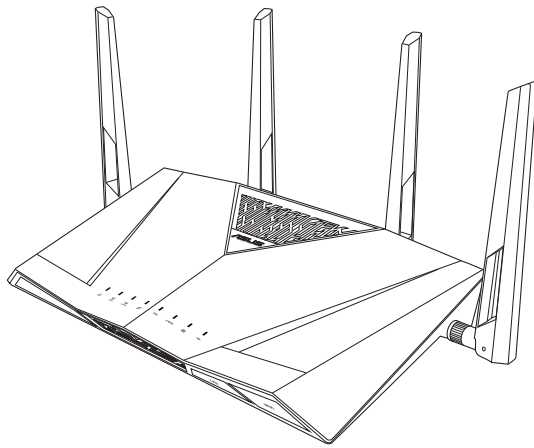


User Guide

DSL-AC3100

Dual-band Wi-Fi ADSL/VDSL
Modem Router



ASUS[®]
IN SEARCH OF INCREDIBLE

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Table of contents

| | | |
|----------|---|-----------|
| 1 | Getting to know your wireless router | 5 |
| | Package contents | 5 |
| | Hardware features | 6 |
| 2 | Creating your network | 9 |
| | Positioning your router | 9 |
| | What you need | 10 |
| | Connecting your devices | 11 |
| | Before you proceed..... | 14 |
| 3 | Network configuration using the web GUI | 21 |
| | Logging in to the web GUI | 21 |
| | Setting up the wireless security settings | 23 |
| | Managing your network clients | 25 |
| | Monitoring your USB device..... | 26 |
| | Creating your Guest Network | 28 |
| | Using the Traffic Manager..... | 29 |
| | Managing QoS (Quality of Service) Bandwidth..... | 29 |
| | Monitoring Traffic | 30 |
| | Using USB application | 31 |
| | Using AiDisk for File Sharing | 31 |
| | Using the Servers Center | 34 |
| | Using the Network Place (Samba) Share service | 34 |
| | Using the FTP Share service..... | 36 |
| | Using the Miscellaneous setting..... | 38 |
| | Configuring Advanced settings..... | 39 |
| | Setting up the DHCP Server | 39 |
| | Upgrading the firmware | 40 |
| | Restoring/Saving/Uploading settings | 41 |

| | |
|---|-----------|
| Setting up your network printer | 42 |
| 4 Firmware Upgrade | 45 |
| Restoring the firmware via the Rescue mode..... | 45 |
| 5 Troubleshooting | 47 |
| Troubleshooting | 47 |
| ASUS DDNS Service | 51 |
| Appendices | 53 |
| Notices..... | 53 |
| Networks Global Hotline Information..... | 67 |
| ASUS Contact information | 70 |

1 Getting to know your wireless router

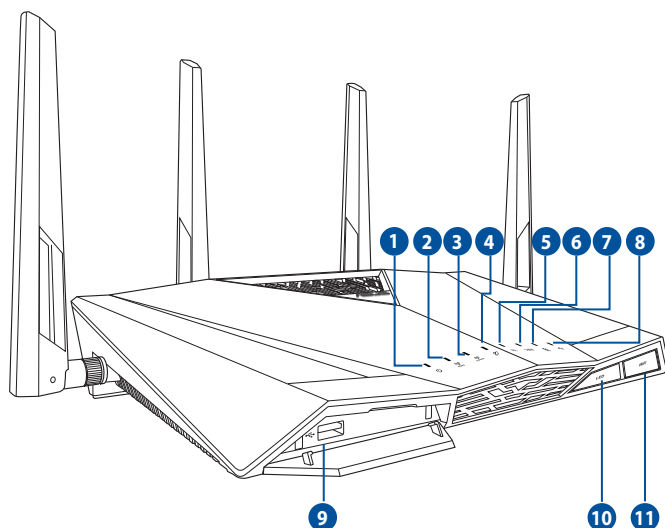
Package contents

- ☒ ADSL/VDSL WiFi modem router
- ☒ Network cable
- ☒ AC adapter
- ☒ Phone cable
- ☒ Quick Start Guide
- ☒ Warranty card
- ☒ Support CD (User Manual)
- ☒ Splitter (varies with regions)



-
- 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.
-

Hardware features



Power LED

Off: No power.

1 On: Device is ready.

Flashing slowly: Rescue mode

Flashing quickly: WPS in progress.

5GHz LED

Off: No 5GHz signal.

2 On: Wireless system is ready.

Flashing: Transmitting or receiving data via wireless connection.

2.4GHz LED

Off: No 2.4GHz signal.

3 On: Wireless system is ready.

Flashing: Transmitting or receiving data via wireless connection.

INTERNET LED

4 Red: No power or no Internet connection.

On: Connection to a Wide Area Network (WAN).

DSL LED

5 Off: No DSL connection.

On: Connection to DSL.

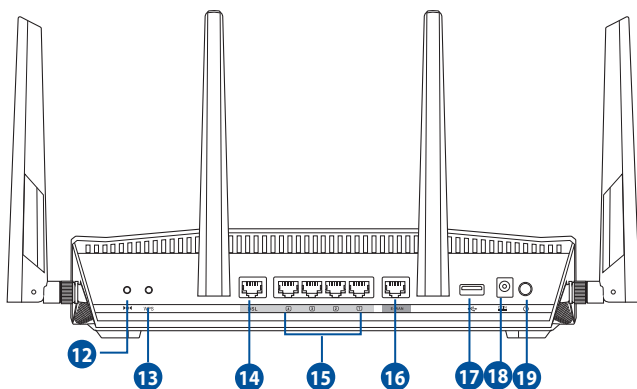
| | |
|-----------|---|
| 6 | E-WAN LED Off: No Ethernet connection. On: Connection to Ethernet. |
| 7 | LAN LED Off: No power or no physical connection. On: Has physical connection to a local area network (LAN). |
| 8 | USB LED Off: No power or no physical connection with a USB device. On: Has physical connection with a USB device. |
| 9 | USB 3.0 port Insert a USB 3.0/2.0 device such as USB hard disk or USB flash drive into the port. Insert your iPad's USB cable into the port to charge your iPad. |
| 10 | LED Button This button turns on/off the LED indicators. |
| 11 | Wi-Fi Button This button enables or disables Wi-Fi. |

Power adapter specifications:

| | | | |
|------------------------------|---------------------------------------|----------------------------|--------|
| DC Power adapter | DC output 19V with max. 1.75A current | | |
| Operating Temperature | 0~40°C | Storage Temperature | 0~70°C |
| Operating Humidity | 50~90% | Storage Humidity | 20~90% |



Use only the power adapter that came with your package. Using other adapters may damage the device.



12

Reset button

This button resets or restores the system to its factory default settings.

13

WPS button

This button launches the WPS Wizard.

14

DSL port

Connect to a splitter or to a telephone outlet via an RJ-11 cable.

15

LAN 1 ~ 4 ports

Connect network cables into these ports to establish LAN connection.

16

WAN port

Connect a network cable into this port to establish WAN connection.

17

USB 2.0 port

Insert a USB 2.0 devices such as USB hard disks or USB flash drives into this port.

18

Power (DC-IN) port

Insert the bundled AC adapter into this port and connect your router to a power source.

19

Power button

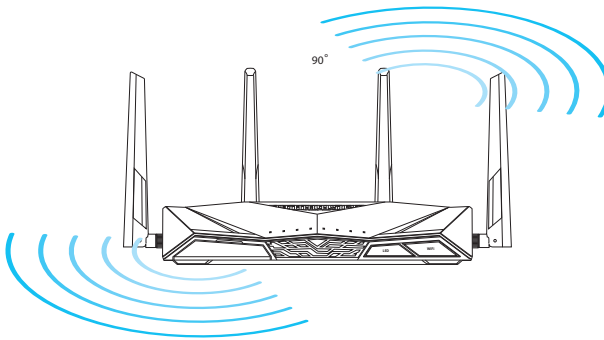
This button powers on or powers off the router.

