# **NETGEAR®**

# **N600 WiFi USB Adapter**

Model WNDA3100v3 User Manual



December 2014 202-11470-01

350 East Plumeria Drive San Jose, CA 95134 USA

#### N600 WiFi USB Adapter

#### Support

Thank you for selecting NETGEAR products.

After installing your device, locate the serial number on the label of your product and use it to register your product at <a href="https://my.netgear.com">https://my.netgear.com</a>. You must register your product before you can use NETGEAR telephone support. NETGEAR recommends registering your product through the NETGEAR website.

For product updates and web support, visit <a href="http://support.netgear.com">http://support.netgear.com</a>.

Phone (US & Canada only): 1-888-NETGEAR.

Phone (Other Countries): Check the list of phone numbers at http://support.netgear.com/general/contact/default.aspx.

#### Compliance

For regulatory compliance information, visit http://www.netgear.com/about/regulatory.

See the regulatory compliance document before connecting the power supply.

#### **Trademarks**

© NETGEAR, Inc. NETGEAR and the NETGEAR Logo are trademarks of NETGEAR, Inc. Any non-NETGEAR trademarks are used for reference purposes only

# **Contents**

Chapter 1	Get Started and Connect to a WiFi Networ	k
Install an Install W Join a W View I Join a Ne Join a Hi Use W	Contents d Set Up NETGEAR genie. indows Standalone Driver Fi Network Using NETGEAR genie Network Details. etwork Using WPS etwork Using a Standalone Driver. dden Network PS to Let the Adapter Join a Hidden Network	
Chapter 2	Monitor and Maintain the Adapter	
View Mo Get Diag Upgrade Uninstall	our Connection Status  re Information About the Adapter and Network.  nostic Information for the Adapter  the Adapter Software.  the Adapter Software.	
Adapter Cannot J Cannot A	Troubleshooting and Frequently Asked Questions LED Is Not Lit oin a WiFi Network. Access the Internet After Joining a WiFi Network Access Shared Resources Such as Printers.	
Appendix A	Factory Default Settings and Technical S	pecifications
	Default Settings	

# Get Started and Connect to a WiFi Network

The NETGEAR N600 WiFi USB Adapter connects your computer over WiFi to a network for secure and reliable Internet connections.

This chapter describes how to set up and connect the adapter. The chapter includes the following sections:

- Package Contents
- Install and Set Up NETGEAR genie
- Install Windows Standalone Driver
- Join a WiFi Network Using NETGEAR genie
- Join a Network Using WPS
- Join a Network Using a Standalone Driver
- Join a Hidden Network

**Note:** For more information about the topics covered in this manual, visit the support website at *support.netgear.com*.

**Note:** Firmware updates with new features and bug fixes are made available from time to time at *downloadcenter.netgear.com*. Some products can regularly check the site and download new firmware, or you can check for and download new firmware manually. If the features or behavior of your product does not match what is described in this guide, you might need to update your firmware.

# **Package Contents**

Your package includes the following items.



# Install and Set Up NETGEAR genie

You can set up NETGEAR genie and use it to join a WiFi network. If you do not want to use NETGEAR genie, you can install a Windows standalone driver and use the Windows WLAN Autoconfig service or the Wireless Zero Configuration service to join a WiFi network. For more information, see *Install Windows Standalone Driver* on page 7.

#### > To set up NETGEAR genie:

1. Insert the resource CD in your computer CD drive.

**Note:** If your computer does not include a CD drive, or if you cannot find your resource CD, visit *support.netgear.com*. Click the **Support for Home** button, type **WNDA3100v3** in the search field, and locate and download the standalone driver.

If the Resource CD screen does not display, browse the files on the CD and double-click the Autorun.exe file.

The NETGEAR Resource CD screen displays.

Click the Setup button.

The Software Update Check screen displays.

