

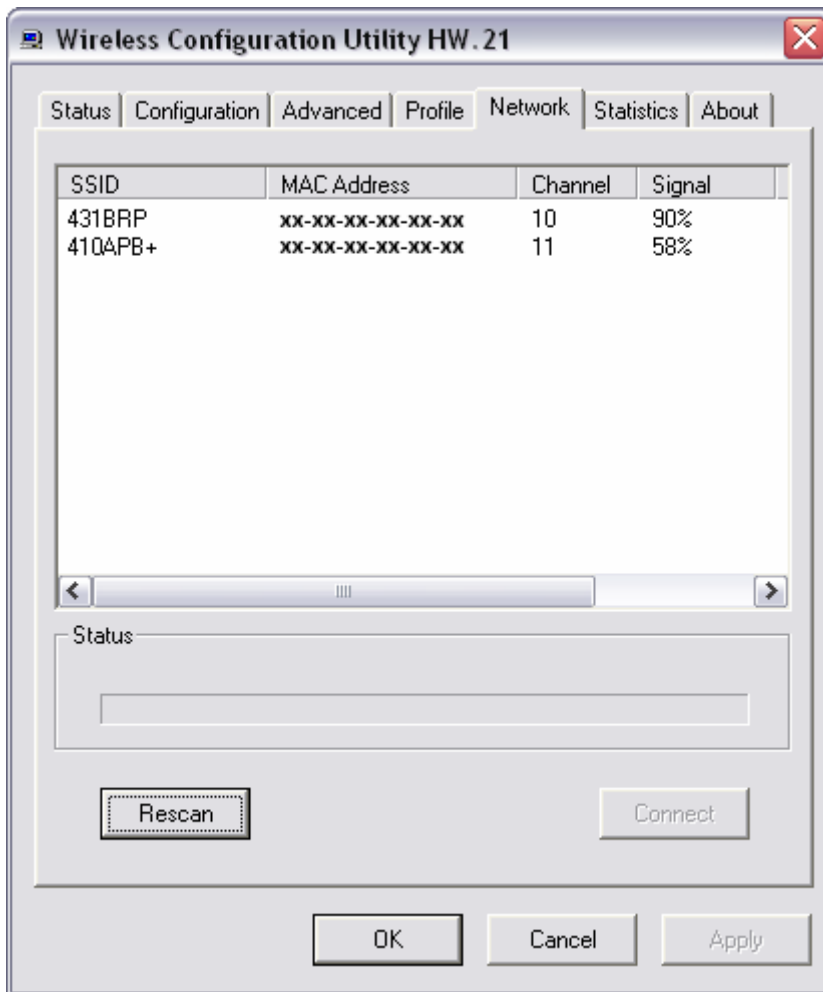
F.A.Q's for TEW-421PC, TEW-423PI, and TEW-424UB(version 2)

Q: How do I connect to my wireless network?

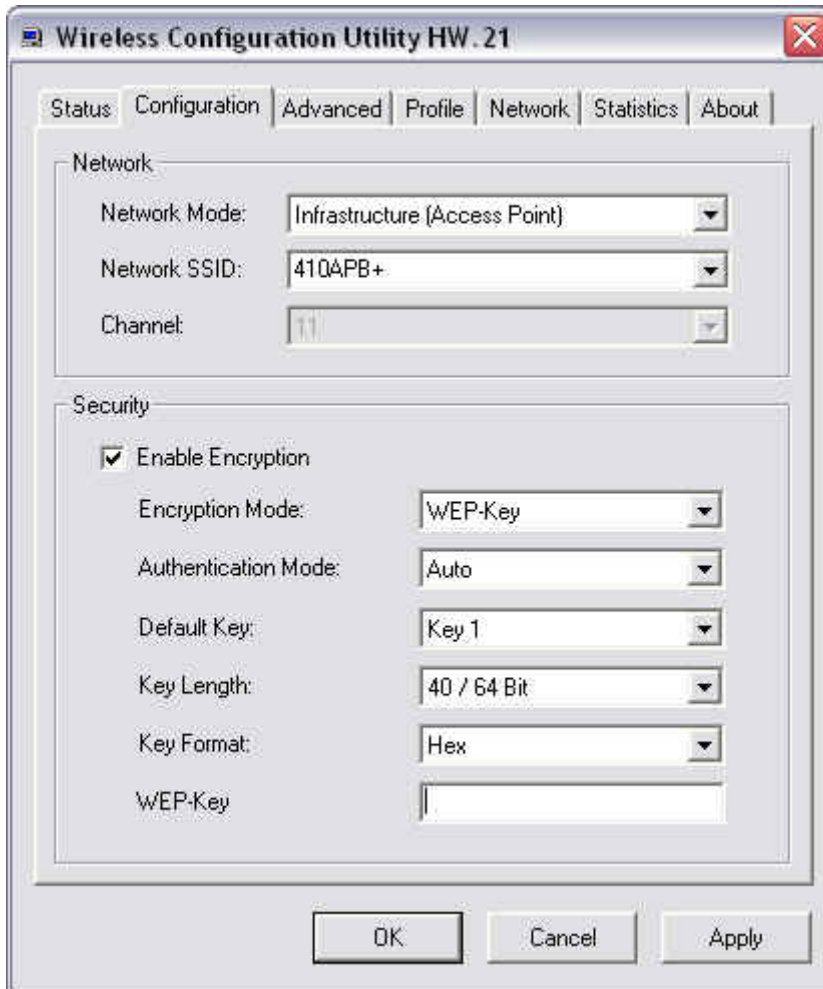
A: Open the utility by double clicking on the icon at the bottom right hand side of the screen.



