

NETGEAR®

WiFi USB Adapter

Model A7000

User Manual

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350 East Plumeria Drive
San Jose, CA 95134
USA



Support

Thank you for purchasing this NETGEAR product. You can visit www.netgear.com/support to register your product, get help, access the latest downloads and user manuals, and join our community. We recommend that you use only official NETGEAR support resources.

Conformity

For the current EU Declaration of Conformity, visit http://kb.netgear.com/app/answers/detail/a_id/11621.

Compliance

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

See the regulatory compliance document before connecting the power supply.

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Get Started and Connect to a WiFi Network

1

This chapter describes how to set up and connect the A7000 WiFi USB Adapter to a WiFi Network.

The chapter includes the following sections:

- *Package Contents*
- *WPS LED*
- *Set Up Your Adapter*
- *Install the Adapter Software*
- *Insert the Adapter*
- *View Network Details Before Joining a WiFi Network*
- *Join a WiFi Network*
- *Join a Hidden Network*

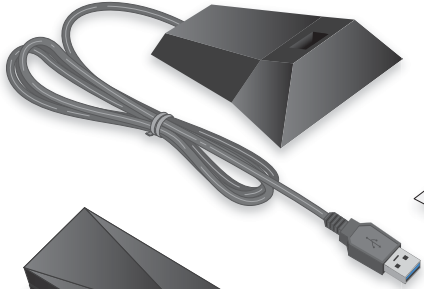
Note: For more information about the topics covered in this manual, visit the support website at support.netgear.com.

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 contains the following items:

Desktop dock



Resource CD



WiFi USB adapter

WPS LED

The **WPS** button on the adapter also functions as an LED.



Figure 1. WPS LED

Table 1. WPS LED color descriptions

LED Color	Description
Blinking blue	The WPS button was pressed and the adapter is trying to find a WiFi network to connect to or is attempting to join the WiFi network.
Solid blue	The adapter joined the WiFi network.
Off	The adapter is not searching for a network to join and is not attempting to join a network.

Set Up Your Adapter

Before you begin using your adapter, set up the adapter using the resource CD that came in the package.

Note: The adapter provides the best performance with a USB 3.0 port but is compatible with a USB 2.0 or USB 1.1 port.

➤ To set up your adapter:

1. Install the NETGEAR adapter software or a standalone driver for your computer.

NETGEAR offers adapter software for Windows-based and Mac computers and a standalone driver for Windows-based computers. You must install either one version of the software or a driver, as described in the following sections:

- **Install the Windows Adapter Software.** The Windows adapter software allows you to use the adapter software or a built-in Windows configuration tool to connect the adapter to a WiFi network. For more information, see [Install the Windows Adapter Software](#) on page 7.
- **Install a Windows Standalone Driver.** The Windows standalone driver allows you to use a built-in Windows configuration tool to connect the adapter to a WiFi network. For more information, see [Install a Windows Standalone Driver](#) on page 8.
- **Install the Mac Adapter Software.** The Mac adapter software allows you to use the adapter software to connect the adapter to a WiFi network. For more information, see [Install the Mac Adapter Software](#) on page 9.

2. Insert your adapter into your computer's USB port.

For more information, see [Insert the Adapter](#) on page 9.

3. Join a WiFi network using the adapter software or a built-in Windows configuration tool.

For more information, see [Join a WiFi Network](#) on page 11.

Install the Adapter Software

Install the adapter software on your Windows-based or mac computer using the resource CD that came with your adapter. If your computer does not include a CD drive, visit netgear.com/support to download the adapter software.

Install the Windows Adapter Software

The Windows adapter software allows you to use the adapter software or a built-in Windows configuration tool to connect the adapter to a WiFi network.

➤ **To install the adapter software for Windows-based computers:**

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

Note: If your computer does not include a CD drive, visit netgear.com/support to download the adapter software.

The NETGEAR Resource CD window opens.

Note: If the NETGEAR Resource CD window does not open, browse the files on the CD and double-click the `autostart.exe` file. If the file extension is hidden, the file displays as `autostart`.

