

# User's Guide

High Power Wireless-N Directional Dual Band USB Adapter UA2000

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### **INTRODUCTION**

Thank you for purchasing this Amped Wireless product. At Amped Wireless we strive to provide you with the highest quality products through innovation and advanced technology. We pride ourselves on delivering products that outperform the competition and go beyond your expectations. If you have any questions please feel free to contact us. We'd love to hear from you and thank you for your support!

Email: sales@ampedwireless.com

Call: 888-573-8830

Web: www.ampedwireless.com

#### **GETTING STARTED**

#### **Package Contents**

Check to make sure you have all the contents within your package:

- High Power Wireless-N Directional Dual Band USB Adapter
- Dual USB 2.0 Cable
- Setup CD (Driver, Software and User's Guide)
- Setup Guide

#### **Connectors and LED Indicators**

**Mini USB:** The included Dual USB 2.0 cable attaches to the Mini USB connector on the Adapter. The other end connects to USB ports on your PC. Do not attach the cable until after you have installed the software.

Activity LED: Blinks rapidly when wireless data traffic is passing through the High Power Adapter.

**WPS Button:** The Wi-Fi Protected Setup Button enables one touch setup of the High Power Adapter with compatible wireless routers.



## **SETUP GUIDE**

## Windows 7 and Vista Installation

a) Power on your PC and Insert the CD

Locate the Setup CD and insert it into your CD drive.

Do not insert the USB Adapter until after the software/driver has been fully installed.

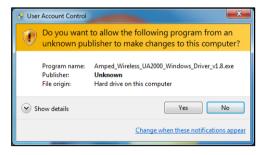


b) When the menu page appears click on Install Software to begin the installation process.

If the menu page does not appear, select Run Autoload.exe if prompted, or browse your CD drive and double-click the Autoload.exe file.



c) If prompted, click Yes to continue with the installation.



d) Amped Wireless Utility – License Agreement
 Read the End-User License Agreement and select Accept.
 Click Next to begin the installation.



e) Continue with the Installation Click Install to begin the installation.



f) Continue with the Installation



#### g) Complete the Installation

Once the installation has completed, click Finish If prompted to restart, please restart your PC at this time.



#### h) Plug in the High Power USB Adapter

Locate two available USB ports and insert the USB Adapter. Windows should automatically begin installing the driver for use with the USB Adapter. If only one USB port is available, insert the USB connector labeled Primary.

i) Connect to a Wireless Network

> Locate the Wireless Icon on your Windows desktop (located on the bottom right corner) and click it to open the Amped Wireless Utility.

From the Home Window (on right) click Scan to view available wireless networks.







#### j) Connect to a Wireless Network

Select your network from the list and click Connect, or Add to Profile, to have your PC automatically connect to this network when it is available.

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AP Information						
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#### k) Connect to a Wireless Network

If the network you are attempting to connect to has security enabled, you will need to enter the security key here. Under Network Key, enter the key and then confirm the key again and click OK.

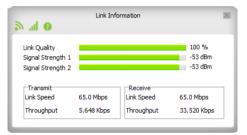
Profile Settings	Profile Settings
Authentication WPA2-PSK   Encryption AES	WPA Preshared Key Click Next to continue

#### I) Connect to a Wireless Network

Congratulations, you are now successfully connected to your wireless network. The Utility's Home Window (to the right) displays your connection details and link details.

The Link Info tab provides you with information regarding your current connection's signal strength.





m) Position the Directional Antenna
 To optimize the performance of your High
 Power USB Adapter, position the antenna
 towards the source of your wireless network.



## Windows XP and 2000 Installation

#### a) Power on your PC and Insert the CD

Locate the Setup CD and insert it into your CD drive.

Do not insert the USB Adapter until after the software/driver has been fully installed.



b) When the Menu page appears click on Install Software to begin the installation process.

If the Menu page does not appear, select Run Autoload.exe if prompted or browse your Cd drive and double-click the Autoload.exe file.



#### c) License Agreement

Read the End-User License Agreement and select Accept. Click Next to begin the installation.



#### d) Begin the Installation

Click Install to continue with the installation.



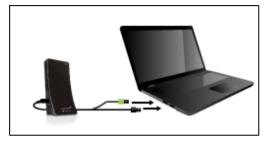
#### e) Complete the Installation

Once the installation has completed, click Finish If prompted to restart, please restart your PC at this time.



