

# Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## **IMPORTANT NOTE:**

#### FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This device complies with FCC RF Exposure limits set forth for an uncontrolled environment, under 47 CFR 2.1093 paragraph (d)(2).

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This device was tested for typical by stander conditions that may occur during use. To comply with FCC RF exposure requirements a minimum separation distance of 1.5cm must be maintained between the user's body and the device, including the antenna.

### **CE Mark Warning**

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

This transmitter must not be co-located or operation in conjunction with any other antenna or transmitter.



# Table of Contents

Federal Communications Commission (FCC) Interference statement CE Mark Warning	2 2
Chapter 1 – Wireless LAN Networking Transmission Rate Type of Wireless Networks Ad-Hoc (IBSS) Network Infrastructure (BSS) Network Wireless LAN Security Data Encryption with WEP	4 5 5 7 7
Chapter 2 - Getting Started About Your 802.11b/g Wireless USB2.0 Adapter Package Content System Requirement Wireless Utility and Adapter Hardware Installation Using the Utility to Configure Your Network Link Information Site Survey Profile	8 8 9 12 13 14 15
Chapter 3 – HotSpot Features Charging the TEW-509UB Identifying Components LCD Display Finding a HotSpot Accessing a HotSpot Chapter 4 – Maintenance Uninstalling the Driver Uninstall the Client Utility Upgrading the Wireless Utility	20 20 21 21 21 21 22 22 22
Glossary	23

## **Chapter 1- Wireless LAN Networking**

This section provides background information on wireless LAN networking technology.



THE INFORMATION IN THIS SECTION IS FOR YOUR REFERENCE. CHANGING NETWORK SETTINGS AND PARTICULARLY SECURITY SETTTINGS SHOULD ONLY BE DONE BY AN AUTHORIZED ADMINISTRATOR.

## Transmission Rate (Transfer Rate)

The adapter provides various transmission (data) rate options for you to select. Options include Fully Auto, 1 Mbps, 2 Mbps, 5.5 Mbps, 11 Mbps, 6 Mbps, 9 Mbps, 12 Mbps, 18 Mbps, 22 Mbps, 24 Mbps, 36 Mbps, 48 Mbps, and 54 Mbps. In most networking scenarios, the factory default Fully Auto setting proves the most efficient. This setting allows your adapter to operate at the maximum transmission (data) rate. When the communication quality drops below a certain level, the adapter automatically switches to a lower transmission (data) rate. Transmission at lower data speeds is usually more reliable. However, when the communication quality improves again, the adapter gradually increases the transmission (data) rate again until it reaches the highest available transmission rate.

## Types of Wireless Networks

Wireless LAN networking works in either of the two modes: ad-hoc and infrastructure. In infrastructure mode, wireless devices communicate to a wired LAN via access points. Each access point and its wireless devices are known as a Basic Service Set (BSS). An Extended Service Set (ESS) is two or more BSSs in the same subnet. In ad hoc mode (also known as peer-to-peer mode), wireless devices communicate with each other directly and do not use an access point. This is an Independent BSS (IBSS).

To connect to a wired network within a coverage area using access points, set the adapter operation mode to Infrastructure (BSS). To set up an independent wireless workgroup without an access point, use Ad-hoc (IBSS) mode.

### AD-HOC (IBSS) NETWORK

Ad-hoc mode does not require an access point or a wired network. Two or more wireless stations communicate directly to each other. An ad-hoc network may sometimes be referred to as an Independent Basic Service Set (IBSS).

To set up an ad-hoc network, configure all the stations in ad-hoc mode. Use the same SSID and channel for each client.



Ad-hoc (also known as peer-to-peer) network diagram

When a number of wireless stations are connected using a single access point, you have a Basic Service Set (BSS).



Infrastructure (IBSS) network diagram

In the ESS diagram below, communication is done through the access points, which relay data packets to other wireless stations or devices connected to the wired network. Wireless stations can then access resources, such as a printer, on the wired network.



Infrastructure (ESS) network diagram

In an ESS environment, users are able to move from one access point to another without losing the connection. In the diagram below, when the user moves from BSS (1) to BSS (2) the adapter automatically switches to the channel used in BSS (2).



Roaming in an ESS network diagram

#### WIRELESS LAN SECURITY

Because wireless networks are not as secure as wired networks, it is vital that security settings are clearly understood and applied.