2. Click the **Setup** button.

The Software Update Check window opens.

3. Select one of the following options:

- **Check for Updates.** If you are connected to the Internet, click the **Check for Updates** button. The software check for updates.
- **Install from CD.** If you are not connected to the Internet, click the **Install from CD** button.

4. Follow the prompts to install the adapter software.

5. When prompted, insert your adapter into your computer and click the **Next** button.

For more information, see [Insert the Adapter](#) on page 9.

Install a Windows Standalone Driver

The Windows standalone driver allows you to use a built-in Windows configuration tool to connect the adapter to a WiFi network.

➤ **To install the Windows standalone driver from the adapter software:**

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

Note: If your computer does not include a CD drive, visit netgear.com/support to download the adapter software.

The NETGEAR Resource CD window opens.

Note: If the NETGEAR Resource CD window does not open, browse the files on the CD and double-click the `autostart.exe` file.

2. Click the **Install Windows Standalone Driver** button.

The driver installs on your computer.

3. When prompted, insert your adapter into your computer and click the **OK** button.
For more information, see *Insert the Adapter* on page 9.

Install the Mac Adapter Software

The Mac adapter software allows you to use the adapter software to connect the adapter to a WiFi network.

To install the adapter software for Mac computers:

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

Note: If your computer does not include a CD drive, visit netgear.com/support to download the adapter software.

The NETGEAR Resource CD window opens.

Note: If the NETGEAR Resource CD window does not open, browse the files on the CD and double-click the file ending in `.pkg` or `.dmg`. An example of an adapter software file name is
`A7000_MAC_OS_Installation_1.0.0.7.pkg` or
`A7000_MAC_OS_Installation_1.0.0.7.dmg`.

2. Follow the prompts to install the adapter software.
3. When prompted, restart your computer.
4. After your computer restarts, insert your adapter into your computer.

For more information, see *Insert the Adapter* on page 9.

Insert the Adapter

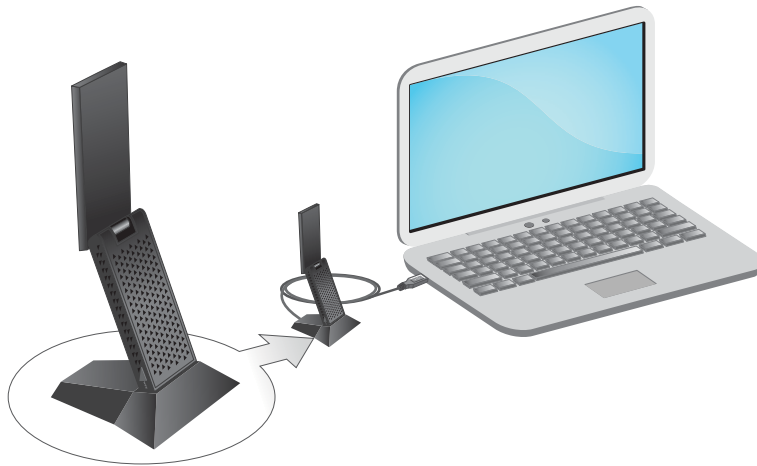
You can insert your adapter into your computer's USB port with or without the desktop dock.

Insert the Adapter With a Desktop Dock

We recommend that you do not use another cable to connect the adapter to the USB port on your computer. Use the desktop dock with the attached cable that is supplied in the package. Using another USB cable might affect the performance and correct functioning of the adapter.

➤ **To use the adapter with desktop dock:**

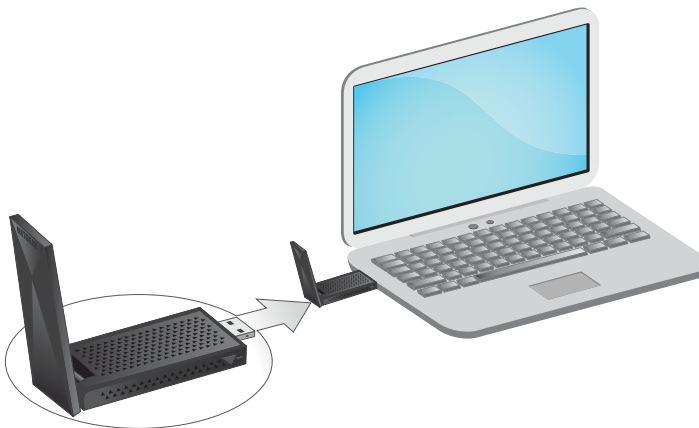
1. Place the adapter into the dock.
2. Connect the USB cable to the USB port on your computer.
3. Fold out the adapter to its maximum angle for increased WiFi performance.



