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Product Overview

In addition to your wireless adapter, the package includes:

- CD-ROM (Utility & Drivers)
- Multi-Language Quick Installation 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 AC600 Dual Band Wireless USB Adapter, model TEW-804UB, connects a Windows® or Mac® computer to a revolutionary Wireless AC network. Connect to a Wireless AC network at up to 433 Mbps or to a Wireless N network at up to 150 Mbps. This high performance adapter comes in a compact form factor.

Ease of Use

Easy Setup
Get up and running in minutes with the intuitive guided setup

One Touch Connection
Securely connect to a wireless network at the touch of the Wi-Fi Protected Setup (WPS) button

Security

Encrypted Wireless
Supports the latest encryptions standards (up to WPA2)

Performance

Next Generation Wireless AC
802.11ac provides HD video streaming in a busy connected home

Dual Band
High speed 433 Mbps Wireless AC or 150 Mbps Wireless N network connection

Backward Compatible
Compatible with older wireless devices

Operating Systems
Compatible with Windows® and Mac® operating systems

*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

- **USB Connector** – The USB 2.0 Type A connector connects your adapter to one of the available USB 2.0 Type A ports on your computer.
- **WPS (Wi-Fi Protected Setup) Button / Activity LED Indicator** – Push and hold the WPS button for 3 seconds to activate WPS. The LED will blink rapidly to indicate WPS has been activated. The LED will blink every 5 sec. when disconnected. When connected, the LED will blink rapidly during wireless data transmission.

System Requirements

- Windows® 8.1/8 (32/64-bit), 7 (32/64-bit), Vista (32-bit), or XP (32/64-bit)
- Mac OS® 10.4 - 10.9
- Available USB 2.0/3.0 Type A port on your computer.

*Note: Connecting the wireless adapter USB 1.1 Type A port will limit the speed capabilities of the wireless adapter. Please ensure to connect the adapter to at least USB 2.0 Type A port.*

Application Diagram

The AC600 Dual Wireless USB Adapter is installed on a laptop in another room connecting wirelessly to a router which is connected to the ISP modem (Internet) allowing the laptop to connect to your network and access the Internet.
Installing your Wireless Adapter

This section describes how to install the software driver and utility for the wireless adapter.

Windows® OS Installation

1. Insert the included CD-ROM into your computer’s CD-ROM drive.
   *Note: If you do not have the included CD-ROM, you can download the utility and drivers from [http://www.trendnet.com/downloads/](http://www.trendnet.com/downloads/).

2. At the CD Autorun Prompt window, click Run Autorun.exe.
   *Note: If the Autorun prompt does not appear automatically, open the CD contents and double-click Autorun.exe.

3. At the CD-ROM main menu, click Install Drivers & Utility.

4. At the installation window, click Next.

5. You will be prompted to accept the end user license agreement. Select I accept the terms of the license agreement and click Next.
6. Select your preferred installation option and click **Next**.

- **TRENDnet Wireless Utility & Drivers (Recommended)** – Installs both the driver and TRENDnet software utility to manage your wireless connections.
- **Drivers Only (Use the built-in Windows Utility)** – Installs the driver only and uses the built-in Windows wireless utility to manage your wireless connections.

7. At the Install Location window, click **Next**.

8. Wait for the utility and drivers installation to complete. **Note:** If you do not receive a security prompt, continue to the next step. If prompted, click **Install this driver software anyway**.

9. After the process is completed, click **Finish**.
10. Plug in the wireless USB adapter into an available USB 2.0/3.0 port on your computer.

11. After the driver is successfully installed, the wireless utility will automatically start and scan for available wireless networks.

12. If your wireless network requires a Wi-Fi security key, you will be prompted to enter it. Enter the Wi-Fi security key required to connect to your wireless network and click OK. **Note:** If your wireless network does not required a security key, skip to the next step.

13. Check the status information at the bottom of the utility to verify that you were successfully connected to your wireless network. **Note:** If no status information appears, please verify that your security key is correct.
MAC® OS Installation

1. Insert the included CD-ROM into your computer’s CD-ROM drive.
   
   **Note:** If you do not have the included CD-ROM, you can download the utility and drivers from [http://www.trendnet.com/downloads/](http://www.trendnet.com/downloads/).

2. Open the folder named “Mac” on the included Utility and Driver CD ROM.

3. Open the folder of the Mac OS® version you are installing.

   
   **Note:** If you decide to uninstall the utility and drivers later, use the `Uninstall.command` file.

5. At the introduction window, click **Continue**.
6. At the Read Me window, click **Continue**.

7. At the License window, click **Continue**.

8. When prompted to agree with terms of the software license agreement, click **Agree**.

9. At the Installation Type window, click **Install**.
10. When prompted, click **Continue Installation**.

11. Enter your Name and Password to authorize the installation and click **Install Software**.

12. Wait for the installation to complete.

13. At the Summary window, click Restart to restart your computer and complete the installation.
14. Plug in the wireless USB adapter into an available USB 2.0/3.0 port on your computer.

15. After the driver is successfully installed, the wireless utility will automatically start and scan for available wireless networks.

16. If your wireless network requires a Wi-Fi security key, you will be prompted to enter it. Enter the Wi-Fi security key required to connect to your wireless network and click OK. **Note:** If your wireless network does not require a security key, skip to the next step.

