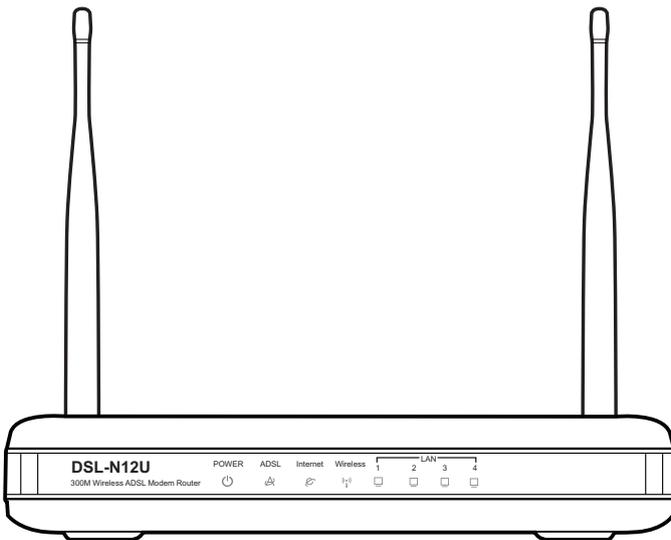




# DSL-N12U

## 11N 300Mbps

### Wireless ADSL Modem Router



## User Manual

E6482

First Edition

April 2011

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## About this guide

This user guide contains information that you need to install and configure the ASUS Wireless ADSL Router.

## How this guide is organized

This guide contains the following parts:

- **Chapter 1: Knowing your wireless router**  
This chapter provides information on the package contents, system requirements, hardware features, and LED indicators of the ASUS Wireless ADSL Router.
- **Chapter 2: Getting started**  
This chapter provides instructions on setting up the Router and Access Point modes of the ASUS Wireless ADSL Router.
- **Chapter 3: Configuring the network clients**  
This chapter provides instructions on setting up the clients in your network to work with your ASUS Wireless ADSL Router.
- **Chapter 4: Configuring via the web GUI**  
This chapter provides instructions on configuring the ASUS Wireless ADSL Router using its web Graphical User Interface (web GUI).
- **Chapter 5: Installing the utilities**  
This chapter provides information on the utilities that are available from the support CD.

- **Chapter 6: Troubleshooting**

This chapter provides you with a troubleshooting guide for solving common problems you may encounter when using the ASUS Wireless ADSL Router.

- **Appendices**

This chapter provides you with the regulatory Notices and Safety Statements.

## Conventions used in this guide



**WARNING:** Information to prevent injury to yourself when trying to complete a task.



**CAUTION:** Information to prevent damage to the components when trying to complete a task.



**IMPORTANT:** Instructions that you **MUST** follow to complete a task.



**NOTE:** Tips and additional information to aid in completing a task.



# 1 Knowing your wireless ADSL router

## Package contents

Check the following items in your ASUS Wireless ADSL Router package.

- DSL-N12U Wireless ADSL Router x1
- Power adapter x1
- Support CD (manual, utilities) x1
- RJ-45 cable x1
- RJ-11 cable x1
- Quick Start Guide x1
- Warranty card x1



---

**Note:** If any of the items is damaged or missing, contact your retailer.

---

## System requirements

Before installing the ASUS Wireless ADSL Router, ensure that your system/network meets the following requirements:

- An Ethernet RJ-45 port (10Base-T/100Base-TX), or at least one IEEE 802.11b/g/n device with wireless capability
- An installed TCP/IP and Internet browser

## Before you proceed

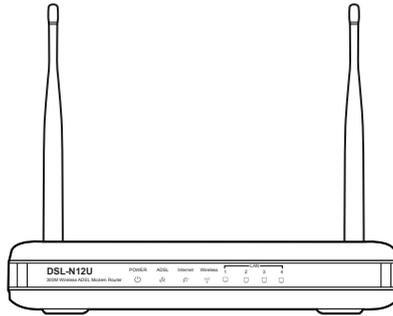
Take note of the following guidelines before installing the ASUS Wireless ADSL Router:

- The length of the Ethernet cable that connects the device to the network (hub, ADSL/cable modem, router, wall patch) must not exceed 100 meters.
- Place the device on a flat and stable surface as far from the ground as possible.
- Keep the device clear from metal obstructions and away from direct sunlight.

- Keep the device away from transformers, heavy-duty motors, fluorescent lights, microwave ovens, refrigerators, and other industrial equipment to prevent signal loss.
- Install the device in a central area to provide ideal coverage for all wireless mobile devices.
- Install the device at least 20cm from a person to ensure that the product is operated in accordance with the RF Guidelines for Human Exposure adopted by the Federal Communications Commission.

## Hardware features

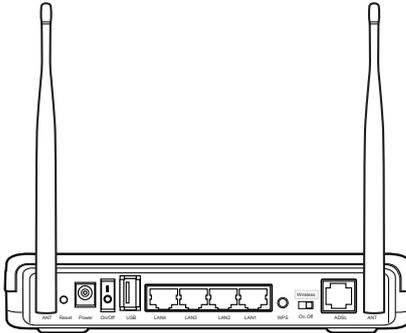
### Front panel



### Status indicators

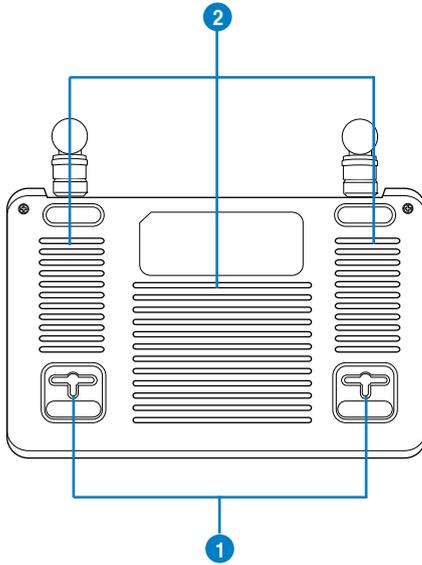
LED	Status	Indication
<b>Power</b>	Solid light	Power on
	Flashing fast (once per second)	Reset mode
	Flashing very fast (three times per second)	Launching WPS function
	Normal flashing	Rescue mode
	Off	Power off / Failure
<b>ADSL</b>	Solid light	ADSL link is established.
	Flashing	No ADSL link, or unable to establish ADSL link
<b>Internet</b>	Solid light	Internet connection is established.
	Flashing	Transmitting or receiving data
	Off	Internet connection is failed.
<b>Wireless</b>	Solid light	Wireless is enabled.
	Flashing	Establishing WLAN connection
	Off	No wireless connection
<b>LAN1~LAN4</b>	Solid light	Has physical connection to an Ethernet network
	Flashing	Transmitting or receiving data (through Ethernet cable)
	Off	No power or no physical connection

## Rear panel



Label	Description
<b>Reset</b>	Press this button for more than five seconds to reset the system to its factory default settings. If this function failed, refer to section <b>Firmware Restoration</b> on page 32 for details on how to restore your router to default settings.
<b>Power</b>	Insert the AC adapter into this port to connect your router to a power source.
<b>On/Off</b>	Press this button to turn the power on/off.
<b>USB</b>	Insert a USB device into this port.
<b>LAN1-LAN4</b>	Connect RJ-45 Ethernet cables to these ports to establish LAN connection.
<b>WPS</b>	Press this button to launch WPS function.
<b>Wireless On/Off switch</b>	Press this button to enable or disable the wireless function.
<b>ADSL</b>	Connect to a splitter or to a telephone outlet via an RJ-11 cable.