Insert the Adapter Without a Desktop Dock

➤ **To use the adapter without the desktop dock:**


1. Insert the adapter into a USB port on your computer.
2. Move the antenna to a 90-degree angle for increased WiFi performance.



View Network Details Before Joining a WiFi Network

Before you let the adapter join a WiFi network, you can view details to help you determine which network to join.

➤ **To view network details:**

1. Insert the adapter into a USB port on your computer.
2. Click the  icon to launch NETGEAR A7000 genie.

The adapter software opens.

3. Click the **Join a Network** button.

The Join a Network page displays.

4. Click a network name.

The **Details** button displays.

5. Click the **Details** button.

The Details window opens and 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 13.
- **Channel.** The channel on which the WiFi network operates. We recommend that you choose a network that uses a different channel from the channel of neighboring networks.
- **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 broadcasting this information. Typically, the WiFi device is a WiFi router or access point.
- To close the Details window, click the **OK** button.

Join a WiFi Network

You can connect your adapter to a WiFi network using the adapter software, Wi-Fi Protected Setup (WPS) if your WiFi router supports it, or a built-in Windows configuration tool.

After the adapter joins the network, it saves the network connection information to a Windows profile. Both the adapter software and the Windows configuration tool can use this profile. If

the network information does not change, the next time that you launch the adapter software, the adapter connects automatically to the network that it joined previously.

You can also join hidden networks. For more information, see [Join a Hidden Network](#) on page 13.

Join a Network Using the Windows Adapter Software

➤ **To join a WiFi network using the adapter software on a Windows-based computer:**

1. Insert the adapter into a USB port on your computer.

2. Click the  icon to launch NETGEAR A7000 genie.

The adapter software opens.

3. Click the **Join a Network** button.

4. Select a WiFi network.

5. If your network does not display in the network list, click the **Refresh** button.

If the network still does not display, your network might be a hidden network that does not broadcast its SSID. For information about joining a hidden network, see [Join a Hidden Network](#) on page 13.

6. Click the **Connect** button.

7. If the network is secure, enter its password or network key in the **Security Key (Password)** field and click the **Next** button.


8. To display the character as you type the password, clear the **Hide characters as I type** check box.

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

Join a Network Using the Mac Adapter Software

➤ **To join a WiFi network using the adapter software on a Mac computer:**

1. Insert the adapter into a USB port on your computer.

2. Click the  icon in your Mac's menu bar.

A list of WiFi networks in your area displays.

3. Select a WiFi network.

4. If your network is secure, enter its password or network key, and click the **Join** button.

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

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.

➤ To join a WiFi network using WPS:

1. Insert the adapter into a USB port on your computer.
2. Press and hold the **WPS** button on the adapter for two seconds.



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

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

Join a Network Using the Standalone Driver

For Windows 10, 8 (or 8.1), and Windows 7, you can connect your adapter to a WiFi network using a built-in Windows configuration tool if you installed the adapter software or if you installed a standalone driver. For more information about how to connect using a built-in Windows configuration tool, see your computer's documentation.

Join a Hidden Network

A hidden network is a network that does not broadcast its SSID. If the network name is not displayed in the network list in the adapter software, 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.


After the adapter joins the network, it saves the network connection information to a Windows profile. Both the adapter software and the Windows configuration tool can use this profile. If the network information does not change, the next time that you launch the adapter software, the adapter connects automatically to the network that it joined previously.