2 Creating your network

Positioning your router

To get the best wireless network performance from your wireless router, follow the recommendations below:

- Place the wireless router at the center of your network for maximum wireless coverage.
- 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.



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/1000Base-T)
- IEEE 802.11a/b/g/n/ac wireless capability
- An installed TCP/IP service
- Web browser such as Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, or Google Chrome



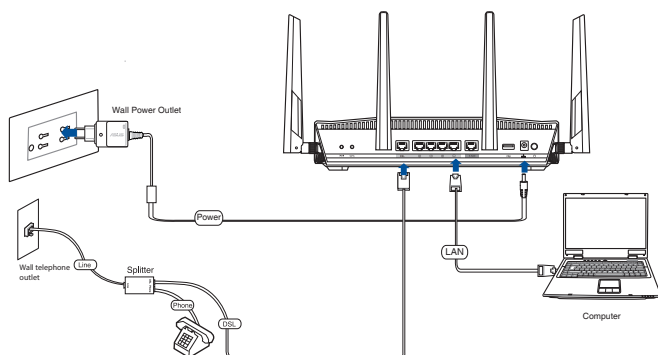
-
- If your computer does not have built-in wireless capabilities, install an IEEE 802.11a/b/g/n/ac WLAN adapter to your computer to connect to the network.
 - With its dual band technology, your ADSL/VDSL router supports 2.4GHz and 5GHz wireless signals simultaneously. This allows you to browse the Internet or access e-mail messages using the 2.4GHz band while streaming high-definition audio/video files such as movies or music using the 5GHz band.
 - If you are using only one computer with a single band IEEE 802.11a/b/g/n/ac WLAN adapter, you will only be able to use the 2.4GHz band.
 - If you are using only one computer with a 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 used to connect the network devices should not exceed 100 meters.
-

Connecting your devices



-
- Use a wired connection when setting up your wireless router to avoid possible wireless setup issues.
 - 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. If your modem has a backup battery, remove it as well.
 - Reboot your computer (recommended).
-

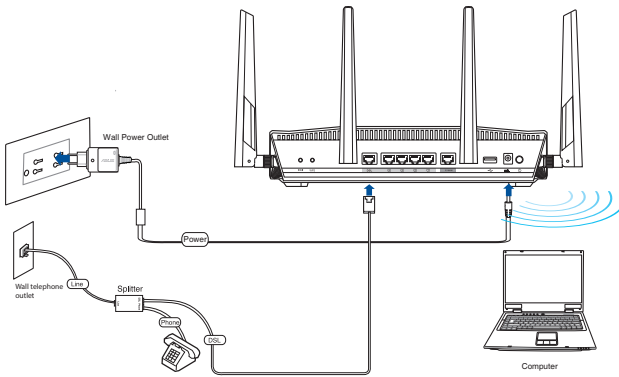
Wired connection



To set up your ADSL/VDSL router using a wired connection:

1. Insert the splitter's line connector to the phone outlet and connect your phone into the phone port.
2. Using the bundled phone cable, connect your DSL-AC3100's DSL port to the splitter's DSL port.
3. Using the bundled network cable, connect your computer to the ADSL/VDSL modem router's LAN port.

Wireless connection



To set up your ADSL/VDSL router using a wireless connection:

1. Insert your wireless modem router's AC adapter into the DC-IN port and plug it to a power outlet.
2. Using the bundled phone cable, connect your DSL-AC3100's DSL port to the splitter's DSL port.
3. Install an IEEE 802.11 a/b/g/n/ac WLAN adapter to your computer to connect to the wireless network.

Before you proceed



Before configuring your wireless router, apply the steps described in this section to each computer on the network to avoid problems connecting to the wireless network.

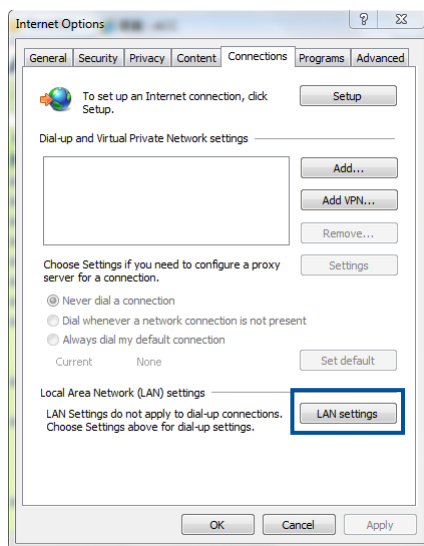
A. Disable any configured proxy servers.

Windows® 7 / 8*

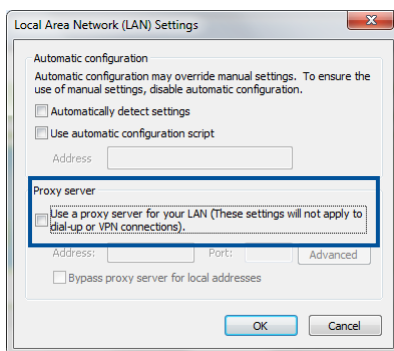


The screenshots provided are for Windows® 7 only. The steps and options may be different for Windows® 8 and Windows® 8.1.

1. Click **Start > Internet Explorer**.
2. Click **Tools > Internet options > Connections tab > LAN settings**.

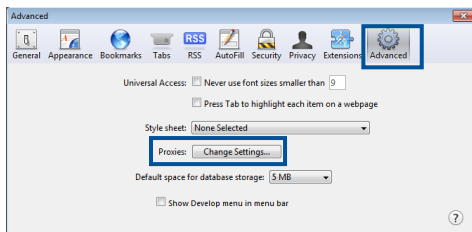


- From the Local Area Network (LAN) Settings window, uncheck **Use a proxy server for your LAN**.
- Click **OK** then **Apply**.

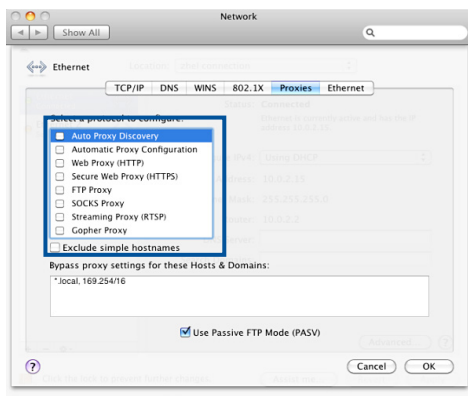


MAC OSX

- From your **Apple Safari** browser, click **Safari > Preferences > Advanced**. On the **Proxies** item, click **Change Settings...**



- From the **Network** screen, uncheck **FTP Proxy** and **Web Proxy (HTTP)**.
- Click **OK** then **Apply**.



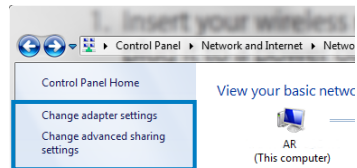
B. Configure TCP/IP settings to automatically obtain an IP address.

Windows® 7 / 8

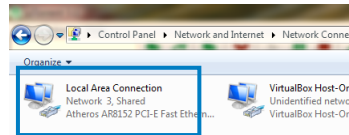


The screenshots provided are for Windows® 7 only. The steps and options may be different for Windows® 8 and Windows® 8.1.

