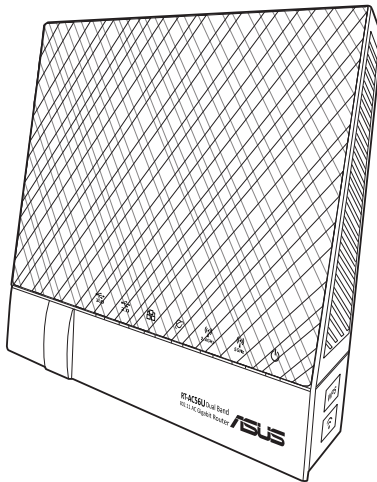


# User Guide

## RT-AC56R

### Dual Band 2x2 802.11AC Gigabit Router



The ultra-thin and stylish RT-AC56R features a 2.4GHz and 5GHz dual bands for an unmatched concurrent wireless HD streaming; SMB server, UPnP AV server, and FTP server for 24/7 file sharing; a capability to handle 300,000 sessions; and the ASUS Green Network Technology, which provides up to 70% power-saving solution.



E8016

First Edition

January 2013

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# 1 A quick look

## Package contents

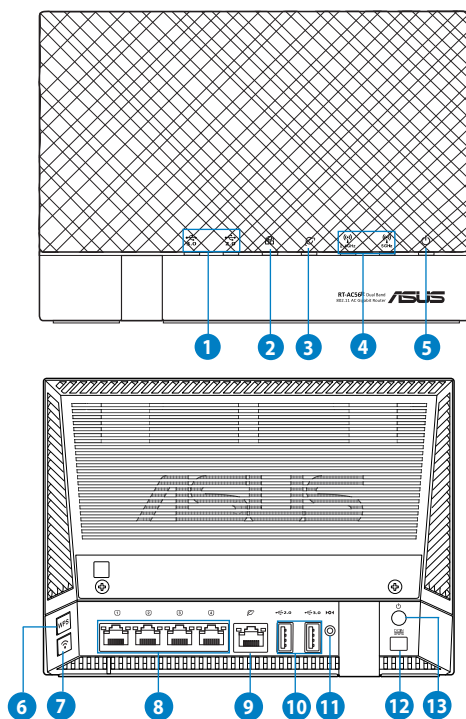
- |   |   |
|---|---|
| <input checked="" type="checkbox"/> RT-AC56R Wireless Router              | <input checked="" type="checkbox"/> Network cable (RJ-45) |
| <input checked="" type="checkbox"/> Power adapter                         | <input checked="" type="checkbox"/> Quick Start Guide     |
| <input checked="" type="checkbox"/> Support CD (Manual, utility software) | <input checked="" type="checkbox"/> Warranty card         |
| <input checked="" type="checkbox"/> Stand                                 |   |




### NOTES:

- If any of the items is damaged or missing, contact ASUS for technical inquiries and support, Refer to the ASUS Support Hotline list at the back of this user manual.
- Keep the original packaging material in case you would need future warranty services such as repair or replacement.

## Your wireless router



- 
- 1 USB 3.0 / 2.0 LED**  
**Off:** No power or no physical connection.  
**On:** Has physical connection to USB 3.0 / 2.0 devices.
- 
- 2 LAN LED**  
**Off:** No power or no physical connection.  
**On:** Has physical connection to a local area network (LAN).
- 
- 3 WAN LED**  
**Off:** No power or no physical connection.  
**On:** Has physical connection to a wide area network (WAN).
- 
- 4 2.4GHz LED / 5GHz LED**  
**Off:** No 2.4GHz or 5GHz signal.  
**On:** Wireless system is ready.  
**Flashing:** Transmitting or receiving data via wireless connection.
- 
- 5 Power LED**  
**Off:** No power.  
**On:** Device is ready.  
**Flashing slow:** Rescue mode  
**Flashing quick:** WPS is processing.
- 
- 6 WPS button**  
This button launches the WPS Wizard.
- 
- 7 Wi-Fi On/Off button**  
Press this button to turn on /off the Wi-Fi connection
- 
- 8 LAN 1 ~ 4 ports**  
Connect network cables into these ports to establish LAN connection.
- 
- 9 WAN (Internet) port**  
Connect a network cable into this port to establish WAN connection.
- 
- 10 USB 3.0 / 2.0 ports**  
Insert USB 3.0 / 2.0 devices such as USB hard disks or USB flash drives into these ports.  
Insert your iPad's USB cable into one of these ports to charge your iPad.
- 
- 11 Reset button**  
This button resets or restores the system to its factory default settings.
- 
- 12 Power (DC-IN) port**  
Insert the bundled AC adapter into this port and connect your router to a power source.
- 
- 13 Power button**  
Press this button to power on or off the system.
- 



---

**NOTES:**

- Use only the adapter that came with your package. Using other adapters may damage the device.
- **Specifications:**

<b>DC Power adapter</b>	<b>DC Output:</b> +19V with max 1.58A current;		
<b>Operating Temperature</b>	0~40°C	<b>Storage</b>	0~70°C
<b>Operating Humidity</b>	50~90%	<b>Storage</b>	20~90%

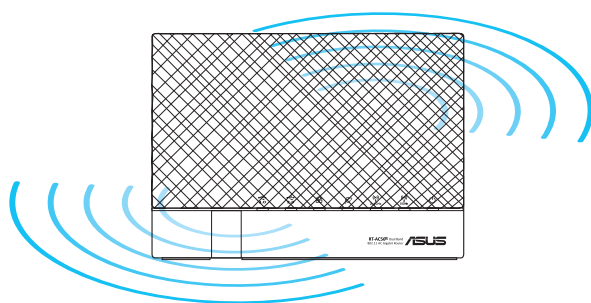
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## 2 Creating your network

### Positioning your router

For the best wireless signal transmission between the wireless router and the network devices connected to it, ensure that you:

- Place the wireless router in a centralized area for a maximum wireless coverage for the network devices.
- Keep the device away from metal obstructions and away from direct sunlight.
- Keep the device away from 802.11g or 20MHz only Wi-Fi devices, 2.4GHz computer peripherals, Bluetooth devices, cordless phones, transformers, heavy-duty motors, fluorescent lights, microwave ovens, refrigerators, and other industrial equipment to prevent signal interference or loss.
- Always update to the latest firmware. Visit the ASUS website at <http://www.asus.com> to get the latest firmware updates.
- To ensure the best wireless signal, orient the three detachable antennas as shown in the drawing below.
- For optimum performance, please switch on the cooling system.





