

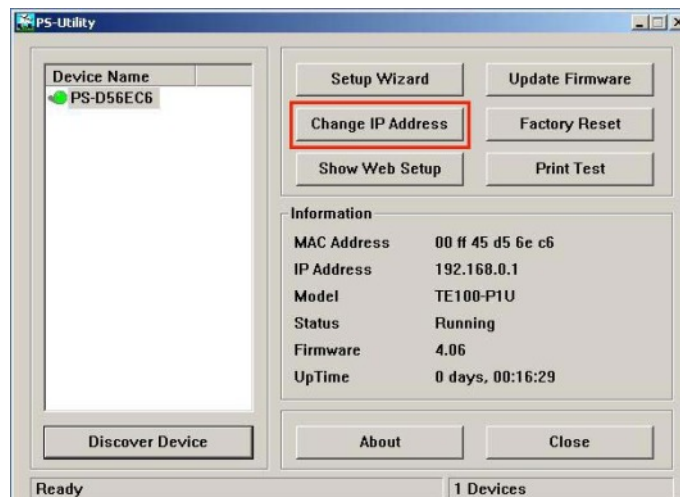
TEW-P21G F.A.Q.

Q: Why doesn't PS-Utility detect my print server?

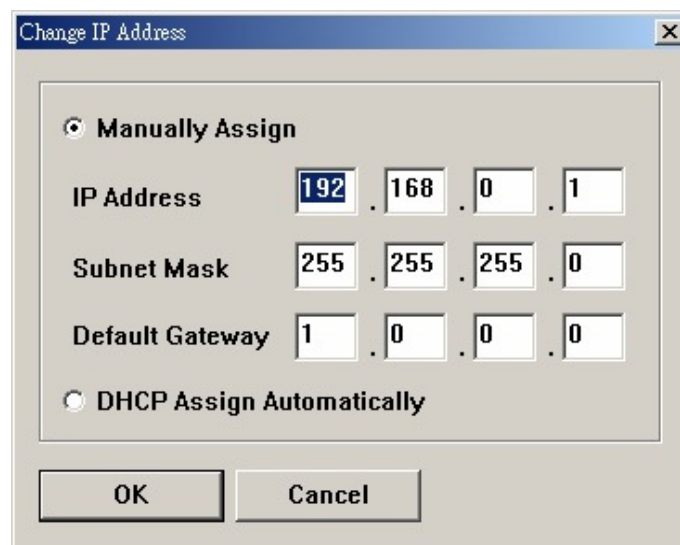
A: If you are using Windows XP you will have to disable the built in firewall. But for all operating systems you have to disable any other form of firewall software such as Norton Internet Security, Black Ice, and ZoneAlarm.

Q: How do I change the IP address of my print server?

A: Step 1. Open up the PS-Utility and click on "Change IP Address".



Step 2. Change IP Address:
Click this button to bring up the following dialog box, allowing you to change the IP Address. In this dialog box you can select either **Manually Assign** or **DHCP Assign Automatically**. When completed click "OK".



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Q: How do I find the Port Name of the Print Server?

A: First, launch your web browser (such as the Internet Explorer 6.0 used in this manual). Then, type <http://192.168.0.1> (the default IP address) in the Address bar and press [Enter] to enter the Management screen of the Configuration Utility. Or use the IP address that you manually assigned to the Print Server. Click on “**System**” and the Printer Name is the PS-xxxxx-P1, x being the actual number listed in the Printer Name box. Please write this information down on a piece of paper for future reference.

The screenshot displays the Management interface of the TEW-P21G Configuration Utility. The left sidebar contains a navigation menu with 'System' selected. The main content area shows the following information:

- System Information:** IP Address: 192.168.1.207 (Manual), Up Time: 0 days, 00:09:53.
- Printer Status:**
 - USB1:** Printer Name: PS-589228-U1 (highlighted), Printer Speed: Full Speed (12M bps), Printer Status: Off line. Total Print Jobs: 0, Total Print Size: 0 kBytes. Printing Status: Idle.
 - USB2:** Printer Name: PS-589228-U2 (highlighted), Printer Speed: Full Speed (12M bps), Printer Status: Off line. Total Print Jobs: 0, Total Print Size: 0 kBytes. Printing Status: Idle.
 - LPT3:** Printer Name: PS-589228-P3 (highlighted), Printer Speed: High, Printer Status: Off line.