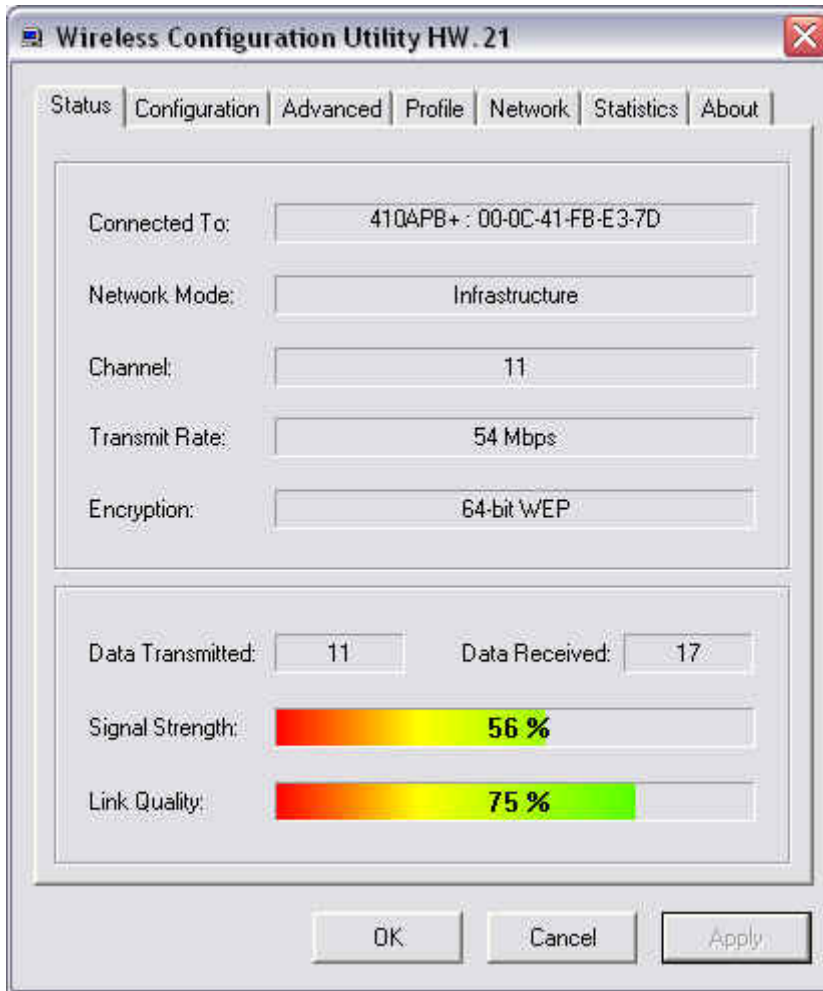
Click on the Network tab. High light your network and click connect.



If you have encryption enabled on the network it will take you to the configuration tab. Enter your encryption values and click apply. It will then switch you over to the Status tab.



If you did not have encryption enabled it will switch over to the Status tab. If the connection was successful you will receive status bars for Signal Strength and Link Quality.



Q: What is Ad-Hoc Mode?

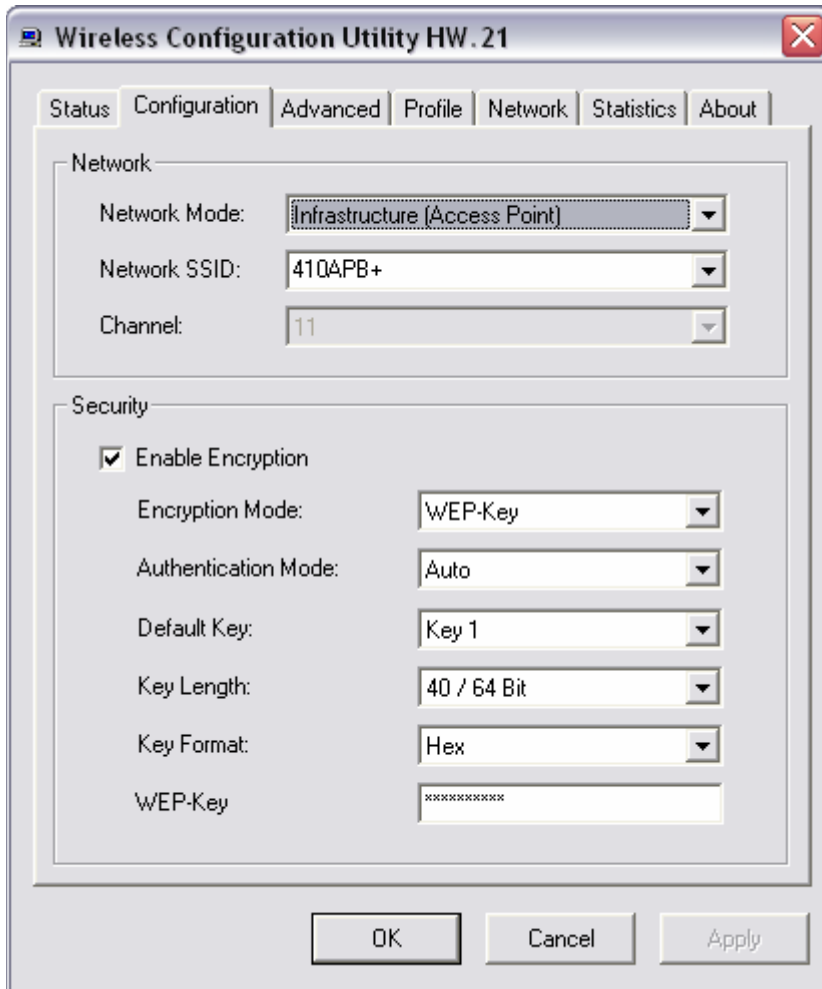
A: Peer-to-peer wireless connection between computers when no router or access point is used.

