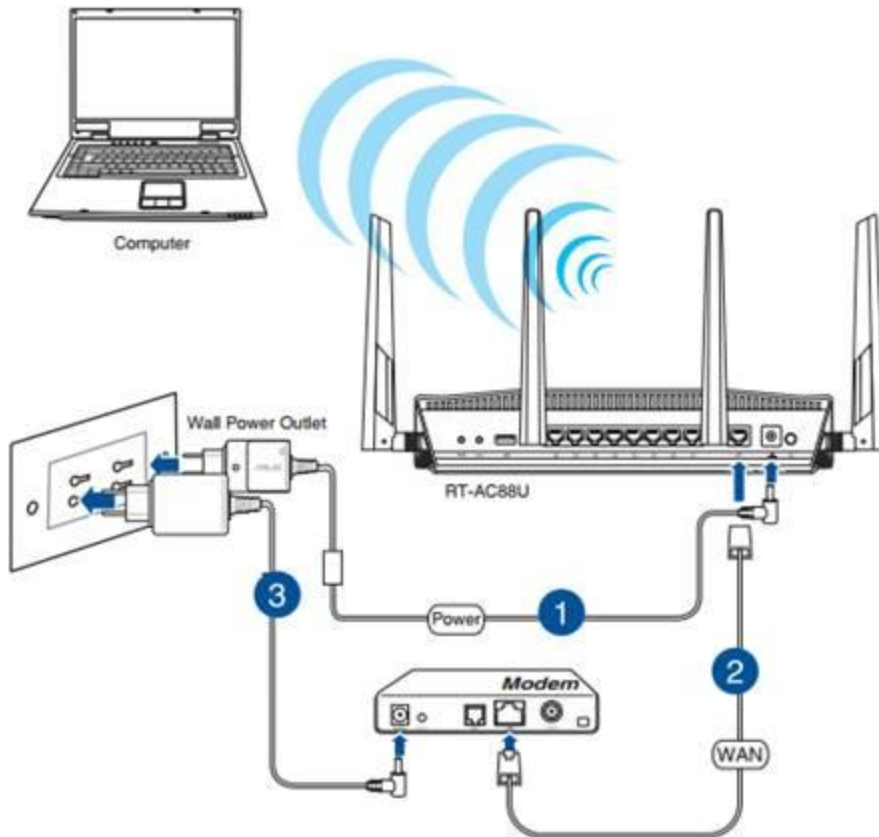


TROUBLESHOOTING :

1. Set up your wireless router via wired connection



2. Please make sure your adapter is set to obtain IP automatically

TROUBLESHOOTING :

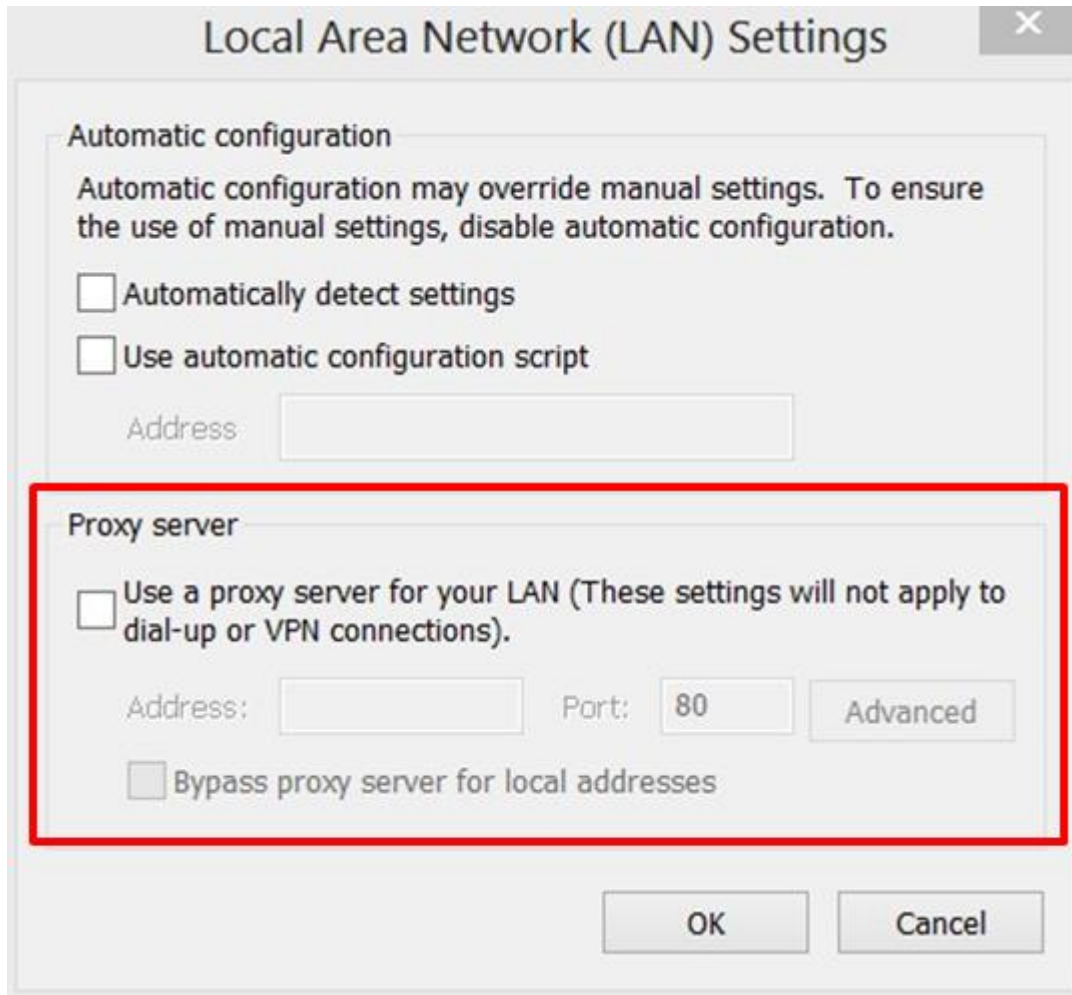


3. Please confirm web browser did not set up Proxy

3-1. In Internet Explorer, on the Tools menu, click Internet Options.

3-2. On the Connections tab, click LAN Settings.

TROUBLESHOOTING :



4. Try to use Device Discovery to find your wireless router

Desktop : Start>>All Programs>> ASUS Utility >>Model name >> Device Discovery

TROUBLESHOOTING :



5. Restore router to default setting then try again to open setting page.

There is a reset button on the back of router. When device is energized, press Reset button (around 5 secs) until Power LED start flashing then release reset button.

