

## Asus RT-N12+ User Manual

Wireless n300 router

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# User Guide RT-N12+

Wireless N300 Router

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## Summary of Contents for Asus RT-N12+

Page 1 User Guide RT-N12+ Wireless N300 Router...

<u>Page 2</u> Product warranty or service will not be extended if: (1) the product is repaired, modified or altered, unless such repair, modification of alteration is authorized in writing by ASUS; or (2) the serial number of the product is defaced or missing.

#### Page 3: Table Of Contents

#### Page 6: Package Contents

RT-N12+ Wireless Router Network cable (RJ-45) Power adapter Quick Start Guide NOTES: • If any of the items are 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.

#### Page 7: Getting To Know Your Wireless Router

1.2 Your wireless router RT-N12+ 300Mbps Wireless N Router Power LED Off: No power. On: Device is ready. 2.4GHz LED Off: No 2.4GHz signal. On: Wireless system is ready. Flashing: Transmitting or receiving data via wireless connection. WAN (Internet) LED Off: No power or no physical connection.

#### Page 8: Your Wireless Router

WAN (Internet) port Connect a network cable into this port to establish WAN connection. Power (DC-IN) port Insert the bundled AC adapter into this port and connect your router to a power source. Power button On Off Press this button to power on or off the stystem. NOTES: • Use only the adapter that came with your package. Using other adapters may damage the device.

<u>Page 9</u> Bottom panel Item Description Mounting hooks Use the mounting hooks to mount your router on concrete or wooden surfaces using two round head screws. Air vents These vents provide ventilation to your router. NOTE: Mounting the wireless router to a wall is not recommended as it reduces wireless performance.

#### Page 10: Positioning Your Router

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. • Always update to the latest firmware. Visit the ASUS website at http://www.asus.com to get the latest firmware updates. • To ensure the best wireless signal, orient the three detachable antennas as shown in the drawing below. 45° 45°...

#### Page 11: Setup Requirements

1.5 Setup Requirements To set up your wireless network, you need a computer that meets the following system requirements: • Ethernet RJ-45 (LAN) port (10Base-T/100Base-TX/ 1000BaseTX) • IEEE 802.11b/g/n wireless capability • An installed TCP/IP service • Web browser such as Internet Explorer, Firefox, Safari, or Google Chrome NOTES: • If your computer does not have built-in wireless capabilities, you may install an IEEE 802.11b/g/n WLAN adapter to your computer to connect to the network.

#### Page 12: Router Setup

1.6 Router Setup IMPORTANT! • Use a wired connection when setting up your wireless router to avoid possible setup problems. • 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 setup. If your modem has a backup battery, remove it as well. • Reboot your cable modem and computer (recommended). 1.6.1 Wired connection NOTE: You can use either a straight-through cable or a crossover cable for wired connection.

#### Page 13: Wireless Connection

2. Using the bundled network cable, connect your computer to your wireless router's LAN port. IMPORTANT! Ensure that the LAN LED is blinking. 3 Using another network cable, connect your modem to your wireless router's WAN port. 4. Insert your modem's AC adapter to the DC-IN port and plug it to a power outlet.

Page 14 3. Insert your modem's AC adapter to the DC-IN port and plug it to a power outlet. 4. Install an IEEE 802.11b/g/n WLAN adapter on your computer. NOTES: • For details on connecting to a wireless network, refer to the WLAN adapter's user manual. • To set up the security settings for your network, refer to the section Setting up the wireless security settings in Chapter 3 of this user manual.

#### Page 15: Getting Started

Getting started 2.1 Logging into the Web GUI Your ASUS Wireless Router comes with an intuitive web graphical user interface (GUI) that allows you to easily configure its various features through a web browser such as Internet Explorer, Firefox, Safari, or Google Chrome.

#### Page 16: Quick Internet Setup (Qis) With Auto-Detection

2.2 Quick Internet Setup (QIS) with Auto- detection The Quick Internet Setup (QIS) function guides you in quickly setting up your Internet connection. NOTE: When setting the Internet connection for the first time, press the Reset button on your wireless router to reset it to its factory default settings.

