

User's Guide



N150 Easy-N-Range Extender

TEW-713RE

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Product Overview



TEW-713RE

Package Contents

- TEW-713RE
- Multi-Language Quick Installation Guide
- CD-ROM (User's Guide)

If any package contents are missing or damaged, please contact the retail store, online retailer, or reseller/distributor from which the product was purchased.

Features

TRENDnet's compact N150 Easy-N-Range Extender, model TEW-713RE, extends the coverage of your existing wireless N network. Setup is easy with no drivers to install. Simply press the Wi-Fi Protected Setup (WPS) button on your router or access point, then on the TEW-713RE and you're done—the N150 Easy-N-Range Extender is now extending your wireless N network over a large area.

The compact TEW-713RE conveniently plugs directly into an electrical outlet and the off white housing blends into the environment. An on / off switch is located on the side of the adapter and a LED indicator confirms wireless activity. Hardwire a computer, NAS drive, or printer to the LAN port on the bottom of the extender. The latest wireless encryption protects your network.

- Compact wall plug design
- Compact high performance wireless n range extender
- Data rates of up to 150 Mbps based on IEEE 802.11n
- Backward compatible with IEEE 802.11b/g devices
- 1x 10/100 Mbps Ethernet port
- 1x Wi-Fi Protected Setup (WPS) button
- 1x Power on / off switch
- IPv6 support
- Supports up to WPA2-PSK wireless encryption
- One-touch wireless connection using the Wi-Fi Protected Setup (WPS) button
- Low interference and high susceptibility deliver reliable performance
- 3-year limited warranty

*Maximum wireless signal rates are referenced from IEEE 802.11 theoretical specifications. Actual data throughput and coverage will vary depending on interference, network traffic, building materials and other conditions.

Product Hardware Features

Side View



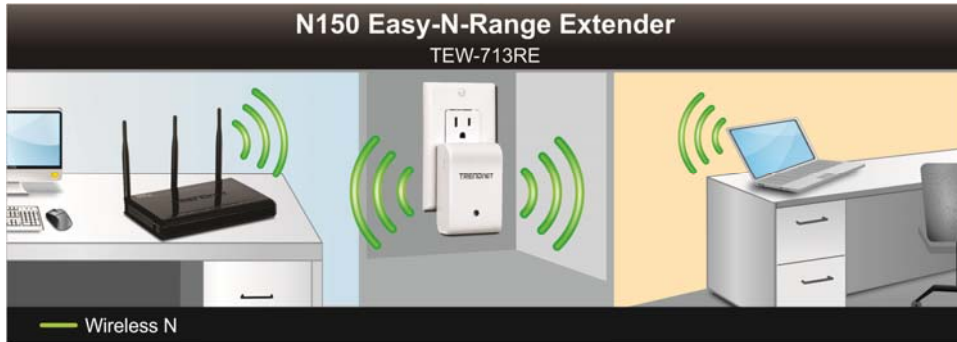
- **On/Off Power Switch** – Push the On/Off button to turn your repeater “On” or “Off”
- **WPS (Wi-Fi Protected Setup)** – Push the WPS button for 1 second to activate WPS. The LED indicator will begin blinking green when WPS is activated.

• Front View



- **LED Indicator** – The LED indicator will become solid green when your router is connected to a router/AP and WPS connection is established successfully
 - Flashing red when booting
 - Flashing amber when unable to connect to a device
 - Flashing green when initiating WPS connection
- **LAN Port** – Connect an Ethernet cable (also known as a network cable) from your PC to the repeater when you want to setup the device manually, or use it to connect to a wired PC/laptop after the unit is connected to the wireless network
- **Reset Button** – Use an item such as a paperclip to push and hold this button for 15 seconds and release to reset your repeater to its factory defaults.

Application Diagram



The repeater can be installed at a location in which your wireless signal is getting weaker to improve the coverage.

Wireless Networking and Security

How to choose the type of security for your wireless network

Setting up wireless security is very important. Leaving your wireless network open and unsecured could expose your entire network and personal files to outsiders. TRENDnet recommends reading through this entire section and setting up wireless security on your new router.