※Notice : If router is restore to default, then you need to reset your information



6. Please try to execute rescue mode.

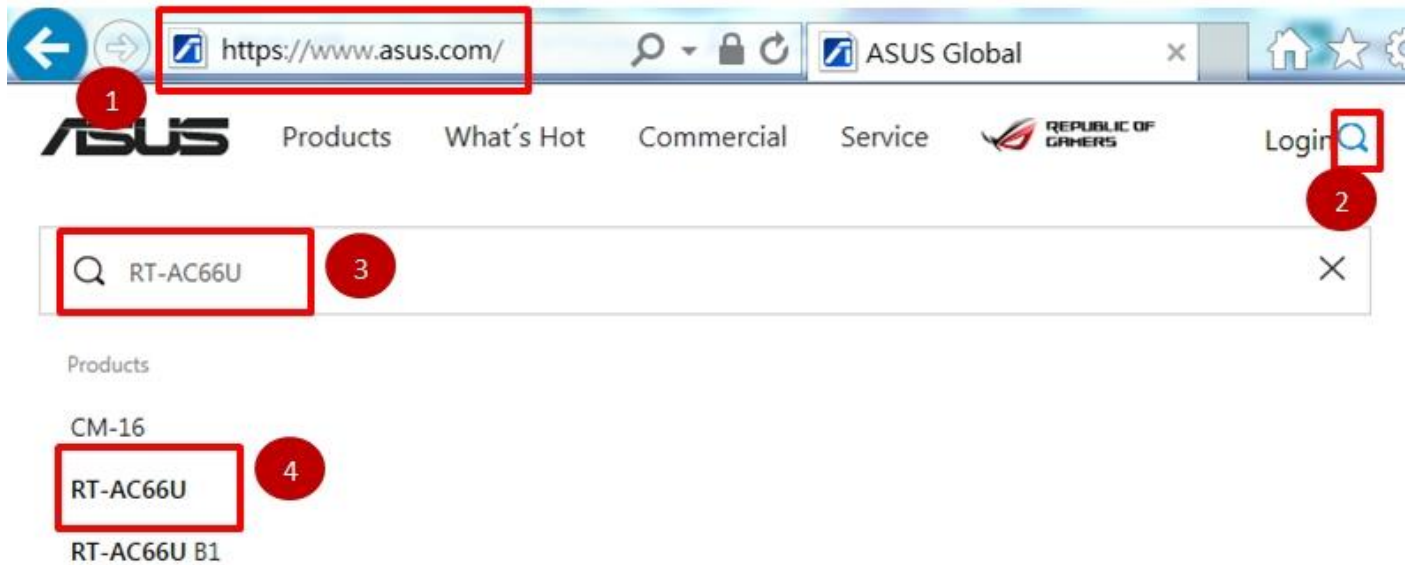
If your problem cannot be solved, please contact the ASUS Call Center for assistance.

How do I use the rescue mode of a router?

Take [RT-AC66U] for example

Please launch the browser and go to the page of **Driver& Tools** in [RT-AC66U] on ASUS website. Please follow the steps in below screenshot to find the firmware of device.

TROUBLESHOOTING :



(1) Download the latest firmware.

1. Click [**Support**]
2. Click [**Driver & Utility**]
3. Click [**BIOS & FIRMWARE**]
4. Find the latest firmware
5. Click [**DOWNLOAD**] to download

TROUBLESHOOTING :

The screenshot shows the ASUS support page for the RT-AC66U router. The browser address bar shows the URL: https://www.asus.com/Networking/RTAC66U/HelpDesk_BIOS/. The page title is "RT-AC66U BIOS & FIRMWARE". The navigation menu includes "Support" (1), "Driver & Utility" (2), "FAQ", "Manual & Document", and "Warranty". The main heading is "BIOS & FIRMWARE". Under "Driver & Tools" (3), the "BIOS & FIRMWARE" link is selected. The "Need Help?" section (4) shows "Firmware" selected. The "EXPAND ALL +" button is visible. The firmware details section (5) shows "Version 3.0.0.4.382.50470" (30.72 MBytes) and a "DOWNLOAD" button.

(2) Download and install the utility

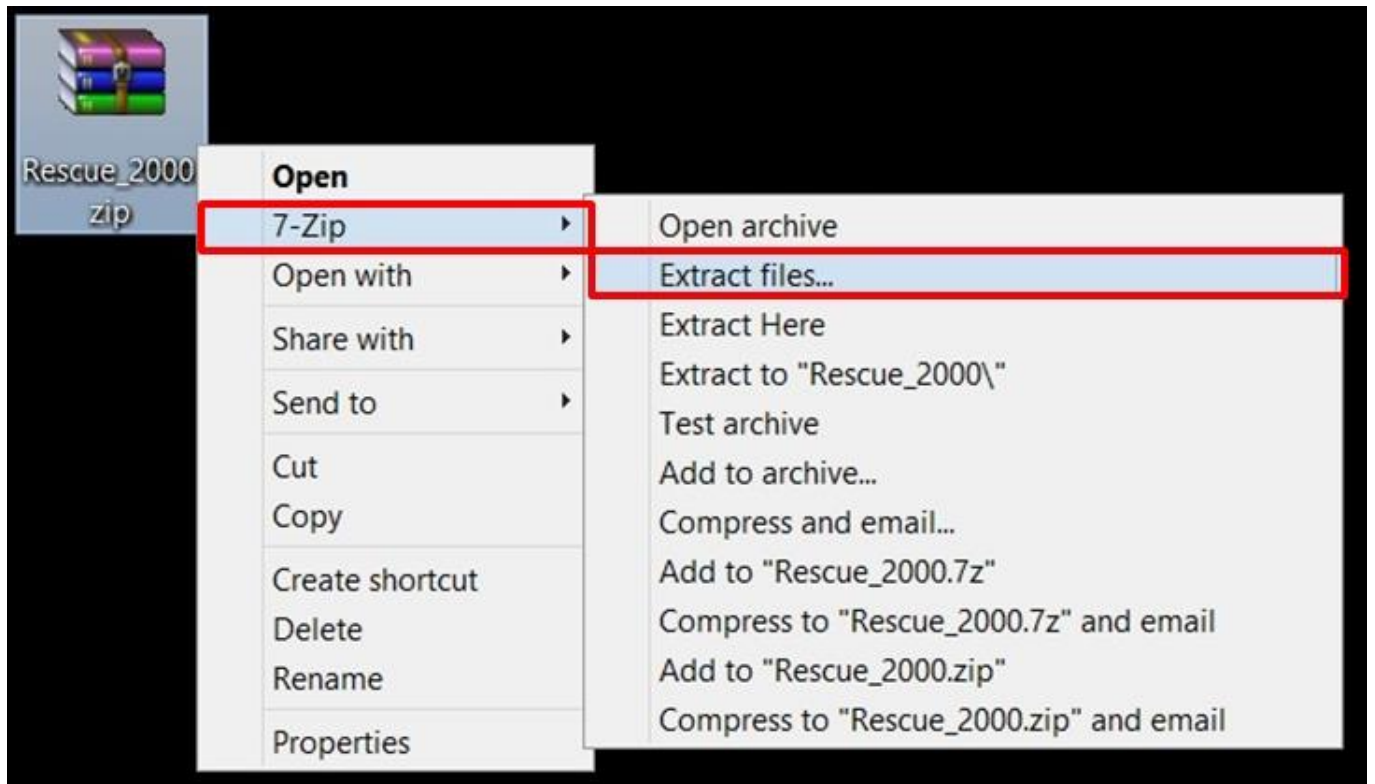
1. Click [**Support**]
2. Click [**Driver & Utility**]
3. Click [**Driver & Tools**]
4. Select **OS**
5. Click [**EXPAND ALL +**]
6. Find **ASUS Firmware Restoration** utility
7. Click [**DOWNLOAD**] to download

TROUBLESHOOTING :

The screenshot shows the ASUS support page for the RT-AC66U router. The page is titled "RT-AC66U" and includes a navigation menu with "Support" highlighted (1). Below the navigation menu, there is a "Driver & Utility" tab (2) and a "Driver & Tools" sub-tab (3). A "Please select OS" dropdown menu (4) is set to "Windows 7 64-bit". Below the dropdown, there is an "EXPAND ALL +" button (5). The main content area shows the "ASUS Firmware Restoration version 2.0.0.0" (6) with a "3.44 MBytes" size. A "DOWNLOAD" button (7) is located to the right of the version information. The page also includes a "REGISTER YOUR PRODUCT" button and a "Need Help?" section with links for "Email Us" and "Find service locations".

