



DSL-N10

11N Wireless ADSL Modem Router



User Manual

E7031

Second Edition

Nov. 2011

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About this guide

This user guide contains information that you need to install and configure the ASUS Wireless ADSL Router.

How this guide is organized

This guide contains the following parts:

- **Chapter 1: Knowing your wireless router**

This chapter provides information on the package contents, system requirements, hardware features, and LED indicators of the ASUS Wireless ADSL Router.

- **Chapter 2: Getting started**

This chapter provides instructions on setting up the Router and Access Point modes of the ASUS Wireless ADSL Router.

- **Chapter 3: Configuring the network clients**

This chapter provides instructions on setting up the clients in your network to work with your ASUS Wireless ADSL Router.

- **Chapter 4: Configuring via the web GUI**

This chapter provides instructions on configuring the ASUS Wireless ADSL Router using its web Graphical User Interface (web GUI).

- **Chapter 5: Installing the utilities**

This chapter provides information on the utilities that are available from the support CD.

- **Chapter 6: Troubleshooting**

This chapter provides you with a troubleshooting guide for solving common problems you may encounter when using the ASUS Wireless ADSL Router.

- **Appendices**

This chapter provides you with the regulatory Notices and Safety Statements.

Conventions used in this guide



WARNING: Information to prevent injury to yourself when trying to complete a task.



CAUTION: Information to prevent damage to the components when trying to complete a task.



IMPORTANT: Instructions that you **MUST** follow to complete a task.



NOTE: Tips and additional information to aid in completing a task.

1

Knowing your wireless ADSL router

Package contents

Check the following items in your ASUS Wireless ADSL Router package.

- ☒ DSL-N10 Wireless ADSL Router x1
- ☒ 5dBi detachable antenna x1
- ☒ Power adapter x1
- ☒ Support CD (manual, utilities) x1
- ☒ RJ-45 cable x1
- ☒ RJ-11 cable x1
- ☒ Quick Start Guide x1
- ☒ ADSL connection setting table x1
- ☒ Warranty card x1



Note: If any of the items is damaged or missing, contact your retailer.

System requirements

Before installing the ASUS Wireless ADSL Router, ensure that your system/network meets the following requirements:

- An Ethernet RJ-45 port (10Base-T/100Base-TX), or at least one IEEE 802.11b/g/n device with wireless capability
- An installed TCP/IP and Internet browser

Before you proceed

Take note of the following guidelines before installing the ASUS Wireless ADSL Router:

- The length of the Ethernet cable that connects the device to the network (hub, ADSL/cable modem, router, wall patch) must not exceed 100 meters.
- Place the device on a flat and stable surface as far from the ground as possible.
- Keep the device clear from metal obstructions and away from direct sunlight.

- Keep the device away from transformers, heavy-duty motors, fluorescent lights, microwave ovens, refrigerators, and other industrial equipment to prevent signal loss.
- Install the device in a central area to provide ideal coverage for all wireless mobile devices.
- Install the device at least 20cm from a person to ensure that the product is operated in accordance with the RF Guidelines for Human Exposure adopted by the Federal Communications Commission.

Hardware features

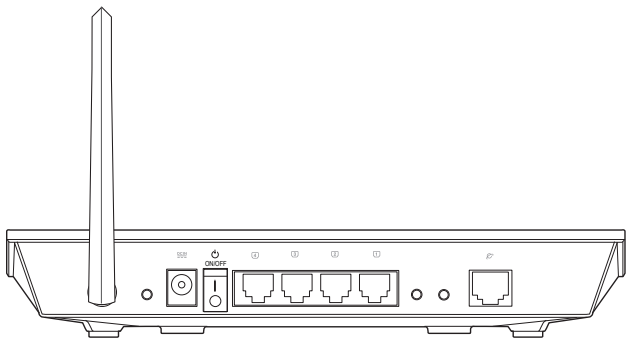
Top panel



Status indicators

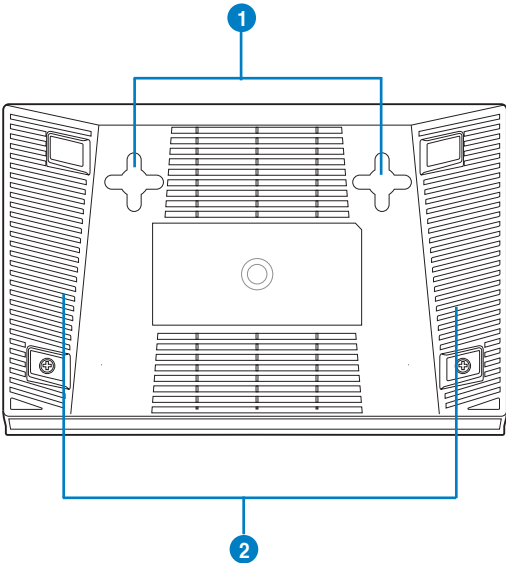
LED	Status	Indication
Power	Solid light	Power on
	Flashing fast (once per second)	Reset mode
	Flashing very fast (five times per second)	Launching WPS function
	Normal flashing	Rescue mode
	Off	Power off / Failure
ADSL	Solid light	ADSL link is established.
	Flashing	No ADSL link, or unable to establish ADSL link
Internet	Solid light	Internet connection is established.
	Flashing	Transmitting or receiving data
	Off	Internet connection is failed.
Wireless	Solid light	Wireless is enabled.
	Flashing	Establishing WLAN connection
	Off	No wireless connection
LAN1~LAN4	Solid light	Has physical connection to an Ethernet network
	Flashing	Transmitting or receiving data (through Ethernet cable)
	Off	No power or no physical connection

Rear panel



Label	Description
Reset	Press this button for more than five seconds to reset the system to its factory default settings. If this function failed, refer to section Firmware Restoration on page 29 for details on how to restore your router to default settings.
Power	Insert the AC adapter into this port to connect your router to a power source.
On/Off	Press this button to turn the power on/off.
LAN1-LAN4	Connect RJ-45 Ethernet cables to these ports to establish LAN connection.
WPS	Press this button to launch WPS function.
Wireless On/Off	Press this button to enable or disable wireless function.
ADSL	Connect to a splitter or to a telephone outlet via an RJ-11 cable.

Bottom panel



Item	Description
1	Mounting hooks Use the mounting hooks to mount your router on concrete or wooden surfaces using two round head screws.
2	Air vents These vents provide ventilation to your router.



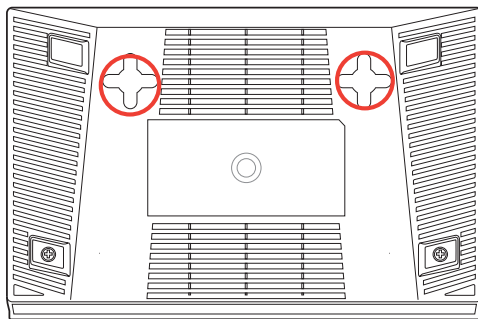
Note: For details on mounting your router on a wall or ceiling, refer to the section **Mounting options** on the next page of this user manual.

Mounting options

Out of the box, the ASUS Wireless ADSL Router is designed to sit on a raised flat surface like a file cabinet or book shelf. The unit may also be converted for mounting to a wall or ceiling.