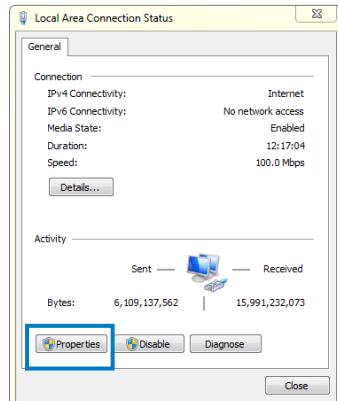
1. Click **Start > Control Panel > Network and Internet > Network and Sharing Center > Change adapter settings**.



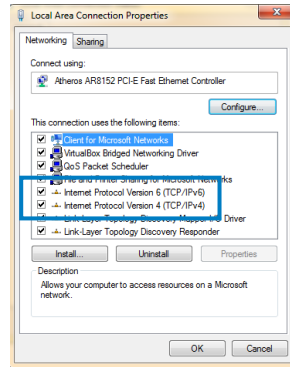
2. On the Network Connections window, click on **Local Area Connection**.



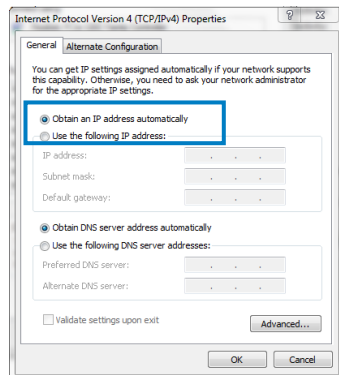
3. On the Local Area Connection Network Status window, click **Properties**.



4. Select Internet Protocol Version 4 (TCP/IPv4) or Internet Protocol Version 6 (TCP/IPv6), then click **Properties**.

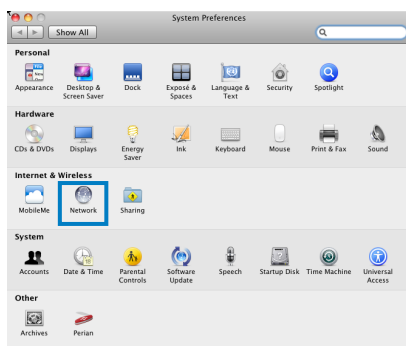


6. Tick **Obtain an IP address automatically**.
7. Click **OK**.

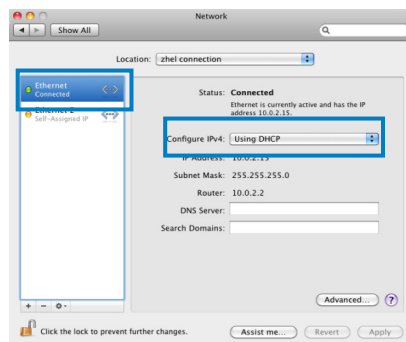


MAC OSX

1. Click **Apple Menu**
>**System Preferences** >
Network

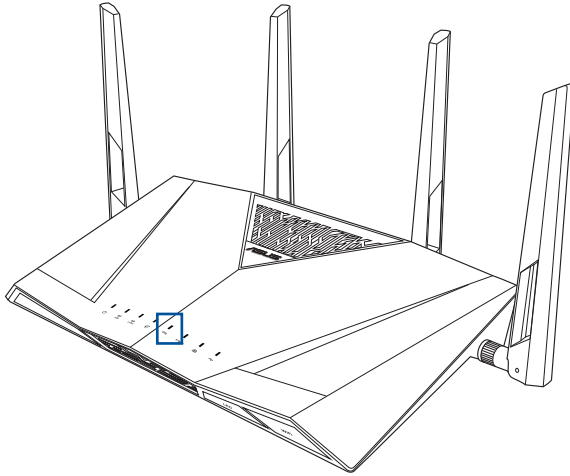


2. Click **Ethernet** on the left panel.
3. On the Configure IPv4, item select **Using DHCP**.
4. Click **Apply**.



Setting up your ADSL/VDSL router

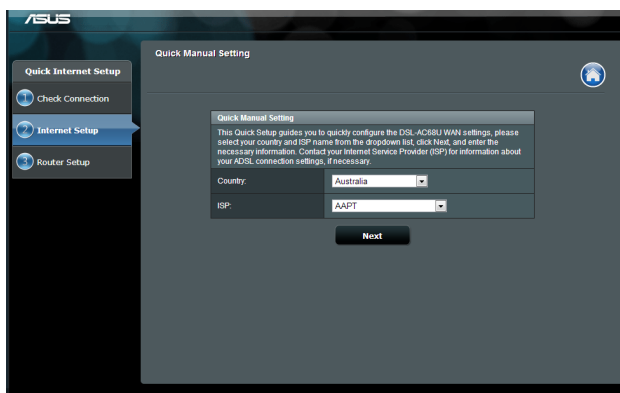
1. Ensure that the DSL LED on the DSL-AC3100 front panel is on and not flashing.



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



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



3 Network configuration using the web GUI

Logging in to the web GUI

Your ASUS Wireless Router uses a web-based user interface that allows you to configure the router using any web browser such as Internet Explorer, Mozilla Firefox, Apple Safari, or Google Chrome.

To log in to the web GUI:

1. Launch your web browser and manually key in the wireless router's default IP address:
<http://router.asus.com>
2. On the login page, key in the default user name (**admin**) and password (**admin**).



3. The wireless router GUI provides access to various configuration settings.



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 <http://router.asus.com> 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, the **System status** area displays the wireless security settings such as SSID, security level, and encryption settings.



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

The screenshot shows the 'System Status' page of an ASUS router's web interface. At the top, there are tabs for '2.4GHz' and '5GHz', with '2.4GHz' currently selected. Below the tabs, the 'Wireless name(SSID)' is set to 'ASUS'. The 'Authentication Method' is set to 'Open System' via a dropdown menu. An 'Apply' button is located below these settings. Further down, the 'LAN IP' is '192.168.1.1', the 'PIN code' is '12345670', the 'LAN MAC address' is '00:90:4C:0F:F0:00', and the 'Wireless 2.4GHz MAC address' is also '00:90:4C:0F:F0:00'.

| System Status | |
|-----------------------------|------|
| 2.4GHz | 5GHz |
| Wireless name(SSID) | |
| ASUS | |
| Authentication Method | |
| Open System | |
| Apply | |
| LAN IP | |
| 192.168.1.1 | |
| PIN code | |
| 12345670 | |
| LAN MAC address | |
| 00:90:4C:0F:F0:00 | |
| Wireless 2.4GHz MAC address | |
| 00:90:4C:0F:F0:00 | |

4. On the **Wireless name (SSID)** field, key in a unique name for your wireless network.
5. From the **Authentication Method** dropdown list, select the encryption method for your wireless network.
6. Key in your security passkey.
7. Click **Apply**.

Managing your network clients

To manage your network clients:

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



Monitoring your USB device

The ASUS Wireless Router provides one USB 3.0 port for connecting USB devices such as a USB storage device and USB printer.



- 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 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>



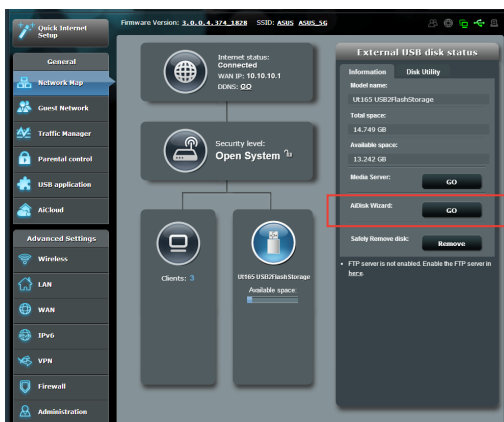
You first need to create a user account to allow other network clients to access the USB device. For more details, refer to the section **Using AiDisk for sharing files** in this user manual.

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 information about your USB device.



