5 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.
- The utilities are not supported on MAC OS.

5.1 Device Discovery

Device Discovery is an ASUS WLAN utility that detects an ASUS wireless router device, and allows you to configure the wireless networking settings.

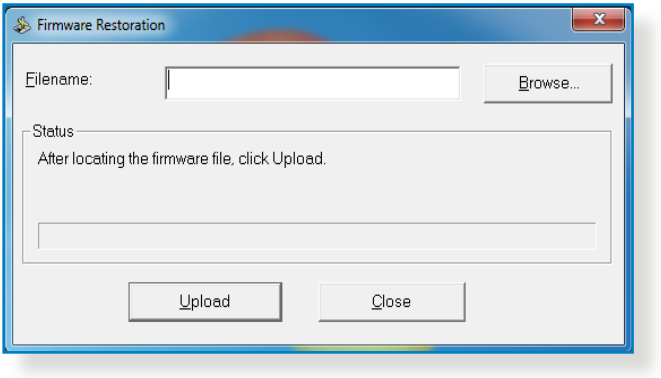
To launch the Device Discovery utility:

- From your computer's desktop, click **Start** > **All Programs** > **ASUS Utility** > **RT-AC68U Wireless Router** > **Device Discovery**.

NOTE: When you set the router to Access Point mode, you need to use Device Discovery to get the router's IP address.

5.2 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 on the router before using the Firmware Restoration utility.

NOTE: This feature is not supported on MAC OS.

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 replug 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. Set a static IP on your computer and use the following to set up your TCP/IP settings:

   IP address: 192.168.1.x

   Subnet mask: 255.255.255.0

4. From your computer's desktop, click **Start** > **All Programs** > **ASUS Utility RT-AC68U Wireless Router** > **Firmware Restoration**.

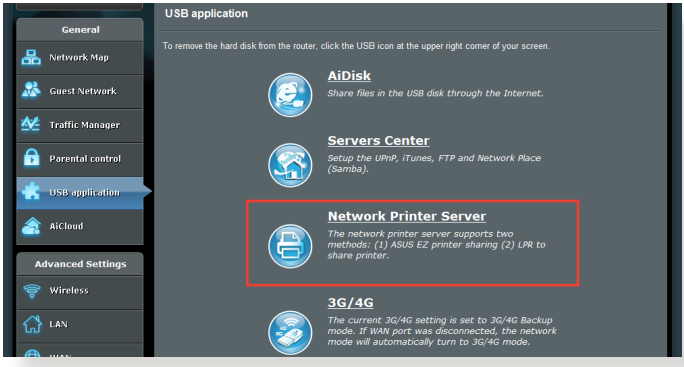
5. Specify a firmware file, then click **Upload**.

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 4: Configuring the Advanced Settings** for more details.

5.3 Setting up your printer server

5.3.1 ASUS EZ Printer Sharing

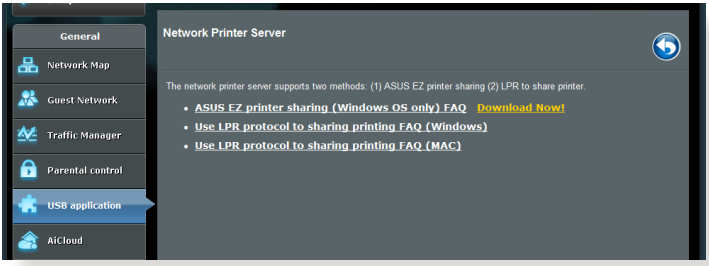
ASUS EZ Printing Sharing utility allows you to connect a USB printer to your wireless router's USB port and set up the print server. This allows your network clients to print and scan files wirelessly.



NOTE: The print server function is supported on Windows® XP, Windows® Vista, and Windows® 7.

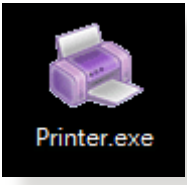
To set up the EZ Printer sharing mode:

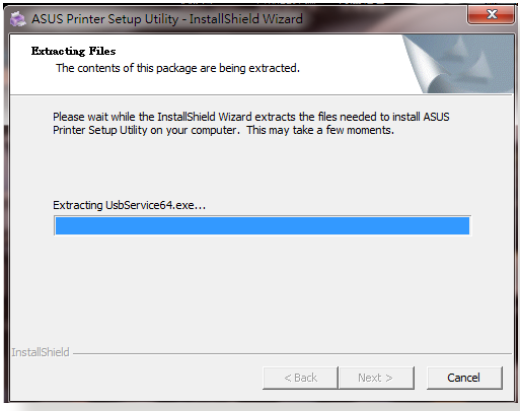
1. From the navigation panel, go to **General** > **USB Application** > **Network Printer Server**.
2. Click **Download Now!** to download the network printer utility.



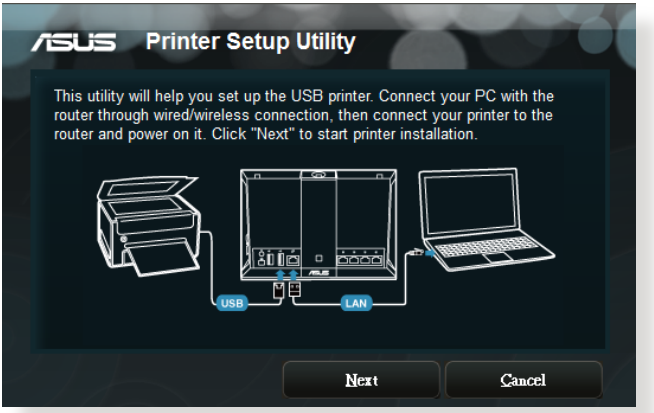
NOTE: Network printer utility is supported on Windows® XP, Windows® Vista, and Windows® 7 only. To install the utility on Mac OS, select **Use LPR protocol for sharing printer**.

