

# 5 Installing the utilities

## Installing the utilities

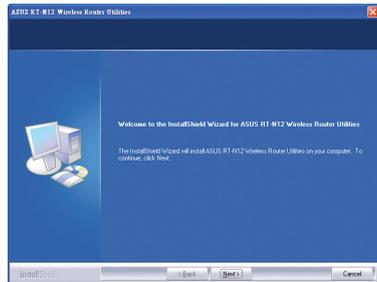
The support CD contains the utilities for configuring the ASUS Wireless Router. To install the ASUS WLAN Utilities in Microsoft® Windows, insert the support CD in the CD drive. If Autorun is disabled, run **setup.exe** from the root directory of the support CD.

### To install the utilities:

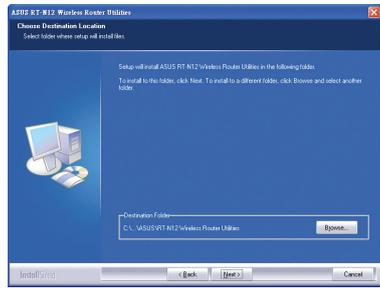
1. Click **Install...Utilities**.



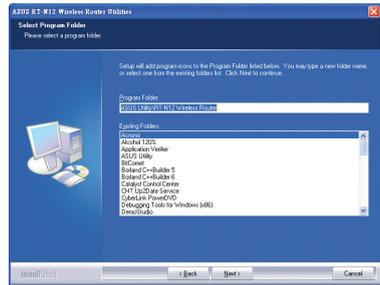
2. Click **Next**.



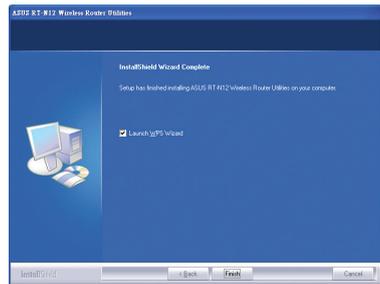
3. Click **Next** to accept the default destination folder or click **Browse** to specify another path.



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



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

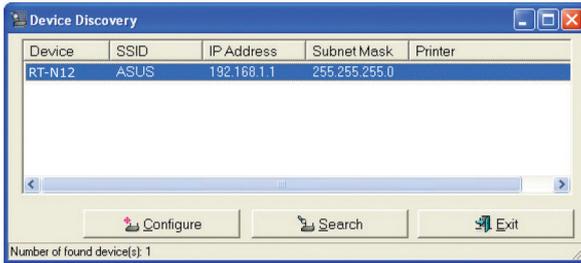


# Device Discovery

Device Discovery is an ASUS WLAN utility that detects an ASUS wireless 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 > RT-N12 Wireless 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 Router that failed during its firmware upgrading process. It uploads the firmware that you specify. The process takes about three to four minutes.



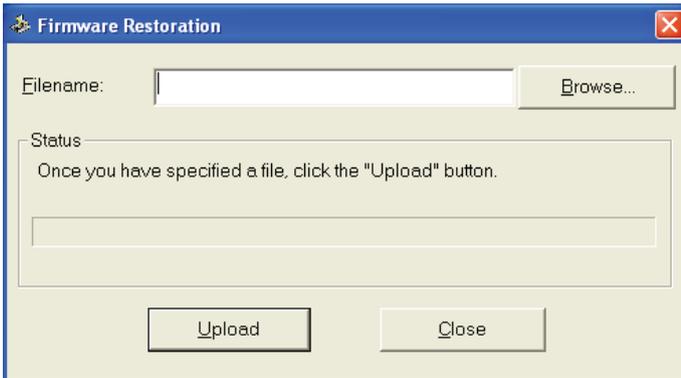
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**Important:** Launch the rescue mode before using the Firmware Restoration utility.

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## 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 > RT-N12 Wireless Router > Firmware Restoration**.



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



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

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# WPS Wizard

WPS (Wi-Fi Protected Setup) allows you to set up a secure and protected wireless network easily.

## Using WPS Wizard



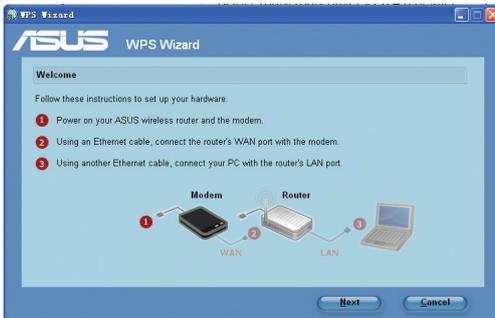
**Note:**

- Ensure that you use a wireless LAN adapter with WPS function.
- Windows® operating systems and wireless LAN cards/adapters that support WPS:

OS Support	Wireless Adapter Support
Vista 32/64	Intel wireless LAN card
	ASUS 167gv2 driver v3.0.6.0 or later
	ASUS 160N/130N driver v2.0.0.0 or later
XP SP2	Intel wireless LAN card
	ASUS 167gv2 driver v1.2.2.0 or later
	ASUS 160N/130N driver v1.0.4.0 or later
XP SP1 and 2000	ASUS LAN card with ASUS WLAN Utility
	ASUS 167gv2 driver v1.2.2.0 or later
	ASUS 160N/130N driver v1.0.4.0 or later