Use the WPS Feature in the Windows Adapter Software to Join a Hidden Network

You can use the PWPS feature in the Windows adapter software to 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.
2. Click the  icon to launch NETGEAR A7000 genie.
The adapter software opens.
3. Click the **Join a Network** button.
The Join a Network page displays.
4. Click the arrow next to **Manually Connect to a network (for hidden networks)**.
5. Select the **Use WPS Push 'N' Connect** radio button.
6. Click the **Start** button.

A WPS instructions window opens.

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

The WPS LED blinks. (The **WPS** button also functions as the WPS LED.)

9. 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 page shows that the adapter is connected to the network and the genie status bar at the bottom of the page shows information about the network connection.

Use the Windows Adapter Software to Manually Join a Hidden Network

To manually set up a WiFi connection to a hidden network, you must know the network 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.

2. Click the  icon to launch NETGEAR A7000 genie.

The adapter software opens.

3. Click the **Join a Network** button.

The Join a Network page displays.

4. Click the arrow next to **Manually Connect to a network (for hidden networks)**.

5. Select the **Enter wireless information myself** radio button.

The page expands.

6. In the **Network Name (SSID)** field, enter 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).** Enter the WEP key in the **Key** field. 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).** Enter the WEP key in the **Key** field. 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).** Enter the network password or passphrase in the **Passphrase** field. The network passphrase is 8–63 characters in length or 64 hexadecimal digits.
- **WPA-PSK (AES).** Enter the network password or passphrase in the **Passphrase** field. The network passphrase is 8–63 characters in length or 64 hexadecimal digits.
- **WPA2-PSK (TKIP).** Enter the network password or passphrase in the **Passphrase** field. The network passphrase is 8–63 characters in length or 64 hexadecimal digits.
- **WPA2-PSK (AES).** Enter the network password or passphrase in the **Passphrase** field. 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. Click the **Connect** button.


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

Use the Mac Adapter Software to Join a Hidden Network Using WPS

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.
2. Click the  icon in your Mac's menu bar.
A list of WiFi networks in your area displays.
3. Select **WPS**.
The WPS window opens.
4. Open your router or access point web interface and enter your adapter's PIN number.
5. Return to the adapter software and click the **PIN** button.
The adapter joins the network, which can take a few minutes. Your settings are saved in a profile.

Use the Mac Adapter Software to Manually Join a Hidden Network

To manually set up a WiFi connection to a hidden network, you must know the network SSID, security type, and password 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.
2. Click the  icon in your Mac's menu bar.
A list of WiFi networks in your area displays.
3. Select **Join Other Network**.
The Join a Network page displays.
4. In the **Network Name** field, enter the network name (SSID).
5. From the **Security** menu, select the network's security type:
 - **None**. The network is not secure and does not require a key or passphrase.

- **Open_System WEP.** Enter the network password in the **Password** field.
 - **Shared_Key WEP.** Enter the network password in the **Password** field.
 - **WPA_PSK TKIP.** Enter the network password in the **Password** field.
 - **WPA_PSK AES.** Enter the network password in the **Password** field.
 - **WPA2_PSK TKIP.** Enter the network password in the **Password** field.
 - **WPA2_PSK AES.** Enter the network password in the **Password** field.
 - **WPA Enterprise TKIP.** Select an option from the **802.1x EAP** menu and enter the network user name and password in the fields.
 - **WPA Enterprise AES.** Select an option from the **802.1x EAP** menu and enter the network user name and password in the fields.
 - **WPA2 Enterprise TKIP.** Select an option from the **802.1x EAP** menu and enter the network user name and password in the fields.
 - **WPA2 Enterprise AES.** Select an option from the **802.1x EAP** menu and enter the network user name and password in the fields.
 - **802.1X WEP.** Select an option from the **802.1x EAP** menu and enter the network user name and password in the fields.
6. Click the **Join** button.

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

2 Monitor and Maintain the Adapter

2

This chapter includes the following sections:

- *View the Connection Status and Details*
- *View More Information About the Adapter and Network*
- *Get Diagnostic Information for the Adapter*
- *Update the Adapter Software*

View the Connection Status and Details

You can use the Windows adapter software to view the strength, status, and details of the connection between the adapter and the WiFi router and the status of the Internet connection.