## What you need

To set up your network, you need one or two computers that meet the following system requirements:

- Ethernet RJ-45 (LAN) port (10Base-T/100Base-TX/1000BaseTX)
- IEEE 802.11a/b/g/n/ac wireless capability
- An installed TCP/IP service
- Web browser such as Internet Explorer, Firefox, Safari, or Google Chrome



---

### NOTES:

- If your computer does not have built-in wireless capabilities, you may install an IEEE 802.11a/b/g/n/ac WLAN adapter to your computer to connect to the network.
  - With its dual band technology, your wireless router supports 2.4GHz and 5GHz wireless signals simultaneously. This allows you to do Internet-related activities such as Internet surfing or reading/writing e-mail messages using the 2.4GHz band while simultaneously streaming high-definition audio/video files such as movies or music using the 5GHz band.
  - If you are using only one computer with single band IEEE 802.11b/g/n WLAN adapter, you will only be able to use the 2.4GHz band.
  - If you are using only one computer with dual band IEEE 802.11a/b/g/n/ac WLAN adapter, you will be able to use the 2.4GHz or 5GHz band.
  - If you are using two computers with both IEEE 802.11a/b/g/n/ac WLAN adapters, you will be able to use both 2.4GHz and 5GHz bands simultaneously.
  - The Ethernet RJ-45 cables that will be used to connect the network devices should not exceed 100 meters.
-

## Setting up your wireless router



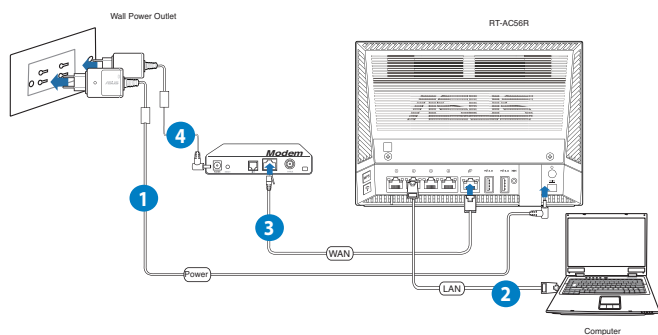
### IMPORTANT!

- Use wired connection in setting up your wireless router to avoid possible setup problems due to wireless uncertainty.
- Before setting up your ASUS wireless router, do the following:
  - If you are replacing an existing router, disconnect it from your network.
  - Disconnect the cables/wires from your existing modem setup. If your modem has a backup battery, remove it as well.
  - Reboot your computer (recommended).

## Wired connection



**NOTE:** Your wireless router has an integrated auto-crossover function, so use either straight-through or crossover cable for wired connection.



### To set up your wireless router via wired connection:

1. Insert your wireless router's AC adapter to the DC-IN port and plug it to a power outlet.

2. Using the bundled network cable, connect your computer to your wireless router's LAN port.



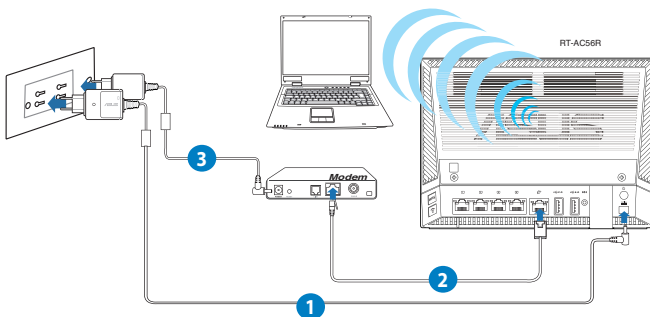
---

**IMPORTANT!** Ensure that the LAN LED is blinking.

---

- 3 Using another network cable, connect your modem to your wireless router's WAN port.
4. Insert your modem's AC adapter to the DC-IN port and plug it to a power outlet.

## Wireless connection



### To set up your wireless router via wired connection:

1. Insert your wireless router's AC adapter to the DC-IN port and plug it to a power outlet.
- 2 Using the bundled network cable, connect your modem to your wireless router's WAN port.
3. Insert your modem's AC adapter to the DC-IN port and plug it to a power outlet.
4. Install an IEEE 802.11 a/b/g/n/ac WLAN adapter on your computer.



---

**NOTES:**

- For details on connecting to a wireless network, refer to the WLAN adapter's user manual.
  - To set up the security settings for your network, refer to the section **Setting up the wireless security settings** in this user manual.
-

## Before you proceed

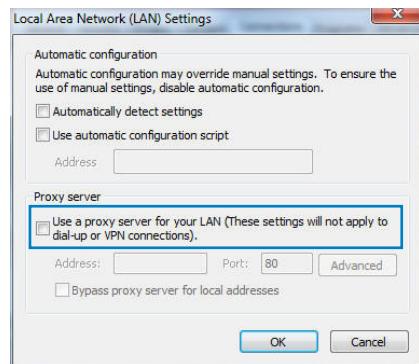
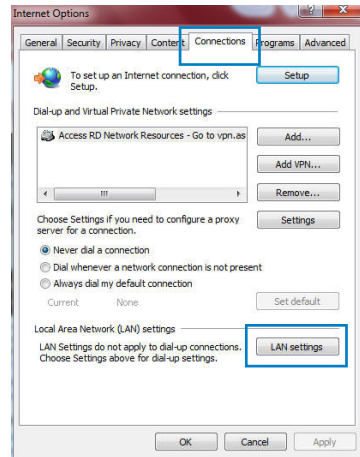


**NOTE:** Before configuring your wireless router, do the steps described in this section for your host computer and network clients.

### A. Disable the proxy server, if enabled.

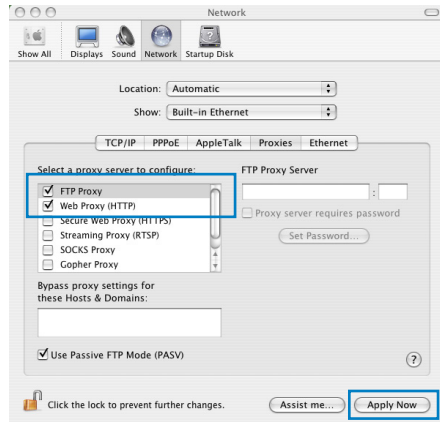
#### Windows® 7

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. Click **Apply Now** when done.

