



**TRENDNET**®



**User's Guide**

**TEW-623PI**  
3.02

## **Regulatory notes and statements**

### **Wireless LAN, Health and Authorization for use**

Radio frequency electromagnetic energy is emitted from Wireless LAN devices. The energy levels of these emissions however are far much less than the electromagnetic energy emissions from wireless devices like for example mobile phones. Wireless LAN devices are safe for use frequency safety standards and recommendations. The use of Wireless LAN devices may be restricted in some situations or environments for example:

- On board of airplanes, or
- In an explosive environment, or
- In case the interference risk to other devices or services is perceived or identified as harmful

In case the policy regarding the use of Wireless LAN devices in specific organizations or environments (e.g. airports, hospitals, chemical/oil/gas industrial plants, private buildings etc.) is not clear, please ask for authorization to use these devices prior to operating the equipment.

### **Regulatory Information/disclaimers**

Installation and use of this Wireless LAN device must be in strict accordance with the instructions included in the user documentation provided with the product. Any changes or modifications made to this device that are not expressly approved by the manufacturer may void the user's authority to operate the equipment. The Manufacturer is not responsible for any radio or television interference caused by unauthorized modification of this device, of the substitution or attachment. Manufacturer and its authorized resellers or distributors will assume no liability for any damage or violation of government regulations arising from failing to comply with these guidelines.

### **Federal Communication Commission Interference Statement**

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 to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into 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:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### **IMPORTANT NOTE:**

#### **FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC RF exposure compliance requirements, please follow operation instruction as documented in this manual.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

SAR compliance has been established in typical laptop computer(s) with CardBus slot, and product could be used in typical laptop computer with CardBus slot. Other application like handheld PC or similar device has not been verified and may not compliance with related RF exposure rule and such use shall be prohibited.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

## Europe – EU Declaration of Conformity

This device complies with the essential requirements of the R&TTE Directive 1999/5/EC. The following test methods have been applied in order to prove presumption of conformity with the essential requirements of the R&TTE Directive 1999/5/EC:

### **EN 60 950-1: 2001 +A11: 2004**

Safety of Information Technology Equipment

### **EN 50392: 2004**

Generic standard to demonstrate the compliance of electronic and electrical apparatus with the basic restrictions related to human exposure to electromagnetic fields (0 Hz - 300 GHz)

### **EN 300 328 V1.6.1 (2004-11)**

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 301 489-17 V1.6.1 (2005-08) and EN 301 489-1 V1.4.1 (2002-08)**

Electromagnetic compatibility and Radio spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 17: Specific conditions for 2,4 GHz wideband transmission systems and 5 GHz high performance RLAN equipment

This device is a 2.4 GHz wideband transmission system (transceiver), intended for use in all EU member states and EFTA countries, except in France and Italy where restrictive use applies.

In Italy the end-user should apply for a license at the national spectrum authorities in order to obtain authorization to use the device for setting up outdoor radio links and/or for supplying public access to telecommunications and/or network services.

This device may not be used for setting up outdoor radio links in France and in some areas the RF output power may be limited to 10 mW EIRP in the frequency range of 2454 – 2483.5 MHz. For detailed information the end-user should contact the national spectrum authority in France.

**CE0560!**

 Český [Czech]	<i>TRENDnet</i> tímto prohlašuje, že tento <i>TEW-623PI</i> je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.
 Dansk [Danish]	Undertegnede <i>TRENDnet</i> erklærer herved, at følgende udstyr <i>TEW-623PI</i> overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.
 Deutsch [German]	Hiermit erklährt <i>TRENDnet</i> , dass sich das Gerät <i>TEW-623PI</i> in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.
 Eesti [Estonian]	Käesolevaga kinnitab <i>TRENDnet</i> seadme <i>TEW-623PI</i> vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.
 English	Hereby, <i>TRENDnet</i> , declares that this <i>TEW-623PI</i> is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
 Español [Spanish]	Por medio de la presente <i>TRENDnet</i> declara que el <i>TEW-623PI</i> cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.
 Ελληνική [Greek]	ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ <i>TRENDnet</i> ΔΗΛΩΝΕΙ ΟΤΙ <i>TEW-623PI</i> ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/EK.
 Français [French]	Par la présente <i>TRENDnet</i> déclare que l'appareil <i>TEW-623PI</i> est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.
 Italiano [Italian]	Con la presente <i>TRENDnet</i> dichiara che questo <i>TEW-623PI</i> è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.
Latviski [Latvian]	Ar šo <i>TRENDnet</i> deklarē, ka <i>TEW-623PI</i> atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.
Lietuvių [Lithuanian]	Šiuo <i>TRENDnet</i> deklaruoja, kad šis <i>TEW-623PI</i> atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.
 Nederlands [Dutch]	Hierbij verklaart <i>TRENDnet</i> dat het toestel <i>TEW-623PI</i> in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.
 Malti [Maltese]	Hawnhekk, <i>TRENDnet</i> jiddikjara li dan <i>TEW-623PI</i> jikkonforma mal-ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.
 Magyar [Hungarian]	Alulírott, <i>TRENDnet</i> nyilatkozom, hogy <i>TEW-623PI</i> megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.
 Polski [Polish]	Niniejszym <i>TRENDnet</i> oświadcza, że <i>TEW-623PI</i> jest zgodny z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 1999/5/EC.
 Português [Portuguese]	<i>TRENDnet</i> declara que este <i>TEW-623PI</i> está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.
 Slovensko [Slovenian]	<i>TRENDnet</i> izjavlja, da je ta <i>TEW-623PI</i> v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/ES.
Slovenský [Slovak]	<i>TRENDnet</i> týmto vyhlasuje, že <i>TEW-623PI</i> spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.
 Suomi [Finnish]	<i>TRENDnet</i> vakuuttaa täten että <i>TEW-623PI</i> tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.
 Svenska [Swedish]	Härmed intygar <i>TRENDnet</i> att denna <i>TEW-623PI</i> står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

## Export restrictions

This product or software contains encryption code that may not be exported or transferred from the US of Canada without an approved US Department of Commerce export license.

