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FAQ

[Troubleshooting] Failed Internet access through router

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[Troubleshooting] Failed Internet access through router

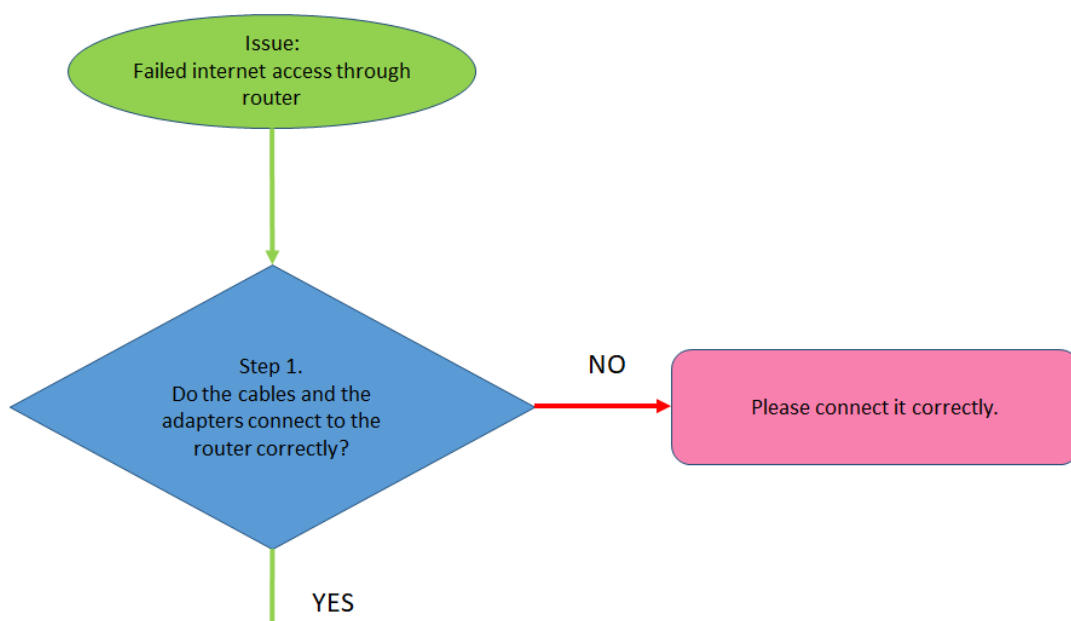
To provide you more detailed instruction, you can also click ASUS Youtube video link below
Internet access through router