#### f) Insert the High Power USB Adapter

Locate two available USB ports and insert the USB Adapter. The Found New Hardware Wizard should appear. If only one USB port is available, insert the USB connector labeled Primary.



#### g) Found New Hardware

Windows will automatically find the High Power USB Adapter and begin installing the software.

#### h) Restart your Computer

After the installation has completed, a prompt will appear asking you to restart your computer. Select Yes to restart.

-v-	Ad New Hardware reless UA2000 High Power Wireless USB Adapter Vaur new hardware is installed but might not work proper until you reboot.	iv Y
System	Settings Change Windows has finished installing new devices. The software that supports your device requires that you restart your computer. You must restart your computer before the new settings will take effect. Do you want to restart your computer now?	

#### i) Connect to a Wireless Network

Locate the Wireless Icon on your Windows desktop (located on the bottom right corner) and click it to open the Amped Wireless Utility.

From the Home Window (on right) click Scan to view available wireless networks.





#### j) Connect to a Wireless Network

Select your network from the list and click Connect, or Add to Profile, to have your PC automatically connect to this network when it is available.

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AP Information						
SSID Amped	_Wireless	Aut	nentication	WPA-PS	к	

#### k) Connect to a Wireless Network

If the network you are attempting to connect to has security enabled, you will need to enter the security key here. Under Network Key, enter the key and then confirm the key again and click OK.

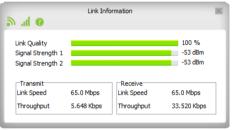
Profile Settings	Profile Settings
Authentication WPA2-PSK   Encryption AES	WPA Preshared Key Click Next to continue

#### I) Connect to a Wireless Network

Congratulations, you are now successfully connected to your wireless network. The Utility's Home Window (to the right) displays your connection details and link details.

The Link Info tab provides you with information regarding your current connections signal strength.





#### m) Position the Directional Antenna

To optimize the performance of your High Power USB Adapter, position the antenna towards the source of your wireless network.



#### Using the Amped Wireless Utility (Windows)

**Home Window:** The Home Window provides information regarding the current status of your High Power Adapter. If you are connected to a wireless network, it will display the wireless connection details as well as the IP address settings.



From the Home Window you can navigate to all functions of the Amped Wireless Utility by using the links on the top of the Window.

**Scan:** Displays the available networks within your range. Click the Refresh icon to rescan for networks or Add to Profile to save the network and connect automatically the next time the network comes in range. To simply connect to a wireless network, highlight the network and click Connect.

👌 🕁 Add to Profile	Connect						
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		11	ь	g	n 🔒	2%	
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1000	- W	11	ь	g	n (†	0%	
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	- 6	1	ь	g	n 🔒	2%	
AP Information							-

**Profile:** Save the settings and password to any wireless connection by using profiles. Profiles allow you to automatically connect to a saved wireless network whenever you are in range of the network. Profiles can be ranked in order of priority in the case where multiple networks are in the same vicinity.

WPS (WiFi Protected Setup): The WPS button on the Profile page can be accessed to use WPS one-touch setup. Follow the instructions after clicking the button to configure WPS using push button configuration or with a WPS Pin.

PROF1	Mmped_Wireless_Main		6-M	\$
Profile Inforr Profile Name SSID	PROF1 Authenticatio		!-₽SK	
	_	_		
• • •	Profile List			×
PROF1	🗹 📝 👔 💽 Connect	<b>6</b>	4	M
	K R Amped_Wireless_Main	ę.	\$	×
PROF1	K R Amped_Wireless_Main		4	

Profile Settings	Profile Settings
0 %	WPS Method @ Push-Button Configuration(PBC) C PIN / numeric code WPS Version 2.0
Start PBC	WPS AP List Amped_Wreless



**Link Info:** Displays details regarding your current connection's status, signal strength quality and data traffic statistics.

Link Information	Link Information 🛛	Link Information 🛛 🕅
Link Quality     100 %       Signal Strength 1     -53 dBm       Signal Strength 2     -53 dBm       Transmit     -53 dBm       Link Speed     65.0 Mbps       Throughput     5.648 Kbps	Status Amped_Wireless_Main <> 00-00-00-00-00-00 Extra Info Linkis Up [Tx Power:100%] Authentication WPA2-PSK Encryption AES Network Type Infrastructure Central Channel 9	Transmit C Receive Transmitted Successfully = 3160 Retransmitted Successfully = 632 Fail To Receive ACK After All Retries = 10

**Advanced:** Provides options for adjusting the High Power USB Adapter's wireless mode settings, such as the frequency band and operating channels. It is recommended that only advanced users adjust the settings in this menu if necessary.