Q: How do I make it Wireless?

- A: Step 1.** First you will need to know the SSID of your wireless router or access point, along with the Channel. If you are using any type of wireless security like WEP, you will need to know the key values.
- Step 2.** Launch your web browser (such as the Internet Explorer 6.0 used in this manual). Then, type <http://192.168.0.1> (the default IP address) in the Address bar and press [Enter] to enter the Management screen of the Configuration Utility. Or use the IP address that you manually assigned to the Print Server.

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Step 3. Click on “**Configuration**” on the top Menu bar and click on “**Wireless**” on the side bar.

The screenshot shows the configuration page for the TEW-P21G device. The top navigation bar includes 'Management', 'Configuration', 'Tools', and 'Help'. The left sidebar has 'Configuration' selected, with sub-items for System, Wireless, Network, User, E-mail, and SNMP. The main content area is divided into three sections: 'Wireless Interface', 'WEP Encryption', and 'Advanced Setting'. In the 'Wireless Interface' section, 'Connection Mode' is set to 'Infrastructure', 'SSID' is 'p21g', 'Wireless Channel' is '1', and 'Transmission Rate' is '54 Mb'. The 'WEP Encryption' section shows 'WEP Encryption' set to '84 bits', 'WEP Key Format' set to 'HEX', and 'Key 1' filled with asterisks. The 'Advanced Setting' section shows 'Beacon Interval' at '100 (ms)', 'Preamble' set to 'Long', and 'Authentication Type' set to 'Both'. 'Save' and 'Cancel' buttons are at the bottom.

You can now input the SSID and Channel or you can click on “Site Survey”. If you are using WEP Encryption, select the type of encryption and key in the value in Key 1 and click “Save”.

Note: The Encryption method and key value is case sensitive and must match your router or access Point.

Step 4. Once you have saved the settings, unplug the Ethernet cable from the back of the Print Server and unplug the electrical power for 15 seconds then plug the power back in. Start the PS-Utility and see if the utility finds the print server. If it does, then the unit is wireless at this point. If not, plug the Ethernet cable back into the print server and confirm the Wireless information.

Q: How do I install my printer on Windows 95/98/ME?

A: In Windows 98/Me you will need to install the LPR client.

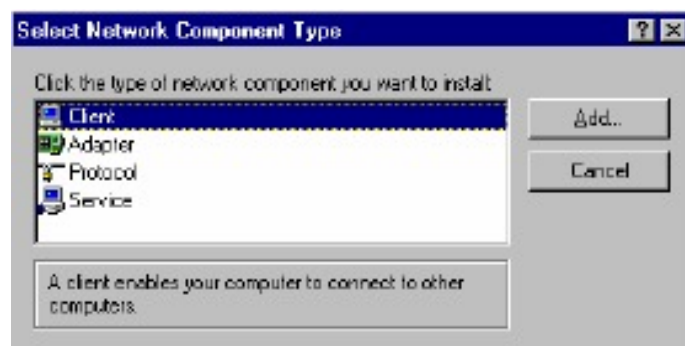
For Windows 98/ME you will also need to know the port name that you are printing to (The Port Name is the PS-xxxxxx-P1. X being the actual number listed in the Port Name box).

Installing LPR:

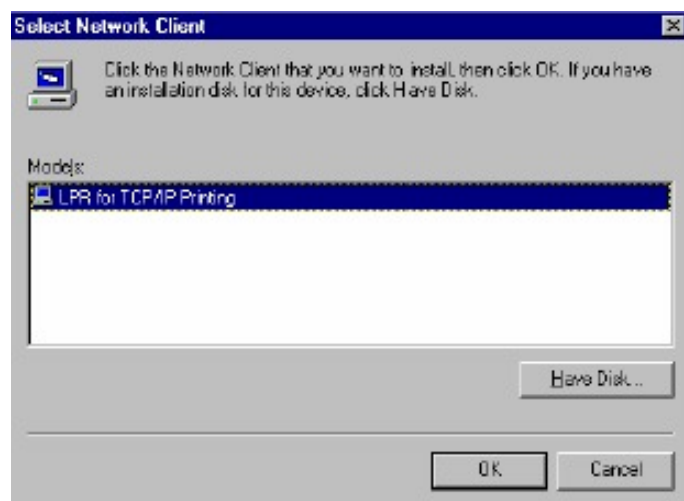
Step 1. Once the file is downloaded and extracted, Go to **Start > Settings > Control Panel >** double-click on **Networks**. Click on **Add**.