## **Safety Information**

Your device contains a low power transmitter. When device is transmitted it sends out radio frequency (RF) signal.

**CAUTION:** To maintain compliance with FCC's RF exposure guidelines, this equipment should be installed and operated with minimum distance 20cm between the radiator and your body. Use on the supplied antenna. Unauthorized antenna, modification, or attachments could damage the transmitter and may violate FCC regulations.

The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

## **CE Mark Warning**

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

## **Protection requirements for health and safety – Article 3.1a**

Testing for electric safety according to EN 60950 has been conducted. These are considered relevant and sufficient.

## **Protection requirements for electromagnetic compatibility – Article 3.1b**

Testing for electromagnetic compatibility according to EN 301 489-1, EN 301 489-17 and EN 55024 has been conducted. These are considered relevant and sufficient.

## **Effective use of the radio spectrum – Article 3.2**

Testing for radio test suites according to EN 300 328-2 has been conducted. These are considered relevant and sufficient.

## **CE in which Countries where the product may be used freely:**

Germany, UK, Italy, Spain, Belgium, Netherlands, Portugal, Greece, Ireland, Denmark, Luxembourg, Austria, Finland, Sweden, Norway and Iceland.

France: except the channel 10 through 13, law prohibits the use of other channels.



# ***TABLE OF CONTENT***

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Introduction .....	1
Overview of this User's Guide .....	1
Unpacking and Setup .....	2
Unpacking .....	2
Setup .....	2
Hardware Installation .....	3
LED Indicator for CardBus .....	3
LED Indicator for PCI .....	3
Check the installation .....	3
Software Installation .....	4
Windows Utility and Driver Installation .....	4
Windows Wireless Utility Setting .....	5
Technical Specifications .....	17

# ***INTRODUCTION***

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Congratulations on your purchase of this 300Mbps 802.11n Wireless LAN Adapter.

This manual contains detailed instructions regarding the operation of this product. Please keep this manual for future reference.

With the 300Mbps 802.11n Wireless LAN Adapter, a desktop or laptop computer can communicate with another computer wirelessly. An easy-to-use utility is bundled with the 300Mbps 802.11n Wireless LAN Adapter for configuration, monitoring, and diagnostic purposes.

The 300Mbps 802.11n Wireless LAN Adapter can wirelessly transmit and receive data, at a speed of up to 300 megabits per second.

The 300Mbps 802.11n Wireless LAN Adapter provides users with access to real-time information anywhere in their organization. The mobility of the 300Mbps 802.11n Wireless LAN Adapter provides productivity and service, which are not available under wired networks. The 300Mbps 802.11n Wireless LAN Adapter can easily adapt from peer-to-peer networks, suitable for a small number of users, to full infrastructure networks of thousands of users that allow roaming around a broad area.

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## **Overview of this User's Guide**

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**Introduction.** Describes the 300Mbps 802.11n Wireless LAN Adapter and its features.

**Unpacking and Setup.** Helps you get started with the basic installation of the 300Mbps 802.11n Wireless LAN Adapter.

**Hardware Installation.** Describes the LED indicator on the Adapter.

**Software Installation.** Describes how to setup the driver and the utility setting.

**Technical Specifications.** Lists the technical (general, physical and environmental) specifications of the 300Mbps 802.11n Wireless LAN Adapter.



## ***UNPACKING AND SETUP***

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This section provides unpacking and setup information for the 300Mbps 802.11n Wireless LAN Adapter.

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### **Unpacking**

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The box should contain the following items:

- ◆ TEW-623PI PCI Adapter
- ◆ CD-ROM (Utility/Driver and User's Guide)
- ◆ Multi-Language Quick Installation Guide

If any item is found missing or damaged, please contact your local reseller for replacement.

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### **Setup**

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Before installation, check the following:

- Make sure your computer is running at least a 300MHz or above processor with 256MB RAM or above
- Visually inspect the CardBus/PCI Adapter and make sure that it is fully plugged in to the CardBus/PCI slot.
- The operating system on your computer must be the following: Windows 7, Vista, XP (Service Pack 2) or 2000 (Service Pack 4)
- A 802.11n or 802.11b/g access point or router.
- Make sure the environment has minimal interference and obstructions.

## ***HARDWARE INSTALLATION***

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### **LED Indicator for CardBus**

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#### **Link**

The Link LED indicator lighted green when the 300Mbps Wireless N PCI Adapter is connected to wireless network successfully.

#### **ACT (Activity)**

The ACT LED indicator blinking green when the 300Mbps Wireless N PCI Adapter is transmitting or receiving data.

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### **LED Indicator for PCI**

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#### **Link**

The Link LED indicator lighted green when the 300Mbps 802.11g Wireless LAN Adapter is connected to wireless network successfully.

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### **Check the installation**

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The LEDs of the Wireless LAN Adapter are clearly visible and the status of the network link can be seen instantly:

1. Once the device is plugged to the station's PCI slot, the LED of the Wireless LAN Adapter will light up indicating a normal status.
2. When the device plugged to the station's PCI slot and the driver was installed, the ACT will start alternate blinking, it means that the device is starting to scan the wireless devices near the Wireless LAN Adapter.
3. While the Wireless LAN Adapter linked up and transmitting data to the Access Point or to other Wireless LAN station, the Link LED will lighted green.

