

1. Introduction

Welcome to Keep Connect

Thank you for choosing **Keep Connect** — your automatic internet recovery solution.

Keep Connect is designed to monitor your internet connection 24/7 and automatically reboot your modem or router when an outage is detected. This helps minimize downtime and keeps your home or business network running smoothly without manual intervention.

Whether you're working remotely, managing security systems, operating smart home devices, or maintaining remote airbnb sites, Keep Connect ensures your network stays online.

2. How Keep Connect Works (Quick Overview)

Keep Connect continuously monitors your internet connection by checking connectivity to reliable online domains.

If the connection is lost:

1. It automatically cuts power to your router/modem.
2. Waits 30 seconds.
3. Restores power.
4. Checks if the internet connection has been restored.
5. Repeats the process (up to the configured maximum resets) until connectivity returns.

Once internet access is restored, Keep Connect resumes monitoring and sends a notification (if notifications are configured).

3. What's in the Box

- 1 × Keep Connect Router Rebooter Device (Region-specific plug type depending on model)
- 1 × Quick Start Guide

4. LED Indicator Guide

The LED light on the front of Keep Connect provides real-time status information about the device. Understanding the LED behavior helps you quickly determine what the device is doing.

Solid Yellow — Setup Required / Not Connected

Status: Keep Connect is not connected to your WiFi network.

What This Means:

- Initial setup has not been completed
- The device is not connected to your network
- Physical interaction is required (Complete or reconfigure the setup process)

Note: After every power cycle, Keep Connect may briefly display a solid yellow LED. This indicates that it is allowing the router time to fully boot up (default: 3 minutes) before attempting to reconnect to WiFi (blinking yellow).

Blinking Yellow — Reconnecting to WiFi

Status: Attempting to reconnect to your WiFi network.

What This Means:

- The device is reconnecting after a restart, or
- It is attempting to restore its WiFi connection

This is normal behavior. Once reconnection is successful, the LED will turn solid blue.

● Solid Blue — Operational / Monitoring

Status: Keep Connect is fully operational and actively monitoring your internet connection.

What This Means:

- Connected to WiFi
- Internet connection verified
- Monitoring is active
- Appears online on the Keep Connect App
- Ready to issue automatic resets if needed

This is the normal operating state.

5. Basic Setup Instructions

Video Setup Guide

You may follow this video guide for a visual walkthrough: <https://youtu.be/Bz9wxY8gkl>

Step 1 – Power On the Device

1. Plug Keep Connect into a power outlet.
2. Open your phone's WiFi settings.
3. Look for **KeepConnect-SSID** in the list of available networks.
4. Tap to connect.

Once connected, the setup page **should launch automatically**.

*/***Only follow this part if the setup page doesn't launch properly after connecting to the KeepConnect-SSID***/*

The Keep Connect network will say 'No Internet connection' and that's completely normal. While connected to **KeepConnect-SSID**

1. Open a browser on your phone.
2. Type the following into the address bar: **192.168.4.1**

This will manually open the setup portal.

When you plugged it and You Do Not See KeepConnect-SSID

Perform a **Factory Reset**:

1. Press and hold the front button for **30 seconds**.
2. Release the button.
3. The device will rebroadcast **KeepConnect-SSID**.
4. Connect to it again to begin a fresh setup.

*/*******/*

Step 2 – Create Admin Credentials

The first page will ask you to create Device Admin Credentials. These credentials are used later if you want to access the Keep Connect local web portal via its local IP address.

This is NOT the Keep Connect App login. The App is a separate cloud-based service and is not required for the device to function.

You may create any username and password you prefer.
(Both are case-sensitive.)

⚠ Do not check "Disable Web Portal" unless you intentionally want to disable browser access to the device.

Once completed, proceed to the next page.