# Bottom panel



Item	Description
1	<b>Mounting hooks</b> Use the mounting hooks to mount your router on concrete or wooden surfaces using two round head screws.
2	<b>Air vents</b> These vents provide ventilation to your router.



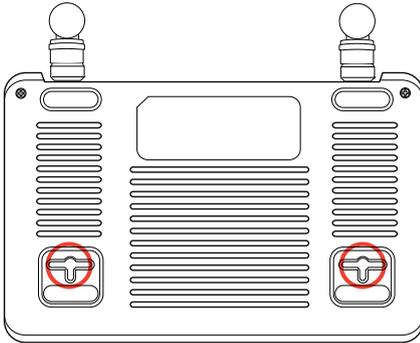
**Note:** For details on mounting your router on a wall or ceiling, refer to the section **Mounting options** on the next page of this user manual.

## Mounting options

Out of the box, the ASUS Wireless ADSL Router is designed to sit on a raised flat surface like a file cabinet or book shelf. The unit may also be converted for mounting to a wall or ceiling.

### To mount the ASUS Wireless ADSL Router:

1. Look on the underside for the two mounting hooks.
2. Mark two upper holes in a flat surface.
3. Tighten two screws until only 1/4" is showing.
4. Latch the hooks of the ASUS Wireless ADSL Router onto the screws.



**Note:** Re-adjust the screws if you cannot latch the ASUS Wireless ADSL Router onto the screws or if it is too loose.



# Getting started 2

## Setting up the wireless router

The ASUS Wireless ADSL Router includes a web Graphical User Interface (web GUI) that allows you to configure the wireless ADSL router using your web browser on your computer.



**Note:** For details on configuring your wireless router using the web GUI, refer to **Chapter 4: Configuring via the web GUI**.

## Using the Quick Internet Setup (QIS)

The Quick Internet Setup (QIS) function, which is integrated in the wireless ADSL router's web GUI, detects the Internet connection type (VPI/VCI value, ADSL connection type, and Encapsulation mode) automatically and guides you in setting up your network quickly.

The QIS web page appears automatically after you connected all your devices and launched your web browser. You may also launch the QIS from the web GUI. To do this, click **Quick Internet Setup** on the left column.



**Note:** Refer to the next section **Setting up your ADSL wireless router** for details on using QIS to set up your wireless network.



# Setting up the wireless ADSL router

The ASUS wireless ADSL router meets various working scenarios with proper configurations. You may need to change the wireless router's default settings so as to meet the requirements in your wireless environment.



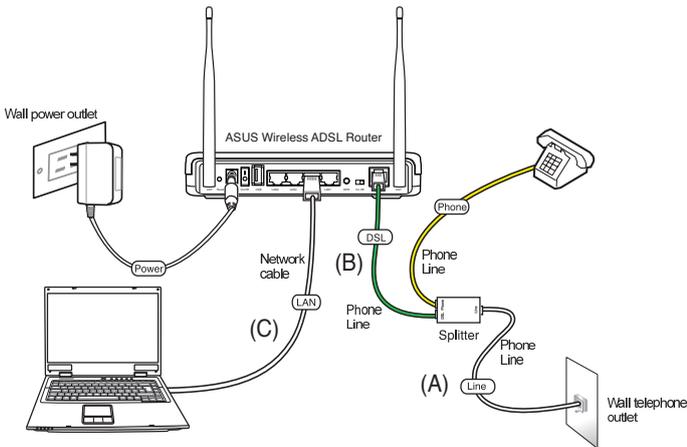
**Note:** We recommend that you use wired connection for initial configuration to avoid possible setup problems due to wireless uncertainty.

## To set up the wireless ADSL router:

### 1. Connect your devices.

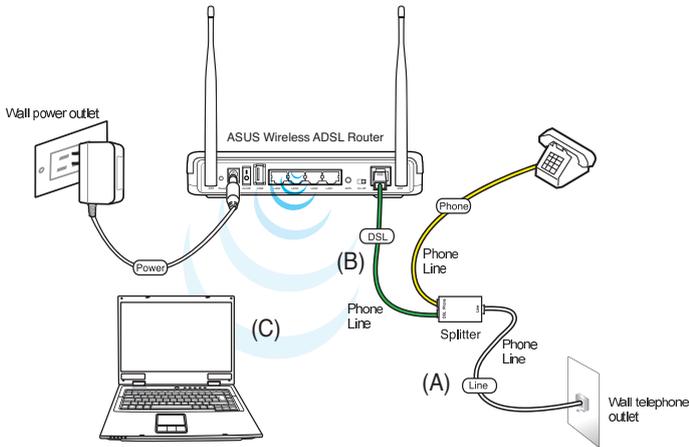
To set up via wired connection

- a. Insert the splitter's line connector to the phone outlet and connect your phone into the phone port (A).
- b. Connect your wireless router's ADSL port to the splitter's DSL port (B).
- c. Using the bundled RJ-45 LAN cable, connect your computer to the wireless router's LAN port (C).

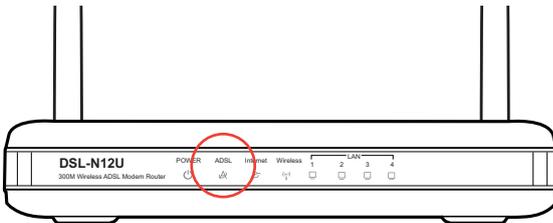


To set up via wireless connection:

- a. Insert the splitter's line connector to the phone outlet and connect your phone into the phone port (A).
- b. Connect your wireless router's ADSL port to the splitter's DSL port (B).
- c. Turn on your computer and double-click the wireless network icon on the Windows® task bar to view available networks. Select your wireless router. By default, there is no security key for the wireless router. Click **Connect** and the connection is completed within seconds.



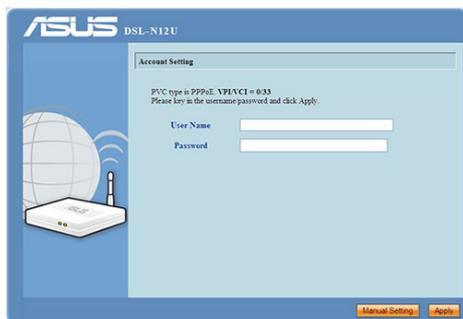
2. Before starting ADSL setting procedure, ensure that the ADSL indicator on DSL-N12U front panel becomes solid.