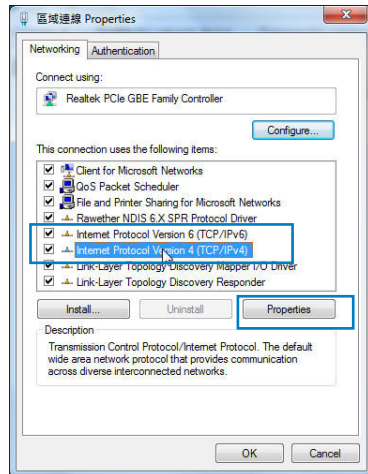


**NOTE:** Refer to your browser's help feature for details on disabling the proxy server.

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

## Windows® 7

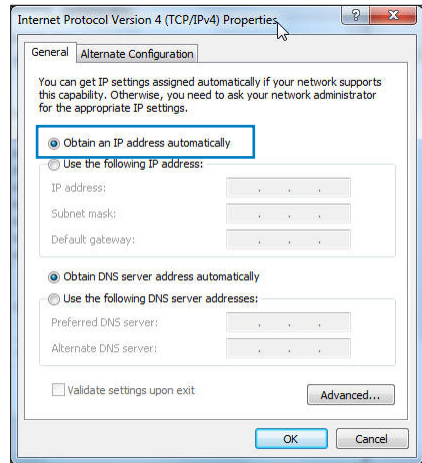
1. Click **Start > Control Panel > Network and Internet > Network and Sharing Center > Manage network connections.**
2. Select **Internet Protocol Version 4 (TCP/IPv4)** or **Internet Protocol Version 6 (TCP/IPv6)**, then click **Properties.**




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

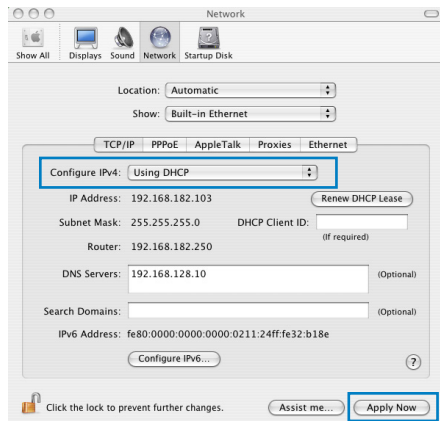
To obtain the IPv6 IP settings automatically, tick **Obtain an IPv6 address automatically**.

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. Click **Apply Now** when done.

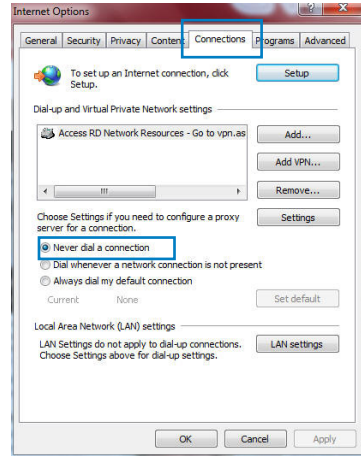


**NOTE:** Refer to your operating system's help and support feature for details on configuring your computer's TCP/IP settings.

## 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.



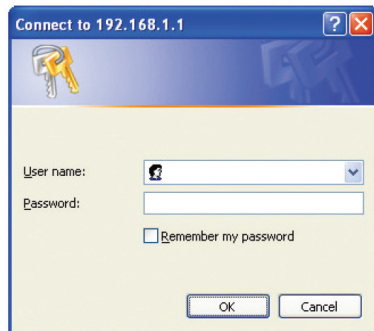
# 3 Configuring via the web GUI

## Logging into the web GUI

Your ASUS Wireless Router comes with an intuitive web graphics user interface (GUI) that allows you to easily configure its various features through a web browser such as Internet Explorer, Firefox, Safari, or Google Chrome.

### To log into the web GUI:

1. On your web browser such as Internet Explorer, Firefox, Safari, or Google Chrome, manually key in the wireless router's default IP address: **192.168.1.1**
2. On the login page, key in the default user name (**admin**) and password (**admin**).



### NOTES:

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

3. The wireless router's web GUI launches. Use the web GUI to configure various settings.



## Setting up the Internet connection



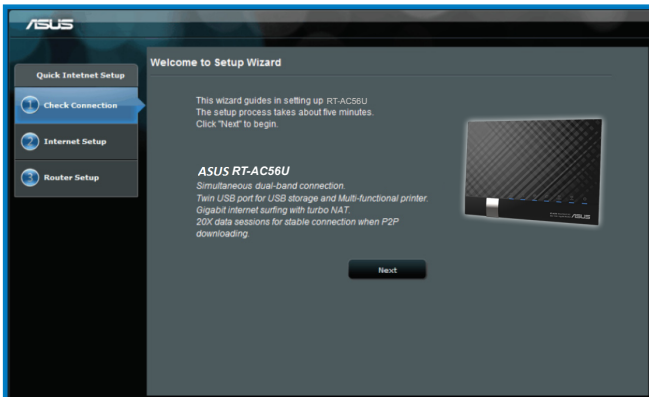
**NOTE:** When setting the Internet connection for the first time, press the Reset button on your wireless router to reset it to its factory default settings.

### Quick Internet Setup (QIS) with auto-detection

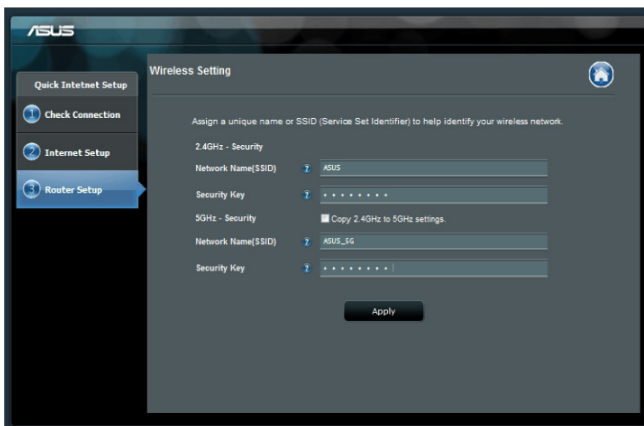
The Quick Internet Setup (QIS) function guides you in quickly setting up your Internet connection.

#### To use QIS with auto-detection:

1. Launch a web browser such as Internet Explorer, Firefox, Safari, or Google Chrome.



2. The wireless router automatically detects if your ISP connection type is **Dynamic IP**, **PPPoE**, **PPTP**, **L2TP**, and **Static IP**. Key in the necessary information for your ISP connection type.