## ***SOFTWARE INSTALLATION***

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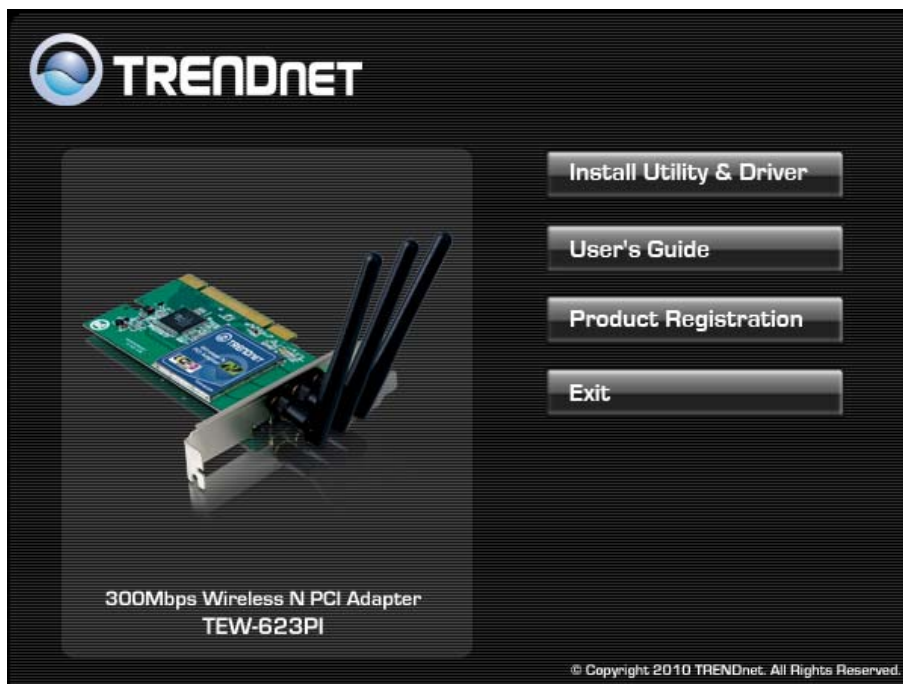
This section describes how to install the driver and utility for the 300Mbps Wireless N PCI Adapter.

Note: DO NOT install the 300Mbps 802.11g Wireless LAN Adapter in the computer until instructed to do so.

### **Windows Utility and Driver Installation**

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- 1) Insert the CD-ROM into your CD-ROM drive, the Autorun will appear.



- 2) Click “Install Utility & Driver” icon to install the driver and software and the install wizard will begin installing the software. Follow the install wizard instructions to complete the installation.
- 3) Follow the Install Shield Wizard Instructions. Click “**Next**” to continue and finish it.
- 4) Once the utility is installed, turn off the PC, open the cover and install the TEW-623PI adapter to the available PCI slot. Attach the antennas, close the cover and boot up the PC again. The windows will detect new hardware and install the appropriate driver automatically.

When the Wireless LAN Adapter was installed, you will see the icon on the Windows task bar. The user can configure the wireless settings using the Wireless Adapter Configuration Utility. Double-click the utility icon that appears in the taskbar



When the icon in the toolbar represents in full green color then the signal strength has an excellent performance with the AP, if it represents in yellow color then the signal strength has a fair performance with the AP, and if the icon represents no color, then the signal strength has a worst performance with the wireless station.

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## Windows Wireless Utility Setting

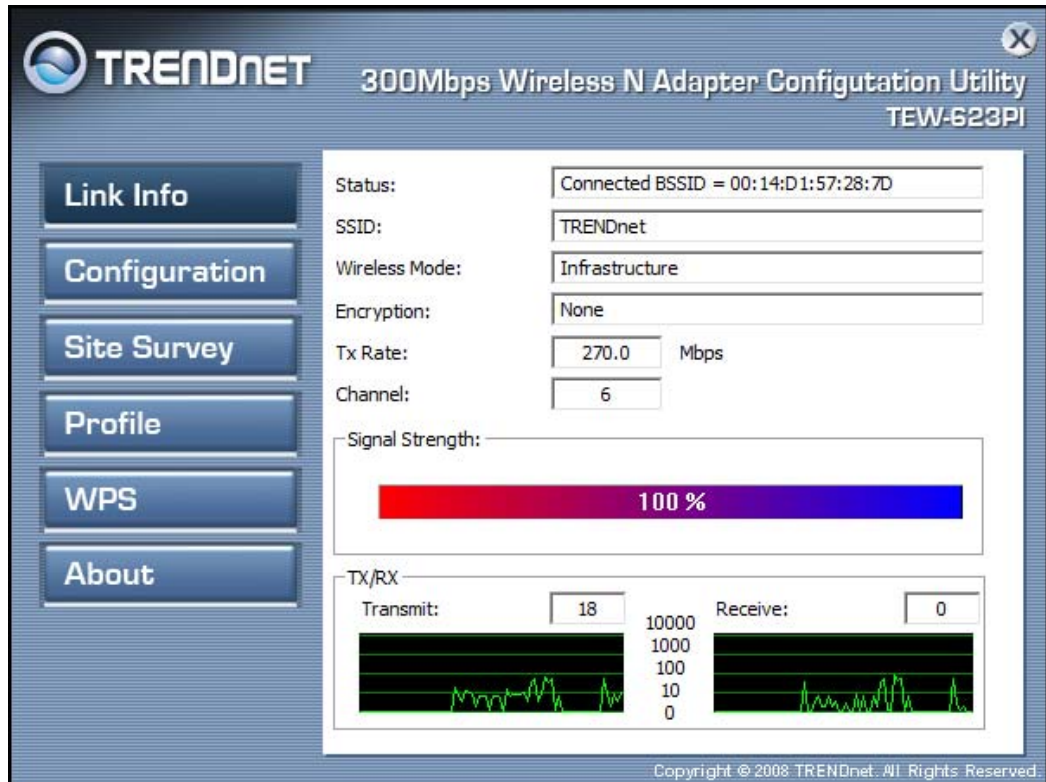
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The user can configure the wireless settings using the Wireless Adapter Configuration Utility. Double-click the utility icon that appears in the taskbar.



## Link Information

This is the default screen after launching the Utility program.



**Status:** Shows the associated BSSID, which can be used to identify the wireless access point.

**SSID:** Shows the current SSID, which must be the same on the wireless client and AP in order for communication to be established.