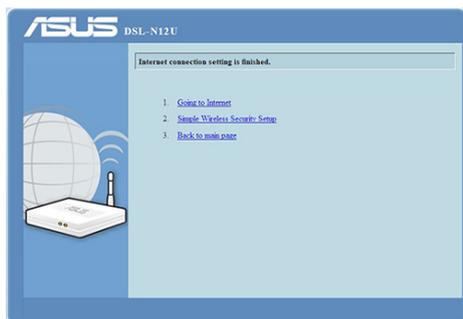
3. Launch your web browser. The QIS web page appears automatically and starts detecting your connection type, VPI/VCI value and encapsulation mode.



**Note:** If the QIS web page does not appear after you launched your web browser, disable the proxy settings on your web browser.



4. Key in the user name and password. Click **Apply**.



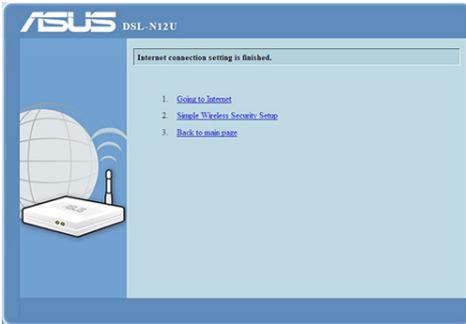
If the QIS cannot detect your Internet connection type, click **Manual Setting** and set up the Internet connection manually.



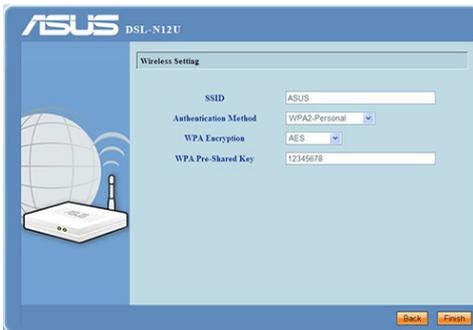
**Note:**

- The PPPoE Internet connection type is used in this setup case. The setup screen varies with different Internet connection types.
- Obtain the required information such as the user name and password from your Internet Service Provider (ISP).

5. The Internet connection setup is completed.



- Click **Going to Internet** to surf the Internet.
- Click **Simple Wireless Security Setup** to configure the basic security settings including the SSID, authentication, and encryption methods for the wireless router.



- Click **Back to main page page** to go back to the main page of the web GUI.



# 3 Configuring the network clients

## Accessing the wireless ADSL router

### Setting an IP address for wired or wireless clients

To access the ASUS Wireless ADSL Router, you must have the correct TCP/IP settings on your wired or wireless clients. Ensure that the clients' IP addresses are within the same subnet as the ASUS Wireless ADSL Router.

By default, the ASUS Wireless ADSL Router integrates the DHCP server function, which automatically assigns IP addresses to the clients in your network.

But in some instances, you may want to manually assign static IP addresses on some of the clients or computers in your network rather than automatically getting IP addresses from your wireless router.

Follow the instructions below that correspond to the operating system installed on your client or computer.



---

**Note:** In the Router mode, if you want to manually assign an IP address to your client, we recommend that you use the following settings:

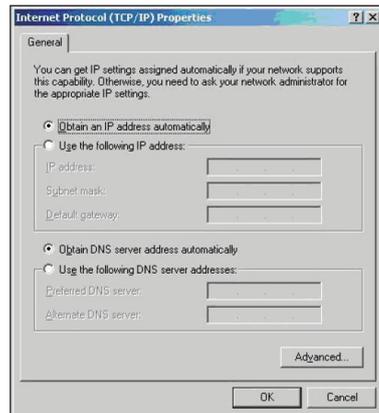
- **IP address:** 192.168.1.xxx (xxx can be any number between 2 and 254. Ensure that the IP address is not used by another device)
  - **Subnet Mask:** 255.255.255.0 (same as the ASUS Wireless ADSL Router)
  - **Gateway:** 192.168.1.1 (IP address of the ASUS Wireless ADSL Router)
  - **DNS:** 192.168.1.1 (ASUS Wireless ADSL Router) or assign a known DNS server in your network
-

## Windows® 2000

1. Click **Start > Control Panel > Network and Dial-up Connection**. Right-click **Local Area Connection** then click **Properties**.

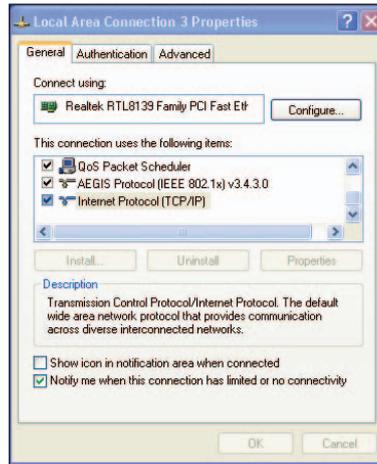


2. Select **Internet Protocol (TCP/IP)**, then click **Properties**.
3. Select **Obtain an IP address automatically** if you want the IP settings to be assigned automatically. Otherwise, select **Use the following IP address:** and key in **IP address**, **Subnet mask**, and **Default gateway**.
4. Select **Obtain DNS server address automatically** if you want the DNS server settings to be assigned automatically. Otherwise, select **Use the following DNS server addresses:** and key in the **Preferred** and **Alternate DNS server**.
5. Click **OK** when done.

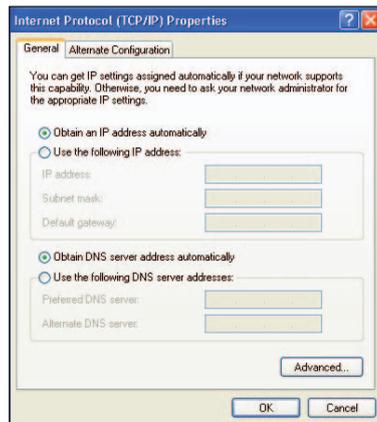


## Windows® XP

1. Click **Start > Control Panel > Network Connection**. Right-click **Local Area Connection** then select **Properties**.

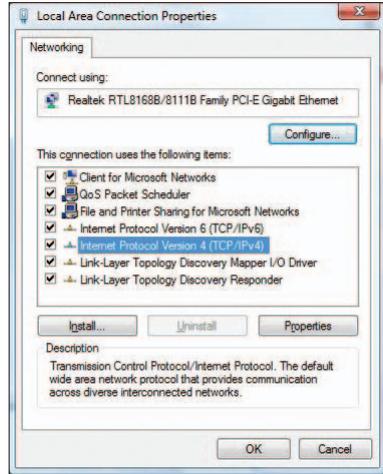


2. Select **Internet Protocol (TCP/IP)**, then click **Properties**.
3. Select **Obtain an IP address automatically** if you want the IP settings to be assigned automatically. Otherwise, select **Use the following IP address:** and key in **IP address**, **Subnet mask**, and **Default gateway**.
4. Select **Obtain DNS server address automatically** if you want the DNS server settings to be assigned automatically. Otherwise, select **Use the following DNS server addresses:** and key in the **Preferred and Alternate DNS server**.
5. Click **OK** when done.