Q: How do I configure encryption on my wireless adapter?

A: Open the utility by double clicking on the icon at the bottom right hand side of the screen.



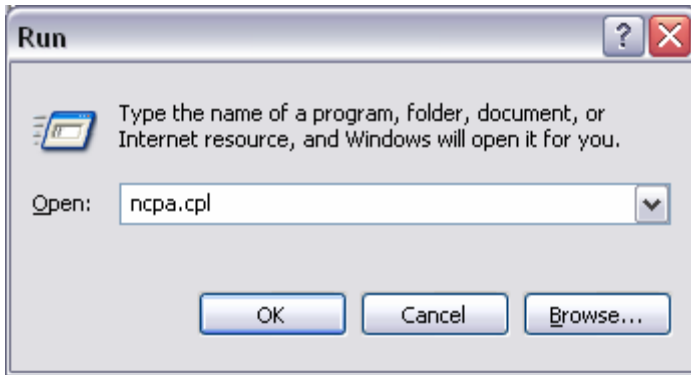
Click on the Configuration tab of the Wireless Configuration Utility and place a check mark in “Enable Encryption”. You can then enter your encryption values.



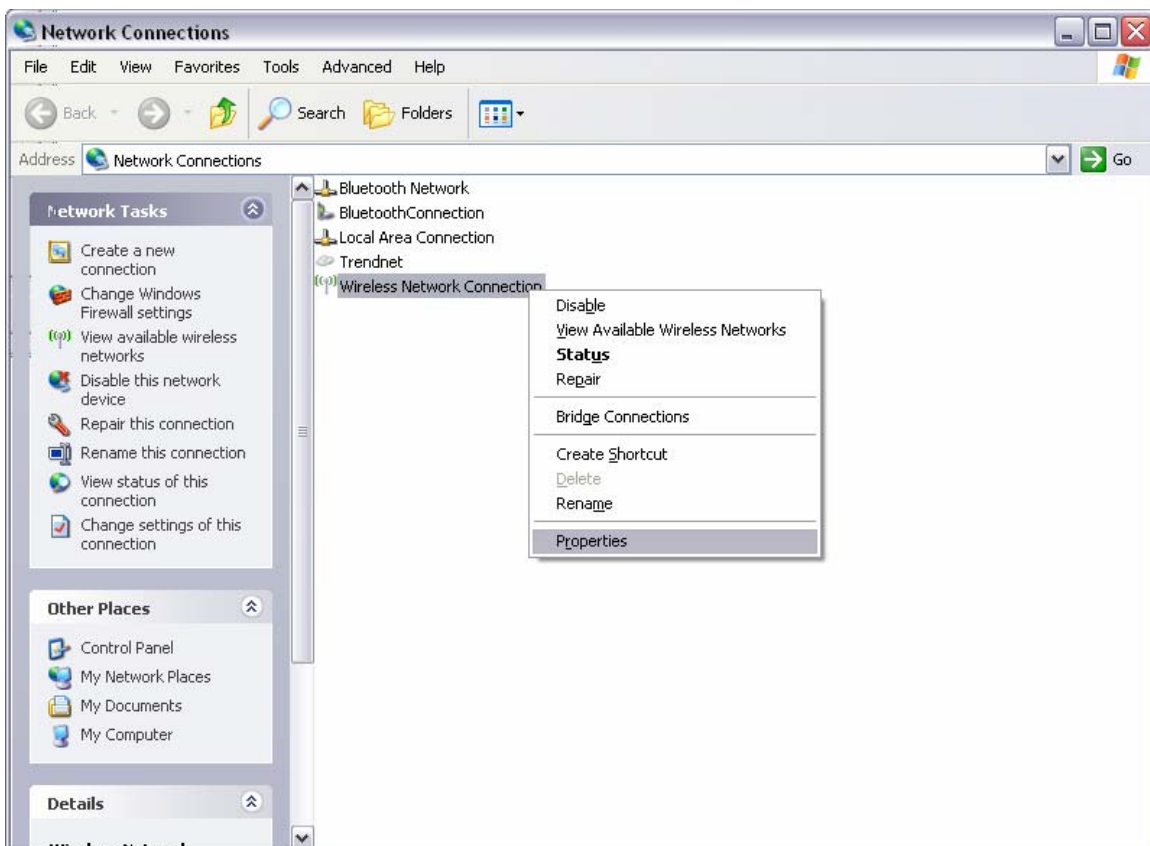
Q: Why does my utility only have three tabs?