To mount the ASUS Wireless ADSL Router:

1. Look on the underside for the two mounting hooks.
2. Mark two upper holes in a flat surface.
3. Tighten two screws until only 1/4" is showing.
4. Latch the hooks of the ASUS Wireless ADSL Router onto the screws.



Note: Re-adjust the screws if you cannot latch the ASUS Wireless ADSL Router onto the screws or if it is too loose.

Getting started 2

Setting up the wireless router

The ASUS Wireless ADSL Router includes a web Graphical User Interface (web GUI) that allows you to configure the wireless ADSL router using your web browser on your computer.

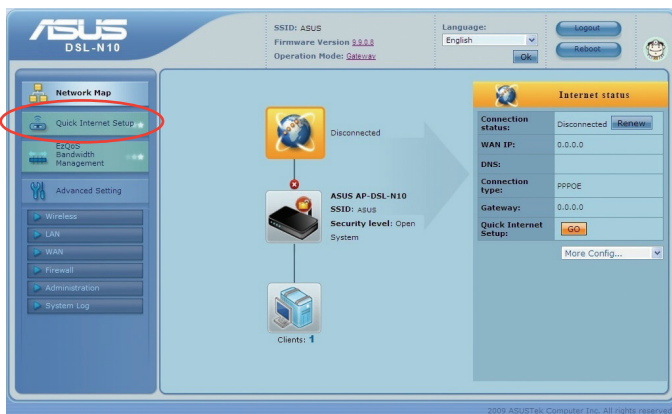


Note: For details on configuring your wireless router using the web GUI, refer to **Chapter 4: Configuring via the web GUI**.

Using the Quick Internet Setup (QIS)

The Quick Internet Setup (QIS) function, which is integrated in the wireless ADSL router's web GUI, detects the Internet connection type (VPI/VCI value, ADSL connection type, and Encapsulation mode) automatically and guides you in setting up your network quickly.

The QIS web page appears automatically after you connected all your devices and launched your web browser. You may also launch the QIS from the Network Map page in the web GUI. To do this, click **Quick Internet Setup** on the left column.



Setting up the wireless ADSL router

The ASUS wireless ADSL router meets various working scenarios with proper configurations. You may need to change the wireless router's default settings so as to meet the requirements in your wireless environment.



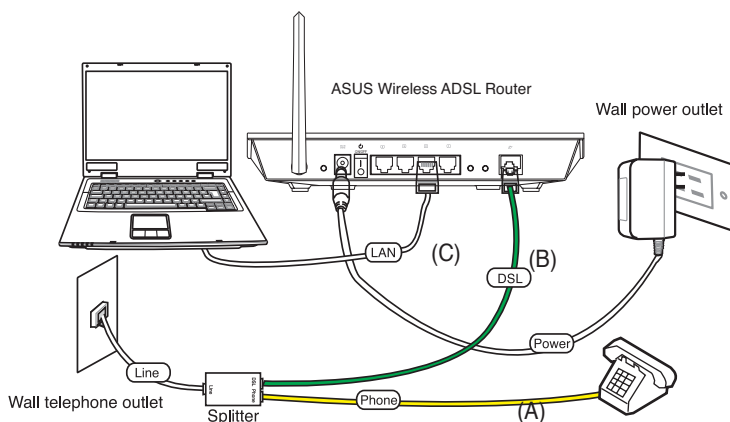
Notes: We recommend that you use wired connection for initial configuration to avoid possible setup problems due to wireless uncertainty.

To set up the wireless ADSL router:

1. Connect your devices.

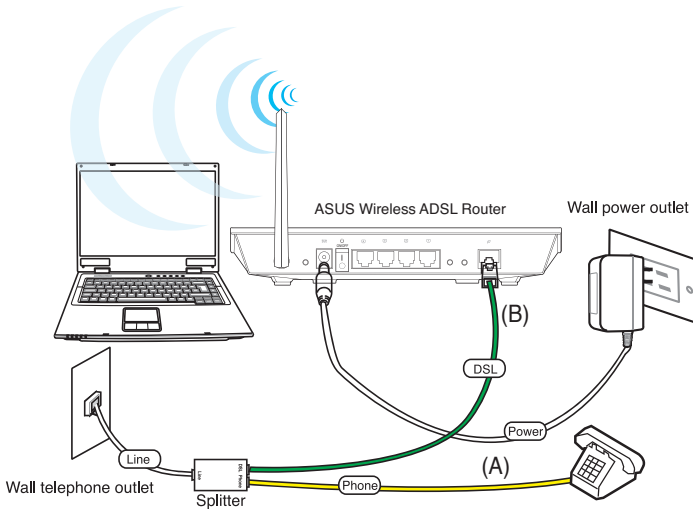
To set up via wired connection

- Insert the splitter's line connector to the phone outlet and connect your phone into the phone port (A).
- Connect your wireless router's ADSL port to the splitter's DSL port (B).
- Using the bundled RJ-45 LAN cable, connect your computer to the wireless router's LAN port (C).



To set up via wireless connection:

- a. Insert the splitter's line connector to the phone outlet and connect your phone into the phone port (A).
- b. Connect your wireless router's ADSL port to the splitter's DSL port (B).
- c. Turn on your computer and double-click the wireless network icon on the Windows® task bar to view available networks. Select your wireless router. By default, there is no security key for the wireless router. Click **Connect** and the connection is completed within seconds.



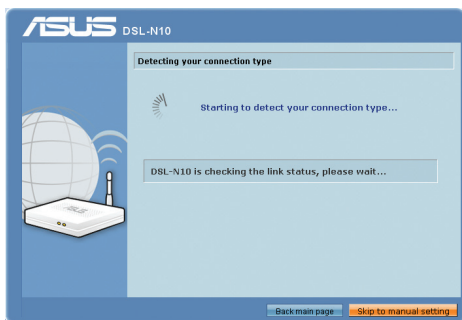
2. Before starting ADSL setting procedure, ensure that the ADSL indicator on DSL-N10 top panel become solid.



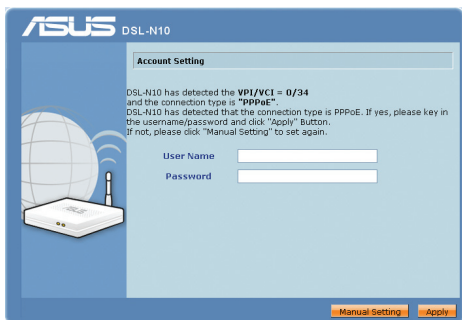
3. Launch your web browser. The QIS web page appears automatically and starts detecting your connection type, VPI/VCI value and encapsulation mode.



Note: If the QIS web page does not appear after you launched your web browser, disable the proxy settings on your web browser.



4. Key in the user name and password. Click **Apply**.



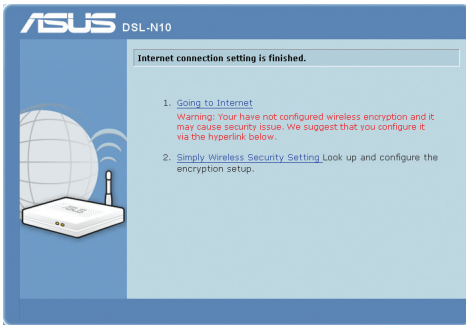
If the QIS cannot detect your Internet connection type, click **Manual Setting** and set up the Internet connection manually.