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



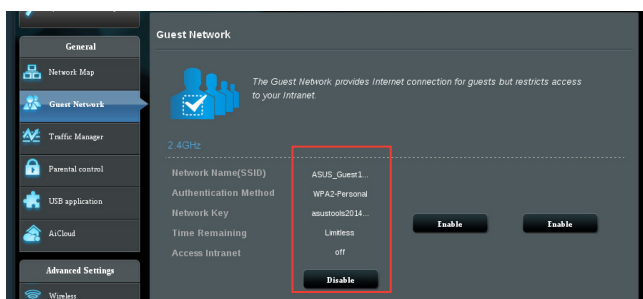
- For more details on setting up AiDisk, refer to the section **Using the Network Place (Samba) Share service** and **Using the FTP Share service** in this user manual.
- This router works with most USB HDDs/Flash disks (up to 2TB size) and supports read-write access for FAT16, FAT32, EXT2, EXT3, and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

Creating your Guest Network

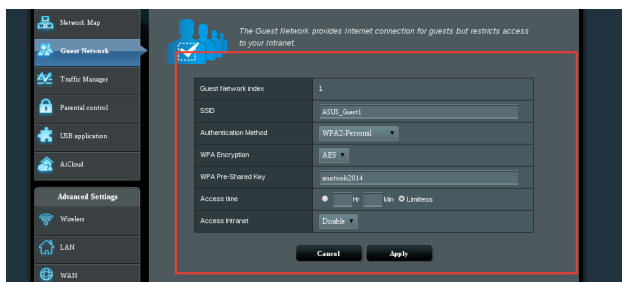
Setting up a Guest Network provides wireless Internet connectivity for temporary visitors while restricting access to your private network.

To create your guest network:

1. Click **Guest Network** on the left navigation panel.
2. Click **Enable**.
3. To configure additional options, click any of the items listed.



4. Assign a wireless name for your temporary network on the **SSID** field.
5. Select an **Authentication Method**.
6. Select a **WEP Encryption** method.
7. Specify the **Access time** or click **Limitless**.
8. Select Disable or Enable on the **Access Intranet** item.
9. Click **Apply**.



Using the Traffic Manager

Managing QoS (Quality of Service) Bandwidth

The **Quality of Service** feature allows you to set the bandwidth priority and manage network traffic.

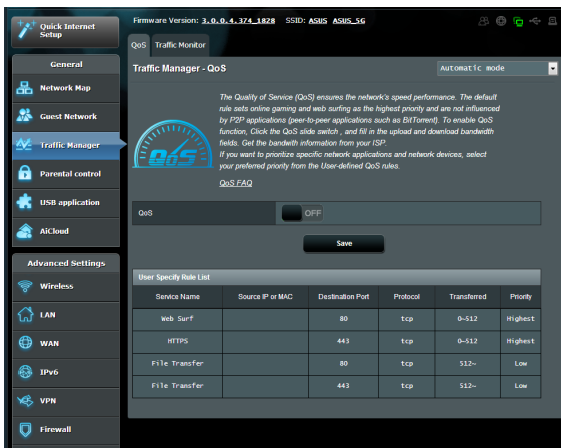
To set up QoS:

1. Click **Traffic Manager** on the left navigation panel and click the **QoS** tab.
2. Click **ON** to enable QoS.
3. Input values for **Upload Bandwidth** and **Download Bandwidth**.



Your bandwidth information is available from your ISP.

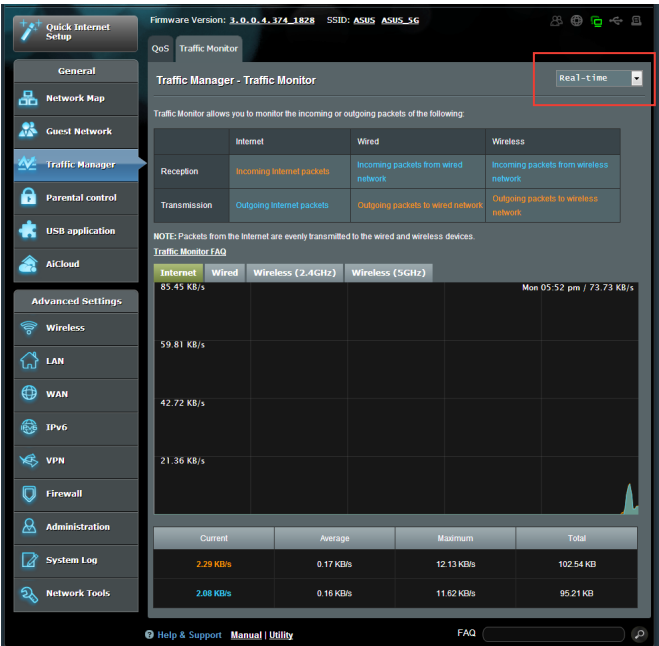
4. Click **Save**.
5. If you want to prioritize specific network applications and network services, click **User-defined Priority** on the upper-right hand corner.



6. Adjust the values as needed. Click **Apply**.

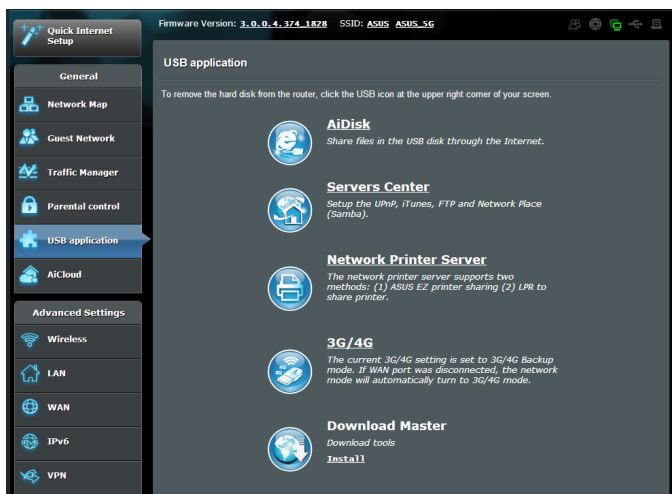
Monitoring Traffic

Click the **Traffic Monitor** tab to view the network activity of your Internet, Wired, and Wireless connections for the last 24 hours, daily or in real-time.



Using USB application

The USB application menu displays several options including **AiDisk**, **Servers Center**, and **Network Printer Server**.



Using AiDisk for File Sharing

AiDisk allows you to share files stored in a connected USB storage device through the network.



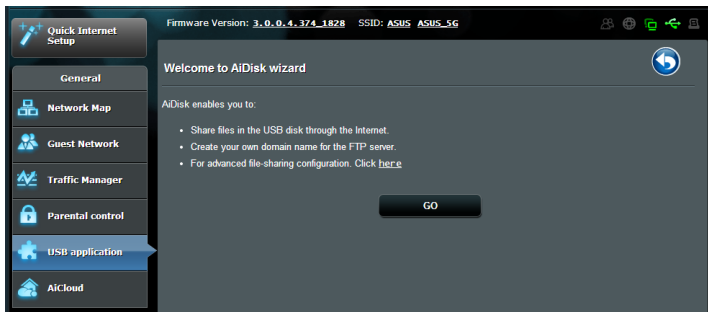
Before using AiDisk, connect a USB storage device, such as a USB hard disk or USB flash drive, to the USB 3.0 port on the rear panel of your wireless router. The USB storage device should be formatted and partitioned properly. Refer to the **Plug-n-Share Disk Support List** for disk format, file and partition size at <http://event.asus.com/networks/disksupport>



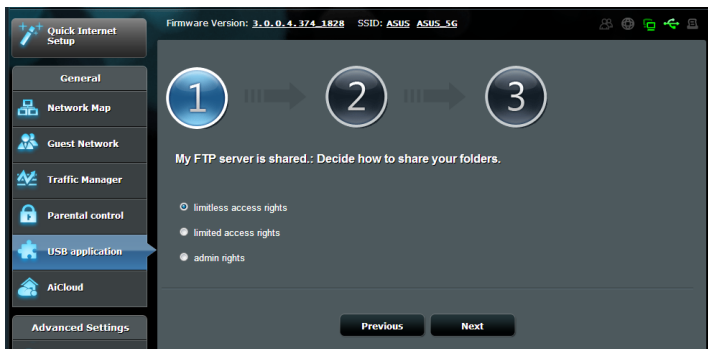
To avoid data loss or damage to the USB storage device, always follow the steps to safely remove your USB device.