The list below shows the possible wireless security levels on your adapter starting with the most secure. EAP (Extensible Authentication Protocol) is used for authentication and utilizes dynamic WEP key exchange. EAP requires interaction with a RADIUS (Remote Authentication Dial-In User Service) server either on the WAN or the LAN to provide authentication service for wireless stations.

- 1. Wi-Fi Protected Access (WPA)
- 2. IEEE802.1X EAP with RADIUS Server Authentication
- 3. WEP Encryption
- 4. Unique ESSID

#### DATA ENCRYPTION WITH WEP

The WEP (Wired Equivalent Privacy) security protocol is an encryption method designed to try to make wireless networks as secure as wired networks. WEP encryption scrambles all data packets transmitted between the adapter and the access point or other wireless stations to keep network communications private. Both the wireless stations and the access points must use the same WEP key for data encryption and decryption.



DO NOT ATTEMPT TO CONFIGURE OR CHANGE SECURITY SETTTINGS FOR A NETWORK WITHOUT AUTHORIZATION AND WITHOUT CLEARLY UNDERSTANDING THE SETTINGS YOU ARE APPLING. WITH POOR SECURITY SETTINGS, SENSITIVE DATA YOU SEND CAN BE SEEN BY OTHERS.

There are two ways to create WEP keys in your adapter.

- Automatic WEP key generation based on a password phrase called a passphrase. The passphrase is case sensitive. You must use the same passphrase for all WLAN adapters with this feature in the same WLAN.
- For WLAN adapters without the passphrase feature, you can still take advantage of this feature by writing down the four automatically generated WEP keys from the **Security Settings** screen of the wireless utility and entering them manually as the WEP keys in the other WLAN adapter(s).

The adapter allows you to configure up to four WEP keys and only one key is used as the default transmit key at any one time.

THE adapter supports 64-BIT, 128-BIT, or 152-BIT WEP Encryptions. THE 152-BIT WEP MUST COMPLY WITH THE WEP SETTING OF YOUR ACCESS POINT OR ROUTER.

## **Chapter 2 - Getting Started**

This chapter introduces the Adapter and prepares you to use the Wireless Utility.

## 2.1 About Your 802.11a/b/g Wireless USB2.0 Adapter with HotSpot Detector

The Adapter is an 802.11a, 802.11b, and 802.11g compliant wireless LAN adapter. With the Adapter, you can enjoy wireless mobility within almost any wireless networking environment.

The following lists the main features of your Adapter.

- ✓ Your Adapter can communicate with other IEEE 802.11a/b/g compliant wireless devices.
- ✓ Automatic rate selection.
- ✓ Standard data transmission rates up to 54 Mbps
- Offers 64-bit, 128-bit and 152-bit WEP (Wired Equivalent Privacy) data encryption for network security.
- ✓ Supports IEEE802.1x and WPA (Wi-Fi Protected Access).
- ✓ Low CPU utilization allowing more computer system resources for other programs.
- ✓ A built-in antenna.
- ✓ Driver support for Windows Win98SE/ME/2000/XP/2003 Server

## 2.2 Package Content

- > 54Mbps 802.11a/g Wireless USB 2.0 Adapter with HotSpot Detector
- Driver/Utility CD-ROM
- Multi-Language Quick Installation Guide

## 2.3 System Requirement

- Pentium class notebook computers with at least one available USB port
- Microsoft Windows 98SE/ME/2000/XP/2003
- CD-ROM drive

## 2.4 Wireless Utility & Adapter Hardware Installation

### NOTE: Please do not connect the USB adapter unless instructed to do so

Follow the instructions below to install the USB Adapter and Utility.

### STEP 1

Insert the Driver and Utility CD into CD drive

### STEP 2

Autorun window appears automatically, click on Install Utility button to start.



### STEP 3

The InstallShield Wizard prepares for installation.

### STEP 4

The InstallShield Wizard prompts you for confirmation. Click **Next** on the following menu.



## STEP 5

In the destination Folder screen you are asked to confirm the Destination Folder for the application software. Click **Next** to continue.

TEW-509UB Wireless Client Utility - InstallShield Wizard	×
Choose Destination Location Select folder where setup will install files.	
Setup will install TEW-509UB Wireless Client Utility in the following folder.	
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.	
Destination Folder	
C:\\TRENDnet\TEW-509UB Wireless Client Utility Browse	
InstallShield	_
< <u>B</u> ack <u>Next&gt;</u> Cancel	

## STEP 6

The wizard is ready to begin installation. Click **Install** to start the installation.