**Wireless Mode:** Shows the current wireless mode used for wireless communication.

**Encryption:** Shows the current encryption mode used on the wireless network.

**TxRate:** Shows the current data rate used for transmitting.

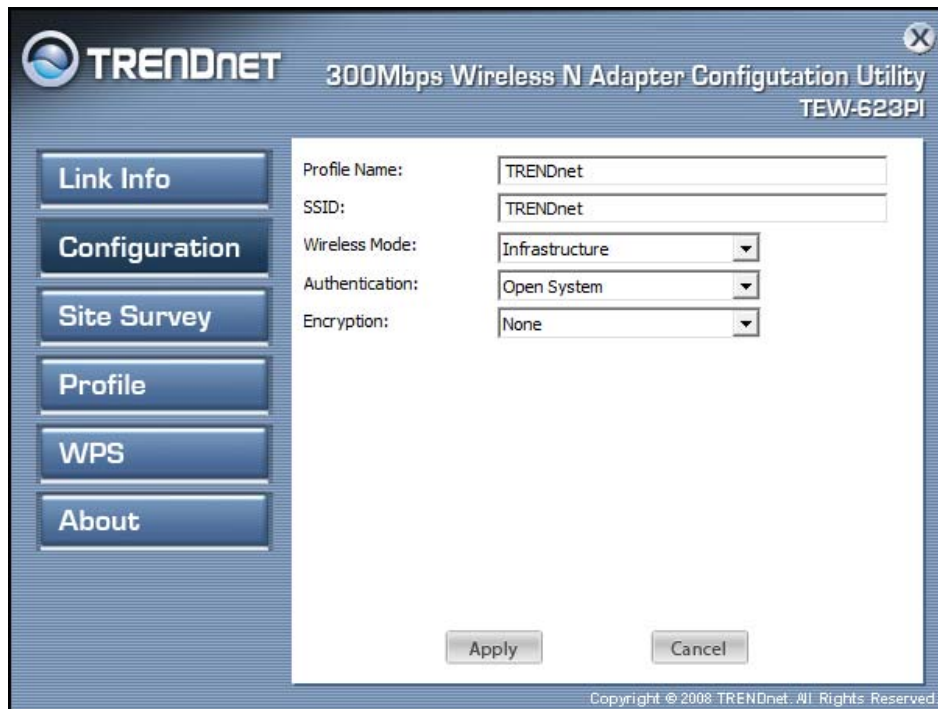
**Channel:** Shows the current channel for communication.

**Signal Strength of Percentage:** Shows the wireless signal strength of the connection between the Wireless LAN Adapter with the Access Point.

**Tx/Rx:** Shows the statistics of data transfer, and the calculation is based on the number of packets transmitted and received. It also shows the link quality of the Wireless LAN Adapter with the Access Point when operating under Infrastructure mode.

## Configuration

This screen is where you set the basic wireless settings for the Wireless LAN Adapter



**SSID:** Service Set Identifier, which is a unique name shared among all clients in a wireless network. The SSID must be identical for each client in the wireless network.

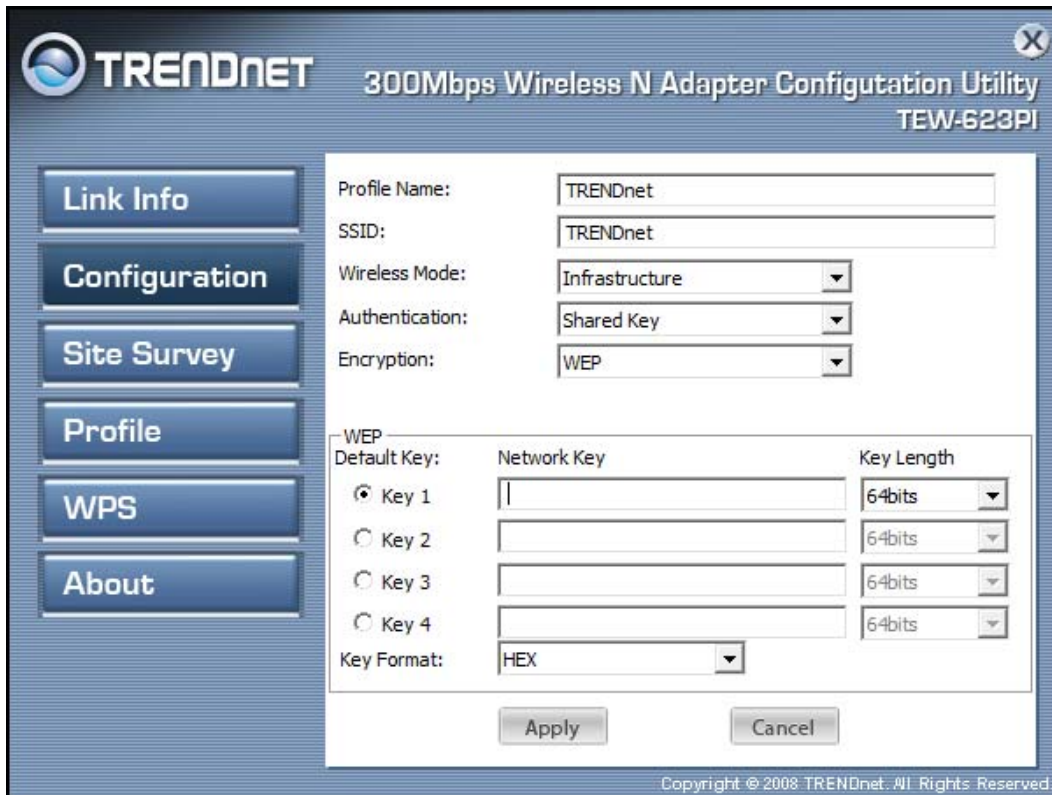
**Wireless Mode:** There are two modes available for selection

- Infrastructure – to establish wireless communication with the LAN and other wireless clients through the use of Access Points.
- Ad-Hoc – to establish point-to-point wireless communication directly with other wireless client devices.