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Step 2. Highlight **Client** and click on **Add**.



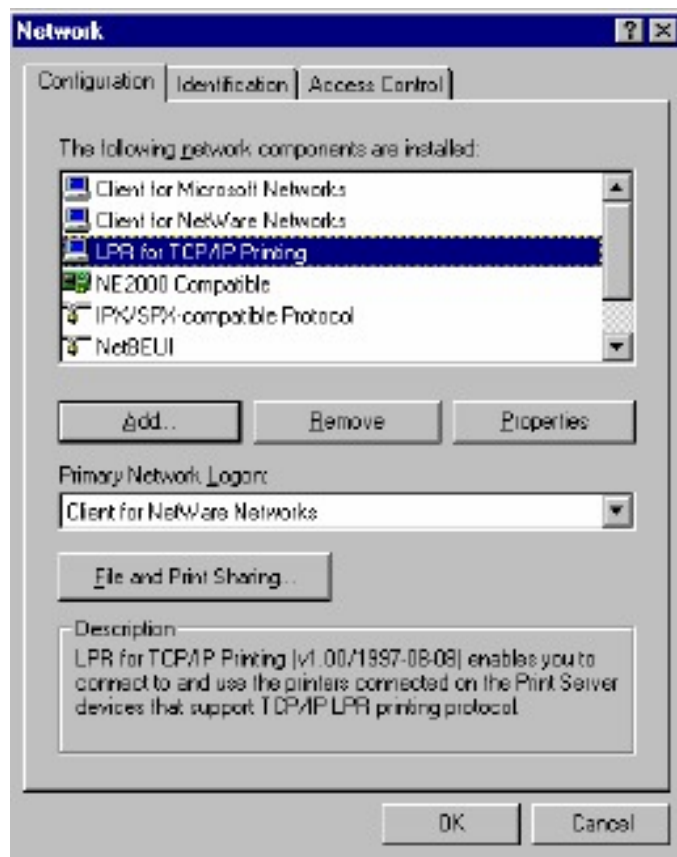
Step 3. Click on **Have Disk > Browse**. Browse to the location of the extracted LPR Client.



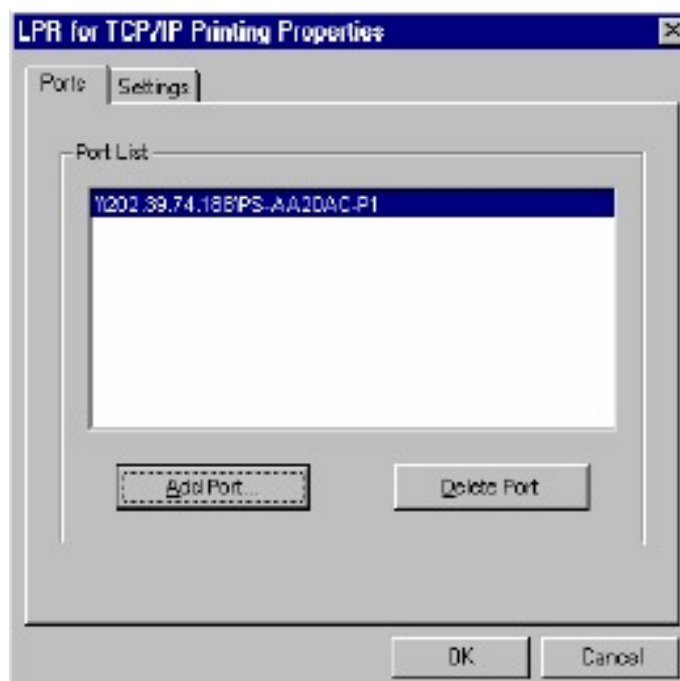
Step 4. Click **OK** 3 times.

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Step 5. From the list highlight **LPR For TCP/IP** and click on **Properties**.