17. Check the status information in Link Status tab of the utility to verify that you were successfully connected to your wireless network. **Note:** If no status information appears, please verify that your security key is correct.
Using the Wireless Utility

Windows® OS

Upon completing the software installation, a desktop shortcut is automatically created. After installation, the wireless software utility will start and open up automatically. If the utility does not start and open up automatically, double-click the desktop icon to start the utility. You can also start the wireless utility from the Start Menu folder.

*Note: If you decide to uninstall the utility and drivers later on, click on the Uninstall item under the Start Menu.*

When the utility is started, you will the following icon in your system tray in the bottom right corner of the screen.

![Desktop Icon](image1)

![Start Menu](image2)

You can right-click the system tray icon for additional options.

- **Open** – This option opens up the wireless utility.
- **Exit** – This option will close the utility and terminate the application. The application will no longer be running and accessible from your system tray. You will have to restart the application manually by double-clicking the Desktop icon.

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**Available Networks List**
This window displays a list of the available wireless networks found by your wireless adapter. In addition to displaying the wireless network name (SSID), the list will display additional information about the network such as MAC address (BSSID), signal strength percentage, security type, and channel.

**Note:** Since this adapter has dual-band capability, available wireless network found on both the 2.4GHz band and 5GHz band will be.

**Add, Modify, Remove**
These controls allow you to manage your wireless profiles. The utility uses the built-in operating system wireless profile manager for your wireless profiles.
- **Add** – Click Add to manually add a new wireless network profile.
- **Modify** – Select a network in the list to modify, and click Modify. The network should already be in your network profile list in order to modify.
- **Remove** – Select a network in the list to remove from the profiles list. The network should already be in your profile list in order to remove.

**SSID, Channel, IP Address, Encryption Type, BSSID, Signal Strength**
This will display the wireless network name (SSID), channel, and security/encryption type, MAC address (BSSID), and Signal Strength of the wireless network you are currently connected. This will also display the IP address obtained from the wireless network you are currently connected.

**Signal Strength/Link Quality**
The bars provide a graphical representation of the general signal strength and link connectivity to the wireless network you are currently connected.

**Rescan**
If you do not find your wireless network in the available networks list, click Rescan to scan for available wireless networks.

**Disconnect**
Select the wireless network to disconnect from, and click Disconnect. This does not delete the wireless profile from.

**Connect**
After selecting the wireless network in the available networks list, you can click Connect to connect to the network or simply double-click the network in the list. If the wireless network has security enabled, you may be prompted to enter a network key.

**Vertical/Horizontal Scroll**
You can click the arrows or click and drag the slider, to display more available networks or information.

**Close**
To close the utility, click Close. This does not terminate the wireless utility application and can still be accessed through the system tray, desktop icon, or start menu.
Wireless Utility Overview
WPS (Wi-Fi Protected Setup) Window

This window allows you to establish wireless connectivity using WPS to WPS supported device such as a wireless router/access point. For information on how to connect using WPS, please refer to the section “Connect to your wireless network using WPS” on page 12.

WPS Push Button Method (Default)
Allows you to establish wireless connectivity to a WPS supported device such as a wireless router/access point using the WPS Push Button method.

WPS PIN Method
Allows you to establish wireless connectivity to a WPS supported device such as a wireless router/access point using the WPS PIN method.

Next
After selecting the WPS method to use, click Next to continue to remaining steps of the WPS connection process.
Wireless Utility Overview

About Window

This window displays the wireless adapter MAC address, driver, and utility version reference information.

MAC Address, Utility & Driver Version
Displays the wireless adapter MAC address, utility, and driver version reference information.
Connect to your wireless network

1. Open up the wireless utility.

2. Click on the Available Networks tab.

3. In the list, double click on your wireless network or select your wireless network and click the Connect button.

4. If your network has security enabled, you will be prompted to enter the Network Key and the encryption type will be detected automatically. Enter the Network Key and click OK.

   Note: After entering the network key, you can click Display Key to show the characters you typed in for the network key to verify it is correct.

4. The wireless network information will appear at the bottom of the utility of the wireless network you are connected and the Signal Strength/Link Quality bars will turn green to indicate a successful connection.

   Connection Successful

<table>
<thead>
<tr>
<th>SSID: Wally World_5GHz</th>
<th>Channel: 36</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encryption Type: WPA2-PSK</td>
<td>BSSID: 00:14:D1:83:78</td>
</tr>
<tr>
<td>Signal Strength: 100%</td>
<td>Signal Strength:</td>
</tr>
</tbody>
</table>

   Connection Unsuccessful

<table>
<thead>
<tr>
<th>SSID:</th>
<th>IP Address: 192.168.0.164</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encryption Type: N/A</td>
<td>Channel:</td>
</tr>
<tr>
<td>Signal Strength: 0%</td>
<td>BSSID:</td>
</tr>
</tbody>
</table>

   Note: If there is no information displayed and the bars do not turn green, you were not connected to the wireless network successfully. Please select your network in the list again, and click Modify and re-enter your Wi-Fi/Network Security Key to verify if your key may have been entered incorrectly, then click OK. If you are still experiencing issues connecting to your wireless network, you may need to verify the security settings of your wireless network to make sure the correct key is entered.
Connect to your wireless network using WPS

WPS (Wi-Fi Protected Setup) is a feature that makes it easy to connect devices to your wireless network. If your wireless router/access point supports WPS, you can use this feature to easily connect wireless devices to your network.