•												
	Wireless Mode	2.4	GHz	+ 5	GH:	•						
ſ	Select Your Cour	ntry's	Reg	gion (	Code							
	2.4 GHz	0: 0	CH1-	11		•						
	5 GHz	7:	СН	36,	40,	44,	48,	52,	56,	60,	64, 🔻	1
L												_
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## **Mac OS X Installation**

(For OS X 10.4, 10.5, 10.6 and 10.7)

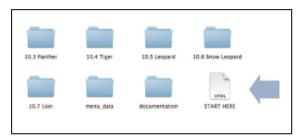
a) Power on your Mac computer and Insert the Setup CD

Do not insert the USB Adapter until after the software/driver has been fully installed.

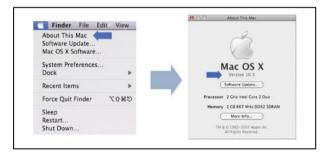


#### b) Access the Menu Page

From the autoload folder, click START HERE to open the CD Menu. If the CD menu does not load, browse the CD to find the Install Software file for your Mac's operating system.



c) Find your Operating System Version Click on the Apple Icon (upper-left corner). Select About this Mac and note the Mac OS X version.



 CD Menu: Select your Operating System
 From the CD Menu, find the OS X version and processor that matches your Mac and select it to begin installing the software.



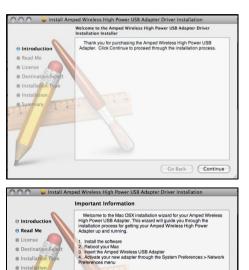
#### e) Find the Folder on the Setup CD

Open your OS X version folder and then click the Installation file to begin the installation.



#### f) Begin the Installation

Click Continue to begin the installation.



If you have previously installed another USB Adapter form Amped

Wrieless or any other 3 rd party manufacturer, please uninstall it now before installing this software. To uninstall an Amped Wrieless USB Adapter you will need to locate the original CD or go online to www.ampedwrieless.com and visit our support page to download the Mac OSX software pertaining to your adapter. Once you have download der orgened the software you will need to open the file:

Go Back Continue

Uninstall command

Print... Save...

Summary

#### g) Continue the Installation

Click Continue to proceed with the installation.

#### h) Select your Installation Language

Select the language that you wish to continue the installation in and click Continue.



#### i) Continue the Installation

Click Agree to accept the software license agreement and proceed with the installation.

Note: If prompted, select the hard drive that you wish to install the software on and click Continue to proceed.



#### j) Continue the Installation

Click Install to proceed with the installation.



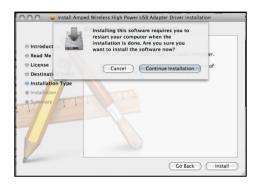
#### k) Enter your Password

If prompted, enter your password to allow the setup process to install the necessary files on your Mac.



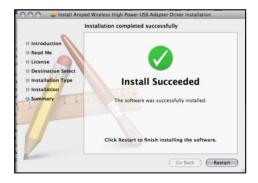
#### I) Continue the Installation

The installation wizard will notify you that a restart of your Mac is necessary after the installation completes. Click Continue Installation to proceed with the installation.



#### m) Restart your Computer

When the software has finished installing, you will be prompted to restart your Mac. Click Restart to reboot your computer.



#### n) Turn off your Airport Card

After the computer reboots, disable any AirPort cards that may be installed on your Mac by selecting the wireless icon (upper-right corner) and select Turn AirPort Off. If you do not have an Airport Card, continue to the next step.



#### o) Insert the High Power USB Adapter

Once all Airport Cards have been disabled you may insert the High Power USB Adapter into your USB port. Locate two available USB ports and connect the adapter to your computer. If only one USB port is available, only insert the USB connector labeled Primary.



#### p) Activate the USB Adapter

You may be prompted to activate your USB Adapter in Network Preferences (below).



If not, select the Apple Button (upper left corner) and select System Preferences from the drop-down list. From there, select Network.