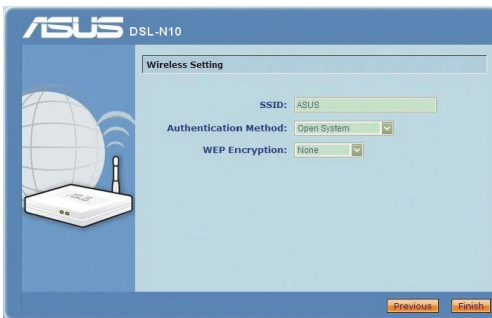
Note:

- The PPPoE Internet connection type is used in this setup case. The setup screen varies with different Internet connection types.
- Obtain the required information such as the user name and password from your Internet Service Provider (ISP).

5. The Internet connection setup is completed.



- Click **Going to Internet** to surf the Internet.
- Click **Simply Wireless Security Setting** to configure the basic security settings including the SSID, authentication, and encryption methods for the wireless router.



- Click **Advanced Setting page** to manually configure advanced settings for the wireless router.
- Click **Add to Favorites** to add this URL to your Favorites list for quick access to the web GUI.

3

Configuring the network clients

Accessing the wireless ADSL router

Setting an IP address for wired or wireless clients

To access the ASUS Wireless ADSL Router, you must have the correct TCP/IP settings on your wired or wireless clients. Ensure that the clients' IP addresses are within the same subnet as the ASUS Wireless ADSL Router.

By default, the ASUS Wireless ADSL Router integrates the DHCP server function, which automatically assigns IP addresses to the clients in your network.

But in some instances, you may want to manually assign static IP addresses on some of the clients or computers in your network rather than automatically getting IP addresses from your wireless router.

Follow the instructions below that correspond to the operating system installed on your client or computer.

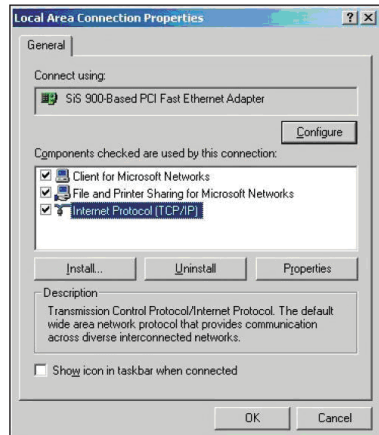


Note: In the Router mode, if you want to manually assign an IP address to your client, we recommend that you use the following settings:

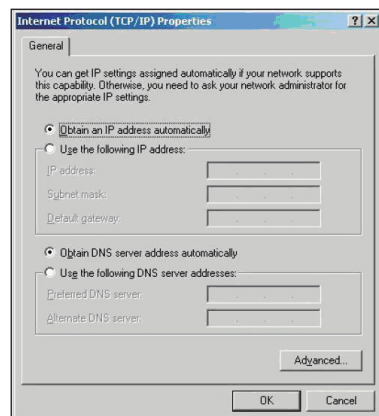
- **IP address:** 192.168.1.xxx (xxx can be any number between 2 and 254. Ensure that the IP address is not used by another device)
 - **Subnet Mask:** 255.255.255.0 (same as the ASUS Wireless ADSL Router)
 - **Gateway:** 192.168.1.1 (IP address of the ASUS Wireless ADSL Router)
 - **DNS:** 192.168.1.1 (ASUS Wireless ADSL Router) or assign a known DNS server in your network
-

Windows® 2000

1. Click **Start > Control Panel > Network and Dial-up Connection**. Right-click **Local Area Connection** then click **Properties**.

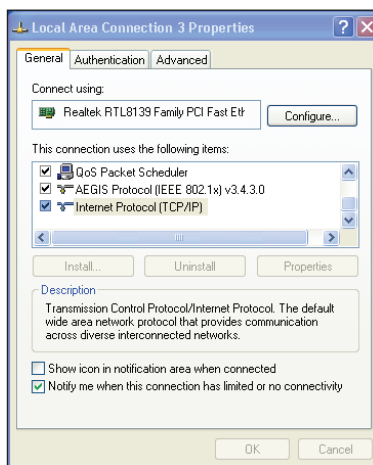


2. Select **Internet Protocol (TCP/IP)**, then click **Properties**.
3. Select **Obtain an IP address automatically** if you want the IP settings to be assigned automatically. Otherwise, select **Use the following IP address:** and key in **IP address**, **Subnet mask**, and **Default gateway**.
4. Select **Obtain DNS server address automatically** if you want the DNS server settings to be assigned automatically. Otherwise, select **Use the following DNS server addresses:** and key in the **Preferred** and **Alternate DNS server**.
5. Click **OK** when done.

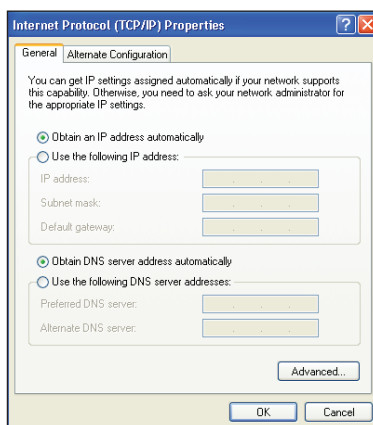


Windows® XP

1. Click **Start > Control Panel > Network Connection**. Right-click **Local Area Connection** then select **Properties**.

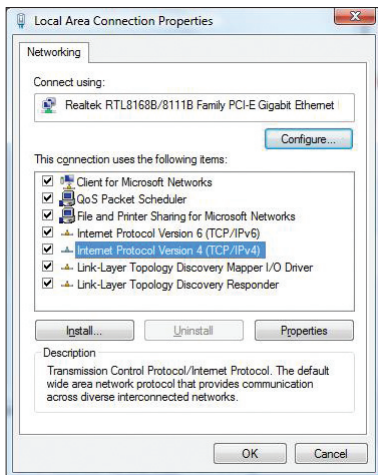


2. Select **Internet Protocol (TCP/IP)**, then click **Properties**.
3. Select **Obtain an IP address automatically** if you want the IP settings to be assigned automatically. Otherwise, select **Use the following IP address:** and key in **IP address**, **Subnet mask**, and **Default gateway**.
4. Select **Obtain DNS server address automatically** if you want the DNS server settings to be assigned automatically. Otherwise, select **Use the following DNS server addresses:** and key in the **Preferred and Alternate DNS server**.
5. Click **OK** when done.

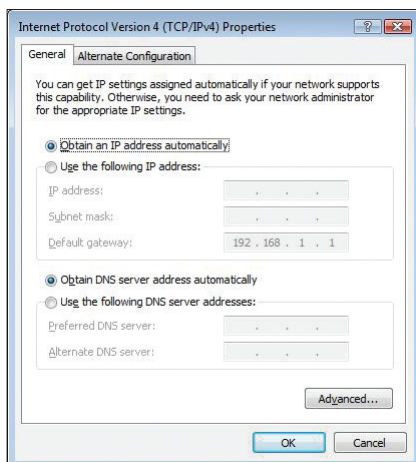


Windows® Vista/7

1. Go to **Start > Control Panel > Network and Internet > Network and Sharing Center**. Click **View status > Properties > Continue**.