**Note:** You can typically find out if your wireless router/access point supports WPS just by looking at the physical device. There should be a WPS push button located on the exterior casing of the device, if not, your device may not support WPS or you may need to reference your device documentation as to how WPS can be initiated on the device. If your device does not have an identifiable WPS push button on the exterior location, we would recommend using the standard connection method on the previous page.

There are two methods the WPS feature can easily connect your wireless devices to your network.

- **Push Button Configuration (PBC) method** *(Recommended)*
- **PIN (Personal Identification Number) Method*

**Hardware Push Button (PBC) Method**

On your wireless router/access point, push the WPS button. Then push and hold the WPS button on the wireless for 3 seconds and release.

**Note:** Typically, the WPS button hold time is 3-5 sec., then release. For TRENDnet routers/access points, the WPS hardware push button hold time is 3 seconds. If you are using another brand device, you may need to refer to your device documentation for WPS operation.

**Virtual Push Button (PBC) Method**

1. Open up the wireless utility.

![Virtual Push Button Utility](image)

2. Click on the **WPS** tab.

![WPS Tab](image)

3. In the WPS window, the Push Button Configuration (PBC) option will be selected by default. If not, check the Push Button option.

![Push Button Option](image)

4. Click **Next**.
5. On your wireless router/access point, push the WPS button.

**Note:** Typically, the WPS button hold time is 3-5 sec., then release. For TRENDnet routers/access points, the WPS hardware push button hold time is 3 seconds. If you are using another brand device, you may need to refer to your device documentation for WPS operation.

6. On the wireless utility, click **Start**.

7. Messages will appear utility indicating that the WPS process has been activated and the status. Wait for the process to complete.

8. If successful, you will see the following message at the top and the connection information at the bottom of the utility will appear. Click **Finish**.

   The Network Key is set successfully. After press "Finish" button , you can check the connection status.

   SSID: Wally World_5GHz  IP Address: 192.168.0.164
   Channel: 36  BSSID: 00:14:D1:9B:B3:78
   Encryption Type: WPA2-PSK  Signal Strength: 100%

**Note:** If the WPS process fails, you will see the message below and connection information at the bottom of the utility will not be displayed. You may need to click **Back**
PIN (Personal Identification Number) Method

1. Open up the wireless utility.

2. Click on the WPS tab.

3. Check the PIN Code option.

4. Click Next.

5. The client PIN Code will be generated automatically.

6. On your wireless router/access point, enter the client PIN Code into your wireless router/access point configuration page and start the WPS process.

Note: You will need to access the device configuration page (typically through a web browser) to access the WPS section to enter the client PIN code and use the WPS PIN method. You may need to refer to your device documentation on how to access your device’s configuration page and locate the WPS section. The example below (from our TRENDnet TEW-811DRU router) shows where the WPS client PIN information is entered.

6. On the wireless utility, click Start.

7. If successful, you will see the following message at the top and the connection information at the bottom of the utility will appear.

Note: If the WPS process fails, you will see the message below and connection information at the bottom of the utility will not be displayed. You may need to click Back and attempt the WPS process again. You may need to refer to your wireless router/access point documentation regarding the operation of WPS.
Create or modify wireless network profiles

Wireless network profiles are profiles that define the parameters of an existing network such as the wireless network name (SSID) and security settings in order to allow for easier management especially if you connect to multiple wireless networks. When you connect to a wireless network using the Available Networks window, a profile for that network is automatically saved to your profile list so that the next time you are in range of that network, your computer will automatically connect to that predefined wireless network without having to manually scan and reconnect to the network.

Note: The wireless utility uses built-in Windows® profile management for wireless networks.

When a parameter (wireless network name or security key) changes in a wireless network that you had connected to before and saved to the profile list, you may need to modify the profile of that network and change to the correct parameters in order to reconnect.

If you are connecting to a wireless network where the wireless network name (SSID) is not discoverable for security purposes, you may need to manually add a new profile to the list for this network in order to connect.

Please note that these parameters are set based on the configuration parameters required by the wireless router/access point.

For additional information on security parameters, you can refer to the Appendix.

1. Open up the wireless utility.

2. Click on the Available Networks tab.

3. Review the options.

When connecting to a wireless network, it is automatically saved to your Windows® profile list.

- **Add** – Allows you to manually add a wireless network profile (ex. If the wireless network is set to hide it's wireless network name (SSID)). This will add the profile to Windows® profile list.
- **Modify** – Allows you to modify an existing wireless network profile in the Windows® profile list. Select the wireless network to modify in the Available Networks list, and click this option to modify it. You will only be able to modify the settings of a wireless network that had been saved in the Windows® profile list.
- **Remove** – Allows you to remove an existing wireless network profile in the Windows® profile list. Select the wireless network to remove in the Available Networks list, and click this option to remove it. You will only be able to remove a profile that had been saved in the Windows® profile list.
Enter or modify the parameters for the wireless network profile.

- **Profile Name** – Enter a name you easily identify in your profile list, for example “Home” or “Office”. Please note that this is not the same as your wireless network name and does not need to be the same as your wireless network name.

- **Network Name (SSID)** – Enter the wireless network name of the network you are connecting.

- **Network Type** – The most typical configuration type is **Infrastructure** which is used when connecting to a wireless router/access point. **Ad-Hoc** is only used when establishing a wireless one-to-one only connection with another wireless device or computer operating in ad-hoc mode.

There are 2 security categories to choose.

- **Basic security for personal** – Includes the most common security options under the Security Type drop-down menu.