8. Find the ZIP file and unzip it.

TROUBLESHOOTING :

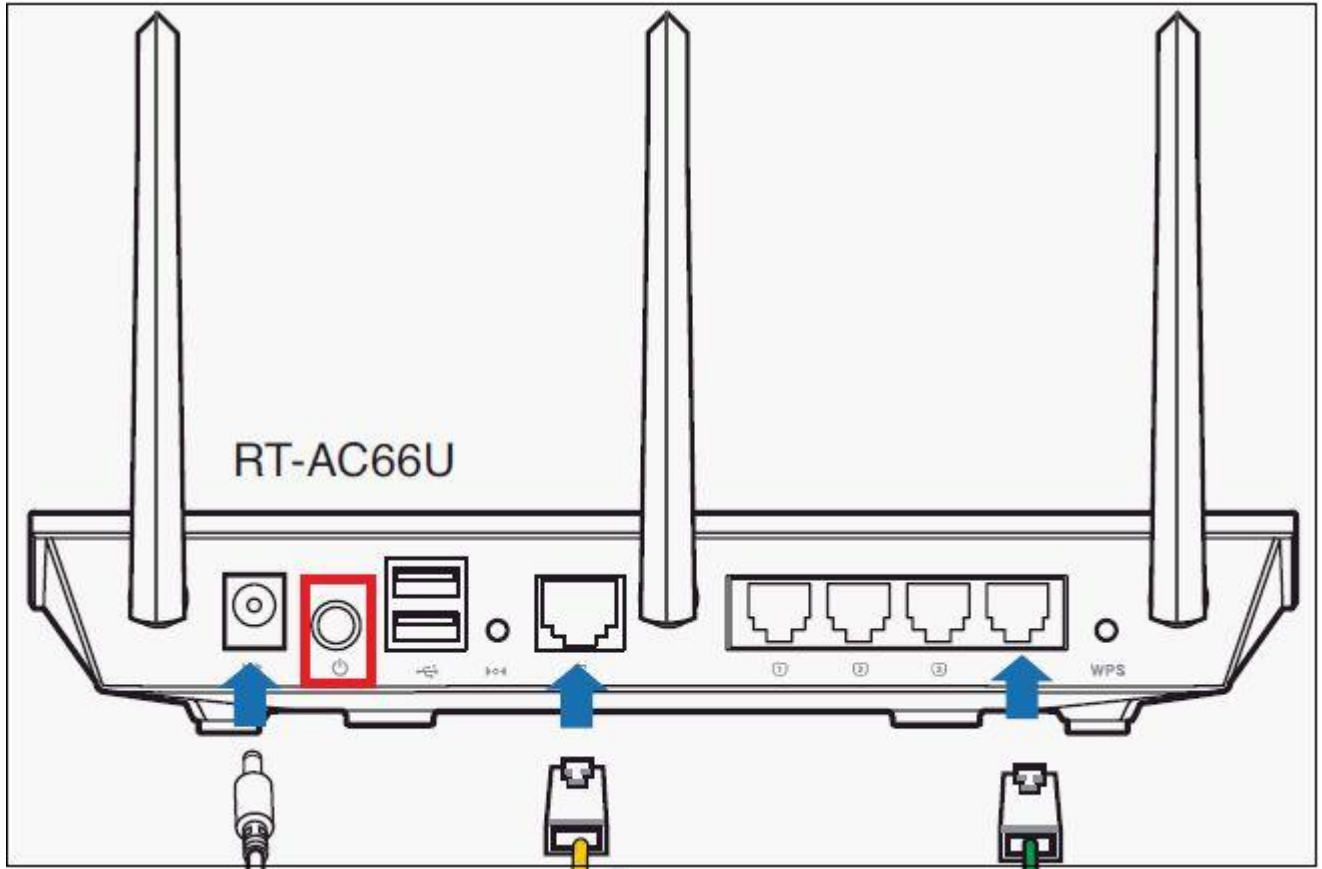


9. Double click to install.

On your Router

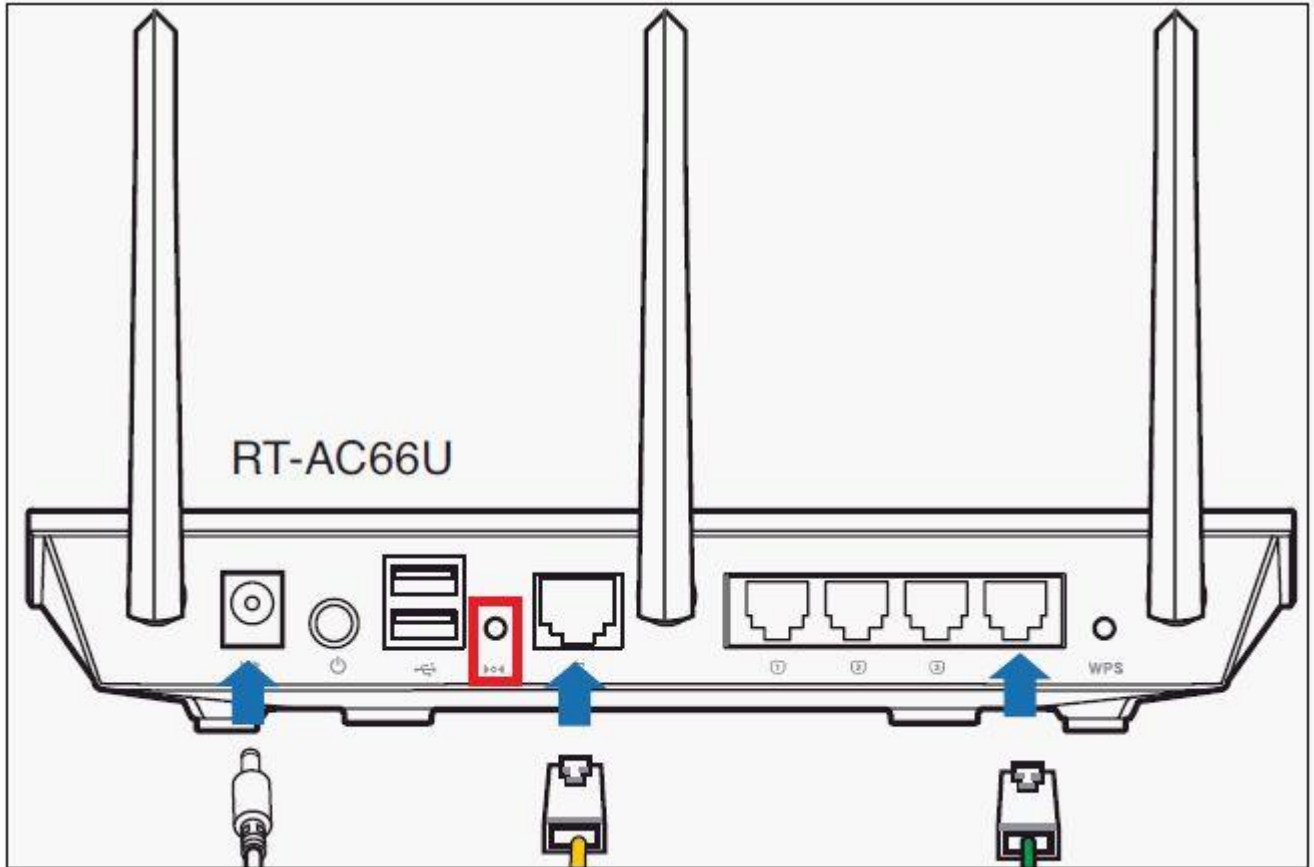
Press the **power button** to turn off the router.