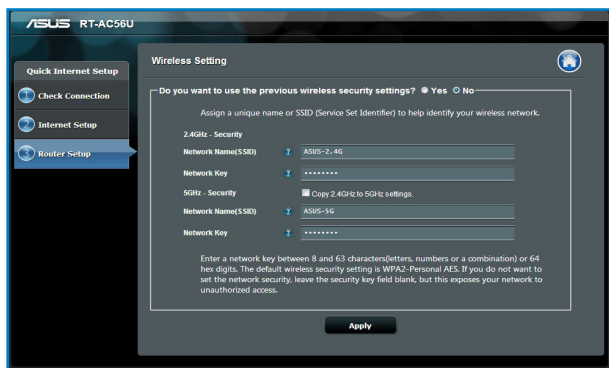
**IMPORTANT!** Obtain the necessary information about your Internet connection type from your ISP.



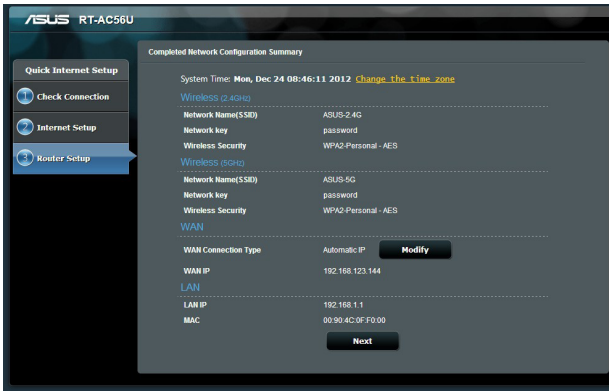
## NOTES:

- The auto-detection of your ISP connection type takes place when you configure the wireless router for the first time or when your wireless router is reset to its default settings.
- If QIS failed to detect your Internet connection type, click **Skip to manual setting** and manually configure your connection settings.
- If QIS failed to launch automatically, manually launch your wireless router's web GUI to access the QIS page. To do this, follow these steps:
  - On your web browser, key in **<http://192.168.1.1>**
  - On the login page, key in the default username **admin** and password **admin**.
  - Click the **Quick Internet Setup** icon from the upper left corner of the Network Map page.

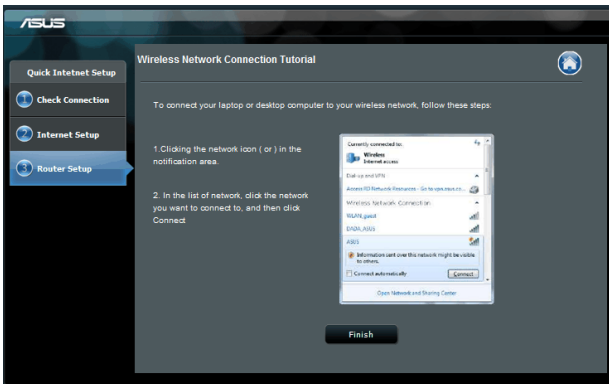
3. Assign the network name (SSID) and security key for your 2.4GHz and 5 GHz wireless connection. Click **Apply** when done.



4. Your Internet and wireless settings are displayed. Click **Next** to continue.



5. Read the wireless network connection tutorial. When done, click **Finish**.



## Setting up the wireless security settings

To protect your wireless network from unauthorized access, you need to configure its security settings.

### To set up the wireless security settings:

1. Key in **192.168.1.1** on your web browser.
2. On the login screen, key in the default user name (**admin**) and password (**admin**), then click **OK**. The wireless router's web GUI launches.
3. On the Network Map screen, select the **System status** icon to display the wireless security settings such as SSID, security level, and encryption settings.



**NOTE:** You can set up different wireless security settings for 2.4GHz and 5GHz bands.

## 2.4GHz security settings



## 5GHz security settings



4. On the **Wireless name (SSID)** field, key in a unique name for your wireless network.
5. From the **Security Level** dropdown list, select the encryption method for your wireless network.



**IMPORTANT!** The IEEE 802.11n/ac standard prohibits using High Throughput with WEP or WPA-TKIP as the unicast cipher. If you use these encryption methods, your data rate will drop to IEEE 802.11g 54Mbps connection.

6. Key in your security passkey.
7. Click **Apply** when done.

## Managing your network clients

### To manage your network clients:

1. Launch the wireless router's web GUI.
2. On the Network Map screen, select the **Client Status** icon to display the information about your network clients.





# Monitoring your USB device

The ASUS Wireless Router provides one USB 3.0 and one USB 2.0 ports for connecting USB devices such as a USB storage device and USB printer, to allow you to monitor the working environment, share files, and printer with clients in your network.



**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 3.0/2.0 port on the rear panel of your wireless router. Ensure that the USB storage device is formatted and partitioned properly. Refer to the Plug-n-Share Disk Support List at <http://event.asus.com/networks/disksupport>



**IMPORTANT!** You first need to create a user account to allow other network clients to access the USB device. For more details, refer to the section **Using AiDisk for sharing files** in this user manual.

## To monitor your USB device:

1. Launch the wireless router's web GUI.
2. On the Network Map screen, select the **USB Disk Status** icon to display the information about your USB device.



3. On the AiDisk Wizard field, click **GO** to set up an FTP server for Internet file sharing.



**NOTES:**

- For more details, refer to the section **Using the Network Place (Samba) Share service** and **Using the FTP Share service** in this user manual.
- On USB External HDD/Flash disk:
  - The wireless router works with most USB HDDs/Flash disks (up to 2TB size) and supports read-write access for FAT16, FAT32, EXT2, EXT3, and NTFS.
  - To safely remove the USB disk, launch the web GUI (<http://192.168.1.1>), then in the upper right corner of Network Map page click the USB icon > click **Eject USB1**.
  - Incorrect removal of the USB disk may cause data corruption.

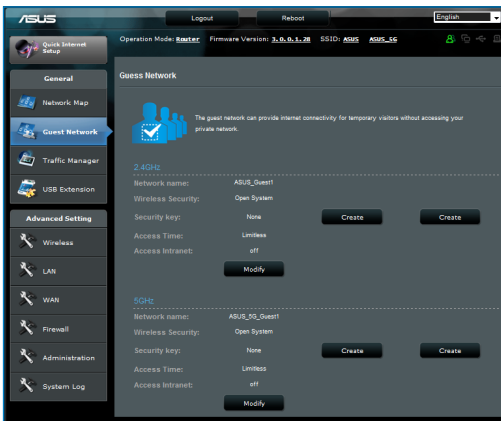


# Creating your Guest Network

The Guest Network provides Internet connectivity for temporary visitors without providing access to your private network.

## To create your guest network:

1. Launch the wireless router's web GUI.
2. On the Guest Network screen, click **Create** to create a network for your visitors.



# Using the Traffic Manager

## Managing QoS (Quality of Service) Bandwidth

The Quality of Service (QoS) allows you to set the bandwidth priority and manage the network traffic.