A: The “Windows Wireless Zero Configuration Utility” is controlling the adapter.

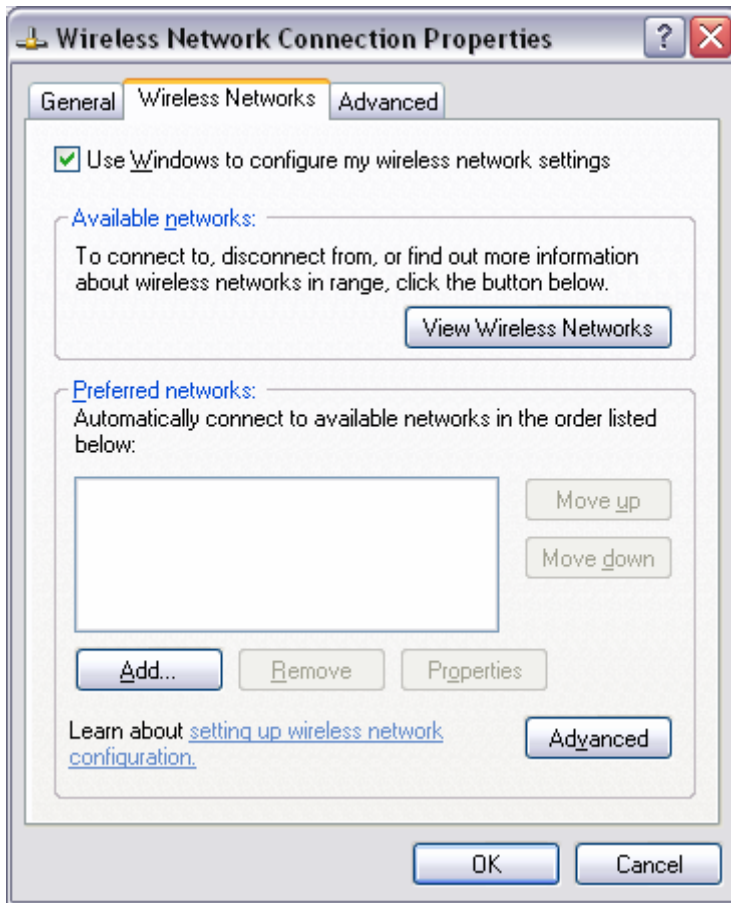
Click on Start then Run and type in “nca.cpl”, without the quotes and hit enter.



This will open the Network Connections window. Right click on your wireless network connection and click on properties.



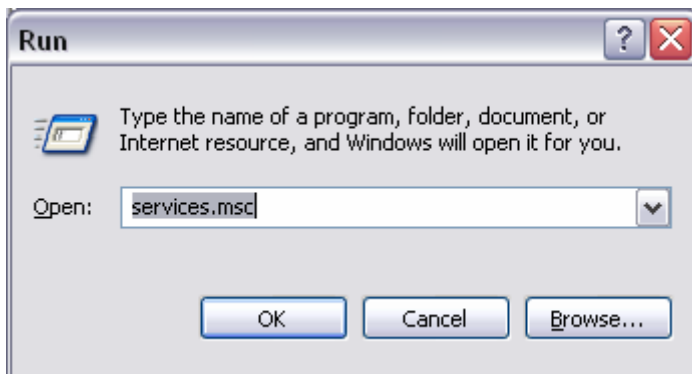
Click on the Wireless Networks tab and uncheck “Use Windows to configure my wireless networks” at the top. The Wireless Configuration Utility should now have all seven tabs.