TROUBLESHOOTING :



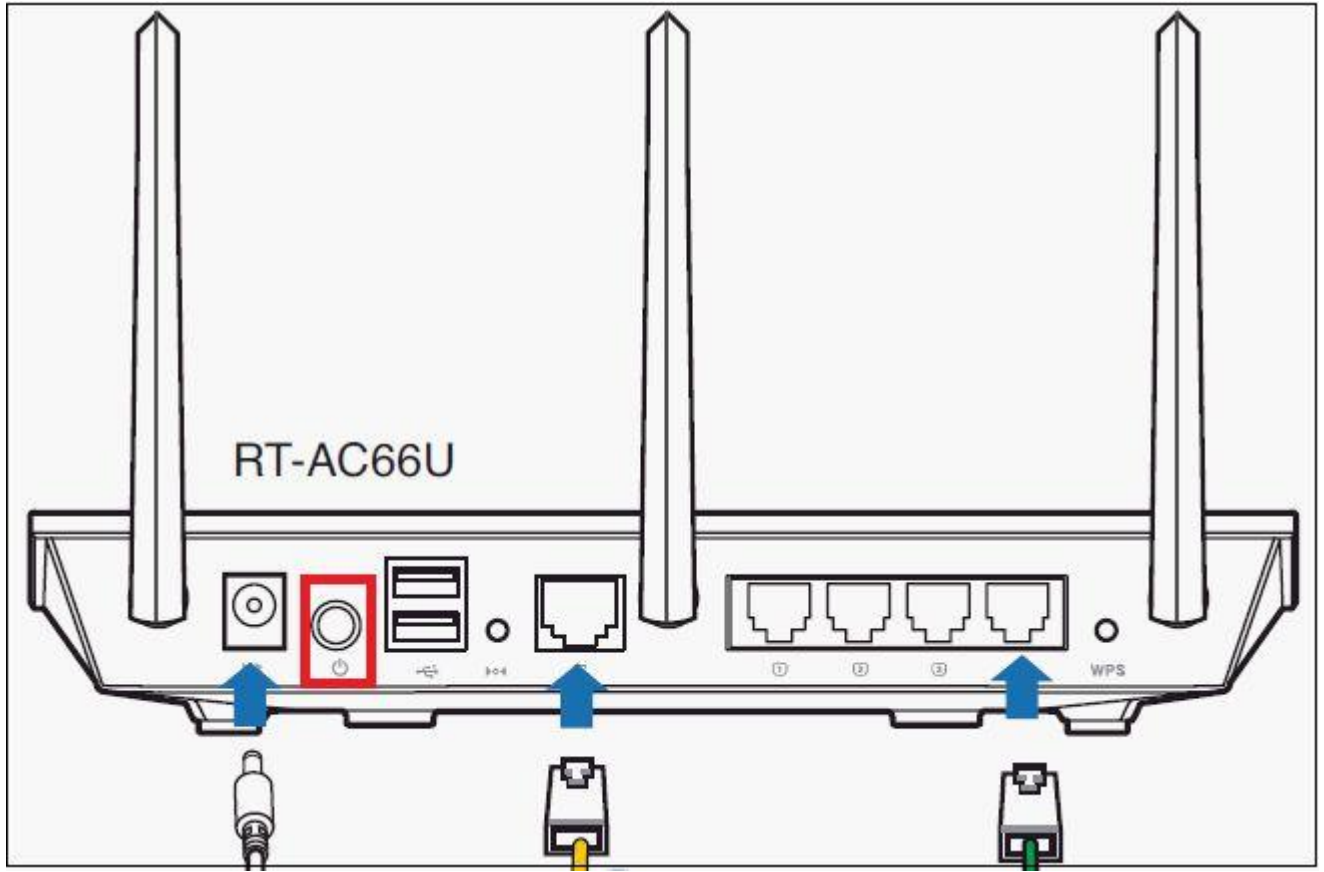
Keep long-pressing the button **[RESTORE]** for about **5 seconds**.

TROUBLESHOOTING :



Please don't release the [**RESTORE**] button , and press the power button to turn on the Wireless Router

TROUBLESHOOTING :



TROUBLESHOOTING :

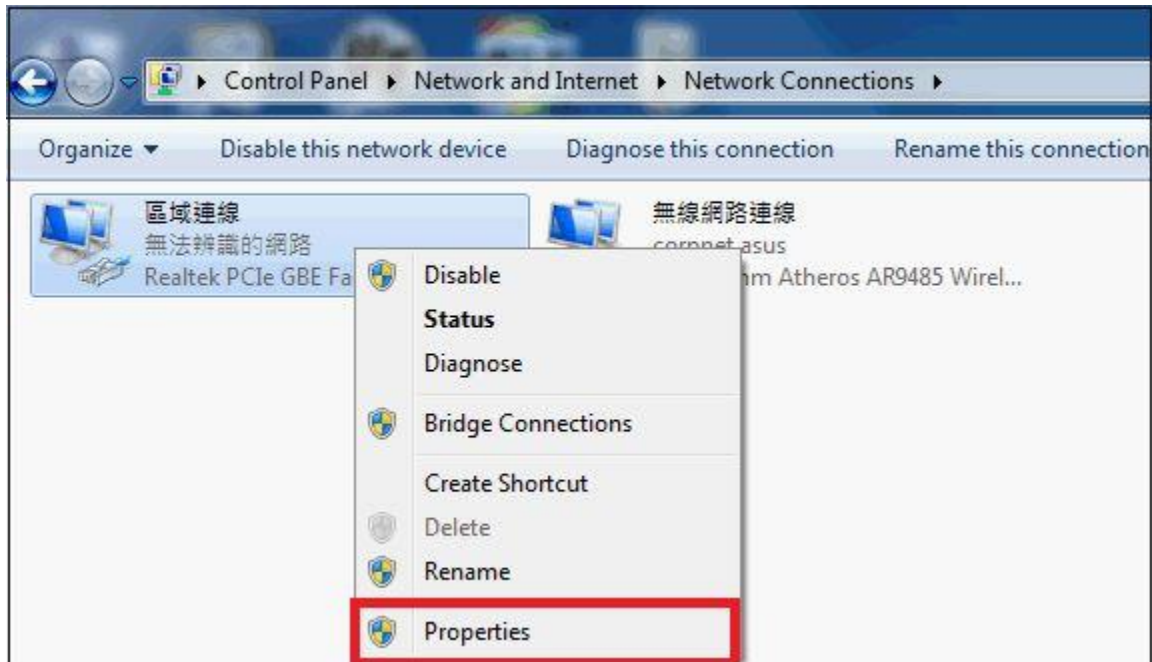
If the power is flashing-slow, the wireless router is **on rescue mode**.