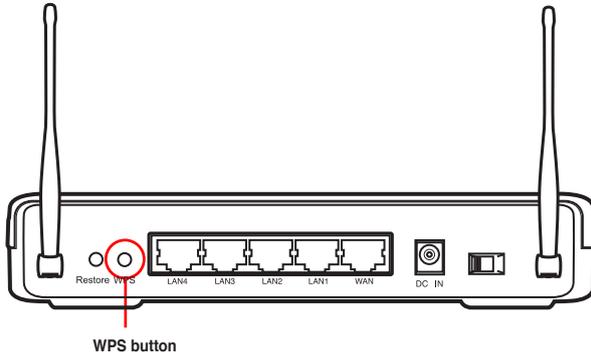
### To use WPS Wizard:

1. Follow the onscreen instructions to set up your hardware. When done, click **Next**.



**Note:** Use the WPS 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. Push the WPS button at the rear panel of the wireless router for more than five seconds.



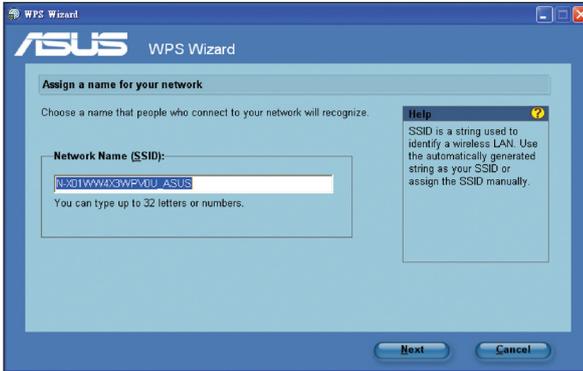
3. On the WPS Wizard, click **Next** to continue.



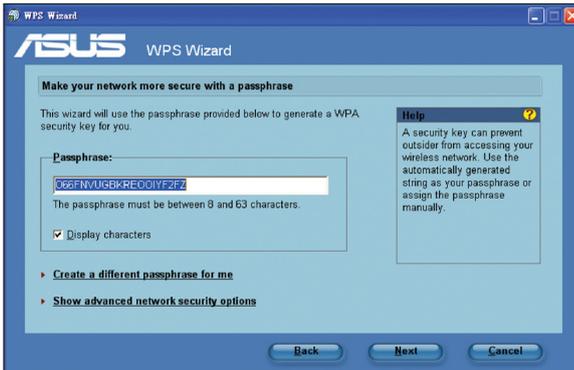
**Notes:**

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

4. Assign a name to your network, then click **Next**.



5. Use the auto-generated passphrase as your network's security key or manually assign a passphrase containing between 8 and 63 characters. Click **Next**.



- Installation is completed. 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.

- You have connected to the wireless router. If you want to configure the Internet settings, click **Setup**. Click **Finish** to close the WPS Wizard.



## Adding network devices using a USB flash drive

With the WPS utility, you can add devices to your network using a USB flash drive.

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

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



2. Plug a USB flash drive into the USB port on your computer, and then select the drive from the dropdown list. When done, click **Next** to continue.



3. Remove the USB flash drive from this computer, and then plug it to the computer that you want to add to the wireless network.



4. Locate the **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**.



# Troubleshooting 6

## Troubleshooting

This troubleshooting guide provides solutions to some common problems that you may encounter while installing or using the ASUS Wireless 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></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> </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> </ul>
When ADSL Modem “Link” light is ON (not blinking), this means Internet Access is possible.	<ul style="list-style-type: none"> <li>• Restart your computer.</li> <li>• Refer to the Quick Start Guide of the wireless router and re-configure the settings.</li> <li>• Check if the WAN LED on the wireless router is ON.</li> <li>• Check the wireless encryption settings.</li> <li>• Check if the computer can get the IP address (via both wired network and wireless network).</li> <li>• Ensure that your web browser is configured to use the local LAN, and is not configured to use a proxy server.</li> </ul>
If the ADSL “LINK” 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 Repeater / AP mode, use Device Discovery to find the router's IP address.</li> </ul>

# ASUS DDNS Service

RT-N12 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

### 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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**Caution:** 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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### Prohibition of Co-location

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

### Safety Information

To maintain compliance with FCC's RF exposure guidelines, this equipment should be installed and operated with minimum distance 20cm between the radiator and your body. Use on the supplied antenna.

### Canada Notices

Industry Canada regulatory information

Operation is subject to the following two conditions:

(1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

## **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)

## **IC Warning**

The Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulation.

Cet appareil numerique de la class B respecte toutes les exigences du Reglement sur le materiel brouilleur du Canada.

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低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。

低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

## 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://green.asus.com/english/REACH.htm>.

# ASUS Contact information

## ASUSTeK COMPUTER INC. (Asia Pacific)

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### Technical Support

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

\* Available on this site is an online Technical Inquiry Form that you can fill out to contact technical support.

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