TEW-441PC/TEW-443PI F.A.Q.

Q: How do I connect to my wireless network?

A: Step 1. Open the utility by right clicking on the icon at the bottom right hand side of the screen.

Step 2. Click on the **"Site Survey"** link on the left hand side. Highlight the network that you want to connect to and click **"Connect"**.
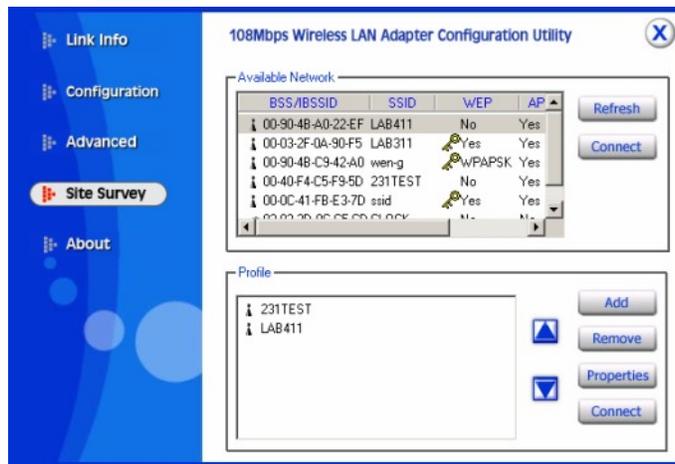
Step 3. The profile window for the network will come up. Click **"Apply"**.

If you have encryption enabled enter the security settings first.
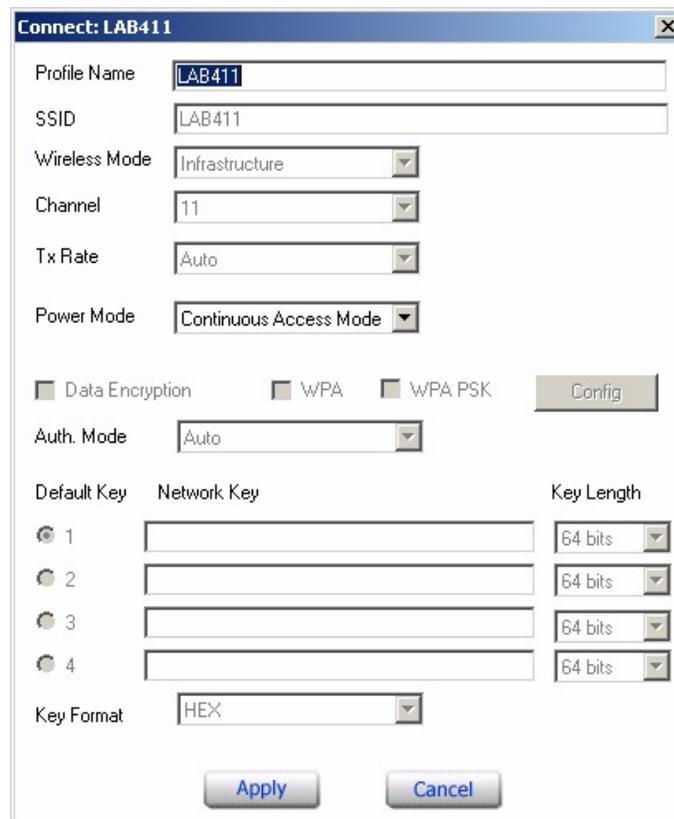
TEW-441PC/TEW-443PI F.A.Q.

Q: What is Ad-Hoc Mode?
A: Peer-to-peer wireless connection between computers when no router or access point is used.

Q: How do I configure encryption on my wireless adapter?
A: **Step 1.** Open the utility by double clicking on the icon at the bottom right hand side of the screen.