- Install the setup software using one of the following methods.
  - Connected to the Internet. If you are connected to the Internet, click the Check for Updates button. After the software checks for updates, the Update Check Complete screen displays. Click the Continue button. The Welcome screen displays.
  - Not connected to the Internet. If you are not connected to the Internet, click the Install from CD button. The Welcome screen displays.

4. To accept the license agreement, select the I agree radio button and click the Next button. A message displays asking you to wait while software is installed. After a few minutes, NETGEAR genie prompts you to insert your adapter.

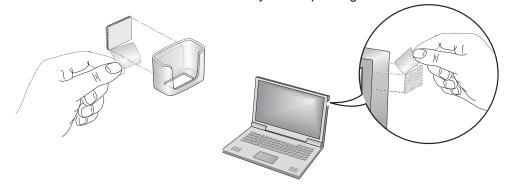


5. Insert the adapter into a USB port on your computer with or without the USB cable and plastic cradle.

**Note:** The USB cable and plastic cradle can extend the range of your adapter and improve WiFi reception.

- **6.** To use the adapter with the USB cable and plastic cradle, do the following:
  - **a.** Place a fastener on the back of the plastic cradle and place another fastener on your computer.

Make sure that the surfaces on which you are placing the fasteners are clean and dry.



- **b.** Insert the adapter into the plastic cradle.
- **c.** Connect the USB cable to the adapter.

**Note:** NETGEAR recommends using the USB cable that is supplied in the package. Do not use another USB cable to connect the adapter to the USB port on your computer. Using another USB cable might affect the performance and correct functioning of the adapter.

- d. Connect the USB cable to a USB port on your computer.
- e. Join the fasteners together.



7. Return to the NETGEAR genie screen and click the **Next** button.

The Home screen displays a list of WiFi networks in your area.

The adapter's **NETGEAR genie** icon displays in the Windows system tray and on the desktop. The icon in the system tray is red because you did not yet establish a connection with a WiFi network.

8. To change the language, from the Select Language menu, select another language.
All NETGEAR genie screens display in the language that you selected.

#### **Install Windows Standalone Driver**

For Windows 8.1, Windows 8, Windows 7, and Windows Vista, you can install the Windows standalone driver without NETGEAR genie and use the Windows WLAN Autoconfig service to join a WiFi network. If you use Windows XP, you can install the Windows standalone driver and use the Wireless Zero Configuration service to join a WiFi network.

#### > To install the Windows standalone driver:

1. Insert the resource CD in your computer CD drive.

**Note:** If your computer does not include a CD drive, or if you cannot find your resource CD, visit *support.netgear.com*. Click the **Support for Home** button, type **WNDA3100v3** in the search field, and locate and download the standalone driver.

If the Resource CD screen does not display, browse the files on the CD and double-click the Autorun.exe file.

The NETGEAR Resource CD screen displays.

Click the Install Windows Standalone Driver button.

The driver installs on your computer.

3. When prompted, insert the adapter into a USB port on your computer.

# Join a WiFi Network Using NETGEAR genie

#### > To join a WiFi network using NETGEAR genie:

- 1. Insert the adapter into a USB port on your computer.
- 2. Click the adapter's **NETGEAR genie** icon that displays on the Windows systems tray or on the desktop.

The NETGEAR genie Home screen displays.

- 3. Click the Join a Network button.
- 4. Select a WiFi network.
- 5. Click the Connect button.
- 6. If the network is secure, enter its password or network key.

The adapter joins the network, which can take a few minutes. Your settings are saved in a profile.

The adapter LED lights amber for a 2.4 GHz WiFi connection and blue for a 5 GHz WiFi connection.

#### **View Network Details**

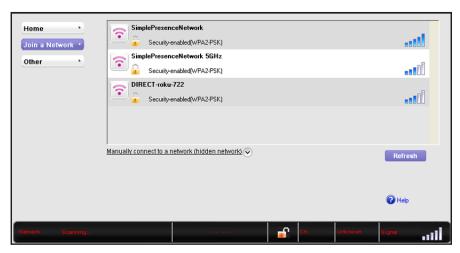
You can view details about a WiFi network to help you determine which network to join.