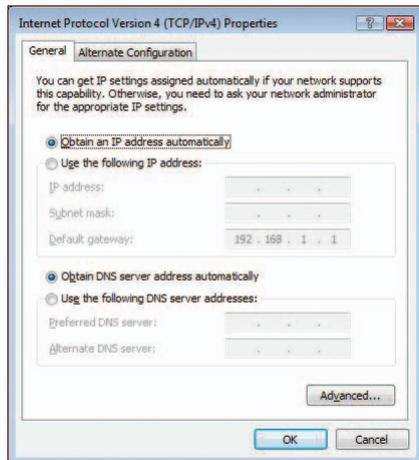


## Windows® Vista/7

1. Go to **Start > Control Panel > Network and Internet > Network and Sharing Center**. Click **View status > Properties > Continue**.



2. Select **Internet Protocol Version 4 (TCP/IPv4)**, then click **Properties**.
3. Select **Obtain an IP address automatically** if you want the IP settings to be assigned automatically. Otherwise, select **Use the following IP address:** and key in **IP address** and **Subnet mask**.
4. Select **Obtain DNS server address automatically** if you want the DNS server settings to be assigned automatically. Otherwise, select **Use the following DNS server addresses:** and key in the **Preferred and Alternate DNS server**.
5. Click **OK** when done.



# 4 Configuring via the web GUI

## Configuring via the web GUI

The router's web Graphical User Interface (web GUI) allows you to configure these features: **Network Map**, **Quick Internet Setup**, **EZQoS Bandwidth Management** and other **Advanced Setting**.

### To access the web GUI:

1. Launch a web browser, then key in the router's IP address (<http://192.168.1.1>). The login page of the router's web GUI appears.
2. On the login page, key in the default user name (**admin**) and password (**admin**).



- From the main page, click the navigation menu or links to configure the various features of the ASUS Wireless ADSL Router.



## Using the Network Map

Network Map allows you to view the status and configure the connection settings of the Internet, system, and clients in your network. It enables you to quickly set up your Wide Area Network (WAN) using the Quick Internet Setup (QIS) feature.

To view the status or configure the settings, click any of these icons displayed on the main page:

Icon	Description
	<p><b>Internet status</b></p> <p>Click this icon to display information on the Internet connection status, WAN IP address, DNS, connection type, and gateway address. From the Internet status screen, use the Quick Internet Setup (QIS) feature to quickly set up your WAN.</p>
	<p><b>System status</b></p> <p>Click this icon to display information on the SSID, authentication and encryption methods, LAN IP, or MAC address. Enable the WPS mode from the System status screen.</p>
	<p><b>Client status</b></p> <p>Click this icon to display information about the clients or computers in the network, and allows you to block/unblock a client.</p>
	<p><b>USB printer status</b></p> <p>Click this icon to display information about the USB printer connected to the modem router.</p>

# Creating multiple SSID profiles

The wireless router allows you to create multiple SSID profiles that meet various working scenarios.

To create an SSID profile:

1. Under **System status**, click **Add**.



2. Configure the profile settings, then click **Add**.



# Managing bandwidth with EzQoS

EzQoS Bandwidth Management enables you to set the bandwidth priority and manage the network traffic.

## To set up the bandwidth priority:

1. Click **EzQoS Bandwidth Management** from the navigation menu at the left side of your screen.



2. Click each of these four applications to set the bandwidth priority:

Icon	Description
	<b>Gaming Blaster</b> The router handles gaming traffic at first priority.
	<b>Internet Application</b> The router handles the e-mail, web browsing and other Internet applications traffic at first priority.
	<b>FTP</b> The router handles at first priority the traffic of downloading/uploading data to/from the FTP server.
	<b>Voip/Video Streaming</b> The router handles the audio/video traffic at first priority.

3. Click **Save** to save the configuration settings.

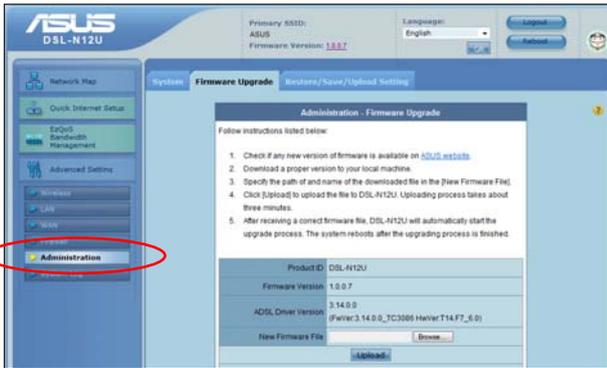
# Upgrading the firmware



**Note:** Download the latest firmware from the ASUS website at <http://www.asus.com>.

## To upgrade the firmware:

1. Click **Advanced Setting** > **Administration** from the navigation menu at the left side of your screen.



2. Click the **Firmware Upgrade** tab.
3. In the **New Firmware File** field, click **Browse** to locate the new firmware on your computer.
4. Click **Upload**. The uploading process takes about three minutes.

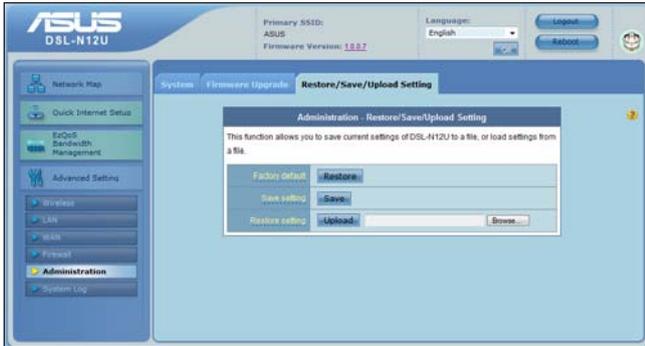


**Note:** If the upgrade process fails, use the Firmware Restoration utility to restore the system. For details on this utility, refer to the section **Firmware Restoration** in Chapter 5 of this user manual.

# Restoring/Saving/Uploading settings

To restore/save/upload the settings:

1. Click **Advanced Setting** from the navigation menu at the left side of your screen.
2. Click the **Restore/Save/Upload Setting** tab.



3. Select the tasks that you want to do:
  - To restore to the default factory settings, click **Restore**, and click **OK** in the confirmation message.
  - To save the current system settings, click **Save**, and click **Save** in the download window to save the system file in your preferred path.
  - To restore previous system settings, click **Browse** to locate the system file that you want to restore, then click **Upload**.

For more information about **Advanced Setting**, click the hyperlinked text. The help information displayed on the right column guides you to use the router's functions.



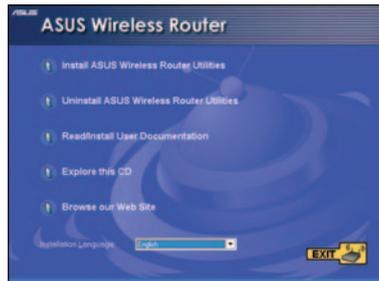
# 5 Installing the utilities

## Installing the utilities

The support CD contains the utilities for configuring the ASUS Wireless ADSL Router. To install the ASUS WLAN Utilities in Microsoft® Windows, insert the support CD in the CD drive. If Autorun is disabled, run **setup.exe** from the root directory of the support CD.

