

# ASUS Wireless routers trouble shooting guide v2.6

## 1. Wireless network abnormal :

### Computer cannot find wireless router

1. Confirm your wireless adapter in computer is **turned on**
2. Check whether your wireless adapter can search for the wireless SSID nearby.



3. Confirm the SSID and password you key in are correct

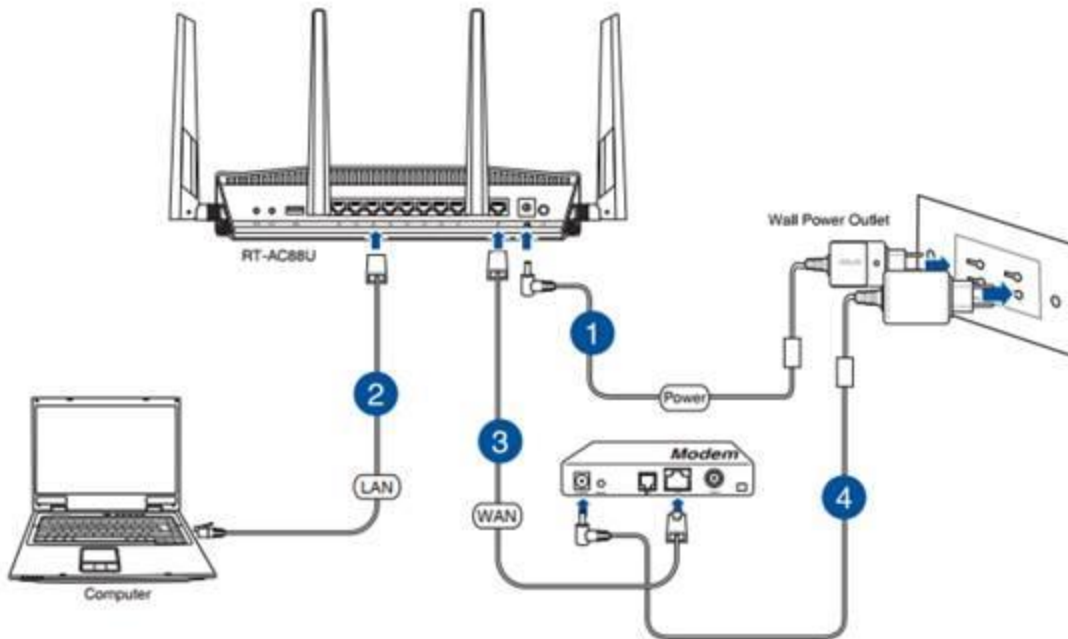


4. Check your router is NOT set to **Hide SSID**



## What can I do if I forgot Wi-Fi password?

1. Set up your wireless router **via wired connection**



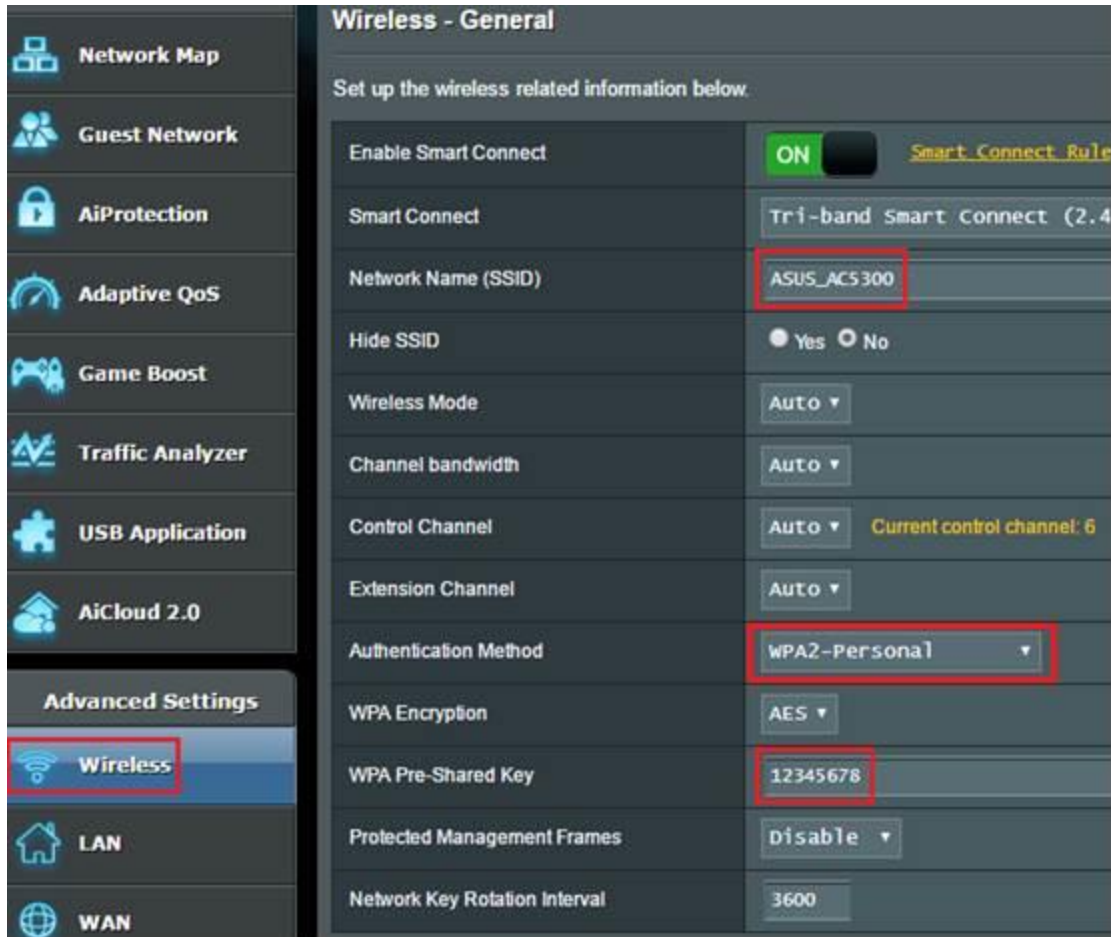
2. Enter router setting page (Key in setting page account and password)



3. Reset your password of router

Please go to [Wireless]>[General]

