

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 Informat	ion 🏪	, AP List	🕢 Profile Setting 🏆 About 📃
Network Name	Band	Signal	Site Information
% 1590	G	60%	Network Type : Access Point
ie optech	В	55%	Channel : 1
ie 103	G	20%	Execution : On
	G	55%	Encryption : On
λ Atheros Wi λ KEN	G A B G	70% 45% 25% 20%	Surveyed at : 00:90:4B:63:47:13
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.

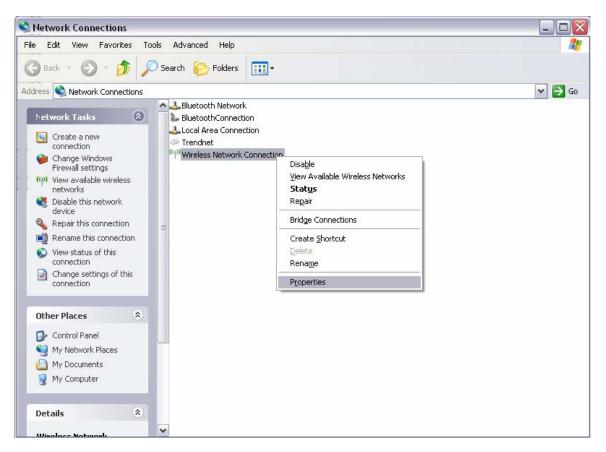
A: The Windows Wireless Zero Configuration Utility is running. Make sure you disable it.

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 <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.



🛛 Wireless Network Connection Properties 👘 🔹 👔
General Wireless Networks Advanced
✓ Use <u>W</u> indows 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
Automatically connect to available networks in the order listed below: Move up Move down
Add <u>R</u> emove Pr <u>o</u> perties
Learn about setting up wireless network Advanced
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 <u>B</u> rowse

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



File <u>A</u> ction <u>V</u> iew ← → I III III			
🍓 Services (Local)	Services (Local)		
	Wireless Zero Configuration	Name 🛆	Descriptio 🖍
	Stop the service Restart the service Description: Provides automatic configuration for the 802.11 adapters	🦓 Universal Plug and Play Device Host	Provides s
		Volume Shadow Copy	Manages
		WebClient	Enables W
		Windows Audio	Manages
		🤹 Windows Firewall/Internet Connection	Provides r
		🏶 Windows Image Acquisition (WIA)	Provides ii
		🍓 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 🕫 🗄
		Workstation	Creates a
		<	>

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



/ireless Zero Configuration 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 executabl	e:	
C:\WINDOWS\S	ystem32\svchost.exe -k netsvcs	
Startup type:		
Service status:	Stopped	
<u>S</u> tart	S <u>t</u> op <u>P</u> ause <u>R</u> esume	
You can specify the start parameters that apply when you start the service from here.		
	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 AP List 2	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 Monitor			
Profile Setting			
Network Name :	1590		
Network Type :	🗼 Access Point 🛛 🔽		
Transfer Rate :	🖨 Automatic 🗾 👻		
Back Next 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 S	etting	
Authentication Mode :	🕱 Off 📃 💌	
	💓 Off	
	🔒 Open System	
	🔒 Shared Key	
	🔒 WPA-PSK	
Back	ext Exit	

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



Wireless	Monitor 🛛		
Profile S	etting		
Input Method :	Hexadecimal (0-9, A-F 💌		
Key:	N KAN KAN KAN		
Key Index :	⇔ (1) -		
Back	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.