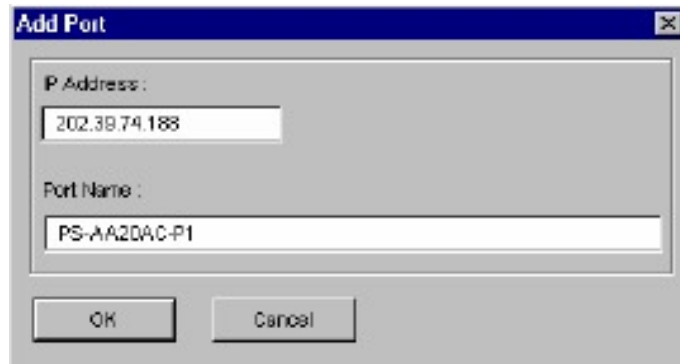


Step 6. Click on **Add Port**.



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In the top field type in the IP address of your print server. In the bottom field type in the port name of your print server, the Port Name is the PS-xxxxxx-P1. X being the actual number listed in the Port Name box. Click on **OK**.



Step 7. Click on **OK**. Windows will ask you to restart. Click Yes.

LPR is now properly installed on your computer.

Printer Installation

Step 1. Open your printers folder. Go to **Start > Settings > Printers**.

Step 2. Double-click on the **Add Printer** icon which will launch the Add Printer Wizard.



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Step 3. Select **Network Printer** and click on **Next**.

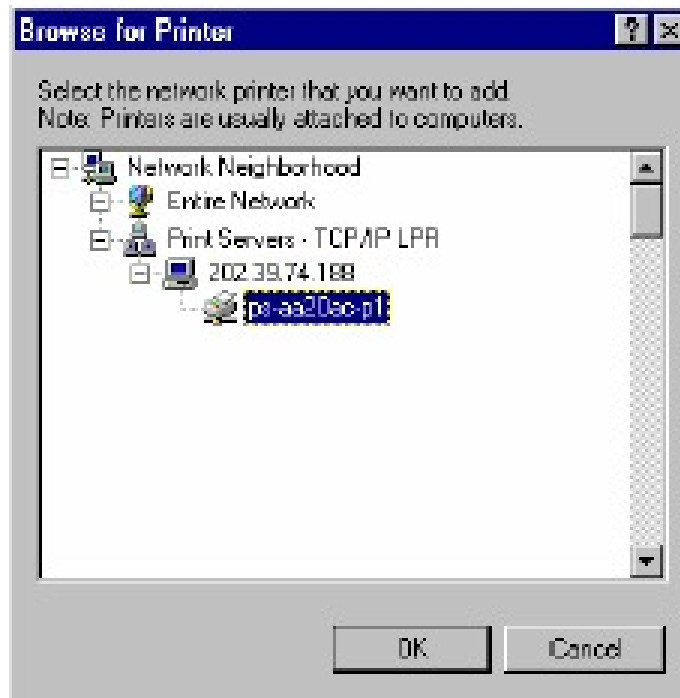


Step 4. Click on the **Browse** button and browse to the print server.



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Step 5. Highlight the Print Server and click on **OK** to return to the Add Printer Wizard.



Step 6. Click on **Next**. If you are unable to do this you can manually enter the Print Server by using two backslashes, the IP address, one backlash and the port name of you printer.

Step 7. You will now be asked to select a printer to install.



If you can not find your printer from the list, click on the **Have Disk** button and browse to the printer drivers for your printer (floppy, CD, or downloaded).

Step 8. If you find your printer in the list, click on it and then click on **OK**. Windows will install the drivers.

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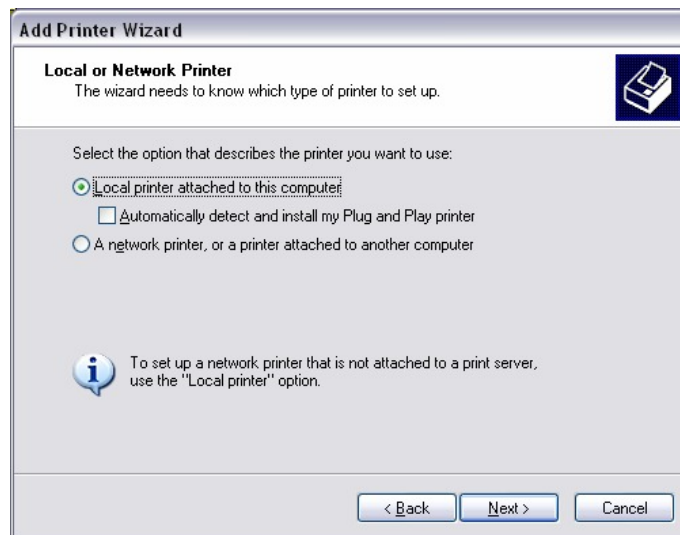
Step 9. Once the drivers been installed, click **Finish** to complete the installation. You may be prompted for your Windows CD. If you are prompted for the CD, browse to the Win98 folder on the Windows CD and click on **OK**

Step 10. After the drivers have been installed for your printer, you will be prompted to print a test page. Select **Yes** and click on **Finish**.