3. Unzip the downloaded file and click the Printer icon to run the network printer setup program.

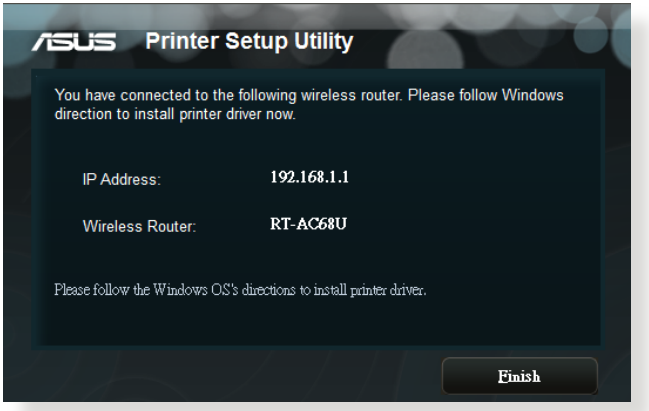




4. Follow the onscreen instructions to set up your hardware, then click **Next**.

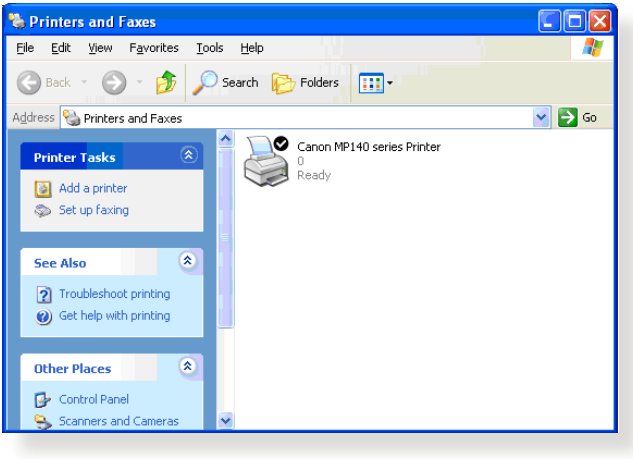


5. Wait a few minutes for the initial setup to finish. Click **Next**.
6. Click **Finish** to complete the installation.



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

8. After the printer's driver installation is complete, network clients can now use the printer.



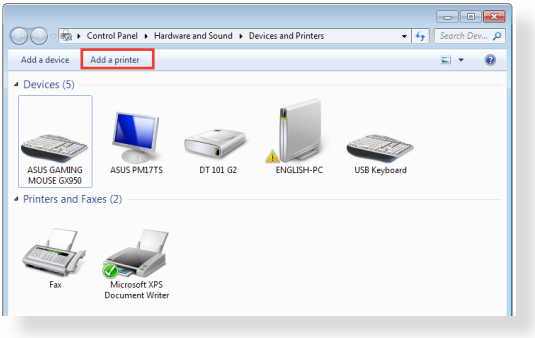
5.3.2 Using LPR to Share Printer

You can share your printer with computers running on Windows® and MAC operating system using LPR/LPD (Line Printer Remote/ Line Printer Daemon).

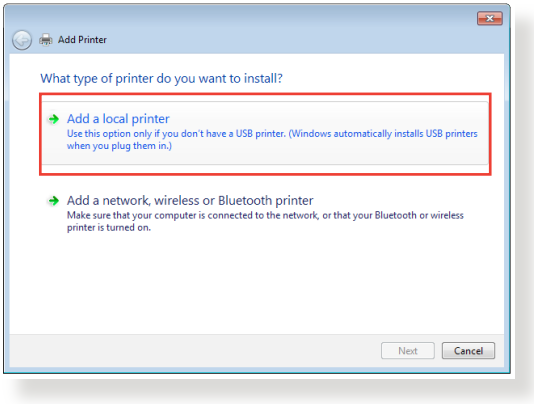
Sharing your LPR printer

To share your LPR printer:

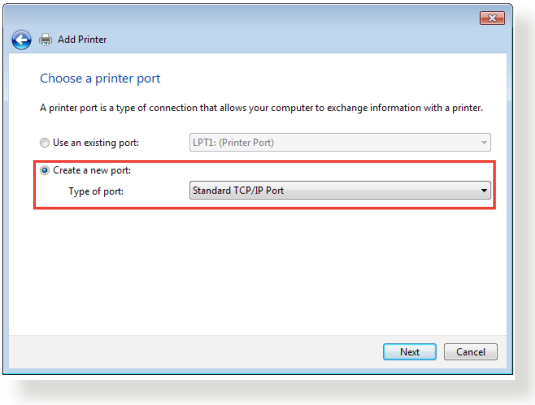
1. From the Windows® desktop, click **Start** > **Devices and Printers** > **Add a printer** to run the **Add Printer Wizard**.