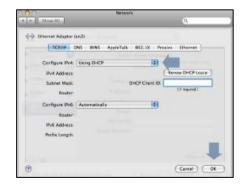
q) Activate the USB Adapter

For OS X 10.4 Tiger and 10.5 Leopard ONLY: (For OS X 10.6 and 10.7 see next page)

Select Ethernet Adapter (en#) and click Advanced.



In the Advanced Menu, check that the adapter is Using DHCP and then click OK.



For OS X 10.6 Snow Leopard and 10.7 Lion ONLY: Select Amped Adapter and Click Apply.



Once your USB Adapter has been activated, the Amped Wireless Utility should automatically load. Select the Site Survey tab to view nearby networks.

Highlight the wireless network that you wish to connect to and click Connect or Add to Profile (Automatically connects to the network when the network is available) to join the network.



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	Profile	Link Status	Site Survey	Statis	tics	Advano	ed WPS	Abo	ut			
			A	P List								
	SSID BSSID Signal Channel Authe Encr Network											
	Amped_\	Wireless_Main	00-26-88-58	-66-C	100	9	WPA-PSK	AES	Infrastru			
_												
				_								
Disc	onnected!!				RESCAN		ONNECT		PROFILE			
DISC	onnected!!				RESCAN		UNNECT	ADI	PROFILE			

#### s) Connect to a Wireless Network

If the network you are attempting to connect to has security enabled, you will need to enter the security key here. Under Network Key, enter the key and click OK.

	Authentication Type	WPA2-PSK	
	Encryption Type	AES	
	WPA Pre-Shared Key		
WEP SETTING			 _
⊙ Key #1	Hexadecimal		
○ Key #2	Hexadecimal		
○ Key #3	Hexadecimal		
○ Key #4	Hexadecimal		
		CANCEL	

#### t) Connect to a Wireless Network

Congratulations, you are now successfully connected to your wireless network. The Link Status tab will show your connection status and connection quality.



You can access the Amped Wireless Utility at any time by selecting the icon on from the OS X toolbar.

Profile Link Statu	Site Survey	Statistics	Advanced WP	5 About			
Status	Amped_Wireless_Main <> 00-26-88-58-66-CC						
Current Channel	9 <> 2452 M	Hz (Central C	hannel:9)				
Link Speed (Mbps)	TX	72.0	R	65.0			
Throughput (Kbps)	Тя	2.0	R	22.0			
Link Quality	Good 100%			🗍 d8m format			
Signal Strength 1	Good 100%						
	Good 100N						
Signal Strength 2							
AT Info							
BW: 20MHz GI: short	MCS: 7						

Position the Directional Antenna towards the source of your wireless network for optimal performance.



#### Using the Amped Wireless Utility (Mac)

**Profile:** Save the settings and password to any wireless connection by using profiles. Profiles allow you to automatically connect to a saved wireless network whenever you are in range of the network. Profiles can be ranked in order of priority in the case where multiple networks are in the same vicinity.

Link Status: The Link Status tab provides information regarding the current status of your High Power Adapter. If you are connected to a wireless network, it will display the connection details, security type and signal strength of your current connection.

Profile	Link Status Site	Survey St	atistics	Advan	nced	WPS	About	)—
		Profile	jst					
Profile	SSID	Channe	Auther	tication	Encry	ption	Network 1	Type
			ADD	ED	m )	DEL	TE A	CTIV

Profile	Link Status	Site Survey	Statistics	Advanced	WPS	About
F Status	7	Amped_Wireles:	_Main <>	00-26-88-5B	-66-C	c
Current Cha	nnel	9 <> 2452 M	Hz (Central C	hannel:9)	_	
Link Speed (	Mbps)	тх	72.0		RX	65.0
Throughput (Kbps)		тя 2.0	Rx	22.0		
Link Quality	G	ood 100%			_	dBm forma
Signal Stren	c	ood 100%				
Signal Strength 2		ood 100%				
HT Info						
BW: 20MHz	GI: short M	CS: 7				

**Site Survey:** Displays all the available wireless networks within range of the High Power Adapter. To connect, select the wireless network and click Connect. Or save the network to a profile so that the connection is automatically established when the High Power Adapter is in range of the wireless network. The available network display also provides detailed information regarding each network, including the security or encryption type, network name (SSID) and other additional information.