There are a few different wireless security types supported in wireless networking each having its own characteristics which may be more suitable for your wireless network taking into consideration compatibility, performance, as well as the security strength along with using older wireless networking hardware (also called legacy hardware).

It is strongly recommended to enable wireless security to prevent unwanted users from accessing your network and network resources (personal documents, media, etc.).

In general, it is recommended that you choose the security type with the highest strength and performance supported by the wireless computers and devices in your network. Please review the security types to determine which one you should use for your network.

Wireless Encryption Types

- **WEP:** Legacy encryption method supported by older 802.11b/g hardware. This is the oldest and least secure type of wireless encryption. It is generally not recommended to use this encryption standard, however if you have old 802.11 b or 802.11g wireless adapters or computers with old embedded wireless

cards(wireless clients), you may have to set your router to WEP to allow the old adapters to connect to the router. **Note:** *This encryption standard will limit connection speeds to 54Mbps.*

- **WPA:** This encryption is significantly more robust than the WEP technology. Much of the older 802.11g hardware was been upgraded (with firmware/driver upgrades) to support this encryption standard. Total wireless speeds under this encryption type however are limited to 54Mbps.
- **WPA-Auto:** This setting provides the router with the ability to detect wireless devices using either WPA or WPA2 encryption. Your wireless network will automatically change the encryption setting based on the first wireless device connected. For example, if the first wireless client that connects to your wireless network uses WPA encryption your wireless network will use WPA encryption. Only when all wireless clients disconnect to the network and a wireless client with WPA2 encryption connects your wireless network will then change to WPA2 encryption. NOTE: WPA2 encryption supports 802.11n speeds and WPA encryption will limit your connection speeds to 54Mbps
- **WPA2:** This is the most secure wireless encryption available today, similar to WPA encryption but more robust. This encryption standard also supports the highest connection speeds. TRENDnet recommends setting your router to this encryption standard. If you find that one of your wireless network devices does not support WPA2 encryption, then set your router to either WPA or WPA-Auto encryption.

Note: *Check the specifications of your wireless network adapters and wireless appliances to verify the highest level of encryption supported.*

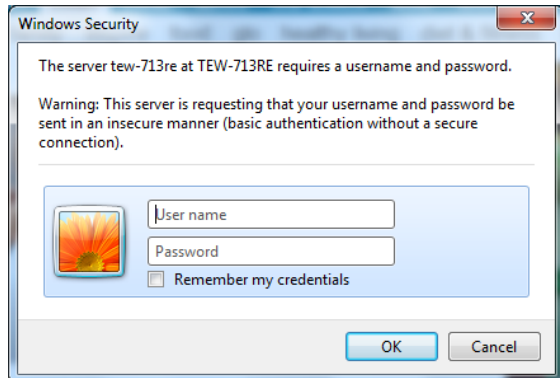
Setting up TEW-713RE

WPS connection

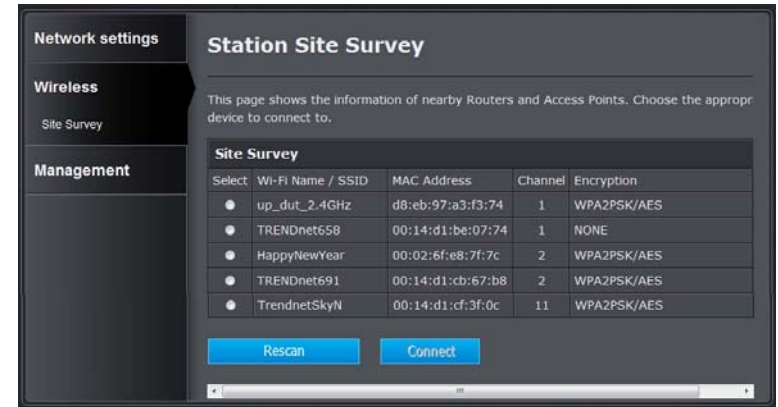
1. Plug in the device to a power outlet and turn the device on
2. Press and hold the WPS button on the router for 5 seconds
3. Press and hold the WPS button on the TEW-713RE for 5 seconds
4. The LED will change to solid green once the WPS connection is established

