

4 Using the utilities



NOTES:

- Install the wireless router's utilities from the bundled support CD.
- If Autorun is disabled, run **setup.exe** from the root directory of the support CD.

Device Discovery

Device Discovery is an ASUS WLAN utility that detects an ASUS wireless router device, 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-N56U Wireless Router > Device Discovery**.



Firmware Restoration

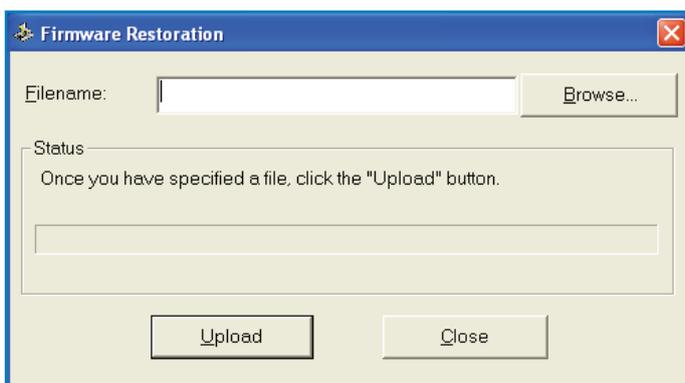
Firmware Restoration is used on an ASUS Wireless Router that failed during its firmware upgrading process. It uploads the firmware that you specify. The process takes about three to four minutes.



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 Reset button at the rear panel and simultaneously re-plug the wireless router into the power source. Release the Reset 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-N56U Wireless 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 Router. Normal firmware upgrades must be done through the web interface. Refer to **Chapter 3: Configuring via the web GUI** for more details.

Download Master

Download Master is a utility that allows you to organize your HTTP, FTP, and BT (BitTorrent) download tasks.

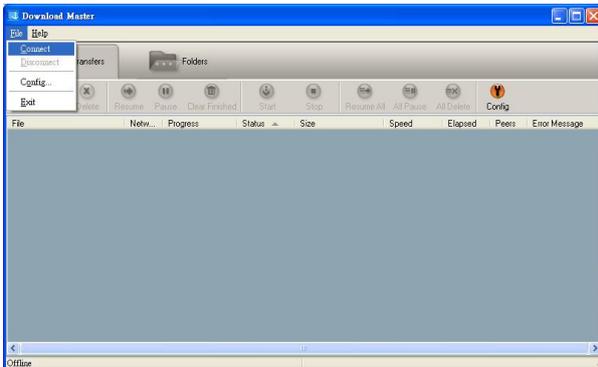
Using the Download Master



NOTE: To use this feature, you need to plug a USB storage device, such as a USB hard disk or USB flash drive, to the USB 2.0 port on the rear panel of your wireless router. Ensure that the USB storage device is formatted and partitioned properly. Refer to the ASUS website at <http://www.asus.com> for the HD file system support table.

To use the Download Master:

1. Launch the Download Master from **Start > All Programs > ASUS Utility > RT-N56U Wireless Router > Download Master**.
2. Click **File > Connect** to connect to the wireless router.



3. Follow the instructions below to organize the download tasks that you want to perform.

HTTP download

To perform an HTTP download, do any of the following:

- Right-click the download link on the web page and select **Download using ASUS Download**.
- Right-click the download link on the web page and select **Properties**. Copy the download Address (URL).



The screenshot shows a dialog box titled "Add HTTP". It has three radio buttons for selection: "HTTP" (which is selected), "FTP", and "BT". Below the radio buttons is a label "Getting File From:" followed by a text input field containing the URL "http://www.ultraedit.com/files/Aue_english.zip". There are three more text input fields: "Port:" with the value "21", "User Name:", and "Password:". At the bottom of the dialog are two buttons: "OK" and "Cancel".

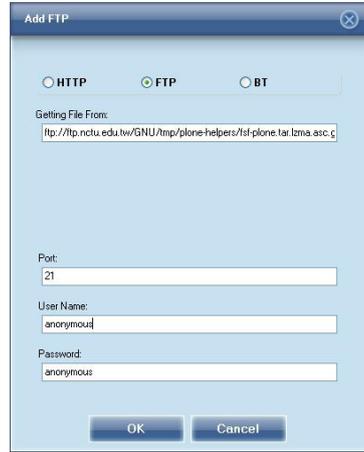


NOTES:

- If you select **Download using ASUS Download**, you can see the download task is added to the **Transfer** list. The blue bars indicate the progress rate of the download tasks.
- If you copy the download address, click the **Assign** button in the utility. Paste the address into **Getting File From** box, select **HTTP** from **Options**, and click the **Download** button to start.

FTP download

Click the **Assign** button of the Download Master and select **FTP** in the **Options** field. Key in the FTP site address, Port number, User Name, Password. Click **Download** to start.

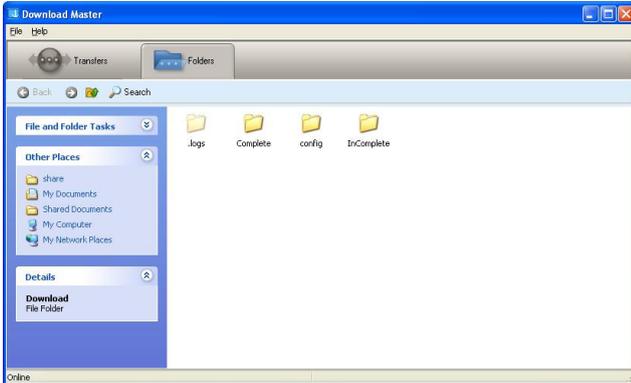


BT download

Save the BT seed on your computer. Click the **Assign** button of the Download Master and select **BT** in the **Options** field. Click **Browser** to locate the seed file and click Download to start.



3. Click the **Folder** button to view the download file. Open the **Complete** folder to view or copy the finished files to your local hard disk. The incomplete tasks are kept in the **InComplete** folder.



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.

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.

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 |

I cannot access the Internet via the ASUS Wireless Router as a mobile router (both wired and wireless connection).

- Verify if your 3G USB adapter is supported from the ASUS website at www.asus.com.
- Download the latest firmware for your router from the ASUS website at www.asus.com and upgrade the router.
- Verify if you have activated your 3G USB adapter correctly. Connect it directly to a computer and test the Internet connection.
- Verify if your ISP provides signal coverage at your location.
- Verify if you have configured the HSDPA settings correctly.

I cannot access the Internet via the ASUS Wireless Router as a mobile router (wireless connection).

- Check the router's SSID and ensure that you are trying to connect to the correct network.
- Check the security settings on the router and ensure that you have the same security settings on your device.
- Move the router to a higher position.
- Move your device closer to the router.

ASUS DDNS Service

RT-N56U 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.
-

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.



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

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.

The user is cautioned that this device should be used only as specified within this manual to meet RF exposure requirements. Use of this device in a manner inconsistent with this manual could lead to excessive RF exposure conditions.

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.

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