Page 17 2. The wireless router automatically detects if your ISP connection type is Dynamic IP, PPPOE, PPTP, L2TP, and Static IP. Key in the necessary information for your ISP connection type. IMPORTANT! Obtain the necessary information from your ISP about the Internet connection type. for Automatic IP (DHCP) for PPPOE, PPTP, and L2TP...

**Page 18** for Static IP NOTES: • The auto-detection of your ISP connection type takes place when you configure the wireless router for the first time or when your wireless router is reset to its default settings. • If QIS failed to detect your Internet connection type, click Skip to manual setting and manually configure your connection settings. 3. Assign the wireless network name (SSID) and security key for your 2.4GHz wireless connection.

Page 19 4. Your Internet and wireless settings are displayed. Click Next to continue. 5. Read the wireless network connection tutorial. When done, click Finish.

#### Page 20: Connecting To Your Wireless Network

2.3 Connecting to your wireless network After setting up your wireless router via QIS, you can connect your computer or other smart devices to your wireless network. To connect to your network: 1. On your computer, click the network icon in the notification area to display the available wireless networks.

#### Page 21: Configuring The General Settings

Configuring the General settings 3.1 Using the Network Map Network Map allows you to configure your network's security settings, manage your network clients.

#### Page 22: Setting Up The Wireless Security Settings

3.1.1 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. From the navigation panel, go to General > Network Map. 2. On the Network Map screen and under System status, you can configure the wireless security settings such as SSID, security level, and encryption settings.

#### Page 23: Managing Your Network Clients

4. From the Security Level dropdown list, select the encryption method for your wireless network. IMPORTANT! The IEEE 802.11n/ac standard prohibits using High Throughput with WEP or WPA-TKIP as the unicast cipher. If you use these encryption methods, your data rate will drop to IEEE 802.11g 54Mbps connection.

#### Page 24: Creating A Guest Network

3.2 Creating a Guest Network The Guest Network provides temporary visitors with Internet connectivity via access to separate SSIDs or networks without providing access to your private network. NOTE: RT-N12+ supports up to three SSIDs. To create a guest network: 1.

Page 25 4. To configure additional options, click Modify. 5. Assign a wireless name for your temporary network on the Network Name (SSID) field. 6. Select an Authentication Method. 7. Specify the Access time or choose Limitless. 8. Select Disable or Enable on the Access Intranet item. 9.

#### Page 26: Using The Traffic Manager

3.3 Using the Traffic Manager 3.3.1 Managing QoS (Quality of Service) Bandwidth Quality of Service (QoS) allows you to set the bandwidth priority and manage network traffic. To set up bandwidth priority: 1. From the navigation panel, go to General > Traffic Manager > QoS tab.

<u>Page 27</u> 4. On the user-defined QoS rules page, there are four default online service types – web surf, HTTPS and file transfers. Select your preferred service, fill in the Source IP or MAC, Destination Port, Protocol, Transferred and Priority, then click Apply. The information will be configured in the QoS rules screen.

Page 28 5. On the User-defined Priorities page, you can prioritize the network applications or devices into five levels from the user- defined QoS rules' dropdown list. Based on priority level, you can use the following methods to send data packets: • Change the order of upstream network packets that are sent to the Internet.

#### Page 29: Monitoring Traffic

3.3.2 Monitoring Traffic The traffic monitor function allows you to access the bandwidth usage and speed of your Internet, wired, and wireless networks. It allows you to monitor network traffic even on a daily basis. NOTE: Packets from the Internet are evenly transmitted to the wired and wireless devices.

#### Page 30: Setting Up Parental Control

3.4 Setting up Parental Control Parental Control allows you to control the Internet access time. Users can set the time limit for a client's network usage. To use the parental control function: 1. From the navigation panel, go to General > Parental control. 2.

#### Page 31: Configuring The Advanced Settings

Configuring the Advanced Settings 4.1 Wireless 4.1.1 General The General tab allows you to configure the basic wireless settings. To configure the basic wireless settings: 1. From the navigation panel, go to Advanced Settings > Wireless > General tab. 2. Assign a unique name containing up to 32 characters for your SSID (Service Set Identifier) or network name to identify your wireless network.

