movistar

# Wireless USB Adapter

**Unlimited convenience.**

**Installation Guide**

# Introduction

This guide explains the process of installing and configuring the Movistar wireless USB Adapter. This is a dual band adapter, i.e. it will allow you to connect to wireless networks on bandwidths of 2.4 GHz and 5 GHz. Please follow the step-by-step instructions.

You will find more detailed information in the user manual included on the installation CD, by selecting the "View Documentation" option from the disk's automatic menu, or in the "Documentation" folder of the CD.

# Box Contents



(1) Wireless USB Adapter



(2) Base



(3) Installation CD



(4) Installation Guide

More information in the user manual: Chapter 2

# Installation

Check that your Wireless USB Adapter **is not still connected to the computer**

1. Insert the Installation CD provided with your device. The CD menu will launch automatically. On Windows 7 and Vista a screen will appear requesting confirmation to run the application. Select **"Allow"** to continue with the installation.
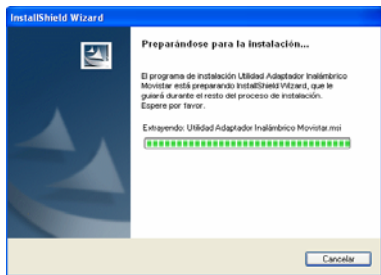
If the CD presentation does not launch automatically, run the **"autorun.exe"** file located in the root folder of the CD contents.

2. Select the "Install controllers and utility" option.

3. The installation process for your adapter will begin.

Next, follow the step-by-step instructions provided throughout the installation process.



4. Connect your Movistar Wireless USB Adapter to a free USB port on your computer. Next, click **"OK"**

5. Click **"Finish"** and your PC will restart (recommended). The adapter and utility will now be installed on your computer.

# Configuration

**Before you set up the connection of your Wireless USB Adapter to a wireless network:**
1. Ensure that the wireless network light on your router or access point is activated.
2. Check that you have the network name (SSID) and wireless security key to set up the connection. You can find these details on the label on the bottom of your router or, if they have been modified, check the configuration corresponding to your router.

Once the preliminary points have been checked, follow the instructions provided below to configure the connection to your Movistar Wireless USB Adapter's network.

1. The application runs automatically when Windows is started. If it does not, run the utility by clicking on *Start->All Programs->Movistar Wireless USB Adapter->Movistar Wireless USB Adapter Utility* or click on the icon on your taskbar. The following window will be displayed (see fig. 7.1).

In the network list that appears, select the one to which you would like to connect (the network name must be written on your router) and click **"Next"**.

2. **If you have not modified the manufacturer's wireless configuration for your router,** enter the security key shown on the label on the bottom of your router as shown in figure 7.2.
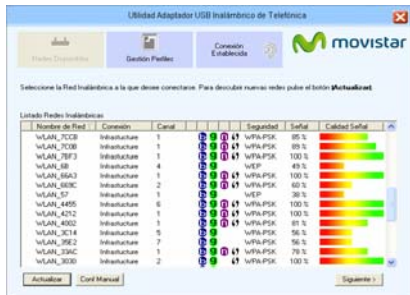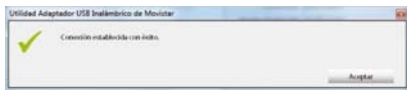


*fig. 7.1*

If you have modified the wireless configuration, enter the customized values if required. Next, click **"Accept"**.



*fig. 7.2*

3. To complete the process, a message will be displayed, confirming that the connection has been established correctly.

If your computer has Windows, you will need to restart it so that the utility installs correctly and you can start to enjoy your Wireless USB Adapter.

**Congratulations! You have completed the installation and configuration of your Wireless USB Adapter.
You can now start enjoying your wireless connection!**

If your wireless router supports the function for simple wireless configuration (WPS), you can easily connect to your wireless network by pressing the WPS button on your router and then pressing the **WPS** button on the Movistar Wireless USB Adapter.