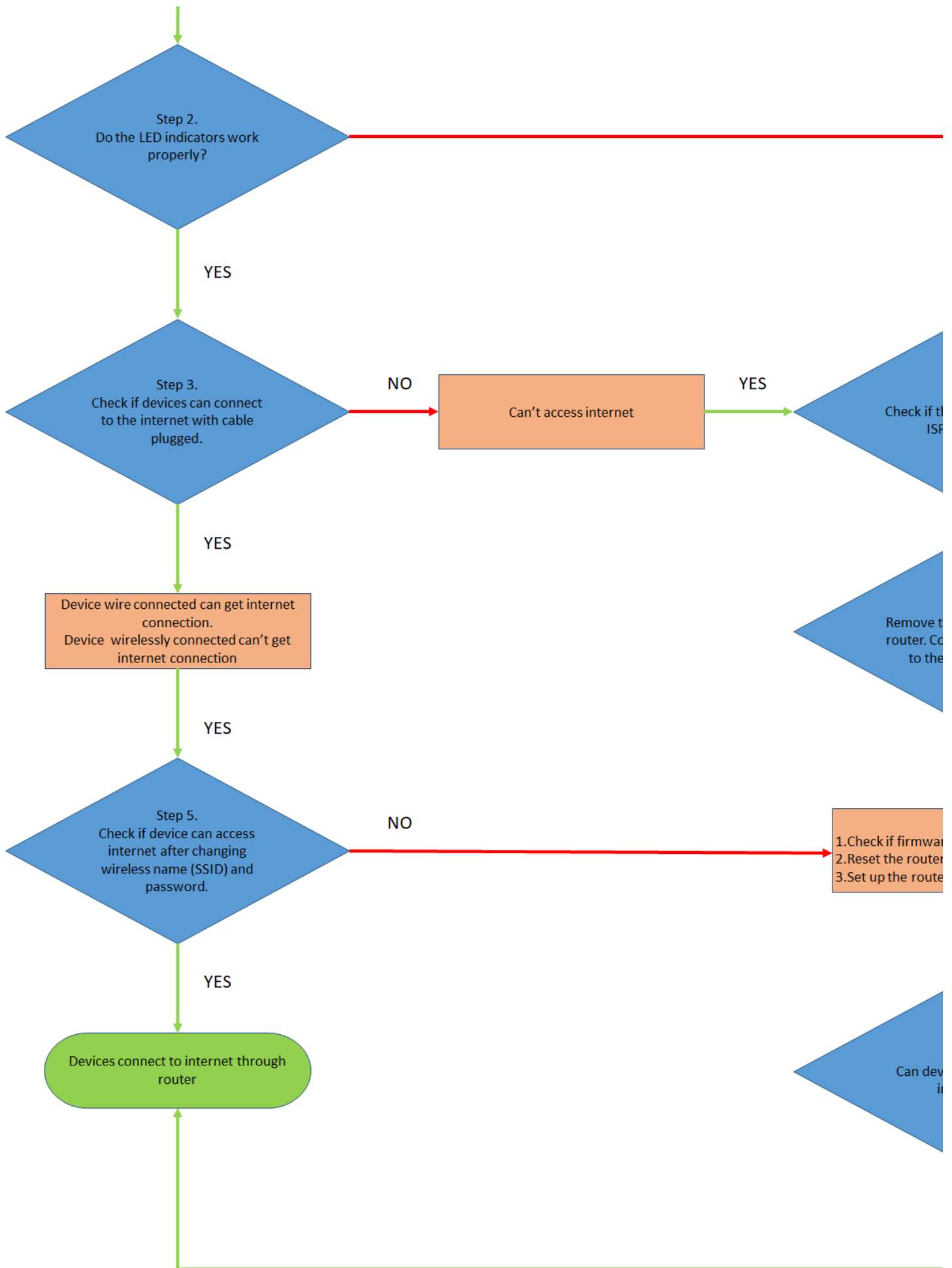
<https://www.youtube.com/watch?v=vJKezVNMnVM>

How to Fix Internet Connection Problem on AS...



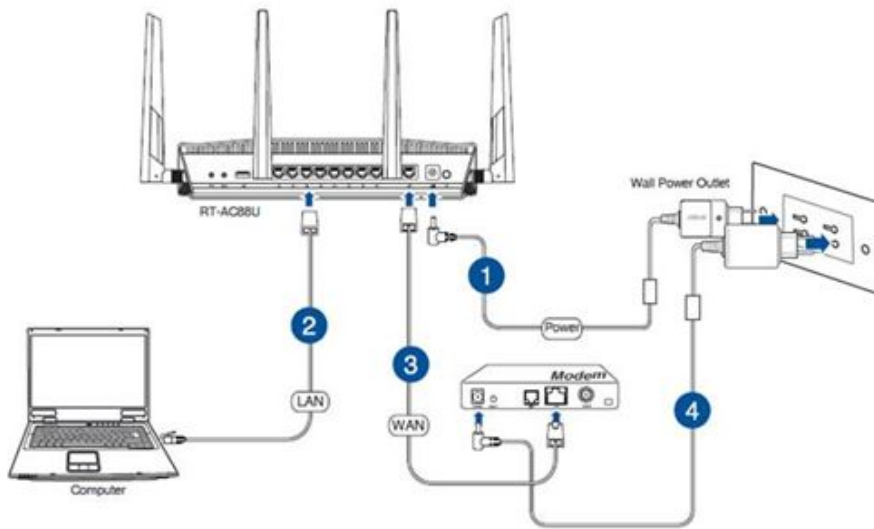
Flow Chart





Step 1. Please make sure that your wireless router is connected via RJ-45 cable cor

Kindly refer to the following picture to check if all the devices (Modem, router, and the com