※ "WPA2-Personal" is recommended to use since it's the most safe encryption way



4. Click **Apply** to save your setting.



## Computer cannot access to Internet through wireless connection to router

1. Confirm whether SSID and password are correct

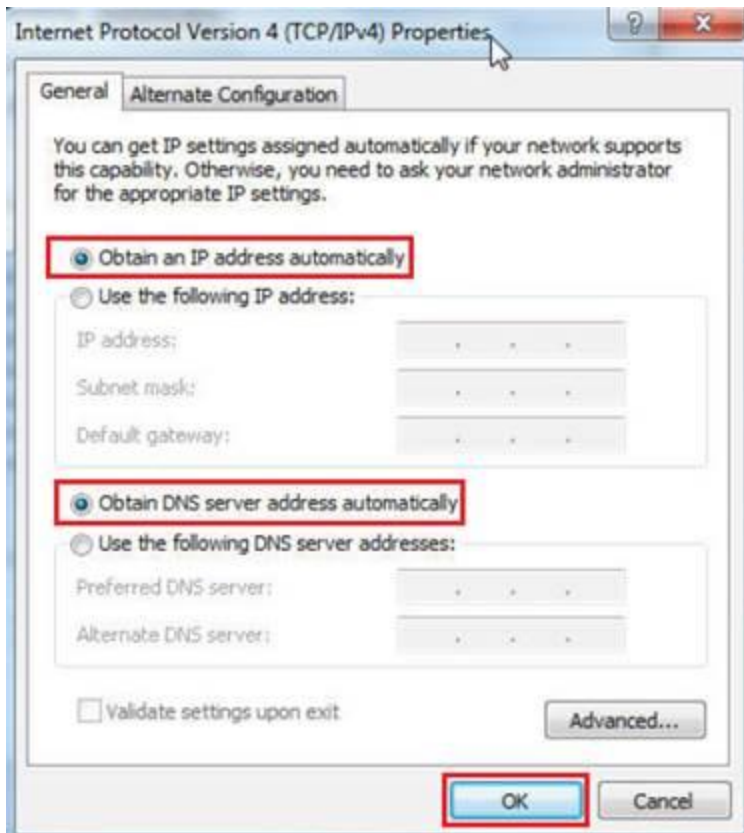


2. Confirm that computer can search for router SSID

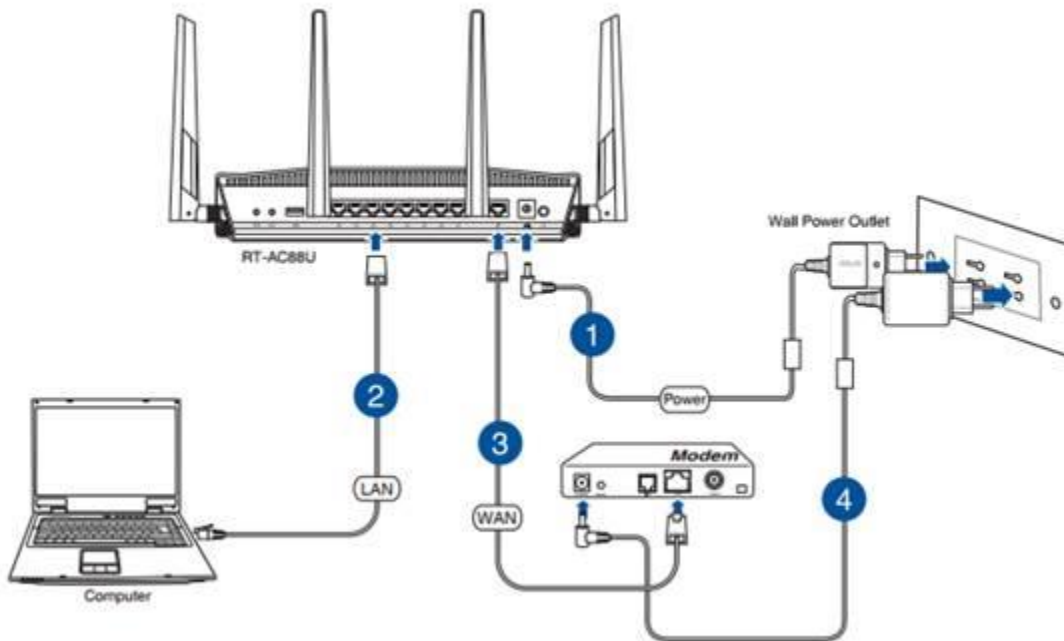
3. Check if your wireless adapter can obtain IP automatically

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

Click **OK** when it's done.



4. Confirm if it can successfully access to Internet via wired connection



5. Check whether the wireless LED of router is lighting normally or not

## 5GHz LED / 2.4GHz LED

**Off:** No 2.4GHz or 5GHz signal.

**On:** Wireless system is ready.

**Flashing:** Transmitting or receiving data via wireless connection.

6. Check whether you enabled the **Radio function**



7. Check whether the other wireless devices have the same symptom/issue.

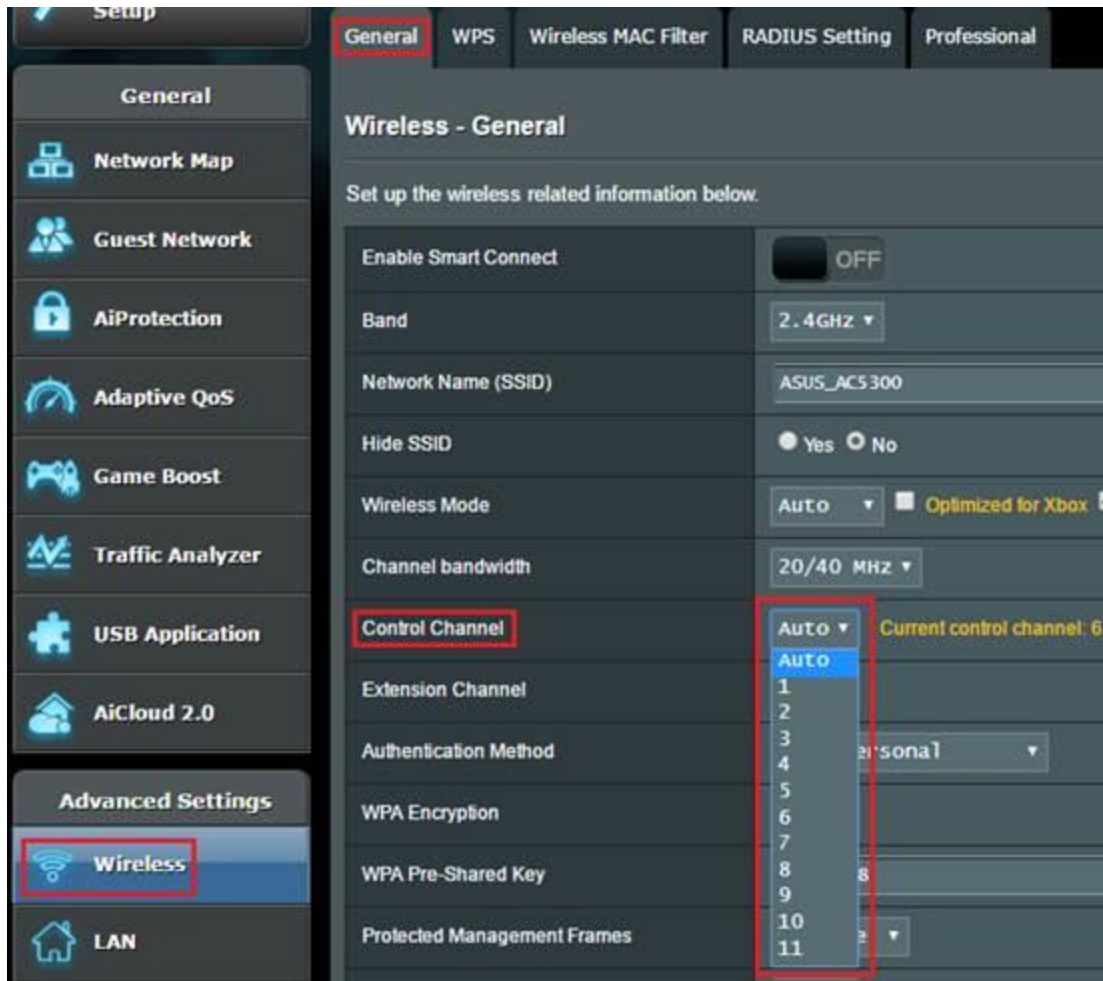
[Back to contents](#)

## WiFi signal is often disconnected

1. Please make sure the firmware of router is the latest one.



2. You can switch to control channels with less interference.



3. Please make sure no disturbances around router which could impact wireless signals

Ex: Microwave, cordless phone, power box...etc.