**Statistics:** View detailed information regarding the data traffic going in and out of the High Power USB Adapter.

	Profile	Link Status	Cia - C	6 mm					
	Profile	Link Status	Site Survey	Stati	stics	Advanc	ed WPS	Abo	
			A	VP List -					
		SSID	BSSID			Channel	Authe	Encr	Network T
	Amped_	Wireless_Main	00-26-88-58	-66-C			WPA-PSK		
-									
-									
-									
-									
Disc	onnected!!				RESCAN		ONNECT		PROFILE
Disc	onnected!!				RESCAN		UNNECT	ADD	PROFILE

Profile	Link Status	Site Survey	Statistics	Advanced	WPS	About
- Transmit	Statistics					
Frames Tr	-		6293			
Frames Tra	-		5284			
Frames Tra	-		1009			
Frames Fa	I To Receive ACK A	fter All Retries		-		0
RTS Frame	-		0			
RTS Frame	is Fail To Receive C	TS		-		0
- Receive S	tatistics					
Frames Re	ceived Successfully			-		16696
Frames Re	ceived With CRC Er	ror		-		448
Frames Dr	opped Due To Out-	of-Resource		-		0
Duplicate	Frames Received			-		2
						T COUNTERS

**Advanced:** Configure advanced wireless settings for your High Power Adapter. It is recommended that only experienced wireless network technicians adjust these settings.

Turn Radio Off: If you wish to disable your wireless connection for any reason, you may select this button to disable the wireless radio on the High Power Adapter.

(			-			
Profile	Link Status	Site Survey	Statistics	Advanced	WPS	About
Wireless Mode		2.4+5G				
TX F	late	Auto	:			
□ E	nable TX Burst					
	nable PSP XLink					
Sele	ect Your Country Re	gion Code				
	.4G >> 0:1	СН1-11				
2	5G >> 0:0	CH 36, 40, 44, ·	48, 52, 56,			
-						
-						
Radio Switch						APPLY

**WPS:** Wi-Fi Protected Setup (also known as one touch setup or push button configuration) allows for an alternative method to connect to a wireless network. The Amped Wireless Utility supports PIN code connection and PBC (Push Button Configuration). Scan for WPS compatible wireless networks and follow the directions to use WPS to connect.



## **TECHNICAL SPECIFICATIONS**

Wireless Standard: 802.11a/b/g/n Frequency Band: 2.4/5.0 GHz Wireless Speed: 2.4GHz: 300Mbps Rx/Tx 5.0GHz: 300Mbps Rx/Tx Amplifier: Low Noise Amplifiers Dual Band Power Amplifiers Wireless Sensitivity: -94dBm Wireless Output Power: Up to 26 dBm Antennas: High Gain Directional Dual Band, Dual Polarity Antenna Warranty: 1 Year

Setup Requirements:

- Available Wireless 2.4GHz or 5.0GHz 802.11a/b/g/n Network
- Windows<sup>®</sup> 2000, XP (32/64 bit), Vista (32/64 bit), or 7 (32/64 bit)
- Mac OS X 10.4, 10.5, 10.6, 10.7
- 100 MB of free disk space
- CD/DVD drive
- 1 Available USB 2.0 Port (2 for boosted performance)

Note: Do not use the clip on human body, This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

## **TROUBLESHOOTING AND SUPPORT INFORMATION**

We are here to help. If you have any issues with your High Power Wireless USB Adapter please contact us.

To contact Amped Wireless Technical Support use one of the following methods:

Phone: 888-573-8820

Email: techsupport@ampedwireless.com

Web: www.ampedwireless.com/support

## Troubleshooting

The tips in this guide are listed in order of relevance. Try solution (a) before trying solution, (b) etc.

## I cannot get the CD menu page to appear in Windows.

- a. Insert the CD into your CD drive (or DVD) and click on Start, then My Computer. Find your CD or DVD drive and right click it, select explore or open. Find the autoload.exe file and double click it to access the CD menu.
- b. Check to see that your CD-drive is working correctly by inserting another disk first then retry the Amped Wireless installation disk.

#### I cannot get the CD menu page to appear in Mac OS X.

- a. Insert the CD into your CD drive (or DVD) and click on the CD icon that appears on your desktop (normally on the upper right corner). Find the file titled START HERE and click it. The menu should appear.
- b. Check to see that your CD-drive is working correctly by inserting another disk first then retry the Amped Wireless installation disk.