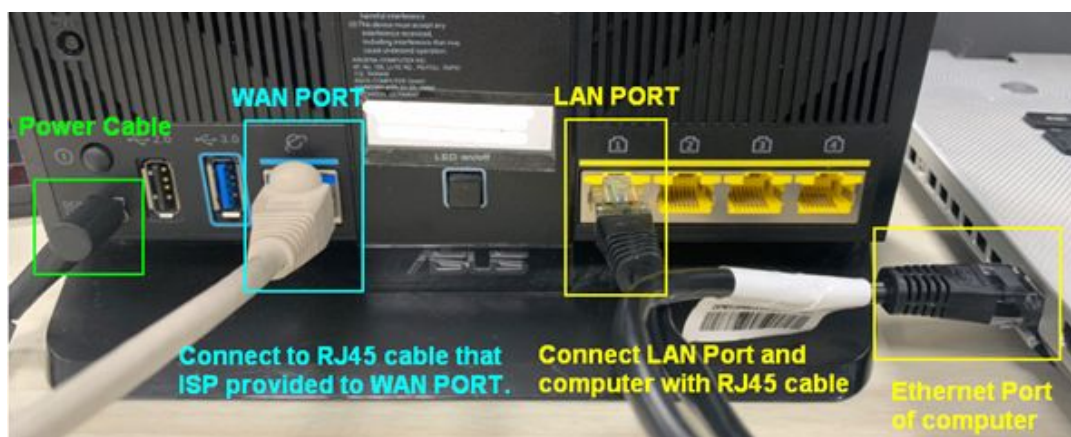


- 1 Plug the AC adapter of your router to the DC-IN port and connect to power supply.
- 2 Use RJ-45 cable to connect to the router LAN Port and your computer.
- 3 Use another RJ-45 cable to connect to the router WAN Port and your modem WAN por
- 4 Plug the AC adapter of your modem to the DC-IN Port and connect to power supply.

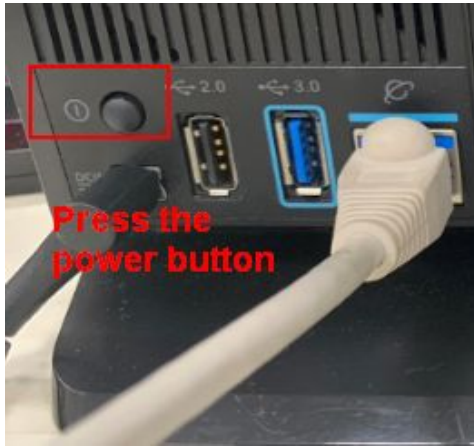
Notice: Please confirm that your RJ-45 cable is worked properly. Ex: The pins are al



The following pictures take RT-AC68U as an example.



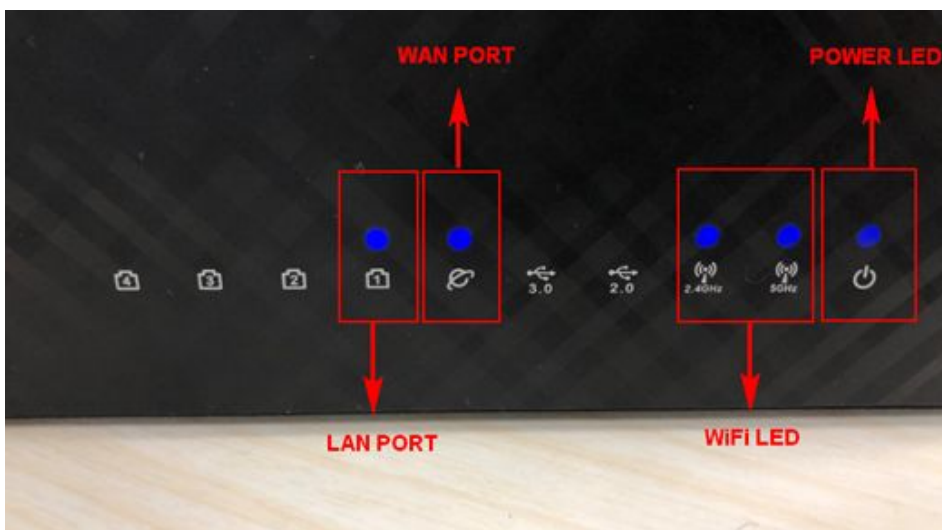
Notice: After connect to power supply, remember to press the Power button to turn



Step 2. After turning on the router, check if the LED indicators work properly.

Make sure the power LED indicator on the front of the router is on, and the WiFi 2.4G/5G turned on.

In addition, the two network cables that you just connected to the WAN Port and LAN Port



Notice: If your cables are all connected correctly, but found out that the Power LED indicator is not on, you reset your router first and then check again if the LED indicators are working properly.

