

TROUBLESHOOTING GUIDE

1. I cannot connect to the network with the SMC wireless adapter.

- Check if other wireless computers in your home/office are able to connect to the network. If none of the wireless computers is able to connect, **power cycle** the wireless modem (Cable/DSL) / router/ access point and try connecting again.

Power cycle: Unplug the power cable from the wireless modem/router/access point. Wait for 10-15 seconds then power on your modem/router/ access point.

- If you only have one wireless computer in the network, or if other wireless computers in your network are able to connect, try the following steps:

- Start the SMC Utility. Scan the wireless network and reconnect. (Refer to step 4 - 7 in the front page)

If the SMC utility displays available wireless networks but you cannot connect, make sure you have entered the correct encryption (security) type and password. The password is case-sensitive.

If the SMC utility does not scan the wireless network:

- Unplug the adapter and plug it into a different USB port. Rescan the wireless network.

- If you have a laptop, try moving closer to the wireless modem/router/access point and rescan the wireless network.

- If you are still not able to connect, disable the SMC utility from the startup menu and try the following steps:

1. Click on **"Run"** in the startup menu and enter **"services.msc"**; click on **"OK"**

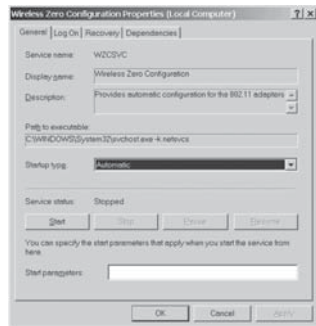
2. In the Services Window, right-click on **"Windows Zero Configuration"** Service and click **"Properties"**

3. In the Windows Zero Configuration Properties window, make sure that the Startup Type is set to **"Automatic"** and click on the **"Start"** button.

Note:

- If the **"Start"** button is disabled (grayed-out), click **"Stop"** and then **"Start"**

- If the Startup Type is set to **"Disabled"** or **"Manual,"** change that to **"Automatic"** and click **"OK"**.



4. Go to **"Start"** → **"Settings"** → **"Control Panel"**. Click on **"Network Connections"**

5. Right-Click on **"Wireless Network Connections"** and click **"View Available Wireless Networks"**

6. In the new window, a list of available networks would be displayed. Try to connect to your wireless network.

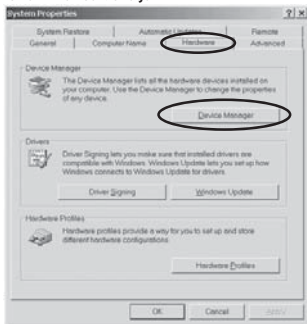
2. I cannot install the drivers for my SMC wireless USB adapter.

1. If you cannot install the drivers using the SMC EZ Installation Wizard (refer to the front page), install through the device manager on your Windows PC:

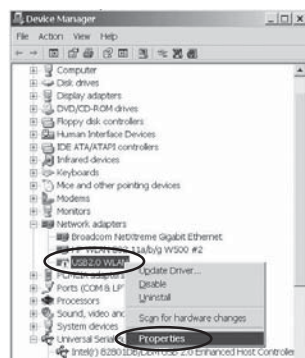
a) Go to Device Manager and look for the Wireless adapter below the Other Devices

Right click on **"My Computer"** and click **"Properties"**

The window below will pop up. Select **"Hardware"** and click on **"Device Manager"**



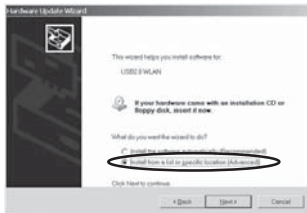
b) Right-click on the USB Adapter (Should be displayed as **"USB 2.0 WLAN"**) and click on **"Properties"**



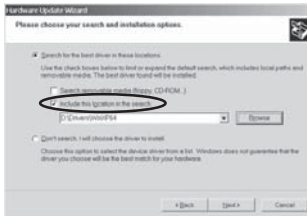
c) In the adapter's properties window, click on **"Reinstall Driver"** button to launch the installation wizard



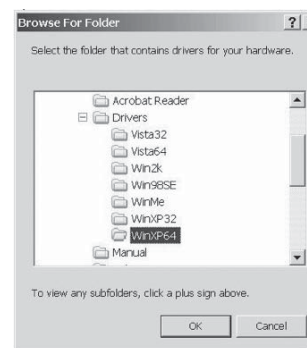
d) Select the option that allows to **Install from a list or specific location** and click Next



e) In the next window, select the option, **"Include this location in search"** and click on the **"Browse"** button



f) Insert the SMCWUSB-G Installation CD. Expand the CD Drive and navigate to the Driver folder. Highlight the folder for the appropriate operating system and click **OK**



g) Click Next to continue the installation

h) When prompted about the digital signature, click on **"Continue Anyway"** and complete the Installation by clicking on the Finish button

Note: To access Device Manager,

Windows 98/ME:

Right-Click on **"My Computer"** → Click on **"Properties"** → Click on the **"Device manager"** Tab

Windows 2000/XP/Vista:

Right-Click on **"My Computer"** ("Computer" in Windows Vista) → Click on **"Properties"** → Click on the **"Hardware"** Tab > Click on **"Device Manager"**

2. If the adapter not found in the Other Devices try the adapter on a different USB port

3. If the adapter still fails to be recognized by Device Manager, try the adapter on a different computer to check if the issue is with the hardware

Suggested Products for a Complete SMC Solution



SMCWBR14S-N3
Barricade™ N 802.11n
300Mbps Wireless
Router

TECHNICAL SUPPORT

From U.S.A. and Canada
(24 hours a day, 7 days a week)
(800) SMC-4-YOU Phn: (949) 679-8000
Fax: (949) 679-1481

From Europe : Contact details can be found on
<http://www.smc.com>

Support: <http://www.smc.com>

If you are looking for further contact information, or firmware/driver downloads, please visit <http://www.smc.com>

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Model Number: SMCWUSB-N2

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