TEW-509UB Wireless Client Utility - InstallS	nield Wizard 🛛 🗶
Ready to Install the Program The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your ins the wizard.	tallation settings, click Back. Click Cancel to exit
InstallShield	< <u>B</u> ack [] Cancel

## STEP 7

Click **Finish** to complete the client utility installation.



### STEP 8

At this moment please insert your USB Adapter to your Laptop, Choose **Install the software automatically** and click **Next**.



### STEP 9

Click Finish to complete the installation.

## 2.6 Using the Utility to Configure Your Network

The following are explanations on how to configure and use the Utility program. After completing the installation procedure, a new icon will automatically appear in the lower right task bar.



Hold your mouse pointer over the icon, and press the right mouse button to open the Wireless Client Utility.

The Wireless Client Utility window as shown below will appear.

	8 Wireless Client Utility
Link Information Site Survey	Profile
Wireless Network Status Profile Name: Default SSID: 450test Link Status: Connected	Security Status Security: Disabled Authentication: Auto Switch
Network Type: Infrastructure Wireless Mode: 802.11g Channel: 1 (2.412 GHz) Transmit Rate: 54 Mbps AP MAC Address: 00:C0:02:E2:B4:42 Signal Strength: Very Good (70%)	TCP/IP Status IP Address: 192.168.1.1 Subnet Mask: 255.255.255.0 Gateway: 192.168.1.254 DNS Server: 192.168.1.245
	Copyright © 2006 TRENDnet. All Rights Reserved.

The user can now use any of the management functions available in the IEEE 802.11 Wireless Client Utility.

## 2.6.1 Link Information

Click the **Link Information** tab to see general information about the program and its operations. The Link Information tab does not require any configuration.

The following table describes the items found on the Link Information screen.

	Wireless Network Status
Profile Name	The name of the current selected configuration profile. Set up the configuration name on the <b>Profile tab.</b>
SSID	Displays the wireless network name.
Link Status	Shows whether the station is associated to the wireless network.
Network Type	Infrastructure (access point)
	Ad Hoc
Wireless Mode	Displays the wireless mode. 802.11a or 11b or 11g
Channel	Shows the currently connected channel.
Transmit Rate	Displays the current transmit rate in Mbps.
AP MAC Address	Displays the MAC address of the access point the wireless adapter is associated to.
Signal Strength	Shows the strength of the signal.
	Security Status
Security	Shows the security type – Disable, WEP, WPA/WPA2, WAP-PSK/WAP2-PSK or 802.1X
Authentication	Displays the authentication mode.
	TCP/IP Status
IP Address	Displays the computer's IP address.
Subnet Mask	Displays subnet mask
Gateway	Displays gateway address
DNS Server	Display DNS server address

## 2.6.2 Site Survey

Click the **Site Survey** tab to see available infrastructure and ad hoc networks.

On this screen, click **Refresh** to refresh the list at any time.

Inf	formation	Site	Surve	ву		Profile	
able	Networks						
	SSID	Mode	Ch	Sig	nal 💌	Security	BSSID
	611test	802.11g	6		68%	Disabled	00:14:D1:C0:03:C3
0	450test	802.11g	1		63%	Disabled	00:C0:02:E2:B4:42
0	default	802.11g	6		60%	Disabled	00:40:F4:DD:8D:D8
- 2	hotspot	802.11g	8	]	55%	WEP	00:0C:41:FB:E3:7D
	gabe	802.11b	2		51%	Disabled	00:40:F4:CA:47:B6
- 2	LAB411	802.11g	6		30%	WEP	00:90:4B:A0:22:EF
•	default	802.11g	6	<b>-</b> 11	21%	Disabled	00:03:2F:2F:D2:D8

#### Connecting to a different network

Hold your mouse pointer over the network icon, and click the right mouse button to select the network.

c In	formation	Site	Surve	ey	Profile	
ilable	Networks					
	SSID	Mode	Ch	Signal 💽	Security	BSSID
-	611test	802.11g	6	68%	Disabled	00:14:D1:C0:03:C3
-	450test	802.11g	1	63%	Disabled	00:C0:02:E2:B4:42
-	default	802.11g	6	60%	Disabled	00:40:F4:DD:8D:D8
1	hotspot	802.11g	8	55%	WEP	00:0C:41:FB:E3:7D
-	gabe	802.11b	2	51%	Disabled	00:40:F4:CA:47:B6
16	) LAB411	802.11g	6		WEP	00:90:4B:A0:22:EF
-	default	802.11g	6	21%	Disabled	00:03:2F:2F:D2:D8
					322	

Click the **Connect** button to connect the available network. If no configuration profile exists for that network, the Profile Settings window opens to ask to create a profile for the network. Follow the procedures to create profile for that network.