You can also view the WiFi connection status from the adapter icon in your Windows system tray or Mac menu bar.

View Connection Status From Computer's System Tray or Menu Bar




You can view the WiFi connection status using the adapter icon that displays in your cWindows system tray or Mac menu bar. To view details about the WiFi connection, open the adapter software.

➤ **To view the connection status from your computer's system tray or menu bar:**

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.

After the adapter establishes a connection with a WiFi network, the color of the icon in the Windows system tray or Mac menu bar indicates the strength of the WiFi connection:


- **White.**  Strong connection
- **Yellow.**  Weak connection
- **Red.**  No connection

Note: If you remove the adapter, the adapter software is not available, and the icon does not display system tray. When you insert the adapter again, the icon returns to the system tray.

View Connection Status and Details From the Windows Adapter Software

You can use the Windows adapter software to view the strength, status, and details of the connection between the adapter and the WiFi router and the status of the Internet connection.

➤ **To view the connection status from the adapter software:**

1. Insert the adapter into a USB port on your computer.
2. Click the  icon to launch NETGEAR A7000 genie.

The adapter software opens.

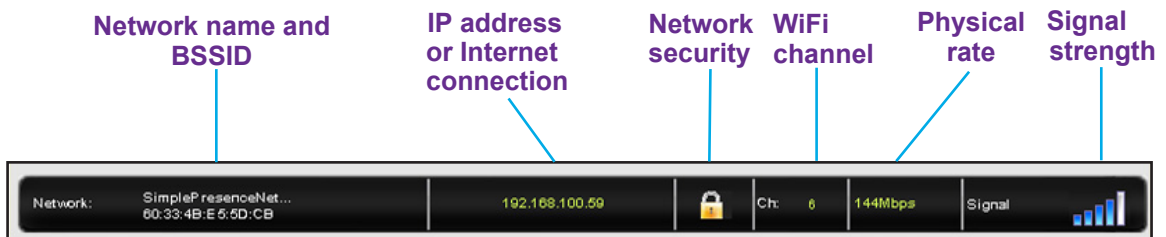
3. Click the **Home** button.

The Home page displays a graphical presentation 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 [Adapter Does Not Connect to a WiFi Network](#) on page 25.
- If the WiFi router cannot connect to the Internet, see [When I Connect the Adapter to a Network, I Cannot Access the Internet](#) on page 25.

The adapter's connection details show in the status bar that displays at the bottom of the adapter web interface.




The status bar shows the following connection details:

- **Network name and 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 use the Windows adapter software to 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. Click the  icon to launch NETGEAR A7000 genie.

The adapter software opens.

3. Click the **Other** button.

The Other page displays and 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 page) 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 use the Windows adapter software to 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. Click the  icon to launch NETGEAR A7000 genie.
The adapter software opens.
3. Click the **Other** button.
The Other page displays.
4. Click the **Get Info** button.
The System Status window opens.
The adapter software starts collecting system information, IP information, client driver and profile information, and site survey information.
5. 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.
6. Click the **Exit** button.

Update the Adapter Software

You can use the Windows adapter software to check for software updates and update 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 rejoin the network.

- **To check and update the adapter's software:**
1. Insert the adapter into a USB port on your computer.
 2. Click the  icon to launch NETGEAR A7000 genie.
The adapter software opens.
 3. Click the **Other** button.
The Other page displays.
 4. Click the **Check** button.
The Live Check window opens.
The adapter software checks for available software upgrades.
 5. If new software is found, click the **OK** button.

The adapter software is updated.

Troubleshooting and Frequently Asked Questions

3

This chapter covers the following topics:

- *Adapter WPS LED Does Not Light When the Button Is Pressed*
- *Adapter Icon Is Not in the Windows System Tray or Mac Menu Bar*
- *Adapter Does Not Connect to a WiFi Network*
- *When I Connect the Adapter to a Network, I Cannot Access the Internet*
- *When I Connect to the Network, I Cannot Access Shared Resources Such as Printers*
- *Adapter Lost Its IP Address*
- *How Can I Improve the Speed of My WiFi Connection?*

Adapter WPS LED Does Not Light When the Button Is Pressed

If the WPS LED does not light when you press the **WPS** button, try these troubleshooting tips:

- 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 in a different USB port on your computer if one is available.