#### > To view network details:

- 1. Insert the adapter into a USB port on your computer.
- Click the adapter's NETGEAR genie icon on your desktop or in the Windows system tray.

The Home screen displays.

3. Click the Join a Network button.



4. Click a network name.

The **Details** button displays.

5. Click the **Details** button.



The Details pop-up screen shows the following information:

- Network name (SSID). The name assigned to a WiFi network. As a security
  measure, some WiFi access points do not broadcast their SSIDs. In such cases, the
  network is hidden. The name (SSID) field is blank even though the rest of the
  information is displayed. For information about joining a hidden network, see *Join a Hidden Network* on page 11.
- Channel. The channel on which the WiFi network operates.
- WiFi Mode. The WiFi mode that the router or access point uses, such as AC, N, G, B, or A.
- **WPS support**. Identifies whether the router or access point for this network supports WPS (Wi-Fi Protected Setup).
- **MAC address**. The unique hardware address of the WiFi device that is broadcasting this information. Typically, the WiFi device is a WiFi router or access point.

To close the Details pop-up screen, click the **OK** button.

## Join a Network Using WPS

Wi-Fi Protected Setup (WPS) is a standard for easily adding computers and other devices to a home network while maintaining security. Before you use the WPS method to let the adapter join a network, make sure of the following:

- Your WiFi router or access point supports WPS.
- The security on your WiFi router or access point is not set to WEP. WEP and WPS are
  incompatible. You cannot use WPS if the security on your WiFi router or access point is
  set to WEP.

**Note:** For information about using WPS to let the adapter join a hidden network, see *Use WPS to Let the Adapter Join a Hidden Network* on page 11.

#### > To use WPS to let the adapter join a WiFi network:

Press and hold the WPS button on the adapter for two seconds.
 The adapter LED blinks.



2. Within two minutes, press the **WPS** button on your WiFi router or gateway.

The adapter joins the network, which can take a few minutes.

The adapter LED lights amber for a 2.4 GHz WiFi connection and blue for a 5 GHz WiFi connection.

Your settings are saved in a profile. Both NETGEAR genie and the Windows Wireless Network Connection utility can use this profile. If the network information does not change, the next time that you launch genie, the adapter connects automatically to the network that it joined previously.

## Join a Network Using a Standalone Driver

For Windows 8.1, 8.0, 7, and Vista, you can install the Windows standalone driver without genie and use the Windows WLAN Autoconfig service to join a network. If you still use Windows XP, you can install the Windows driver without genie and use the Wireless Zero Configuration service to join a network.

**Note:** You do not need to install the standalone driver to use Windows WLAN Autoconfig service or Wireless Zero Configuration.

**Note:** The adapter provides the best performance with a USB 2.0 port but is compatible with a USB 1.1 port.

#### > To install the standalone driver and let the adapter join a network:

Use a Windows utility to connect the adapter to a WiFi network:

- For Windows 8.1, 8.0, 7, or Vista, use the Windows WLAN Autoconfig service.
- For Windows XP, use the Wireless Zero Configuration service.

For more information about Windows WLAN Autoconfig or the Wireless Zero Configuration service, see your computer's documentation.

#### Join a Hidden Network

A hidden network does not broadcast its SSID. If the network name is not displayed in the network list in the Adapter genie screen, the network that you are trying to join is either not functioning or is hidden. To let the adapter join a hidden network, you can use WPS or enter the hidden network's information manually.

### Use WPS to Let the Adapter Join a Hidden Network

Before you use the WPS method to let the adapter join a hidden network, make sure of the following:

- Your WiFi router or access point supports WPS.
- The security on your WiFi router or access point is not set to WEP. WEP and WPS are
  incompatible. You cannot use WPS if the security on your WiFi router or access point is
  set to WEP.