- **Advance security for enterprise** – Includes all security options including advanced options under the Security Type drop-down that require additional authentication parameters to connect to the wireless network typically used offices and businesses that require a higher level of security.

### Basic security for personal

**WEP Key Format**

<table>
<thead>
<tr>
<th>WEP Key Format</th>
<th>HEX</th>
<th>ASCII</th>
</tr>
</thead>
<tbody>
<tr>
<td>Character set</td>
<td>0-9 &amp; A-F, a-f only</td>
<td>Alphanumeric (a,b,C,?,*, /,1,2, etc.)</td>
</tr>
<tr>
<td>64-bit key length</td>
<td>10 characters</td>
<td>5 characters</td>
</tr>
<tr>
<td>128-bit key length</td>
<td>26 characters</td>
<td>13 characters</td>
</tr>
</tbody>
</table>

### Advance security for enterprise

- **WPA-PSK \ TKIP or AES** – Wireless network has WPA-PSK security enabled, TKIP or AES.
  
  **Note**: 8-63 alphanumeric characters (a,b,C,?,*, /,1,2, etc.)

- **WPA2-PSK \ TKIP or AES** – Wireless network has WPA2-PSK security enabled. TKIP or AES.
  
  **Note**: 8-63 alphanumeric characters (a,b,C,?,*, /,1,2, etc.)

**Additional security options:**

- **WEP 802.1x** – Requires additional certificate installed for authentication.

- **WPA-EAP or WPA2-EAP \ TKIP or AES** – Wireless network has WPA-EAP security enabled, TKIP or AES. Select the EAP (Extensible Authentication Protocol) Type.
  
  - **EAP-TLS** – Requires additional certificate to be installed on computer for authentication purposes.
**MAC® OS**

Upon completing the software installation and restarting your computer, a shortcut is automatically created in the dock.

After plugging in the wireless adapter into an available USB 2.0/3.0 port, the wireless software utility will start and open up automatically. If the utility does not start and open up automatically, click the dock icon to start the utility.

You can also start the wireless utility from the Start Menu folder.

**Dock Icon**

When the wireless utility is open and active, you can click the top menu “**Wireless-AC Network Utility**” for additional options.

- **About Wireless-AC Network Utility** – Displays the utility and driver version.
- **Hide Wireless-AC Network Utility** – This option opens up the wireless utility
- **Quit Wireless-AC Network Utility** – This option will close the utility and terminate the application. You can use the MAC® OS built-in wireless utility to manage the adapter. The application will no longer be running and accessible from your system tray. You will have to restart the application through your Applications menu or Launchpad.
Wireless Utility Overview

Link Status Window

This window will display the adapter connection or link status information.

Close
To close the utility, click Close. This does not terminate the wireless utility application.

MAC Address
Displays your wireless adapter MAC address.

SSID
Displays the SSID or wireless network name your adapter is currently connected.

BSSID
Displays the MAC address of the wireless network you are currently connected.

Security
Displays the wireless security or encryption type of the wireless network you are currently connected.

Link Speed(Mbps)
Displays the estimated connection speed established to the wireless network currently connected.

Channel
Displays the operating channel of the wireless network you are currently connected.

Network Type
Displays the network type (Infrastructure or Ad-Hoc) of the network you are currently connected.

Turn Radio OFF
Disables the wireless adapter from functioning or enables wireless adapter functionality.

Signal Strength
The bar provides a graphical representation of the general signal strength and link connectivity to the wireless network you are currently connected.
Wireless Utility Overview
Profiles Window

This window displays current or previously saved wireless network profile information to prevent you from having to re-enter the wireless network information in order to reconnect.

**Close**
To close the utility, click Close. This does not terminate the wireless utility application.

**Default**
Column indicates which network is set to the default.

**Profile Name**
Column displays the profile name for identification.

**SSID**
Column displays the SSID or Wireless Network Name of the assigned in the profile.

**Network Type**
Column displays the wireless network type (Infrastructure or Ad-Hoc)

**Add**
Allows you to manually add or create a new wireless network profile.

**Edit**
Allows you to edit an existing wireless network profile in the list.

**Remove**
Allows you to remove or delete an existing wireless network profile in the list.

**Duplicate**
Allows you to create a copy of an existing wireless network profile in the list for manually editing.

**Apply**
When selecting an existing wireless network profile in the list, clicking this will allow to manually choose which profile to use to connect.
### Available Network List

This window displays a list of the available wireless networks found by your wireless adapter. In addition to displaying the wireless network name (SSID), the list will display additional information about the network such as channel, network type, encryption/security type, and MAC address (BSSID).

**Note:** Since this adapter has dual-band capability, available wireless network found on both the 2.4GHz band and 5GHz band will be displayed in the list.