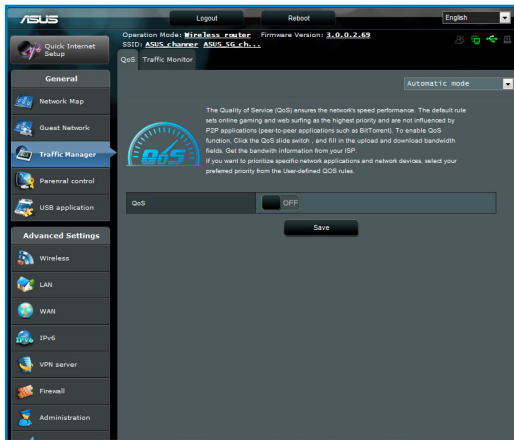
### To set up the bandwidth priority:

1. Launch the wireless router's web GUI.
2. On the Traffic Manager screen, select the **QoS** tab.
3. Click **ON** to enable the default rule and fill in the upload and download bandwidth fields.



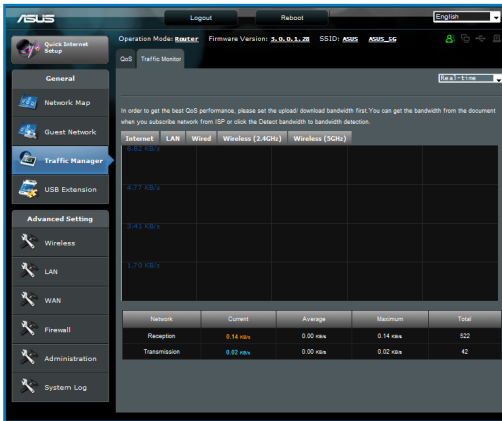
### NOTE:

- Get the bandwidth information from your ISP.
- If you want to prioritize specific network applications and network devices, select your preferred priority from the User-defined QoS rules.



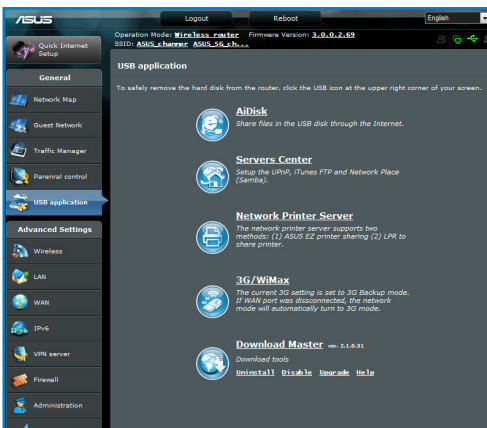
## Monitoring Traffic

The traffic monitor function allows you to assess the bandwidth usage and speed of your Internet, LAN, Wired, WLAN (2.4GHz or 5GHz) connections.



## Using the USB Extension

The USB Extension function provides **AiDisk**, **Servers Center**, **Network Printer Server** and **Download Master** submenus.



## Using AiDisk for Files Sharing

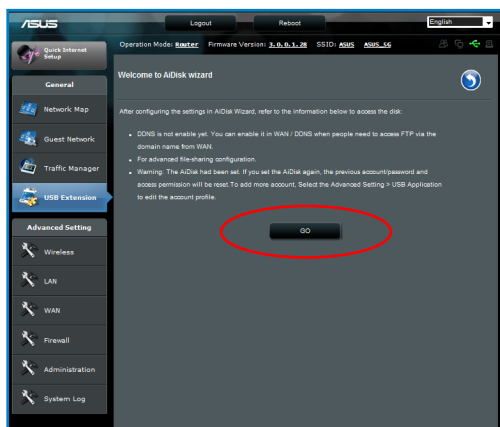
AiDisk allows you to share files in the USB disk through the Internet.



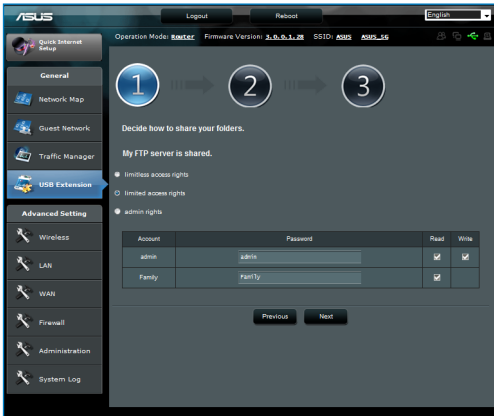
**NOTE:** Before using AiDisk, ensure that you have inserted a USB disk into the USB port of your wireless router.

### To use AiDisk:

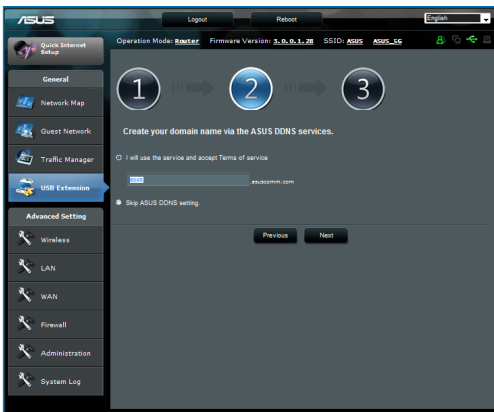
1. Click the **AiDisk** icon in USB Extension.
2. From the Welcome to AiDisk wizard screen, click **Go**.



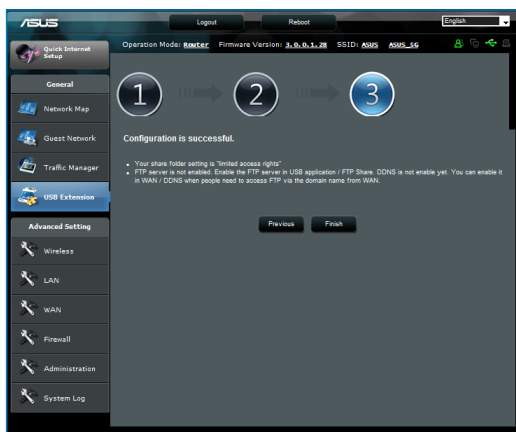
3. Select the access rights that you want to assign to the clients accessing your shared data.



4. Create your domain name via the ASUS DDNS services, select **I will use the service and accept the Terms of service** and key in your domain name. When done, click **Next**.



5. Click **Finish** to finish the setup.



6. To access the FTP site that you created, launch a web browser or a third-party FTP client utility and key in the ftp link (**ftp://<domain name>**) you have previously created.