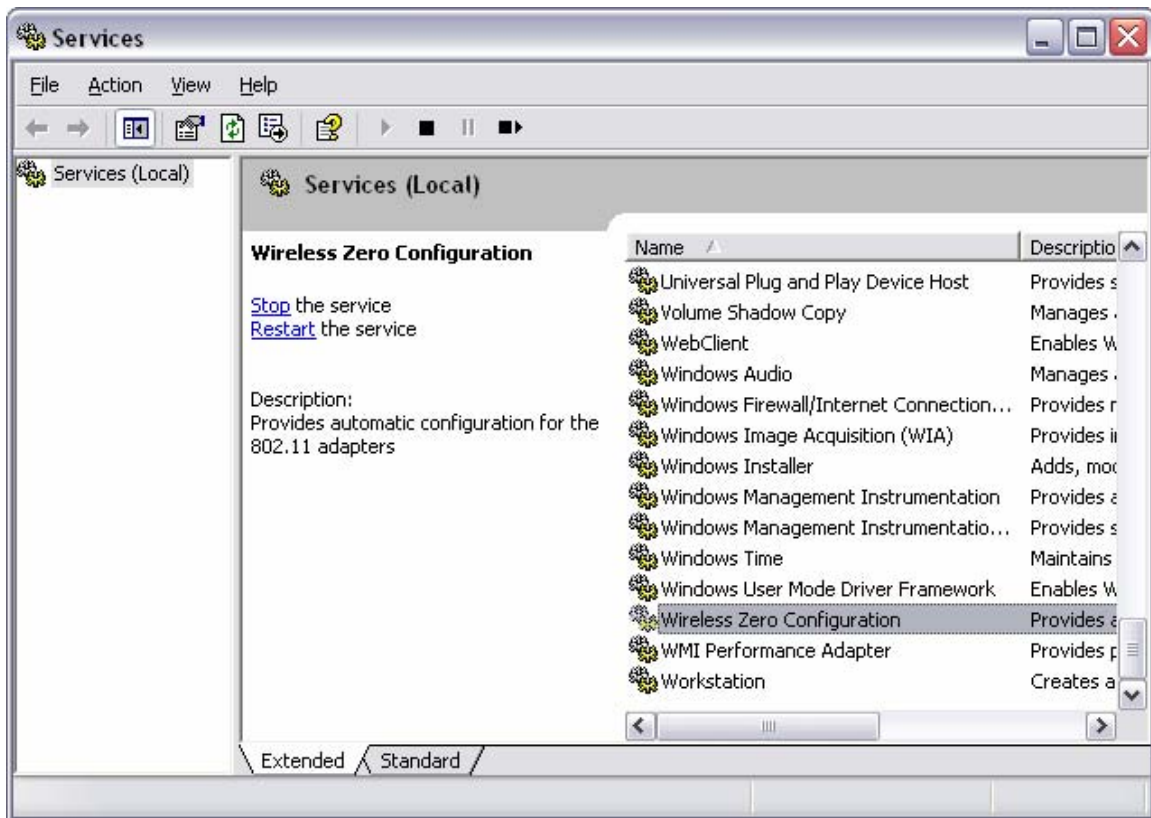
Q: Why is the Wireless Networks tab missing under the properties of my wireless network connection?

A: The Wireless Zero Configuration service is not running.

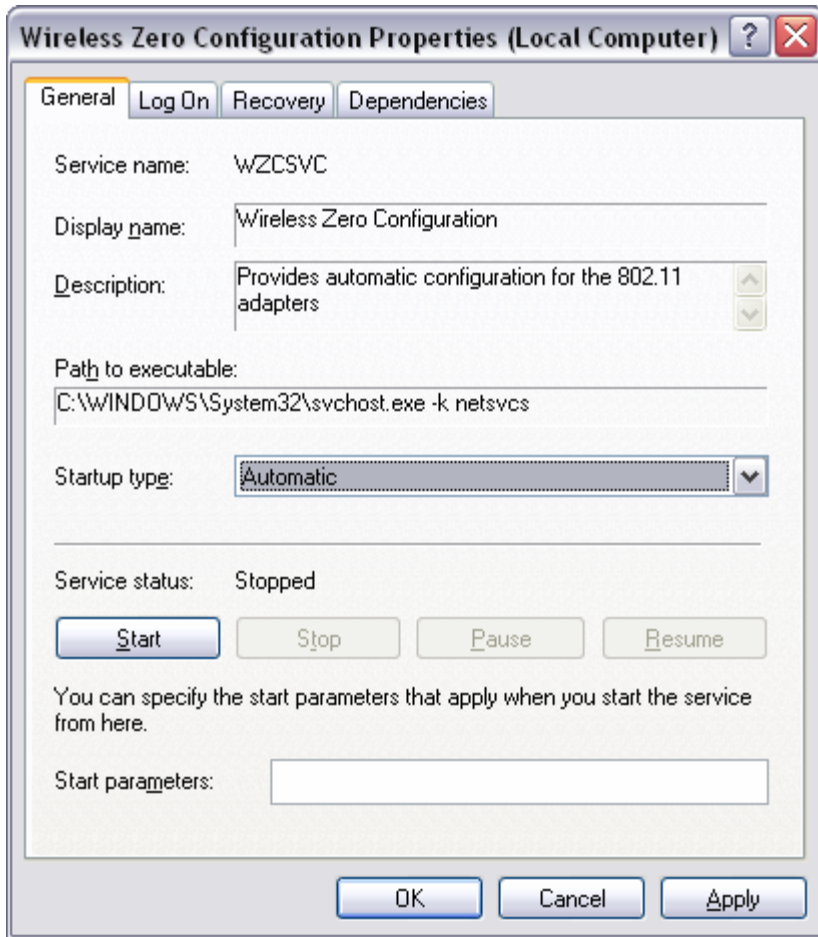
Click on Start then Run. Type in “services.msc”, without the quotes and hit enter.



This will open the services window. Double click on the Wireless zero configuration service.



Make sure the Startup type is set to Automatic and click on “Start” to start the service. Click “Apply” then “Ok”.



You should now have the Wireless Networks tab.