Web Browser Configuration

1. Plug in the device to a power outlet and turn the device on
2. Connect a network cable from the TEW-713RE to your laptop/PC
3. Open a web browser and type <http://tew-713re> or <http://192.168.10.100>
4. Enter the Login information (default: **admin** for username and **admin** for password)



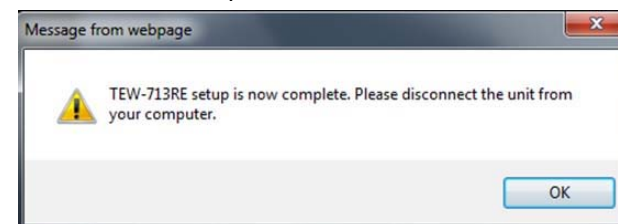
5. Click on the **Wireless** tab section and then click **Site Survey**. Select a router or access point you want to connect to and click **Connect**.



6. Enter your wireless network's security key and click **Apply**



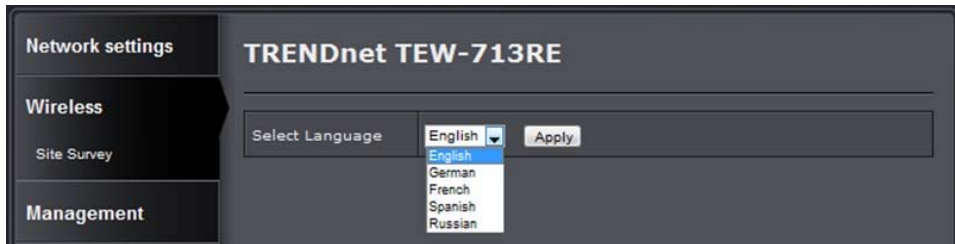
7. Setup is complete. You may disconnect the network cable from your computer and move the repeater to a location of your choice where it can still communicate with your wireless network.



Management

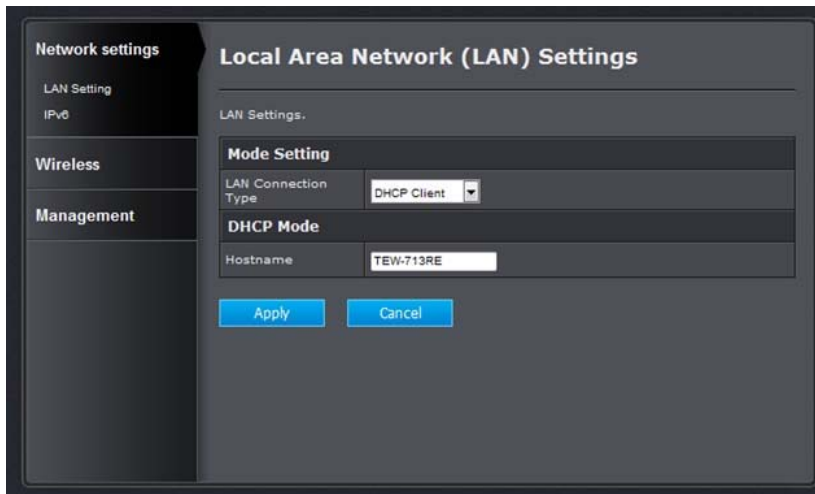
Multi-Language

You may select your preferred language in the TEW-713RE user interface. (see Web Browser Configuration)



Network

LAN Setting



DHCP

The repeater will use an IP address from the router.

Hostname: The hostname can be used to access the device under the same network.
http://tew-713re – When the hostname is changed, the access link changes accordingly.

Static IP

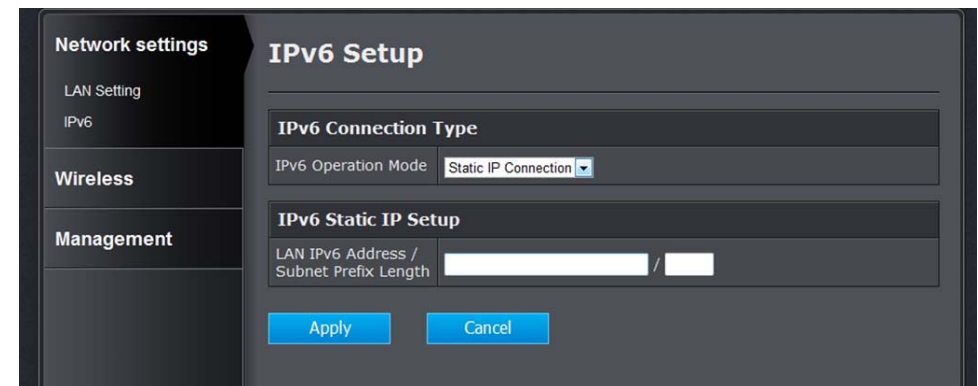
Set a static IP address for the repeater