About how to reset your router into default setting, please refer to [Step 7](#).

Step 3. Check your devices connect to the router via RJ45 Cable could access internet

A. If couldn't, please refer to [Step 4](#) to do the troubleshooting

B. If connect to the router via cable could access internet, but when devices connect to the router via WiFi couldn't access internet, please refer to [Step 5](#)

Step 4. Check if the related information of your Internet Service Provider (ISP) is correct

Please go to the setting page of the router (WEB GUI) and make sure the WAN settings are

1. Automatic IP

One of the possible causes for the modem to ignore DHCP (WAN IP) request is too many DHCP query frequency value from Aggressive mode to Normal mode, restart the router (a GUI > WAN > Internet Connection > Special Requirement from ISP

The screenshot shows the 'WAN - Internet Connection' settings page for the RT-AC66U B1 router. The left sidebar contains various settings categories, with 'WAN' selected. The main content area is divided into several sections:

- Internet Connection** (selected tab)
- Dual WAN**
- Port Trigger**
- Virtual Server / Port Forwarding**
- DMZ**

WAN - Internet Connection

RT-AC66U B1 supports several connection types to WAN (wide area network). These types are selected from the menu beside WAN Connection Type. The setting fields differ depending on the connection type you select.

Configure the Ethernet WAN settings of RT-AC66U B1.

Basic Config

WAN Connection Type	Automatic IP ▾
Enable WAN	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable NAT	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable UPnP UPnP FAQ	<input checked="" type="radio"/> Yes <input type="radio"/> No

WAN DNS Setting

Connect to DNS Server automatically	<input checked="" type="radio"/> Yes <input type="radio"/> No
-------------------------------------	---------------------------------------------------------------

Account Settings

Authentication	None ▾
----------------	--------

Special Requirement from ISP

Host Name	<input type="text"/>
MAC Address	<input type="text"/> MAC Clone
DHCP query frequency	Aggressive Mode ▾
Extend the TTL value	<input type="radio"/> Yes <input checked="" type="radio"/> No
Spoof LAN TTL value	<input type="radio"/> Yes <input checked="" type="radio"/> No

Apply

Setup

General

- Network Map
- Guest Network
- AiProtection
- Adaptive QoS
- Traffic Analyzer
- Game
- Open NAT
- USB Application
- AiCloud 2.0

Advanced Settings

- Wireless
- LAN
- WAN**
- IPv6
- VPN
- Firewall

Internet Connection | Dual WAN | Port Trigger | Virtual Server / Port Forwarding | DMZ

WAN - Internet Connection

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Configure the Ethernet WAN settings of RT-AC66U B1.

Basic Config

WAN Connection Type	Automatic IP
Enable WAN	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable NAT	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable UPnP UPnP FAQ	<input checked="" type="radio"/> Yes <input type="radio"/> No

WAN DNS Setting

Connect to DNS Server automatically	<input checked="" type="radio"/> Yes <input type="radio"/> No
-------------------------------------	---------------------------------------------------------------

Account Settings

Authentication	None
----------------	------

Special Requirement from ISP

Host Name	
MAC Address	<input type="text"/> MAC Clone
DHCP query frequency	<div>3</div> <div>Normal Mode Normal Mode Aggressive Mode</div>
Extend the TTL value	
Spoof LAN TTL value	<input type="radio"/> Yes <input checked="" type="radio"/> No

Apply

Notice: the related information needs to be confirmed with your Internet Service Provider.

2. PPPoE

WAN	Connect to DNS Server automatically	<input type="radio"/> Yes <input checked="" type="radio"/> No
IPv6	DNS Server1	<input type="text"/>
VPN	DNS Server2	<input type="text"/>
Firewall	Account Settings	
Administration	Username	<input type="text" value="87875692@hinet.net"/>
System Log	Password	<input type="password" value="....."/> <input type="checkbox"/> Show password
Network Tools	Disconnect after time of inactivity (in seconds)	<input type="text" value="0"/>
	PPTP Options	Auto ▾
	Internet Detection	Disable ▾
	Additional pppd options	Disable PPP Echo DNS Probe
	Special Requirement from ISP	
	VPN Server	<input type="text"/>
	Host Name	<input type="text"/>
	MAC Address	<input type="text"/> MAC Clone
	Extend the TTL value	<input type="radio"/> Yes <input checked="" type="radio"/> No
	Spoof LAN TTL value	<input type="radio"/> Yes <input checked="" type="radio"/> No
	2 Apply	