Page 32 3. In the Hide SSID field, select Yes to prevent wireless devices from detecting your SSID. When this function is enabled, you would need to enter the SSID manually on the wireless device to access the wireless network. 4. Select any of these wireless mode options to determine the types of wireless devices that can connect to your wireless router: • Auto: Select Auto to allow 802.11n, 802.11g, and 802.11b...

Page 33 • WPA/WPA2 Personal/WPA Auto-Personal: This option provides strong security. You can use either WPA (with TKIP) or WPA2 (with AES). If you select this option, you must use TKIP + AES encryption and enter the WPA passphrase (network key). • WPA/WPA2 Enterprise/WPA Auto-Enterprise: This option provides very strong security.

#### Page 34: Wps

4.1.2 WPS WPS (Wi-Fi Protected Setup) is a wireless security standard that allows you to easily connect devices to a wireless network. You can configure the WPS function via the PIN code or WPS button. NOTE: Ensure that the devices support WPS. To enable WPS on your wireless network: 1.

Page 35 NOTE: WPS supports authentication using Open System, WPA-Personal, and WPA2-Personal. WPS does not support a wireless network that uses a Shared Key, WPA-Enterprise,

WPA2-Enterprise, and RADIUS encryption method. 3. In the WPS Method field, select Push Button or Client PIN code.

#### Page 36: Wds

WDS (Wireless Distribution System) allows your ASUS wireless router to connect to another wireless access point exclusively, preventing other wireless devices or stations to access your ASUS wireless router. It can also be considered as a wireless repeater where your ASUS wireless router communicates with another access point and other wireless devices.

<u>Page 37</u> • HYBRID: Enables the Wireless Bridge feature and allows other wireless devices/stations to connect to the router. NOTE: In Hybrid mode, wireless devices connected to the ASUS wireless router will only receive half the connection speed of the Access Point.

#### Page 38: Wireless Mac Filter

4.1.4 Wireless MAC Filter Wireless MAC filter provides control over packets transmitted to a specified MAC (Media Access Control) address on your wireless network. To set up the Wireless MAC filter: 1. From the navigation panel, go to Advanced Settings > Wireless >...

#### Page 39: Radius Setting

4.1.5 RADIUS Setting RADIUS (Remote Authentication Dial In User Service) Setting provides an extra layer of security when you choose WPA- Enterprise, WPA2-Enterprise, or Radius with 802.1x as your Authentication Mode. To set up wireless RADIUS settings: 1. Ensure that the wireless router's authentication mode is set to WPA-Enterprise, WPA2-Enterprise, or Radius with 802.1x.

#### Page 40: Professional

4.1.6 Professional The Professional screen provides advanced configuration options. NOTE: We recommend that you use the default values on this page. In the Professional Settings screen, you can configure the following: • Enable Radio: Select Yes to enable wireless networking. Select No to disable wireless networking.

<u>Page 41</u> • Date to Enable Radio (weekend): You can specify which days of the weekend wireless networking is enabled. • Time of Day to Enable Radio: You can specify a time range when wireless networking is enabled during the weekend. • Set AP isolated: The Set AP isolated item prevents wireless devices on your network from communicating with each other.

#### Page 42: Lan

• Enable WMM APSD: Enable WMM APSD (Wi-Fi Multimedia Automatic Power Save Delivery) to improve power management between wireless devices. Select Disable to switch off WMM APSD. 4.2 LAN 4.2.1 LAN IP The LAN IP screen allows you to modify the LAN IP settings of your wireless router.

#### Page 43: Dhcp Server

To modify the LAN IP settings: 1. From the navigation panel, go to Advanced Settings > LAN > LAN IP tab. 2. Modify the IP address and Subnet Mask. 3. When done, click Apply. 4.2.2 DHCP Server Your wireless router uses DHCP to assign IP addresses automatically on your network.

Page 44 3. In the Domain Name text box, enter a domain name for the wireless router. 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.