#### > To use WPS to let the adapter join a hidden WiFi network:

- 1. Insert the adapter into a USB port on your computer.
- Click the adapter's NETGEAR genie icon on your desktop or in the Windows system tray.

The Home screen displays.

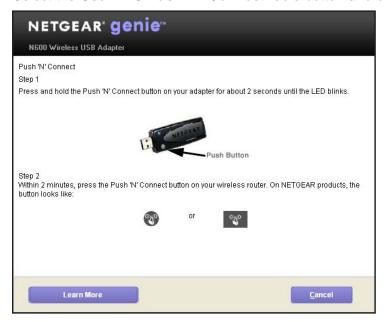
3. Click the Join a Network button.

The Join a Network screen displays.

4. Expand the Manually Connect to a network (for hidden networks) section.



5. Select the Use WPS Push 'N' Connect radio button and click the Start button.



- 6. To learn more about how to connect to the network using WPS, click the **Learn More** button.
- Press and hold the WPS button on the adapter for two seconds.

The adapter LED blinks.

8. Within two minutes, press the **WPS** button on your WiFi router or access point.

The adapter joins the network, which can take a few minutes. Your settings are saved in a profile.

The Join a Network screen shows that the adapter is connected to the network, and the genie status bar at the bottom of the screen displays information about the network connection. For more information about the status bar, see *Check Your Connection Status* on page 17.

NETGEAR genie saves the network connection information to a Windows profile. Both NETGEAR genie and the Windows Wireless Network Connection utility can use this profile. If the network information does not change, the next time that you launch genie, the adapter connects automatically to the network that it joined previously.

## Manually Set Up a WiFi Connection to a Hidden Network

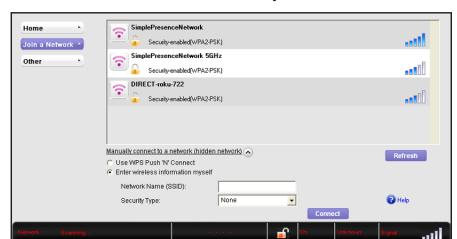
To manually set up a WiFi connection to a hidden network, you must know the SSID, security type, and key or passphrase of the network that you want to join.

- > To manually set up the connection to a hidden WiFi network:
  - 1. Insert the adapter into a USB port on your computer.
  - Click the adapter's NETGEAR genie icon on your desktop or in the Windows system tray.

The Home screen displays.

- 3. Click the Join a Network button.
  - The Join a Network screen displays.
- 4. Expand the Manually Connect to a network (for hidden networks) section.





5. Select the Enter wireless information myself radio button.

- 6. In the Network Name (SSID) field, type the network name (SSID).
- 7. From the **Security Type** menu, select the network's security type:
  - None. The network is not secure and does not require a key or passphrase.
  - **WEP (Open)**. If the encryption strength of the network is 64 bit, the network key must consist of 10 hexadecimal digits. If the encryption strength of the network is 128 bit, the network key must consist of 26 hexadecimal digits.
  - **WEP (Shared)**. If the encryption strength of the network is 64 bit, the network key must consist of 10 hexadecimal digits. If the encryption strength of the network is 128 bit, the network key must consist of 26 hexadecimal digits.
  - WPA-PSK (TKIP). The network passphrase is 8–63 characters in length or 64 hexadecimal digits.
  - WPA-PSK (AES). The network passphrase is 8–63 characters in length or 64 hexadecimal digits.
  - WPA2-PSK (TKIP). The network passphrase is 8–63 characters in length or 64 hexadecimal digits.
  - WPA2-PSK (AES). The network passphrase is 8–63 characters in length or 64 hexadecimal digits.

**Note:** Hexadecimal digits consist of 0–9, a–f, and A–F characters only.

- 8. In the Passphrase field, type the network's WiFi password (passphrase).
  If you selected the WEP security type, type the WEP key in the Key field.
- 9. Click the Connect button.