2. Select **Internet Protocol Version 4 (TCP/IPv4)**, then click **Properties**.
3. Select **Obtain an IP address automatically** if you want the IP settings to be assigned automatically. Otherwise, select **Use the following IP address:** and key in **IP address** and **Subnet mask**.
4. Select **Obtain DNS server address automatically** if you want the DNS server settings to be assigned automatically. Otherwise, select **Use the following DNS server addresses:** and key in the **Preferred and Alternate DNS server**.
5. Click **OK** when done.



4

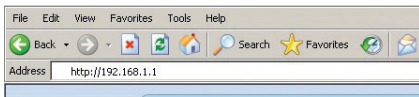
Configuring via the web GUI

Configuring via the web GUI

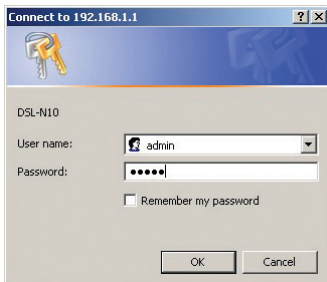
The router's web Graphical User Interface (web GUI) allows you to configure these features: **Network Map**, **Quick Internet Setup**, **EZQoS Bandwidth Management** and other **Advanced Setting**.

To access the web GUI:

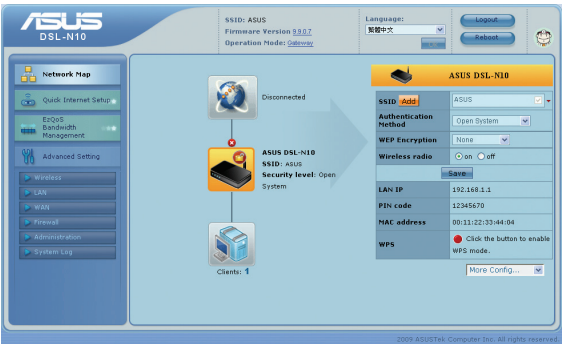
1. Launch a web browser, then key in the router's IP address (192.168.1.1). The login page of the router's web GUI appears.



2. On the login page, key in the default user name (**admin**) and password (**admin**).






3. From the main page, click the navigation menu or links to configure the various features of the ASUS Wireless ADSL Router.



Using the Network Map

Network Map allows you to view the status and configure the connection settings of the Internet, system, and clients in your network. It enables you to quickly set up your Wide Area Network (WAN) using the Quick Internet Setup (QIS) feature.

To view the status or configure the settings, click any of these icons displayed on the main page:

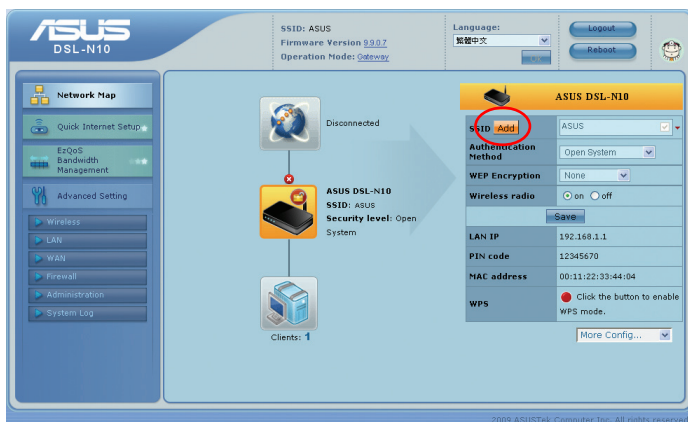
Icon	Description
	Internet status Click this icon to display information on the Internet connection status, WAN IP address, DNS, connection type, and gateway address. From the Internet status screen, use the Quick Internet Setup (QIS) feature to quickly set up your WAN.
	System status Click this icon to display information on the SSID, authentication and encryption methods, LAN IP, MAC address, or turn the wireless radio on/off. Enable the WPS mode from the System status screen.
	Client status Click this icon to display information about the clients or computers in the network, and allows you to block/unblock a client.

Creating multiple SSID profiles

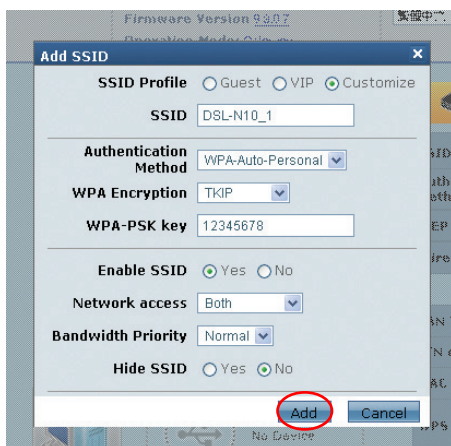
The wireless router allows you to create multiple SSID profiles that meet various working scenarios.

To create an SSID profile:

1. Under **System status**, click **Add**.



2. Configure the profile settings, then click **Add**.

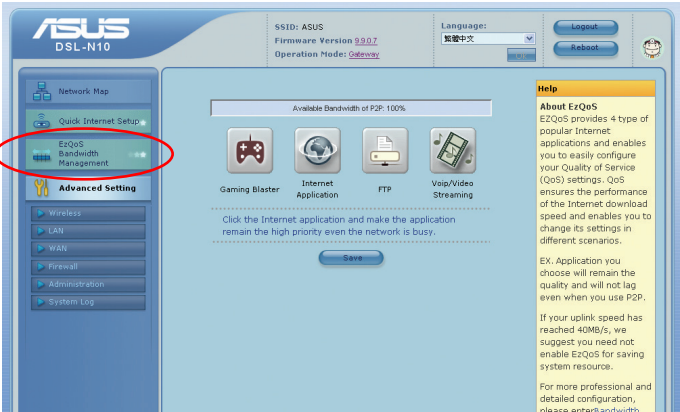


Managing bandwidth with EzQoS

EzQoS Bandwidth Management enables you to set the bandwidth priority and manage the network traffic.

To set up the bandwidth priority:

1. Click **EzQoS Bandwidth Management** from the navigation menu at the left side of your screen.



2. Click each of these four applications to set the bandwidth priority:

Icon	Description
	Gaming Blaster The router handles gaming traffic at first priority.
	Internet Application The router handles the e-mail, web browsing and other Internet applications traffic at first priority.
	FTP The router handles at first priority the traffic of downloading/uploading data to/from the FTP server.
	Voip/Video Streaming The router handles the audio/video traffic at first priority.

3. Click **Save** to save the configuration settings.

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 on your computer.
4. Click **Upload**. The uploading process takes about three minutes.