#### No networks appear in the scan results.

- a. The wireless adapter may not be positioned optimally. The directional antenna on the wireless adapter should be pointed towards the wireless source. Double check that the antenna is positioned optimally and try again.
- b. Verify that the adapter is firmly inserted into your USB drive and try to scan for networks again.
- c. Check to see that the wireless network you are connecting to is functioning correctly. If possible, locate your wireless router and see that the wireless LED is blinking correctly. If not, check the connection and configuration of your wireless router.
- d. (Mac Solution) You may need to activate your wireless adapter. Click the Apple icon, select System Preferences, then click on Network. Highlight the adapter titled Ethernet Adaptor (en#) for OS X 10.5 and below and click Advanced, then click Apply. For OS X 10.6 and 10.7 select the adapter titled Amped Adapter and click Apply. Try to scan for networks again.
- e. (Windows Solution) The wireless adapter may be disabled. Go to the Start menu, select Control Panel. Then select Device Manager and locate the Amped Wireless adapter under the Network Adapters category. Right click the Amped Wireless adapter and check to see if it is disabled. If disabled, enable the adapter and try to scan for networks again. If there is a problem with the driver, it will also be displayed here. Check solution (f) to solve this issue.

f. Uninstall the software by clicking Start, then select Control Panel, then select Programs. Find the Amped Wireless program and uninstall it. Once fully uninstalled, remove the adapter from your USB port, reinstall the Amped Wireless software using the supplied instructions and try again.

#### I am uncertain whether the adapter is connected to a 2.4GHz or 5.0GHz network.

a. The adapter will scan and detect both 2.4GHz and 5.0GHz networks. Each network will have its own identification name (SSID). To connect to a 2.4 or 5.0GHz network, simply select the SSID of the network with the desired frequency. The adapter will automatically operate on the frequency of the chosen network.

#### I only want the adapter to connect to either 2.4 or 5.0GHz networks

a. The adapter can be configured to work only with the 2.4GHz frequency or the 5.0GHz frequency. To adjust this setting, go the Amped Wireless Utility and click the Advanced tab. Adjust the Operational Mode to either 2.4GHz B+G+N or 5.0GHz A+N.

#### The Activity LED does not come on and nothing happens when the adapter is plugged in.

a. If the LED is not on, this means the adapter does not have power or is installed incorrectly. Verify that the adapter is firmly inserted into your USB drive and try to scan for networks again.

- b. Unplug the USB adapter from the USB port and plug it back in firmly. Re-scan for wireless networks.
- c. (Mac Solution) You may need to activate your wireless adapter. Click the Apple icon, select System Preferences, then click on Network. Highlight the adapter titled Ethernet Adaptor (en#) for OS X 10.5 and below and click Advanced, then click Apply. For OS X 10.6 and 10.7 select the adapter titled Amped Adapter and click Apply. Try to scan for networks again.
- d. (Windows Solution) The wireless adapter may be disabled. Go to the Start menu, select Control Panel. Then select Device Manager and locate the Amped Wireless adapter under the Network Adapters category. Right click the Amped Wireless adapter and check to see if it is disabled. If disabled, enable the adapter and try to scan for networks again. If there is a problem with the driver, it will also be displayed here. Check solution (e) to solve this issue.
- e. Uninstall the software by clicking Start, then select Control Panel, then select Programs. Find the Amped Wireless program and uninstall it. Once fully uninstalled, remove the adapter from your USB port, reinstall the Amped Wireless software using the supplied instructions and try again.

#### The Activity LED is blinking but I cannot access the Internet.

a. You may have a mismatch in your SSID or your wireless security key. Double check the security key that you are using for your current wireless connection. Double check that the name of the SSID is the correct name of the network you are trying to connect to.

- b. You may have an incorrect IP address assignment.
  - For Windows XP and 2000: Open the Amped Wireless Utility and go to the General tab. Click Renew IP.
  - For Windows 7 and Vista: Open the Windows wireless utility by clicking the wireless icon on the bottom right corner. Right click the wireless network that you are connected to and click Status. Click diagnose to allow Windows to reset your connection.
  - For Mac OS X: Open the Amped Wireless Utility and disconnect from your current network. Wait a few moments and connect again. If this does not work, unplug the USB adapter from your Mac and plug it back in. Connect to your network again and check your Internet connection.
- c. The wireless router that you are connecting to may have lost its internet connection. If possible, check the connection between your router and the ISP.

### The connection seems slow or the utility states a slow connection (54Mbps or lower).

- a. The adapter may not be positioned optimally. Reorient the adapter so that the face of the adapter is towards the wireless source. Check your signal strength again. Wireless signal strength degrades as you move further away from the wireless router.
- b. The wireless router you are connected to may not support 802.11n speeds. Check the speed of your wireless router. Make sure it is an 802.11n router.

