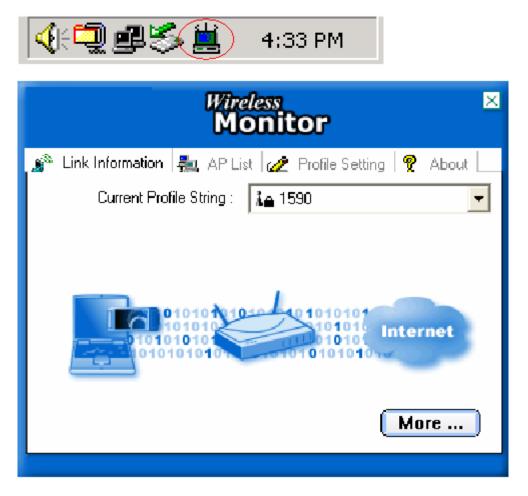


## F.A.Q's for TEW-501PC – TEW-503PI

Q: How do I connect to my wireless network?

A:

**Step 1** Open the utility by double clicking on the icon in the system tray.



Step 2 Click on the AP List tab then click Refresh.





Wireless × Monitor				
🔊 Link Informati	ion   🏪	, AP List	a	Profile Setting 🛛 🤶 About 📃
Network Name	Band	Signal		-Site Information
<b>%</b> 1590	G	60%		Network Type : Access Point
ie optech	В	55%		Channel : 1
i 🔒 103	G	20%		Francisco Ora
i <b>i≙</b> ap11g	G	55%		Encryption : On
👗 Gemtek-N	G	70%		
🔥 👗 Atheros Wi	А	45%		Surveyed at :
👗 KEN	В	25%		00:90:4B:63:47:13
👗 KENG01	G	20%		00.00.40.00.41.10
Connect	R	efresh	)	

Step 3 Highlight the wireless network you want to connect to, and then click Connect.

**Q: I cannot open the utility.** The icon is missing or everything is grayed out in the utility.

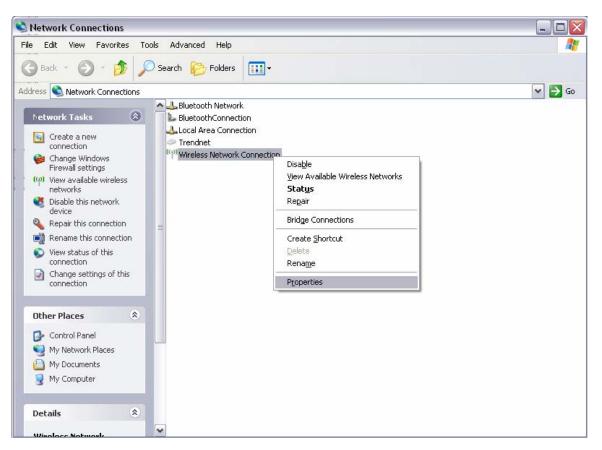
A: The Windows Wireless Zero Configuration Utility is running. Make sure you disable it.

Step 1 Click on Start then Run and type in ncpa.cpl and click OK.

Run	? 🔀
-	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	ncpa.cpl
	OK Cancel Browse

**Step 2** This will open the **Network Connections** window. Right click on your **Wireless Network Connection** and click on **properties**.





Step 3 Click on the Wireless Networks tab and uncheck Use Windows to configure my wireless network settings at the top. Click OK.



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🕹 Wireless Network Connection Properties 👘 🔹 🔀
General Wireless Networks Advanced
✓ Use Windows to configure my wireless network settings
Available networks:
To connect to, disconnect from, or find out more information about wireless networks in range, click the button below.
View Wireless Networks
Preferred networks: Automatically connect to available networks in the order listed below: Move <u>up</u> Move <u>down</u>
<u>Add</u> <u>Remove</u> Properties Learn about <u>setting up wireless network</u> <u>Advanced</u>
OK Cancel

**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.

Step 1 Click on Start then Run. Type in services.msc and click OK.

Run	? 🔀
-	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	services.msc 🗸
	OK Cancel Browse

Step 2 This will open the services window. Double click on the Wireless zero configuration service.