For more detailed and specific information about the Wireless USB Adapter, refer to the **User Manual** found in electronic format in the "Documentation" folder of the Installation CD.

# Customer Service

Customer service is available over the telephone and online. For more information, refer to chapter 9 of the user manual.

http://www.movistar.es/particulares/ayuda/internet

Movistar Technical Support Centers

Individuals: **1004**
SMEs and Professionals: **900 10 10 10**

Customer service helpline for implementing the device warranty:
**902 05 33 96**

# Troubleshooting for Common Problems

| Problem | Cause | Solution |
|---|---|---|
| Windows does not recognize the USB adapter correctly after connecting it, or the link activity LED indicator is not illuminated. | - It is not correctly installed or connected.<br><br>- Adapter disabled.<br><br>- The USB port is damaged. | - Uninstall the utility and reinstall. Connect the adapter to another USB port. Refer to the section on "Checking the controller status" in point 7 of the user manual.If the problem persists, restart the computer.<br>- Launch the utility. A window will appear instructing you to activate the adapter. Click **"Activate"** and the adapter will work correctly again.<br>- Connect the adapter to another USB port. Uninstall the utility and reinstall. Connect the adapter to another USB port. |
| The Telefonica utility icon is not visible on the taskbar. | - The utility is not running | - To run the utility click on *Start->All Programs->Movistar Wireless USB Adapter->Movistar Wireless USB Adapter Utility* |
| Your network SSID does not appear in the list of available networks. | - Your USB adapter is deactivated.<br><br>- Your network has still not been found.<br>- The name of your network (SSID) is hidden. | - Check whether the Shut Down value appears in the "Wireless Interface Status" field in the utility window. Click the **"Activate"** button.<br>- Click **"Update"** to refresh the list of networks.<br>- Refer to section 4.3.1 "Hidden SSID Networks" in the manual in order to fix the problem. |

| Problem | Cause | Solution |
|---------|-------|----------|
| The router cannot be connected. | - The router is disabled or is out of range.<br>- The security key or name of the configured network (SSID) is incorrect.<br>- The TCP/IP configuration is incorrect. | - Check that the router is switched on and enabled and that the network is available.<br>- Check that you have entered the security key and the network name (SSID) correctly (bear in mind that they are case-sensitive).<br>- Check the TCP/IP configuration*. |
| The connection signal is weak or unstable. | - There is interference on the channel being used.<br><br>- The router and the adapter are too far apart. | - Change the channel used by your access point; try to use a channel that is not being used much by the other networks.<br>- Change the position of the adapter in order to receive a stronger signal**. |
| The IP address has not been found. | - The router's DHCP service is not enabled.<br>- The security key is incorrect. | - Access the router and enable the DHCP server option*.<br>- Check that you have entered the security key correctly. |
| The wireless connection is set up but you do not have access to the Internet. | - The TCP/IP configuration is incorrect.<br>- The wireless router is not correctly configured for Internet access. | - Check that the TCP/IP settings for your wireless client are correct*.<br>- Check the configuration of your router or wireless access point. |

* For more information you can consult the "TCP_IP Verification Guidelines" document, which you will find in the "Documentation" folder on the CD provided. ** For more information you can consult the "Recommendations for wireless networks" document, which you will find in the "Documentation" folder on the CD provided.

For more advanced and specific information about the Wireless USB Adapter, consult the **User Manual** found in electronic format in the "Documentation" folder on the installation CD.

# Environmental recycling

Never dispose of the Wireless USB Adapter with your household waste. Ask your municipal authorities about different methods for disposing of the equipment in an environmentally-friendly manner. Always comply with the relevant current regulations.

Offenders will be subjected to the penalties and measures laid down by the law.

The cardboard box, the plastic contained in the packaging, and the pieces forming the Wireless USB Adapter may be recycled in accordance with current Spanish regulations on recycling.

The symbol on the container with the cross, found on the device, means that when the equipment has reached the end of its useful life it must be taken to a specific collection center, and that it must be processed separately from urban waste.