4. Please make sure no resistance around router which could impact wireless signals

Ex: Iron cabinet, iron door, Concrete walls, sealed cabinet. Put router on the ground or behind sofa...etc.

5. Please try to place your router at other location

Ex : You can put router on the wood cabinet, on the table, center of your house or closer to the weakest WiFi signal point

## 2. LED anomaly :

# Power LED flashing

Please follow below steps to operate **Rescue mode** to fix this problem

## (1) Download and install utility

Go to ASUS global website and key in model name



1. Click [**Support**]

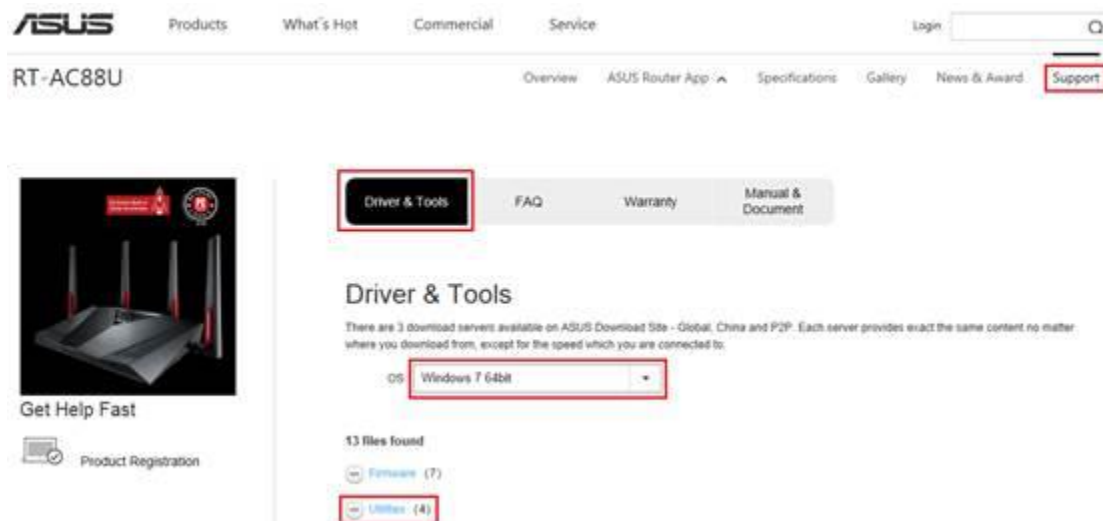
2. Click [**Driver & Tools**]

3. Select **OS**

4. Select [**Utilities**]

5. Find **ASUS Rescue mode utility**

6. Click [**Global**] to download

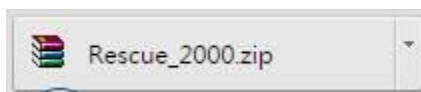


Utilities (4)

Version 2.0.0.0

Description	ASUS Firmware Restoration version 2.0.0.0 OS Supported: Win XP/ Win Vista/ Win 7/ Win 8/ Win8.1/ Win10	
	Firmware Restoration is used on an ASUS Wireless Router that failed during its firmware upgrading process. It uploads the firmware that you specify.	
File Size	3.44 MBytes	2015/11/03 update
Download from	Global	

ZIP file will be saved to indicated location



Find ZIP file and unzip it.

Rescue	2014/9/25 上午 0...	應用程式	3,757 KB
Rescue_2000	2016/1/20 下午 0...	WinRAR ZIP 壓縮檔	3,528 KB

Double click to install.

## (2) Change the setting of adapter

1. Connect computer to router via wired connection

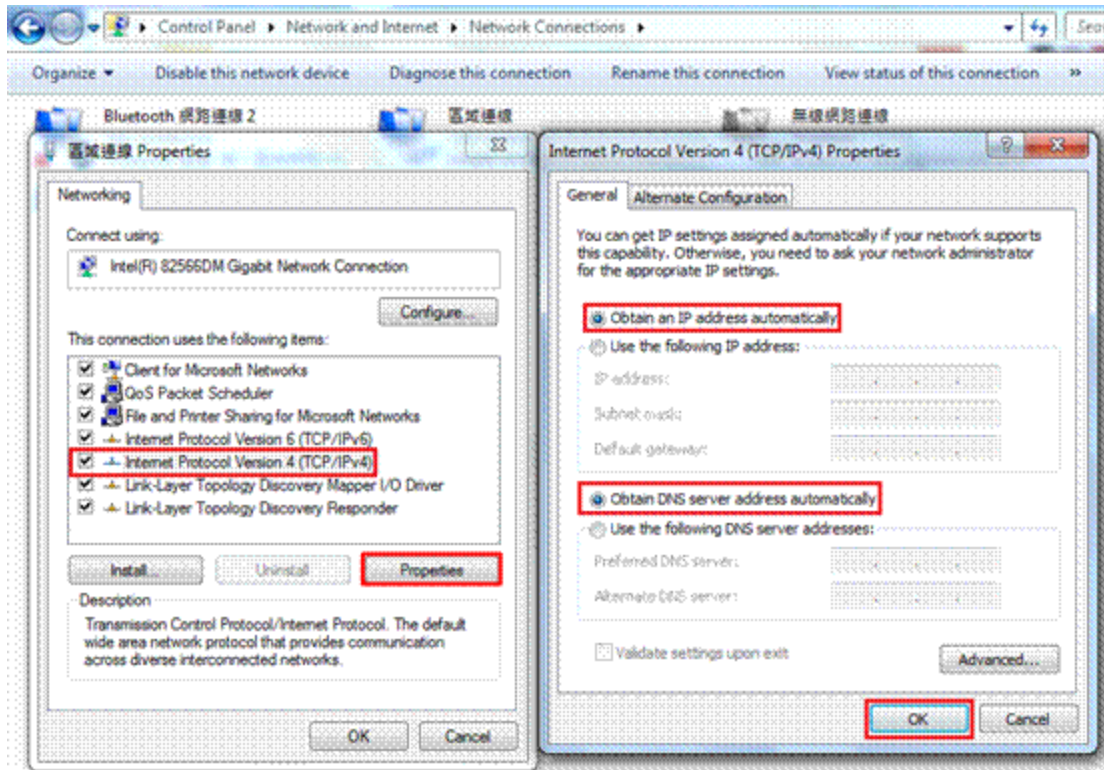
2. Click [ Start ]→ [ Control Panel ]→ [ Network and Internet ]→ [ Network Connections ]→Click[Change adapter settings ]→ [LAN ]→ Right click [ Properties ]→ Click [Internet protocol version4(TCP/IPv4) ]→ Click [ Properties ] on the right