The adapter joins the network, which can take a few minutes. Your settings are saved in a profile.

The Join a Network screen shows that the adapter is connected to the network, and the genie status bar at the bottom of the screen displays information about the network

#### N600 WiFi USB Adapter

connection. For more information about the status bar, see *Check Your Connection Status* on page 17.

NETGEAR genie saves the network connection information to a Windows profile. Both NETGEAR genie and the Windows Wireless Network Connection utility can use this profile. If the network information does not change, the next time that you launch genie, the adapter connects automatically to the network that it joined previously.

# **Monitor and Maintain the Adapter**

2

#### This chapter includes the following sections:

- Check Your Connection Status
- View More Information About the Adapter and Network
- Get Diagnostic Information for the Adapter
- Upgrade the Adapter Software
- Uninstall the Adapter Software

#### **Check Your Connection Status**

When you install your adapter, the adapter's **NETGEAR genie** icon displays in the Windows system tray and on the desktop. You can double-click this icon to open NETGEAR genie to make changes or connect to a different WiFi network.

The color of the icon indicates the strength of your WiFi connection:

- White. 3–5 bars (strong connection)
- Yellow 1–2 bars (weak connection)

If you remove the adapter, NETGEAR genie is not available, and the adapter's **NETGEAR genie** icon is not displayed in the Windows system tray. When you insert the adapter again, the icon returns to the system tray.

#### > To check the NETGEAR genie status bar:

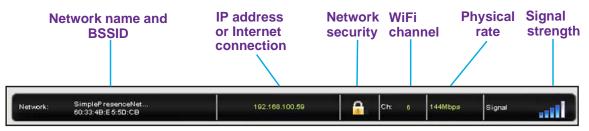
If NETGEAR genie is not yet open, click the adapter's **NETGEAR genie** icon in the system tray or on your desktop.

The Home screen displays a diagram of the adapter's connection to the WiFi router and the WiFi router's connection to the Internet.

If you encounter connection problems, see the following troubleshooting information:

- If the adapter cannot connect to the WiFi router, see *Cannot Join a WiFi Network* on page 25.
- If the WiFi router cannot connect to the Internet, see *Cannot Access the Internet After Joining a WiFi Network* on page 26.

The adapter's connection details show in the genie status bar that displays at the bottom of each genie screen.



The status bar shows the following connection details:

- Network name BSSID. The WiFi network name (SSID) and basic SSID (BSSID) of the WiFi network to which the adapter is connected. The BSSID is expressed as the MAC address of the access point to which the adapter is connected.
- IP address or Internet connection. The IPv4 or IPv6 address that is assigned to the adapter. If the adapter is connected to the Internet, the field does not display the IP address but displays the message *Connected to the Internet*.

- Network security. The lock symbol shows whether the network you are connected to
  uses WiFi security. An open lock indicates an open network without WiFi security,
  such as one that you might use in a coffee shop.
- **WiFi channel**. The WiFi channel of the network to which the adapter is connected.
- Physical rate. The physical transmission rate for WiFi communication.
- **Signal strength**. The strength of the WiFi signal. Three to five bars indicate a good signal. One or two bars indicate a weak signal.

# View More Information About the Adapter and Network

You can view more information such as packet statistics, IP address, type of security, and MAC address.

#### > To view more information about the adapter and network:

- 1. Insert the adapter into a USB port on your computer.
- 2. Let your adapter join a network.

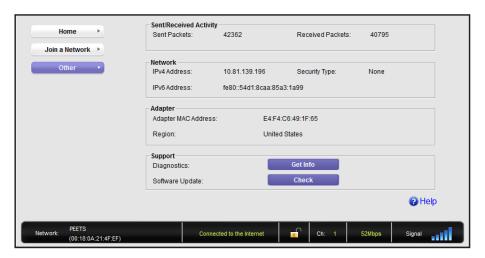
If your adapter was previously connected to a network, the adapter reconnects automatically.