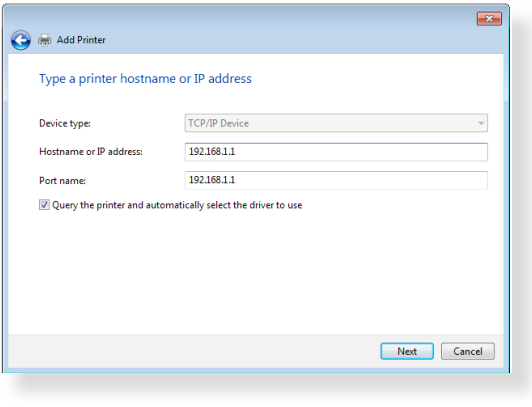
2. Select **Add a local printer** and then click **Next**.



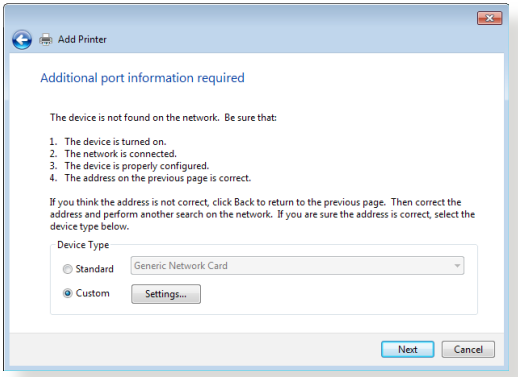
3. Select **Create a new port** then set **Type of Port** to **Standard TCP/IP Port**. Click **New Port**.



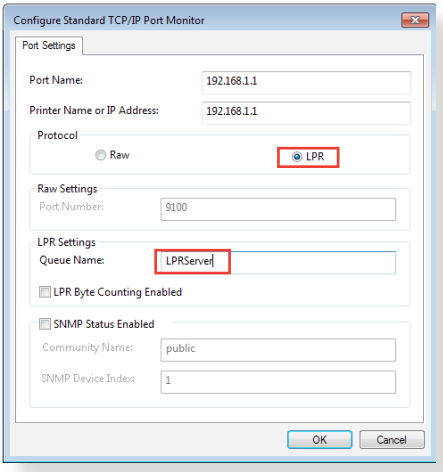
4. In the **Hostname or IP address** field, key in the IP address of the wireless router then click **Next**.



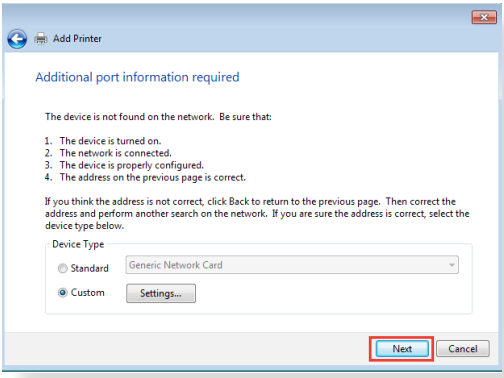
5. Select **Custom** then click **Settings**.



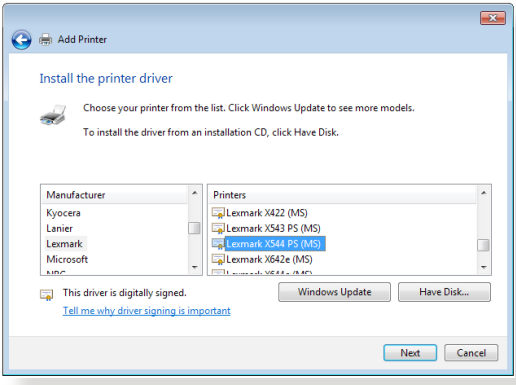
6. Set **Protocol** to **LPR**. In the **Queue Name** field, key in **LPRServer** then click **OK** to continue.



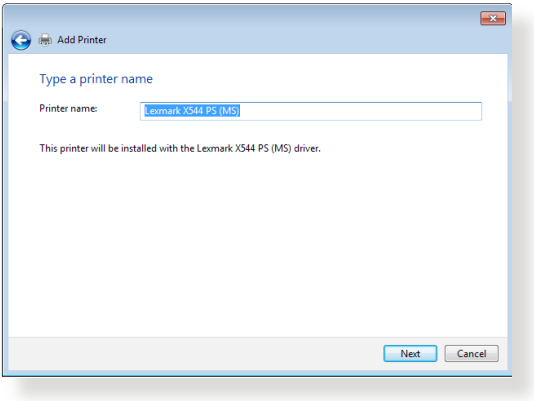
7. Click **Next** to finish setting up the standard TCP/IP port.



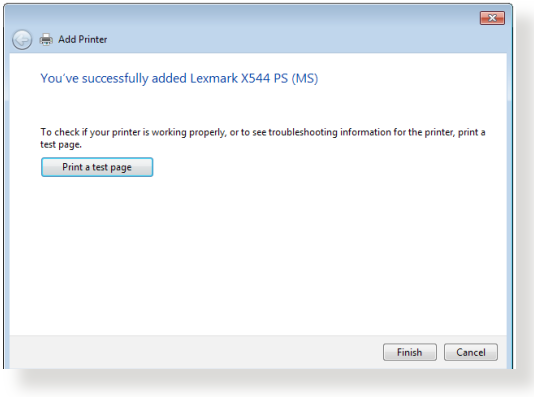
8. Install the printer driver from the vendor-model list. If your printer is not in the list, click **Have Disk** to manually install the printer drivers from a CD-ROM or file.



9. Click **Next** to accept the default name for the printer.



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



5.4 Download Master

Download Master is a utility that helps you download files even while your laptops or other devices are switched off.