3. Revise your setting as below

IP address : 192.168.1.10

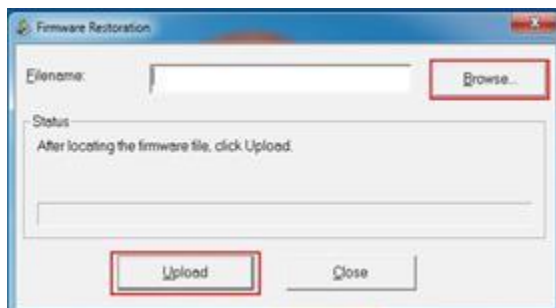
Subnet mask : 255.255.255.0

Click [OK]



### (3) Upload firmware

1. Unplug the wireless router from the power source.
2. Hold the [Reset button] for around **5secs**, meanwhile; re-pug the wireless router into the power source
3. Release the Reset button when the [Power LED] at the front panel start flashing, which indicates that wireless router is in the Rescue Mode
4. [Start ]→ [All programs ]→[ASUS utility ]→ [RT-AC87U Wireless Router ](Depends on different model name)→ 「Firmware Restoration」
5. Enter [Firmware Restoration], click [Browse] to choose the firmware you want to upload, then click [Upload] and wait around 60secs.



6. When [Power LED] keeps stable lighting ,you can press [Reset button ] to restore it to default setting

**Note:** After executing Rescue mode, please go to [Start]→ [Control Panel]→ [Network and Internet]→ [Network Connections]→Click[**Change adapter settings**]→ [LAN ]→ Right click [Properties] → Click [Internet protocol version4(TCP/IPv4)]→ Click [Properties] on the right, **change your setting of IPv4 to [Obtain an IP address automatically]**



## WiFi LED light is not on

1. Please check if you turn on the WiFi switch of router

### Wi-Fi On/Off button

Press this button to turn on /off the Wi-Fi connection.



2. Check if you enabled the **Radio function** on setting page



3. Please make sure the router firmware is the latest one.



4. Restore router to default setting

There is a reset button at 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 restored to default then you need to reset your information

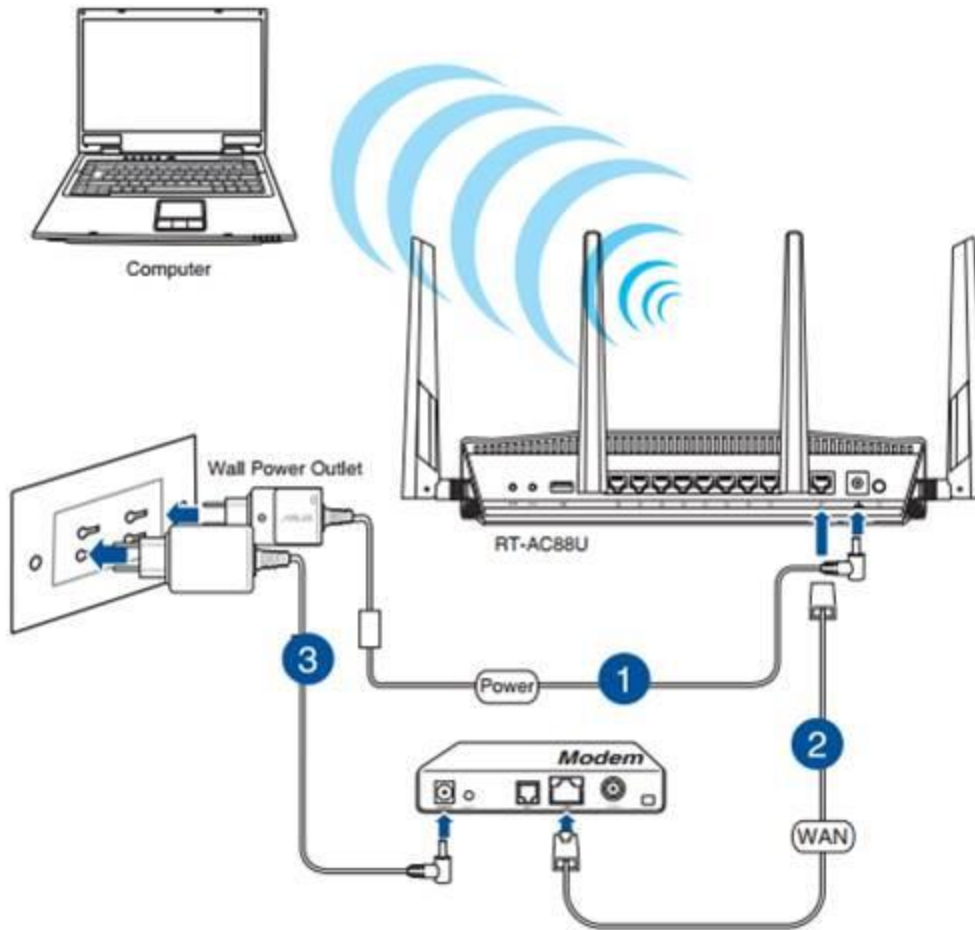


## Abnormal WAN LED

1. Please make sure the firmware of router is the latest one.



2. Please confirm that your router has correct WAN connection.(refer to below)



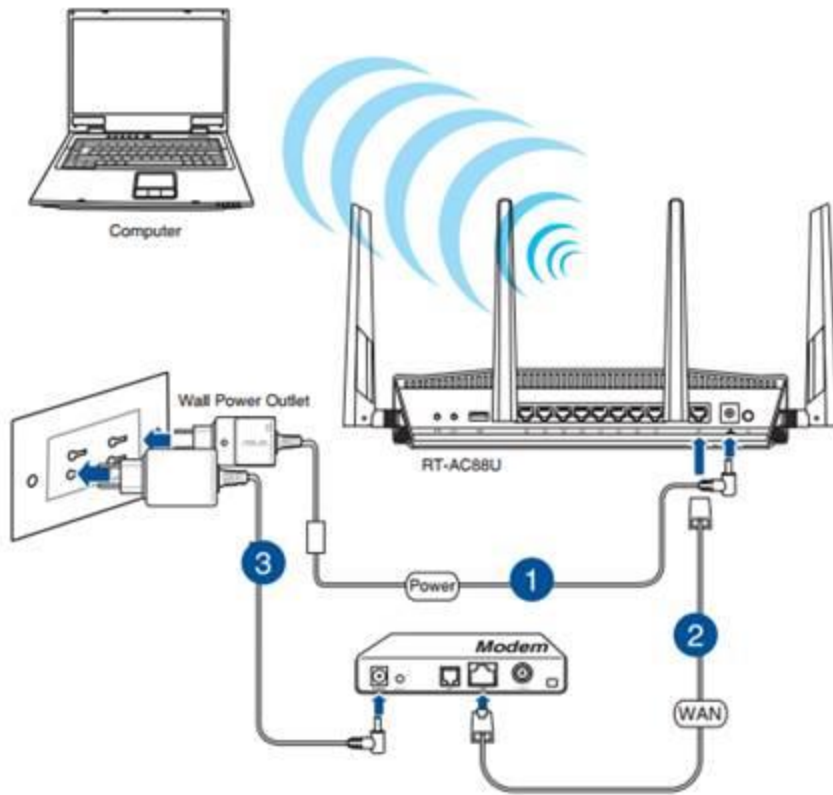
3. Please confirm with your ISP that your network cable is normal

3. Internet access abnormal :

(1) [Failed accessing to internet through router](#)

## Failed access to Internet through router

1. Please confirm your router has **correct WAN connection**.(refer to below)



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



3. Confirm that your computer can access to Internet through other network environment
4. Please confirm your ISP Internet settings and related information

**Remark** : It is recommended to survey what kind of ISP providers in each country and information about how to access to Internet by each ISP to help user complete setting.