#### Page 45: Route

4.2.3 Route If your network makes use of more than one wireless router, you can configure a routing table to share the same Internet service. NOTE: We recommend that you do not change the default route settings unless you have advanced knowledge of routing tables. To configure the LAN Routing table: 1.

#### Page 46: Iptv

4.2.4 IPTV The wireless router supports connection to IPTV services through an ISP or a LAN. The IPTV tab provides the configuration settings needed to set up IPTV, VoIP, multicasting, and UDP

for your service. Contact your ISP for specific information regarding your service.

#### Page 47: Wan

4.3 WAN 4.3.1 Internet Connection The Internet Connection screen allows you to configure the settings of various WAN connection types. To configure the WAN connection settings: 1. From the navigation panel, go to Advanced Settings > WAN > Internet Connection tab. 2.

<u>Page 48</u> • Enable NAT: NAT (Network Address Translation) is a system where one public IP (WAN IP) is used to provide Internet access to network clients with a private IP address in a LAN. The private IP address of each network client is saved in a NAT table and is used to route incoming data packets.

<u>Page 49</u> To avoid connection issues due to an unregistered MAC address, you can: • Contact your ISP and update the MAC address associated with your ISP service. • Clone or change the MAC address of the ASUS wireless router to match the MAC address of the previous networking device recognized by the ISP.

#### Page 50: Port Trigger

4.3.2 Port Trigger Port range triggering opens a predetermined incoming port for a limited period of time whenever a client on the local area network makes an outgoing connection to a specified port. Port triggering is used in the following scenarios: • More than one local client needs port forwarding for the same application at a different time.

<u>Page 51</u> • Trigger Port: Specify a trigger port to open the incoming port. • Protocol: Select the protocol, TCP, or UDP. • Incoming Port: Specify an incoming port to receive inbound data from the Internet. • Protocol: Select the protocol, TCP, or UDP. NOTES: • When connecting to an IRC server, a client PC makes an outgoing connection using the trigger port range 66660-7000.

#### Page 52: Virtual Server/Port Forwarding

Forwarding on your router allows PCs outside the network to access specific services provided by a PC in your network. NOTE: When port forwarding is enabled, the ASUS router blocks unsolicited inbound traffic from the Internet and only allows replies from outbound requests from the LAN.

Page 53 2. Configure the following settings below. When done, click Apply. • Enable Port Forwarding: Choose Yes to enable Port Forwarding. • Famous Server List: Determine which type of service you want to access. • Famous Game List: This item lists ports required for popular online games to work correctly.

<u>Page 54</u> • You will need a client outside your LAN but has Internet access (referred to as "Internet client"). This client should not be connected to the ASUS router. • On the Internet client, use the router's WAN IP to access the server.

#### Page 55: Dmz

4.3.4 DMZ Virtual DMZ exposes one client to the Internet, allowing this client to receive all inbound packets directed to your Local Area Network. Inbound traffic from the Internet is usually discarded and routed to a specific client only if port forwarding or a port trigger has been configured on the network.

#### Page 56: Ddns

DNS name rather than WAN IP address. • Server and Host Name: Choose ASUS DDNS or other DDNS. If you want to use ASUS DDNS, fill in the Host Name in the format of xxx.asuscomm.com (xxx is your host name).

#### Page 57: Nat Passthrough

NOTES: DDNS service will not work under these conditions: • When the wireless router is using a private WAN IP address (192.168. x.x, 10.x.x.x, or 172.16.x.x), as indicated by a yellow text. • The router may be on a network that uses multiple NAT tables. 4.3.6 NAT Passthrough NAT Passthrough allows a Virtual Private Network (VPN) connection to pass through the router to the network clients. PPTP Passthrough, L2TP Passthrough, IPsec Passthrough and RTSP Passthrough are enabled by default.

#### Page 58: Ipv6

4.4 IPv6 This wireless router supports IPv6 addressing, a system that supports more IP addresses. This standard is not yet widely available. Contact your ISP if your Internet service supports IPv6. To set up IPv6: 1. From the navigation panel, go to Advanced Settings > IPv6. 2.