Computer:

Click [Start]→[Control panel]→ [network and Internet]→[Network and Sharing Center]→[Change adapter settings] → [LAN]→ Click [Properties]

TROUBLESHOOTING :

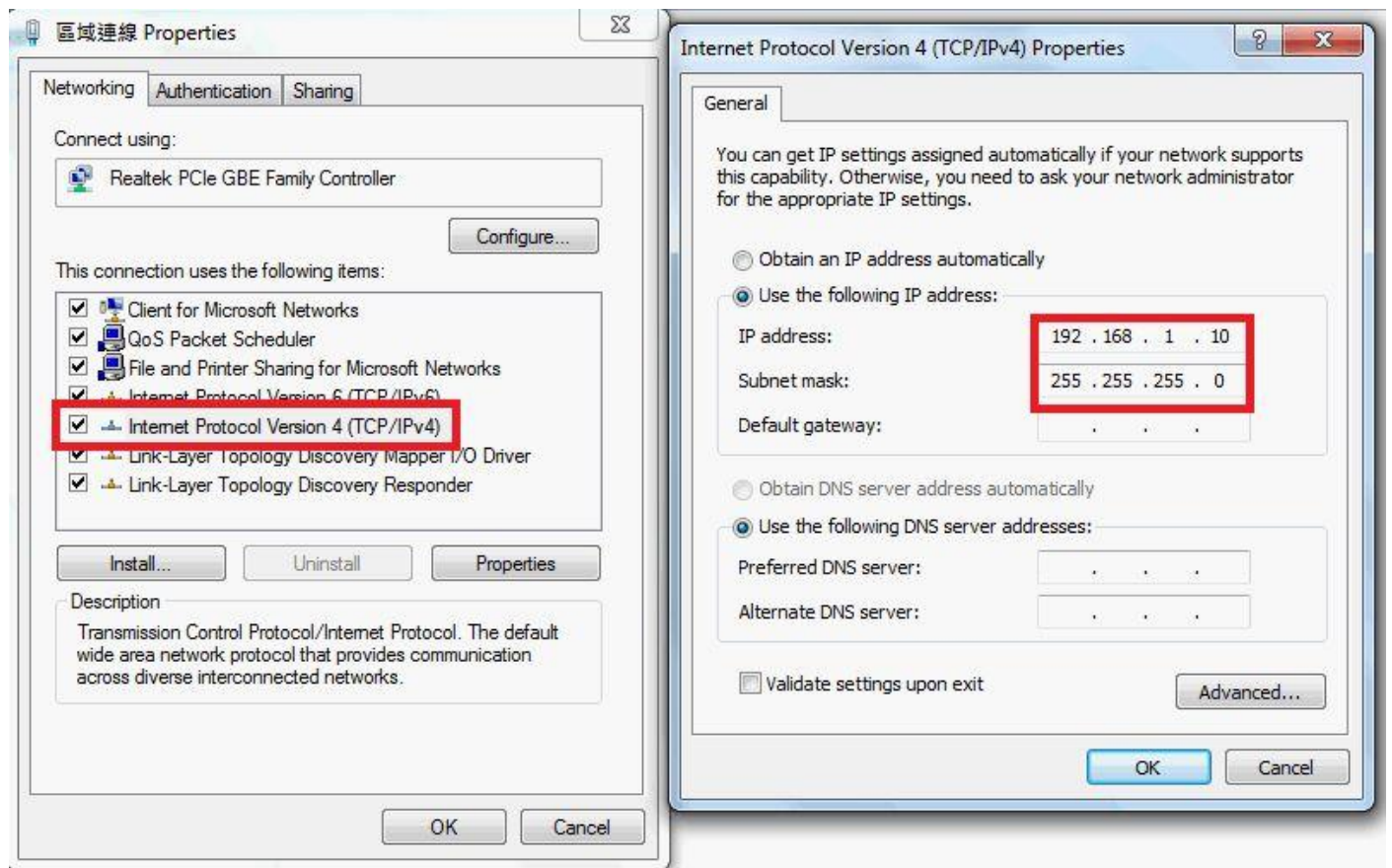


Click [**Internet protocol version 4 (TCP/IPv4)**]→Click [**Properties**]

Modify the content of [**Internet Protocol Version 4 (TCP/IPv4) Properties**] as below:

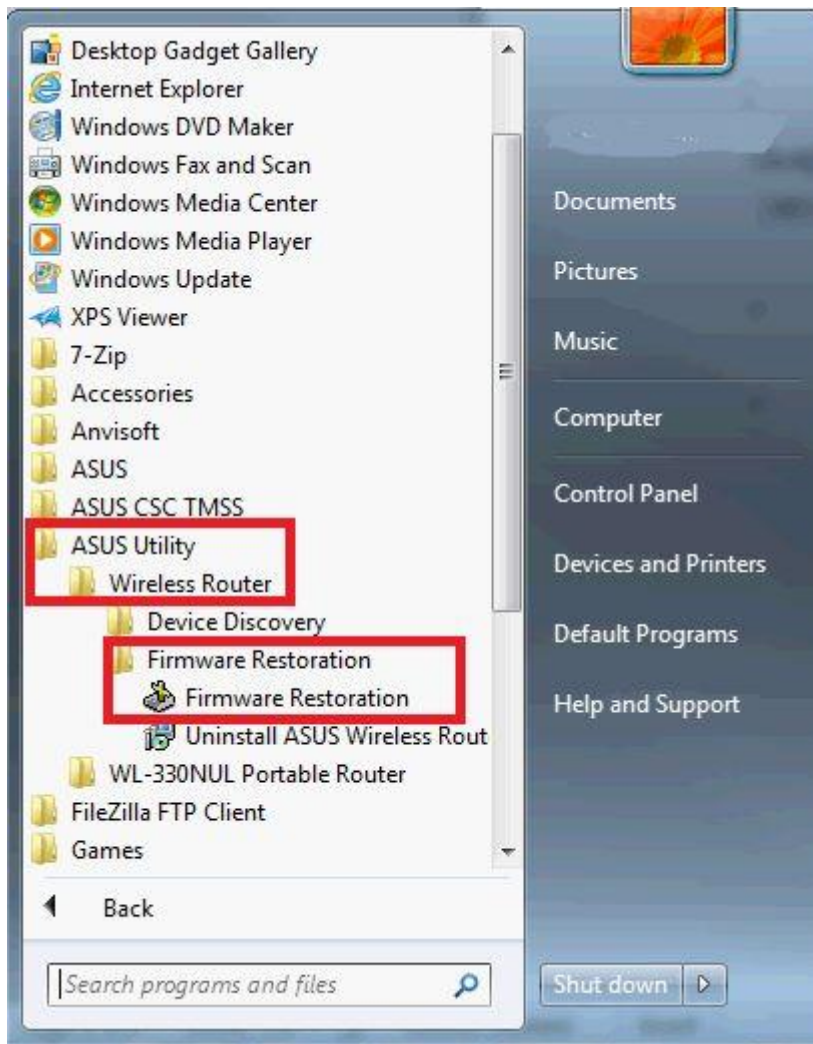
The following IP address : IP address : **192.168.1.10** / Subnet mask : **255.255.255.0** → click [**OK**]