Q: Why am I getting low signal strength?

A: There are a number of factors that can impact the range of wireless devices.

- 1) Keep the number of obstructions to a minimum. Each obstruction can reduce the range of a wireless device. Position the wireless devices in a manner that will minimize the amount of obstructions between them.
- 2) Building materials can have a large impact on your wireless signal. In an indoor environment try to position the wireless devices so that the signal passes through drywall or open doorways or space.
- 3) Antenna position can also have a large impact on your wireless signal. Use the adapter's site survey tool to determine the best antenna position for your wireless devices.
- 4) Interference from devices that produce RF noise can also impact your signal. Position your wireless devices away from Microwaves, UPS's, monitors, HAM

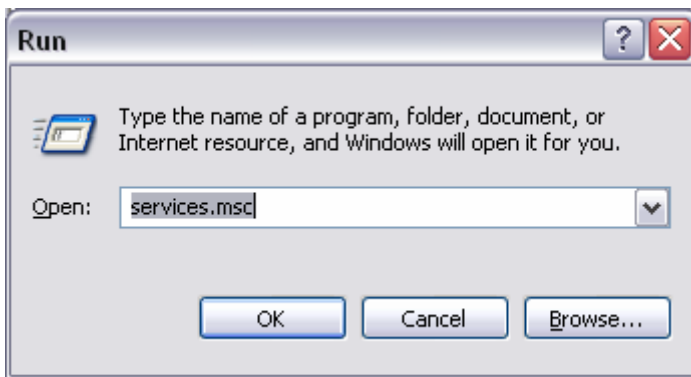
radios, etc. Also, anything operating on the 2.4ghz frequency will cause interference. Such as 2.4ghz cordless phones or other wireless remotes operating on the 2.4ghz frequency.

If you are experiencing low, or no, signal strength consider repositioning the wireless devices, repeating the signal or using stronger antenna's to boost the signal strength.

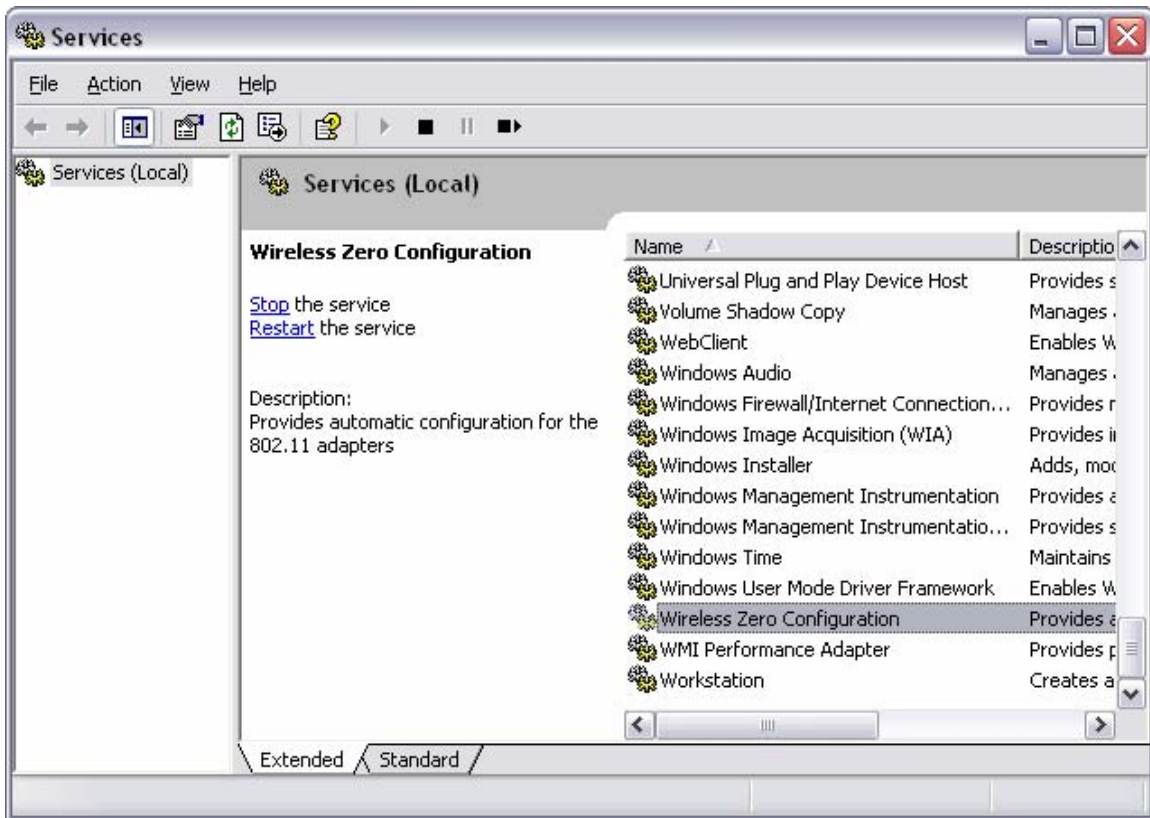
Q: How do I use Windows to configure my wireless adapter?

