility, and security, are released on a regular basis. Use automatic updates to have the Keenetic download and install the new versions of the operating system automatically, or follow the updates via My.Keenetic mobile app and install them without delay.

If you have any questions related to setting up and operating the Keenetic, visit our support page [help.keenetic.com](http://help.keenetic.com). There you will find instructions and answers in our regularly updated knowledge base, and when in doubt, you will get help from our experts.



# Warranty

Keenetic Limited guarantees that the product is free of hardware defects related to materials and assembly for 3 years from documented date of purchase by the first end user, the date of product service tag automatic registration in the Keenetic Support Center log at the device's first connection to the Internet, or the first call to the helpdesk, whichever happens earlier. However, regardless of the date of sale, the warranty period may not exceed 4 years from the date of manufacture. Date of manufacture is determined by the serial number of the product. The format of the serial number is as follows: S YY WW xxxxxxxx, where YY is the year, and WW the week of the production in the given year.

In case of defects manifesting and a valid claim received from the consumer within this period, Keenetic Limited will, at its discretion, provide free repair, replace the product with a new one, or provide a replacement equivalent in functionality and reliability.

The warranty only applies to Keenetic products sold through the official distribution channels of Keenetic Limited. Warranty service is carried out through authorized Keenetic service centers located in the country where the product was sold. Keenetic Limited warrants neither uninterrupted or error-free operation nor compatibility of its software with third party hardware or software, unless otherwise specified in the documentation accompanying the product.

Keenetic Limited is not responsible for any damage directly or indirectly caused to people, pets, or any property, if it was caused by product misuse, violation of the rules and conditions

of use or storage of the product, intentional or negligent actions of the customer or third parties.

Keenetic Limited is not responsible for loss or corruption of data stored on storage devices connected to the Keenetics. We strongly recommend to make backup copies of important data.

KeenDNS services and online updates are provided "as is" without any warranty, express or implied.

The warranty is voided in the following cases:

- the product label is missing or serial number or service code on the label has been changed, is not readable, or the reading is ambiguous;
- the product was used inappropriately or not in accordance with the instruction manual;
- the product stopped working as a result of installing software not distributed through Keenetic customer support or website;
- the device was damaged due to the connection of defective third party equipment to it;
- the product was rendered non-functional due to penetration of foreign objects, substances, or liquids, as a result of a lightning strike, flooding, fire, improper ventilation, other external factors and force majeure situations;
- the product has been opened, altered, or repaired by unauthorized persons or service centers;
- the product was damaged during transportation, except when the transportation was carried out by an authorized Keenetic service center.

# Important information

## Package contents

- Keenetic Start (Model KN-1110)
- Power adapter 12V, 1A for AC 100 – 240V, 50/60Hz
- Ethernet cable
- User Guide

## 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

## Accompanying documentation

Please read the supplied documentation carefully and keep it for future reference. Keenetic Limited provides no other warranties for products and services other than those explicitly specified in the conditions accompanying such products and services. No part of this document, except for the Warranty chapter, can be construed as warranty. We are continuously improving the hardware and software, therefore changes and improvements not described in the accompanying documentation may be applied to the product.

## Legal restrictions

Additional restrictions on the operation of network equipment may be in force in your country. They may be related to the use of encryption protocols, frequencies, power of the transmitted signal, or require mandatory registration of the equipment with the regulating bodies. Before using Keenetic, make sure that your chosen modes and applications do not violate the law and rules applicable in your country.

## Service tag

Service tag is the identification number of the Keenetic, which is stored in its memory and printed on its label. When you first connect to the Internet the service tag is automatically recorded in the Keenetic Support Center log. By using the Keenetic Start, you agree with right of Keenetic Limited to automatically receive information about your device over the Internet for the needs of technical support and warranty servicing.

## Explanation of product label symbols:



In accordance to European directive 2012/19/EU, this product cannot be disposed of together with household waste. To comply with the WEEE symbol of selective waste collection, please dispose of this product at your local competent recycling organization.



This product is only intended for indoor use.

 DC voltage



Only use the power adapter supplied together with the Keenetic

## Manufacturer

Keenetic Limited. Office 1202, AT Tower, 180 Electric Rd, North Point, Hong Kong.

Country of origin: China.

## Importer in the EU

KEENETIC Sp. z o.o. 02-739 Warsaw, Poland, Walbrzyska 11/167

### Simplified EU declaration of conformity


Keenetic Limited hereby declares that this device is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at [help.keenetic.com](http://help.keenetic.com)

This device complies with EU radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

The frequency and the maximum transmitted power in EU are listed below:

2400-2483,5 MHz: 20 dBm

	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	

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