Nextiva Support

Configuring Asus RT-Series Routers Running Asus Merlin-WRT

Relevant Models: RT-AC3200, RT-AC87U, RT-AC68U, RT-AC66U, RT-N66U, RT-AC56U

The ideal network involves your Internet Service Provider (ISP) connecting onsite to a stand-alone modem that connects to a router, preferably a router recommended to you from Nextiva. If you have more devices on your network than ports on your router, you can connect a switch to your router to expand the number of ports.

> **NOTE: The only supported firmware is the latest version.** It is a best practice for an experienced IT professional that is comfortable with Linux to flash the latest router firmware if needed. Nextiva is not able to assist with flashing router firmware. While Nextiva recommends the official ASUS-RT firmware directly received from ASUS, this article will cover similar settings for the Asuswrt-Merlin. For additional assistance, please see the Asuswrt-Merlin Forums.

Click the Links Below to Jump to the Corresponding Section:

[Enable NAT Passthrough]

[Enable Ping Response]

[Modify DHCP DNS servers (Primarily for Polycom devices)]

To Update the Firmware:

> **NOTE:** Nextiva is not able to assist with flashing the latest firmware to a router, as we cannot be held liable if the upgrade fails. It is always recommended that an experienced Network Administrator update the firmware, and make configuration changes. Nextiva recommends backing up your router before upgrading the firmware and configuring the below changes in off hours.

1. Navigate to the Asus Firmware site and download the latest stable release.
2. Log into the router by navigating to the IP address into your preferred web browser (also called the **Default Gateway**).
3. Navigate to **Administrator > Firmware Upgrade**.
4. Navigate to **Restore/Save/Upload > Save setting**, and upload the recently downloaded firmware.

To Enable NAT Passthrough

1. Log into the router by navigating to the IP address into your preferre
   called the **Default Gateway**).

2. Navigate to **Advanced Settings > WAN > NAT Passthrough**, and enter the required information below:
    - **PPTP Passthrough:** Enable
    - **L2TP Passthrough:** Enable

    - **IPSec Passthrough:** Enable
    - **H.323 Passthrough:** Disable
    - **SIP Passthrough:** Disable (SIP ALG)
    - **Enable PPPoE Relay:** Disable (Unless needed)
3. After entering the information above, click **Apply**.

To Enable WAN Ping Response:

1. Select **Advanced Settings > Firewall**.
2. Enter the following required information:
    - Enable Firewall: Yes
    - Enable DoS Protection: Yes
    - Respond Ping Request from WAN: Yes
3. Click **Apply.**

To Modify DHCP DNS Servers (Primarily I Devices):

Devices):

> **NOTE:** Completing this setup will reboot the router for up to 2 minutes. It is recommended doing this in off hours.

WAN Configuration:

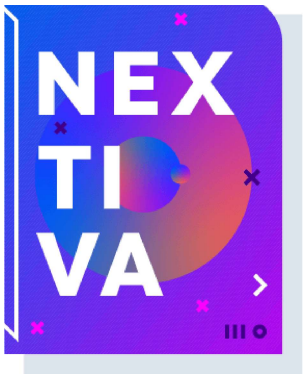
1. Navigate to **Advanced Settings > WAN > Internet Connection > WAN DNS Setting** and enter the following required information:
    - **Connect to DNS Server Automatically:** Select No
    - **DNS Server 1:** 8.8.8.8
    - **DNS Server 2:** 8.8.4.4
2. Click **Apply** to save changes.

LAN Configuration:

1. Navigate to **Advanced Settings > LAN > DHCP Server > DNS and WINS Server Settings** and enter the following required information:
    - **DNS Server 1:** 8.8.8.8
    - **DNS Server 2:** 8.8.4.4
    - **Connect to DNS Server Automatically:** No
2. Click **Apply** to save changes. Once the router comes back online, reb
   then verify that the DNS server on the phone is set to **8.8.8.8** and **8.8**

instructions on locating the DNS server in the User Manual that was shipped with the phone, or an online resource.

Become a



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