To install the utilities:

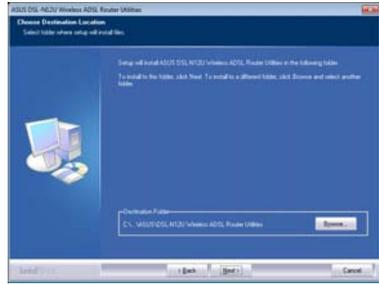
1. Click **Install...Utilities**.



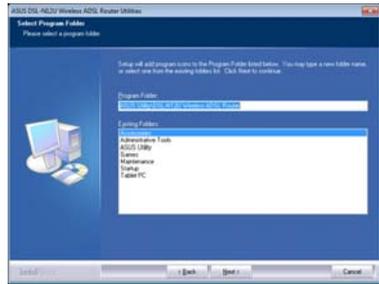
2. Click **Next**.



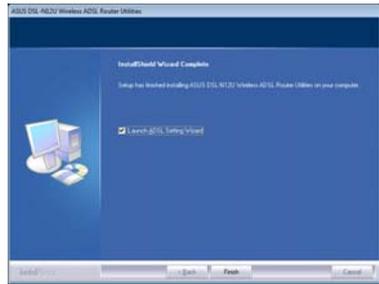
3. Click **Next** to accept the default destination folder or click **Browse** to specify another path.



4. Click **Next** to accept the default program folder or enter another name.



5. Click **Finish** when setup is completed.



# Device Discovery

Device Discovery is an ASUS WLAN utility that detects an ASUS Wireless ADSL Router and enables you to configure the device.

## To launch the Device Discovery utility:

From your computer's desktop, click **Start > All Programs > ASUS Utility > DSL-N12U Wireless ADSL Router > Device Discovery**.



- Click **Configure** to access the web GUI and configure the wireless router.
- Click **Search** to search for ASUS wireless routers within range.
- Click **Exit** to exit the application.

# Firmware Restoration

Firmware Restoration is used on an ASUS Wireless ADSL Router that failed during its firmware upgrading process. It uploads the firmware that you specify. The process takes about three to four minutes.



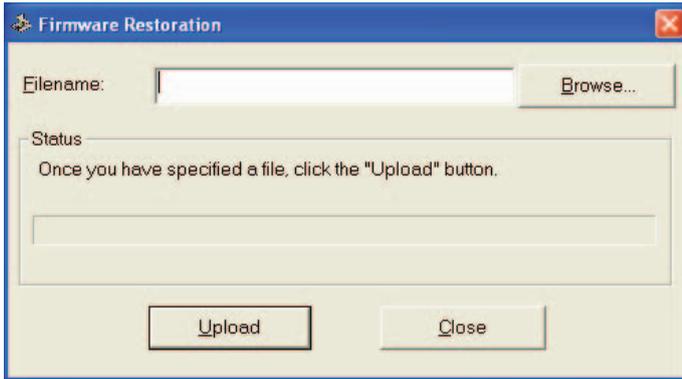
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**Important:** Launch the rescue mode before using the Firmware Restoration utility.

---

## To launch the rescue mode and use the Firmware Restoration utility:

1. Unplug the wireless router from the power source.
2. Hold the Restore button at the rear panel and simultaneously re-plug the wireless router into the power source. Release the Restore button when the Power LED at the front panel flashes slowly, which indicates that the wireless router is in the rescue mode.
3. From your computer's desktop, click **Start > All Programs > ASUS Utility > DSL-N12U Wireless ADSL Router > Firmware Restoration**.



4. Specify a firmware file, then click **Upload**.



---

**Note:** This is not a firmware upgrade utility and cannot be used on a working ASUS Wireless ADSL Router. Normal firmware upgrades must be done through the web interface. Refer to **Chapter 4: Configuring via the web GUI** for more details.

---

# ADSL Setting Wizard

ADSL Setting Wizard helps you to set up your ADSL settings and establish a secure wireless network using WPS function.

## Using ADSL Setting Wizard



### Note:

- You can use wired connection using an RJ-45 cable or a wireless LAN adapter with WPS function.
- Windows® operating systems and wireless LAN cards/adapters that support WPS:

OS Support	Wireless Adapter Support
Windows Vista 32/64 Windows 7 32/64 Windows 2008	ASUS/Intel wireless LAN card (except WL-167g and WL-160W) ASUS WL-167g v2 driver v.3.0.6.0 or later ASUS WL-160N/WL-130N driver v.2.0.0.0 or later
Windows XP SP2/SP3 Windows 2003 32-bit SP2/SP3	ASUS/Intel wireless LAN card (not support WL-167g and WL-160W) ASUS WL-167g v2 driver v.1.2.2.0 or later ASUS WL-160N/WL-130N driver v.1.0.4.0 or later
Windows XP/2003 64-bit Windows XP 32-bit SP1/ XP 32-bit Windows 2003 32-bit SP1 / 2003 32-bit Windows 2000 SP4	ASUS wireless LAN card with ASUS WLAN Utility ASUS WL-167g v2 driver v.1.2.2.0 or later ASUS WL-160N/WL-130N driver v.1.0.4.0 or later

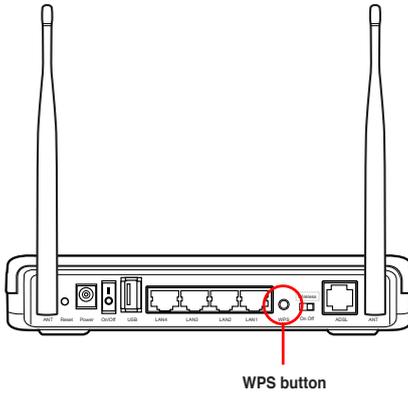
### To use ADSL Setting Wizard:

1. Follow the onscreen instructions to set up your hardware. You can use either wired or wireless connection. When done, click **Next**.



**Note:** Use the ADSL Setting Wizard with one wireless client at a time. If the wireless client cannot discover the wireless router, shorten the distance between the client and the router.

2. Press the WPS button on your router until the Power indicator flashes three times per second. (Use only with a wireless client card with WPS function)



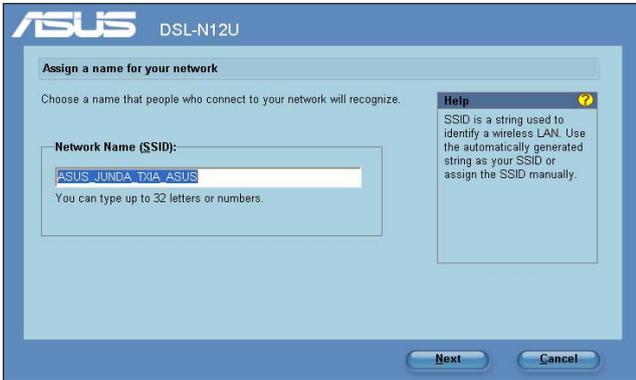
3. On the ADSL Setting Wizard, click **Next** to continue.