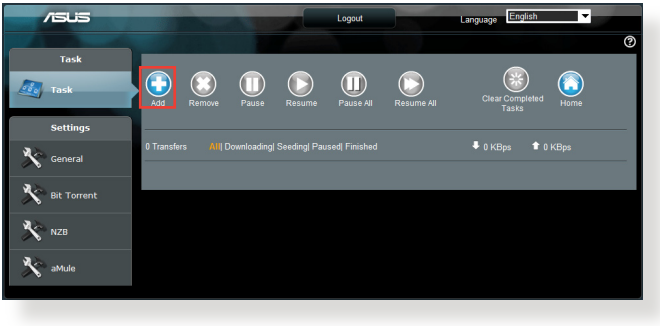
NOTE: You need a USB device connected to the wireless router to use Download Master.

To use Download Master:

1. Click **General** > **USB application** > **Download Master** to download and install the utility automatically.

NOTE: If you have more than one USB drive, select the USB device you want to download the files to.

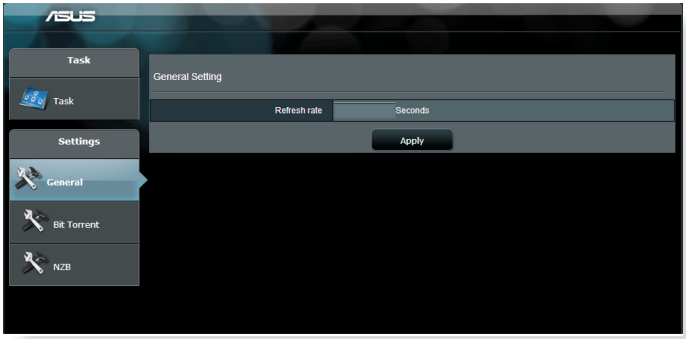
2. After the download process is finished, click the Download Master icon to start using the utility.
3. Click **Add** to add a download task.



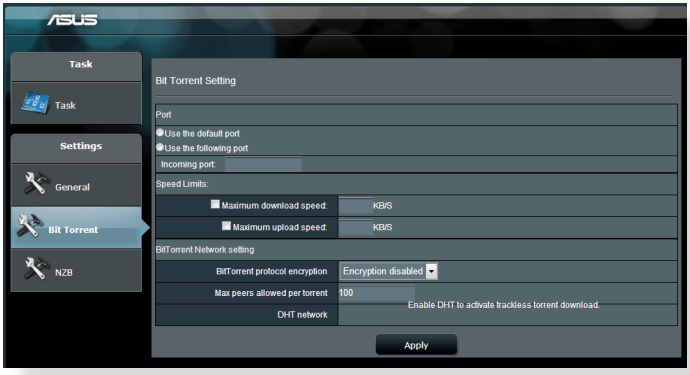
4. Select a download type such as BitTorrent, HTTP, or FTP. Provide a torrent file or a URL to begin downloading.

NOTE: For details on Bit Torrent, refer to section **5.4.1 Configuring the Bit Torrent download settings**.

5. Use the navigation panel to configure the advanced settings.



5.4.1 Configuring Bit Torrent download settings

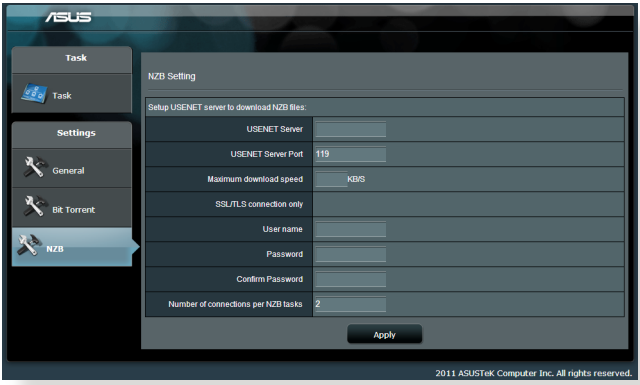


To configure BitTorrent download settings:

1. From Download Master's navigation panel, click **Bit Torrent** to launch the **Bit Torrent Setting** page.
2. Select a specific port for your download task.
3. To prevent network congestion, you can limit the maximum upload and download speeds under **Speed Limits**.
4. You can limit the maximum number of allowed peers and enable or disable file encryption during downloads.

5.4.2 NZB settings

You can set up a USENET server to download NZB files. After entering USENET settings, **Apply**.



6 Troubleshooting

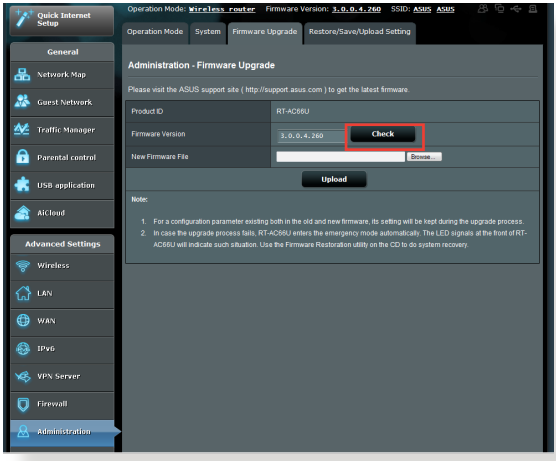
This chapter provides solutions for issues you may encounter with your router. If you encounter problems that are not mentioned in this chapter, visit the ASUS support site at: http://support.asus.com/ for more product information and contact details of ASUS Technical Support.