Enter New Username

Admin

Enter Password

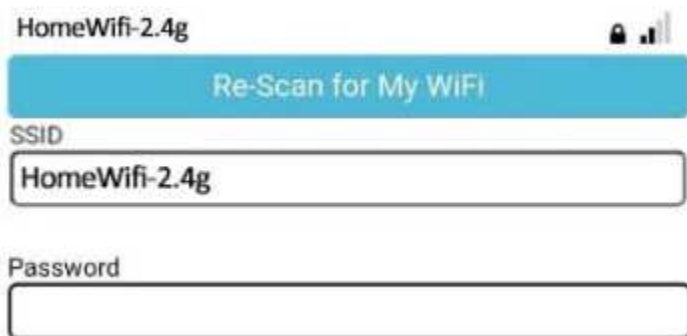
Enter New Password

Re-Enter Password

Enter New Password

Step 3 – Connect Keep Connect to Your WiFi

1. Scan for available WiFi networks.
2. Select your WiFi network (SSID), or manually enter the network name.
3. Enter your WiFi password.



HomeWifi-2.4g

Re-Scan for My WiFi

SSID

HomeWifi-2.4g

Password

Step 4 – Add Notification Information

On the same page as entering your wifi network. Enter your **email address and/or SMS number** to receive notifications. After setup is complete, you will receive a confirmation message that includes:

- Your Keep Connect ID
- Your Keep Connect Code (MAC Address)

These details are required if you later choose to register the device with the Keep Connect Cloud Service (especially the Code).

Additional configuration settings are covered in the Advanced Settings section. Any setup-related issues are addressed in the Troubleshooting section.

6. Testing Your Keep Connect

How Keep Connect Operates (Default Settings)

Keep Connect monitors your internet connection every **5 minutes** by checking connectivity to a primary test domain (test1.johnson-creative.com). If the primary domain is unreachable:

1. After 1 minute, it checks a secondary test domain (test2.johnson-creative.com).
2. If both checks fail, Keep Connect concludes the internet is down.
3. It then initiates a router power cycle.

What Happens During a Reset

1. Keep Connect cuts power to the router for **30 seconds(default)**.
2. Power is restored.
3. It waits **3 minutes (default)** before reconnecting to WiFi. Allowing the router to fully boot up.
4. It then checks if internet connectivity has been restored.

If Internet Is Still Down

- Keep Connect will repeat the reset process.
- The default **Maximum Allowable Resets** is **3 attempts** (adjustable up to 99).
- If the maximum resets are reached, the device waits **4 hours (default)** before attempting another reset cycle.
- This loop continues until the internet connection is successfully restored.

Once the device reconnects to WiFi and verifies a healthy internet connection, it will send a notification (if notifications are configured).

All timing and reset values above are customizable in the Advanced Settings. The the Code Loops handles both Power and Internet Outages.

Doing a Simulation test to keep Connect

To verify that your device is working properly. There are two ways to test Keep Connect depending on your network setup.

Testing Internet Loss Detection (Recommended Method)

1. **Disconnect the internet cable** from your modem (or ISP) to your router, leaving the router powered ON but without internet access.
2. **Wait 5–10 minutes** for Keep Connect to detect the outage. The LED should begin blinking yellow.
3. **Observe the power cycle** — you may hear a subtle click from the KC device and see your router (or a plugged in lamp for test) lose power for about 30 seconds.
4. **Reconnect the internet cable** back to the Router once the router powers back on to restore the internet service
5. **Confirm normal operation** — the LED should return to solid blue, and you will receive a notification indicating that a reboot was initiated.

Testing WiFi Loss Detection (Wireless Router Only)

If your router does not have a wired internet input (for example, fixed wireless or cellular routers), you can simulate WiFi loss instead.

1. Unplug the router completely (remove power, approximately 10–15 minutes).
2. Keep Connect will detect that the WiFi SSID has disappeared or that it has been disconnected.
3. The device will first restart itself (without power cycling the router). Then waits the default 3-minute reconnect delay
4. It will attempt to reconnect to WiFi (indicated by blinking yellow LED).
5. If reconnection fails, it will then issue a power cycle to the router.

7. Advanced Settings

The Advanced Settings allow you to customize how Keep Connect monitors your network and performs resets. Default values are optimized for most users and typically do not need adjustment.

7.1 Operating Mode

Operating Mode: Master (Default), Follower

Master Mode (Default):

The device independently monitors the internet and performs resets based on its own detection logic.

Follower Mode:

Used in multi-device setups, commonly for Modem and Router Network Setup. A Follower unit does not monitor the internet independently. Instead, it follows instructions from a Master unit and performs coordinated reset actions and delays the boot up of the Router, allowing the Modem to fully boot Up before the Router does

More information about the Master-Follower Configuration in its own Section.