IP Address: IP address of the device

Subnet Mask: The subnet mask of the device

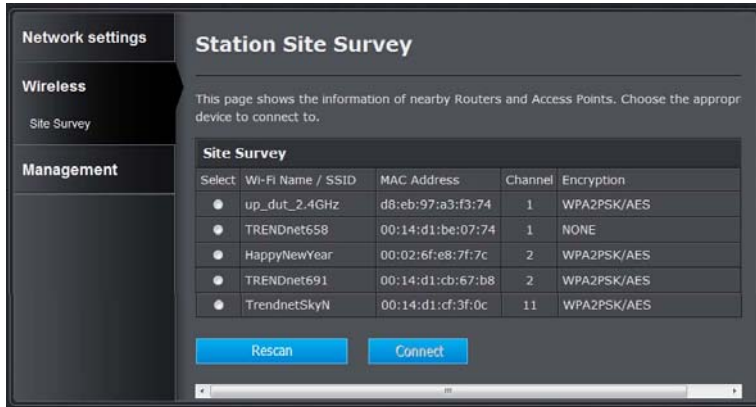
IPv6

Supports Static IPv6 IP address, IPv6 Connection Type allows you to disable or select Static IP Connection. Once Static IP is selected, enter your IPv6 settings in the following fields and click **Apply**.



Wireless

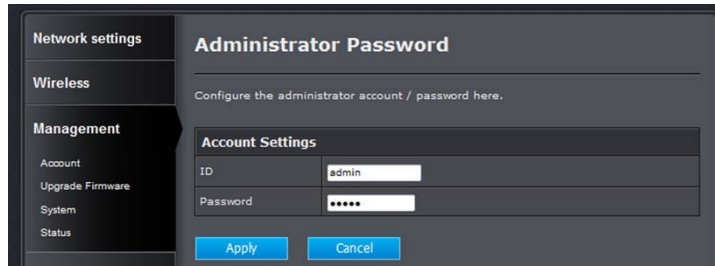
Site Survey



This feature allows you to select and connect to the wireless network you would like to repeat from.

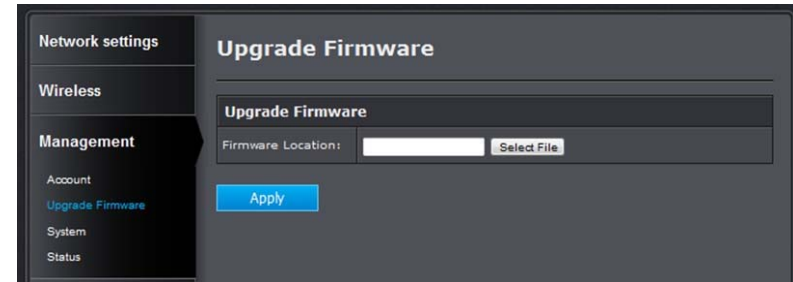
Management

Account



Configure the device's login settings here.