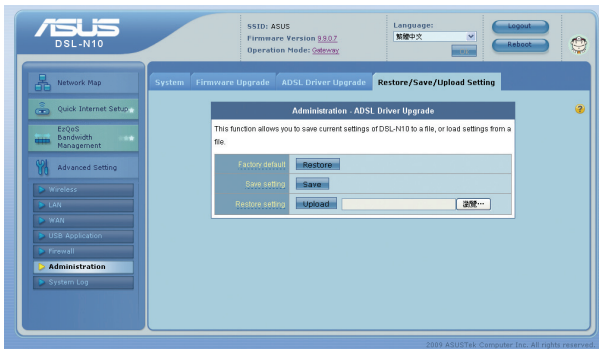


Note: If the upgrade process fails, use the Firmware Restoration utility to restore the system. For details on this utility, refer to the section **Firmware Restoration** in Chapter 5 of this user manual.

Restoring/Saving/Uploading settings

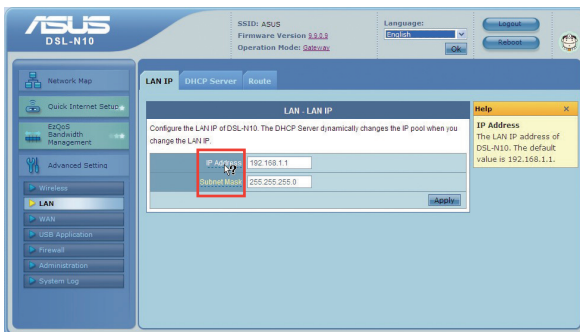
To restore/save/upload the settings:

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**.

For more information about Advanced Setting, click the hyperlinked text. The help information displayed on the right column guides you to use the router's functions.



Ethernet WAN

Ethernet WAN allows you to connect the fiber/xDSL/cable modem cable to your DSL-N10 specified Ethernet WAN port to work as a pure router. If Ethernet WAN is enabled, DSL WAN will be disabled.

To set up the Ethernet WAN:

- 1. Choose the LAN port that you want to use as a WAN port.
- 2. Follow the steps in setting up a home router.
- 3. Click **apply** to save the settings.



Note: When you enable the LAN to WAN function, the specified LAN port will lose its connection to the local area network (LAN).

ASUS

DSL-N10

Primary SSID:
ASUS

Language:
English

Log out

Reboot

Firmware Version: 1.0.2.0

Network Map

Quick Internet Setup

EXOS Bandwidth Management

Advanced Setting

Wireless

LAN

WAN

Personal

Administration

System Log

DSL WAN

Ethernet WAN

3PTV

Quick

Port Trigger

Virtual Server

DMZ

DDNS

DSL Setting

Internet Connection - Ethernet WAN

Ethernet WAN allows you to connect the fiber/xDSL/cable modem cable to your DSL-N10 specified Ethernet WAN port for a fast internet service. If Ethernet WAN is enabled, DSL WAN will be disabled.

Enable Ethernet WAN on Port LAN4

LAN4

To configure the connection, click here.

WAN Connection Setting

Connection type: Automatic IP

NOTE: If you cannot access the internet, connect the cable to a different LAN port.

Enable UPnP: Yes No

WAN IP Setting

Obtain WAN IP automatically: Yes No

IP Address: 0.0.0.0

Subnet Mask: 0.0.0.0

Default Gateway: 0.0.0.0

WAN DNS Setting

Obtain WAN DNS addresses automatically: Yes No

DNS Server1:

DNS Server2:

Account Setting

User Name:

Password:

On-demand (with idle timeout timer): Yes No

Disconnected after time of inactivity (in seconds): 0 6-4294927895

MTU: 1500 576-1492

Service Name:

Access Concentrator Name:

PPPoE Options: Auto

Additional ppoe options:

Enable PPPoE Relay: Yes No

Special Requirement from ISP

VPI8 Service:

Host Name:

MAC Address:

Apply

5

Installing the utilities

Installing the utilities

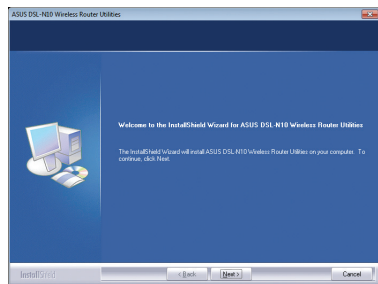
The support CD contains the utilities for configuring the ASUS Wireless ADSL Router. To install the ASUS WLAN Utilities in Microsoft® Windows, insert the support CD in the CD drive. If Autorun is disabled, run **setup.exe** from the root directory of the support CD.

To install the utilities:

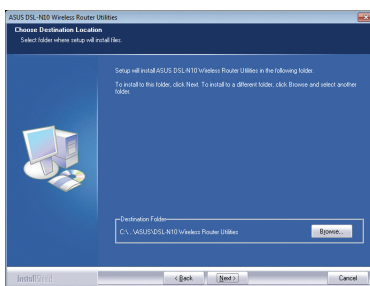
1. Click **Install...Utilities**.



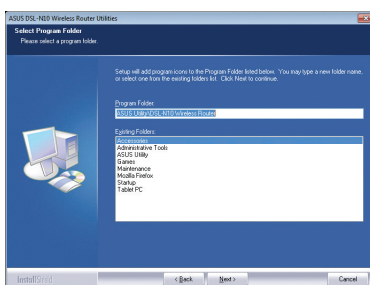
2. Click **Next**.



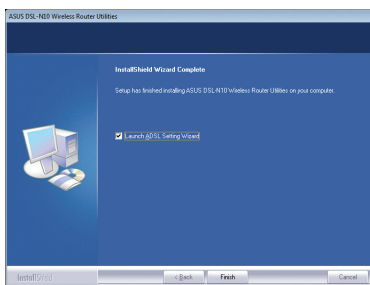
3. Click **Next** to accept the default destination folder or click **Browse** to specify another path.



4. Click **Next** to accept the default program folder or enter another name.



5. Click **Finish** when setup is completed.

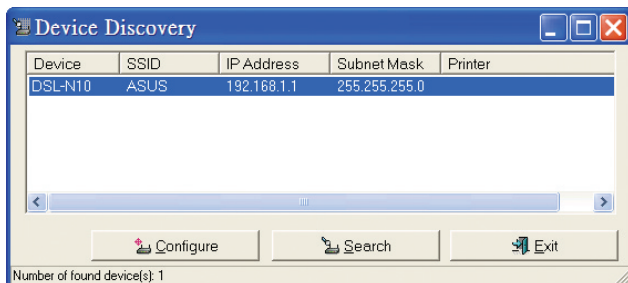


Device Discovery

Device Discovery is an ASUS WLAN utility that detects an ASUS Wireless ADSL Router and enables you to configure the device.

To launch the Device Discovery utility:

From your computer's desktop, click **Start > All Programs > ASUS Utility > DSL-N10 Wireless ADSL Router > Device Discovery**.



- Click **Configure** to access the web GUI and configure the wireless router.
- Click **Search** to search for ASUS wireless routers within range.
- Click **Exit** to exit the application.