**Authentication:** The following options are available: Open System, Shared Key, WPAPSK, WPA2-PSK, WPA EAP-TLS, WPA2 EPA-TLS and WPA2-PSK. Select Open System, Shared Key for WEP data encryption feature.

## **Open or Shared Key**

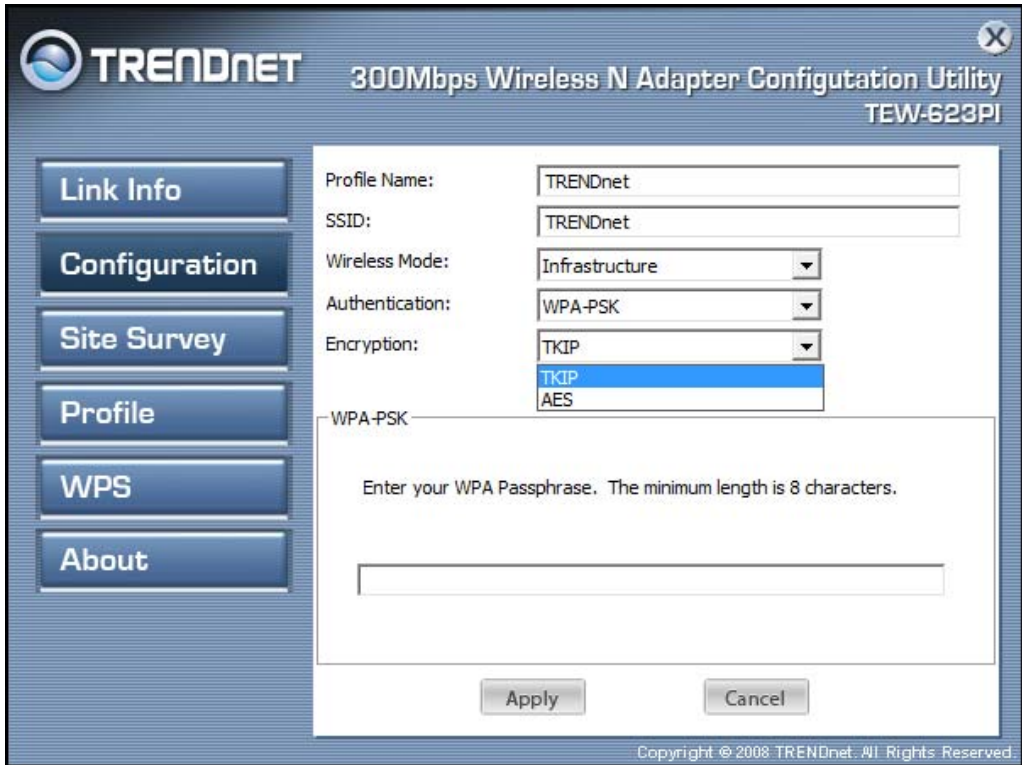
**Open System** and **Shared Key** require the user to set a WEP key to exchange data with other wireless clients that have the same WEP key.



- Default Key: select one of the 4 keys to use.
- Network Key: choose the encryption way, either in HEX or ASCII formats, and enter the password in the blank space.
- Key Length: select 64 or 128 bits as the length of the keys  
Key Format: HEX or ASCII

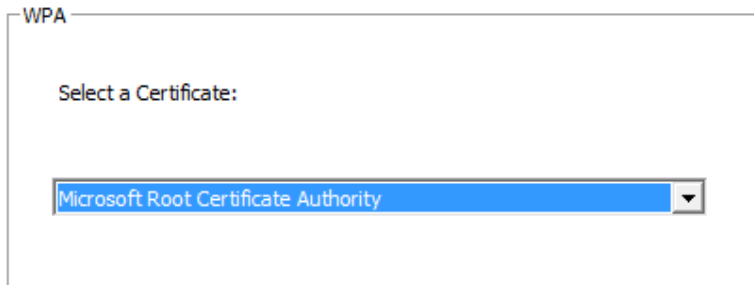
## **WPA-PSK/WPA2-PSK**

If **WPA-PSK/WPA2-PSK** is selected the below window appears. Please enter a WPA Passphrase.



## **WPA-PSK/WPA2-PSK**

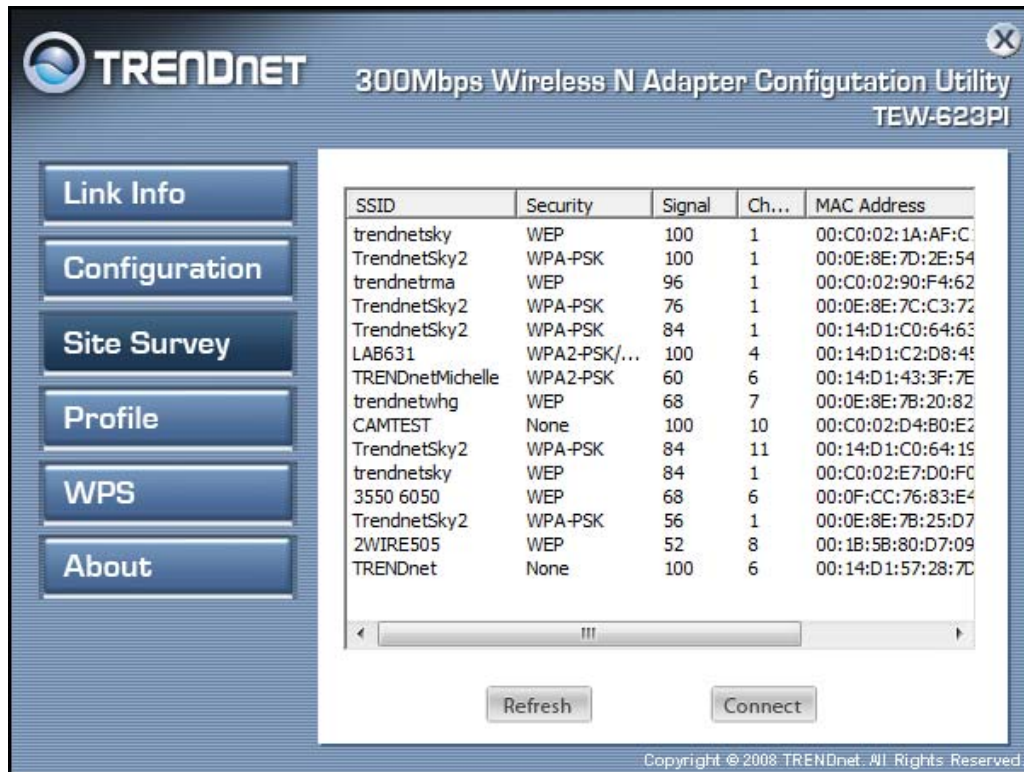
If **WPA/WPA2** is selected, configuration is enabled. Please click the “**configuration**” button. Select a certification for drop down list.