6.1 Basic Troubleshooting

If you are having problems with your router, try these basic steps in this section before looking for further solutions.

Upgrade Firmware to the latest version.

1. Launch the Web GUI. Go to **Advanced Settings** > **Administration** > **Firmware Upgrade** tab. Click **Check** to verify if the latest firmware is available.



2. If the latest firmware is available, visit the ASUS global website at http://www.asus.com/Networks/Wireless_Routers/RTAC68U/#download to download the latest firmware.
3. From the **Firmware Upgrade** page, click **Browse** to locate the firmware file.
4. Click **Upload** to upgrade the firmware.

Restart your network in the following sequence:

1. Turn off the modem.
2. Unplug the modem.
3. Turn off the router and computers.
4. Plug in the modem.
5. Turn on the modem and then wait for 2 minutes.
6. Turn on the router and then wait for 2 minutes.
7. Turn on computers.

Check if your Ethernet cables are plugged properly.

- When the Ethernet cable connecting the router with the modem is plugged in properly, the WAN LED will be on.
- When the Ethernet cable connecting your powered-on computer with the router is plugged in properly, the corresponding LAN LED will be on.

Check if the wireless setting on your computer matches that of your computer.

- When you connect your computer to the router wirelessly, ensure that the SSID (wireless network name), encryption mehtod, and password are correct.

Check if your network settings are correct.

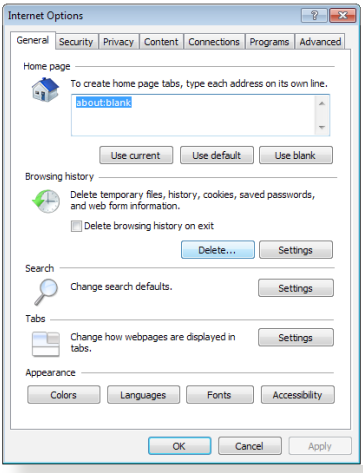
- Each client on the network should have a valid IP address. ASUS recommends that you use the wireless router's DHCP server to assign IP addresses to computers on your network.

- Some cable modem service providers require you to use the MAC address of the computer initially registered on the account. You can view the MAC address in the web GUI, **Network Map** > **Clients** page, and hover the mouse pointer over your device in **Client Status**.

6.2 Frequently Asked Questions (FAQs)

I cannot access the router GUI using a web browser

- If your computer is wired, check the Ethernet cable connection and LED status as described in the previous section.
- Ensure that you are using the correct login information. The default factory login name and password is "admin/admin". Ensure that the Caps Lock key is disabled when you enter the login information.
- Delete the cookies and files in your web browser. For Internet Explorer 8, follow these steps:
  1. Launch Internet Explorer 8, then click **Tools** > **Internet Options**.
  2. In the **General** tab, under **Browsing history**, click **Delete…**, select **Temporary Internet Files** and **Cookies** then click **Delete**.



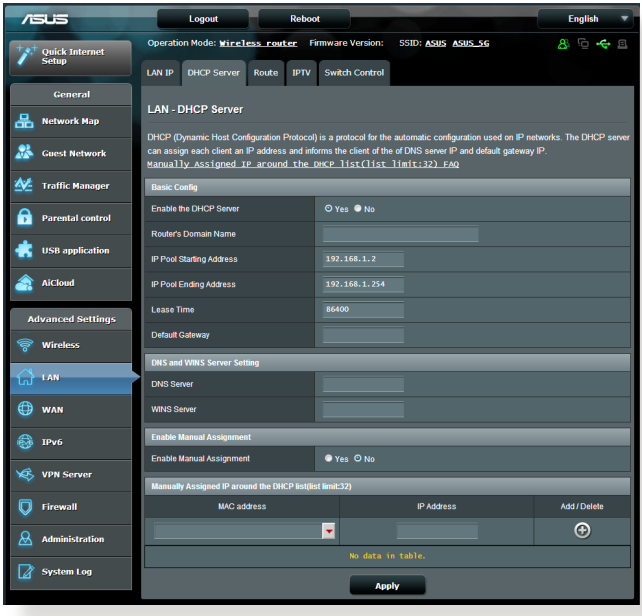
NOTES:

- The commands for deleting cookies and files vary with web browsers.
- Disable proxy server settings, cancel the dial-up connection, and set the TCP/IP settings to obtain IP addresses automatically. For more details, refer to Chapter 1 of this user manual.
- Ensure that you use CAT5e or CAT6 ethernet cables.

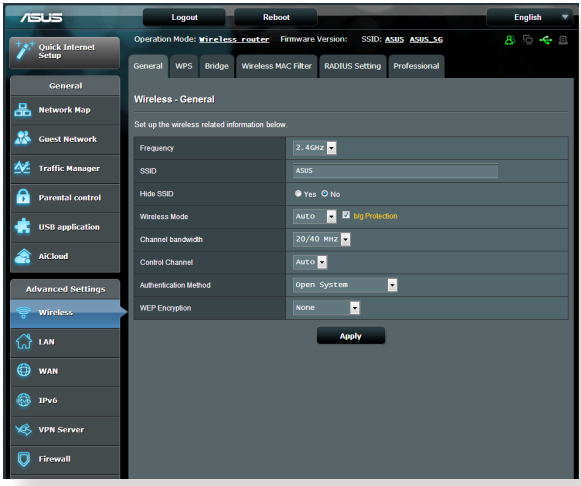
The client cannot establish a wireless connection with the router.