# Information Card

We would like to thank you for the trust you have placed in Movistar by purchasing one of our devices; and we would like to inform you that for any explanation, query, or complaint you can call the following numbers free of charge:

- **Customer Service Helpline (1004)**
- **SME and Professionals Customer Service Center (900 10 10 10)**
- **Business Service Center (900 12 09 00)**

Where you will be assisted by our advisors or, if you prefer, visit the Movistar company website at: www.movistar.es.

For information about our after-sales service, refer to the warranty card for the device.

Finally, we would like to inform you that you may send any complaints regarding this purchase in writing to Telefónica de España S.A.U, Gran Vía 28, 28013 Madrid.

# Declaration of Conformity

**NETGEAR®**

**We hereby declare under our sole responsibility that the product:**

Product Name: N900 WNDA4100 Wireless Dual Band USB Adapter

Manufacturer: NETGEAR Incorporated,

Address: 350 East Plumeria Drive, San Jose CA 95134

Model: WNDA410.0

Brand: Movistar

Country of Manufacture: China

Tax ID No.: W4003396A

Tel./Fax:1-888-638-4327

**Conforms to the technical specifications applicable to it as of this date, in accordance with R&TTE Directive 1999/5/EC of the European Parliament and of the Council of March 9, 1999, transposed into Spanish legislation by RD 1890/2000 of November 20, 2000 and in particular with the harmonized standards:**

*Safety*

☑ EN 60950 – 01 (2006) +A11: 2009 Information Technology Equipment Safety

*EMC*

☑ EN 301 489 – 17 V2.1.1 (2009– 05) Electromagnetic compatibility and Radio spectrum Matters (ERM); Electromagnetic Compatibility (EMC) standard for radio equipment; Part 17: Specific conditions for Broadband Data Transmission Systems

☑ EN 301 489 – 1 V1.8.1 (2008 – 04) Electromagnetic compatibility and Radio spectrum Matters (ERM); Electromagnetic Compatibility (EMC) standard for radio equipment and services; Part 1: Common technical requirements

*Radio Spectrum*

☑ EN 300 328 V1.7.1 (2006 – 10) Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband transmission systems; Data transmission equipment operating in the 2,4 GHz ISM band and using wide band modulation techniques; Harmonized EN covering essential requirements under article 3.2 of the R&TTE Directive

☑ EN 301 893 V1.5.1 (2008 – 12) Broadband Radio Access Networks (BRAN); 5 GHz high performance RLAN Harmonized EN covering the essential requirements of article 3.2 of the R&TTE Directive

*SAR*

☑ EN 62311 (2008) Assessment of electronic and electrical equipment related to human exposure restrictions for electromagnetic fields (0 Hz - 300 GHz)

☑ R&TTE Directiva 1999/5/EC Radio and telecommunications terminal equipment (R&TTE)

**It also conforms to Royal Decree RD- 208/2005 (Directive 2002/95) on electrical and electronic appliances and waste management.**
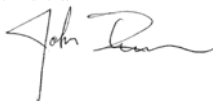
Date: September 11, 2012

San Jose, California, USA

Name: John Ramones

Title: Regulatory Compliance Officer

Signed:

CE 0560 ①    Its use may be restricted in any country of the European Union, except for Spain.

# Glossary

**WPS (Wi-Fi Protected Setup):**
Simple method of wireless configuration.

**Wireless security key:**

Encryption code for the wireless network, which protects the connection against possible fraudulent use.

**SSID (Service Set Identifier)**
This is the wireless network's own identifier which you will need to select from the list of networks in your utility.

**TCP/IP(Transmission Control Protocol/Internet Protocol)**
This is a group of network protocols upon which the Internet is based and which allow for transmission between networks of computers.

**DHCP**
Protocol that allows devices in a network to automatically obtain IP configuration settings.

**802.11n**
Modification of the IEEE 802.11n-2007 standard in order to significantly improve network performance beyond previous standards. Allows for a significant increase in the maximum transmission speed by up to 600 Mbps.

**movistar**

Shared, life is more

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