TROUBLESHOOTING :



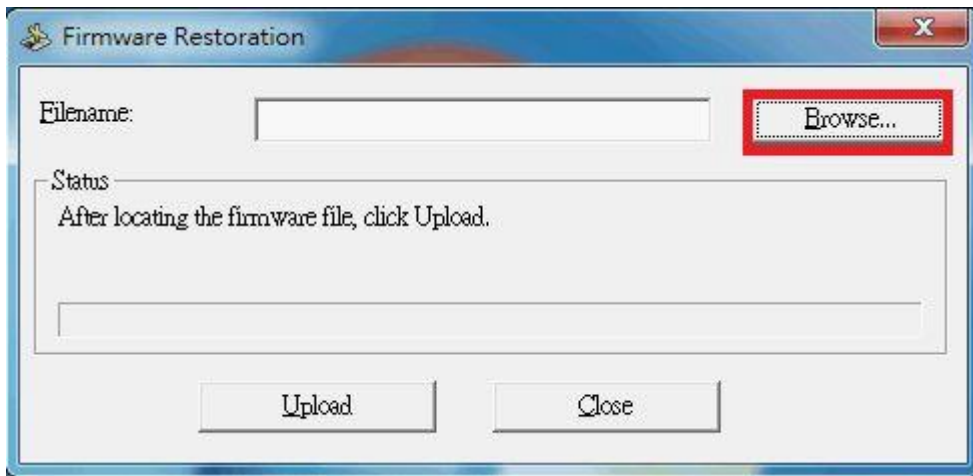
Click[Start]→[All programs]→[ASUS Utility]→[Wireless Router]→[Firmware Restoration]

TROUBLESHOOTING :

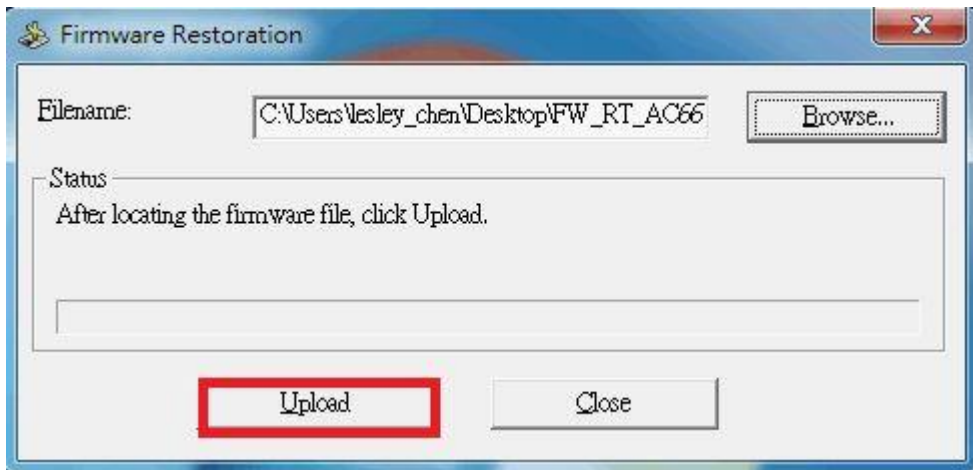


At the windows -[**Firmware Restoration**], click [**Browse**] and choose the latest firmware which you had downloaded.

TROUBLESHOOTING :

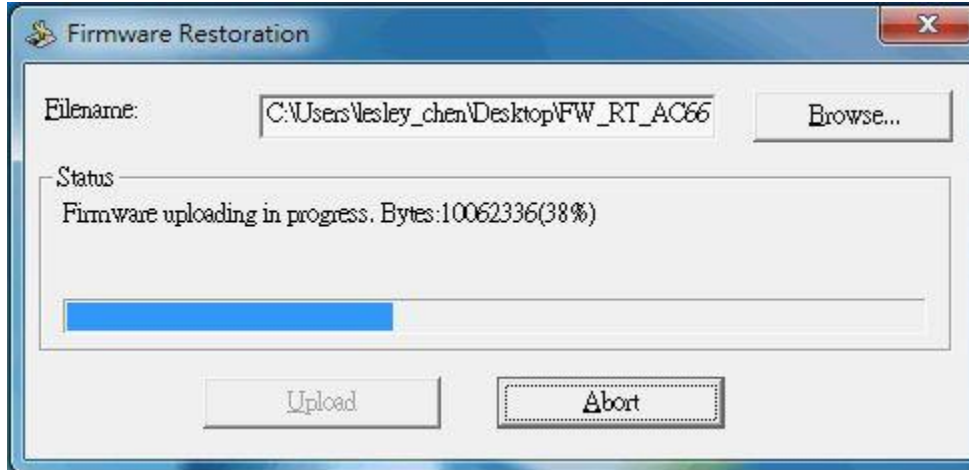


Click [Upload]

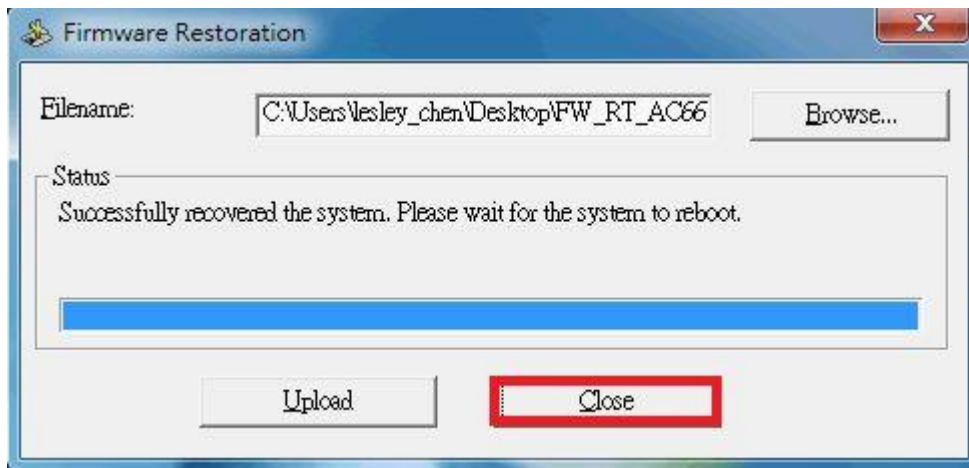


TROUBLESHOOTING :

Please wait for **60 seconds**



Click [**Close**] when the message shows [**system recovery succeeds! Please wait for system reboot**].