### Available Network List

<table>
<thead>
<tr>
<th>Associated</th>
<th>SSID</th>
<th>Channel</th>
<th>Network Type</th>
<th>Encryption</th>
<th>BSSID</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRENDSnet622_5G</td>
<td>48</td>
<td></td>
<td>Infrastructure</td>
<td>No Encryption</td>
<td>0014d199a20</td>
</tr>
<tr>
<td>brian811dru5g</td>
<td>48</td>
<td></td>
<td>Infrastructure</td>
<td>WPA2-PSK AES</td>
<td>d8eb97a4dd2b</td>
</tr>
<tr>
<td>TRENDSnet312a1250</td>
<td>48</td>
<td></td>
<td>Infrastructure</td>
<td>WPA2-PSK AES</td>
<td>011e04967e</td>
</tr>
<tr>
<td>692g5-it</td>
<td>48</td>
<td></td>
<td>Infrastructure</td>
<td>WPA2-PSK AES</td>
<td>0114d19c7034</td>
</tr>
<tr>
<td>updat_5Ghz_guest</td>
<td>48</td>
<td></td>
<td>Infrastructure</td>
<td>WPA2-PSK AES</td>
<td>0211e049678</td>
</tr>
<tr>
<td>PLANES-5</td>
<td>149</td>
<td></td>
<td>Infrastructure</td>
<td>WPA2-PSK AES</td>
<td>b8a386679f3</td>
</tr>
<tr>
<td>SCHzTRENDSnet_m...</td>
<td>149</td>
<td></td>
<td>Infrastructure</td>
<td>WPA2-PSK AES</td>
<td>0211e04965a</td>
</tr>
<tr>
<td>SCHzTRENDSnet_m...</td>
<td>149</td>
<td></td>
<td>Infrastructure</td>
<td>WPA2-PSK AES</td>
<td>0211e04965d</td>
</tr>
<tr>
<td>TRENDSnet81ACT311</td>
<td>157</td>
<td></td>
<td>Infrastructure</td>
<td>No Encryption</td>
<td>00122234457</td>
</tr>
<tr>
<td>TRENDSnet815Ghz1</td>
<td>157</td>
<td></td>
<td>Infrastructure</td>
<td>No Encryption</td>
<td>02112204457</td>
</tr>
<tr>
<td>TRENDSnet815Ghz2</td>
<td>157</td>
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<td>Infrastructure</td>
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<td>02112234457</td>
</tr>
<tr>
<td>TRENDSnet815Ghz3</td>
<td>157</td>
<td></td>
<td>Infrastructure</td>
<td>No Encryption</td>
<td>02112234457</td>
</tr>
<tr>
<td>Wally World_5Ghz</td>
<td>36</td>
<td></td>
<td>Infrastructure</td>
<td>WPA2-PSK AES</td>
<td>0014d19b378</td>
</tr>
<tr>
<td>SkyFall</td>
<td>1</td>
<td></td>
<td>Infrastructure</td>
<td>WPA2-PSK AES</td>
<td>00026fe87f7c</td>
</tr>
<tr>
<td>TRENDSnet714_2.4...</td>
<td>1</td>
<td></td>
<td>Infrastructure</td>
<td>WPA2-PSK AES</td>
<td>001364007604</td>
</tr>
<tr>
<td>brian811dru24g</td>
<td>1</td>
<td></td>
<td>Infrastructure</td>
<td>WPA2-PSK AES</td>
<td>d8eb97a4dd27</td>
</tr>
</tbody>
</table>

### Encryption

Displays the wireless security or encryption type of the wireless network.

### BSSID

Displays the MAC address of the wireless network.

### Available Network Features

- **Refresh**
  - If you do not find your wireless network in the available networks list, click this option to rescan for available wireless networks.

- **Connect**
  - Click this option to connect to the selected wireless network in the list. You can also double-click the wireless network in the list. This option does not automatically save the wireless network profile.

- **Add to Profile**
  - Select your wireless network and click this option to add the selected network to a saved wireless network profile. (Profiles window)
Wireless Utility Overview

WPS (Wi-Fi Protected Setup) Window

This window allows you to establish wireless connectivity using WPS to WPS supported device such as a wireless router/access point. For information on how to connect using WPS, please refer to the section “Connect to your wireless network using WPS” on page 12.

Scan

Allows you to scan and select which wireless network to attempt to establish wireless connectivity using WPS. This is an option step and not required.

PIN

The randomly generated WPS client PIN to enter in the wireless router or access point used to establish wireless connectivity using the WPS PIN method.

WPS PIN Method

Allows you to establish wireless connectivity to a WPS supported device such as a wireless router/access point using the WPS PIN method.

WPS Push Button Method

Allows you to establish wireless connectivity to a WPS supported device such as a wireless router/access point using the WPS Push Button method.
Wireless Utility Overview

Information Window

This window displays the wireless adapter driver and utility version reference information.

Utility & Driver Version

Displays the wireless adapter MAC address, utility, and driver version reference information.
Connect to your wireless network

1. Open up the wireless utility.

2. Click on the Available Network tab.

3. In the list, double click on your wireless network or select your wireless network and click the Connect button.

4. If your network has security enabled, you will be prompted to enter the **Network key** and the encryption type will be detected automatically. Enter the **Network key**, enter the key again under **Confirm network key** and click **OK**.

   **Note:** After entering the network key, you can click **Display Key** to show the characters you typed in for the network key to verify it is correct.

   ![Network Key Input](image)

4. The wireless network information will be displayed on the **Link Status** window of the utility for the wireless network you are connected and the **Signal Strength/Link Quality** bars will turn blue to indicate a successful connection.

   **Connection Successful**

   ![Connection Successful](image)

   **Note:** If there is no information displayed and the bars do not turn green, you were not connected to the wireless network successfully. Please double click your network in the list again, and re-enter your Wi-Fi/Network Security Key to verify if your key may have been entered incorrectly, then click **OK**. If you are still experiencing issues connecting to your wireless network, you may need to verify the security settings of your wireless network to make sure they correct key is entered.
Connect to your wireless network using WPS

WPS (Wi-Fi Protected Setup) is a feature that makes it easy to connect devices to your wireless network. If your wireless router/access point supports WPS, you can use this feature to easily connect wireless devices to your network.

