

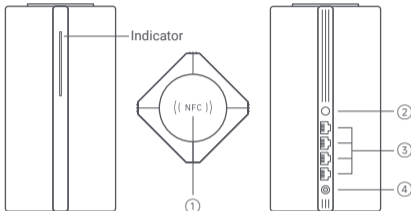
xiaomi Mesh System AX3000 NE

User Manual



Product Overview

Read this manual carefully before use, and retain it for future reference.



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- | | |
|--|---|
| ① NFC area | Simply touch the NFC area of your phone to the top of the router to quickly connect to Wi-Fi. To use this feature, enable the NFC function on your Android phone, and keep your phone unlocked. |
| ② Mesh/Reset button | Press the button to have Mesh networking with routers that support the Xiaomi Mesh function. Press and hold the button for 5 seconds to restore the router to its factory settings. |
| ③ Network port 4 × 10/100/1000 Mbps WAN/LAN auto-sensing port. | |
| ④ Power port | Connect the power adapter to the router. |
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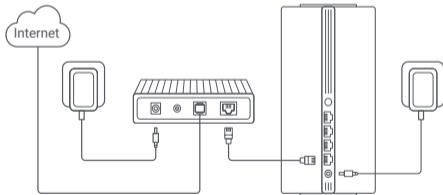
Note: Illustrations of product, accessories, and user interface in the user manual are for reference purposes only. Actual product and functions may vary due to product enhancements

| Indicator Status | Description |
|------------------|---|
| Off | The router is off or unplugged. |
| Orange | The system is starting up or a network connection error occurred. |
| Blinking orange | The new added satellite router is connecting to the Mesh networking or the system is updating. |
| Breathing orange | The router is started and the system is ready for configuration. |
| Blue | The router is working properly. |
| Breathing blue | A new satellite router is discovered. The indicator will automatically turn blue if there is no operation for Mesh networking within 2 minutes. |
| Blinking blue | The satellite router is connecting to the main router. |

Network Configuration

Preparation before the Configuration

1. Connect the router to power, then the router will automatically turn on.
Note: For the product of 2-pack or 3-pack version, connect any of the routers as the main router to power. Then the router will automatically turn on.
2. Restart your modem.
Note: The modem is provided by your Internet service provider.
3. Plug one end of the network cable into either of the router's port, and the other end into the LAN port of the modem.
Note: If you use the Ethernet wall socket instead of the modem, directly plug the network cable into it.



Method 1 Network Configuration via Mi Home/Xiaomi Home App

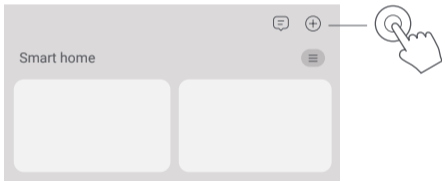
1. Scan QR code to download Mi Home/Xiaomi Home app*. Or search for "Mi Home/Xiaomi Home" in the app store to download and install it.

* The app is referred to as Xiaomi Home app in Europe (except for Russia). The name of the app displayed on your device should be taken as the default.



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2. Open Mi Home/Xiaomi Home app, tap "+" on the upper right, choose the right product model, and then follow the instructions to complete the network configuration.



Notes:

- The version of the app might have been updated, please follow the instructions based on the current app version.
- For the product of 2-pack or 3-pack version, the routers in the box have been pre-paired when leaving the factory. When the network configuration of one router is completed, just power on the rest of routers and they will Mesh networking automatically.

Method 2 Network Configuration via Web Browser

1. Check the Wi-Fi name on the label at the bottom of the router and then connect your phone or computer to the Wi-Fi.



2. Then an automatic redirection will take you to the network setup page. If not, open the web browser and enter miwifi.com or 192.168.31.1.
3. Follow the instructions on the setup page to complete the network configuration.

Note: Contact your Internet service provider to get the details if you are not familiar with the Internet connection type.

4. After the configuration of the router is completed, the Wi-Fi module will restart. Try to search the Wi-Fi again later.