Notice: the related information needs to be confirmed with your Internet Service Provider

3. Static IP

		Internet Connection	Dual WAN	Port Trigger	Virtual Server / Port Forwarding	DMZ								
General		<h3>WAN - Internet Connection</h3> <p>RT-AC66U B1 supports several connection types to WAN (wide area network). These types are shown in the menu beside WAN Connection Type. The setting fields differ depending on the connection type you select.</p> <p>Configure the Ethernet WAN settings of RT-AC66U B1.</p>												
Network Map		<h4>Basic Config</h4> <table><tr><td>WAN Connection Type</td><td>Static IP</td></tr><tr><td>Enable WAN</td><td><input checked="" type="radio"/> Yes <input type="radio"/> No</td></tr><tr><td>Enable NAT</td><td><input checked="" type="radio"/> Yes <input type="radio"/> No</td></tr><tr><td>Enable UPnP UPnP FAQ</td><td><input checked="" type="radio"/> Yes <input type="radio"/> No</td></tr></table>					WAN Connection Type	Static IP	Enable WAN	<input checked="" type="radio"/> Yes <input type="radio"/> No	Enable NAT	<input checked="" type="radio"/> Yes <input type="radio"/> No	Enable UPnP UPnP FAQ	<input checked="" type="radio"/> Yes <input type="radio"/> No
WAN Connection Type	Static IP													
Enable WAN	<input checked="" type="radio"/> Yes <input type="radio"/> No													
Enable NAT	<input checked="" type="radio"/> Yes <input type="radio"/> No													
Enable UPnP UPnP FAQ	<input checked="" type="radio"/> Yes <input type="radio"/> No													
Guest Network		<h4>WAN IP Setting</h4> <table><tr><td>IP Address</td><td>0.0.0.0</td></tr><tr><td>Subnet Mask</td><td>0.0.0.0</td></tr><tr><td>Default Gateway</td><td>0.0.0.0</td></tr></table>					IP Address	0.0.0.0	Subnet Mask	0.0.0.0	Default Gateway	0.0.0.0		
IP Address	0.0.0.0													
Subnet Mask	0.0.0.0													
Default Gateway	0.0.0.0													
AiProtection		<h4>WAN DNS Setting</h4> <table><tr><td>DNS Server1</td><td></td></tr><tr><td>DNS Server2</td><td></td></tr></table>					DNS Server1		DNS Server2					
DNS Server1														
DNS Server2														
Adaptive QoS		<h4>Account Settings</h4> <table><tr><td>Authentication</td><td>None</td></tr></table>					Authentication	None						
Authentication	None													
Traffic Analyzer		<h4>Special Requirement from ISP</h4>												
Game														
Open NAT														
USB Application														
AiCloud 2.0														
Advanced Settings														
Wireless														
LAN														
WAN														
IPv6														
VPN														

Default settings

Setup

General

Network Map

Guest Network

AiProtection

Adaptive QoS

Traffic Analyzer

Game

Open NAT

USB Application

AiCloud 2.0

Advanced Settings

Wireless

LAN

WAN

IPv6

VPN

Internet Connection

Dual WAN

Port Trigger

Virtual Server / Port Forwarding

DMZ

WAN - Internet Connection

RT-AC66U B1 supports several connection types to WAN (wide area network). These types are s menu beside WAN Connection Type. The setting fields differ depending on the connection type y

Configure the Ethernet WAN settings of RT-AC66U B1.

Basic Config

WAN Connection Type

Static IP

Enable WAN

Yes

No

Enable NAT

Yes

No

Enable UPnP

UPnP_FAQ

Yes

No

WAN IP Setting

IP Address

33.112.1.135

Subnet Mask

255.255.255.248

Default Gateway

33.112.1.254

WAN DNS Setting

DNS Server1

168.95.1.1

DNS Server2

Account Settings

Authentication

None

Special Requirement from ISP

Notice: the related information needs to be confirmed with your Internet Service Provider (ISP).

How to set up an Internet connection, please refer to [\[WAN\] How to set up an Internet Connection](#).

If you couldn't access the setting page, please refer to [\[Troubleshooting\] Why can't I enter the setting page?](#)

If you already checked the related information of your Internet Service Provider (ISP) is correct, please refer to [Step 6](#).

