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Troubleshooting	 	

1. Before You Start



- · Multi-Language Quick Installation Guide
- · CD-ROM (Utility and User's Guide)
- · Power Adapter (12V DC, 0.5A)
- · Network Cable (0.6m / 2ft.)

System Requirements

- Web Browser: Internet Explorer (6 or higher), Firefox 2.0 or higher, Opera, Chrome, Safari
- A computer with a network adapter or wireless adapter properly installed
- A router with an available network LAN port
- An available DHCP Server routers usually have a built-in DHCP server

2. Hardware Installation

Note:

- 1. Locate an optimum location for the Access Point. The best place for the Access Point is usually at the center of your wireless network.
- 2. Disable any anti-virus and firewall programs before starting hardware installation.

For Windows Users









Note:

- 1. To protect your network from any unauthorized access it is recommended to enable wireless encryption.
- 2. The example below is for WPA2-PSK (AES) security. If you select WPA-PSK or WPA2-PSK, make sure your wireless adapters support WPA or WPA2. If your wireless adapters do not support WPA or WPA2, then select WEP.
- 3. WEP encryption only supports 802.11b/g speed of up to 54Mbps.
- 4. Once encryption is enabled on the router, each wireless computer and device must be configured with the same encryption key.
 - 16. Select the desired WPA mode, enter characters for your Pre-Shared key and then click Next. For WPA-PSK or WPA2-PSK, the Pre-Shared Key must be between 8 and 63 ASCII or 64 HEX characters. Make sure to copy down the Pre-Shared Key. You will need the Pre-Shared Key when you configure your wireless adapter(s).







Note: To connect a wireless computer to the TEW-638APB, please refer to the first question in the troubleshooting section.

Your Installation is complete

For detailed information regarding the **TEW-638APB**'s configuration and advanced settings, please refer to the Troubleshooting section, User's Guide on the Utility CD-ROM, or TRENDnet's website at <u>http://www.trendnet.com</u>.

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1. All the settings are correct, but I can not make a wireless connection to the Access Point.

- 1. Double check that the wireless LED on the Access Point is lit.
- 2. Power cycle the Access Point. Unplug the power to the Access Point. Wait 15 seconds, then plug the power back in.
- 3. Contact the manufacturer of your wireless network adapter. Make sure the wireless network adapter is configured with the proper SSID. The default SSID of the Access Point is **TRENDnet638**. If you have enabled any encryption on the Access Point, make sure to configure the wireless network adapter with the same Pre-shared key.

2. I have a wireless adapter that supports WiFi Protected Setup (WPS) push button setup. How do I setup WPS between the TEW-638APB and my wireless adapter?

- 1. Press on the WPS button on the front of the TEW-638APB for 10 seconds.
- 2. Refer to your wireless adapters for instructions on setting up WPS.

3. I inserted the Utility CD-ROM into my computer's CD-ROM Drive but the installation menu does not appear automatically. What should I do

- For Windows 7, if the installation menu does not appear automatically, click on the Windows Icon on the bottom left hand corner of the screen,, click the "Search programs and files" box, and type D:\autorun.exe, where "D" in "D:\autorun.exe" is the letter assigned to your CD-ROM Drive, and then press the ENTER key on your keyboard
- 2. For Windows Vista, if the installation menu does not appear automatically, click on the Windows Icon on the bottom left hand corner of the screen, click on the "Start Searc"h box, and type D:\autorun.exe, where "D" in "D:\autorun.exe" is the letter assigned to your CD-ROM Drive, and then press the ENTER key on your keyboard.
- 3. For Windows XP/2000 if the window does not appear automatically, click Start, click Run and type D:\autorun.exe where "D" in "D:\autorun.exe" is the letter assigned to your CD-ROM Drive, and then press the ENTER key on your keyboard.

4. I do not have a DHCP server or DHCP is disabled on my network and I am unable to configure the TEW-638APB. What should I do?

- 1. Go to the TCP/IP settings on your computer and assign a static IP address on your computer's network adapter in the subnet of 192.168.10.x. Since the default IP address of the TEW-638APB is 192.168.10.100, do not assign a static IP address of 192.168.10.100 on your computer's network adapter.
- 2. Open Internet Explorer and enter http://192.168.10.100 into the address bar.

5. I followed the Quick Installation Guide and setup a new password. When I log in to the browser configuration an access error message appears. What should I do?

If the password was changed and you don't remember it, you need to reset the TEW-638APB. To reset the TEW-638APB, power up the unit and wait 30 seconds for the unit to boot up. Then take a pin or paper clip and press the reset button for 15 seconds, then let go. The reset button is located on the bottom of the TEW-638APB. Please note that performing a reset on the TEW-638APB will erase all settings applied and will revert back to default settings. The default user name is admin and the default password is admin. When you log in to the browser configuration for the first time, make sure to enter admin for user name. Do not leave the user name field blank.

6. How do I configure AP Client mode on the TEW-638APB?

Please refer to the User Guide. The User Guide is on the provided CD-ROM.

If you still encounter problems or have any questions regarding the **TEW-638APB**, please contact TRENDnet's Technical Support Department.

LED/Button	Color	Sequence	Definition	
PWR (Power) LED	Green	Solid	Device is on	
	N/A	Off	Device is off	
Network Port Link/Act LEDs	Green	Solid	LAN port connected at 10/20 Mbps or 100/200Mbps (Half/Full Duplex)	
		Blinking	LAN port data transmitting/receiving 10/20Mbps or 100/200Mbps (Half/Full Duplex)	
	N/A	Off	LAN port is disconnected/No Ethernet Link	
Wireless LED	Green	Blinking	Wireless LAN is on or enabled/Wireless data transmission	
	N/A	Off	Wireless LAN is off or disabled	
WPS LED	Green	Solid	WPS authentication process complete	
		Blinking	WPS authentication in process	
	N/A	Off	WPS is not activated or disabled	
Power Switch (EU Version only)	N/A	N/A	Turns on/off power to the TEW-638APB	
Reset Button	N/A	N/A	Hold 10 seconds to reset device to factory defaults.	
WPS Button	N/A	N/A	Hold 10 seconds to activate WPS	

If you still encounter problems or have any questions regarding the **TEW-638APB**, please contact TRENDnet's Technical Support Department.

Declaration of Conformity



Company Information:

Company Name: TRENDnet, Inc.

Company Address: 20675 Manhattan Place Torrance, CA 90501 USA

Product Information:

Product Description: 300Mbps Wireless N Access Point

Model Number: TEW-638APB

Brand name: TRENDnet

Technical Standards:

EN 300 328 V1.7.1: 10-2006 EN 301 489-1 V1.8.1: 04-2008 EN 301 489-17 V2.1.1: 05-2009 EN 62311:2008 EN 60950-1:2006+A11: 2009

Declaration:

The product is herewith confirmed to comply with the requirements of Directive 1999/5/FC of the Council (European Parliament) on the radio and telecommunications terminal equipment and Energy-related products Directive 2009/125/FC.

I hereby declare that the products and devices mentioned above are consistent with the standards and provisions of the guidelines.

Sonny Su

Full Name

April 20, 2011

Date

Director of Technology

Position / Title

Signatu

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