

# Troubleshooting

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

## Basic Troubleshooting

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

Upgrade Firmware to the latest version.

1. Launch the Web GUI. Go to Advanced Settings >

Administration > Firmware Upgrade tab. Click Check to verify if the latest firmware is available.

2. If the latest firmware is available, visit the ASUS global website to download the latest firmware.

3. From the Firmware Upgrade page, click Browse to locate the firmware file.

4. Click Upload to upgrade the firmwar

Restart your network in the following sequence:

1. Turn off the modem.

2. Unplug the modem.

3. Turn off the router and computers.

4. Plug in the modem.

5. Turn on the modem and then wait for 2 minutes.

6. Turn on the router and then wait for 2 minutes.

7. Turn on computers.

Check if your Ethernet cables are plugged properly.

- When the Ethernet cable connecting the router with the modem is plugged in properly, the WAN LED will be on.
- When the Ethernet cable connecting your powered- on computer with the router is plugged in properly, the corresponding LAN LED will be on. Check if the wireless setting on your computer matches that of your router.
- When you connect your computer to the router wirelessly, ensure that the SSID (wireless network name), encryption method, and password are correct. Check if your network settings are correct.
- Each client on the network should have a valid IP address. ASUS recommends that you use the wireless router's DHCP server to assign IP addresses to computers on your network.