7.2 Master–Follower Communication Mode

Determines how Master and Follower units communicate. **Options:**

- Hybrid (Default): Automatically selects the best available communication method which covers both
- LAN: Devices communicate strictly within the same local network.
- Peer-to-Peer: Devices communicate directly with one another.

7.3 Monitoring Mode

Controls how Keep Connect verifies internet connectivity. **Options:**

- Keep Connect Roundtrip (Default), does internet checks via Johnson-creative trusted and fast test domains test1.johnson-creative.com and test2.johnson-creative.com and check the specific content 'kcSuccess'
- **Require Full TCP/HTTPS Success**, allows users to customize the preferred domains for internet checks
- **Only Monitoring Using Ping**, allows users to enter IP addresses instead for internet checks, can be private or public IPs
- **Disable Monitoring**, Turns off internet monitoring. The device will not automatically reset when internet loss is detected. This mode is typically used when controlling a device (such as a camera) instead of a router.
The LED may turn solid yellow, this is normal in this mode and does not indicate a configuration issue. The device will still appear online in the app.
- **Custom Monitoring Pipeline**, This is for a more customized, advanced monitoring set up and is detailed more in the [johnson-creative.com](https://www.johnson-creative.com/docs/pipeline-recipes-a-guide-to-the-use-of-custom-monitoring-pipelines/) docs page <https://www.johnson-creative.com/docs/pipeline-recipes-a-guide-to-the-use-of-custom-monitoring-pipelines/>

7.4 Socket Timeout

Socket Timeout (Seconds) Default: 20 seconds

Defines how long Keep Connect waits for an internet response before marking the check as failed. Lower values detect failures faster but may be too aggressive on slow networks, while higher values are more tolerant. The default 20 seconds works well for most networks.

7.5 Loss of WiFi Reset Mode

This setting determines how Keep Connect behaves when it loses connection to the configured WiFi network (for example, if the SSID disappears or the device gets disconnected). **Options:**

Reboot/Retry Before Resetting (Default), Keep Connect first restarts itself and attempts to reconnect to WiFi. If it still fails, it then power-cycles the router. Recommended for most users.

Regular Resets, Immediately power-cycles the router when WiFi is lost, without self-restarting first. Use only if WiFi loss reliably indicates router failure.

Block Resets, Await Reconnection, Disables router resets due to WiFi loss. The device waits for WiFi to return on its own without restarting itself or the router.

7.6 Timing Settings

These settings control how frequently Keep Connect checks connectivity and how it performs reset cycles.

How Often to Check Connection (Minutes), Default 5 mins, Determines how frequently Keep Connect checks internet connectivity.

Pause Before Backup Check if Primary Fails (Minutes), Default 1 min, If the primary connectivity check fails, Keep Connect waits this amount of time before checking the backup domain.

How Long to Kill Power to Devices (Seconds), Default 30 seconds, Defines how long power is cut to the router during a reset cycle.

How Long to Wait After Reset Before Reconnecting (Minutes), Default 3 minutes, After restoring power to the router, Keep Connect waits this long before reconnecting to WiFi. This allows the router to fully boot before monitoring resumes.

Power-On Delay (Seconds), Default:0 seconds, Adds a delay before Keep Connect supplies power after it itself powers on. This is mainly used in Follower mode setups to sequence device startup timing.

Enter Max Number of Continuous Resets (1–99), Default 3, Limits how many consecutive resets Keep Connect can perform before pausing or going into 'wait mode'

Sustained Outage Retry (Hours), Default 4 hours, The 'wait mode', After reaching the maximum continuous resets, Keep Connect waits this many hours before attempting another reset cycles. This prevents excessive rebooting during prolonged outages.

7.7 Configure Auto Reset

This feature allows Keep Connect to perform a scheduled preventive reboot.

Enter the number of days between automatic resets. Enter **0** to disable.

Enter Hour of Day for Auto Reset, Select the time of day the reset should occur.

Enter Timezone UTC Offset, Set your local timezone relative to UTC. If entered 0 for the interval, this setting is not in use.

Enable Daylight Savings Time, enabled by default, Automatically adjusts reset timing during DST changes.