Firmware Restoration

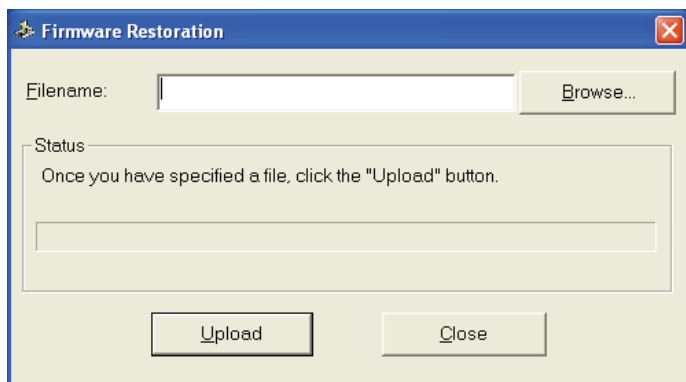
Firmware Restoration is used on an ASUS Wireless ADSL Router that failed during its firmware upgrading process. It uploads the firmware that you specify. The process takes about three to four minutes.



Important: Launch the rescue mode before using the Firmware Restoration utility.

To launch the rescue mode and use the Firmware Restoration utility:

1. Unplug the wireless router from the power source.
2. Hold the Restore button at the rear panel and simultaneously re-plug the wireless router into the power source. Release the Restore button when the Power LED at the front panel flashes slowly, which indicates that the wireless router is in the rescue mode.
3. From your computer's desktop, click **Start > All Programs > ASUS Utility > DSL-N10 Wireless ADSL Router > Firmware Restoration**.



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



Note: This is not a firmware upgrade utility and cannot be used on a working ASUS Wireless ADSL Router. Normal firmware upgrades must be done through the web interface. Refer to **Chapter 4: Configuring via the web GUI** for more details.

ADSL Setting Wizard

ADSL Setting Wizard helps you to set up your ADSL settings and establish a secure wireless network using WPS function.

Using ADSL Setting Wizard



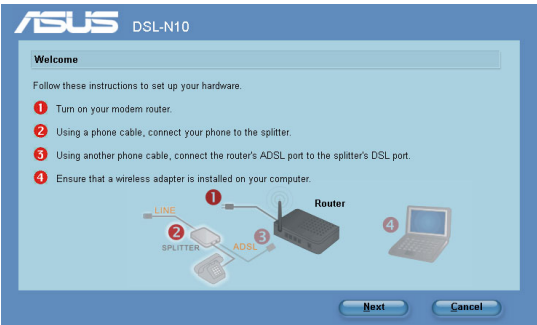
Note:

- You can use wired connection with an RJ-45 cable or a wireless LAN adapter with WPS function.
- Windows® operating systems and wireless LAN cards/adapters that support WPS:

OS Support	
Windows Vista 32/64 Windows 7 32/64 Windows 2008	ASUS/Intel wireless LAN card (except WL-167g and WL-160W) ASUS WL-167g v2 driver v.3.0.6.0 or later ASUS WL-160N/WL-130N driver v.2.0.0.0 or later
Windows XP SP2/SP3 Windows 2003 32-bit SP2/SP3	ASUS/Intel wireless LAN card (not support WL-167g and WL-160W) ASUS WL-167g v2 driver v.1.2.2.0 or later ASUS WL-160N/WL-130N driver v.1.0.4.0 or later
Windows XP/2003 64-bit Windows XP 32-bit SP1/ XP 32-bit Windows 2003 32-bit SP1 / 2003 32-bit Windows 2000 SP4	ASUS wireless LAN card with ASUS WLAN Utility ASUS WL-167g v2 driver v.1.2.2.0 or later ASUS WL-160N/WL-130N driver v.1.0.4.0 or later

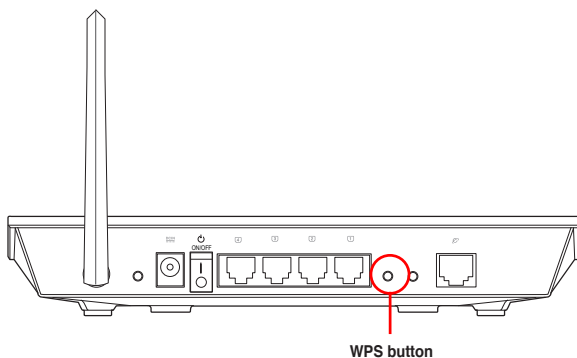
To use ADSL Setting Wizard:

1. Follow the onscreen instructions to set up your hardware. You can use either wired or wireless connection. When done, click **Next**.



Note: Use the ADSL Setting Wizard with one wireless client at a time. If the wireless client cannot discover the wireless router, shorten the distance between the client and the router.

2. Press the WPS button on your router. (Only for using wireless client card with WPS function)



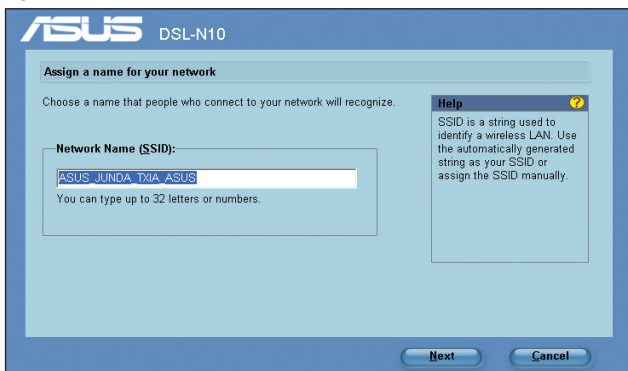
3. On the ADSL Setting Wizard, click **Next** to continue.



Notes:

- When running WPS, the Internet connection pauses briefly then reestablishes the connection.
- If the WPS button is pushed without running the ADSL Setting Wizard, the Power LED indicator flashes and Internet connection pauses briefly and then reestablishes the connection.


4. Key in desired network name or SSID (service set identifier). When done, click **Next**.



The screenshot shows the 'Assign a name for your network' window of the ASUS DSL-N10 utility. The window has a blue header with the ASUS logo and 'DSL-N10'. Below the header, the title bar reads 'Assign a name for your network'. The main text says 'Choose a name that people who connect to your network will recognize.' On the left, there is a text box labeled 'Network Name (SSID):' containing the text 'ASUS_JUNDA_TXIA_ASUS'. Below the text box, it says 'You can type up to 32 letters or numbers.' On the right, there is a 'Help' box with a yellow question mark icon. The help text states: 'SSID is a string used to identify a wireless LAN. Use the automatically generated string as your SSID or assign the SSID manually.' At the bottom of the window, there are two buttons: 'Next' and 'Cancel'.

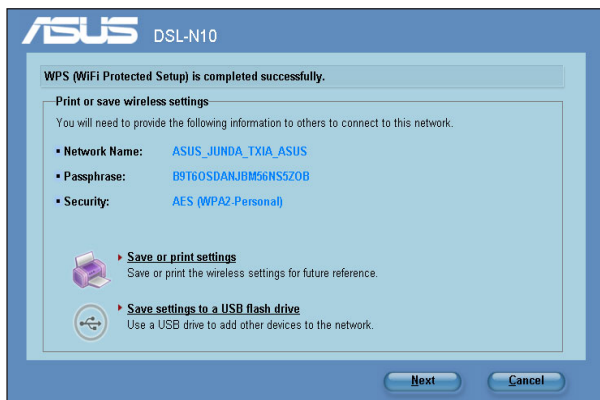
5. Create and key in a passphrase consisting of 8-63 characters or use the automatically generated passphrase then click **Next**.