Adapter Icon Is Not in the Windows System Tray or Mac Menu Bar

Check to make sure that your adapter is inserted in the USB port. If it is removed, the icon does not display. When you insert the adapter into the USB port, the icon returns to your desktop, Windows system tray, or Mac menu bar.

Adapter Does Not Connect to a WiFi Network

If you cannot connect the adapter to a selected WiFi network as described in [Join a WiFi Network](#) on page 11, try these troubleshooting tips:

- Make sure that your adapter is inserted securely into the USB port on your computer.
- If the network uses WiFi security, check 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 20 to find the MAC address for your adapter and provide it to your network administrator.

When I Connect the Adapter to a Network, I Cannot Access the Internet

If you can connect the adapter to a WiFi network but the network is not connected to the Internet, try these troubleshooting tips:

- Make sure that you are connected to the correct WiFi network. If you are, check to see if the router's or access point's Internet connection is working.
- 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.

When I Connect to the Network, I Cannot Access Shared Resources Such as Printers

Try these troubleshooting tips:

- Make sure that the router or access point is physically connected to the Ethernet network.
- Make sure that the IP addresses and the Windows networking settings are configured correctly.

Adapter Lost Its IP Address

The adapter might lose its IP address after you upgrade the adapter software but do not reboot your computer. Either restart your computer, or connect to a different router or access point.

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 adapter web interface (for more information, see [View the Connection Status and Details](#) on page 19). The following limits might apply:

- If the physical rate is limited to 54 Mbps, the adapter might be connected to an 802.11a, 802.11b, or 802.11g network. If you want a faster physical rate, connect to an 802.11ac or 802.11n network, if 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 3.0 or USB 2.0 port, the physical rate is limited to the 14 Mbps of the USB 1.1 legacy standard.

A 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 2. Factory default settings

Default Settings	
WiFi communication	Enabled
Country/region	United States (varies by region)
Operating mode	802.11ac, 802.11n, 802.11a, 802.11g, or 802.11b
Data rate	<ul style="list-style-type: none"> • Up to 1300 Mbps with a WiFi router or access point that supports 802.11ac • Up to 600 Mbps with a WiFi router or access point that supports 802.11n • Up to 54 Mbps with a WiFi router or access point that supports 802.11g • Up to 11 Mbps with a WiFi router or access point that supports 802.11b • Up to 54 Mbps with a WiFi router or access point that supports 802.11a

Technical Specifications

The following table provides technical specifications for the adapter.

Table 3. Technical specifications

Feature	Description
Antenna	Four dual-band dipole antennas
Standards	<ul style="list-style-type: none"> • 802.11ac • 802.11n • 802.11g • 802.11b • 802.11a
Radio data rate	Autosensing
Frequency	<ul style="list-style-type: none"> • 2.4 GHz to 2.5 GHz CCK and OFDM modulation • 5 GHz OFDM, 802.11n MCS0-15, and 802.11ac MCS0-9 coding scheme
Encryption	<ul style="list-style-type: none"> • WPA2-PSK [AES] • WPA-PSK [TKIP] • 40-bit (also called 64-bit) WEP data encryption • 128-bit WEP data encryption
Power	5V bus powered
Bus interface	USB 3.0, compatible with USB 2.0 and USB 1.1
Provided drivers	<ul style="list-style-type: none"> • Microsoft Windows 10 • Microsoft Windows 8.1 • Microsoft Windows 8 • Microsoft Windows 7 • Mac OS X 10.8.3 or later
Dimensions	119.9 x 46 x 22 mm (4.72 x 1.81 x 0.87 in.)
Weight	66.5 g (0.147 lb)
Operating temperature	0–40°C (32–104°F)
Emissions	FCC, CE, IC, AS/NZS