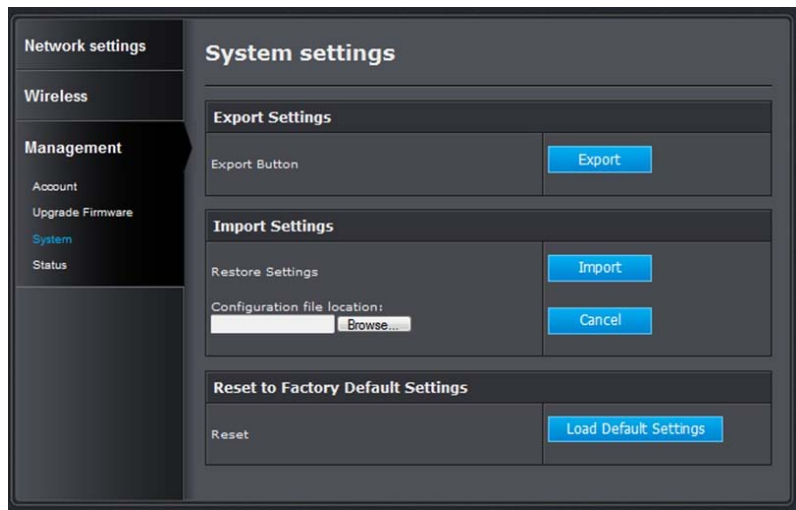
Upgrade Firmware



TRENDnet may periodically release firmware upgrades that might add features or fix problems associated with your TRENDnet model and version. To find out if there is a firmware upgrade available for your device, please check your TRENDnet model and version using the link. <http://www.trendnet.com/downloads/>

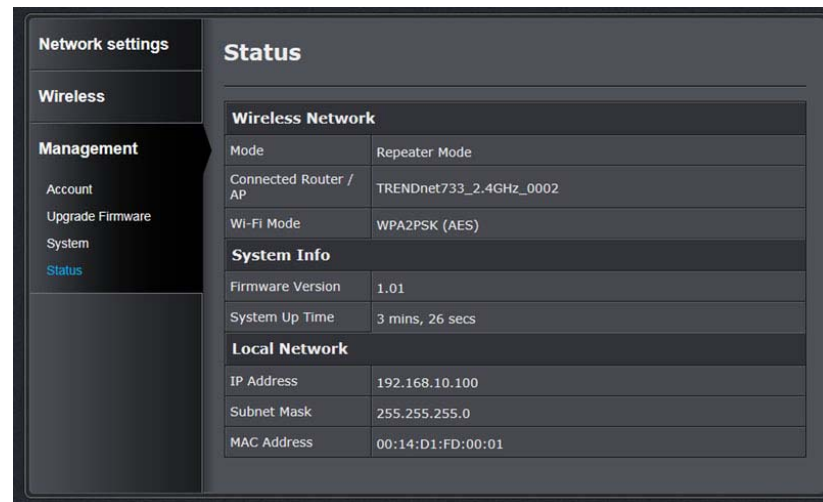
1. If a firmware upgrade is available, download the firmware to your computer.
2. Unzip the file to a folder on your computer.
3. Log into the repeater (default <http://tew-713RE>)
4. Click on **Management** and **Upgrade Firmware**
5. Depending on your web browser, next to **Firmware Location**, click **Select File**.
6. Navigate to the folder on your computer in which the unzipped firmware file (.bin) is located and select the firmware file.
7. Click **Apply**.

System



Export Settings	Press Export to export configurations to a local file
Import Settings	Click Browse to select a configuration file and then click Import to import a configuration file.
Reset to Factory Default Settings	Click Load Default Settings to reset to factory defaults.

Status



Wireless Network	
Mode	AP or Repeater Mode
Connected Router/AP	Shows the connected Router/AP's Network Name(SSID)
Wi-Fi Mode	Wireless Encryption Type
System Info	
Firmware Version	Current firmware version
System Up Time	Up time since unit started
Local Network	
IP Address	Device IP Address
Subnet Mask	Device Subnet
MAC Address	Device MAC address

Technical Specifications

Hardware		
Standards	Based on IEEE 802.11n technology, IEEE 802.11b, IEEE 802.11g IEEE 802.3u, and IEEE 802.3	
Interface	1 x 10/100 Mbps Auto-MDIX LAN port	
LED Indicators	Green	Static: Repeater connect to AP successfully Flashing: Initializing WPS
	Orange	Flashing: Not able to connect to AP
	Red	Repeater is restarting
Power	On / off switch	
Buttons	Reset button – restores factory default settings WPS button – enables WPS function	
Power Plug	Input: 100 ~ 240 V, 0.4 A AC, 50~60 Hz	
Dimensions (L x W x H)	81 x 52 x 31.5 mm (3.2 x 2.0 x 1.2 in.) – Base 81 x 52 x 49.5 mm (3.2 x 2.0 x 1.95 in.) – With US plug 81 x 52 x 70.5 mm (3.2 x 2.0 x 2.78 in.) – With Europlug (EU)	
Weight	79.4 g (2.8 oz)	
Temperature	Operating: 0° ~ 40°C (32° ~ 104°F)	
Humidity	Max 90% (non-condensing)	