NOTE: If you are having issues connecting to 5Ghz network, make sure that your wireless device supports 5Ghz or features dual band capabilities.

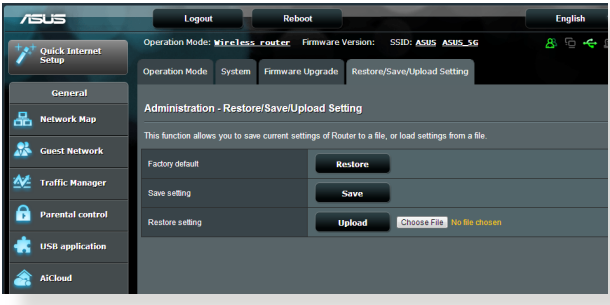
- **Out of Range:**
  - Move the router closer to the wireless client.
  - Try to adjust antennas of the router to the best direction as described in section **1.4 Positioning your router**.
- **DHCP server has been disabled:**
  1. Launch the web GUI. Go to **General** > **Network Map**> **Clients** and search for the device that you want to connect to the router.
  2. If you cannot find the device in the **Network Map**, go to **Advanced Settings** > **LAN** > **DHCP Server**, **Basic Config** list, select **Yes** on the **Enable the DHCP Server**.



- SSID has been hidden. If your device can find SSIDs from other routers but cannot find your router's SSID, go to **Advanced Settings** > **Wireless** > **General**, select **No** on **Hide SSID**, and select **Auto** on **Control Channel**.



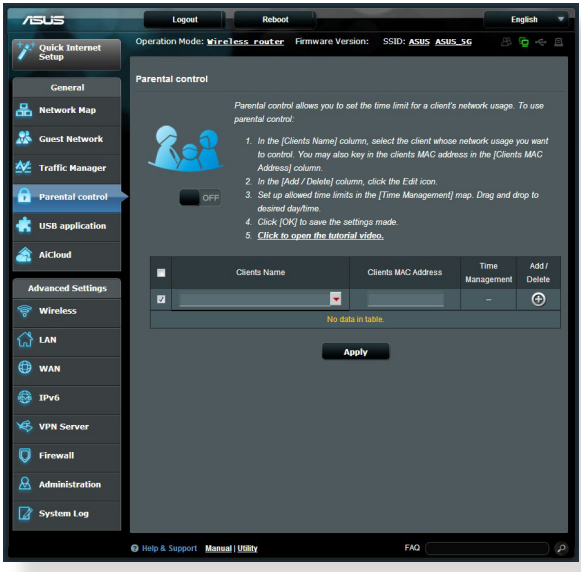
- If you are using a wireless LAN adapter, check if the wireless channel in use conforms to the channels available in your country/area. If not, adjust the channel, channel bandwidth, and wireless mode.
- If you still cannot connect to the router wirelessly, you can reset your router to factory default settings. In the router GUI,click **Administration** > **Restore/Save/Upload Setting** and click **Restore**.



Internet is not accessible.

- Check if your router can connect to your ISP's WAN IP address. To do this, launch the web GUI and go to **General**> **Network Map**, and check the **Internet Status**.
- If your router cannot connect to your ISP's WAN IP address, try restarting your network as described in the section **Restart your network in following sequence** under **Basic Troubleshooting**.

- The device has been blocked via the Parental Control function. Go to **General** > **Parental Control** and see if the device is in the list. If the device is listed under **Client Name**, remove the device using the **Delete** button or adjust the Time Management Settings.



- If there is still no Internet access, try to reboot your computer and verify the network's IP address and gateway address.
- Check the status indicators on the ADSL modem and the wireless router. If the WAN LED on the wireless router is not ON, check if all cables are plugged properly.

You forgot the SSID (network name) or network password

- Setup a new SSID and encryption key via a wired connection (Ethernet cable). Launch the web GUI, go to **Network Map**, click the router icon, enter a new SSID and encryption key, and then click **Apply**.
- Reset your router to the default settings. Launch the web GUI, go to **Administration** > **Restore/Save/Upload Setting**, and click **Restore**. The default login account and password are both "admin".

How to restore the system to its default settings?

- Go to **Administration** > **Restore/Save/Upload Setting**, and click **Restore**.

  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 (2.4GHz):	ASUS
SSID (5GHz):	ASUS_5G

Firmware upgrade failed.

Launch the rescue mode and run the Firmware Restoration utility. Refer to section **5.2 Firmware Restoration** on how to use the Firmware Restoration utility.

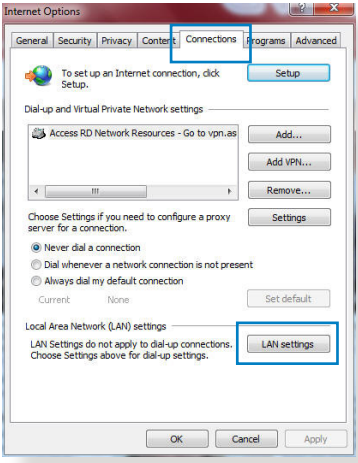
Cannot access Web GUI

Before configuring your wireless router, do the steps described in this section for your host computer and network clients.