## Site Survey

This screen allows the user to scan for available wireless networks (wireless clients and Access Points). It also allows the user to establish wireless communications with an available wireless network.



**Available Network** – displays the wireless networks (wireless clients and access points) that are within range.

Select any one of the wireless networks by **double-clicking** on it or clicking on the **“Connect”** button.

Click the **“Refresh”** button to scan for available networks.

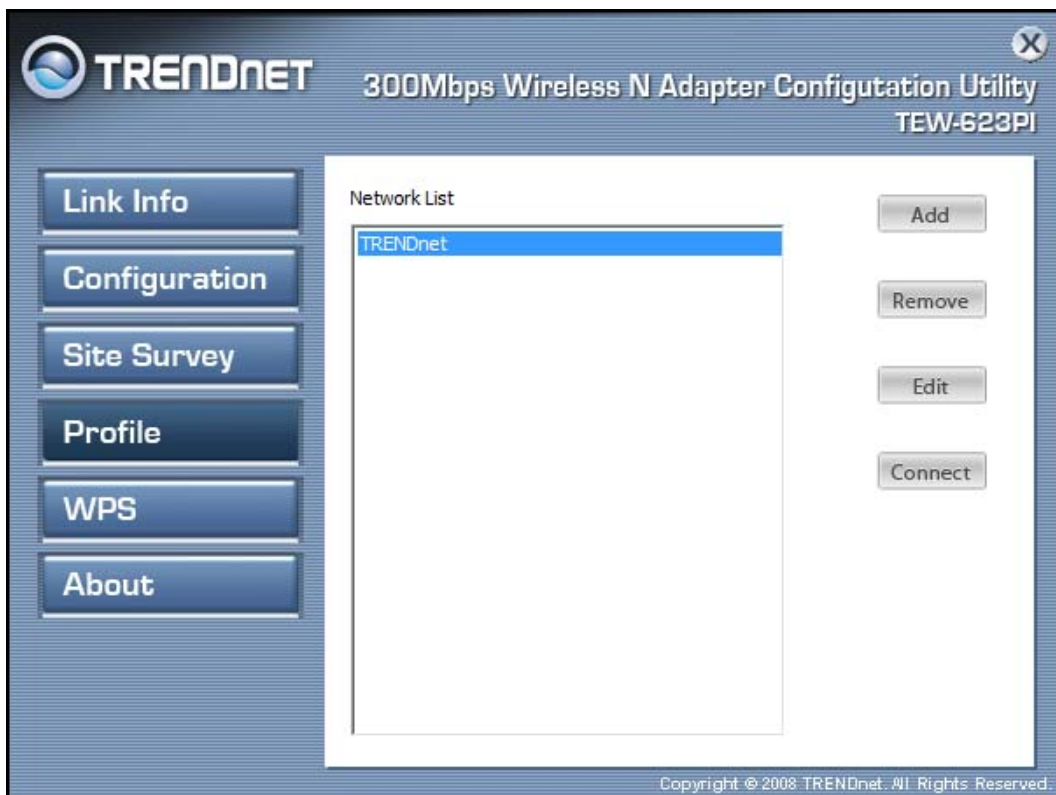
## Profile

**Profile** – The user can create and manage the created profiles for home, work or public areas. By double-clicking on one of the created profile, the setting will adjust to the specific setting such as SSID, channel, and encryption as saved by that particular profile.

**Remove:** Deletes the selected profile

**Add:** Adds a profile. The following screen will appear. The user can enter the necessary information required for accessing Access Points or Wireless Router

**Connect:** The current connected profile information.



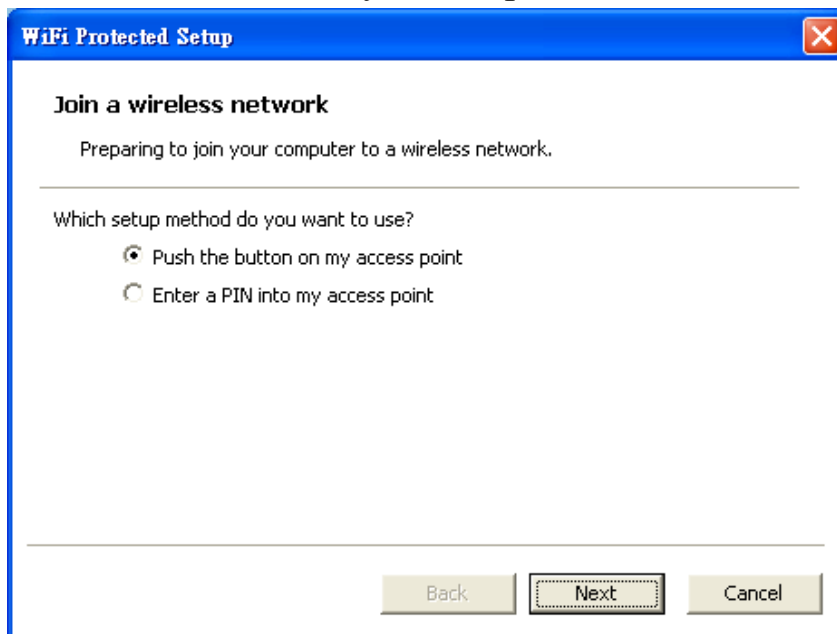
## WPS

Wi-Fi Protected Setup (WPS) is an optional certification program from the Wi-Fi Alliance that is designed to ease the task of setting up and configuring security on a wireless network. There are two methods used in the WPS as below instruction.

