TEW-501PC - TEW-503PI F.A.Q's

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.

4:33 PM
Wireless × Monitor
🔊 Link Information 🐁 AP List 🕢 Profile Setting 💡 About 🛄
Current Profile String : 🛛 🔒 1590 📃 🔽
More

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

Wireless × Monitor					
🔊 Link Information 🔚 AP List 🥢 Profile Setting 🤶 About 📃					
Network Name	Band	l Signal	Site Information		
% 1590	G	60%	Network Type : Access Point		
i ⊜ optech	В	55%	Channel : 1		
i ≙ 103	G	20%	Encruption : On		
ie ap11g	G	55%	Encryption . On		
i Gemtek-N I Atheros Wi… I KEN I KENG01	G A B G	70% 45% 25% 20%	Surveyed at : 00:90:48:63:47:13		
Connect Refresh					

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 <u>B</u> rowse

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.

General Wireless Networks Adva	anced				
Use Windows to configure my v	vireless network settings				
Available networks:					
To connect to, disconnect from, about wireless networks in range	To connect to, disconnect from, or find out more information about wireless networks in range, click the button below.				
	View Wireless Networks				
Automatically connect to available	le networks in the order listed Move <u>up</u> Move <u>d</u> own				
Add <u>R</u> emove	Properties etwork Advanced				
<u>configuration.</u>					

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.



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

'ireless	Zero Co	nfigurati	on Proj	perties (Local	Computer) ? [
General	Log On	Recovery	Depend	dencies	
Service	name:	WZCSVC			
Display	name:	Wireless Zero Configuration			
<u>D</u> escrip	tion:	Provides automatic configuration for the 802.11			
Pat <u>h</u> to executable: C:\WINDOWS\System32\svchost.exe -k netsvcs					
Startup	tartup typ <u>e</u> :				
Service	status:	Stopped			
<u></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.					
				Can	

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 AP List Profile Name Network Name Ind 1590 1590	Profile Setting ? About Site Information			
	Channel : 1 Encryption : On IP Setting : Off			
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 N	1onitor 🛛 🗵
Profile S	etting
Network Name :	1590
Network Type :	🗼 Access Point 📃 🔻
Transfer Rate :	🖨 Automatic 📃 🔽
Back Ne	ABC Exit

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

Wireless Monitor					
Profile Setting					
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."

Wireless Monitor					
Profile Setting					
Input Method :	Hex Hexadecimal (0-9, A-F 💌				
Key:	* *** ***				
Key Index :	⊈ (1) ▼				
Back Ne	ext Exit				

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

Wireless Monitor	×			
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.