**Notes:**

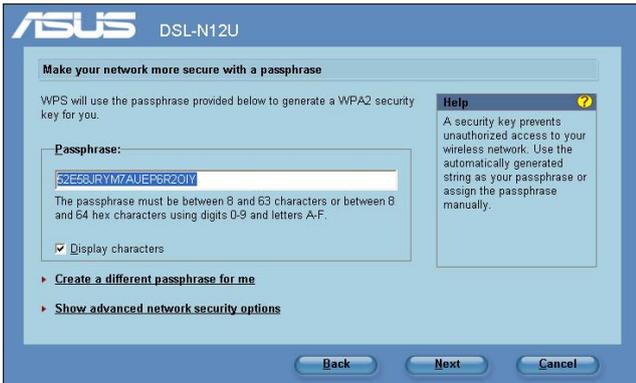
- When running WPS, the Internet connection pauses briefly then reestablishes the connection.
- If the WPS button is pushed without running the ADSL Setting Wizard, the Power LED indicator flashes and Internet connection pauses briefly and then reestablishes the connection.

4. Key in desired network name or SSID (service set identifier). When done, click **Next**.



5. Create and key in a passphrase consisting of 8-63 characters or use the automatically generated passphrase then click **Next**.

A passphrase is a sentence, phrase, or sequence of alpha-numeric characters used to generate a security key.



6. When finished, click **Save or print settings** for future reference or **Save settings to a USB flash drive** to add other devices to the network. Click **Next** to connect to the Internet.

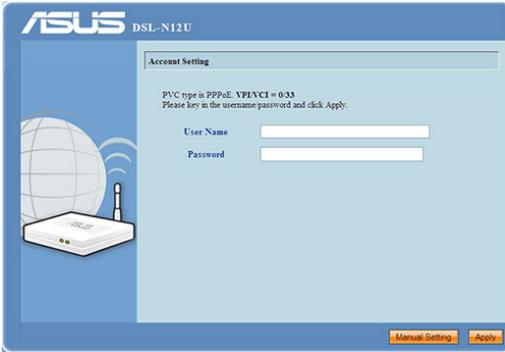


**Note:** For more details on adding devices to the network using a USB flash drive, refer to the section **Adding network devices using a USB flash drive** on the next page.

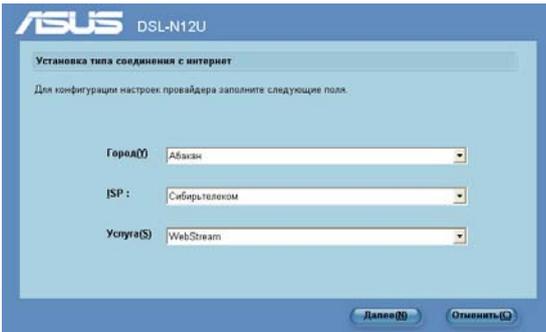
7. You have connected to the wireless router. If you want to configure the Internet (WAN) settings, click **Quick Internet Setup**.



8. For Internet (WAN) settings, refer to section **Using the Quick Internet Setup (QIS)** in Chapter 2 of this manual.



If you are a Russian user, follow the onscreen instructions to finish the ADSL Internet (WAN) settings.



## Adding network devices using a USB flash drive

With the ADSL Setting Wizard, you can add devices to your network using a USB flash drive.

### To add network devices using a USB flash drive:

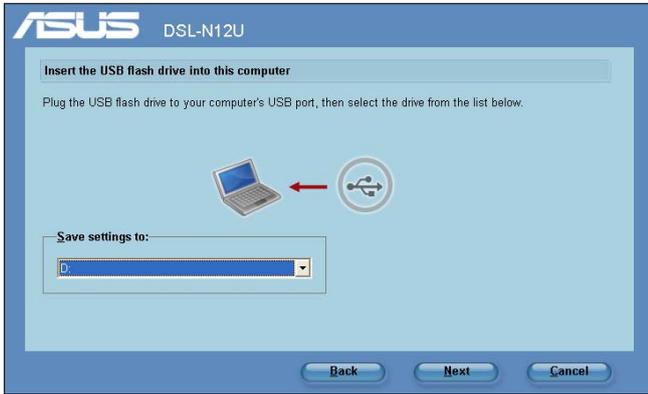
1. In the ADSL Setting Wizard, click **Save settings to a USB flash drive**.



2. Insert a USB flash drive into your computer's USB port, then select the drive from the dropdown list. When done, click **Next**.



3. Unplug the USB flash drive from your computer then insert it to the other computer that you want to add to your wireless network.



4. Locate **SetupWireless.exe** from the USB drive, and double-click to run it. Click **Yes** to add the computer to the wireless network.



5. Click **OK** to exit the **Wireless Network Setup Wizard**.



# Setting up your network printer

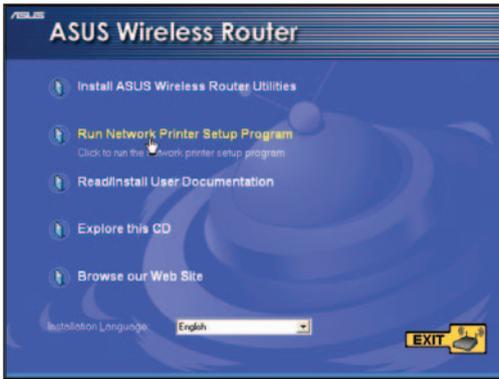
Use the Network Printer Setup utility to set up a USB printer on your wireless router and allow network clients to access the USB printer.



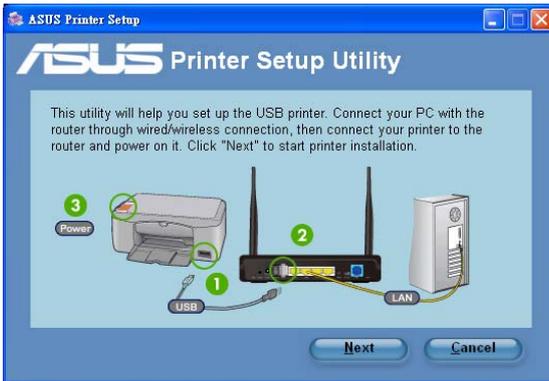
**Note:** To check if your USB printer is compatible with your ASUS wireless router, visit the ASUS website at [www.asus.com](http://www.asus.com) and click **Products > Networks > Printer Support List**. You may also go to this link: <http://event.asus.com/networks/printersupport>

## To set up your USB Printer:

1. Run the ASUS Wireless Utilities from the support CD, then click **Run Network Printer Setup Program**.



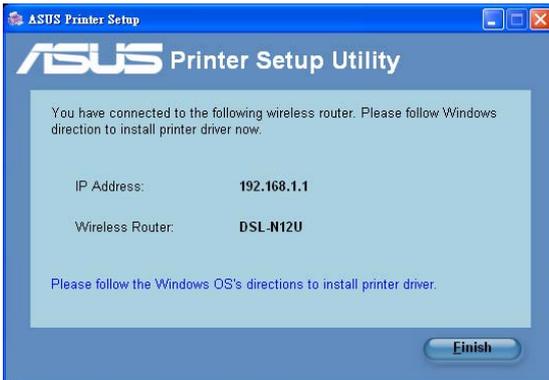
2. Follow the onscreen instructions to set up your hardware, then click **Next**.