Step 5. Check if your wireless name (SSID) and the password settings of your router are correct.

A. Please go to the setting pages (WEB GUI) and change your wireless name (SSID) and password. About how to change your wireless password, please refer to [\[Wireless\] How to change m](#)

B. After changing your password, try to use the device connect to your router wirelessly at the new SSID of your router.

(1) If the devices couldn't search the SSID of your router, please check if other devices c

If only specific device that couldn't search the SSID, suggest you could check if the ir environment. Or you could ask the device manufacturer for relevant troubleshooting steps

Example: You have 1 phone, 1 pad, and 1 laptop. And all of them connect to the router bu while the pad and the laptop could find the SSID and connect to internet successfully.

We suggest you use the phone to connect to other router wirelessly or to connect to other phone could get internet connection properly.

We also suggest you to loop up the WiFi connection settings and troubleshooting steps pr

If your devices are ASUS product, please refer to following FAQ:

[\[Phone/Pad\] What to do if my phone won't connect to a Wi-Fi network?](#)

[\[Notebook\] Troubleshooting - Wireless Network Problems](#)

(2) If all the devices couldn't find the SSID of your router, please refer to [Step 7](#) for troul

C. If your devices could find the SSID of your router, please type the password that you ha connection successfully. If still couldn't , please refer to [Step 7](#) for troubleshooting steps.

About how to enter the setting page (WEB GUI) of your router, please refer to [\[Wireless R](#)

Step 6. Use the cable provided by your Internet Service Provider connect to your co connect to internet.

We suggest you to remove the wireless router and connect to the cable provided by your I

If connect to the cable provided by your ISP directly but the computer still fails to get interr about it.

If the computer could get internet connection successfully, then please refer to [Step 7](#).

Step 7. Please check the firmware version is the latest one.

You could check the current version from the setting page (WEB GUI) of your router.



A. If it is not the latest version, please upgrade it to the latest version and the reset the router Setup to setup the router again.

About how to upgrade the firmware version and how to check the version, please refer to