**Note:** You can typically find out if your wireless router/access point supports WPS just by looking at the physical device. There should be a WPS push button located on the exterior casing of the device, if not, your device may not support WPS or you may need to reference your device documentation as to how WPS can be initiated on the device. If your device does not have an identifiable WPS push button on the exterior location, we would recommend using the standard connection method on the previous page.

There are two methods the WPS feature can easily connect your wireless devices to your network.

- Push Button Configuration (PBC) method *(Recommended)*
- PIN (Personal Identification Number) Method

**Hardware Push Button (PBC) Method**

On your wireless router/access point, push the WPS button. Then push and hold the WPS button on the wireless for 3 seconds and release.

**Note:** Typically, the WPS button hold time is 3-5 sec., then release. For TRENDnet routers/access points, the WPS hardware push button hold time is 3 seconds. If you are using another brand device, you may need to refer to your device documentation for WPS operation.

**Virtual Push Button (PBC) Method**

1. Open up the wireless utility.

2. Click on the WPS tab.

3. On your wireless router/access point, push the WPS button.

4. In the WPS window on the wireless utility, click **PBC**.
5. Messages will appear utility indicating that the WPS process has been activated and the status. Wait for the process to complete.

**Note:** If needed, you can click Cancel to cancel the WPS process.

6. If successful, you will see the following message. Click OK.

**Note:** The wireless network will be added to your Profiles list automatically.

**Note:** You can check the Link Status window to check the connection status and information about the wireless network you are connected.
PIN (Personal Identification Number) Method

1. Open up the wireless utility.

2. Click on the WPS tab.

3. The client PIN Code will be generated automatically.

4. On your wireless router/access point, enter the client PIN Code into your wireless router/access point configuration page and start the WPS process.
   
   **Note:** You will need to access the device configuration page (typically through a web browser) to access the WPS section to enter the client PIN code and use the WPS PIN method. You may need to refer to your device documentation on how to access your device’s configuration page and locate the WPS section. The example below (from our TRENDnet TEW-811DRU router) shows where the WPS client PIN information is entered.

5. In the WPS window on the wireless utility, click PIN.

6. Messages will appear utility indicating that the WPS process has been activated and the status. Wait for the process to complete.
   
   **Note:** If needed, you can click Cancel to cancel the WPS process.

7. If successful, you will see the following message. Click OK.
   
   **Note:** The wireless network will be added to your Profiles list automatically.

**Note:** You can check the Link Status window to check the connection status and information about the wireless network you are connected.
Create or modify wireless network profiles

Wireless network profiles are profiles that define the parameters of an existing network such as the wireless network name (SSID) and security settings in order to allow for easier management especially if you connect to multiple wireless networks. When you connect to a wireless network using the Available Networks window, a profile for that network is automatically saved to your profile list so that the next time you are in range of that network, your computer will automatically connect to that predefined wireless network without having to manually scan and reconnect to the network.

When a parameter (wireless network name or security key) changes in a wireless network that you had connected to before and saved to the profile list, you may need to modify the profile of that network and change to the correct parameters in order to reconnect.

If you are connecting to a wireless network where the wireless network name (SSID) is not discoverable for security purposes, you may need to manually add a new profile to the list for this network in order to connect.

Please note that these parameters are set based on the configuration parameters required by the wireless router/access point.

For additional information on security parameters, you can refer to the Appendix.

1. Open up the wireless utility.

2. Click on the Available Network tab.

3. You can select a network from the list and click Add to Profile to add it to the profile list.

To manage wireless network profiles, click on Profiles tab.

Review the options.

- **Add** – Allows you to manually add a wireless network profile to the profile list. (ex. If the wireless network is set to hide it’s wireless network name (SSID)).

- **Edit** – Allows you to modify an existing wireless network profile in the profile list. Select the profile to modify in the list and click this option to modify it.

- **Remove** – Allows you to remove an existing wireless network profile in the profile list. Select the profile to remove in the list and click this option to remove it.

- **Duplicate** – Allows you to copy an existing network profile to create a new profile. Select the profile to copy in the list and click this option to copy it.

- **Apply** – Allows to connect to the specific wireless network profile selected. Select the profile to connect to, and click the option connect to the wireless network specified in the profile.
Enter or modify the parameters for the wireless network profile.

- **Profile Name** – Enter a name you easily identify in your profile list, for example “Home” or “Office”. Please note that this is not the same as your wireless network name and does not need to be the same as your wireless network name.

- **SSID** – Enter the wireless network name of the network you are connecting.

- **This is a computer-to-computer (AdHoc) network; wireless access points are not used** – Checking this option specifies the network type as Ad-Hoc instead of the typical Infrastructure type.

**Wireless Network Security Properties**

**Note:** You can refer to the Appendix for details on choosing the wireless security type.

- **Open \ Disable** – Wireless network has no security configured. No key is required.

- **Open or Shared \ WEP** – Enter the WEP key for your wireless network. Wireless network has WEP security enabled, open or shared. Please note that the Key Index 1-4 must also match the same index configured on the wireless router/access point.