For more information about letting your adapter join a network, see *Join a WiFi Network Using NETGEAR genie* on page 8.

3. Click the adapter's **NETGEAR genie** icon **y** on your desktop or in the Windows system tray.

The Home screen displays.

4. Click the **Other** button.



The screen shows the following information:

- Sent/Received Activity. The total number of packets sent or received during communication with the WiFi network.
- **Network**. The following information about the adapter's network displays:
  - **IPv4 Address**. The IPv4 address that is assigned to the adapter. The IPv4 address can change if you disconnect from the network and rejoin it later.
  - **IPv6 Address**. The IPv6 address that is assigned to the adapter. The IPv6 address can change if you disconnect from the network and rejoin it later.
  - Security Type. WiFi security used for the adapter to connect to the current WiFi network.
- Adapter. The following information about the adapter displays:
  - Adapter MAC Address. The adapter's Media Access Control (MAC) address. The MAC address is a unique 48-bit hardware address assigned to each device. As a security measure, some WiFi networks restrict access based on a list of known MAC addresses. If you try to join such a network, you must provide your adapter's MAC address (shown on this screen) to the network administrator before you can connect.
  - Region. The adapter's region setting. WiFi channels in use depend on the country or region. The adapter automatically scans approved channels for your region when it checks to see which networks are available in your area. Governments regulate the channels used for WiFi transmission. Operating the adapter in a different region might violate local laws.

## Get Diagnostic Information for the Adapter

You can display and save the following diagnostic information:

- System information
- IP information
- Client driver and profile information
- Site survey information

#### > To get diagnostic information about the adapter:

- 1. Insert the adapter into a USB port on your computer.
- 2. Let your adapter join a network.

If your adapter was previously connected to a network, the adapter reconnects automatically.

For more information about letting your adapter join a network, see *Join a WiFi Network Using NETGEAR genie* on page 8.

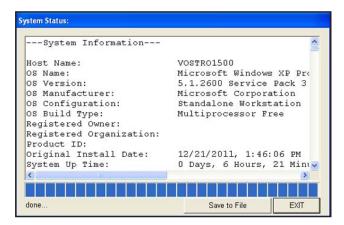
Click the adapter's NETGEAR genie icon on your desktop or in the Windows system tray.

The Home screen displays.

4. Click the Other button.

The Other screen displays.

5. Click the **Get Info** button.



NETGEAR genie starts collecting system information, IP information, client driver and profile information, and site survey information.

- **6.** To save the system information to your computer, click the **Save to File** button and follow the instructions of your browser to save the information.
- 7. Click the Exit button.

# **Upgrade the Adapter Software**

You can check for software updates and upgrade the adapter's software.

Note: During the software update process, the old software version is removed and all saved profiles are deleted before the new software version is installed. When the software update process is complete, the adapter no longer connects to the network automatically. You must let the adapter join a network as described in *Join a WiFi Network Using NETGEAR genie* on page 8. If you do not use NETGEAR genie, see *Join a Network Using a Standalone Driver* on page 10.

#### > To check or upgrade the adapter's software:

- 1. Insert the adapter into a USB port on your computer.
- 2. Let your adapter join a network.

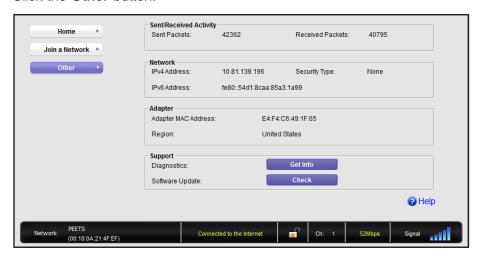
If your adapter was previously connected to a network, the adapter reconnects automatically.

For more information about letting your adapter join a network, see *Join a WiFi Network Using NETGEAR genie* on page 8.