A passphrase is a sentence, phrase, or sequence of alpha-numeric characters used to generate a security key.



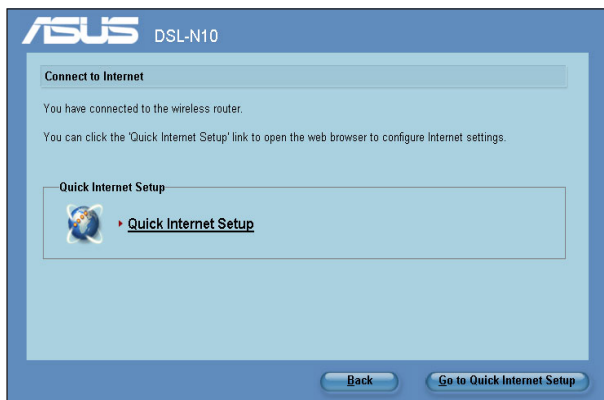
The screenshot shows the 'Make your network more secure with a passphrase' window of the ASUS DSL-N10 utility. The window has a blue header with the ASUS logo and 'DSL-N10'. Below the header, the title bar reads 'Make your network more secure with a passphrase'. The main text says 'WPS will use the passphrase provided below to generate a WPA2 security key for you.' On the left, there is a text box labeled 'Passphrase:' containing the text '59T6OSDANJBM56NNSZOB'. Below the text box, it says 'The passphrase must be between 8 and 63 characters.' Below the text box, there is a checkbox labeled 'Display characters' which is checked. On the right, there is a 'Help' box with a yellow question mark icon. The help text states: 'A security key prevents unauthorized access to your wireless network. Use the automatically generated string as your passphrase or assign the passphrase manually.' At the bottom of the window, there are three buttons: 'Back', 'Next', and 'Cancel'. Below the buttons, there are two links: 'Create a different passphrase for me' and 'Show advanced network security options'.

- When finished, click **Save or print settings** for future reference or **Save settings to a USB flash drive** to add other devices to the network. Click **Next** to connect to the Internet.

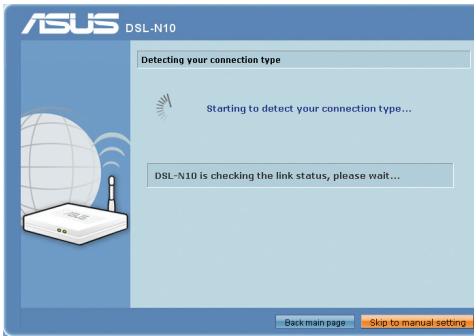


Note: For more details on adding devices to the network using a USB flash drive, refer to the section **Adding network devices using a USB flash drive** on the next page.

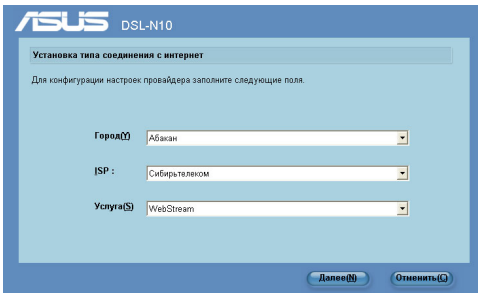
- You have connected to the wireless router. If you want to configure the Internet (WAN) settings, click **Setup**. Or, click **Finish** to close the ADSL Setting Wizard.



8. For Internet (WAN) settings, refer to section **Using the Quick Internet Setup (QIS)** in Chapter 2 of this manual.



If you are a Russian user, follow the onscreen instructions to finish the ADSL Internet (WAN) settings.

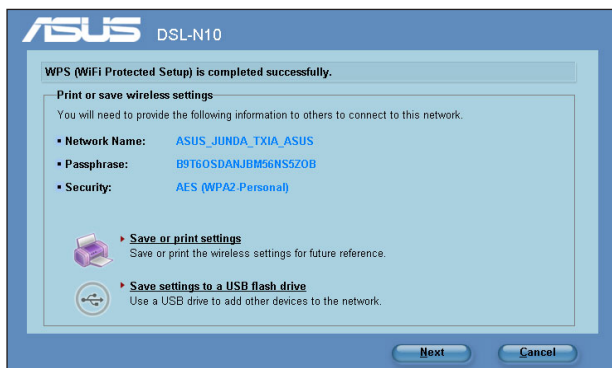


Adding network devices using a USB flash drive

With the ADSL Setting Wizard, you can add devices to your network using a USB flash drive.

To add network devices using a USB flash drive:

1. In the ADSL Setting Wizard, click **Save settings to a USB flash drive**.



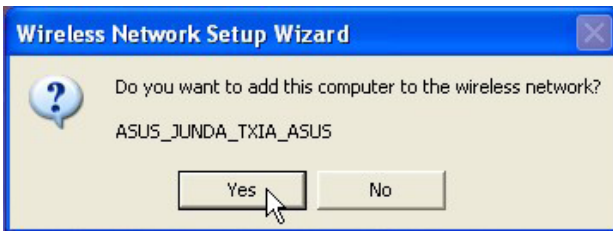
2. Insert a USB flash drive into your computer's USB port, then select the drive from the dropdown list. When done, click **Next**.



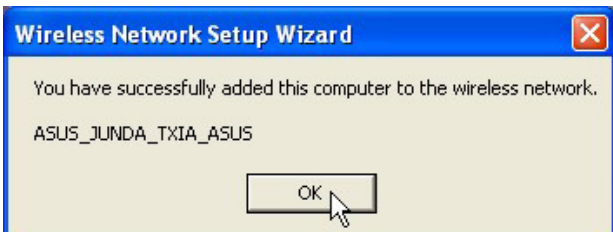
3. Unplug the USB flash drive from your computer then insert it to the other computer that you want to add to your wireless network.



4. Locate **SetupWireless.exe** from the USB drive, and double-click to run it. Click **Yes** to add the computer to the wireless network.



5. Click **OK** to exit the **Wireless Network Setup Wizard**.



Troubleshooting

Troubleshooting

This troubleshooting guide provides solutions to some common problems that you may encounter while installing or using the ASUS Wireless ADSL Router. These problems require simple troubleshooting that you can perform by yourself. Contact the ASUS Technical Support if you encounter problems not mentioned in this chapter.

Problem	Action
I cannot access the web GUI for configuring the router.	<ol style="list-style-type: none">1. Launch a web browser, then click Tools > Internet Options...2. Under Temporary Internet files, click Delete Cookies... and Delete Files...3. Disable the proxy settings of the web browser.
The client cannot establish a wireless connection with the router.	<p>Out of Range:</p> <ul style="list-style-type: none">• Put the router closer to the wireless client.• Try to change the channel settings. <p>Authentication:</p> <ul style="list-style-type: none">• Use wired connection to connect to the router.• Check the wireless security settings.• Press the Restore button at the rear panel for more than five seconds. <p>Cannot find the router:</p> <ul style="list-style-type: none">• Press the Restore button at the rear panel for more than five seconds.• Check the setting in the wireless adapter such as SSID and encryption settings.• Check if the wireless indicator on the front panel is off. Press the Wireless On/Off button at the rear panel.