## Using the Servers Center service

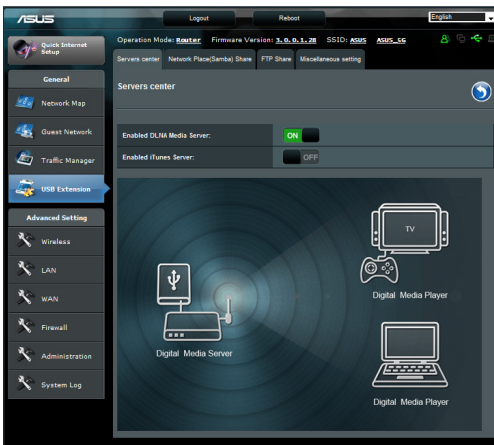
Your wireless router allows UPnP (Universal Plug and Play) multimedia devices, such as PS3 and Xbox 360, to access multimedia files from the USB disk connected to your wireless router.



**NOTE:** Before using the UPnP Media Server function, install a wireless adapter on your UPnP device.

### To use your router as a Servers center:

1. Click USB Extension from the navigation menu at the left side of your screen.
2. Select **Servers Center**. Your wireless router is now ready to share the media files stored in the USB disk.

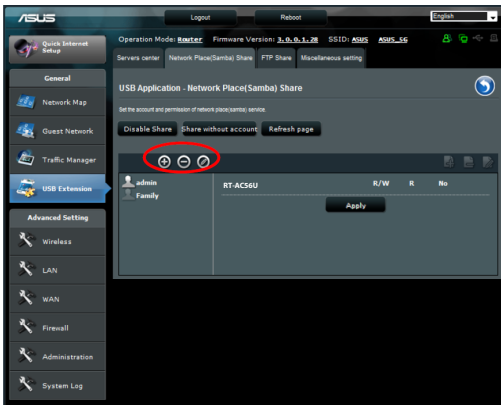


## Using the Network Place (Samba) Share service

Network Place (Samba) Share allows you to set the account and permission for samba service.

### To use Samba share:

1. Click the **Network place (Samba) Share** tab in the Servers Center of USB Extension.
2. Click **Add, Delete** or **Modify** to add, delete or modify the account. Click **Apply** when done.



## Using the FTP Share service

### Sharing files via the FTP server

The ASUS Wireless Router enables you to share files from your USB storage device via the FTP server with computers in LAN or through the Internet.



---

**IMPORTANT!** To use this feature, you need to insert a USB storage device, such as a USB hard disk or USB flash drive, to the USB 3.0/2.0 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://event.asus.com/2009/networks/disksupport/> for the file system support table.

---

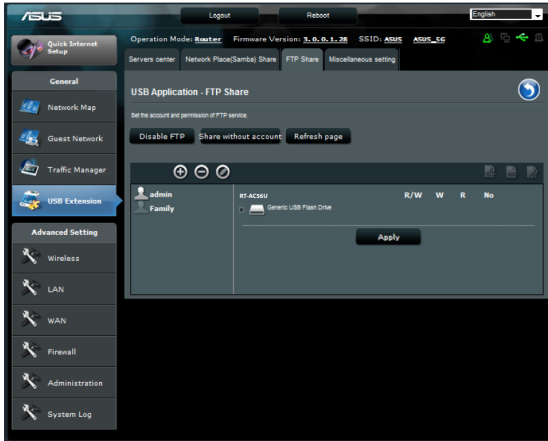


**NOTE:** Ensure that you safely remove the USB disk. Incorrect removal of the USB disk may cause data corruption.

---

### To share files via the FTP server:

1. Ensure that you have set up your FTP server through AiDisk.
2. Enable the DDNS service for FTP server access. To do this, follow these steps:
  - a. From the navigation menu, click **Advanced** > **WAN** > **DDNS** tab.
  - b. In the **Enable the DDNS Client?** field, tick **Yes**.
  - c. Key in your **User Name** or **E-mail Address** and **Password** or **DDNS key**.
  - d. Key in your **Host name**. The format should be **xxx.asuscomm.com**, where xxx is your host name.
  - e. When done, click **Apply**.
3. From the navigation menu, click **USB Extension** > **Servers Center** > **FTP Share** tab and select the account that you want to assign access rights to.



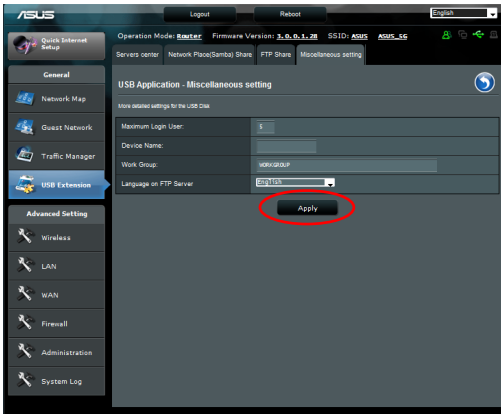
4. From the list of files/folders, select the type of access rights that you want to assign for specific files/folders:
  - **R/W:** Select this option to assign read/write access for a specific file/folder.
  - **W:** Select this option to assign write only access for a specific file/folder.
  - **R:** Select this option to assign read only access for a specific file/folder.
  - **No:** Select this option if you do not want to share a specific file/folder.
5. Click **Apply** to apply the changes.
6. To access the FTP server, key in the ftp link **ftp://<hostname>.asuscomm.com** and your user name and password on a web browser or a third-party FTP utility.

## Using the Miscellaneous setting

Miscellaneous setting allows you to configure other settings for the USB disk, including maximum login user, device name, work group and language on FTP server.

### To use miscellaneous setting:

1. Click the **Miscellaneous setting** tab in the Servers Center of USB Extension.
2. Follow the instruction to key in the necessary information.
3. When finish, click **Apply**.



# Configuring the Advanced settings

Advanced Setting allows you to configure the advanced features of your wireless router.

## Setting up the DHCP Server

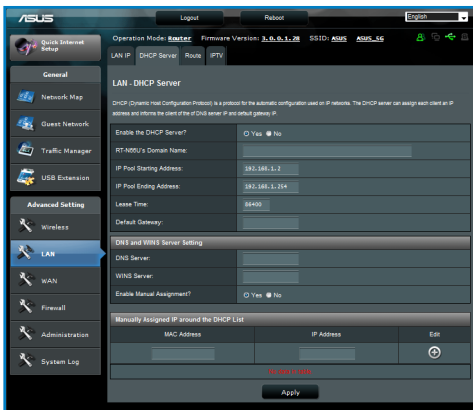
You may enable the **DHCP Server** function in your wireless router so your network clients can automatically obtain IP addresses from your wireless router.