On your Router:

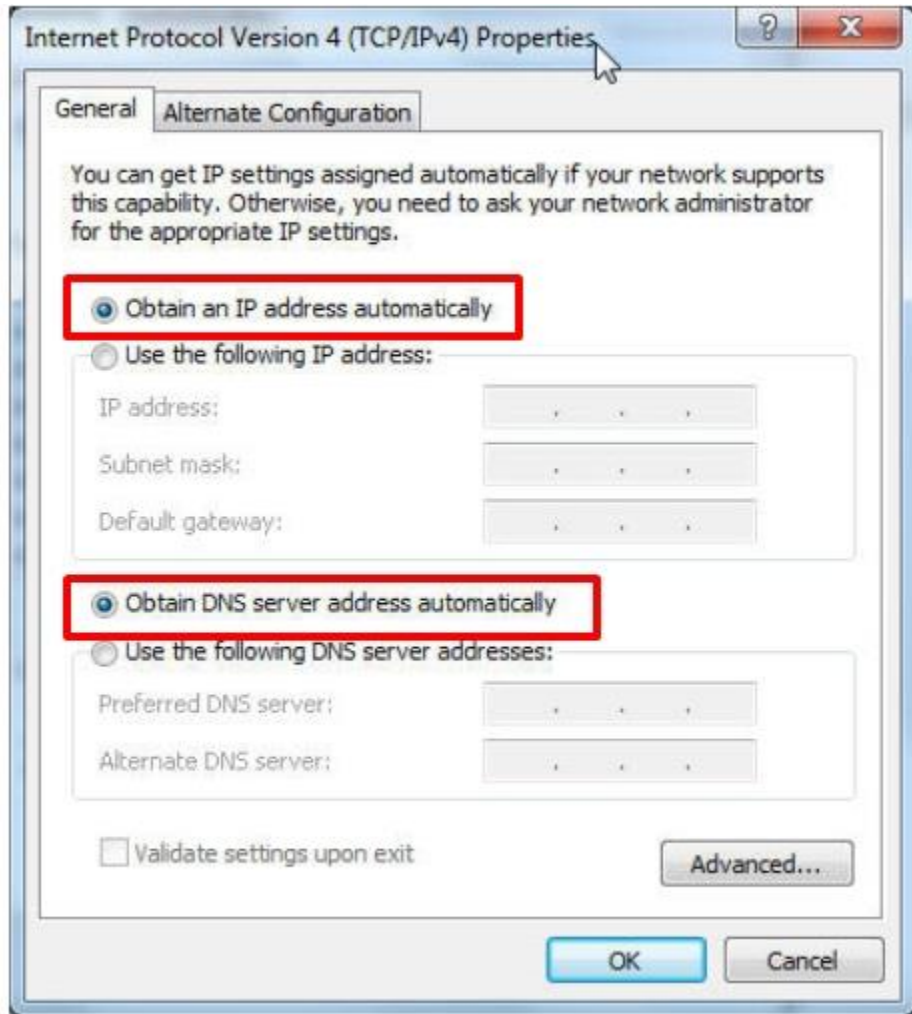
Steady power light indicates the setting procedure of Rescue Mode has been completed successfully.

TROUBLESHOOTING :



※ **NOTE:** Please choose [Obtain an IP address automatically] after the procedure is completed.

TROUBLESHOOTING :



Find the IP address of your device (for Windows OS)

1. Click the '**Utilities**' option on the product page. Select the **ASUS Device Discovery** tool and download it.

TROUBLESHOOTING :

OS Windows 7 32bit

21 files found

- Firmware (15)
- **Utilities (5)** **1**

Version 1.4.7.1

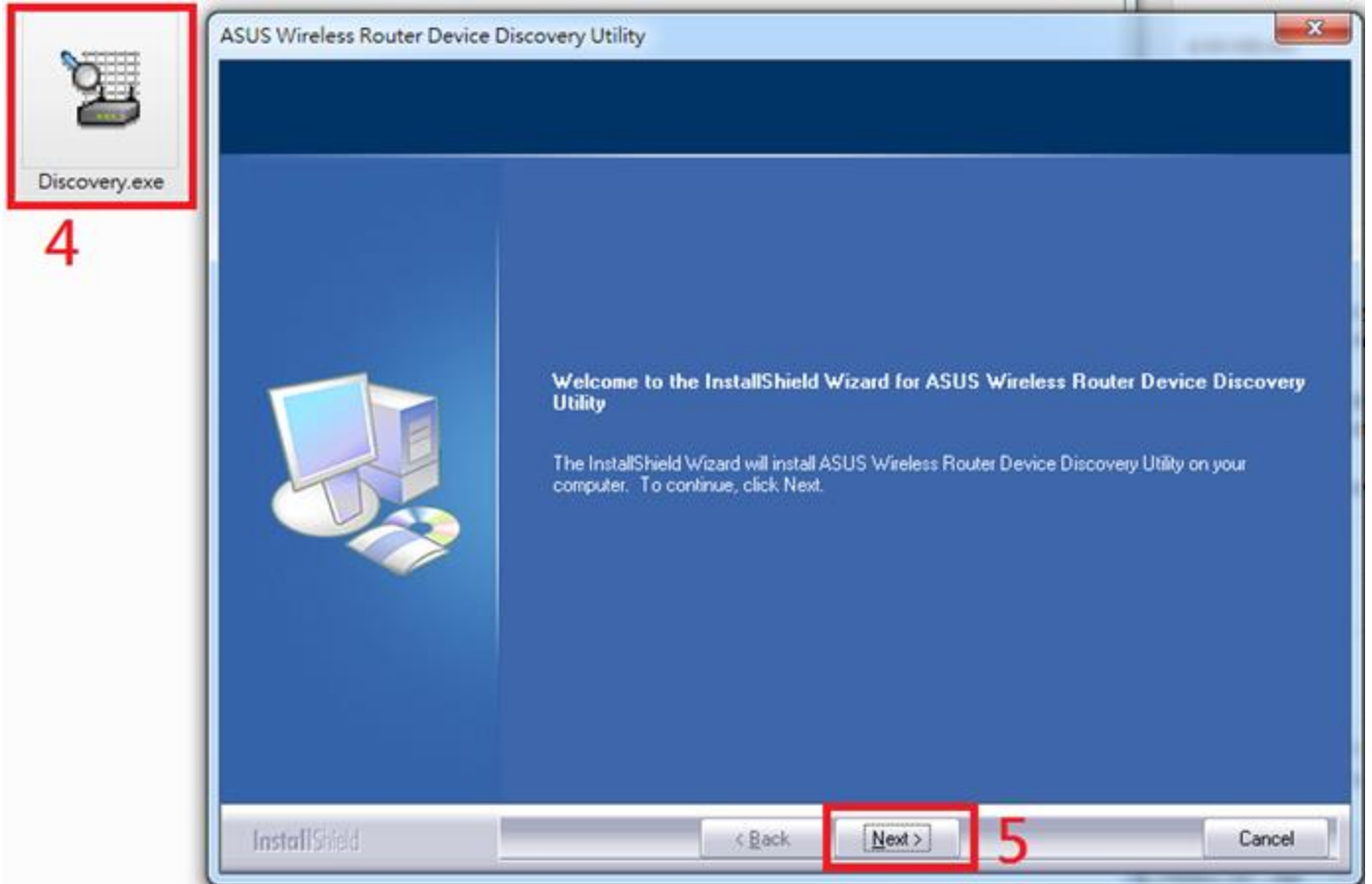
Description	<u>ASUS Device Discovery</u> version 1.4.7.1 You can use the device discovery tool to find the IP address of wireless router. OS Support: Windows XP/Vista/7/8/8.1/10	
File Size	4.69 MBytes	2015/08/27 update
Download from	Global 2	

2. Extract the contents from the downloaded ZIP file. In the folder, you will find the **Discovery.exe** file.



3. Run and execute the **Discovery.exe** file. The InstallShield Wizard will complete the installation of ASUS Wireless Router Device Discovery Utility tool on your computer.