Notes:

- For the product of 2-pack or 3-pack version, the routers in the box have been pre-paired when leaving the factory. When the network configuration of one router is completed, just power on the rest of routers and they will Mesh networking automatically.
- After completing the network configuration, you can also add the router via the Mi Home/Xiaomi Home app. Refer to the QR code in the Method 1 to download and install the Mi Home/Xiaomi Home app. Make sure that the settings of country or region via the web browser are consistent with the country or region selected in the Mi Home/Xiaomi Home app; otherwise, adding the router will be failed.

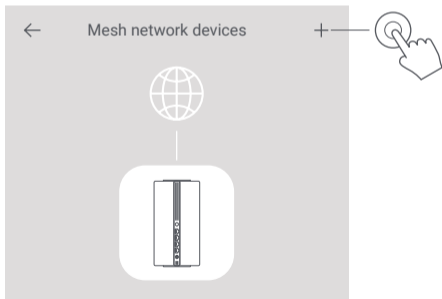
Xiaomi Mesh Networking

Xiaomi Mesh networking technology supports Mesh networking of up to 10 routers to achieve broader network coverage. Follow the steps below to configure the Mesh networking.

Note: Go to www.mi.com to check the product model and version of the routers that support the Xiaomi Mesh networking function.

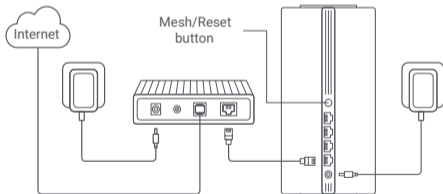
Method 1 Mesh Networking via Mi Home/Xiaomi Home App

1. Open the Mi Home/Xiaomi Home app.
2. Go to the "Mesh network devices" page of the main router.
3. Tap "+" on the upper right corner of the page.
4. Follow the instructions to complete Mesh networking.
5. When the Mesh networking is completed, the indicator of the satellite router turns into blue.



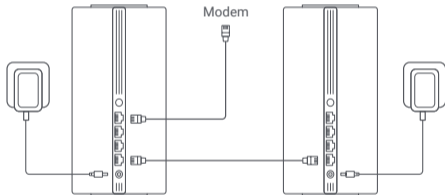
Method 2 Mesh Networking via Mesh Button

1. Make sure the main router is connected to the network. Connect the satellite router to power and place it near but at least one meter away from the main router. Otherwise, they will interfere with each other and affect the networking.
Note: If the satellite router is already configured, press its reset button to restore it to the factory settings first.
2. After the satellite router powers on, the main router will automatically discover it, and the indicator of the main router will start breathing blue.
3. Press the mesh button on the main router, and the indicators of the main router and satellite router will start blinking. It will take about 2 minutes to complete the Mesh networking.
4. When the Mesh networking is completed, the indicator of the satellite router turns into blue.



Method 3 Mesh Networking via Network Cable

1. Make sure the main router is connected to the network. Place the satellite router in the location where you need Wi-Fi coverage and power it on.
2. Connect any port of the satellite router and any port of the main router via a network cable. The indicators of the main router and satellite router will start blinking. It will take about 2 minutes to complete the Mesh networking.
3. When the Mesh networking is completed, the indicator of the satellite router turns into blue.



Troubleshooting

| Issue | Possible Cause and Solution |
|--|--|
| I cannot access the internet. | <ul style="list-style-type: none">· Make sure the network cable is plugged into the Ethernet port of the modem. If your modem has multiple Ethernet ports, leave the others unplugged.· Turn off your modem and wait for 5 minutes, then turn it on and have a reset.· Directly connect a computer to the modem via a network cable to check if the internet is working. If not, contact your Internet service provider.· Log in to the router's web management page, and go to the Network Settings to verify the internet IP address. If valid, set your primary DNS to 8.8.8.8, and secondary to 8.8.4.4. If invalid, make sure the hardware connections are connected properly or contact your Internet service provider. |
| My wireless devices cannot connect to the Wi-Fi. | <ul style="list-style-type: none">· Ensure the Wi-Fi name and password do not contain special characters during configuration.· Make sure the Wi-Fi you selected and the password you entered are correct.· Verify if your device is blacklisted. If yes, remove it from the blacklist to allow connection.· Choose WPA2 encryption for your router to enhance compatibility.· Restart both your router and device then try again. |

