XIAOMI RD28

XIAOMI Mesh System AX3000 NE User Manual

Model: RD28

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1. Introduction

1.1 Product Overview

The XIAOMI Mesh System AX3000 NE (2 pack) provides a high-performance Wi-Fi 6 networking solution designed to deliver extensive coverage and high-speed internet throughout your home or office. This system utilizes advanced technologies such as OFDMA to ensure efficient data transmission and low latency, supporting up to 254 connected devices simultaneously.

Each unit in the AX3000 NE system offers Wi-Fi speeds up to 2,976 Mbps, comprising 2,402 Mbps on the 5 GHz band and 574 Mbps on the 2.4 GHz band. With 256 MB of memory, the system maintains stable network connections across multiple devices, enhancing your overall wireless experience.



Figure 1: Front view of two XIAOMI Mesh System AX3000 NE units. These units are designed for seamless integration into various environments, providing robust Wi-Fi coverage.

1.2 Package Contents

- XIAOMI Mesh System AX3000 NE Unit (x2)
- Power Adapter (x2)
- Ethernet Cable (x1)
- User Manual (This document)

2. Setup

2.1 Initial Setup of the Primary Unit

1. **Unpack the Devices:** Carefully remove both Mesh System AX3000 NE units and their accessories from the

packaging.

2. **Connect the Primary Unit:**
    - Connect one end of the provided Ethernet cable to the WAN port (usually labeled or distinctively colored) on one of the Mesh System units.
    - Connect the other end of the Ethernet cable to your modem or existing router's LAN port.
    - Connect the power adapter to the primary Mesh System unit and plug it into a power outlet.
    - Wait for the LED indicator on the unit to turn a steady blue, indicating it is ready.
3. **Download the App:** Search for the "Xiaomi Home" app on your smartphone's app store (Google Play Store or Apple App Store) and install it.
4. **Configure via App:**
    - Open the Xiaomi Home app and log in or create a Xiaomi account.
    - Follow the on-screen instructions to add a new device. The app should automatically detect your Mesh System AX3000 NE.
    - Set up your Wi-Fi network name (SSID) and password.

2.2 Adding the Secondary Unit (Mesh Node)

1. **Power On:** Place the second Mesh System AX3000 NE unit in a central location within your home, ideally within range of the primary unit. Connect its power adapter and plug it into a power outlet.
2. **Automatic Pairing:** The secondary unit should automatically detect and pair with the primary unit. The LED indicator on the secondary unit will change to a steady blue once connected to the mesh network. This process may take a few minutes.
3. **Verify Connection:** Use the Xiaomi Home app to confirm that both units are connected and functioning correctly within the mesh network.



Figure 2: Optimal placement of Mesh System units for extended coverage. Ensure units are placed in open areas, away from obstructions.

2.3 Optimal Placement

For best performance, place your Mesh System units in open areas, away from large metal objects, thick walls, and other electronic devices that may cause interference. Ensure the primary unit is near your modem, and the secondary unit is positioned to cover areas with weak Wi-Fi signals, maintaining a good connection with the primary unit.

3. Operating the Mesh System

3.1 LED Indicator Status

The LED indicator on each Mesh System unit provides information about its status:

- **Solid Blue:** The unit is powered on and connected to the network, operating normally.
- **Flashing Blue:** The unit is starting up, pairing, or attempting to connect.
- **Solid Orange/Red:** The unit has a connection issue or an error. Refer to the troubleshooting section.
- **No Light:** The unit is powered off or experiencing a power issue.

3.2 Network Management via Xiaomi Home App

The Xiaomi Home app is your central control panel for the Mesh System AX3000 NE. Through the app, you can:

- View connected devices and their network usage.
- Change Wi-Fi network names (SSID) and passwords.
- Set up guest networks for visitors.
- Implement parental controls to manage internet access for specific devices.
- Monitor network status and performance.
- Perform firmware updates.

4. Maintenance

4.1 Firmware Updates

Regularly updating the firmware of your Mesh System ensures optimal performance, security, and access to new features. You can check for and install firmware updates through the Xiaomi Home app. It is recommended to perform updates during off-peak hours to minimize disruption.

4.2 Cleaning Instructions

To maintain the longevity and performance of your devices, periodically clean the exterior with a soft, dry cloth. Do not use liquid cleaners or abrasive materials, as these can damage the units. Ensure the devices are unplugged before cleaning.

4.3 Factory Reset

If you encounter persistent issues or wish to reconfigure your network from scratch, you can perform a factory reset. Locate the reset button (usually a small pinhole) on the back or bottom of the unit. Use a paperclip or similar pointed object to press and hold the button for approximately 5-10 seconds until the LED indicator changes, then release. The unit will restart with factory default settings.

5. Troubleshooting

5.1 Common Issues and Solutions

- **No Internet Connection:**
  - Check if your modem is working correctly.
  - Ensure the Ethernet cable is securely connected between the primary Mesh unit and the modem.
  - Restart both your modem and the Mesh System units.
- **Weak Wi-Fi Signal or Dead Zones:**
  - Relocate the secondary Mesh unit closer to the primary unit or to a more central location.
  - Ensure there are no major obstructions (e.g., thick concrete walls, large appliances) between the units.
  - Check for sources of interference (e.g., microwaves, cordless phones) and move units away from them.
- **Devices Not Connecting to Wi-Fi:**
  - Verify the Wi-Fi password.
  - Restart the device attempting to connect.
  - Check if the device is within the Wi-Fi range of a Mesh unit.

- **LED Indicator is Orange/Red:**
  - This usually indicates a connection error. Check cable connections and power.
  - Try restarting the unit. If the issue persists, a factory reset might be necessary.

6. Specifications

Brand	XIAOMI
Model Name	AX3000 NE (2 pack)
Item Model Number	RD28
Wireless Standard	802.11ax (Wi-Fi 6)
Frequency Band Class	Dual-Band (2.4 GHz & 5 GHz)
Max Wi-Fi Speed	Up to 2,976 Mbps (2,402 Mbps on 5 GHz, 574 Mbps on 2.4 GHz)
Memory	256 MB
Max Connected Devices	Up to 254 devices
Special Features	LED Indicator, OFDMA Technology
Product Dimensions	19.99 x 19.99 x 14 cm
Item Weight	1.4 kg

7. Warranty and Support

7.1 Product Warranty

XIAOMI products are covered by a limited warranty. The specific terms and duration of the warranty may vary by region and local regulations. Please refer to the warranty card included with your product or visit the official XIAOMI website for detailed warranty information.

7.2 Customer Support

For technical assistance, troubleshooting, or service inquiries, please contact XIAOMI customer support. You can find contact information, FAQs, and additional resources on the official XIAOMI support website. When contacting support, please have your product model number (RD28) and purchase details ready.

Official XIAOMI Website: www.mi.com

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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