3. Click the adapter's **NETGEAR genie** icon **S** on your desktop or in the Windows system tray.

The Home screen displays.

4. Click the Other button.



5. Click the Check button.

The Live Check pop-up screen displays.

NETGEAR genie checks for available software upgrades. If new software is found, you are prompted to download the software.

6. Click the OK button.

The adapter software is updated.

**Note:** The adapter might lose its IP address after you upgrade the adapter software. Either restart your computer or connect to a different router or access point.

## **Uninstall the Adapter Software**

You can remove the adapter genie software.

- > To uninstall the adapter software:
  - 1. Click the Windows Start button.
  - 2. Select All Programs > NETGEAR WNDA3100v3 Genie > Uninstall NETGEAR WNDA3100v3 Software.

#### N600 WiFi USB Adapter

The InstallShield wizard displays.

- 3. Leave the **Remove** radio button selected.
- 4. Follow the wizard prompts to remove the adapter and uninstall the software.
- 5. After the software is uninstalled, click the **OK** button to exit the wizard.

# Troubleshooting and Frequently Asked Questions

#### This chapter covers the following topics:

- Frequently Asked Questions
- Adapter LED Is Not Lit
- Cannot Join a WiFi Network
- Cannot Access the Internet After Joining a WiFi Network
- Cannot Access Shared Resources Such as Printers

# **Frequently Asked Questions**

Why don't I see the adapter's **NETGEAR genie** icon **1** in the Windows system tray?

Check to make sure that your adapter is inserted in the USB port. If you remove it, the adapter's **NETGEAR genie** icon does not display. When you insert the adapter into the USB port, the icon returns to your desktop and the Windows system tray.

Do USB ports go into sleep mode if no traffic is going to or from the port?

USB devices go into sleep mode if a Windows USB feature called Selective Suspend is enabled, which it is by default. If your adapter or another USB device goes into Selective Suspend mode, the network disconnects. To prevent this type of network disconnection, disable Selective Suspend.

#### > To disable Selective Suspend mode:

- 1. Click the Windows Start button.
- 2. Select Control Panel > Hardware and Sound > Power Options > Edit Plan Settings > Change Advanced Power Settings > USB Settings.
- 3. Change the setting for Selective Suspend mode to **Disabled**.

How can I improve the speed of my WiFi connection?

The connection speed can vary depending on the type of USB port on your computer, the capacity of the router or access point for the WiFi network, and the type of Internet connection. You can view the physical rate in the status bar at the bottom of the NETGEAR genie screen (for more information, see *Check Your Connection Status* on page 17). The following limits might apply:

- If the physical rate is limited to 54 Mbps, the adapter might be connected to an 802.11b or 802.11g network. If you want a faster physical rate, connect to an 802.11n network, if one is available.
- If the physical rate is limited to 54 Mbps, the network security might be WPA (TKIP).
  When WPA (TKIP) security mode is configured on the router or access point, WiFi
  regulations allow the adapter to connect at up to 54 Mbps only. For a faster connection,
  configure the security for the router or access point as WPA2 or WPA + WPA2 mixed WiFi
  security. The connection speed still depends on the WiFi capacity of the router or access
  point.
- If your computer does not include a USB 2.0 port, the physical rate is limited to the 14 Mbps of the USB 1.1 legacy standard.

How can I view the IP address of the adapter?

#### > To view the IP address of the adapter:

1. Click the adapter's **NETGEAR genie** icon **y** on your desktop or in the Windows system tray.

The Home screen displays.

Click the Other button.

The IP address and other details display. For more information, see *View More Information About the Adapter and Network* on page 18.

# **Adapter LED Is Not Lit**

The adapter LED lights blue when it connects to a WiFi network. The LED blinks if you are using WPS to connect to a WiFi network.

If the LED does not light, try the following suggestions:

- Remove and reinsert the adapter.
- Check the Windows device manager to see if the adapter is recognized and enabled.
   Reinstall the adapter software, if necessary.
- Insert the adapter into a different USB port on your computer if one is available.