A: Make sure the Wireless zero configuration service is running.

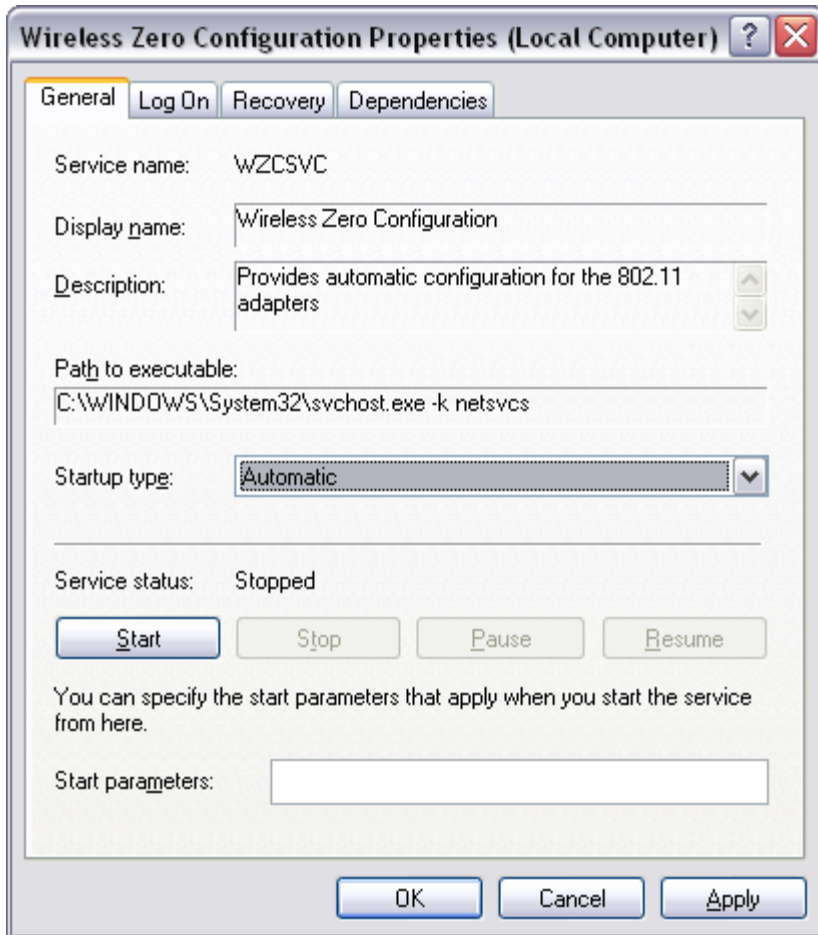
Click on Start then Run. Type in "services.msc", without the quotes and hit enter.



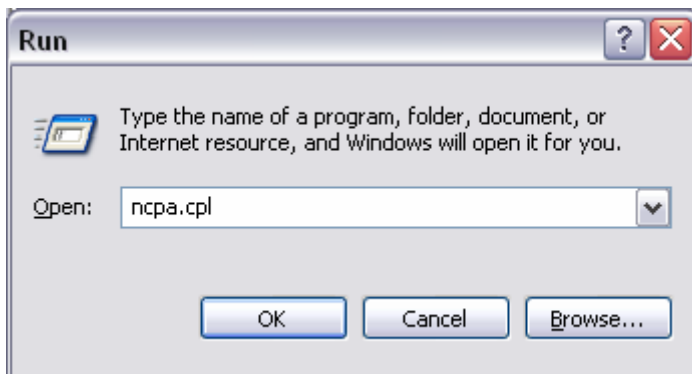
This will open the services window. Double click on the Wireless zero configuration service.