3. Wait for a few minutes for the initial setup to finish. Click **Next**.



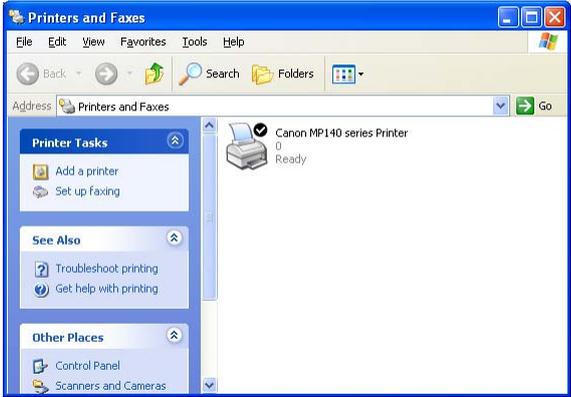
4. Click **Finish** to complete the installation.



5. Follow the Windows® OS instructions to install the printer driver.



6. After the printer's driver installation is completed, network clients can now use the printer.



# Troubleshooting 6

## Troubleshooting

This troubleshooting guide provides solutions to some common problems that you may encounter while installing or using the ASUS Wireless ADSL Router. These problems require simple troubleshooting that you can perform by yourself. Contact the ASUS Technical Support if you encounter problems not mentioned in this chapter.

Problem	Action
I cannot access the web GUI for configuring the router.	<ol style="list-style-type: none"><li>1. Launch a web browser, then click <b>Tools &gt; Internet Options...</b></li><li>2. Under <b>Temporary Internet files</b>, click <b>Delete Cookies...</b> and <b>Delete Files...</b></li><li>3. Disable the proxy settings of the web browser.</li></ol>
The client cannot establish a wireless connection with the router.	<p><b>Out of Range:</b></p> <ul style="list-style-type: none"><li>• Put the router closer to the wireless client.</li><li>• Try to change the channel settings.</li></ul> <p><b>Authentication:</b></p> <ul style="list-style-type: none"><li>• Use wired connection to connect to the router.</li><li>• Check the wireless security settings.</li><li>• Press the Restore button at the rear panel for more than five seconds.</li></ul> <p><b>Cannot find the router:</b></p> <ul style="list-style-type: none"><li>• Press the Restore button at the rear panel for more than five seconds.</li><li>• Check the setting in the wireless adapter such as SSID and encryption settings.</li><li>• Check if the wireless indicator on the front panel is off. Press the Wireless On/Off button at the rear panel.</li></ul>

Problem	Action
Cannot access the Internet via wireless LAN adapter.	<ul style="list-style-type: none"> <li>• Move the router closer to the wireless client.</li> <li>• Check whether the wireless adapter is connected to the correct wireless router.</li> <li>• Check whether the wireless channel in use conforms to the channels available in your country/area.</li> <li>• Check the encryption settings.</li> <li>• Check if the ADSL or Cable connection is correct.</li> <li>• Retry using another Ethernet cable.</li> <li>• Check if the wireless indicator on the front panel is off. Press the Wireless On/Off button at the rear panel.</li> </ul>
Internet is not accessible.	<ul style="list-style-type: none"> <li>• Check the status indicators on the ADSL modem and the wireless router.</li> <li>• Check if the WAN LED on the wireless router is ON. If the LED is not ON, change the cable and try again.</li> <li>• Check if the wireless indicator on the front panel is off. Press the Wireless On/Off button at the rear panel.</li> </ul>
If the ADSL indicator light blinks continuously or stays off, Internet access is not possible - the Router is unable to establish a connection with the ADSL network.	<ul style="list-style-type: none"> <li>• Ensure that all your cables are all properly connected .</li> <li>• Disconnect the power cord from the ADSL or cable modem, wait a few minutes, then reconnect the cord.</li> <li>• If the ADSL light continues to blink or stays OFF, contact your ADSL service provider.</li> </ul>
Network name or encryption keys are forgotten.	<ul style="list-style-type: none"> <li>• Try setting up the wired connection and configuring the wireless encryption again.</li> <li>• Press the Restore button at the rear panel of the wireless router for more than five seconds.</li> </ul>

Problem	Action
<p>How to restore the system to its default settings?</p>	<ul style="list-style-type: none"> <li>• Press the Restore button at the rear panel of the wireless router for more than five seconds.</li> <li>• Refer to the section <b>Restoring/Saving/Uploading settings</b> in Chapter 4 of this user manual.</li> </ul> <p>The following are the factory default settings:</p> <p><b>User Name:</b> admin  <b>Password:</b> admin  <b>Enable DHCP:</b> Yes (if WAN cable is plugged in)  <b>IP address:</b> 192.168.1.1  <b>Domain Name:</b> (Blank)  <b>Subnet Mask:</b> 255.255.255.0  <b>DNS Server 1:</b> 192.168.1.1  <b>DNS Server 2:</b> (Blank)  <b>SSID:</b> ASUS</p>
<p>I cannot use 192.168.1.1 to enter the web GUI.</p>	<p>Check the router's operation mode.</p> <ul style="list-style-type: none"> <li>• In the Router mode, the default IP address is 192.168.1.1.</li> <li>• In the AP mode, use Device Discovery to find the router's IP address.</li> </ul>

# ASUS DDNS Service

DSL-N12U supports the ASUS DDNS service. When exchanging devices at the service center, if you have registered the ASUS DDNS service and want to keep the original domain name, data transfer is a must. Visit your local service center for more information.



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## Notes:

- If there is no activity in the domain - such as reconfiguring the router or accessing the registered domain name - within 90 days, the system automatically deletes the registered information.
  - If you encounter any problem or difficulty in using your device, contact the service center.
- 

## Frequently Asked Questions (FAQs)

### 1. Will the registered information be lost or registered by others?

If you have not updated the registered information in 90 days, the system automatically deletes the registered information and the domain name may be registered by others.

### 2. I did not register the ASUS DDNS for the router I bought six months ago. Can I still register it?

Yes, you can still register the ASUS DDNS service for your router. The DDNS service is embedded in your router, so you can register the ASUS DDNS service anytime. Before registering, click **Query** to check if the hostname has been registered or not. If not, the system registers the hostname automatically.

### 3. I have registered a domain name before and it has been working well until my friends told me that they could not access my domain name.

Check the following:

1. The internet is working well.
2. The DNS server is working well.
3. The last time you updated the domain name.

If there are still problems in accessing your domain name, contact the service center.

### 4. Can I register two domain names to separately access my http and ftp servers?

No, you cannot. You can only register one domain name for one router. Use port mapping to implement security in the network.

**5. After restarting the router, why is it that I see different WAN IPs in MS DOS and in the router configuration page?**

This is normal. The interval time between the ISP DNS server and ASUS DDNS results in different WAN IPs in MS DOS and in the router configuration page. Different ISPs may have different interval time for IP updating.