**WEP Key Format**

<table>
<thead>
<tr>
<th>WEP Key Format</th>
<th>HEX</th>
<th>ASCII</th>
</tr>
</thead>
<tbody>
<tr>
<td>Character set</td>
<td>0-9 &amp; A-F, a-f only</td>
<td>Alphanumeric (a,b,C,?,*, /,1,2, etc.)</td>
</tr>
<tr>
<td>64-bit key length</td>
<td>10 characters</td>
<td>5 characters</td>
</tr>
<tr>
<td>128-bit key length</td>
<td>26 characters</td>
<td>13 characters</td>
</tr>
</tbody>
</table>

- **WPA-PSK \ TKIP or AES** – Wireless network has WPA-PSK security enabled, TKIP or AES.
  **Note:** 8-63 alphanumeric characters (a,b,C,?,*, /,1,2, etc.)

- **WPA2-PSK \ TKIP or AES** – Wireless network has WPA2-PSK security enabled. TKIP or AES.
  **Note:** 8-63 alphanumeric characters (a,b,C,?,*, /,1,2, etc.)

**Advance security for enterprise** – Includes all security options including advanced options under the Security Type drop-down that require additional authentication parameters to connect to the wireless network typically used offices and businesses that require a higher level of security.

**Additional security options:**

- **WEP 802.1x** – Requires additional certificate installed for authentication.

- **WPA-EAP or WPA2-EAP \ TKIP or AES** – Wireless network has WPA-EAP security enabled, TKIP or AES. Select the EAP (Extensible Authentication Protocol) Type.
  - **EAP-TLS** – Requires additional certificate to be installed on computer for authentication purpose
Technical Specifications

Standards
- IEEE 802.11a
- IEEE 802.11b
- IEEE 802.11g
- IEEE 802.11n (2.4 + 5 GHz: up to 150 Mbps)
- IEEE 802.11ac (draft 2.0, up to 433 Mbps)

Hardware Interface
- USB 2.0
- WPS Button/LED indicator

Security
- Wireless encryption up to WPA2

Compatibility
- Windows® 8.1, 8, 7, Vista, XP
- Mac OS® 10.4 - 10.9

Special Features
- Compact form factor
- High-speed 802.11ac connectivity

Power
- Consumption: Max. 224 mA

Operating Temperature
- 0 - 40°C (32 - 104°F)

Operating Humidity
- Max. 95% non-condensing

Certifications
- CE
- FCC

Dimensions
- 38 x 19 x 8 mm (1.5 x 0.75 x 0.31 in.)

Weight
- 5 g (0.18 oz.)

Warranty:
- 3-year limited

Package Contents
- TEW-804UB
- Multi-Language Quick Installation Guide
- CD-ROM (Utility & Drivers)

*For maximum performance of up to 433 Mbps use with a 433 Mbps 802.11ac wireless router or access point

*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 inserted the Utility & Driver CD-ROM into my computer’s CD-ROM Drive and the installation menu does not appear automatically. What should I do?
Answer:
1. For Windows 8.1/8/7, if the installation menu does not appear automatically, click on the Windows Icon on the bottom left hand corner of the screen, then click the “Search programs and files” box, and type D:\Autorun.exe, where “D” in “D:\Autorun.exe” is the letter assigned to your CD-ROM Drive, and then press the ENTER key on your keyboard.
2. For Windows Vista, if the installation menu does not appear automatically, click Start, click the Start Search box, and type D:\Autorun.exe where “D” in “D:\autorun.exe” is the letter assigned to your CD-ROM Drive, and then press the ENTER key on your keyboard.
3. For Windows 2000/XP, if the installation menu does not appear automatically, click Start, click Run, and type D:\Autorun where “D” in “D:\Autorun.exe” is the letter assigned to your CD-ROM Drive, and then press the ENTER key on your keyboard.

Q: I completed all the steps in the quick installation guide, but my Wireless USB Adapter is not connecting to my access point. What should I do?
Answer:
1. Verify that the SSID (Network Name) matches your wireless router or access point’s SSID.
2. Please check with your network administrator for security key in order to access a secured wireless access point or router. Please refer to the User’s Guide for more information regarding wireless network security.
3. Check your TCP/IP properties to ensure that Obtain an IP address automatically is selected.
4. Double-click the Wireless Configuration Utility icon, click Available Networks and then click Refresh to check and see if there are any available wireless networks listed.

Q: Windows is unable to recognize my hardware. What should I do?
Answer:
1. Make sure your computer meets the minimum requirements as specified in Section 1 of this quick installation guide.
2. You must complete the installation of the Wireless Configuration Utility (as described in Section 2) before connecting the Wireless USB Adapter to your computer.
3. Connect the Wireless USB Adapter to a different USB port on your computer.

Q: I cannot open the Wireless Configuration Utility. What should I do?
Answer:
Access your device manager to make sure the adapter is installed properly.
1. To access the device manager on Windows 8.1/8/7, click on the Windows icon on the bottom left-hand corner, click Computer, click System Properties and then click Device Manager.
2. To access the device manager on Windows Vista, right-click Computer, click Properties and then click Device Manager.
3. To access the device manager on Windows XP, right-click My Computer, click Properties, click the Hardware tab, and then click Device Manager.

If you see a networking device with a yellow question mark or exclamation point:
1. Uninstall the device from device manager
2. Remove the adapter from the computer
3. Click the Windows / Start icon, click All Programs, click TRENDnet Wireless and then click Uninstall.
Appendix

How to choose the type of security for your wireless network

Setting up wireless security is very important. Leaving your wireless network open and unsecure 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 802.11a/b/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, 802.11g or 802.11a 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 802.11a or 802.11g hardware has 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.
Below is brief comparison chart of the wireless security types and the recommended configuration depending on which type you choose for your wireless network.