**NOTE:** The ASUS Wireless Router can support up to 253 IP addresses for your network.

### To set up the DHCP server:

1. Click **Advanced Setting** from the navigation menu at the left side of your screen.
2. Under the **LAN** menu, click **DHCP Server**.



3. In the **Enable the DHCP Server?** field, tick **Yes**.
4. In the **IP Pool Starting Address** field, key in the starting IP address.
5. In the **IP Pool Ending Address** field, key in the ending IP address.
6. In the **Lease Time** field, key in the time that the IP addresses expire and the wireless router automatically assigns new IP Addresses for the network clients.



---

**IMPORTANT!**

- For the IP Pool Starting and Ending IP addresses, we recommend that you use:
    - **IP address:** 192.168.1.xxx (xxx can be any number between 2 and 254)
  - IP Pool Starting Address should not be greater than the IP Pool Ending Address.
-

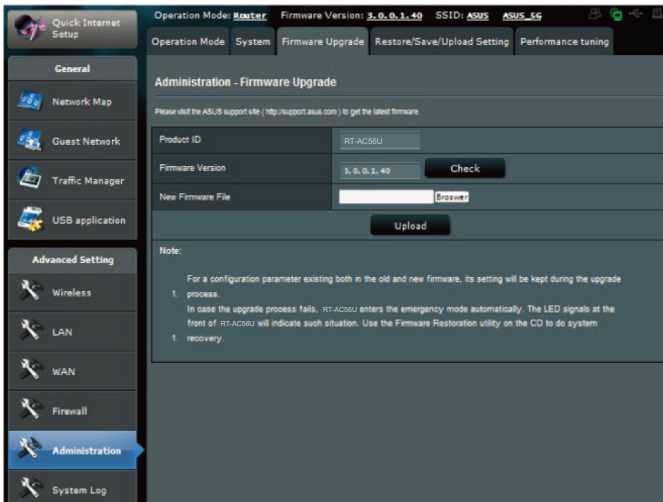
## Upgrading the firmware



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

### To upgrade the firmware:

1. Click **Advanced Setting** from the navigation menu at the left side of your screen.
2. Under the **Administration** menu, click **Firmware Upgrade**.
3. In the **New Firmware File** field, click **Browse** to locate the new firmware in your computer.
4. Click **Upload**. The uploading process takes about three minutes.



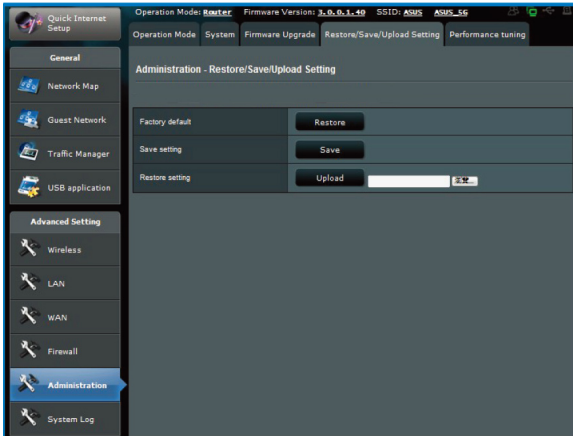
**NOTE:** If the upgrade process fails, the wireless router automatically enters the rescue mode and the power LED indicator at the front panel flashes slowly. To recover or restore the system, use the Firmware Restoration utility.



## 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. Under the Administration menu, click Restore/Save/Upload Setting.
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 file 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**.

# 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.

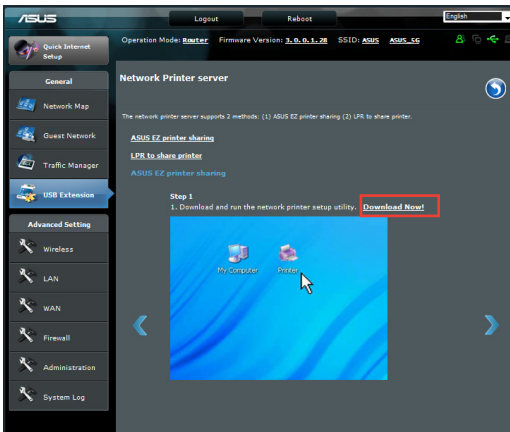


## NOTES:

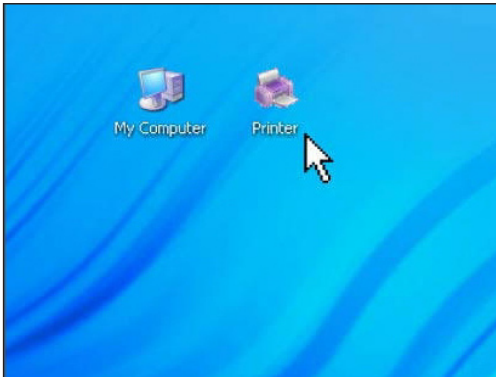
- To check if your USB printer is compatible with your ASUS wireless router, refer to the Printer Support List at <http://event.asus.com/2009/networks/printersupport/RT-AC56R.htm>
- The wireless router's printer server function is not supported on Windows® 2000.

## To set up your USB Printer:

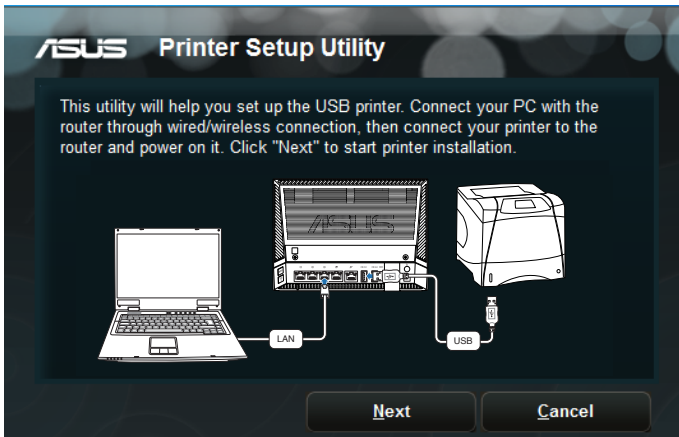
1. Click USB Extension from the navigation menu at the left side of your screen, then click **Network Printer Server**.
2. Click **Download Now!** in the ASUS EZ printer sharing mode to download the network printer utility.