NOTE: Auto Reset Interval in Days runs alongside the reboots issued due to loss. Which means for example, if you set 7 days and the last reset was on a Monday, the next expected Auto Reset is next Monday. BUT if there is a reboot issued on a Thursday later that week... The next Auto Reset will trigger 7 days after that. That's what the 'Interval in Days' means.

7.8 Miscellaneous Settings

These settings provide additional configuration options for advanced users. Default values are recommended unless your network requires specific adjustments.

Enable Static IP (Default: Disabled)

Allows you to manually assign a static IP address to Keep Connect instead of using DHCP. In most cases, this is unnecessary since it's better to reserve the IP directly in your router settings. Only enable this if you've already reserved a specific IP for the device; otherwise, leaving it disabled is recommended.

Select 802.11 Wireless Mode, 802.11 b/g/n (default), 802.11 b/g, 802.11 b

Determines the wireless compatibility mode used by the device. N mode is most commonly used by many wifi devices, so if Keep Connect is having some issues with wifi connectivity, try switching this to b/g or b.

Reduce Wireless Transmit Power, Default Disabled, Reduces the WiFi transmission strength of Keep Connect. This is commonly enabled in Mesh network setups.. This is so Keep Connect doesn't try to attempt to connect to a farther Access point (with the same SSID name and password with the main router)

Enable Guest Mode, Default Disabled, Disables Keep Connect's gateway checks (such as pinging 192.168.1.1). This is useful for guest networks or routers that restrict local network communication, which could otherwise block certain Keep Connect functions.

Invert Relay Direction, Default, Disabled, Reverses the relay behavior of the power outlet. This setting is typically used in niche scenarios, and should not be enabled in standard router reboot setups.

Rename Keep Connect SSID, Default Disabled and default name 'KeepConnect-<last 4 characters in the MAC>', Allows you to change the default KeepConnect-SSID broadcast name that appears when reconfiguring the device via the wifi mode

8. Cloud Service & App

The Keep Connect Cloud Service allows you to remotely monitor and manage your device through:

- iOS and Android Mobile App
- Web Portal: <https://cloud.johnson-creative.com>

The Cloud Service connects your Keep Connect device to our secure hosted server, enabling remote access and advanced features from anywhere with an internet connection.

Subscription Plans

Standard – \$24.99/year. Supports up to 5 Johnson-Creative devices, Ideal for homes or multiple locations

Pro – \$2.99/month (per device)

- Includes enhanced features such as; VPN, Custom Pipeline, MQTT, Webhooks
- Designed for advanced users

Enterprise – \$4.99/month (per device)

- Includes all Pro features
- Priority / specialized support
- Ideal for business and operational environments that may require fast responses, troubleshooting and addressing of customer needs, lifetime product warranty

Plan comparison chart <https://johnson-creative.com/comparison-chart/>

How to Log In to the App

Once your subscription is active: Use the **same login credentials** as your website account.

Username: <Your full email address>

Password: <Same as your website password>

The app login is identical to the website login.

Cloud App Features

Trigger Power Cycle

Trigger Power Cycle allows you to manually initiate a remote reboot of any active and online Keep Connect device through the Cloud App or Web Portal. This feature relies on the device having an active internet connection, as Keep Connect communicates with the cloud server through your healthy network. If your network is completely offline, the remote trigger command will not reach the device. This feature is most useful in situations where the network is online but a connected device (such as a camera or access point) becomes unresponsive, and restarting the router may help restore connectivity.

Keep Connect's core reliability still depends on its standard local monitoring logic, which automatically performs resets during internet outages without requiring cloud communication.

Scheduled Event

Scheduled Event allows you to configure automatic remote power cycles on selected days and times, including recurring schedules. This is commonly used for preventive maintenance or routine reboots in managed environments.

Unlike the local Auto Reset feature, Scheduled Events can accurately follow specific days of the week and precise timing. However, Scheduled Events require the device to be online to receive the command. In contrast, the local Auto Reset function operates independently from the cloud and will continue executing resets even if the network is offline.

Notification Settings

Notification Settings allow you to enable, disable, and customize Cloud-based alerts for your device. You can manage notifications for Auto Resets, Resets Due to Internet Loss, Follower Failures, and Cloud Offline alerts, as well as modify the message content you receive. These notifications are generated by the cloud server when your device reports status updates.