### Push the button on my access point

Using the WPS configuration with the “Push the button on my access point” method, the configuration steps as below:

1) Selected the “Push the button on my access point”.

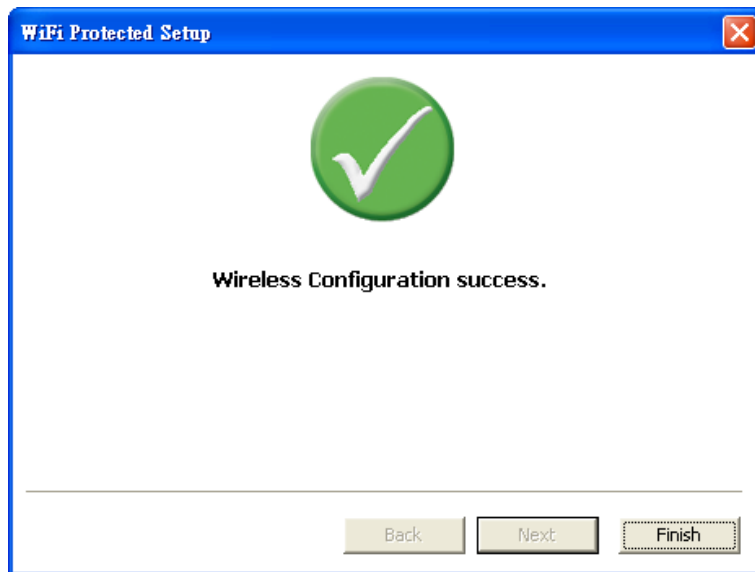


2) Push the WPS configuration button on your wireless access point or router.

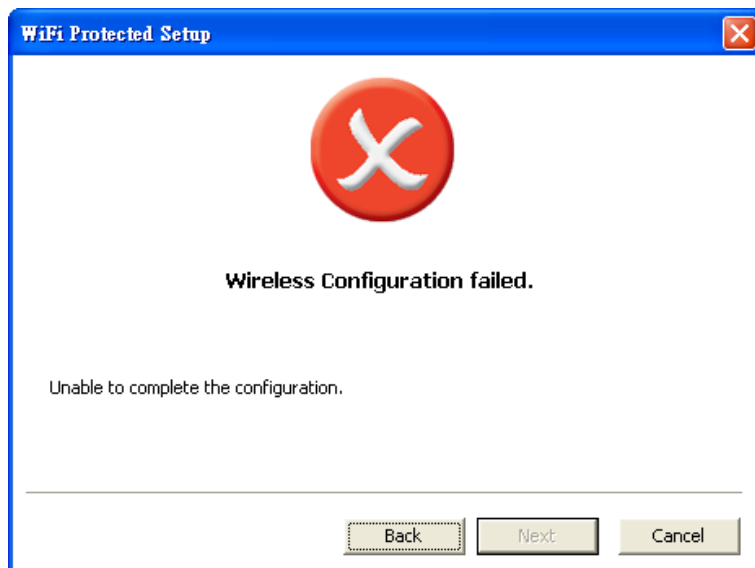
3) Click the *Next* button start the WPS configuration.



4) If the WPS configuration was successful, the follow window will appear.



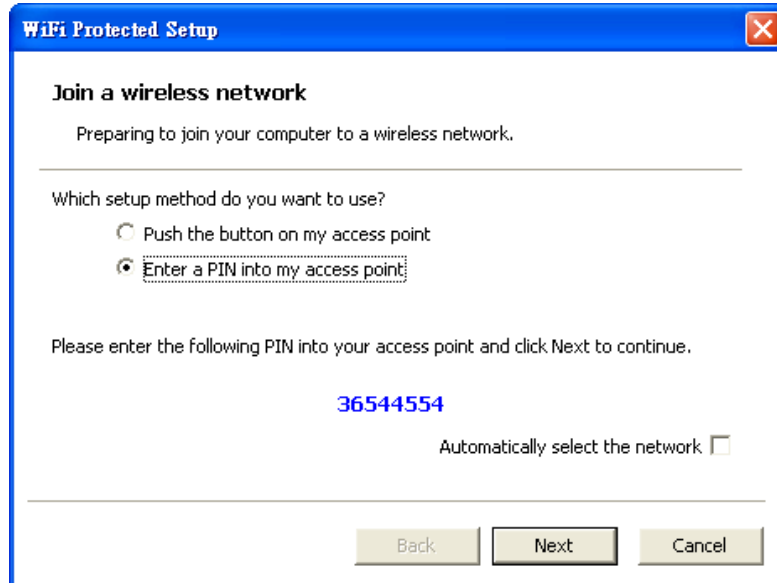
5) If the WPS configuration failed, the follow window will appear.