Step 2. Click on the **"Advanced"** link on the left hand side and enter in your security settings then click **"Apply"**.
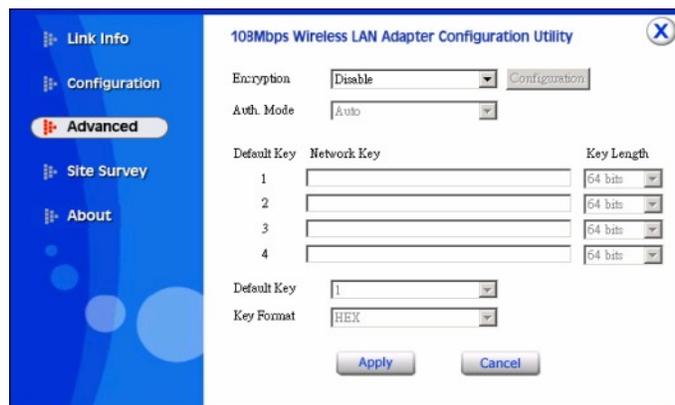
TEW-441PC/TEW-443PI F.A.Q.

Q: Why does the Wireless Network Connection Properties come up when I double click on the icon?

A: The "Windows Wireless Zero Configuration Utility" is controlling the adapter.

Uncheck **"Use Windows to configure my wireless network settings"** and click **"OK"** to use the utility.

Q: How do I enable the Wireless Zero Configuration service?

A: **Step 1.**   Click on Start then Run. Type in "ncpa.cpl", without the quotes, and hit enter.
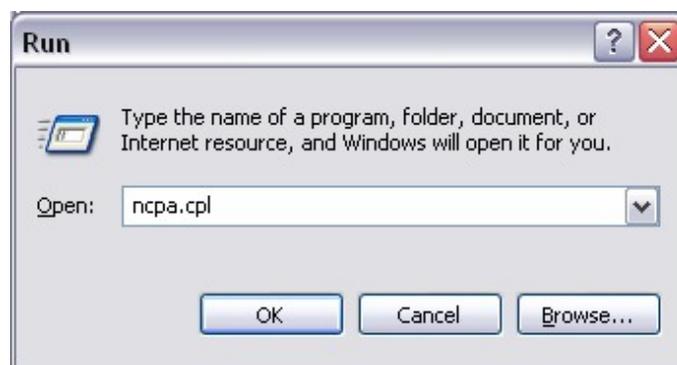
Step 2. This will open the Network Connections window. Right click on your wireless network connection and click on properties.
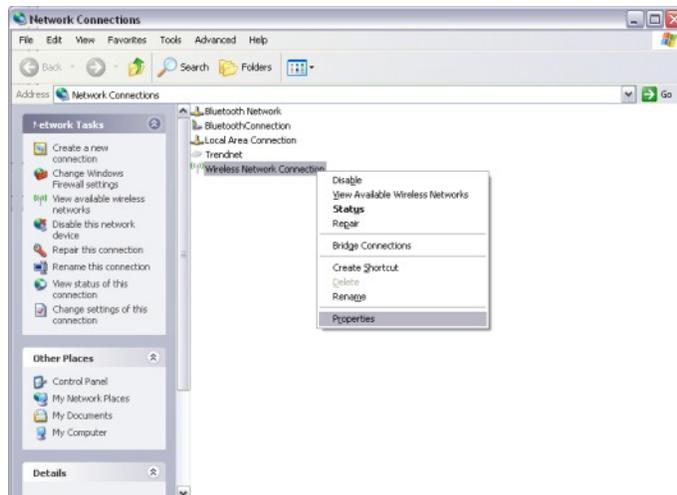
Step 3. Click on the **"Wireless Networks"** tab and place a check in **"Use Windows to configure my wireless settings**" at the top. Click **"OK"**.
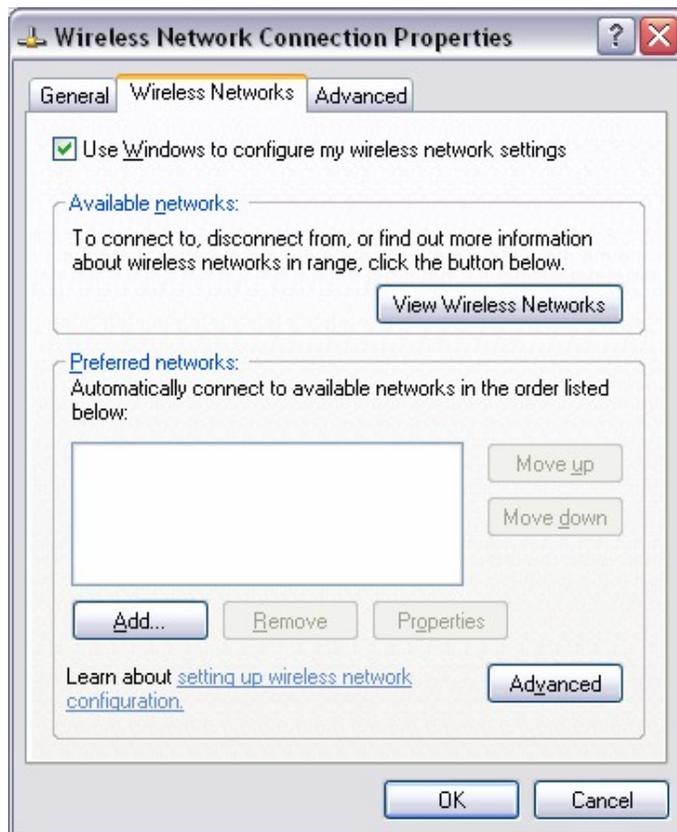
Q: Why is the Wireless Networks tab missing under the properties of my wireless network connection?