- c. The wireless router may not be configured for full 802.11n speeds. Check the current wireless settings on your router to ensure that it is in 802.11n mode.
- d. The wireless channel you are using may be congested. Change the wireless channel of the router and reconnect to the network.
- e. There may be many wireless users on your network. Check that your wireless network is not congested with wireless users.
- f. Users on your wireless network may be utilizing the available bandwidth. Other users may be using data intensive applications such as media streaming, downloading large files and gaming. Change to a 5.0GHz network if available.
- g. If you have an original wireless adapter or Ethernet adapter that may be causing problems with your wireless connection or making your wireless connection slow. To disable it:
  - Windows: Click Start, then Control Panel, then Device Manager. Under Network Adapters locate your original wireless or wired adapter (not the Amped Wireless adapter). Right click the adapter and select disable.
  - Mac: Click on the wireless icon in the top right corner of your desktop. Select Turn Airport Off.

### The wireless signal strength is poor.

- a. The adapter may not be positioned optimally. Reorient the adapter so that the face of the adapter is towards the wireless source. Check your signal strength again. Wireless signal strength degrades as you move further away from the wireless router.
- b. Your wireless environment, home or office may have objects that cause wireless interference. Obstructions such as walls, metal appliances, microwaves among other things may cause wireless signal strength to degrade. Try to use the wireless adapter and your wireless router away from these objects.
- c. The channel of your wireless network may be congested. Change the channel of your wireless network by configuring the settings on your wireless router.
- d. If you have an original wireless adapter or Ethernet adapter that may be causing problems with your wireless connection or making your wireless connection slow. To disable it:
  - Windows: Click Start, then Control Panel, then Device Manager. Under Network Adapters locate your original wireless or wired adapter (not the Amped Wireless adapter). Right click the adapter and select disable.
  - Mac: Click on the wireless icon in the top right corner of your desktop. Select Turn Airport Off.

### The Windows wireless utility states that my wireless connection has "limited connectivity."

- a. You may have an incorrect IP address assignment.
  - For Windows XP and 2000: Open the Amped Wireless Utility and go to the General tab. Click Renew IP.
  - For Windows 7 and Vista: Open the Windows wireless utility by clicking the wireless icon on the bottom right corner. Right click the wireless network that you are connected to and click Status. Click diagnose to allow Windows to reset your connection

# I have connection problems or unstable wireless performance and I have a built in wireless adapter or an Ethernet adapter on my computer.

- a. If you feel that your original wireless adapter or Ethernet adapter is causing problems with your wireless connection or making your wireless connection slow you may need to disable your original adapter.
  - Windows: Click Start, then Control Panel, then Device Manager. Under Network Adapters locate your original wireless or wired adapter (not the Amped Wireless adapter). Right click the adapter and select disable.
  - Mac: Click on the wireless icon in the top right corner of your desktop. Select Turn Airport Off.

## Wi-Fi Protected Setup (WPS) is not working. Push button configuration does not detect the connection.

a. The wireless adapter supports WPS connections however some companies may use proprietary code for their own push button configurations. Try connecting using the Windows wireless utility or Mac wireless utility instead.

## WARRANTY AND REGULATORY INFORMATION

#### The Amped Wireless (A division of Newo Corporation, Inc.) Limited Warranty

**Warranty Period:** The Amped Wireless Limited Warranty is for one (1) year from the date of purchase for new products. Refurbished products carry the Limited Warranty for thirty (30) days after the date of purchase.

**Guarantee:** Amped Wireless warrants to the original purchaser that the hardware of this Amped Wireless product shall be free of defects in design, assembly, material, or workmanship.

**Conditions:** The Amped Wireless Limited Warranty is for repair or replacement only at the sole discretion of Amped Wireless. Amped Wireless does not issue any refunds for purchased product. In the event that Amped Wireless is unable to repair or replace a product (i.e. discontinued product), Amped Wireless will offer a credit toward the purchase of a similar product of equal or lesser value direct from Amped Wireless. Any repaired or replacement products will be warranted for the remainder of the original Warranty Period or thirty (30) days, whichever is longer. Amped Wireless reserves the right to discontinue any of its products without notice, and disclaims any limited warranty to repair or replace any such discontinued product. Amped Wireless reserves the right to revise or make changes to this product, its documentation, packaging, specifications, hardware, and software without notice. If any portion of the Amped Wireless Limited Warranty is found to be

unenforceable, its remaining provisions shall remain in effect. All costs of shipping the product to Amped Wireless shall be borne solely by the purchaser.