View / Change Settings

This feature allows you to remotely access and modify your Keep Connect configuration without being physically on-site. The available settings mirror those found in the Advanced Settings section of this manual. Changes made through the cloud are applied once the device is online and synchronized.

View Event History

Event History provides a detailed log of device activity, including detected outages, reset events, restorations, and other system actions. This log is useful for troubleshooting, performance tracking, and verifying when and why resets occurred. It offers visibility into the operational history of your device.

More Device Details

The Device Details section provides a summary of your unit's current status, firmware version, and configuration overview. It offers a quick snapshot of essential operational information.

Update Firmware

If a firmware update is available, you can initiate the update remotely through the Cloud App or Web Portal. Firmware updates may include performance improvements, new features, or stability enhancements. The device must be online for the update to be applied.

Deregister Device

Deregister Device removes the unit from your Cloud account but does not factory reset or erase its local configuration. The device can be re-registered later if needed. This feature is particularly useful for managing subscription limits under Pro or Enterprise plans, or when reallocating device slots within a Standard subscription.

Monitoring Without the Cloud

You can still monitor your device without a subscription:

- Visit: <https://www.johnson-creative.com/status>
- Enter your Keep Connect WebID

The WebID should be part of the notification you receives from Keep Connect after completing the initial setup

Additional Clarification

The username and password created during initial device setup are for accessing the **local web portal only**. They are NOT linked to a Cloud subscription.

9. Troubleshooting

If you need to reconfigure, reset, or diagnose your Keep Connect device, you can access the Configuration Portal using the steps below.

Accessing the Configuration Portal (Using the Button)

Press and hold the front button for **5 seconds**. The device will rebroadcast **KeepConnect-SSID**, similar to when it was first set up.

Connect to this WiFi network using your phone or computer. The Configuration Portal should open automatically. If it does not, open a browser and enter: **192.168.4.1**

You will now see the Configuration Menu.

Configuration Portal Options

Inside the portal, you will see the following options:

View / Modify Settings

Allows you to review and update the device's current configuration settings.

Setup From Defaults

Starts the setup process using default values. This is similar to View/Modify Settings but resets fields back to factory defaults before proceeding.

Manage Firmware

Allows you to manually update firmware. Check and Download the latest firmware file (.bin) from:

<https://johnson-creative.com/updates>

Then upload the file through this section.

Manage Access

Used to update the Admin username and password created during initial setup. This is helpful if login credentials are forgotten. **Take note this Admin credentials is NOT related to your Keep Connect App login**

Factory Reset

Restores the device to factory settings and returns it to initial setup mode.

Trigger Manual Reset

Immediately performs a power cycle to the connected router or plugged-in device.

Exit

Closes the Configuration Portal.

Factory Reset Using the Hardware Button

To fully reset the device without accessing the portal, press and hold the front button for **30 seconds**. This will factory reset the device and return it to initial setup mode.

Accessing the Portal via Local IP

If you know the local IP address assigned to Keep Connect by your router, you may access the Configuration Portal directly.

Enter the device's local IP address into a browser on a phone or computer connected to the same network. A login screen will appear asking for the **Admin username and password** created during setup (or last updated in Manage Access).

Setup Failed – Not Connected to WiFi

Keep Connect returns to Text Values upon unsuccessful setup. It's either:

- ❖ **NOT Connected** - This usually points to the password incorrect OR WiFi password contains certain special characters that may not be fully compatible (such as apostrophes or uncommon symbols) with Keep Connect
- ❖ **NOT Connected, AP not found** - This usually points to the SSID having incompatibilities with Keep Connect. It can be due to some special characters like 'spaces' or 'apostrophe' on the SSID name OR The Router's Wifi SSID security features are incompatible with keep Connect. Which are enumerated below:

- Keep Connect supports **2.4GHz WiFi only**. Ensure the 2.4GHz band is enabled in your router settings.
- If your router uses a feature called **Smart Connect** (which combines 2.4GHz and 5GHz under one network name), disable this feature if possible.
- If both 2.4GHz and 5GHz bands share the same SSID (network name), consider separating them temporarily and connect Keep Connect to the 2.4GHz network.
- Double-check that the WiFi password was entered correctly. Autofill on mobile devices can sometimes input incorrect credentials.
- Review your WiFi network name (SSID) and password for uncommon special characters. While most characters work, certain special characters may cause connection issues.
- Ensure your router authentication mode is not set to **WPA2 Enterprise** or **WPA3-only** mode. Keep Connect is designed to operate on standard WPA2-Personal security.
- If needed, try changing the Wireless Mode in Advanced Settings from **802.11 b/g/n** to **b/g** or **b**.
- If the issue persists, create a **Guest Network (2.4GHz)** and attempt to connect Keep Connect to that network. Some routers have internal security features that may unintentionally block new devices on the primary network.

Device Appears Offline in the App but LED Is Blue

If your Keep Connect appears **Offline** in the Cloud App but the LED is solid blue locally, the device is connected to WiFi and monitoring your network, but it may be unable to communicate consistently with the cloud server.

By default, Keep Connect verifies connectivity by checking the router's gateway IP address (for example, 192.168.1.1) along with external domains. Some routers have advanced firewall, intrusion prevention, or network isolation features that may restrict internal polling behavior or outbound connections. In certain cases, this can block Keep Connect's cloud heartbeats or notifications, or even cause the router to temporarily disconnect the device from the network.

In rare situations, this behavior may lead to repeated resets or power cycles, if the router interprets the monitoring activity as unusual traffic.

Recommended Solution: Enable Guest Mode in Keep Connect

You may also enable the "Guest Mode" toggle in Keep Connect's settings.

When Guest Mode is enabled, Keep Connect stops pinging the router's gateway IP address and focuses on external connectivity checks instead. This can help in environments where the router restricts or blocks internal gateway polling.

Alternative Solution: Use a Guest Network

A common and effective solution is to create a separate **2.4GHz Guest Network** on your router and connect Keep Connect to that network.

Guest networks typically:

- Apply simplified firewall rules
- Reduce internal traffic filtering
- Isolate devices from the main LAN

This allows Keep Connect to independently monitor internet connectivity and maintain stable communication with the cloud server without interference from advanced security policies on the primary network.

Ensure the Guest Network:

- Uses 2.4GHz
- Uses WPA2-Personal security
- Does not require portal-based login

Minimizing Unnecessary Resets

In certain network environments, Keep Connect may perform more resets than expected. This can happen due to ISP instability, DNS resolution delays, router security features, or temporary network congestion.

The settings below can help reduce unnecessary resets while maintaining reliable monitoring.

Adjust Backup Check Timing

By default, if the primary domain check fails, Keep Connect waits **1 minute** before testing the secondary domain.

If your network experiences occasional slowdowns or congestion, you may increase this value (for example, to 5 minutes). This gives your network additional time to recover before a reset is triggered.

Ignore DNS Failures (If Ping Works)

Enable the setting: “**Ignore DNS Failures if Ping 8.8.8.8 Works**”

Sometimes, a DNS lookup may temporarily fail even though the internet connection is still active. In this case, Keep Connect may detect a “DNSFail” when attempting to resolve a domain name (such as google.com).

When this setting is enabled, Keep Connect performs a direct ping to **8.8.8.8** (Google’s public IP). If the ping succeeds, the device will not initiate a reboot. This helps prevent resets caused by temporary DNS resolution issues.

Adjust Loss of WiFi Reset Mode

The **Loss of WiFi Reset Mode** determines how Keep Connect responds if it disconnects from your WiFi network.

Reboot/Retry Before Resetting (Default)

The device first restarts itself and attempts to reconnect before rebooting the router. This is recommended for most environments.

Regular Resets

Immediately reboots the router when WiFi disconnects. This is typically used in remote or unattended locations.

Block Resets / Await Reconnection

Prevents router reboots due to WiFi disconnection. The device waits for WiFi to return on its own. This is useful in environments with frequent but brief WiFi drops where resets may cause more disruption than benefit.

If you experience frequent WiFi-related resets, switching to **Block Resets** may help stabilize operation.

Adjust 802.11 Wireless Mode

Keep Connect uses **802.11 b/g/n** by default. In some networks, changing this to **b/g** or **b** may improve stability.