To use AiDisk:

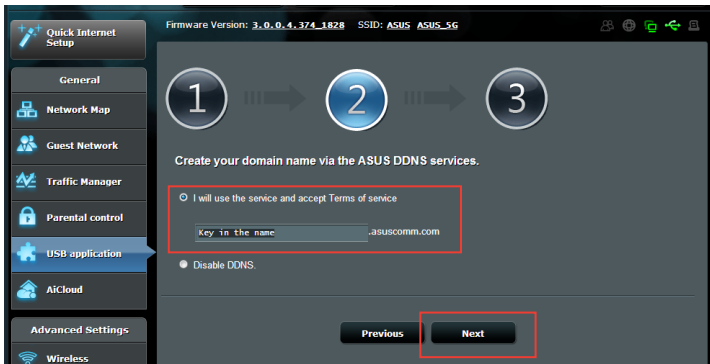
1. Click **USB application** on the left navigation panel and click the **AiDisk** icon.
2. From the **Welcome to AiDisk wizard** screen, click **Go**.



3. Assign access rights to the USB storage device. **Select limitless access rights, limited access rights, and admin rights** to define read-right privileges to files stored in the USB storage device. Click **Next**.



4. To set up your domain name via the ASUS DDNS service, select **I will use the service and accept Terms of service** and key in your preferred domain name. Your domain name will follow the format **xxx.asuscomm.com**, where xxx is your host name.
5. Click **Next**.



6. Click **Finish**.
7. To access the USB storage device via FTP from a client on the network, launch a web browser or a third-party FTP client utility and key in the FTP link (**ftp://<domain name>**) you previously created.

Using the Servers Center

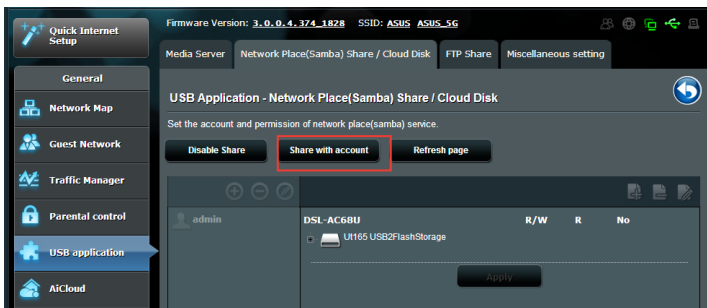
Servers Center provides settings for Samba and FTP Shares.

Using the Network Place (Samba) Share service

The Network Place (Samba) Share feature allows Mac OSX, Windows, and Linux clients to access files on the USB storage device.

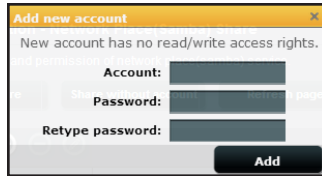
To use Samba share:

1. Click **USB application** on the left navigation panel and click the **Servers Center** icon.
2. Click the **Network place (Samba) Share** tab.
3. Click **Share with account**.




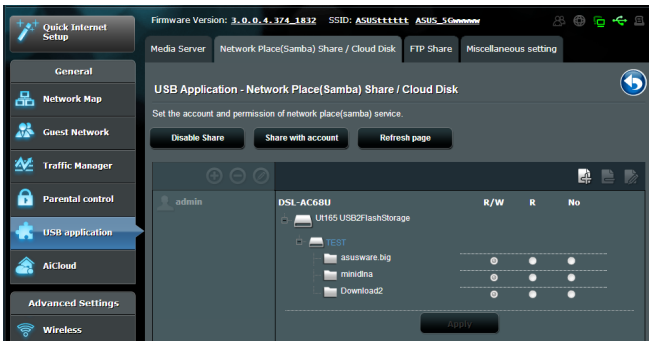
4. Click the **Add** button  to create user accounts for users who will be accessing the USB storage device via Samba.

5. Assign a name for the user account and key in a password. Click **Add**.



A dialog box titled "Add new account" with a close button (X) in the top right corner. The text inside says "New account has no read/write access rights." Below this, there are three input fields: "Account:", "Password:", and "Retype password:". At the bottom right is an "Add" button.

6. Use the **Modify** and **Delete** buttons  to change the password or remove the user account.
7. Select a user and assign the type of access rights for files or folders located in the storage device:
- **R/W**: Select this option to assign read/write 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.



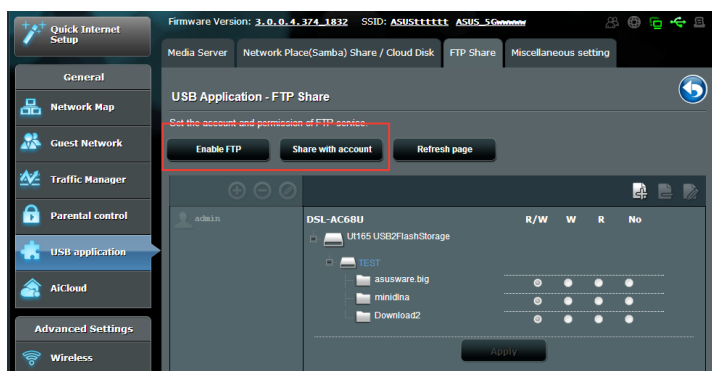
8. Click **Apply**.


Using the FTP Share service

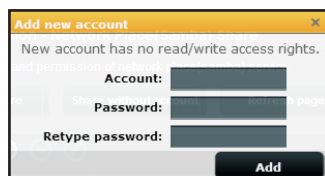
Your ASUS wireless router can set up the connected USB storage device as an FTP server.

To set up the FTP Share service:

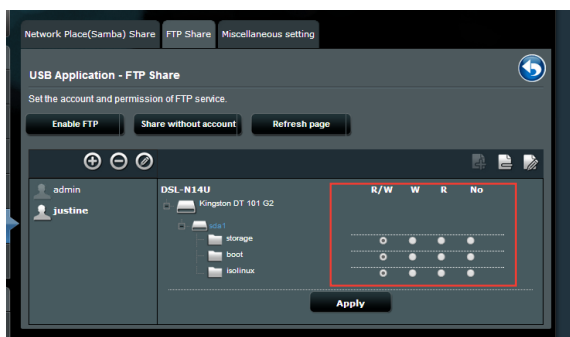
1. Configure file sharing using the steps in **Using AiDisk for File Sharing**.
2. Click **USB application** on the left navigation panel and click the **Servers Center** icon.
3. Click the **FTP Share** tab.
4. Click **Enable FTP**.
5. Click **Share with account**.



6. Click the **Add** button  to create accounts for users who will be accessing the USB storage device via FTP Server.
7. Assign a name for the user account and key in a password. Click **Add**.