Limitations: IN NO EVENT SHALL AMPED WIRELESS' (NEWO CORPORATION'S) LIABILITY EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT FROM DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCT, ITS ACCOMPANYING SOFTWARE, ACCESSORIES OR ITS DOCUMENTATION. The Amped Wireless Limited Warranty does not apply if: (a) the product assembly has been opened or damaged, (b) the product or its software or firmware has been altered or modified, (c) the product has not been used and installed in accordance to Amped Wireless' instructions, (d) the product has been subjected to misuse, or negligence. Amped Wireless does not guarantee the continued availability of a third party's service for which this product's use or operation may require. The Amped Wireless Limited Warranty does not protect against acts of God, vandalism, theft, normal wear and tear, obsolescence and environmental damages such as, but not limited to, weather and electrical disturbances. The Amped Wireless Limited Warranty is the sole warranty for this product. There are no other warranties, expressed or, except required by law, implied, including the implied warranty or condition of quality, performance merchantability, or fitness for any particular purpose.

How to Claim Warranty: In the event that you have a problem with this product, please go to <u>www.ampedwireless.com/support</u> to find help on solving your problem. In the event that you cannot and

need to file a warranty claim, please call Amped Wireless' Customer Service or visit <u>www.ampedwirleess.com/support</u> to fill out a Return Authorization (RMA) form and obtain a Return Authorization (RMA) number. A dated proof of original purchase and the RMA number is required to process warranty claims. You are responsible for properly packaging and shipping the product at your cost and risk to Amped Wireless. The bearer of cost related to shipping repaired or replaced product back to the purchaser will be at the sole discretion of Amped Wireless and determined based on the details of each RMA case. Customers outside of the United States of America are responsible for all shipping and handling costs including custom duties, taxes and all other related charges.

**Technical Support:** The Amped Wireless Limited Warranty is not related to the terms, conditions and policies of Amped Wireless' Technical Support offerings. For questions regarding support, please contact <u>techsupport@ampedwireless.com</u>.

## **Regulatory Information**

**FCC Statement and Declaration:** Amped Wireless declares that this device complies with Part 15 of the FCC Rules and Regulations. Operation of this device is subject to the following two (2) conditions:

- (1) This device may not cause harmful interference
- (2) This device must accept any interference received, including interference that may cause undesired operation.

**FCC Notice:** 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 and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and the receiver.
- Connect the equipment to 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 and Safety Notices:** Any changes or modifications (including the antennas) made to this device that are not expressly approved by the manufacturer may void the user's authority to operate the equipment. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter. Avoid use of this product near water or during an electrical storm as there may be a remote risk of electrical shock from lighting. This product may contain lead, known to the State of California to cause cancer, and birth defects or other reproductive harm. Wash hands after handling. This device must always be used with a Listed Computer or device.

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

Exposure to Radio Frequency Radiation.

The device shall be used in such a manner that the potential for human contact normal operation is minimized. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

This Class B digital apparatus complies with Canadian ICES-003.

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

(1) This device may not cause interference, and

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

The device for the band 5150-5250 MHz is only for indoor usage to reduce potential for harmful interference to co-channel mobile satellite systems.

This device has been designed to operate with the antennas listed below, and having a maximum gain of [4] dB(for 2.4GHz band), [6]dB(for 5GHz band). Antennas not included in this list or having a gain greater than [4] dB(for 2.4GHz band), [6]dB(for 5GHz band) are strictly prohibited for use with this device. The required antenna impedance is [50] ohms. 802.11b/g/n Antenna Type: PCB Antenna Antenna Gain: 4dBi 802.11a/an Antenna Type: PCB Antenna Antenna Gain: 6dBi

IC Radiation Exposure Statement

This equipment complies with IC RSS-102 radiation exposure limit set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Cet appareil numérique de la classe [\*] est conforme à la norme NMB-003 du Canada.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes:

(1) l'appareil ne doit pas produire de brouillage, et

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le

brouillage est susceptible d'en compromettre le fonctionnement.

les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.



tech support 888-573-8820 e-mail techsupport@ampedwireless.com web www.ampedwireless.com

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