Problem	Action
Cannot access the Internet via wireless LAN adapter.	<ul style="list-style-type: none"> • 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. • Check if the wireless indicator on the front panel is off. Press the Wireless On/Off button at the rear panel.
Internet is not accessible.	<ul style="list-style-type: none"> • 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. • Check if the wireless indicator on the front panel is off. Press the Wireless On/Off button at the rear panel.
If the ADSL indicator light blinks continuously or stays off, Internet access is not possible - the Router is unable to establish a connection with the ADSL network.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Try setting up the wired connection and configuring the wireless encryption again. • Press the Restore button at the rear panel of the wireless router for more than five seconds.

Problem	Action
<p>How to restore the system to its default settings?</p>	<ul style="list-style-type: none"> • Press the Restore button at the rear panel of the wireless router for more than five seconds. • Refer to the section Restoring/Saving/Uploading settings in Chapter 4 of this user manual. <p>The following are the factory default settings:</p> <p>User Name: admin</p> <p>Password: admin</p> <p>Enable DHCP: Yes (if WAN cable is plugged in)</p> <p>IP address: 192.168.1.1</p> <p>Domain Name: (Blank)</p> <p>Subnet Mask: 255.255.255.0</p> <p>DNS Server 1: 192.168.1.1</p> <p>DNS Server 2: (Blank)</p> <p>SSID: ASUS</p>
<p>I cannot use 192.168.1.1 to enter the web GUI.</p>	<p>Check the router's operation mode.</p> <ul style="list-style-type: none"> • In the Router mode, the default IP address is 192.168.1.1. • In the AP mode, use Device Discovery to find the router's IP address.

ASUS DDNS Service

DSL-N10 supports the ASUS DDNS service. When exchanging devices at the service center, if you have registered the ASUS DDNS service and want to keep the original domain name, data transfer is a must. Visit your local service center for more information.



Notes:

- If there is no activity in the domain - such as reconfiguring the router or accessing the registered domain name - within 90 days, the system automatically deletes the registered information.
 - If you encounter any problem or difficulty in using your device, contact the service center.
-

Frequently Asked Questions (FAQs)

1. Will the registered information be lost or registered by others?

If you have not updated the registered information in 90 days, the system automatically deletes the registered information and the domain name may be registered by others.

2. I did not register the ASUS DDNS for the router I bought six months ago. Can I still register it?

Yes, you can still register the ASUS DDNS service for your router. The DDNS service is embedded in your router, so you can register the ASUS DDNS service anytime. Before registering, click **Query** to check if the hostname has been registered or not. If not, the system registers the hostname automatically.

3. I have registered a domain name before and it has been working well until my friends told me that they could not access my domain name.

Check the following:

1. The internet is working well.
2. The DNS server is working well.
3. The last time you updated the domain name.

If there are still problems in accessing your domain name, contact the service center.

4. Can I register two domain names to separately access my http and ftp servers?

No, you cannot. You can only register one domain name for one router. Use port mapping to implement security in the network.

5. After restarting the router, why is it that I see different WAN IPs in MS DOS and in the router configuration page?

This is normal. The interval time between the ISP DNS server and ASUS DDNS results in different WAN IPs in MS DOS and in the router configuration page. Different ISPs may have different interval time for IP updating.

6. Is the ASUS DDNS service free, or is it just a trial version?

The ASUS DDNS service is a free and embedded service in some ASUS routers. Check your ASUS router if it supports the ASUS DDNS service.

Appendices

Declaration of Conformity for R&TTE directive 1999/5/EC

Essential requirements – Article 3

Protection requirements for health and safety – Article 3.1a

Testing for electric safety according to EN 60950-1 has been conducted. These are considered relevant and sufficient.

Protection requirements for electromagnetic compatibility – Article 3.1b

Testing for electromagnetic compatibility according to EN 301 489-1 and EN 301 489-17 has been conducted. These are considered relevant and sufficient.

Effective use of the radio spectrum – Article 3.2

Testing for radio test suites according to EN 300 328- 2 has been conducted. These are considered relevant and sufficient.

CE Mark Warning

This is a Class B product, in a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

Operation Channels: Ch1~11 for N. America, Ch1~14 Japan, Ch1~13 Europe (ETSI)

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Version 2, June 1991

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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://scr.asus.com/english/index.aspx>

Safety Warning

SAFE TEMP: This wireless router should be only used in environments with ambient temperatures between 5°C(41°F) and 40°C(104°F).

DO NOT expose to or use near liquids, rain, or moisture. **DO NOT** use the modem during electrical storms.

ASUS Contact Information

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Support Fax	+886228907698
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ASUS COMPUTER INTERNATIONAL (America)

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Technical Support

Telephone (Component, Networking)	+491805010923*
Telephone (System/Notebook/Eee/LCD)	+491805010920*
Fax	+492102959911
Online support	support.asus.com

* EUR 0.14/minute from a German fixed landline; EUR 0.42/minute from a mobile phone.

Networks Global Hotline Information

Area	Hotline Number	Support Languages	Working Hour	Working Day
Australia	1300-2787-88	English	9:00-18:00	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	800-820-6655; 021-34074610	Simplified Chinese	9:00-18:00	Mon. to Sun.
Denmark	0045-3832-2943	Denish/English	9:00-17:00	Mon. to Fri.
Finland	00358-9693-7969	Finnish/English/ Swedish	10:00-18:00	Mon. to Fri.
France	0033-170949400	France	9:00-17:45	Mon. to Fri.
Greece	00800-44-14-20-44	Greek	9:00-13:00; 14:00-18:00	Mon. to Fri.
Hong Kong	3582-4770	Cantonese/ Chinese/ English	10:00-20:00	Mon. to Fri.
			10:00-17:00	Sat.
Ireland	0035-31890719918	English	9:00-17:00	Mon. to Fri.
Japan	0800-123-2787	Japanese	9:00-18:00	Mon. to Fri.
			9:00-17:00	Sat. to Sun.
Malaysia	+603 2148 0827 (Check Repair Detail Status Only) +603-6279-5077	Bahasa Melayu/ English	10:00-19:00	Mon. to Fri.
Netherlands / Luxembourg	0031-591-570290	Dutch / English	9:00-17:00	Mon. to Fri.
New Zealand	0800-278-788 / 0800-278-778	English	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	Mon. to Fri.
			8:30-17:30	
Portugal	707-500-310	Portuguese	9:00-17:00	Mon. to Fri.
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.

Networks Global Hotline Information

Area	Hotline Number	Support Languages	Working Hour	Working Day
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.

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Authorised distributors in Turkey:	BOGAZICI BİL GİSAYAR SAN. VE TİC. A.Ş. Tel: +90 212 3311000 Address: AYAZAGA MAH. KEMERBURGAZ CAD. NO.10 AYAZAGA/İSTANBUL CİZGİ Elektronik San. Tic. Ltd. Şti. Tel: +90 212 3567070 Address: CEMAL SURURİ CD. HALİM MERİÇ İS MERKEZİ No: 15/C D:5-6 34394 MECİDİYEKÖY/ İSTANBUL

EEE Yönetmeliğine Uygundur.