Wireless	
Modulation	OFDM and CCK
Antenna	Built in antenna
Frequency	2.412 - 2.462GHz FCC 2.412 – 2.472GHz ETSI
Data Rate (Auto Fallback)	802.11n: up to 150 Mbps 802.11g: up to 54 Mbps 802.11b: up to 11 Mbps
Output Power	802.11b: 18 dBm (typical) @ 11 Mbps 802.11g: 15 dBm (typical) @ 54 Mbps 802.11n: 14 dBm (typical) @ 150 Mbps
Receiving Sensitivity	802.11b: -82 dBm (typical) @ 11 Mbps 802.11g: -70 dBm (typical) @ 54 Mbps 802.11n: -70 dBm (typical) @ 150 Mbps
Encryption	64/128-bit WEP, WPA / WPA2-PSK
Channels	1-11 (FCC), 1-13 (ETSI)
Certifications	CE, FCC

*Maximum wireless signal rates are referenced from IEEE 802.11 theoretical specifications. Actual data throughput and coverage will vary depending on interference, network traffic, building materials and other conditions.

Troubleshooting

Q: I typed <http://tew-713re> but I am not able to access the unit, what should I do?

Answer:

1. Reset the device to factory default settings
2. Connect to the TEW-713RE using a network cable
3. Make sure your laptop/PC is not joined to any domain
4. Make sure your laptop/PC is on the same subnet as the TEW-713RE. The default IP address for the TEW-713RE is **192.168.10.100** (see Appendix)
5. Open a browser and type in <http://tew-713re>

Q: How do I reset the device?

Answer:

1. Reset the device by pressing and holding the reset button at the bottom of the unit for 15 seconds.
2. You can also reset from the management page. (default <http://tew-713re>)

Q: How do I make sure my unit is connected to a router/AP?

Answer:

1. The LED will turn solid green when the TEW-713RE is successfully connected to a router/AP.

Appendix

How to find your IP address

Note: Please note that although the following procedures provided to follow for your operating system on configuring your network settings can be used as general guidelines, however, it is strongly recommended that you consult your computer or operating system manufacturer directly for assistance on the proper procedure for configuring network settings.

Command Prompt Method

Windows 2000/XP/Vista/7/8

1. On your keyboard, press **Windows Logo+R** keys simultaneously to bring up the Run dialog box.
2. In the dialog box, type **cmd** to bring up the command prompt.
3. In the command prompt, type **ipconfig /all** to display your IP address settings.

MAC OS X

1. Navigate to your **Applications** folder and open **Utilities**.
2. Double-click on **Terminal** to launch the command prompt.
3. In the command prompt, type **ipconfig getifaddr <en0 or en1>** to display the wired or wireless IP address settings.

Note: **en0** is typically the wired Ethernet and **en1** is typically the wireless Airport interface.

Graphical Method

MAC OS 10.5-10.8

1. From the Apple menu, select **System Preferences**.
2. In System Preferences, from the **View** menu, select **Network**.
3. In the Network preference window, click a network port (e.g., Ethernet, AirPort, and modem). If you are connected, you'll see your IP address settings under "Status:"

MAC OS 10.4

1. From the Apple menu, select **Location**, and then **Network Preferences**.

2. In the Network Preference window, next to "Show:" select **Network Status**. You'll see your network status and your IP address settings displayed.

How to set a static IP address for your computer's Ethernet adapter

Windows 8

- a. Go to the **Start** menu, right-click and select **All apps** on the bottom-right corner of the screen. Locate the **Windows System** tab and select **Control Panel**. Then click **View network status and tasks** under **Network and Internet**.
- b. Click **Change Adapter Settings**, right-click the **Local Area Connection** icon.
- c. Then click **Properties** and click **Internet Protocol Version 4 (TCP/IPv4)**.
- d. Then click **Use the following IP address:** and enter a static IP address and subnet mask. Then click **OK**.