**6. Is the ASUS DDNS service free, or is it just a trial version?**

The ASUS DDNS service is a free and embedded service in some ASUS routers. Check your ASUS router if it supports the ASUS DDNS service.



# Appendices

## Notices

### ASUS Recycling/Takeback Services

ASUS recycling and takeback programs come from our commitment to the highest standards for protecting our environment. We believe in providing solutions for you to be able to responsibly recycle our products, batteries, other components, as well as the packaging materials. Please go to <http://csr.asus.com/english/Takeback.htm> for the detailed recycling information in different regions.

### REACH

Complying with the REACH (Registration, Evaluation, Authorisation, and Restriction of Chemicals) regulatory framework, we published the chemical substances in our products at ASUS REACH website at <http://csr.asus.com/english/REACH.htm>

### Federal Communications Commission Statement

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

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

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 generates, 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 or more 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.



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

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## FCC/Canada Radiation Exposure Statement

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

This equipment should be installed and operated with minimum 20cm between the radiator and your body.

## IC Warning Statement

This device had been designed to operate with the antennas for a maximum gain 5dBi, antenna type: dipole.

Antennas not described as above are strictly prohibited for use with this device.

This device complies with RSS-210 of the Industry Canada 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.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

## NOTICES:

- This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.
- The Ringer Equivalence Number (REN) for this terminal equipment is **01**. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

## AVIS :

- Le présent matériel est conforme aux spécifications techniques d'Industrie Canada applicables au matériel terminal. Cette conformité est confirmée par le numéro d'enregistrement. Le sigle IC, placé devant le numéro d'enregistrement, signifie que l'enregistrement s'est effectué conformément à une déclaration de conformité et indique que les spécifications techniques d'Industrie Canada ont été respectées. Il n'implique pas qu'Industrie Canada a approuvé le matériel.
- L'indice d'équivalence de la sonnerie (IES) du présent matériel est de **01**. L'IES assigné à chaque dispositif terminal indique le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque

de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'exécède pas 5.

## FCC REQUIREMENTS

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the base unit of this equipment is a label that contains, among other information, a product identifier in the format US: ASUDL01BDSL12U. If requested, this number must be provided to the telephone company.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US: ASUDL01BDSL12U. The digits represented by 01 are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If your equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, please contact the following address and phone number for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning. This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

Company: ASUS Computer International  
Address: 800 Corporate Way, Fremont, California 94539, USA  
Tel no.: +1-510-739-3777

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

## **Declaration of Conformity for R&TTE directive 1999/5/EC**

Essential requirements – Article 3

Protection requirements for health and safety – Article 3.1a

Testing for electric safety according to EN 60950-1 has been conducted. These are considered relevant and sufficient.

Protection requirements for electromagnetic compatibility – Article 3.1b

Testing for electromagnetic compatibility according to EN 301 489-1 and EN 301 489-17 has been conducted. These are considered relevant and sufficient.

Effective use of the radio spectrum – Article 3.2

Testing for radio test suites according to EN 300 328- 2 has been conducted. These are considered relevant and sufficient.

### **CE Mark Warning**

This is a Class B product, in a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

Operation Channels: Ch1~11 for N. America, Ch1~14 Japan, Ch1~13 Europe (ETSI)

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Version 2, June 1991

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Online support [support.asus.com](http://support.asus.com)

\* EUR 0.14/minute from a German fixed landline; EUR 0.42/minute from a mobile phone.

## Networks Global Hotline Information

Area	Hotline Number	Support Languages	Working Hour	Working Day
Australia	1300-2787-88	English	9:00-18:00	Mon. to Fri.
Austria	0043-820240513	German	9:00-18:00	Mon. to Fri.
Belgium	0032-78150231	Dutch /French	9:00-17:00	Mon. to Fri.
China	800-820-6655; 021-34074610	Simplified Chinese	9:00-18:00	Mon. to Sun.
Denmark	0045-3832-2943	Denish/English	9:00-17:00	Mon. to Fri.
Finland	00358-9693-7969	Finnish/English/ Swedish	10:00-18:00	Mon. to Fri.
France	0033-170949400	France	9:00-17:45	Mon. to Fri.
Greece	00800-44-14-20-44	Greek	9:00-13:00; 14:00-18:00	Mon. to Fri.
Hong Kong	3582-4770	Cantonese/ Chinese/ English	10:00-20:00 10:00-17:00	Mon. to Fri. Sat.
Ireland	0035-31890719918	English	9:00-17:00	Mon. to Fri.
Japan	0800-123-2787	Japanese	9:00-18:00 9:00-17:00	Mon. to Fri. Sat. to Sun.
Malaysia	+603 2148 0827 (Check Repair Detail Status Only) +603-6279-5077	Bahasa Melayu/ English	10:00-19:00	Mon. to Fri.
Netherlands / Luxembourg	0031-591-570290	Dutch / English	9:00-17:00	Mon. to Fri.
New Zealand	0800-278-788 / 0800-278-778	English	9:00-17:00	Mon. to Fri.
Norway	0047-2316-2682	Norwegian /English	9:00-17:00	Mon. to Fri.
Philippine	+632-636 8504; 180014410573	English	9:00-18:00	Mon. to Fri.
Poland	00225-718-033 00225-718-040	Polish	9:00-17:00 8:30-17:30	Mon. to Fri.
Portugal	707-500-310	Portuguese	9:00-17:00	Mon. to Fri.
Russia	+8-800-100-ASUS; +7- 495-231-1999	Russian/ English	9:00-18:00	Mon. to Fri.
Singapore	+65-6720-3835 (Check Repair Detail Status Only) -66221701	English	11:00-19:00	Mon. to Fri.
Slovak	00421-232-162-621	Czech	8:00-17:00	Mon. to Fri.

# Networks Global Hotline Information

Area	Hotline Number	Support Languages	Working Hour	Working Day
Spain	902-88-96-88	Spanish	9:00-18:00	Mon. to Fri.
Sweden	0046-8587-6940	Swedish/ English	9:00-17:00	Mon. to Fri.
Switzerland	0041-848111010	German/French	9:00-18:00	Mon. to Fri.
	0041-848111014	French	9:00-17:45	Mon. to Fri.
	0041-848111012	Italian	9:00-17:00	Mon. to Fri.
Taiwan	0800-093-456; 02-81439000	Traditional Chinese	9:00-12:00; 13:30-18:00	Mon. to Fri.
Thailand	+662-679-8367 -70; 001 800 852 5201	Thai/English	9:00-18:00	Mon. to Fri.
Turkey	+90-216-524-3000	Turkish	09:00-18:00	Mon. to Fri.
United Kingdom	0044-870-1208340; 0035-31890719918	English	9:00-17:00	Mon. to Fri.
USA/Canada	1-812-282-2787	English	8:30-12:00am EST (5:30am-9:00pm PST) 9:00am-6:00pm EST (6:00am-3:00pm PST)	Mon. to Fri.      Sat. to Sun.

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