Services - O X File Action View Help 3 H ..... ← ⇒ 💽 Þ 🎭 Services (Local) 🏶 Services (Local) Descriptio ٨ Name 🛆 Wireless Zero Configuration 🖏 Universal Plug and Play Device Host Provides s Stop the service Wolume Shadow Copy Manages -Restart the service WebClient Enables W Windows Audio Manages Description: Windows Firewall/Internet Connection... Provides r Provides automatic configuration for the Windows Image Acquisition (WIA) Provides ii 802.11 adapters 🏶 Windows Installer Adds, mod Windows Management Instrumentation Provides a Windows Management Instrumentatio.... Provides s 🖏 Windows Time Maintains 🖏 Windows User Mode Driver Framework Enables W 🦓 Wireless Zero Configuration Provides a WMI Performance Adapter Provides p Creates a 🧹 Workstation < > IIII Extended / Standard

**Step 3** Make sure the **Startup type** is set to **Automatic** and click **Start** to start the service. Click **Apply** then **OK**.



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Wireless Zero Co	nfiguration Properties (Local Computer) 🕐 💈		
General Log On	Recovery Dependencies		
Service name:	WZCSVC		
Display <u>n</u> ame:	Wireless Zero Configuration		
Description:	Provides automatic configuration for the 802.11		
Pat <u>h</u> to executable	e:		
C:\WINDOWS\S	ystem32\svchost.exe -k netsvcs		
Startup typ <u>e</u> :	Automatic		
Service status:	Stopped		
<u>S</u> tart	Stop <u>P</u> ause <u>R</u> esume		
You can specify the start parameters that apply when you start the service from here.			
Start parameters:			
	OK Cancel Apply		

Step 4 You should now have the Wireless Networks tab.

## Q: How do I enable encryption on my TEW-501PC or TEW-503PI?

Note: To connect to a secured network you must create a profile.

Step 1 Open the utility by double clicking on the icon in the system tray.



Step 2 Click on the "Profile Setting" tab then click "Add".





Wireless × Monitor			
Link Information Link AP List 2010   Profile Name Network Name	Profile Setting 💡 About 🔄		
å <mark>≙</mark> 1590 1590	Network Type : Access Point		
	Channel : 1 Encryption : On		
	IP Setting : Off		
	. ootanig.on		
Add Edit	Delete Connect		

**Step 3** Enter in the SSID of the network that you want to connect to in the "Network Name" field and click "Next"

Wireless	Monitor 🛛 🗵
Profile S	etting
Network Name :	1590
Network Type :	🗼 Access Point 📃 🔻
Transfer Rate :	📣 Automatic 📃 👻
	ABC
Back Ne	ext Exit



**Step 4** Choose the authentication mode that is being used on the access point that you are connecting to and click "Next".

Wireless	1onitor 🛛 🛛		
Profile S	etting		
Authentication Mode :	🕱 Off 📃 🔻		
	🕱 Off		
	🔒 Open System		
	🔒 Shared Key		
	🔒 WPA-PSK		
Back Ne	ext Exit		

**Step 5** Enter the security parameters defined by the access point you are connecting to and click "Next."



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Wireless	Monitor 🛛 🛛			
Profile S	etting			
Input Method :	Hex Hexadecimal ( 0-9, A-F 👻			
Key:	N XMX XMX XMX			
Key Index :	<b>⇔</b> (1) <b>•</b>			
Back Ne	ext Exit			

Step 6 Enable the IP Setting and click "Next".

Wireless Monitor	$\times$		
Profile Setting			
IP Setting : 📴 Enable 💌			
,			
IP:#.#.# Subnet Mask:#.#.# DNS:#.#.#			
Back Next Exit			



**Step 7** Enable DHCP and click "Complete" if you are using a dynamic IP address. If you are using a static IP address, disable DHCP and manually enter the desired IP address, subnet mask, default gateway and DNS server addresses.

Wireless Monitor	
Profile Setting	
DHCP Status :	🔸 Disable 📃 👻
IP Address :	Enable
Subnet Mask :	Disable
Default Gateway :	
DNS Server :	
IP:#.#.# Subnet Mask:#.#.# DN S:#.#.#.#	
Back Complete Exit	

## **Q:** What is Ad-Hoc Mode?

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



## **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.