

# KEENETIC KN-3911 Mesh Wi-Fi 6 Multi-Gigabit Router User Guide

# KEENETIC

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## CHALLENGER SE

### Quick Start Guide


AX3000 Mesh Wi-Fi 6 Multi-Gigabit Router/Extender with two 2.5 Gigabit Ethernet Ports **Model: KN-3911**


For technical support and other information, please visit [support.keenetic.com](https://support.keenetic.com)




### Creating a New or Extending an Existing Network

Keenetic routers deliver reliable, continuous, and secure Wi-Fi throughout your home. Starting with one main Keenetic router, as your demands increase, you can add more Keenetic devices to act as Wi-Fi extenders to create a centrally-managed multi-node Mesh Wi-Fi System.

If you are creating a new network and this Keenetic Challenger SE (hereinafter `Keenetic device`) is going to be your Main Router, use the switch position **A** .

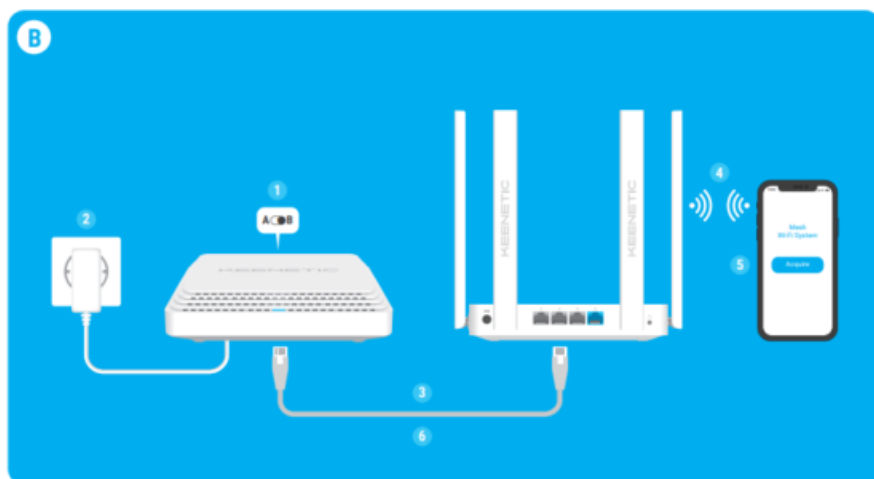
If you are extending an existing network and this Keenetic device is to act as a Wi-Fi extender, turn the switch to position  **B**.



#### A. Connecting Your Keenetic Challenger SE to the Internet

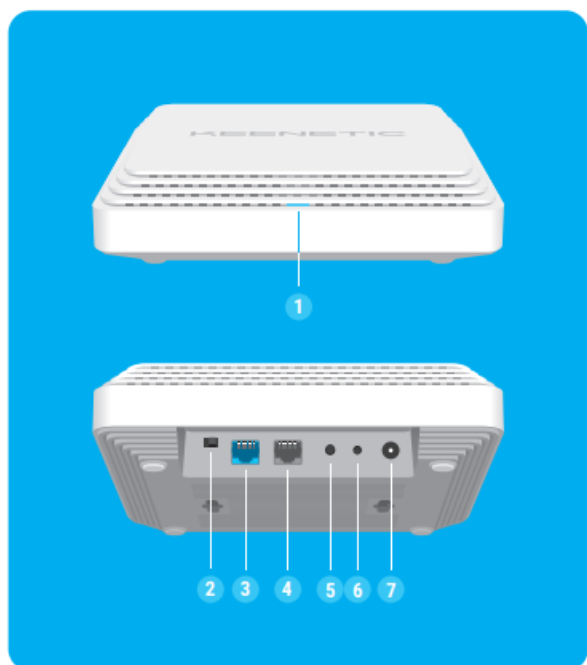
1. Set the physical **Operating Mode Switch** located on the back panel to position **A**  — **Router Mode**.
2. Position your Keenetic device within cable lengths of Ethernet and power outlets. Place your Keenetic device in an unenclosed space for better wireless coverage. Connect your Keenetic device to a power source. Check that the **Status LED** is on and solid orange or green.
3. 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 the 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) and follow the setup instructions.