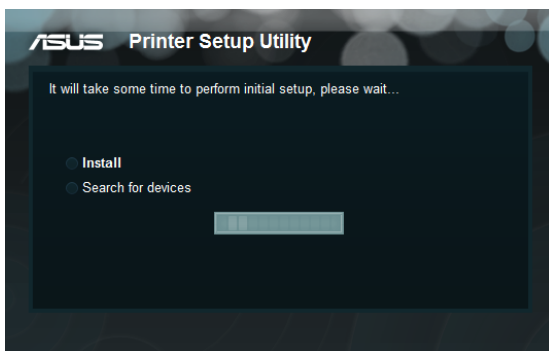
3. Unzip the downloaded file and click the Printer icon to run the network printer setup program.



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



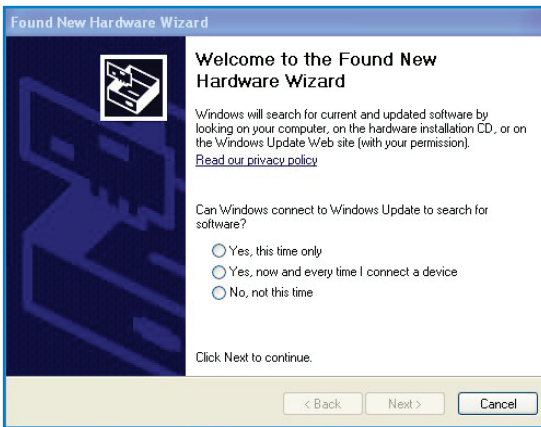
5. Wait for a few minutes for the initial setup to finish. Click **Next**.



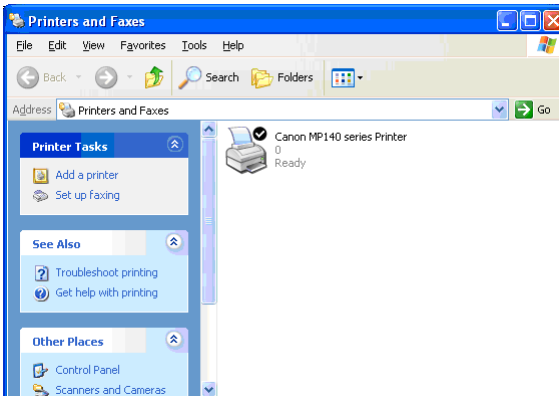
6. Click **Finish** to complete the installation.



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



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



## 4 Using the utilities



### NOTES:

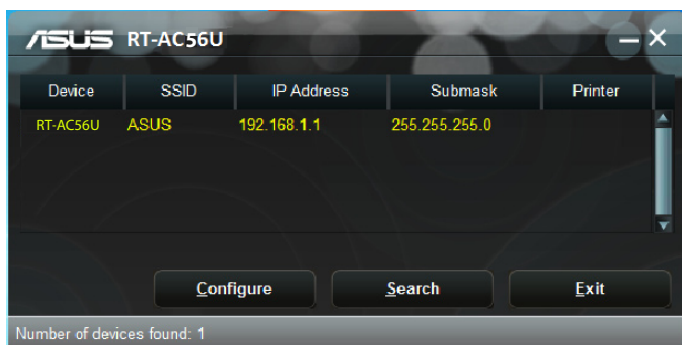
- Install the wireless router's utilities from the bundled support CD.
- If Autorun is disabled, run **setup.exe** from the root directory of the support CD.

## 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-AC56R 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.

## 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.



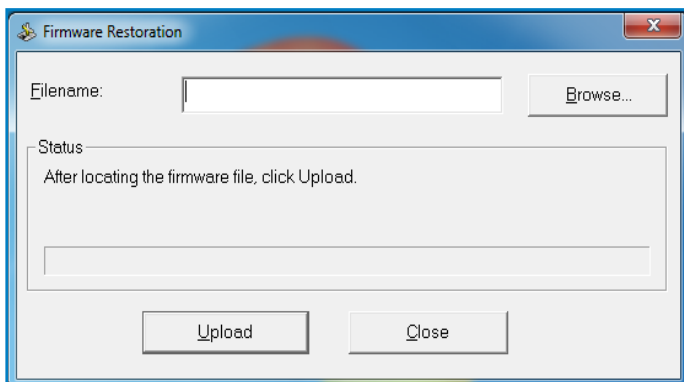
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**IMPORTANT:** Launch the rescue mode before using the Firmware Restoration utility.

---

### 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. 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-AC56R Wireless Router > Firmware Restoration.**



5. 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 3: Configuring via the web GUI** for more details.

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# 5 Troubleshooting



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

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## 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...**



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

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- 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:

<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 (2.4GHz):</b>	ASUS
<b>SSID (5GHz):</b>	ASUS_5G

## ASUS DDNS Service

RT-AC56R 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/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.



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**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.

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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.

## 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.



## 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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  - b) Accompany it with a written offer, valid for at least three years, to give any third party, for a charge no more than your

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## ASUS Contact information

### ASUSTeK COMPUTER INC. (Asia Pacific)

Address 15 Li-Te Road, Peitou, Taipei, Taiwan 11259

Website [www.asus.com.tw](http://www.asus.com.tw)

#### Technical Support

Telephone +886228943447

Support Fax +886228907698

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

### ASUS COMPUTER INTERNATIONAL (America)

Address 800 Corporate Way, Fremont, CA 94539, USA

Telephone +15107393777

Fax +15106084555

Website [usa.asus.com](http://usa.asus.com)

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

### ASUS COMPUTER GmbH (Germany and Austria)

Address Harkort Str. 21-23, D-40880 Ratingen, Germany

Telephone +491805010923\*

Fax +492102959911

Website [www.asus.de](http://www.asus.de)

Online contact [www.asus.de/sales](http://www.asus.de/sales)

#### Technical Support

Telephone (Component, Networking) +491805010923\*

Telephone (System/Notebook/Eee/LCD) +491805010920\*

Fax +492102959911

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	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 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.

## 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 (5:30am- 9:00pm PST) 9:00am- 6:00pm EST (6:00am- 3:00pm PST)	Mon. to Fri.  Sat. to Sun.



**NOTE:** For more information, visit the ASUS support site at:  
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<b>Manufacturer:</b>	<b>ASUSTeK Computer Inc.</b> Tel: +886-2-2894-3447 Address: No. 150, LI-TE RD., PEITOU, TAIPEI 112, TAIWAN
<b>Authorised representative in Europe:</b>	<b>ASUS Computer GmbH</b> Address: HARKORT STR. 21-23, 40880 RATINGEN, GERMANY
<b>Authorised distributors in Turkey:</b>	<b>BOGAZICI BIL GISAYAR SAN. VE TIC. A.S.</b> Tel: +90 212 3311000 Address: AYAZAGA MAH. KEMERBURGAZ CAD. NO.10 AYAZAGA/ISTANBUL
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