Ex : Taiwan - Chunghwa Telecom

Internet connection type : PPPoE / Static IP

Notice : PPPoE account is 8 numerical +@hinet.net

5. Please check your computer can connect to Internet via the network cable provided by ISP
6. Please confirm that router has the latest firmware version.



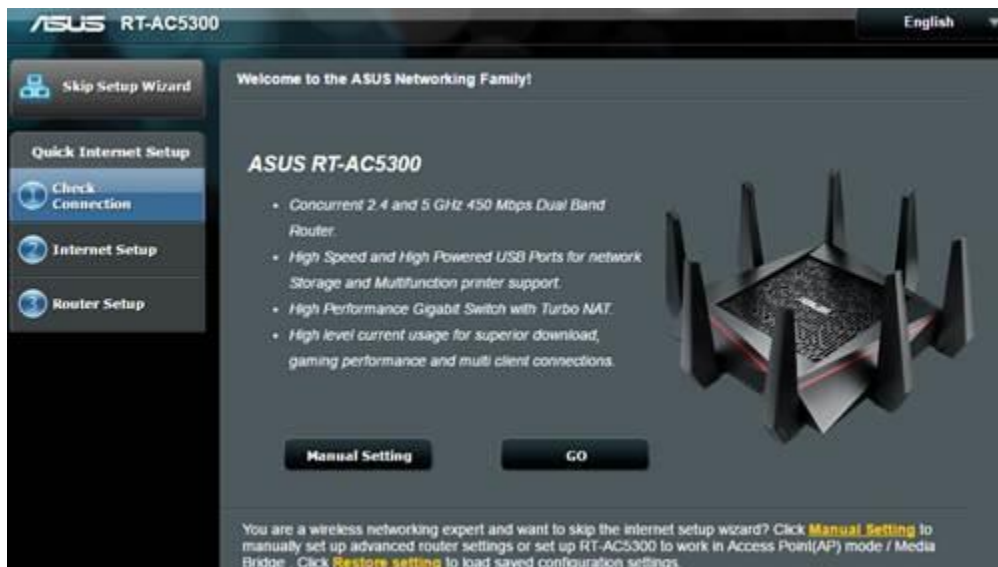
## 7. Restore your router to default setting

The **Reset button** is at the back of router. When device is energized, press Reset button (**around 5 secs**) until Power LED start flashing then release Reset button for its reboot.

※**Notice** : If router is restored to default status, then you need to reset your information



## 8. Finish your setting through QIS



4. USB-connected devices cannot be used:

- (1) [Cannot use USB printer](#)
- (2) [USB HDD cannot be searched](#)
- (3) [Cannot use 3G/4G adapter](#)
- (4) [Cannot use smart phone to share internet through router](#)

## My USB printer won't connect

1. Please go to compatibility list for printer server on Global website and check if router supports user's printer model

Printer Support List : [https://www.asus.com/event/network/Printer\\_Server/](https://www.asus.com/event/network/Printer_Server/)

2. Please confirm router has the latest firmware version



3. Please check you have completed and operated printer utility normally.

You can refer to “EZ printer sharing” on Global website or on ASUSWRT (Only for Windows OS) [FAQ](#)

4. Try to set up printer by LPR protocol.

For **Windows OS**, use LPR protocol to share printing [FAQ](#)

For **MAC OS**, use LPR protocol to share printing [FAQ](#)



## USB HDD cannot be searched

1. Please go to “Plug-n-Share Disk Support List” on global website to check if user's USB HDD disk format and partition size is supported.

Plug-n-Share Disk Support List :

[http://event.asus.com/2009/networks/disksupport/?\\_ga=1.43556709.1717103240.1398267030](http://event.asus.com/2009/networks/disksupport/?_ga=1.43556709.1717103240.1398267030)

2. Please make sure router has the newest firmware



3. Please plug HDD to computer to see if it can normally use.

4. Try other HDD to connect router to see if it can work normally

5. Please ask user to back up if HDD has important data

6. Format HDD to NTFS format then plug into wireless router to test again



## Cannot use 3G/4G adapter

1. Please go to “3G/4G USB Adapter Support List” to see if router support user’s 3G/4G USB Adapter

3G/4G USB Adapter Support List : [https://www.asus.com/event/networks\\_3G4G\\_support/](https://www.asus.com/event/networks_3G4G_support/)

2. Please make sure router has the newest firmware.



3. Please make sure settings of 3G/4G USB Adapter is correct

**USB Modem / USB Tethering**

Switch to USB mode to use a 3G/4G USB wireless dongle or Android phone as a USB modem.

**WAN Index**

WAN Type

**Basic Config**

Enable USB Mode

Select USB Device

APN Configuration

Telecommunications Standards WCDMA (UMTS)

APN Service(optional) internet

Dial Number \*99#

Username

Password

Authentication

PIN code

USB Adapter

USB MTU

**Apply**

## Cannot use smart phone to share internet through router

1. Please go to “Mobile Tethering Support List” to see if user’s smart phone is supported or not

Mobile Tethering Support List :

[http://event.asus.com/2013/nw/mobile\\_tethering\\_support/?\\_ga=1.23114362.1717103240.1398267030](http://event.asus.com/2013/nw/mobile_tethering_support/?_ga=1.23114362.1717103240.1398267030)