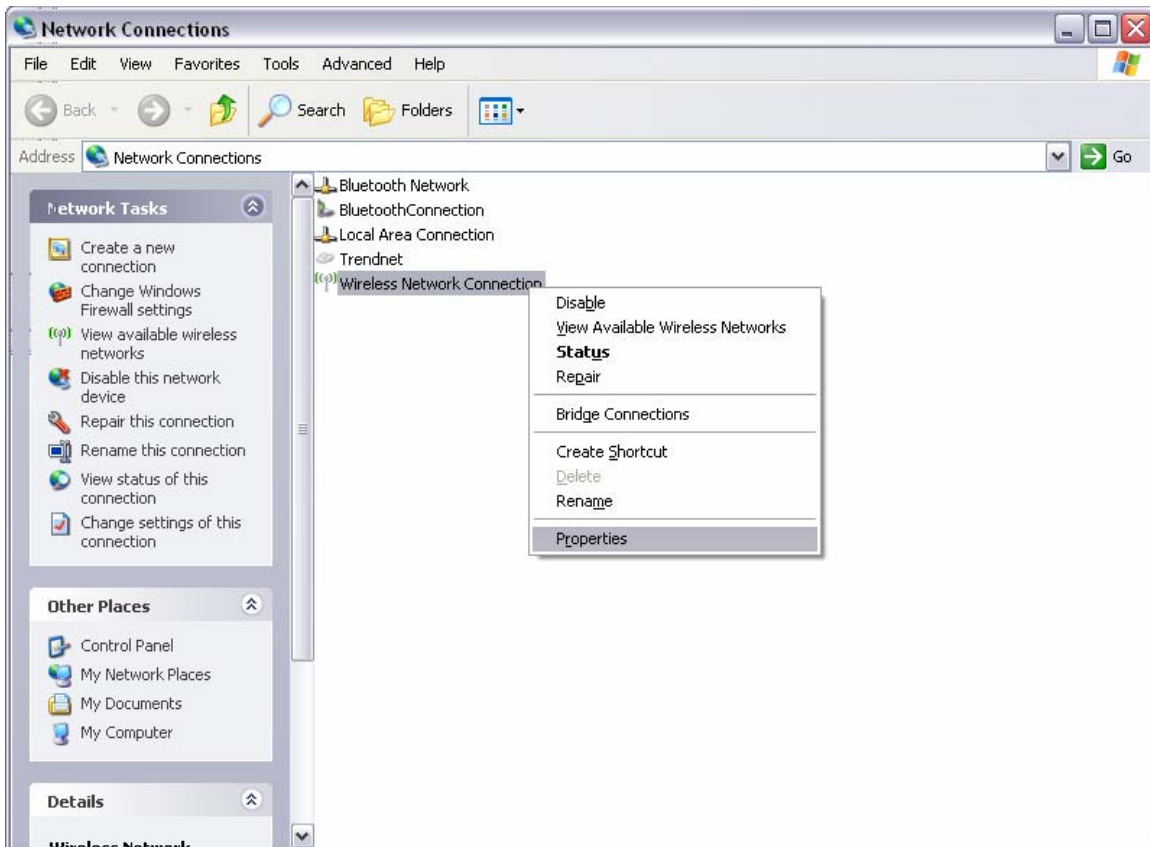
Make sure the Startup type is set to Automatic and click on “Start” to start the service. Click “Apply” then “Ok”.



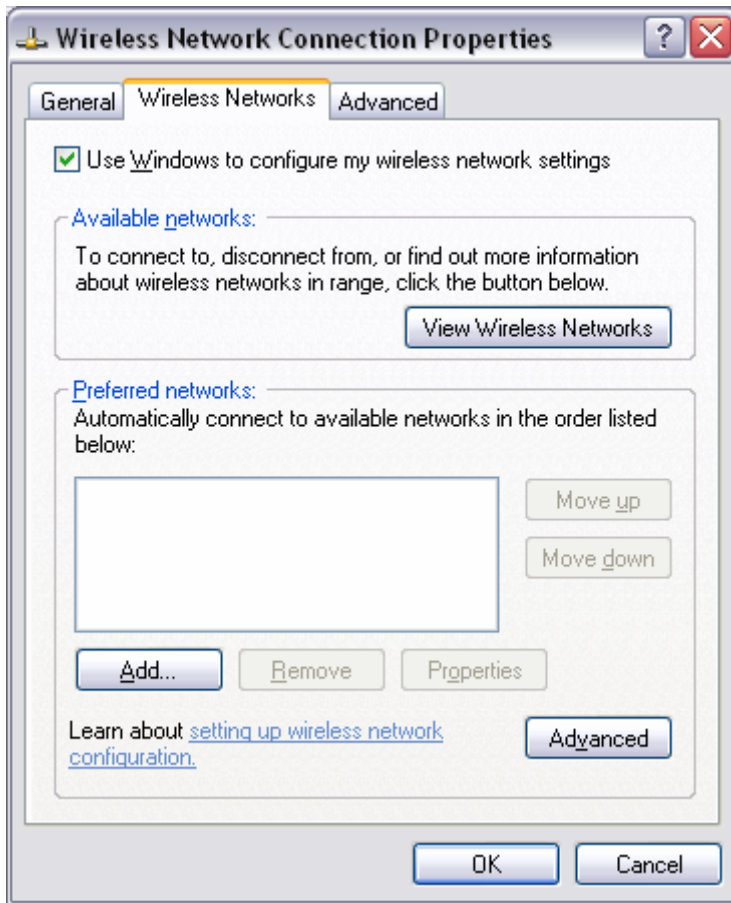
Click on Start then Run and type in “ncpa.cpl”, without the quotes and hit enter.



This will open the Network Connections window. Right click on your wireless network connection and click on properties.



Click on the Wireless Networks tab and make sure there is a check mark in “Use Windows to configure my wireless networks” at the top.



Right click on the icon at the bottom right hand side of the screen and click on “View available wireless networks”.



Highlight the wireless network you want to connect to and click on connect. If the network is secured it will prompt you to enter in your encryption key.

Wireless Network Connection

Network Tasks









- Refresh network list
- Set up a wireless network for a home or small office

Related Tasks

- Learn about wireless networking
- Change the order of preferred networks
- Change advanced settings

Choose a wireless network

Click an item in the list below to connect to a wireless network in range or to get more information.

	410APB+ Security-enabled wireless network This network requires a network key. If you want to connect to this network, click Connect.	Manual  
	431BRP Unsecured wireless network	
	LAB311 Unsecured wireless network	
	LAB411 Unsecured wireless network	