#### Page 59: Vpn Server

4.5 VPN Server VPN (Virtual Private Network) provides a secure communication to a remote computer or remote network using a public network such as the Internet. NOTE: Before setting up a VPN connection, you would need the IP address or domain name of the VPN server you are trying to access. To set up access to a VPN server: 1.

#### Page 60: Firewall

4.6 Firewall The wireless router can serve as a hardware firewall for your network. NOTE: The Firewall feature is enabled by default. 4.6.1 General To set up basic Firewall settings: 1. From the navigation panel, go to Advanced Settings > Firewall >...

#### Page 61: Keyword Filter

To set up a URL filter: 1. From the navigation panel, go to Advanced Settings > Firewall > URL Filter tab. 2. On the Enable URL Filter field, select Enabled. 3. Enter a URL and click the button. 4. Click Apply. 4.6.3 Keyword filter Keyword filter blocks access to webpages containing specified keywords.

#### Page 62: Network Services Filter

3. Enter a word or phrase and click the Add button. 4. Click Apply. NOTES: • The Keyword Filter is based on a DNS query. If a network client has already accessed a website such as http://www.abcxxx.com, then the website will not be blocked (a DNS cache in the system stores previously visited websites).

**Page 63** To set up a Network Service filter: 1. From the navigation panel, go to Advanced Settings > Firewall > Network Service Filter tab. 2. On the Enable Network Services Filter field, select Yes. 3. Select the Filter table type. Black List blocks the specified network services.

#### Page 64: Administration

4.7 Administration 4.7.1 Operation Mode The Operation Mode page allows you to select the appropriate mode for your network. To set up the operating mode: 1. From the navigation panel, go to Advanced Settings > Administration > Operation Mode tab. 2.

#### Page 65: System

4.7.2 System The System page allows you to configure your wireless router settings. To set up the System settings: 1. From the navigation panel, go to Advanced Settings > Administration > System tab. 2. You can configure the following settings: • Change router login password: You can change the password and login name for the wireless router by entering a new name and password.

#### Page 66: Firmware Upgrade

4.7.3 Firmware Upgrade NOTE: Download the latest firmware from the ASUS website at http://www.asus.com 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 Browse to locate the downloaded file.

#### Page 67: System Log

4.8 System Log System Log contains your recorded network activities. NOTE: System log resets when the router is rebooted or powered off. To view your system log: 1. From the navigation panel, go to Advanced Settings > System Log. 2. You can view your network activities in any of these tabs: • General Log • DHCP Leases • Wireless Log...

#### Page 68: Utilities

LiveUpdate/Release/Wireless/Discovery.zip • Firmware Restoration v1.9.0.4 at http://dlcdnet.asus.com/pub/ ASUS/LiveUpdate/Release/Wireless/Rescue.zip • The utilities are not supported on MAC OS. 5.1 Device Discovery Device Discovery is an ASUS WLAN utility that detects an ASUS wireless router device, and allows you to configure the wireless networking settings. To launch the Device Discovery utility: • From your computer's desktop, click Start >...

#### Page 69: Firmware Restoration

5.2 Firmware Restoration Firmware Restoration is used on an ASUS Wireless 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 on the router before using the Firmware Restoration utility.

<u>Page 70</u> 5. Specify a firmware file, then click Upload. NOTE: This is not a firmware upgrade utility and cannot be used on a working ASUS Wireless Router. Normal firmware upgrades must be done through the web interface. Refer to Chapter 4: Configuring the...

#### Page 71: Troubleshooting

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 at http://www.asus.com/Networking/RTN12+/HelpDesk\_ Download/ to download the latest firmware.

Page 72 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.

<u>Page 73</u> • Some cable modem service providers require you to use the MAC address of the computer initially registered on the account. You can view the MAC address in the web GUI, Network Map > Clients page, and hover the mouse pointer over your device in Client Status.

#### Page 74: Frequently Asked Questions (Faqs)

6.2 Frequently Asked Questions (FAQs) I cannot access the router GUI using a web browser • If your computer is wired, check the Ethernet cable connection and LED status as described in the previous section. • Ensure that you are using the correct login information. The default factory login name and password is "admin/admin". Ensure that the Caps Lock key is disabled when you enter the login information.