<table>
<thead>
<tr>
<th>Security Standard</th>
<th>WEP</th>
<th>WPA</th>
<th>WPA2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Compatible Wireless Standards</strong></td>
<td>IEEE 802.11a/b/g (802.11n devices will operate at 802.11g to connect using this standard)</td>
<td>IEEE 802.11a/b/g (802.11n/ac devices will operate at 802.11g to connect using this standard)</td>
<td>IEEE 802.11a/b/g/n/ac</td>
</tr>
<tr>
<td><strong>Highest Performance Under This Setting</strong></td>
<td>Up to 54Mbps</td>
<td>Up to 54Mbps</td>
<td>Up to 433Mbps 11ac** Up to 150Mbps 11n*</td>
</tr>
<tr>
<td><strong>Encryption Strength</strong></td>
<td>Low</td>
<td>Medium</td>
<td>High</td>
</tr>
<tr>
<td><strong>Additional Options</strong></td>
<td>Open System or Shared Key, HEX or ASCII, Different key sizes</td>
<td>TKIP or AES, Preshared Key or RADIUS</td>
<td>TKIP or AES, Preshared Key or RADIUS</td>
</tr>
<tr>
<td><strong>Recommended Configuration</strong></td>
<td>Open System ASCII 13 characters</td>
<td>TKIP Preshared Key 8-63 characters</td>
<td>AES Preshared Key 8-63 characters</td>
</tr>
</tbody>
</table>

*Dependent on the maximum 802.11n data rate supported by the device (150Mbps)

**Dependent on the maximum 802.11ac data rate supported by the device (433Mbps)

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.

**Note:** If you are experiencing difficulties, please contact your computer or operating system manufacturer for assistance.

How to configure your network settings to obtain an IP address automatically or use DHCP?

**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.

**Windows 8/7**
1. a. Go into the Control Panel, click Network and Sharing Center.
2. b. Click Change Adapter Settings, right-click the Local Area Connection icon.
4. d. Then click Obtain an IP address automatically and click OK.

**Windows Vista**
1. a. Go into the Control Panel, click Network and Internet.
2. b. Click Manage Network Connections, right-click the Local Area Connection icon and click Properties.
3. c. Click Internet Protocol Version (TCP/IPv4) and then click Properties.
d. Then click **Obtain an IP address automatically** and 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 **Obtain an IP address automatically** and click **OK**.

**MAC OS 10.4/10.5/10.6**

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.
   - In MAC OS 10.4, from the **Show** drop-down list, select **Built-in Ethernet** and select the **TCP/IP** tab.
   - In MAC OS 10.5/10.6, in the left column, select **Ethernet**.
e. Configure TCP/IP to use DHCP.
   - In MAC 10.4, from the **Configure IPv4**, drop-down list, select **Using DHCP** and click the **Apply Now** button.
   - In MAC 10.5, from the **Configure** drop-down list, select **Using DHCP** and click the **Apply** button.
   - In MAC 10.6, from the **Configure** drop-down list, select **Using DHCP** and click the **Apply** button.
f. Restart your computer.

**Note:** If you are experiencing difficulties, please contact your computer or operating system manufacturer for assistance.

**How to connect to a wireless network using the built-in Windows utility?**

**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 connecting to a wireless network using the built-in utility.

**Windows 8/7**

1. Open Connect to a Network by clicking the network icon (or ) in the notification area.

2. In the list of available wireless networks, click the wireless network you would like to connect to, then click **Connect**.
3. You may be prompted to enter a security key in order to connect to the network.
4. Enter in the security key corresponding to the wireless network, and click **OK**.

**Windows Vista**

1. Open Connect to a Network by clicking the **Start Button**. and then click **Connect To**.
2. In the **Show** list, click **Wireless**.
3. In the list of available wireless networks, click the wireless network you would like to connect to, then click **Connect**.
4. You may be prompted to enter a security key in order to connect to the network.
5. Enter in the security key corresponding to the wireless network, and click **OK**.

**Windows XP**

1. Right-click the network icon in the notification area, then click **View Available Wireless Networks**.
2. In **Connect to a Network**, under **Available Networks**, click the wireless network you would like to connect to.
3. You may be prompted to enter a security key in order to connect to the network.
4. Enter in the security key corresponding to the wireless network, and click **Connect**.
Federal Communication Commission Interference Statement

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.

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.

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

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

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. This product will be used for indoor operations.

Europe – EU Declaration of Conformity

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


Safety of Information Technology Equipment

EN 300 328 V1.7.1 (2006-10)

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 (2011-09)

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 (2012-09)

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

EN 301 893 : V1.6.1

EN 62311 : 2008

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.
Hierbij verklaart TREN'Dnet dat het toestel TEW-804UB in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG, en 2006/95/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-804UB – 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.

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 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 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.

**WARRANTIES EXCLUSIVE:** IF THE TRENDNET PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, THE CUSTOMER'S SOLE REMEDY SHALL BE, AT TRENDNET'S OPTION, REPAIR OR REPLACE. 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.

TRENDNET NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION MAINTENANCE OR USE OF TRENDNET'S PRODUCTS.

TRENDNET SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT IN THE PRODUCT DOES NOT EXIST OR WAS CAUSED BY CUSTOMER'S OR ANY THIRD PERSON'S MISUSE, NEGLECT, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO REPAIR OR MODIFY, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING, OR OTHER HAZARD.

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