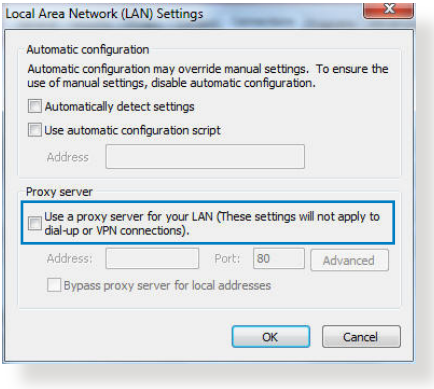
A. Disable the proxy server, if enabled.

Windows® 7

1. Click **Start > Internet Explorer** to launch the browser.
2. Click **Tools** > **Internet options** > **Connections** tab > **LAN settings**.

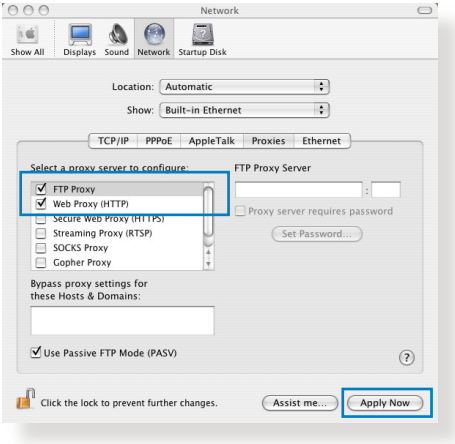


3. From the Local Area Network (LAN) Settings screen, untick **Use a proxy server for your LAN**.
4. Click **OK** when done.



MAC OS

1. From your Safari browser, click **Safari** > **Preferences** > **Advanced** > **Change Settings...**
2. From the Network screen, deselect **FTP Proxy** and **Web Proxy (HTTP)**.
3. Cllick **Apply Now** when done.

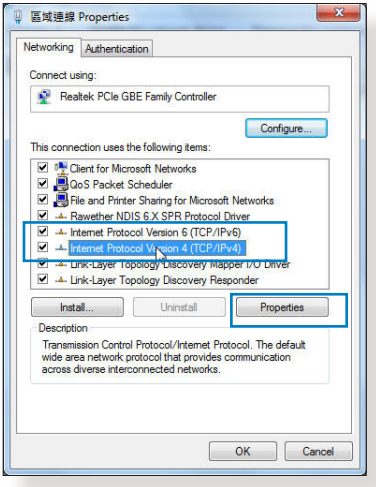


NOTE: Refer to your browser's help feature for details on disabling the proxy server.

B. Set the TCP/IP settings to automatically obtain an IP address.

Windows® 7

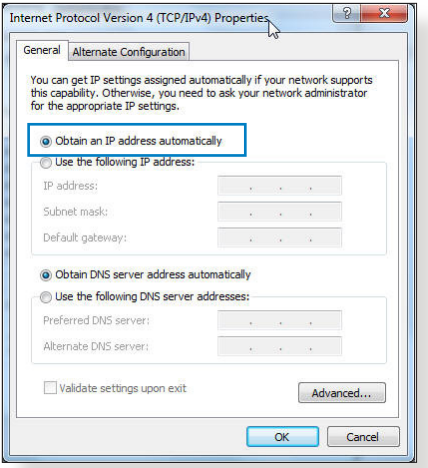
1. Click **Start** > **Control Panel** > **Network and Internet** > **Network and Sharing Center** > **Manage network connections.**
2. Select **Internet Protocol Version 4 (TCP/IPv4)** or **Internet Protocol Version 6 (TCP/IPv6)**, then click **Properties**.



3. To obtain the IPv4 IP settings automatically, tick **Obtain an IP address automatically**.

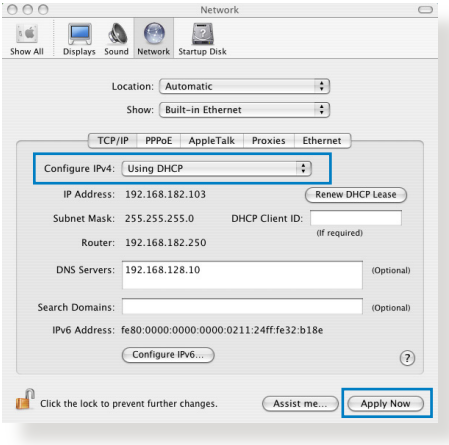
   To obtain the IPv6 IP settings automatically, tick **Obtain an IPv6 address automatically**.

4. Click **OK** when done.



MAC OS

1. Click the Apple icon located on the top left of your screen.
2. Click **System Preferences** > **Network** > **Configure...**
3. From the **TCP/IP** tab, select **Using DHCP** in the **Configure IPv4** dropdown list.
4. Cllick **Apply Now** when done.

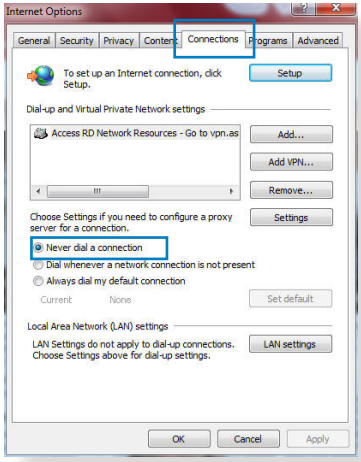


NOTE: Refer to your operating system's help and support feature for details on configuring your computer's TCP/IP settings.

C. Disable the dial-up connection, if enabled.

Windows® 7

1. Click **Start** > **Internet Explorer** to launch the browser.
2. Click **Tools** > **Internet options** > **Connections** tab.
3. Tick **Never dial a connection**.
4. Click **OK** when done.