2. Please make sure router has the newest firmware



3. Please confirm your smart phone setting

Smart phone setting>>Setting >> connection and network >>Enable USB connection

4. Please confirm setting of USB tethering is correct

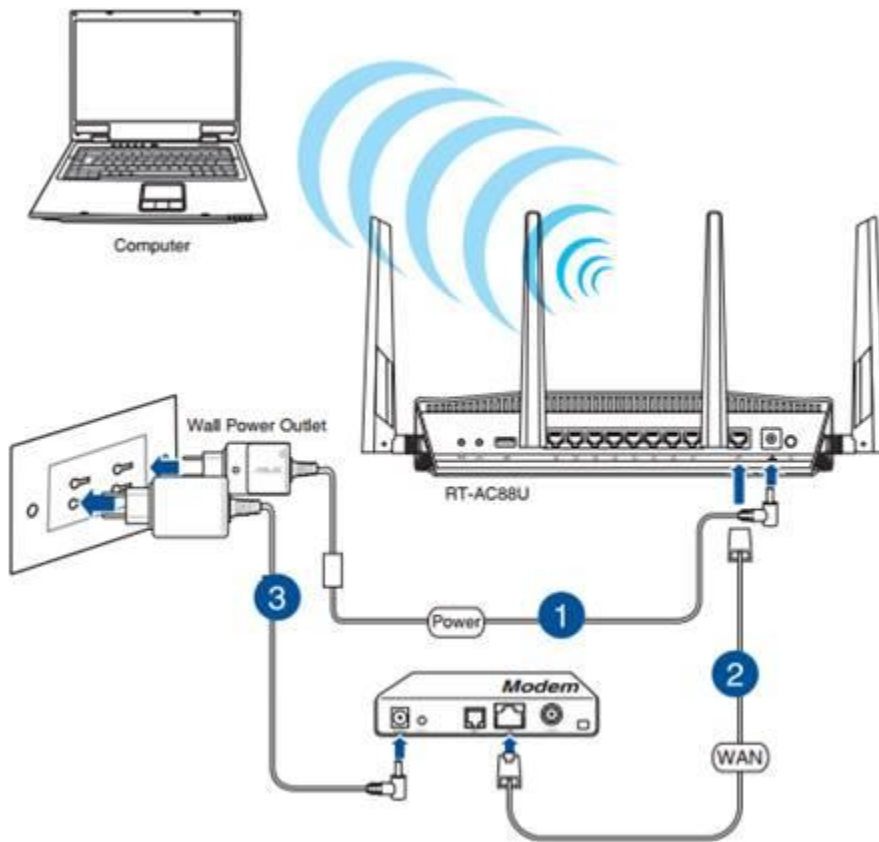
The screenshot shows the 'USB Modem / USB Tethering' configuration page. It includes a title bar, a descriptive paragraph, and a 'WAN Index' section with a 'WAN Type' dropdown set to 'WAN'. The main 'Basic Config' section contains several settings: 'Enable USB Mode' is a toggle switch set to 'ON'; 'Select USB Device' is a dropdown set to 'USB Modem'; 'APN Configuration' is a dropdown set to 'Automatic'; 'Telecommunications Standards' is 'WCDMA (UMTS)'; 'APN Service(optional)' is 'internet'; 'Dial Number' is '\*99#'; 'Username' and 'Password' are empty text fields; 'Authentication' is a dropdown set to 'None'; 'PIN code' is an empty text field; 'USB Adapter' is a dropdown set to 'Auto'; and 'USB MTU' is a text field set to '0'. An 'Apply' button is located at the bottom right.

5. Wireless router GUI abnormal :

- (1) [Cannot enter setting page](#)
- (2) [Cannot update firmware](#)
- (3) [Firmware update failed](#)

## Why can't I enter the setting page?

1. Set up your wireless router via wired connection



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



3. Please confirm web browser did not set up Proxy

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

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



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.

## Cannot update firmware

Please follow below steps to operate rescue mode to fix this problem

(1) Download and install utility

Go to ASUS global website and key in model name



1. Click [Support]

2. Click [Driver & Tools]

3. Select OS

4. Select [Utilities]

5. Find ASUS rescue mode utility

6. Click [Global] to download



Get Help Fast  
Product Registration

- Driver & Tools**
- FAQ
- Warranty
- Manual & Document

### Driver & Tools

There are 3 download servers available on ASUS Download Site - Global, China and P2P. Each server provides exact the same content no matter where you download from, except for the speed which you are connected to.

OS **Windows 7 64bit**

13 files found

Firmware (7)

**Utilities (4)**

**Utilities (4)**

Version 2.0.0.0

Description	<b>ASUS Firmware Restoration version 2.0.0.0</b> <b>OS Supported: Win XP/ Win Vista/ Win 7/ Win 8/ Win8.1/ Win10</b> Firmware Restoration is used on an ASUS Wireless Router that failed during its firmware upgrading process. It uploads the firmware that you specify.
File Size	3.44 MBytes <span style="float: right;">2015/11/03 update</span>
Download from	<b>Global</b>

ZIP file will save to specified location



Find ZIP file and unzip it.

Rescue	2014/9/25 上午 0...	應用程式	3,757 KB
<b>Rescue_2000</b>	<b>2016/1/20 下午 0...</b>	<b>WinRAR ZIP 壓縮檔</b>	<b>3,528 KB</b>

Double click to install.

(2) Change the adapter setting

1. Connect computer and router via wired connection

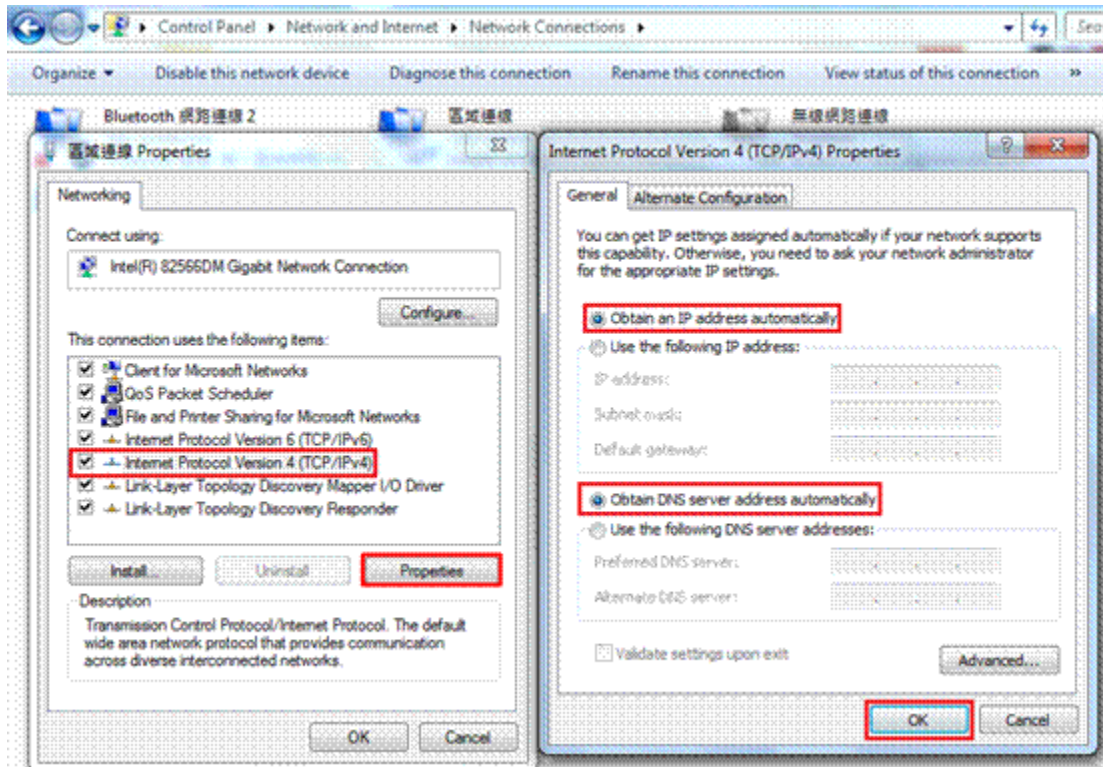
2. Click [ Start ]→ [ Control Panel ]→ [ Network and Internet ]→ [ Network Connections ]→Click[Change adapter settings ]→ [LAN ]→ Right click [ Properties ]→ Click [Internet protocol version4(TCP/IPv4) ]→ Click [ Properties ] on the right

3. Revise your setting as below

IP address : 192.168.1.10

Subnet mask : 255.255.255.0

Click [OK]



(3) Upload firmware

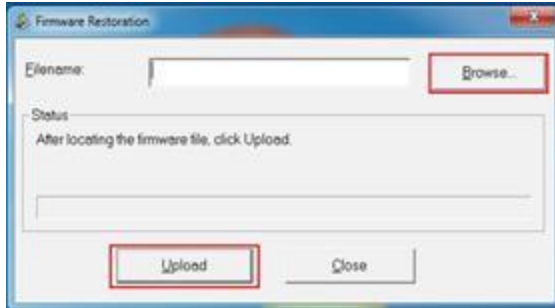
1. Unplug the wireless router from the power source.