8. Select the type of access rights for the storage device:
- **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.



9. Click **Apply**.

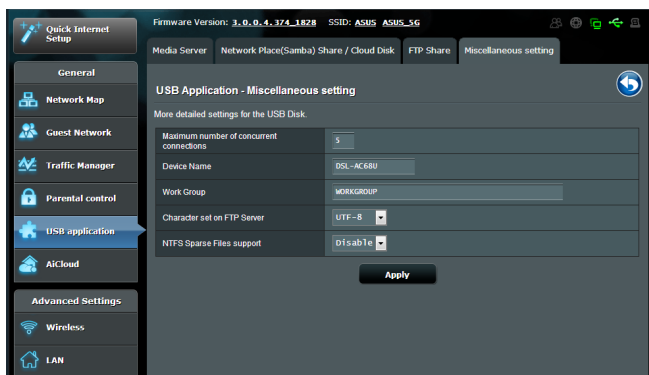
10. To access the FTP server from a client on the network, key in **ftp://<hostname>.asuscomm.com** on a web browser or a third-party FTP utility. Once prompted, key in the account username and password you set up in Step 7.

Using the Miscellaneous setting

The Miscellaneous settings page allows you to configure additional properties for the USB disk. You can change the maximum number of users who can access the USB storage device, assign a device name and work group, or specify the language settings for the FTP server.

To configure additional USB device settings:

1. Click **USB application** on the left navigation panel and click **Servers Center**.
2. Click the **Miscellaneous setting** tab.
3. Specify or change configuration settings as needed.
3. Click **Apply**.



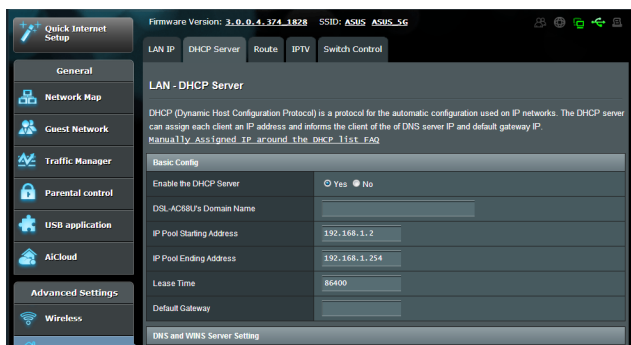
Configuring Advanced settings

Setting up the DHCP Server

Your wireless router uses DHCP to assign IP addresses automatically on your network. You can specify the IP address range and lease time for the clients on your network.

To configure the DHCP server:

1. Click **LAN** on the left navigation panel.
2. Click the **DHCP Server** tab.
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, specify in seconds when an assigned IP address will expire. Once it reaches this time limit, the DHCP server will then assign a new IP address.



- ASUS recommends that you use an IP address format of 192.168.1.xxx (where xxx can be any number between 2 and 254) when specifying an IP address range.
- An IP Pool Starting Address should not be greater than the IP Pool Ending Address.

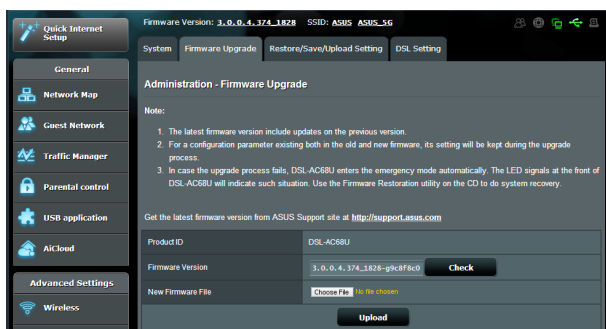
Upgrading the firmware



Download the latest firmware from the ASUS website at <https://www.asus.com/support>

To upgrade the firmware:

1. Click **Administration** from the left navigation panel.
2. Click the **Firmware Upgrade** tab.
3. In the **New Firmware File** item, click **Choose File**. Navigate to the downloaded firmware file.
4. Click **Upload**.

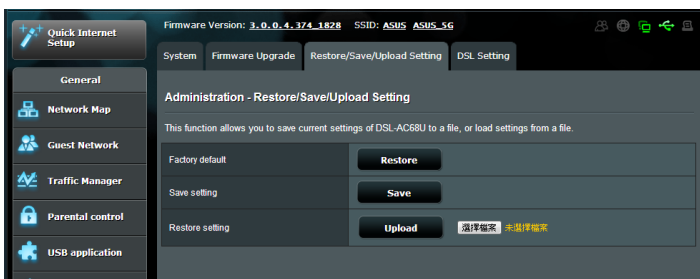


If the upgrade process fails, the wireless router automatically enters rescue mode and the power LED indicator on the front panel starts flashing slowly. To recover or restore the system, use the Firmware Restoration utility.

Restoring/Saving/Uploading settings

To restore/save/upload wireless router settings:

1. Click **Administration** on the left navigation panel.
2. Click the **Restore/Save/Upload Setting** tab.



3. Select a task from the configuration options:
 - To restore to default factory settings, click **Restore**, and click **OK** once prompted.
 - To save the current system settings, click **Save**, navigate to the folder where you intend to save the file and click **Save**.
 - To restore from a saved system settings file, click **Browse** to locate your file, then click **Upload**.

Setting up your network printer

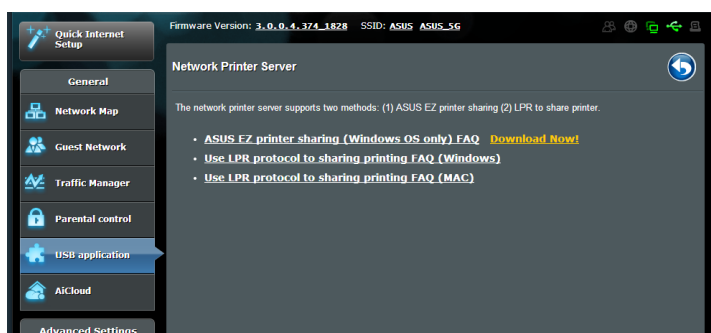
Use the Network Printer Setup utility to set up a USB printer on your wireless router and share the printer with other devices on the network.



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

To set up your USB Printer:

1. Click **USB application** from the left navigation panel, then click **Network Printer Server**.
2. Click **Download Now!** in the ASUS EZ printer sharing mode to download the network printer utility.

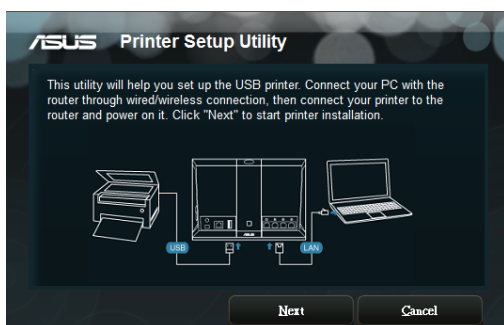


3. Unzip the downloaded file and click the Printer icon to run the network printer setup program.

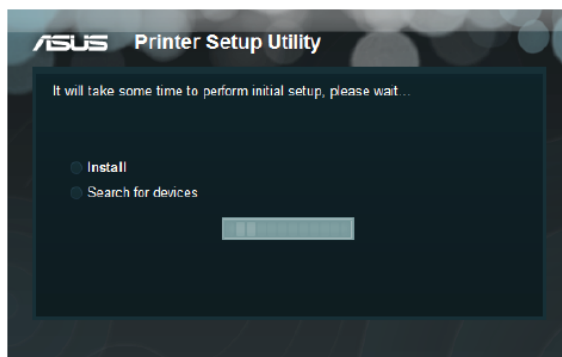


Printer.exe
ASUS Wireless Router Utility
ASUSTek COMPUTER INC.

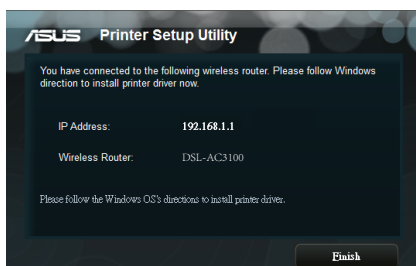
4. Follow the onscreen instructions to set up your hardware, then click **Next**.