NOTE: Refer to your browser's help feature for details on disabling the dial-up connection.

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 & EN 301 893 have been conducted. These are considered relevant and sufficient.

Operate the device in 5150-5250 MHz frequency band for indoor use only.

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.

This equipment may be operated in AT, BE, CY, CZ, DK, EE, FI, FR, DE, GR, HU, IE, IT, LU, MT, NL, PL, PT, SK, SL, ES, SE, GB, IS, LI, NO, CH, BG, RO, RT.

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 ASUS Wireless Device is below the Industry Canada (IC) radio frequency exposure limits. The ASUS 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 a ecter son fonctionnement.

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Version 2, June 1991

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Networks Global Hotline Information

Region	Country	Hotline Number	Service Hours
Europe	Cyprus	800-92491	09:00-13:00 ; 14:00-18:00 Mon-Fri
	France	0033-170949400	09:00-18:00 Mon-Fri
	Germany	0049-1805010920 0049-1805010923 (component support) 0049-2102959911 (Fax)	09:00-18:00 Mon-Fri 10:00-17:00 Mon-Fri
	Hungary	0036-15054561	09:00-17:30 Mon-Fri
	Italy	199-400089	09:00-13:00 ; 14:00-18:00 Mon-Fri
	Greece	00800-44142044	09:00-13:00 ; 14:00-18:00 Mon-Fri
	Austria	0043-820240513	09:00-18:00 Mon-Fri
	Netherlands/ Luxembourg	0031-591570290	09:00-17:00 Mon-Fri
	Belgium	0032-78150231	09:00-17:00 Mon-Fri
	Norway	0047-2316-2682	09:00-18:00 Mon-Fri
	Sweden	0046-858769407	09:00-18:00 Mon-Fri
	Finland	00358-969379690	10:00-19:00 Mon-Fri
	Denmark	0045-38322943	09:00-18:00 Mon-Fri
	Poland	0048-225718040	08:30-17:30 Mon-Fri
	Spain	0034-902889688	09:00-18:00 Mon-Fri
	Portugal	00351-707500310	09:00-18:00 Mon-Fri
	Slovak Republic	00421-232162621	08:00-17:00 Mon-Fri
	Czech Republic	00420-596766888	08:00-17:00 Mon-Fri
	Switzerland-German	0041-848111010	09:00-18:00 Mon-Fri
	Switzerland-French	0041-848111014	09:00-18:00 Mon-Fri
	Switzerland-Italian	0041-848111012	09:00-18:00 Mon-Fri
	United Kingdom	0044-8448008340	09:00-17:00 Mon-Fri
	Ireland	0035-31890719918	09:00-17:00 Mon-Fri
	Russia and CIS	008-800-100-ASUS	09:00-18:00 Mon-Fri
	Ukraine	0038-0445457727	09:00-18:00 Mon-Fri

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	New Zealand	0800-278788	09:00-18:00 Mon-Fri
	Japan	0800-1232787	09:00-18:00 Mon-Fri 09:00-17:00 Sat-Sun
		0081-473905630 (Non-Toll Free)	09:00-18:00 Mon-Fri 09:00-17:00 Sat-Sun
	Korea	0082-215666868	09:30-17:00 Mon-Fri
	Thailand	0066-24011717 1800-8525201	09:00-18:00 Mon-Fri
	Singapore	0065-64157917 0065-67203835 (Repair Status Only)	11:00-19:00 Mon-Fri 11:00-19:00 Mon-Fri 11:00-13:00 Sat
	Malaysia	0060-320535077	10:00-19:00 Mon-Fri
	Philippine	1800-18550163	09:00-18:00 Mon-Fri
	India India(WL/NW)	1800-2090365	09:00-18:00 Mon-Sat 09:00-21:00 Mon-Sun
	Indonesia	0062-2129495000 500128 (Local Only)	09:30-17:00 Mon-Fri 9:30 – 12:00 Sat
	Vietnam	1900-555581	08:00-12:00 13:30-17:30 Mon-Sat
	Hong Kong	00852-35824770	10:00-19:00 Mon-Sat
Americas	USA Canada	1-812-282-2787	8:30-12:00 EST Mon-Fri 9:00-18:00 EST Sat-Sun
	Mexico	001-8008367847	08:00-20:00 CST Mon-Fri 08:00-15:00 CST Sat

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	Saudi Arabia	800-1212787	09:00-18:00 Sat-Wed
	UAE	00971-42958941	09:00-18:00 Sun-Thu
	Turkey	0090-2165243000	09:00-18:00 Mon-Fri
	South Africa	0861-278772	08:00-17:00 Mon-Fri
	Israel	*6557/00972-39142800 *9770/00972-35598555	08:00-17:00 Sun-Thu 08:30-17:30 Sun-Thu
Balkan Countries	Romania	0040-213301786	09:00-18:30 Mon-Fri
	Bosnia Herzegovina	00387-33773163	09:00-17:00 Mon-Fri
	Bulgaria	00359-70014411 00359-29889170	09:30-18:30 Mon-Fri 09:30-18:00 Mon-Fri
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	Montenegro	00382-20608251	09:00-17:00 Mon-Fri
	Serbia	00381-112070677	09:00-17:00 Mon-Fri
	Slovenia	00368-59045400 00368-59045401	08:00-16:00 Mon-Fri
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	Latvia	00371-67408838	09:00-18:00 Mon-Fri
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NOTE: For more information, visit the ASUS support site at:
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