B. If the current version is up to date, please reset your router into default setting and follow

(1) Reset the router

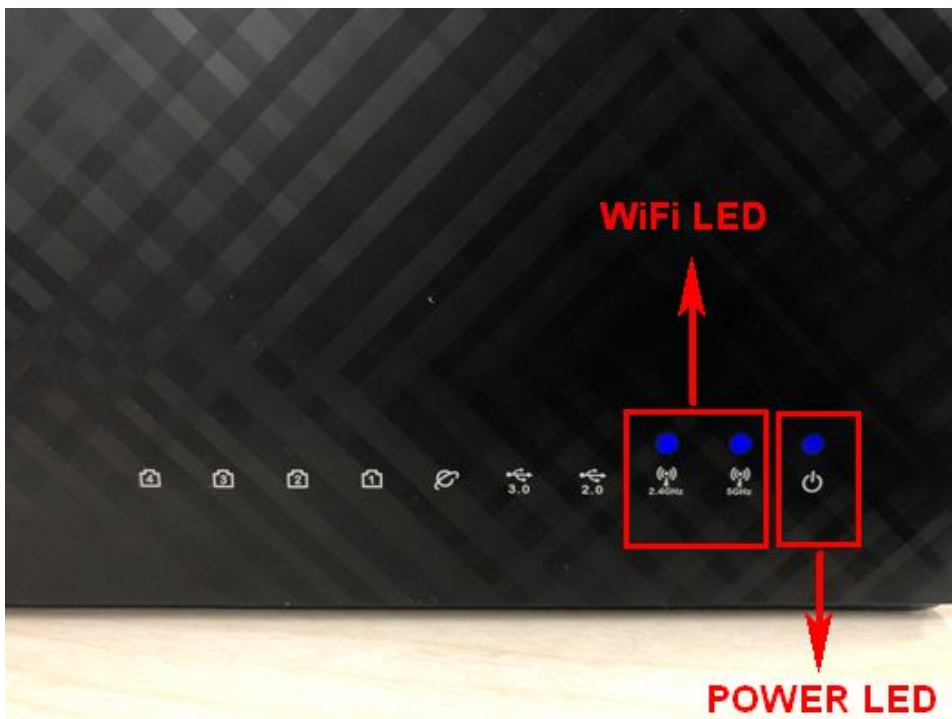
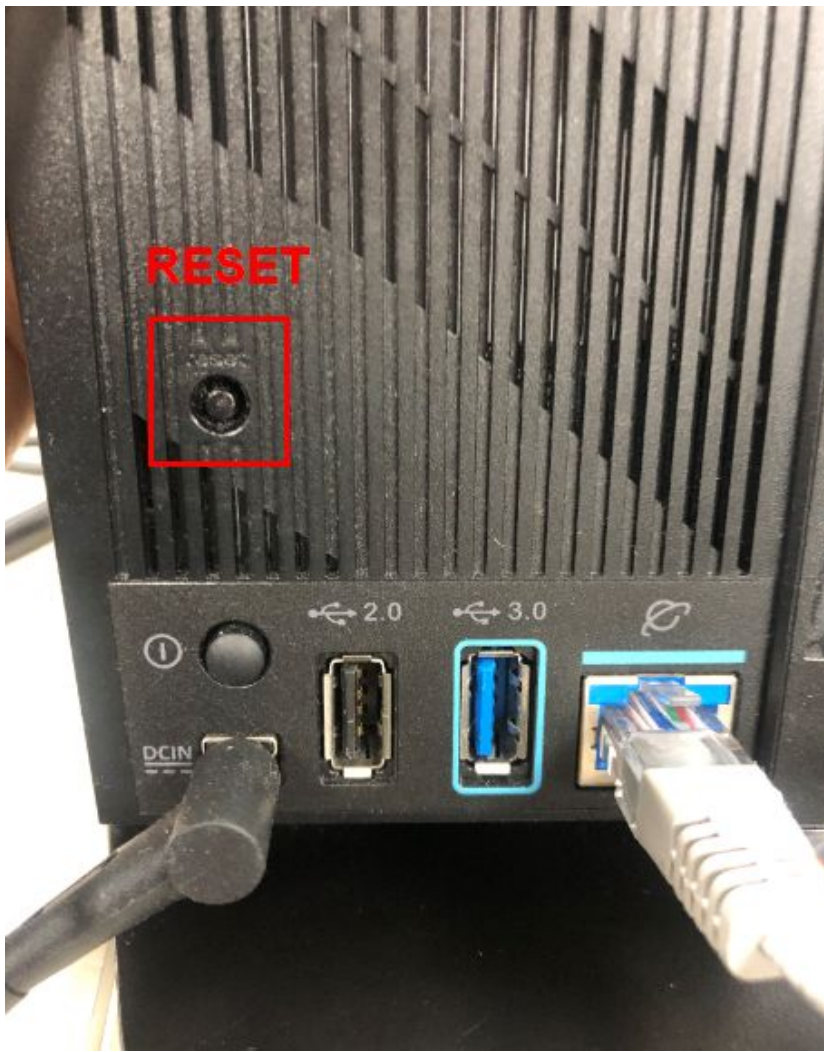
Following pictures take RT-AC68U as an example.

(Different models might have slight differences, please confirm the related information in the manual)

Press the RESET button around 5~10 seconds until the Power LED indicator of router starts to flash.

In the meantime, all the LED indicators of the router should be off and it's a normal phenomenon.

And wait until the Power LED indicator and WiFi LED indicators are on again, you could try to connect to the internet.



Notice: After resetting the router, all the settings will be cleared and will need to be setup a
(2) Use the Quick Internet Setup (QIS) to setup your router again.

Welcome to RT-AC68U



Create A New Network

[Advanced Settings](#)

About how to use Quick Internet Setup (QIS) to setup your router, please refer to [Wireless R](#)

Other reset methods, please refer to [ASUS router Hard Factory Reset](#)

Step 8. If all the steps above still couldn't fix the problem that you encountered after Center.

How to get the (Utility / Firmware)?

You can download the latest drivers, software, firmware and user manuals in the [ASUS D](#)

If you need more information about the **ASUS Download Center**, please refer this [link](#).

Was this information helpful?

YES

NO

Contact Support

Please contact with us if the above information cannot resolve your problem

Get the support

- Above information might be partly or entirely quoted from exterior websites or sources. please refer to the information based on the source that we noted. Please directly contact or inquire the sources if there is any further question and note that ASUS is neither relevant nor responsible for its content/service
- This information may not suitable for all the products from the same category/series. Some of the screen shots and operations could be different from the software versions.
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