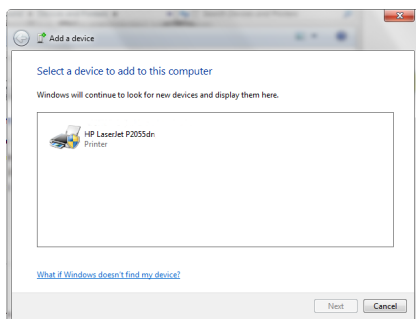
5. Wait for a few minutes for the initial setup to finish. Click **Next**.



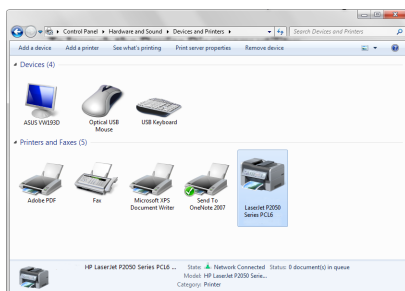
6. Click **Finish** to complete the installation.



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



8. After printer driver installation is complete, computers on the network will now be able to access the printer.



4 Firmware Upgrade



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

The screenshot shows the 'Administration - Firmware Upgrade' window. It includes a 'Note' section with three points: 1. The latest firmware version includes updates on the previous version. 2. For a configuration parameter existing both in the old and new firmware, its setting will be kept during the upgrade process. 3. In case the upgrade process fails, DSL-AC3100 enters the emergency mode automatically. The LED signals at the front of DSL-AC3100 will indicate such a situation. Use the Firmware Restoration utility on the CD to do system recovery.

Below the note, it says: 'Get the latest firmware version from ASUS Support site at <http://www.asus.com/support/>'.

| | | | |
|---------------------------------------|---|--------------------------------------|--|
| Product ID | DSL-AC3100 | | |
| DSL Driver Version | A2pyt04043g.d26p | | |
| Firmware Version | v1.10.03 build398 Jul. 17, 2017 | <input type="button" value="Check"/> | |
| New Firmware File | <input type="button" value="Choose File"/> No file chosen | | |
| <input type="button" value="Upload"/> | | | |

To upgrade the firmware:

1. From the navigation panel, go to **Advanced Settings** > **Administration** > **Firmware Upgrade** tab.
2. In the **New Firmware File** field, click **Choose File** to locate the downloaded file.
3. Click **Upload**.

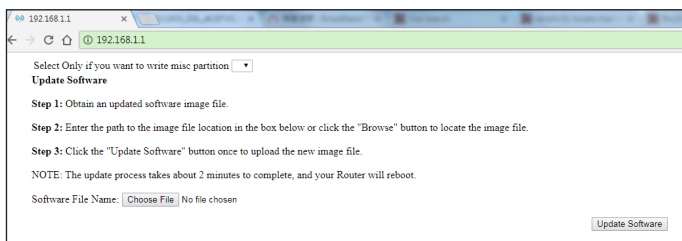


- When the upgrade process is complete, wait for some time for the system to reboot.
- If the upgrade process fails, follow the Rescue mode process. For more details, refer to **Restoring the firmware via the Rescue mode**.

Restoring the firmware via the Rescue mode.

If the firmware upgrade fails, do the Rescue mode process. Please follow these steps:

1. Ensure that your computer has a static IP address such as 192.168.1.xx (xx can be any number between 2 and 254).
2. Turn off your DSL-AC3100. Hold the Reset button then power on your device for five seconds. When the power LED blinks, release the Reset button.
3. On your web browser, enter **http://192.168.1.1**. The interface below appears.

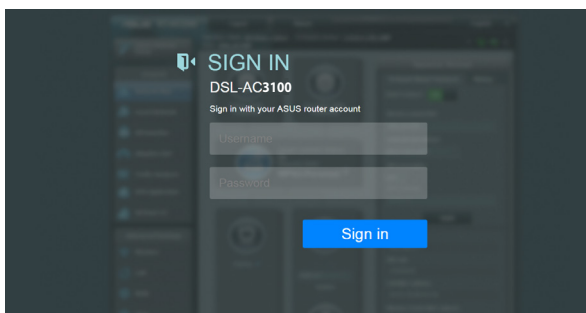


4. From the interface, click **Choose File**, and browse for your firmware file.



You can download the latest firmware file from the ASUS Support site at **http://www.asus.com/support**

5. Click **Update Software**. The process takes about two minutes to complete.
6. After the process is completed, the login page appears. If it does not appear, enter **http://192.168.1.1** on your web browser.



5 Troubleshooting



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

Troubleshooting

I cannot access the router GUI for configuring the router.

- Delete the cookies and temporary files in your web browser. To do this in Internet Explorer 8:
 1. Launch your web browser, then click **Tools > Internet Options**.
 2. On the General tab, click **Delete** under Browsing history.
 3. Tick **Temporary Internet Files** and **Cookies**. Click **Delete**.



Instructions for deleting cookies and temporary Internet files vary with the web browser.

- Disable the proxy server settings, remove any dial-up connections, 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:

- Place the router closer to the wireless client.
- Change the channel settings.

Authentication:

- Use a 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 settings in the wireless adapter such as SSID and encryption method.

Cannot access the Internet using a wireless LAN adapter.

- Place 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 VDSL connection is connected.
- Use a different Ethernet cable.

Internet is not accessible.

- Check the status indicators on the VDSL/ADSL modem and the wireless router.
- Check if the WAN LED on the wireless router is on. If the LED is off, switch Ethernet cables and try again.

The DSL light is ON (steady and not blinking) and means Internet access is possible, but I still cannot browse the Internet.

- Restart your computer.
- Check if the WAN LED on the wireless router is on.
- Check the wireless encryption settings.
- Check if the computer can get an IP address (using both a wired or wireless connection).
- Check that your web browser is configured to use the local LAN and is not configured to use a proxy server.

If the DSL 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 properly connected .
- Disconnect the power cord from the ADSL/VDSL or cable modem, wait a few minutes, then reconnect the cord.
- If the ADSL/VDSL light continues to blink or stays OFF, contact your Internet service provider.

Network name or encryption keys are forgotten.

- Set up a wired connection and reconfigure the wireless security settings.
- Press the Reset button at the rear panel of the wireless router for more than five seconds.

How do you 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** of this user manual.

The following are the factory default settings:

| | |
|-----------------------|--|
| User name: | admin |
| Password: | admin |
| IP address: | router.asus.com |
| SSID (2.4GHz): | Refer to the label at the bottom of the router |
| SSID (5GHz): | Refer to the label at the bottom of the router |

ASUS DDNS Service

The ASUS DSL-AC3100 WiFi Modem Router supports the ASUS DDNS service. If you have registered for the ASUS DDNS service but need to exchange devices at the service center, inform the service center that you want to keep the original domain name and retain the DDNS service. Visit your local service center for more information.



- 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 the hostname is available, 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. Internet connection is available.
2. The DNS server is working properly.
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 so I can access my HTTP and FTP servers separately?

No, you cannot. You can only register one domain name for one router. You can use port mapping to implement both services and make them available from outside your local network.

5. After restarting the router, why is it that I see a different WAN IP address 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 times for updating IP addresses.

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.



Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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- 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.

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 Wireless Device is below the Industry Canada (IC) radio frequency exposure limits. The 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 la classe B est conforme aux normes ICES-003 et RSS-210 du Canada.