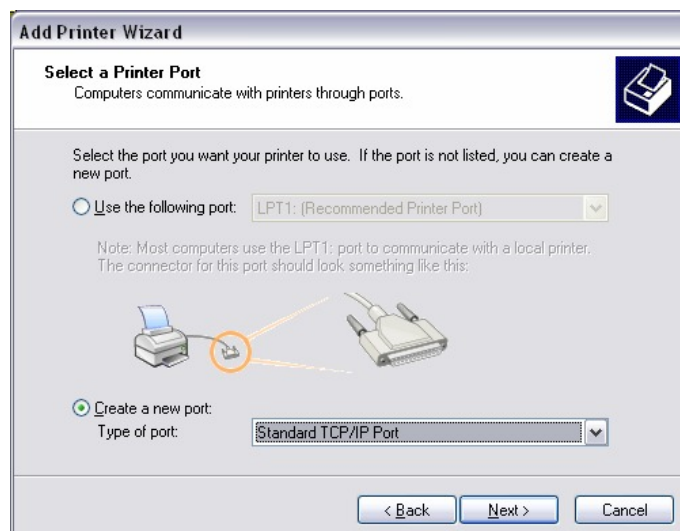
Q: How do I install my printer on Windows 2000/XP?

A: Step 1. Go to **Start>Settings>Printers>Add New Printer** (Win XP - **Start>Printers and Faxes>Add a Printer**).

Step 2. Select **Local Printer**. Make sure to uncheck **Automatically detect and install my plug and play printer**. Click **Next**.



Step 3. Select **Create a New Port** and select **Standard TCP/IP port**. Click **Next**.



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Step 4. Enter the IP address of the router (192.168.0.1). Leave the port name with the default name. Click **Next**.

Add Standard TCP/IP Printer Port Wizard

Add Port
For which device do you want to add a port?

Enter the Printer Name or IP address, and a port name for the desired device.

Printer Name or IP Address: 192.168.0.1

Port Name: IP_192.168.0.1

< Back Next > Cancel

Step 5. You will get a message saying that additional port information required.

Step 6. Select **Custom** and then click **Settings**.

Add Standard TCP/IP Printer Port Wizard

Additional Port Information Required
The device could not be identified.

The device is not found on the network. Be sure that:

1. The device is turned on.
2. The network is connected.
3. The device is properly configured.
4. The address on the previous page is correct.

If you think the address is not correct, click Back to return to the previous page. Then correct the address and perform another search on the network. If you are sure the address is correct, select the device type below.

Device Type

Standard Generic Network Card

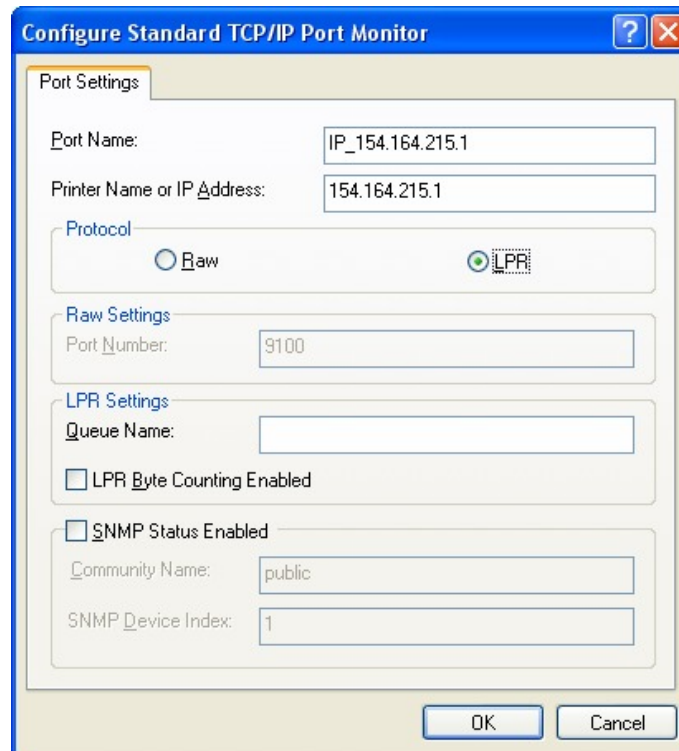
Custom Settings...