2. Hold the [Reset button] around 5secs, meanwhile; re-pug the wireless router into the power source

3. Release the Reset button when the [Power LED] at the front panel start flashing, which indicates that wireless router is the rescue mode

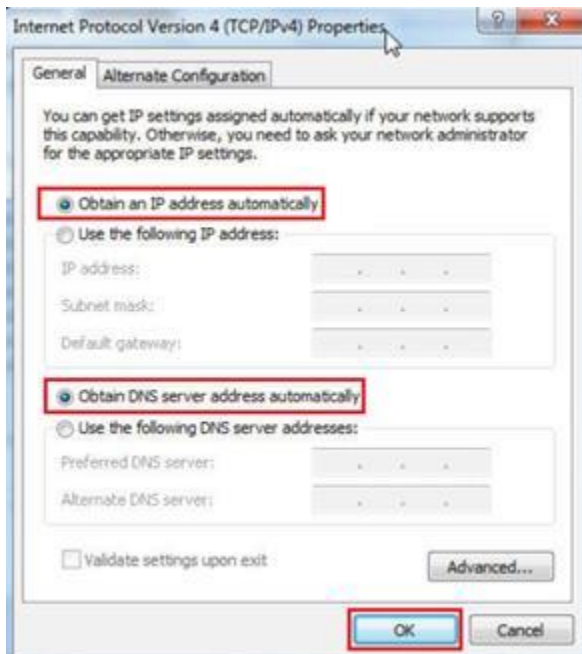
4. [Start ]→ [All programs ]→[ASUS utility ]→ [RT-AC87U Wireless Router ](Depends on different model name)→ 「Firmware Restoration」

5. Enter [Firmware Restoration], click [Browse] to choose the firmware you want to upload, then click [Upload] and wait around 60secs.



6. When [Power LED] keeps stable lighting you can press [Reset button ] to restore to default setting

P.S. After execute rescue mode, please go to [Start]→ [Control Panel]→ [Network and Internet]→ [Network Connections]→Click[Change adapter settings]→ [LAN ]→ Right click [Properties] → Click [Internet protocol version4(TCP/IPv4)]→ Click [Properties] on the right, change your setting of IPv4 to [Obtain an IP address automatically]

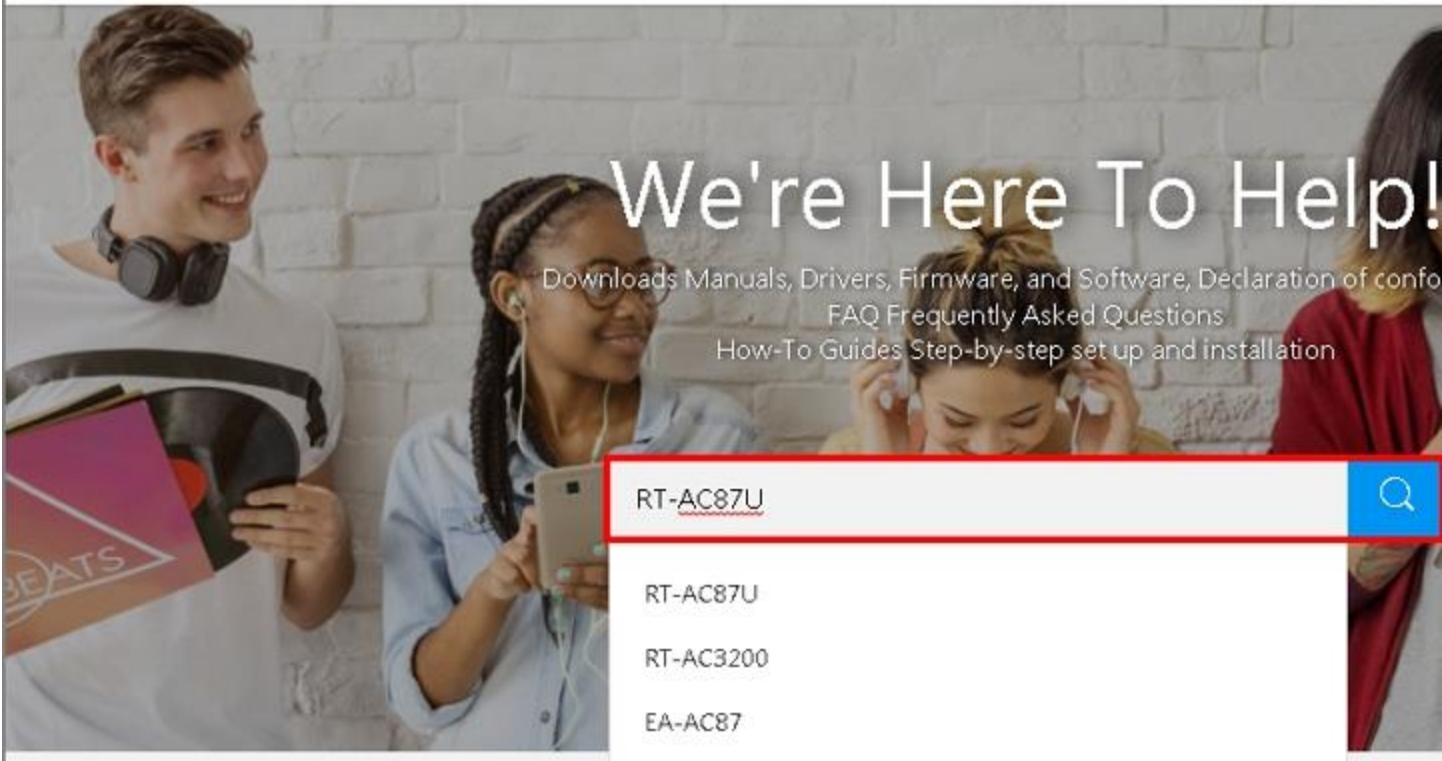


## Firmware update failed

Please follow below steps to operate Rescue Mode to fix this problem

### (1) Download and install utility

Go to ASUS global website and key in your model name



# We're Here To Help!

Downloads Manuals, Drivers, Firmware, and Software, Declaration of conformity  
FAQ Frequently Asked Questions  
How-To Guides Step-by-step set up and installation

RT-AC87U

RT-AC87U

RT-AC3200

EA-AC87

1. Click **[Support]**
2. Click **[Driver & Tools]**
3. Select **OS**
4. Select **[Utilities]**
5. Find **ASUS rescue mode utility**
6. Click **[DOWNLOAD]** to download