Page 75 The client cannot establish a wireless connection with the router. • Out of Range: • Move the router closer to the wireless client. • T ry to adjust antennas of the router to the best direction as described in section 1.4 Positioning your router. • DHCP server has been disabled: 1. Launch the web GUI. Go to General > Network Map> Clients and search for the device that you want to connect to the router.

<u>Page 76</u> • SSID has been hidden. If your device can find SSIDs from other routers but cannot find your router's SSID, go to Advanced Settings > Wireless > General, select No on Hide SSID, and select Auto on Control Channel. • If you are using a wireless LAN adapter, check if the wireless channel in use conforms to the channels available in your country/area.

Page 77 Internet is not accessible. • Check if your router can connect to your ISP's WAN IP address. To do this, launch the web GUI and go to General> Network Map, and check the Internet Status. • If your router cannot connect to your ISP's WAN IP address, try restarting your network as described in the section Restart your network in following sequence under Basic Troubleshooting.

Page 78 The following are the factory default settings: User Name: admin Password: admin Enable DHCP: Yes (if WAN cable is plugged in) IP address: 192.168.1.1 Domain Name: (Blank) Subnet Mask: 255.255.255.0 DNS Server 1: 192.168.1.1 DNS Server 2: (Blank) SSID: ASUS...

<u>Page 79</u> Firmware upgrade failed. Launch the rescue mode and run the Firmware Restoration utility. Refer to section 5.2 Firmware Restoration on how to use the Firmware Restoration utility.

<u>Page 80</u> Cannot access Web GUI Before configuring your wireless router, do the steps described in this section for your host computer and network clients. Disable the proxy server, if enabled. Windows ® 1. Click Start > Internet Explorer to launch the browser. 2.

<u>Page 81</u> MAC OS 1. From your Safari browser, click Safari > Preferences > Advanced > Change Settings... 2. From the Network screen, deselect FTP Proxy and Web Proxy (HTTP). 3. Cllick Apply Now when done. NOTE: Refer to your browser's help feature for details on disabling the proxy server.

<u>Page 82</u> 3. To obtain the IPv4 IP settings automatically, tick Obtain an IP address automatically. To obtain the IPv6 IP settings automatically, tick Obtain an IPv6 address automatically. 4. Click OK when done. MAC OS 1. Click the Apple icon located on the top left of your screen.

Page 83 Disable the dial-up connection, if enabled. Windows ® 1. Click Start > Internet Explorer to launch the browser. 2. Click Tools > Internet options > Connections tab. 3. Tick Never dial a connection. 4. Click OK when done. NOTE: Refer to your browser's help feature for details on disabling the dial-up connection.

#### Page 84: Appendices

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.

<u>Page 85</u> 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.

Page 86 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 –...

<u>Page 87</u> Radio Frequency (RF) Exposure Information The radiated output power of the ASUS Wireless Device is below the Industry Canada (IC) radio frequency exposure limits. The ASUS Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

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#### Page 98: Asus Contact Information

+886228907698 Online support support.asus.com ASUS COMPUTER INTERNATIONAL (America) Address 800 Corporate Way, Fremont, CA 94539, USA Telephone +15107393777 Fax +15106084555 Website usa.asus.com Online support support.asus.com 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)

#### Page 99: Networks Global Hotline Information

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 0044-8448008340 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...

Page 100 Networks Global Hotline Information Region Country Hotline Numbers Service Hours Australia 1300-278788 09:00-18:00 Mon-Fri New Zealand 0800-278788 09:00-18:00 Mon-Fri Japan 09:00-18:00 Mon-Fri 0800-1232787 09:00-17:00 Sat-Sun 09:00-18:00 Mon-Fri 0081-473905630 (Non-Toll Free ) 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...

Page 101 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 NOTE: For more information, visit the ASUS support site at: http://support.asus.com ASUSTeK Computer Inc. Manufacturer: Tel: +886-2-2894-3447 Address: 4F, No. 150, LI-TE RD., PEITOU, TAIPEI 112, TAIWAN ASUS Computer GmbH...

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