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

#### B. Extending Your Existing Network Coverage



1. On the Keenetic device you wish to be a Mesh Wi-Fi Extender, set the **Operating Mode Switch** located on the back panel to position  **B — Extender Mode**.
2. Connect the `Extender` Keenetic device to a power source. Check that the **Status LED** is on and solid orange or green.
3. Make sure your Keenetic Main Router is active and has an Internet connection. Connect the `Extender` Keenetic device to your Keenetic Main Router using an Ethernet cable (as supplied). Alternatively you can connect Keenetic devices wirelessly by placing them near to each other and simultaneously pressing the **Wi-Fi Control Buttons**  on both devices. Check that the **Status LED** on the `Extender` is illuminated green.
4. Connect a mobile device / computer to your Keenetic Main Router network.
5. Launch a web browser and go to [my.keenetic.net](https://my.keenetic.net) and log in to the Main Router or launch the Keenetic mobile application. Then choose the **Wi-Fi System** section and click **Acquire** to add an extender candidate to your Wi-Fi System. Wait for the process to complete.
6. Disconnect the acquired Extender from the Main Router and place the Extender where you want to expand your Wi-Fi network in your home. A Keenetic Mesh Wi-Fi System supports both wireless and wired connections between the Main Router and Extenders. To maximize your network performance, use wired connections where possible. The **Status LED** on the Extender will illuminate green when it has connected successfully to your network.



## Keenetic Challenger SE Details

### 1. Status LED

**Blinking green** — Starting up or updating the operating system.

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

**Blinking orange** — Quick connection session (WPS) in progress.

**Solid orange** — No Internet connection.

**Off** — Off.

### 2. Operating Mode Switch

**A** — Router Mode.

**B** — Extender Mode.

### 3. 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.

### 4. Network Port 1

By default, this port is intended for home devices, but it can be reconfigured and connected to the Internet in Router Mode.

### 5. 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.

### 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 below.

## 7. 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.

## 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](https://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](https://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 (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](https://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 with my Keenetic device?

1. If the **Status LED** on the Main Router is illuminated orange, 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 **Status LED** on the Main Router is illuminated green, please check the wired or Wi-Fi connections between your Keenetic Main Router and home devices, including any Keenetic extenders.

### Can I connect a Keenetic Extender to a non-Keenetic main router?


Absolutely. Press the **Wi-Fi Control Button**  on your Keenetic in **Extender Mode**. Within two minutes, start a WPS session on your main router by pressing the appropriate button on the Non-Keenetic device. A Keenetic Extender will adopt the wireless network name and password of the main router. The **Status LED** on the Extender will illuminate green when it has connected successfully to your network. To configure the repeater settings, first open the user interface of the main router to determine the IP address assigned to your Keenetic Extender. Then,

enter that IP address in the web browser to open the Web Interface on the Keenetic Extender to make necessary changes.

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

The default password for connecting to your Wi-Fi network can be found on a sticker on the back of your Keenetic device, or if you are using a Mesh Wi-Fi System, you should use the password on the Main Router. 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 can't add an extender to the Keenetic Mesh Wi-Fi System?

Make sure the **Operating Mode Switch** on the case is set to  **B — Extender Mode**. If this is correct then next restore the factory settings of your router (see below), and repeat the procedure of adding the extender to the Mesh Wi-Fi System.

### 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/Extender preloaded with KeeneticOS;
- 1 Level VI energy-efficient 100240 V power adapter;
- 1 Ethernet cable;
- 1 Quick Start Guide.

### Environmental Conditions

- Operating temperature range: 32 to +104°F;
- Operating humidity: 20 to 95% non-condensing;
- Storage temperature range: 22 to +158°F;
- Storage humidity: 10 to 95% non-condensing.

### 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.

#### Device Warranty

For the most up to date Warranty Information, please visit our website [keenetic.com/legal](https://keenetic.com/legal).

Your Keenetic device comes with a non-transferable 3-year warranty from the documented date of purchase. Valid claims in case of a defect will be honored subject to local legal requirements.

#### Certification Information



FCC ID **2BFMH-KN-3911**

#### **Federal Communications Commission (FCC) Interference Statement**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generate, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

#### **RF exposure warning**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter.

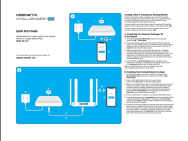
#### **Notice**

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](https://keenetic.com/legal).

## Documents / Resources

	<p><a href="#">KEENETIC KN-3911 Mesh Wi-Fi 6 Multi-Gigabit Router</a> [pdf] User Guide KN-3911, KN-3911 Mesh Wi-Fi 6 Multi-Gigabit Router, Mesh Wi-Fi 6 Multi-Gigabit Router, Wi-Fi 6 Multi-Gigabit Router, Gigabit Router, Router</p>
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## References

- [Legal Information | Keenetic](#)
- [Keenetic RMM](#)
- [Keenetic GmbH](#)
- [User Manual](#)

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