ASUS Products ROG What's Hot Commercial Service

RT-AC87U Overview ASUS Router App Specifications Gallery News & Award Support

Product Support for **RT-AC87U**  
[Select Other Model >](#)

Quickly access your product support.  
[REGISTER YOUR PRODUCT](#)

2 Driver & Tools

FAQ Manual & Document Warranty

## Driver & Tools

BIOS & FIRMWARE

3 Please select OS

Windows 7 64bit

RT-AC87U Driver & Tools

Windows 7 64bit Overview ASUS Router App Specifications Gallery News & Award Support

4

EXPAND ALL + COLLAPSE ALL -

### Utilities

**Version 1.4.8.0**  
**2017/01/25** **4.56 MBytes**  
 ASUS Device Discovery version 1.4.8.0  
 - Increase stability and removed vulnerable driver. OS support : Win XP, Win 7, Win8, Win10  
[DOWNLOAD](#)

**Version 2.2.2.8**  
**2016/04/14** **7.05 MBytes**  
 ASUS Download Master Utility 2.2.2.8(for Windows)  
 Support OS : Windows XP/Vista/7/8/8.1/10 Language: English / Traditional Chinese / Simplified Chinese  
[DOWNLOAD](#)

5

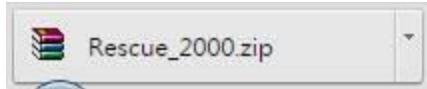
**Version 2.0.0.0**  
**2015/08/27** **3.44 MBytes** 6  
 ASUS Firmware Restoration version 2.0.0.0  
 OS support: Windows XP/Vista/7/8/8.1/10 Firmware Restoration is used on an ASUS Wireless Router that failed during its firmware upgrading process. It uploads the firmware that you specify. NOTE: This is not a firmware upgrade utility and cannot be used on a working ASUS Wireless Router. Normal firmware  
[DOWNLOAD](#)

Need Help?

Email Us

Find service locations

**ZIP file will be saved at specified location**



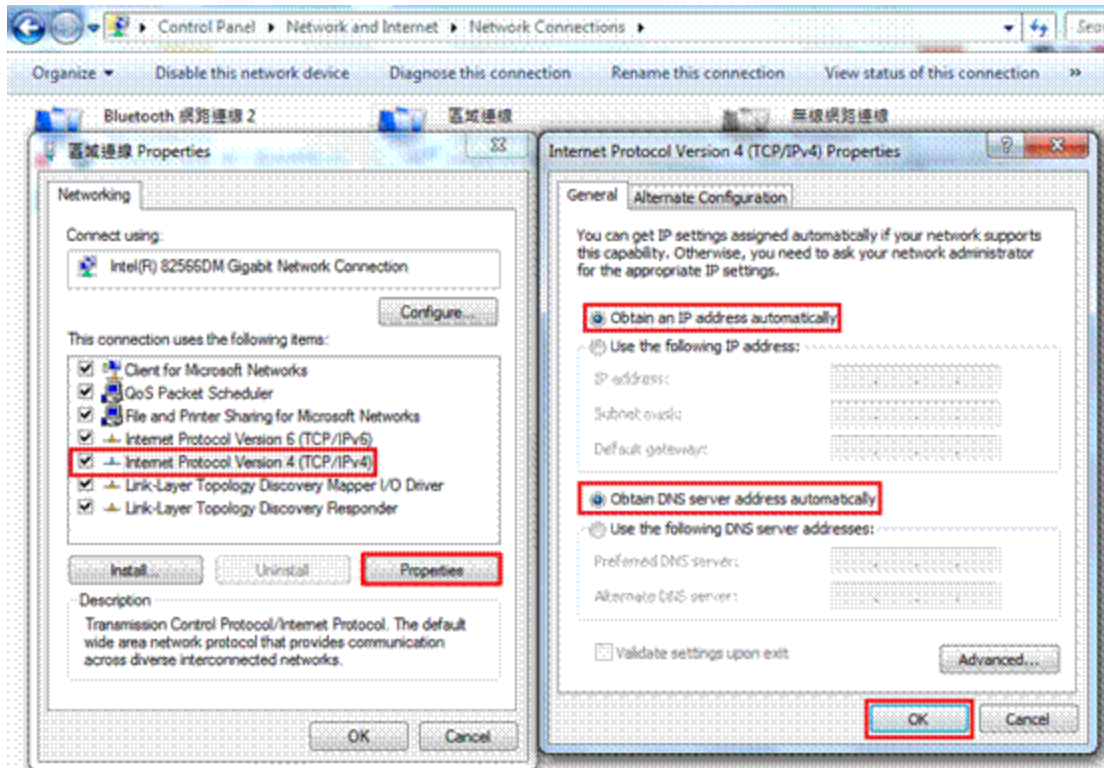
**Find ZIP file and unzip it.**

Rescue	2014/9/25 上午 0...	應用程式	3,757 KB
Rescue_2000	2016/1/20 下午 0...	WinRAR ZIP 壓縮檔	3,528 KB

**Double click to start installation.**

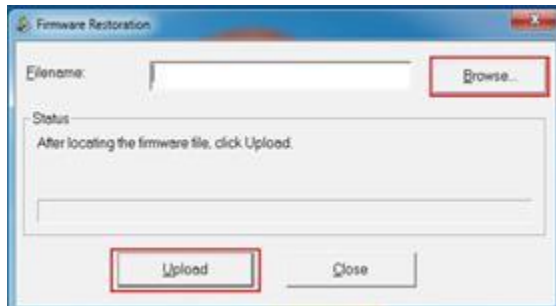
## **(2) Change the adapter setting**

1. Connect computer to router via wired connection
2. Click **[Start]**→ **[Control Panel]**→ **[Network and Internet]**→ **[Network Connections]**→Click**[Change adapter settings ]**→ **[LAN]**→ **Right click [Properties]**→ Click **[Internet protocol version4(TCP/IPv4) ]**→ Click **[Properties]** on the right bottom
3. Revise your setting as below  
**IP address : 192.168.1.10**  
**Subnet mask : 255.255.255.0**  
Click **[OK]**



### (3) Upload firmware

1. Unplug the wireless router from the power source.
2. Press and hold the **[Reset button]** for around **5 secs**, meanwhile; re-plug the cable of wireless router into the power source
3. Release the Reset button when the **[Power LED]** at the front panel starts flashing, which indicates that wireless router is in the **Rescue Mode**
4. **[Start]**→ **[All programs]**→**[ASUS utility]**→ **[RT-AC87U Wireless Router ]**( Depends on different model names)→**[Firmware Restoration]**
5. Enter **[Firmware Restoration]**, click **[Browse]** to choose the firmware you want to upload then click **[Upload]** and wait for around **60 secs**.



6. When [Power LED] keeps stable lighting ,you can press [**Reset button** ] to restore the device to default setting

**P.S.** After executing Rescue Mode, please go to [Start]→ [Control Panel]→ [Network and Internet]→ [Network Connections]→Click[Change adapter settings]→ [LAN ]→ Right click [Properties] → Click [Internet protocol version4(TCP/IPv4)]→ Click [Properties] on the right button, change your setting of IPv4 to [**Obtain an IP address automatically**]