A: The **"Wireless Zero Configuration"** service is not running.

Click on **Start** then **Run**. Type in **"services.msc"**, without the quotes and hit enter.
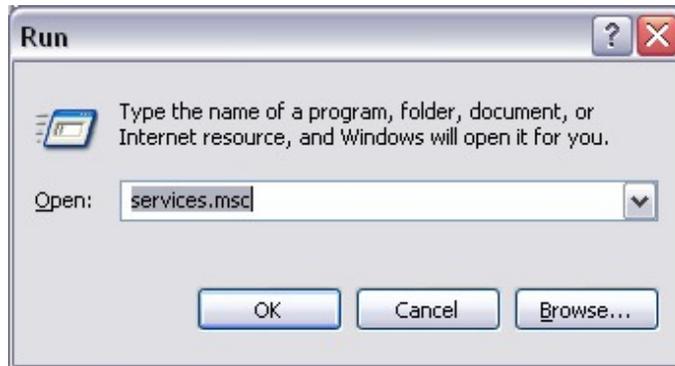
This will open the services window. Double click on the Wireless zero configuration service.
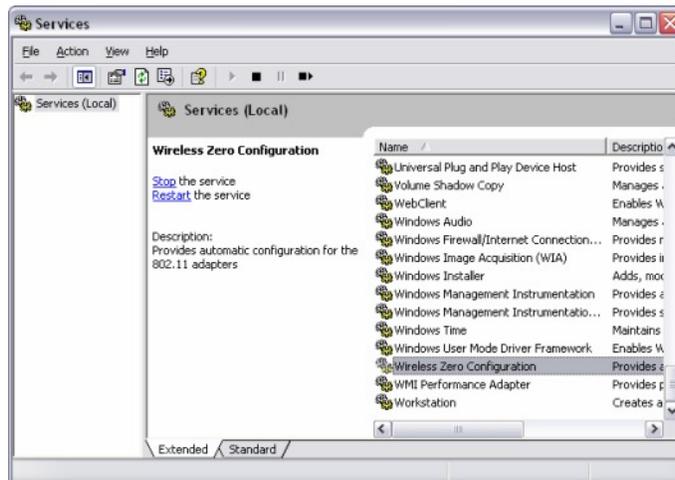
Make sure the Startup type is set to **"Automatic"** and click on **"Start"** to start the service. Click **"Apply"** then **"Ok"**.

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.