TROUBLESHOOTING :



4. After the installation is completed, double click **tool icon** and you will find the IP address of your device.

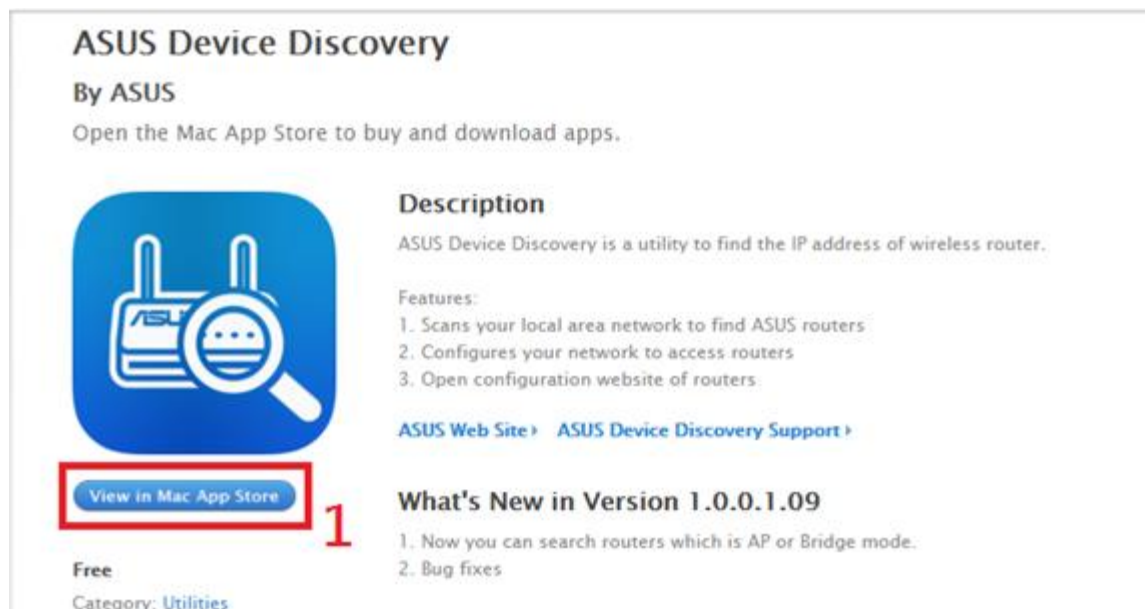
TROUBLESHOOTING :



[ASUS Device Discovery]Find the IP address of your device (for Mac OS X)

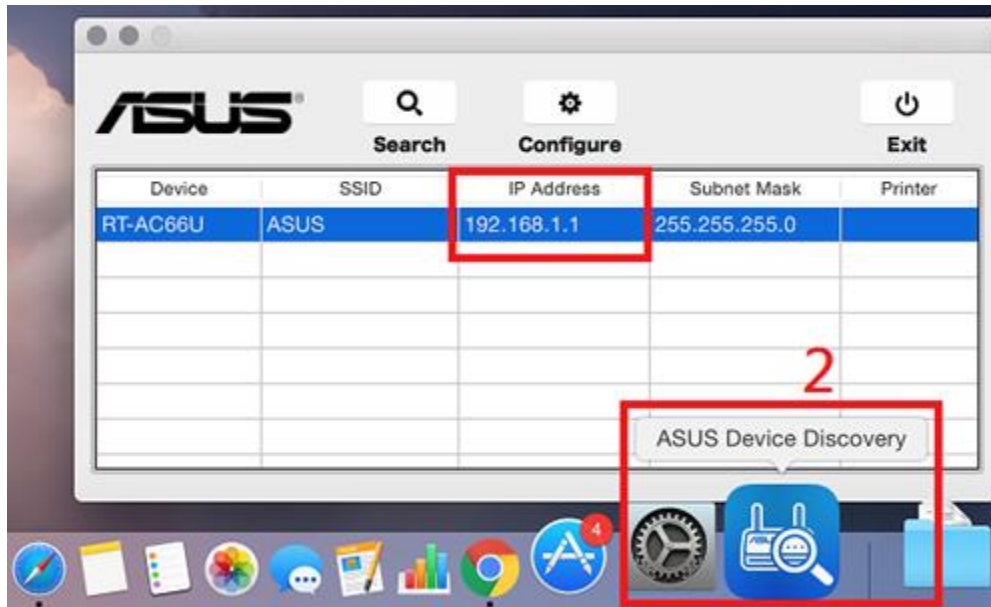
1. Go to the **App Store** via the below link and download the app.

<https://itunes.apple.com/app/asus-device-discovery/id995124504>



2. After the installation is completed, launch the app and you will find the IP address of your device.

TROUBLESHOOTING :



Find the IP address of your device (for Android)

1. Go to either the **Google Play Store** via the below link or scan the QR code to download the app.

<https://play.google.com/store/apps/details?id=com.asustek>

TROUBLESHOOTING :



2. After the app installation is completed, launch the app.

TROUBLESHOOTING :



Find the IP address of your device (for iOS)

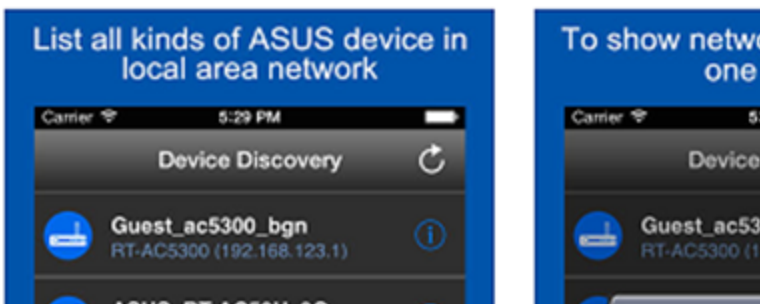
1. Go to the App Store via either the below link or scanning the QR code to download the app.

<https://itunes.apple.com/app/asus-device-discovery/id1060015630>

TROUBLESHOOTING :



iPhone



2. After the installation is completed, launch the app.

TROUBLESHOOTING :



iPhone



3. Click the **Refresh** button at the top right corner of the app , then you can find the IP address of your device.



TROUBLESHOOTING :

3. Click **Refresh button** at the top right corner of app and then you can find the IP address of your device.