Windows 7

- a. Go into the **Control Panel**, click **Network and Sharing Center**.
- b. Click **Change Adapter Settings**, right-click the **Local Area Connection** icon.
- c. Then click **Properties** and click **Internet Protocol Version 4 (TCP/IPv4)**.
- d. Then click **Use the following IP address:** and enter a static IP address and subnet mask. Then click **OK**.

Windows Vista

- a. Go into the **Control Panel**, click **Network and Internet**.
- b. Click **Manage Network Connections**, right-click the **Local Area Connection** icon and click **Properties**.
- c. Click **Internet Protocol Version (TCP/IPv4)** and then click **Properties**.
- d. Then click **Use the following IP address:** and enter a static IP address and subnet mask. Then click **OK**.

Windows XP/2000

- a. Go into the **Control Panel**, double-click the **Network Connections** icon
- b. Right-click the **Local Area Connection** icon and the click **Properties**.
- c. Click **Internet Protocol (TCP/IP)** and click **Properties**.
- d. Then click **Use the following IP address:** and enter a static IP address and subnet mask. Then click **OK**.

MAC OS 10.4

- a. From the **Apple**, drop-down list, select **System Preferences**.

- b. Click the **Network** icon.
- c. From the **Location** drop-down list, select **Automatic**.
- d. Select and view your Ethernet connection.
- e. From the **Show** drop-down list, select **Built-in Ethernet** and select the **TCP/IP** tab.
- f. From the **Configure IPv4** drop-down list, select **Manually**.
- g. Enter a static IP address and subnet mask and click **Apply Now**.
- h. Restart your computer.

MAC OS 10.5-10.8

- a. From the **Apple**, drop-down list, select **System Preferences**.
- b. Click the **Network** icon.
- c. From the **Location** drop-down list, select **Automatic**.
- d. Select and view your Ethernet connection.
- e. In the left column, select **Ethernet**.
- f. From the **Configure IPv4** drop-down list, select **Manually**.
- g. Enter a static IP address and subnet mask and click **Apply**.
- h. Restart your computer.

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 equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

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

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

RoHS

This product is RoHS compliant.



Europe – EU Declaration of Conformity

This product is herewith confirmed to comply with the Directive of 1999/5/EC, 2006/95/EC, and 2009/125/EC.

EC No. 1275/2008



EN60950-1: 2006 + A11 : 2009 + A1 : 2010 + A12:2011

Safety of Information Technology Equipment

EN 62311:2008

EN 300 328 V1.7.1 (10-2006) Class B

Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband transmission systems; Data transmission equipment operating in the 2,4 GHz ISM band and using wide band modulation techniques; Harmonized EN covering essential requirements under article 3.2 of the R&TTE Directive









EN 301 489-1 V1.9.2(11-2009)

Electromagnetic compatibility and Radio Spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 1: Common technical requirements

EN 301 489-17 V2.2.1 (09-2012)

Electromagnetic compatibility and Radio spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 17: Specific conditions for 2,4 GHz wideband transmission systems and 5 GHz high performance RLAN equipment

This device is a 2.4 GHz wideband transmission system (transceiver), intended for use in all EU member states and EFTA countries, except in France and Italy where restrictive use applies. In Italy the end-user should apply for a license at the national spectrum authorities in order to obtain authorization to use the device for setting up outdoor radio links and/or for supplying public access to telecommunications and/or network services. This device may not be used for setting up outdoor radio links in France and in some areas the RF output power may be limited to 10 mW EIRP in the frequency range of 2454 – 2483.5 MHz. For detailed information the end-user should contact the national spectrum authority in France.