## 2.6.3 Profile

$\bigcirc$	TRENC	DNET	Wirele	© ss Client Utility
Link In	formation	Site Survey	Profile	
Profile Li	st		Profile Information	·
	Name A	SSID I	Profile Name: SSID: Network Type: Channel Security Authentication:	Default ANY Infrastructure Auto Disabled Auto Switch
Add	Edit	Delete	Import Copyright © 200	Export Connect

To add a new configuration profile, click **Add** on the Profile tab. To modify a configuration profile, select the configuration from the Profile list and click the **Edit** button.

ofile Settings	6		
General Connection	Settings		
Profile Name:	Default_1		
SSID:	ANY	Browse	
Network Type:	Infrastructure 💌		
Ad-Hoc Mode Settin	gs		
Wireless Mode:			
Channel:			

### Scan Available Networks

Click the **Browse** button on the Profile Settings screen to scan for available infrastructure and ad hoc networks. On this list, click **Refresh** to refresh the list at any time.

s	SSID	Mode	Ch	Signal 🔽	Security	BSSID
j 6	611test	802.11g	6	68%	Disabled	00:14:D1:C0:03:C3
j 4	450test	802.11g	1	63%	Disabled	00:C0:02:E2:B4:42
🆕 🛛 🖒	default	802.11g	6	<b></b> 60%	Disabled	00:40:F4:DD:8D:D8
ءِ 🖕	gabe	802.11b	2	56%	Disabled	00:40:F4:CA:47:B6
🍌 台 🖌	hotspot	802.11g	8	56%	WEP	00:0C:41:FB:E3:7D
ا 👌 🥏	LAB411	802.11g	6	26%	WEP	00:90:4B:A0:22:EF
🆕 🛛 🕹	default	802.11g	6	23%	Disabled	00:03:2F:2F:D2:D8

To configure a profile for Ad-Hoc or Infrastructure mode, select the Network Type field on the Profile Settings.

ofile Setting	6	
General Connection	i Settings	
Profile Name:	Default_1	
SSID:	ANY	Browse
Network Type:	Infrastructure	
Ad-Hoc Mode Settir	Ad-Hoc	
Wireless Mode:	Ŧ	
Channel:	<b>T</b>	

Click Next to continue the profile setting.

To define the security mode, select the security button of the desired security mode. And then click **Next** to continue. Please see following table for details of security modes.

	TRENDNET
Prof	ile Settings
w	irless Security
	Security: Disabled Disabled WEP WPA.MVPA2 WPA.PSKK 802.1x
	Back Next Cancel
WPA/WPA2	Enables the use of Wi-Fi Protected Access (WPA).
	Choosing WPA/WPA2 opens the WPA/WPA2 <b>Security Settings</b> screen. The options include:
	TLS (Transport Layer Security) is a Point-to-Point Protocol (PPP) extension supporting additional authentication methods within PPP. Transport Layer Security (TLS) provides for mutual authentication, integrity-protected cipher suite negotiation, and key exchange between two endpoints.
	PEAP (EAP-GTC) (Protected Extensible Authentication Protocol) authenticates <u>wireless LAN clients</u> using only <u>server</u> -side <u>digital certificates</u> by creating an <u>encrypted SSL/TLS</u> tunnel between the client and the <u>authentication server</u> . The tunnel then protects the subsequent user authentication exchange.
	PEAP (EAP-MSCHAP V2) (Protected Extensible Authentication Protocol) To use PEAP (EAP-MSCHAP V2) security, the server must have WPA-PEAP certificates, and the server properties must already be set. Check with the IT manager
	TTLS (Tunneled Transport Layer Security) An EAP variant that provides mutual authentication using a certificate for server authentication, and via a secure <u>TLS</u> tunnel for the client
	<b>LEAP</b> (Lightweight and Efficient Application Protocol) is the general framework for a set of high-performance, efficient protocols which are ideal for mobile and wireless applications. LEAP is designed to address all the technical requirements of the wireless data communications industry, and is oriented towards providing the greatest benefit to the industry and the consumer
WPA-PSK/WPA2-PSK	Enables WPA/WPA2 Passphrase security.
	Fill in the WPA/WPA2 Passphrase on Security Settings screen.
802.1x	Enables 802.1x security. This option requires IT administration.
	Choosing 802.1x opens the 802.1x <b>Security Settings</b> screen. The options include:
	TLS/PEAP/TTLS/LEAP

Advanced Settings After Security Settings finished, the Advanced Settings screen will be shown as following.

