

5 Troubleshooting



NOTE: If you encounter problems that are not mentioned in this chapter, contact the ASUS Technical Support.

Troubleshooting

I cannot access a web browser for configuring the router.

- Delete the cookies and files in your web browser. To do this, follow these steps:
 1. Launch your web browser, then click **Tools > Internet Options...**
 2. Under **Temporary Internet files**, click **Delete Cookies...** and **Delete Files...**



NOTE: The commands for deleting cookies and files vary with the web browser.

- Disable the proxy server settings, cancel the dial-up connection, and set the TCP/IP settings to obtain IP addresses automatically. For more details, refer to the section **Before you proceed** in this user manual.

The client cannot establish a wireless connection with the router.

Out of Range:

- Put the router closer to the wireless client.
- Try to change the channel settings.

Authentication:

- Use wired connection to connect to the router.
- Check the wireless security settings.
- Press the Reset button at the rear panel for more than five seconds.

Cannot find the router:

- Press the Reset button at the rear panel for more than five seconds.
- Check the setting in the wireless adapter such as SSID and encryption settings.

Cannot access the Internet via wireless LAN adapter.

- Move the router closer to the wireless client.
- Check whether the wireless adapter is connected to the correct wireless router.
- Check whether the wireless channel in use conforms to the channels available in your country/area.
- Check the encryption settings.
- Check if the ADSL or Cable connection is correct.
- Retry using another Ethernet cable.

Internet is not accessible.

- Check the status indicators on the ADSL modem and the wireless router.
- Check if the WAN LED on the wireless router is ON. If the LED is not ON, change the cable and try again.

When ADSL Modem “Link” light is ON (not blinking), this means Internet Access is possible.

- Restart your computer.
- Refer to the Quick Start Guide of the wireless router and re-configure the settings.
- Check if the WAN LED on the wireless router is ON.
- Check the wireless encryption settings.
- Check if the computer can get the IP address (via both wired network and wireless network).
- Ensure that your web browser is configured to use the local LAN, and is not configured to use a proxy server.

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.

- Ensure that all your cables are all properly connected .
- Disconnect the power cord from the ADSL or cable modem, wait a few minutes, then reconnect the cord.
- If the ADSL light continues to blink or stays OFF, contact your ADSL service provider.

Network name or encryption keys are forgotten.

- Try setting up the wired connection and configuring the wireless encryption again.
- Press the Reset button at the rear panel of the wireless router for more than five seconds.

How to restore the system to its default settings?

- Press the Reset button at the rear panel of the wireless router for more than five seconds.
- Refer to the section **Restoring/Saving/Uploading settings** in Chapter 3 of this user manual.

The following are the factory default settings:

User Name:	admin
Password:	admin
Enable DHCP:	Yes (if WAN cable is plugged in)
IP address:	192.168.1.1
Domain Name:	(Blank)
Subnet Mask:	255.255.255.0
DNS Server 1:	192.168.1.1
DNS Server 2:	(Blank)
SSID:	ASUS

ASUS DDNS Service

RT-N65U 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.



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.
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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/index.aspx>

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.



IMPORTANT! This device within the 5.15 ~ 5.25 GHz is restricted to indoor operations to reduce any potential for harmful interference to co-channel MSS operations.



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

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.

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.

Canada, Industry Canada (IC) Notices

This Class B digital apparatus complies with Canadian ICES-003

and RSS-210.

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.

Radio Frequency (RF) Exposure Information

The radiated output power of the Dell Wireless Device is below the Industry Canada (IC) radio frequency exposure limits. The Dell Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

This device has been evaluated for and shown compliant with the IC Specific Absorption Rate ("SAR") limits when installed in specific host products operated in portable exposure conditions (antennas are less than 20 centimeters of a person's body).

This device has been certified for use in Canada. Status of the listing in the Industry Canada's REL (Radio Equipment List) can be found at the following web address: <http://www.ic.gc.ca/app/sitt/reltel/srch/nwRdSrch.do?lang=eng>

Additional Canadian information on RF exposure also can be found at the following web: <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf08792.html>

Canada, avis d'Industry Canada (IC)

Cet appareil numérique de classe B est conforme aux normes canadiennes ICES-003 et RSS-210.

Son fonctionnement est soumis aux deux conditions suivantes: (1) cet appareil ne doit pas causer d'interférence et (2) cet appareil

doit accepter toute interférence, notamment les interférences qui peuvent affecter son fonctionnement.

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Version 2, June 1991

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Fax +492102959911

Online support 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	8:00-20:00	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	400-620-6655	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	Mon. to Fri.
			10:00-17:00	Sat.
Ireland	0035-31890719918	English	9:00-17:00	Mon. to Fri.
Italy	199-400089	Italian	09:00-13:00 14:00-18:00	Mon. to Fri.
Japan	0800-123-2787	Japanese	9:00-18:00	Mon. to Fri.
			9:00-17:00	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	8:00-20:00	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.

Networks Global Hotline Information

Area	Hotline Number	Support Languages	Working Hour	Working Day
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.
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	Mon. to Fri.
			(5:30am- 9:00pm PST) 9:00am- 6:00pm EST (6:00am- 3:00pm PST)	Sat. to Sun.



NOTE: For more information, visit the ASUS support site at:
<http://support.asus.com>

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