< Back Next > Cancel

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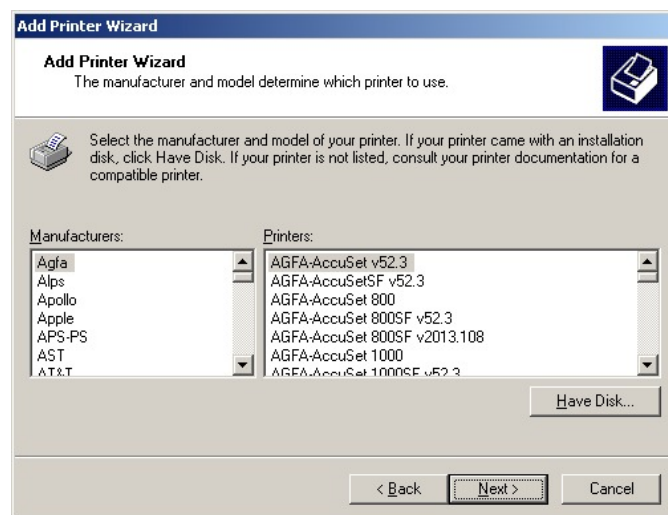
Step 7. Set Protocol to **LPR**.

Step 8. For the **LPR Settings** for the TEW-P21G the Queue Name will be PS-xxxxxx-P1. X being the actual number listed in the Port Name box. It is case sensitive! In most cases, check **LPR Byte Counting Enabled**. If you cannot print, then try un-checking this.



Step 9. Select **OK > Finish**.

Step 10. Continue with the **Add Printer Wizard**. Choose your printer from the list or click **Have Disk** and point to your printer driver disk.



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Q: Does the TEW-P1PG support Macintosh operating systems?

A: Yes, but you must assign the print server an IP address from a Windows based operating system first. Once that is done you can use LPR or LPD printing for the Macs and you can manage the print server by entering its IP address into a web browser. Also the printer must be a postscript printer.

Q: What are the queue names of the TEW-P1PG?

A: The queue name will be PS-xxxxxx-P1. X being the actual number listed in the Port Name box. It is case sensitive.

Q: Why can't I see my printer status information?

A: Print servers are IEEE1284 bi-directional compatible. This means that data can be sent and received in both directions between the printer and the print server.

Toner status, paper level, etc., will not be communicated back to the PC. In order to get printer status information, the proprietary printer driver has embedded code that needs to be passed on to the print server, decoded, then interpreted by the print server. TRENDnet print servers do not support embedded driver codes. TRENDnet print servers, whether in Gateways or Stand Alone, are plain TCP/IP print servers.

Q: Why is my printer, printing a lot of garbage characters?

A: Step 1. Make sure that you have the latest print drivers for you printer.

Step 2. Launch your web browser (such as the Internet Explorer 6.0 used in this manual). Then, type `http://192.168.0.1` (the default IP address) in the Address bar and press [Enter] to enter the Management screen of the Configuration Utility. Or use the IP address that you manually assigned to the Print Server. Go to "Configuration" on the top menu bar and "System" on the side bar. Change the "Speed" to Low and "Save".

The screenshot shows the TEW-P21G Configuration Utility web interface. The top navigation bar includes 'Management', 'Configuration', 'Tools', and 'Help'. The left sidebar shows 'Configuration' selected, with sub-menus for System, Wireless, Network, User, E-mail, and SNMP. The main content area is divided into 'System Device' and 'Port Setting' sections. The 'System Device' section includes fields for Server Name (PS-589228), Location, Admin Contact, Password (New Password and Confirm Again), and Confirm Again. The 'Port Setting' section includes fields for Port Name, Description, P.J.L. Printer, and Speed. The Speed dropdown menu is highlighted with a red box, showing 'Low' selected. The 'Save' and 'Cancel' buttons are at the bottom.