Lower wireless modes can reduce compatibility conflicts or congestion in environments with many connected devices.

Reduce Wireless Transmit Power

Enabling **Reduce Wireless Transmit Power** narrows the device’s wireless transmission range. This can improve stability in certain environments by reducing interference during WiFi scanning.

Keep Connect should be located relatively close to the router when using this setting.

Testing Keep Connect’s Operation

If you would like to verify that Keep Connect is operating correctly, you may simulate either an internet loss or a WiFi loss.

Simulating Internet Loss (Recommended Test)

This test verifies full internet outage detection using default settings.

1. Disconnect the internet/fiber cable going from your modem (or ISP source) to your router. Leave the router powered ON.
2. Wait approximately 5–10 minutes for Keep Connect to detect the outage. The LED should begin blinking yellow.
3. You may hear a subtle click as the device cuts power to the router for about 30 seconds. You may also plug a lamp into Keep Connect to visually observe the power interruption.
4. Reconnect the internet cable once the router powers back on.
5. Wait for the LED to return to solid blue. A notification will be sent indicating that a reboot was initiated and the reason for it.

This method tests full internet monitoring and automatic recovery.

Simulating WiFi Broadcast Loss

If your router does not have a separate wired internet input (for example, fixed wireless or cellular routers), you may simulate WiFi loss instead.

1. Unplug the router completely so that it powers off.
2. Keep Connect will detect (approximately 10-15mins) that the WiFi network has disappeared.
3. The device will first attempt to reconnect based on the configured Loss of WiFi Reset Mode.
4. If reconnection fails, it will issue a power cycle to the router.
5. Once the router powers back on and WiFi is restored, the LED will return to solid blue.

Note that this test may take longer than an internet loss test because Keep Connect first attempts self-recovery before resetting the router.

10. Specifications

Input Voltage: 100–240 VAC

Frequency: 50/60 Hz

Maximum Connected Load (KC Standard Model): 10A maximum total load

Maximum Connected Load (KC Max Model): 105 maximum total load

Intended Load Type: Routers and modems mostly, can also do some other wifi devices like Cameras, Ring Doorbell, etc.

Wireless Compatibility: 802.11 b/g/n (2.4 GHz only) Supports WPA / WPA2-Personal encryption (Not compatible with WPA2-Enterprise or WPA3-only networks)

Safety Information

Indoor Use Only. Do not install outdoors or in wet environments.

Electrical Safety: This is a 100–240 VAC mains-powered device. Shock hazard exists if the device is opened or improperly used.

Ventilation: Do not install in an enclosed space without airflow. Allow adequate ventilation to prevent overheating.

Temperature & Environment: Install in a dry, temperature-controlled indoor location. Avoid exposure to moisture, condensation, direct sunlight, or extreme cold.

11. Frequently Asked Questions (FAQ)

Does Keep Connect require a Cloud subscription to work?

No. Keep Connect operates independently and will automatically monitor and reboot your router without a subscription. The Cloud Service is only required for remote monitoring and control features.

Why does my phone say “No Internet” when connected to KeepConnect-SSID?

This is normal during setup. Keep Connect broadcasts its own WiFi network for configuration, but it is not connected to the internet at that time.

Why is my device solid yellow?

A solid yellow LED means the device is not connected to your WiFi network or setup has not been completed.

Why is the LED blinking yellow?

Blinking yellow indicates the device is reconnecting to WiFi or recovering after a restart. This is normal behavior during recovery operations.

Why does the app show Offline but the LED is blue?

If the LED is blue, the device is connected locally. An Offline status in the app usually indicates a cloud communication issue, often caused by router firewall settings or network restrictions.

Can I use Keep Connect with 5GHz WiFi?

No. Keep Connect supports 2.4GHz WiFi only.

Can I use Keep Connect outdoors?

Keep Connect is designed for indoor use only. Do not install in wet, exposed, or extreme temperature environments.

Will Keep Connect reset my router repeatedly during a long outage?

Keep Connect follows a maximum reset limit (default: 3 resets), then waits a defined interval (default: 4 hours) before retrying. This prevents continuous rapid reboot cycles.

What devices can I plug into Keep Connect?

Only low-power networking devices such as routers and modems. Do not exceed the device's rated maximum load (10A total).