The following table describes the items found on the Advanced Settings screen.

Power Save Mode	Shov hoc i	ws the power save mode. Power management is disabled in ad mode. The options include:
	•	Continuous Access Mode
	•	Maximum Power Saving
	•	Fast Power Saving
802.11b Preamble	Disp	lays the 802.11b preamble format.
	The	options include:
	•	Long
	•	Short
	•	Auto
RTS Threshold	Valu	e from 0 ~ 2347
FRAG Threshold	Valu	e from 256 ~ 2346
Wireless Mode	Inclu ● ●	de: 802.11a 802.11b 802.11g

After advance settings are finished, the following screen showed as below. You can activate the profile now or later.

ofile Settings	
Wireless Settings —	
Profile Name:	Default_1
SSID:	ANY
Network Type:	Infrastructure
Wireless Mode:	802.11b + 802.11g
Channel:	Auto
Security Settings	
Security:	Disabled
Authentication:	Auto Switch

## Chapter 3 – HotSpot

This section explains the hardware section of the TEW-509UB.

## 3.1 Charging the TEW-509UB

The TEW-509UB is powered by a rechargeable battery. The battery must be charged before first use as follows.



Most notebook computer USB connectors are horizontal. The TEW-509UB should be connected with the display facing up. If the USB connector on your computer is vertical, connect the TEW-509UB carefully to avoid damaging the connectors.

- 1. Remove the cap from the TEW-509UB.
- With the display facing up, insert the TEW-509UB into a USB connector on your computer. The <u>-</u>. icon on the LCD screen indicating the battery

is charging.



## 3.2 Identifying Components

The illustration below shows the buttons and LEDs on the TEW-509UB.



## 3.3 LCD Display

The illustration below shows the icons in the LCD. All the icons will not necessarily appear together as shown here.



Fully charged and Recharging icons would appear during charging process only.

## 3.4 Finding a HotSpot

Refer to the following to find a hot spot.

- 3. Switch Power to ON. The TEW-509UB boots and searches for hot spots.
- 4. Press **Next** to scroll the available hot spots.

## 3.5 Accessing a HotSpot

- 5. Connect the TEW-509UB to your computer and open the Wireless Client Utility.
- 6. Open the SiteSurvey screen and select the hot spot you want to access.
- 7. Click **Connect** to access the hot spot.

## Chapter 4 – Maintenance

This chapter describes how to uninstall or upgrade the Wireless Utility.

## 4.1 Uninstall the Driver

Follow the steps below to remove (or uninstall) the USB Adapter driver from your computer.

- Step 1. To remove the driver from the OS, go to Start -> Control Panel
- Step 2. Double-click System
- Step 3. Under Hardware tab, click Device Manager.
- Step 4. Double-click Network Adapter
- Step 5. Right-click mouse button on "54Mbps 802.11g Wireless LAN", and choose Uninstall
- Step 6. Click OK to confirm that you are going to uninstall the driver

## 4.2 Uninstall the Client Utility

Follow the steps below to remove the Client Utility from your computer.

- Step 1. To remove the utility from the OS, go to Start -> Control Panel
- Step 2. Double-click Add-Remove Programs
- Step 3. Select TEW-509UB Wireless Client Utility, and click the Remove button

## 4.3 Upgrading the Wireless Utility

To perform the upgrade, follow the steps below.

- **Step 1.** Download the latest version of the utility from the web site and save the file on your computer.
- Step 2. Follow the steps in Section 2.2 to remove the current Wireless Utility from your computer.
- Step 3. Restart your computer if prompted.
- Step 4. After restarting, refer to the procedure in the Chapter 2 to install the new utility.

## Glossary

For unfamiliar terms used below, look for entries elsewhere in the glossary.

### AD-HOC (IBSS)

Ad-hoc mode does not require an AP or a wired network. A network that transmits wireless from computer to computer without the use of a base station (access point).

Two or more wireless stations communicate directly to each other. An ad-hoc network may sometimes be referred to as an Independent Basic Service Set (IBSS).

#### CHANNEL

A radio frequency used by a wireless device is called a channel.

#### EAP AUTHENTICATION

EAP (Extensible Authentication Protocol) is an authentication protocol that runs on top of the IEEE802.1X transport mechanism in order to support multiple types of user authentication. By using EAP to interact with an EAP-compatible RADIUS server, an access point helps a wireless station and a RADIUS server perform authentication.