| Issue | Possible Cause and Solution |
|---|--|
| I forget the management password or Wi-Fi password of the router. | <ul style="list-style-type: none">· Restore the router to factory settings, and set up a new management password or Wi-Fi password. |
| I cannot add the router in Mi Home/Xiaomi Home app. | <ul style="list-style-type: none">· Check if your phone has connected to the Wi-Fi of the router.· Check if the selected product model is correct in Mi Home/Xiaomi Home app.· If the network configuration of the router was completed via the web browser, make sure that the settings of country or region via the web browser are consistent with the country or region selected in the Mi Home/Xiaomi Home app. |

Regulatory Compliance Information

Operating Frequency and Radio Frequency Power

| | |
|-------|---|
| Wi-Fi | 2412 MHz–2472 MHz (≤ 20 dBm) 5150 MHz–5350 MHz (≤ 23 dBm) 5470 MHz–5725 MHz (≤ 30 dBm) Note: 5470–5725 MHz is not authorized in Egypt and Morocco. |
|-------|---|

CE Hereby, Beijing Xiaomi Electronics Co., Ltd. declares that the radio equipment type RD28 is in compliance with Directive 2014/53/EU, Directive 2011/65/EU and Directive 2009/125/EC. The full text of the EU declaration of conformity is available at the following internet address: <http://www.mi.com/global/service/support/declaration.html>



All products bearing this symbol are waste electrical and electronic equipment (WEEE as in directive 2012/19/EU) which should not be mixed with unsorted household waste. Instead, you should protect human health and the environment by handing over your waste equipment to a designated collection point for the recycling of waste electrical and electronic equipment, appointed by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences to the environment and human health. Please contact the installer or local authorities for more information about the location as well as terms and conditions of such collection points.

- Warning: To comply with CE RF exposure requirements, the device must be installed and operated 20 cm (8 inches) or more between the product and all person's body. Operation of this equipment in a residential environment could cause radio interference.
- The power adapter shall be installed near the equipment and easily accessible.
- Refer to the detailed product specifications on the label at the bottom of the device.

Warning:

Operation of this equipment in a residential environment could cause radio interference.

This device is restricted to indoor use only when operating in 5150–5350 MHz frequency range in following countries:

| | | | | | | | | | |
|---|---------|----|----|----|----|----|----|----|----|
|  | AT | BE | BG | HR | CY | CZ | DK | EE | FI |
| | FR | DE | EL | HU | IE | IT | LV | LT | LU |
| | MT | NL | PL | PT | RO | SK | SI | ES | SE |
| | UK (NI) | | IS | LI | NO | CH | TR | | |

Specification

| | |
|-----------------------|---|
| Name | Xiaomi Mesh System AX3000 NE |
| Model | RD28 |
| Input | 12 V $\overline{\text{---}}$ 1 A |
| Wired Technology | 4 \times 10/100/1000 Mbps WAN/ LAN auto-sensing port |
| Wireless Technology | 2.4 GHz Wi-Fi (574 Mbps), 2 \times 2 MIMO 5 GHz Wi-Fi (2402 Mbps), 2 \times 2 MIMO |
| Operating Temperature | 0°C to 40°C |

Notes:

- The network standby power consumption is 7.6 W if all wired network ports are connected and all wireless network ports are activated.
- You can activate or deactivate the Wi-Fi network in the "Settings" of the management page (miwifi.com).

Manufacturers authorized EU Representative

Name: Xiaomi Technology Netherlands B.V

Address: Prinses Beatrixlaan 582, 2595BM, The Hague, The Netherlands

Manufactured by: Beijing Xiaomi Electronics Co., Ltd.

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For further information, please go to www.mi.com

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