Son utilisation est sujette aux deux conditions suivantes : (1) cet appareil ne doit pas créer d'interférences nuisibles, et (2) cet appareil doit tolérer tout type d'interférences, y compris celles susceptibles de provoquer un fonctionnement non souhaité de l'appareil.

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Version 2, June 1991

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END OF TERMS AND CONDITIONS

Networks Global Hotline Information

| Region | Country | Hotline Number | Service Hours |
|--------|----------------------------|---|--|
| Europe | Cyprus | 800-92491 | 09:00-13:00 ; 14:00-18:00 Mon-Fri |
| | France | 0033-170949400 | 09:00-18:00 Mon-Fri |
| | Germany | 0049-1805010920 | 09:00-18:00 Mon-Fri 10:00-17:00 Mon-Fri |
| | | 0049-1805010923 | |
| | | (component support) 0049-2102959911 (Fax) | |
| | Hungary | 0036-15054561 | 09:00-17:30 Mon-Fri |
| | Italy | 199-400089 | 09:00-13:00 ; 14:00-18:00 Mon-Fri |
| | Greece | 00800-44142044 | 09:00-13:00 ; 14:00-18:00 Mon-Fri |
| | Austria | 0043-820240513 | 09:00-18:00 Mon-Fri |
| | Netherlands/ Luxembourg | 0031-591570290 | 09:00-17:00 Mon-Fri |
| | Belgium | 0032-78150231 | 09:00-17:00 Mon-Fri |
| | Norway | 0047-2316-2682 | 09:00-18:00 Mon-Fri |
| | Sweden | 0046-858769407 | 09:00-18:00 Mon-Fri |
| | Finland | 00358-969379690 | 10:00-19:00 Mon-Fri |
| | Denmark | 0045-38322943 | 09:00-18:00 Mon-Fri |
| | Poland | 0048-225718040 | 08:30-17:30 Mon-Fri |
| | Spain | 0034-902889688 | 09:00-18:00 Mon-Fri |
| | Portugal | 00351-707500310 | 09:00-18:00 Mon-Fri |
| | Slovak Republic | 00421-232162621 | 08:00-17:00 Mon-Fri |
| | Czech Republic | 00420-596766888 | 08:00-17:00 Mon-Fri |
| | Switzerland-German | 0041-848111010 | 09:00-18:00 Mon-Fri |
| | Switzerland-French | 0041-848111014 | 09:00-18:00 Mon-Fri |
| | Switzerland-Italian | 0041-848111012 | 09:00-18:00 Mon-Fri |
| | United Kingdom | 0044-1442265548 | 09:00-17:00 Mon-Fri |
| | Ireland | 0035-31890719918 | 09:00-17:00 Mon-Fri |
| | Russia and CIS | 008-800-100-ASUS | 09:00-18:00 Mon-Fri |
| | Ukraine | 0038-0445457727 | 09:00-18:00 Mon-Fri |

| Region | Country | Hotline Numbers | Service Hours |
|--------------|--------------|------------------------------------|--|
| Asia-Pacific | Australia | 1300-278788 | 09:00-18:00 Mon-Fri |
| | New Zealand | 0800-278788 | 09:00-18:00 Mon-Fri |
| | Japan | 0800-1232787 | 09:00-18:00 Mon-Fri |
| | | | 09:00-17:00 Sat-Sun |
| | | 0081-570783886 (Non-Toll Free) | 09:00-18:00 Mon-Fri 09:00-17:00 Sat-Sun |
| | Korea | 0082-215666868 | 09:30-17:00 Mon-Fri |
| | Thailand | 0066-24011717 | 09:00-18:00 Mon-Fri |
| | | 1800-8525201 | |
| | Singapore | 0065-64157917 | 11:00-19:00 Mon-Fri |
| | | 0065-67203835 | 11:00-19:00 Mon-Fri |
| | | (Repair Status Only) | 11:00-13:00 Sat |
| | Malaysia | 1300-88-3495 | 9:00-18:00 Mon-Fri |
| | Philippine | 1800-18550163 | 09:00-18:00 Mon-Fri |
| | India | | 09:00-18:00 Mon-Sat |
| | India(WL/NW) | 1800-2090365 | 09:00-21:00 Mon-Sun |
| Americas | Indonesia | 0062-2129495000 | 09:30-17:00 Mon-Fri |
| | | 500128 (Local Only) | 9:30 – 12:00 Sat |
| | Vietnam | | 08:00-12:00 |
| | | 1900-555581 | 13:30-17:30 Mon-Sat |
| | Hong Kong | 00852-35824770 | 10:00-19:00 Mon-Sat |
| | USA | | 8:30-12:00 EST Mon-Fri |
| | Canada | 1-812-282-2787 | 9:00-18:00 EST Sat-Sun |
| | Mexico | 001-8008367847 | 08:00-20:00 CST Mon-Fri 08:00-15:00 CST Sat |

| Region | Country | Hotline Numbers | Service Hours |
|-----------------------------|--------------------|--|--|
| Middle East + Africa | Egypt | 800-2787349 | 09:00-18:00 Sun-Thu |
| | Saudi Arabia | 800-1212787 | 09:00-18:00 Sat-Wed |
| | UAE | 00971-42958941 | 09:00-18:00 Sun-Thu |
| | Turkey | 0090-2165243000 | 09:00-18:00 Mon-Fri |
| | South Africa | 0861-278772 | 08:00-17:00 Mon-Fri |
| | Israel | *6557/00972-39142800 *9770/00972-35598555 | 08:00-17:00 Sun-Thu 08:30-17:30 Sun-Thu |
| Balkan Countries | Romania | 0040-213301786 | 09:00-18:30 Mon-Fri |
| | Bosnia Herzegovina | 00387-33773163 | 09:00-17:00 Mon-Fri |
| | Bulgaria | 00359-70014411 | 09:30-18:30 Mon-Fri |
| | | 00359-29889170 | 09:30-18:00 Mon-Fri |
| | Croatia | 00385-16401111 | 09:00-17:00 Mon-Fri |
| | Montenegro | 00382-20608251 | 09:00-17:00 Mon-Fri |
| | Serbia | 00381-112070677 | 09:00-17:00 Mon-Fri |
| Baltic Countries | Slovenia | 00368-59045400 | 08:00-16:00 Mon-Fri |
| | | 00368-59045401 | |
| | Estonia | 00372-6671796 | 09:00-18:00 Mon-Fri |
| | Latvia | 00371-67408838 | 09:00-18:00 Mon-Fri |
| | Lithuania-Kaunas | 00370-37329000 | 09:00-18:00 Mon-Fri |
| | Lithuania-Vilnius | 00370-522101160 | 09:00-18:00 Mon-Fri |



For more information, visit the ASUS support site at:
<https://www.asus.com/support>

ASUS Contact information

ASUSTeK COMPUTER INC. (Asia Pacific)

Address 4F, 15 Li-Te Road, Peitou, Taipei,
Taiwan 11259
Website www.asus.com.tw

Technical Support

Telephone +886228943447
Support Fax +886228907698
Online support <https://www.asus.com/support>

ASUS COMPUTER INTERNATIONAL (America)

Address 800 Corporate Way, Fremont, CA
94539, USA
Telephone +15107393777
Fax +15106084555
Website usa.asus.com
Online support <https://www.asus.com/support>

ASUS COMPUTER GmbH (Germany and Austria)

Address Harkort Str. 21-23, D-40880 Ratingen,
Germany
Support Fax +49-2102-959931
Website asus.com/de
Online contact eu-rma.asus.com/sales

Technical Support

Telephone (Component) +49-2102-5789555
Telephone Germany
(System/Notebook/Eee/LCD) +49-2102-5789557
Telephone Austria
(System/Notebook/Eee/LCD) +43-820-240513
Support Fax +49-2102-959911
Online support <https://www.asus.com/support>