#### ENCRYPTION

The reversible transformation of data from the original to a difficult-to-interpret format. Encryption is a mechanism for protecting confidentiality, integrity, and authenticity of data. It uses an encryption algorithm and one or more encryption keys.

#### **FRAGMENTATION THRESHOLD**

This is the maximum data fragment size that can be sent before the packet is fragmented into smaller packets.

#### **IEEE 802.1X**

The IEEE 802.1X standard outlines enhanced security methods for both the authentication of wireless stations and encryption key management. Authentication can be done using an external RADIUS server.

#### **INFRASTRUCTURE (BSS)**

When a number of wireless stations are connected using a single AP, you have a Basic Service Set (BSS).

#### ROAMING

In an infrastructure network, wireless stations are able to switch from one BSS to another as they move between the coverage areas. During this period, the wireless stations maintain uninterrupted connection to the network. This is roaming. As the wireless station moves from place to place, it is responsible for choosing the most appropriate AP depending on the signal strength, network utilization among other factors.

#### SSID

The SSID (Service Set Identity) is a unique name shared among all wireless devices in a wireless network. Wireless devices must have the same SSID to communicate with each other.

#### **TEMPORAL KEY INTEGRITY PROTOCOL (TKIP)**

Temporal Key Integrity Protocol (TKIP) uses 128-bit keys that are dynamically generated and distributed by the authentication server.

### USER AUTHENTICATION

WPA applies IEEE 802.1X and Extensible Authentication Protocol (EAP) to authenticate wireless clients using an external RADIUS database. If you do not have an external RADIUS server, use WPA-PSK/WPA2-PSK (WPA -Pre-Shared Key) that only requires a single (identical) password entered into each access point, wireless gateway and wireless client. As long as the passwords match, clients will be granted access to a WLAN.

#### WEP

WEP (Wired Equivalent Privacy) encryption scrambles all data packets transmitted between the WCB-321A and the AP or other wireless stations to keep network communications private. Both the wireless stations and the access points must use the same WEP key for data encryption and decryption.

#### WPA/WPA2

Wi-Fi Protected Access (WPA) and WPA2 (future upgrade) is a subset of the IEEE 802.11 i security specification draft. Key differences between WPA and WEP are user authentication and improved data encryption. WPA2 is a wireless security standard that defines stronger encryption, authentication and key management than WPA.

## **Limited Warranty**

TRENDware warrants its products against defects in material and workmanship, under normal use and service, for the following lengths of time from the date of purchase.

Wireless Products - 3 Years Warranty

If a product does not operate as warranted above during the applicable warranty period, TRENDware shall, at its option and expense, repair the defective product or part, deliver to customer an equivalent product or part to replace the defective item, or refund to customer the purchase price paid for the defective product. All products that are replaced will become the property of TRENDware. Replacement products may be new or reconditioned.

TRENDware shall not be responsible for any software, firmware, information, or memory data of customer contained in, stored on, or integrated with any products returned to TRENDware pursuant to any warranty.

There are no user serviceable parts inside the product. Do not remove or attempt to service the product by any unauthorized service center. This warranty is voided if (i) the product has been modified or repaired by any unauthorized service center, (ii) the product was subject to accident, abuse, or improper use (iii) the product was subject to conditions more severe than those specified in the manual.

Warranty service may be obtained by contacting TRENDware office within the applicable warranty period for a Return Material Authorization (RMA) number, accompanied by a copy of the dated proof of the purchase. Products returned to TRENDware must be pre-authorized by TRENDware with RMA number marked on the outside of the package, and sent prepaid, insured and packaged appropriately for safe shipment.

**WARRANTIES EXCLUSIVE**: IF THE TRENDWARE PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, THE CUSTOMER'S SOLE REMEDY SHALL BE, AT TRENDWARE'S OPTION, REPAIR OR REPLACEMENT. THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TRENDWARE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION MAINTENANCE OR USE OF TRENDWARE'S PRODUCTS.

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# **TRENDnet** Technical Support

## US/Canada Support Center European Support Center

Contact Telephone: 1(866) 845-3673 Email: support@trendnet.com

**Tech Support Hours** 24/7 Toll Free Tech Support



Contact Visit our website for detail contact information http:// www.trendnet.com/support

## **Product Warranty Registration**

Please take a moment to register your product online. Go to TRENDnet's website at http://www.trendnet.com

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