#### **Cannot Join a WiFi Network**

Try the following tips:

- Before you use the adapter to join a WiFi network for the first time, you must install the adapter software or drivers. See *Install and Set Up NETGEAR genie* on page 5.
- Make sure that your adapter is inserted securely into the USB port on your computer.
   The adapter LED lights blue when the adapter is inserted.
- Use the adapter's NETGEAR genie to check the status:
  - **a.** Click the adapter's **NETGEAR genie** icon **>** on your desktop or in the Windows system tray.
    - The Home screen displays a diagram that shows the status of the adapter's WiFi connection.
  - **b.** Check the color-coded line between the computer and the router in the diagram.
    - When the adapter is not connected to any WiFi network, a red dashed line is displayed.
    - If the diagram shows a green line between the computer and the router, the adapter is connected to a WiFi network. You might be connected to the wrong WiFi network, or the WiFi network's Internet connection might not be working.
  - **c.** To connect to a different network, click the **Join a Network** button and select the correct WiFi network.
- If the network uses WiFi security, make sure that you use the correct WiFi security settings or use Push 'N' Connect if the network supports WPS.
- Some networks restrict use to only computers or WiFi devices with known MAC addresses. If that is the case, follow the steps in View More Information About the

Adapter and Network on page 18 to find the MAC address for your adapter and provide it to your network administrator.

# Cannot Access the Internet After Joining a WiFi Network

Try the following tips:

- Make sure that you are connected to the correct WiFi network.
- Use the adapter's NETGEAR genie software to check the status of your WiFi connection:
  - a. Click the adapter's NETGEAR genie icon system tray.
    on your desktop or in the Windows system tray.
    - The Home screen displays a diagram that shows the status of the adapter's WiFi connection.
  - **b.** Check the color-coded lines in the diagram.
    - When the adapter is connected to a WiFi network, the line between the computer and the router is green.
    - If the adapter cannot access the Internet, a dashed red line displays between the router and the Internet. If this is the case, check to make sure that the router or access point is connected to the Internet.
- If the Internet connection of the router or access point does not work, restart the modem (or any other device that serves as your ISP connection), router or access point, and computer.

### **Cannot Access Shared Resources Such as Printers**

If you are connected to a network and cannot access resources, check the following:

- The router or access point is physically connected to the Ethernet network.
- The printer or shared resource is also connected to the network.
- The IP addresses and the Windows networking settings are configured correctly.

# Factory Default Settings and Technical Specifications



This appendix covers the following topics:

- Factory Default Settings
- Technical Specifications

# **Factory Default Settings**

The following table lists the default settings of your adapter.

Table 1. Factory default settings

Default Settings			
WiFi communication	Enabled		
Country/region	United States (varies by region)		
Operating mode	802.11n, 802.11g, or 802.11b		
Data rate			

# **Technical Specifications**

The following table provides technical specifications for the adapter.

Table 2. Technical specifications

Feature	Description
Antenna	2 integrated internal wireless antennas
Standards	802.11a, 802.11n, 802.11g, or 802.11b
Radio data rate	Autosensing
Frequency	2.4 GHz to 2.5 GHz CCK and OFDM Modulation; 5 GHz
Encryption	<ul> <li>WPA2-PSK [AES]</li> <li>WPA-PSK [TKIP]</li> <li>40-bit (also called 64-bit) WEP data encryption</li> <li>128-bit WEP data encryption</li> </ul>
Power	5V Bus powered
Provided drivers	<ul> <li>Microsoft Windows 8.1</li> <li>Microsoft Windows 8</li> <li>Microsoft Windows 7</li> <li>Microsoft Vista</li> <li>Microsoft Windows XP (32 and 64-bit)</li> </ul>
Operating temperature	0-40°C (32-104°F)
Emissions	FCC, CE