 Česky [Czech]	TRENDnet tímto prohlašuje, že tento TEW-713RE je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES, 2006/95/ES, a 2009/125/ES.
 Dansk [Danish]	Undertegnede TRENDnet erklærer herved, at følgende udstyr TEW-713RE overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF, 2006/95/EF, og 2009/125/EF.
 Deutsch [German]	Hiermit erklärt TRENDnet, dass sich das Gerät TEW-713RE in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG, 2006/95/EG und 2009/125/EG befindet.
 Eesti [Estonian]	Käesolevaga kinnitab TRENDnet seadme TEW-713RE vastavust direktiivi 1999/5/EÜ, 2006/95/EÜ ja 2009/125/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.
 English	Hereby, TRENDnet, declares that this TEW-713RE is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC, 2006/95/EC, and 2009/125/EC.
 Español [Spanish]	Por medio de la presente TRENDnet declara que el TEW-713RE cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE, 2006/95/CE, 2009/125/CE y.
 Ελληνική [Greek]	ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ TRENDnet ΔΗΛΩΝΕΙ ΤΕW-713RE ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/EK, 2006/95/EK, 2009/125/EK κατ.
 Français [French]	Par la présente TRENDnet déclare que l'appareil TEW-713RE est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE, 2006/95/CE, 2009/125/CE et.

 Italiano [Italian]	Con la presente TRENDnet dichiara che questo TEW-713RE è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE, 2006/95/CE e 2009/125/CE.
Latviski [Latvian]	Ar šo TRENDnet deklarē, ka TEW-713RE atbilst Direktīvas 1999/5/EK, 2006/95/EK, un 2009/125/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.
Lietuvių [Lithuanian]	Šiuo TRENDnet deklaruojama, kad šis TEW-713RE atitinka esminius reikalavimus ir kitas 1999/5/EB, 2006/95/EB ir 2009/125/EB Direktyvos nuostatas.
 Nederlands [Dutch]	Hierbij verklaart TRENDnet dat het toestel TEW-713RE in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG, 2006/95/EG, en 2009/125/EG.
 Malti [Maltese]	Hawn hekk, TRENDnet, jiddikjara li dan TEW-713RE jikkonforma mal-ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Direttiva 1999/5/KE, 2006/95/KE, u 2009/125/KE.
 Magyar [Hungarian]	Alulírott, TRENDnet nyilatkozom, hogy a TEW-713RE megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EK irányelv, a 2006/95/EK és a 2009/125/EK irányelv egyéb előírásainak.
 Polski [Polish]	Niniejszym TRENDnet oświadcza, że TEW-713RE jest zgodny z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 1999/5/WE, 2006/95/WE i 2009/125/WE.
 Português [Portuguese]	TRENDnet declara que este TEW-713RE está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE, 2006/95/CE e 2009/125/CE.
 Slovensko [Slovenian]	TRENDnet izjavlja, da je ta TEW-713RE v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/ES, 2006/95/ES in 2009/125/ES.
Slovensky [Slovak]	TRENDnet týmto vyhlasuje, že TEW-713RE spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES, 2006/95/ES, a 2009/125/ES.
 Suomi [Finnish]	TRENDnet vakuuttaa täten että TEW-713RE tyyppinen laite on direktiivin 1999/5/EY, 2006/95/EY ja 2009/125/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.
 Svenska	Härmed intygar TRENDnet att denna TEW-713RE står i

[Swedish]

överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG, 2006/95/EG och 2009/125/EG.

Limited Warranty

TRENDnet 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.

TEW-713RE – 3 Years Warranty

AC/DC Power Adapter, Cooling Fan, and Power Supply carry 1 year warranty.

If a product does not operate as warranted during the applicable warranty period, TRENDnet shall reserve the right, at its expense, to repair or replace the defective product or part and deliver an equivalent product or part to the customer. The repair/replacement unit's warranty continues from the original date of purchase. All products that are replaced become the property of TRENDnet. Replacement products may be new or reconditioned. TRENDnet does not issue refunds or credit. Please contact the point-of-purchase for their return policies.

TRENDnet 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 TRENDnet pursuant to any warranty.

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Warranty service may be obtained by contacting TRENDnet within the applicable warranty period and providing a copy of the dated proof of the purchase. Upon proper submission of required documentation a Return Material Authorization (RMA) number will be issued. An RMA number is required in order to initiate warranty service support for all TRENDnet products. Products that are sent to TRENDnet for RMA service must have the RMA number marked on the outside of return packages and sent to TRENDnet prepaid, insured and packaged appropriately for safe shipment. Customers shipping from outside of the USA and Canada are responsible for return shipping fees. Customers shipping from outside of the USA are responsible for custom charges, including but not limited to, duty, tax, and other fees.

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