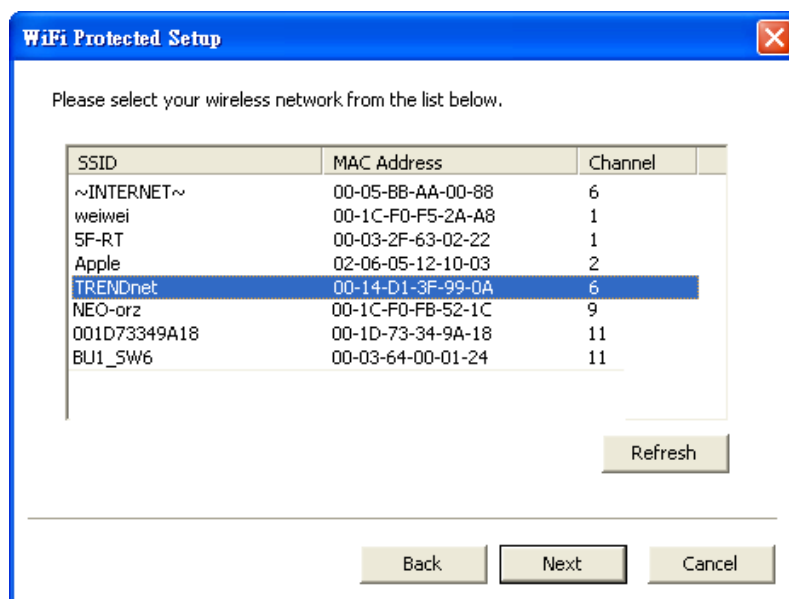
## Enter a PIN into my access point

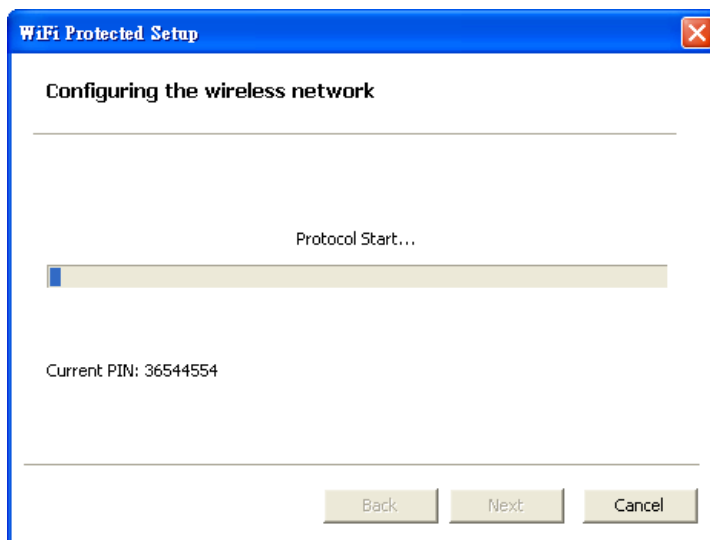
Using the WPS configuration with the “Enter a PIN into my access point” method, the configuration steps as below:

- 1) Selected the “Enter a PIN into my access point”, the PIN will be show on the button of the windows.

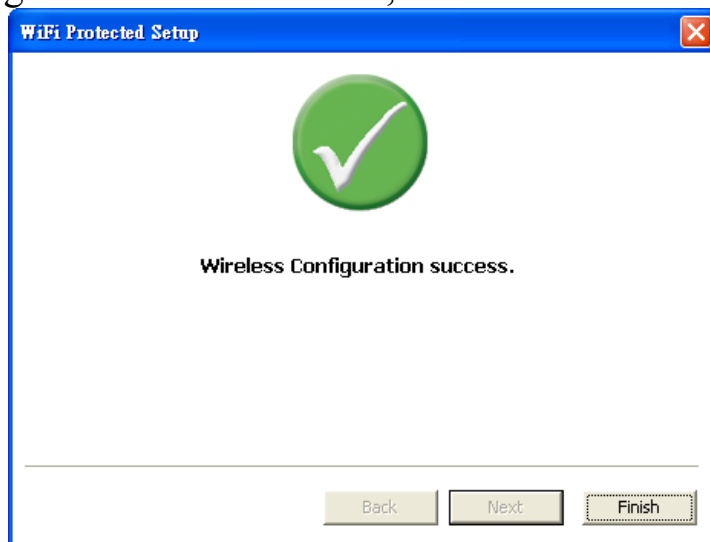


- 2) Enter the PIN code into the WPS “Clint PIN number” of you wireless access point or router then click the **Start PIN** button, the wireless access point or router will start the WPS configuration process.
- 3) Selected a wireless access point or router which one will be connecting then click the **Next** button start the WPS configuration. If the “Automatically select the network” was checked, the setup step will be skip.

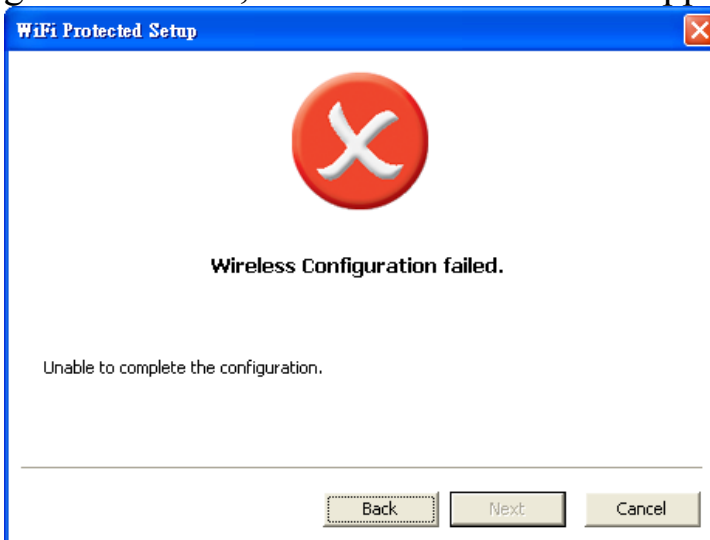




4) If the WPS configuration was successful, the follow window will appear.



5) If the WPS configuration failed, the follow window will appear.



## About

This screen displays information about the Wireless LAN Adapter, such as the Driver and Utility version. When a new version of the utility becomes available for upgrade, users will be able to identify by version numbers.

**TRENDNET** 300Mbps Wireless N Adapter Configuration Utility  
TEW-623PI

Link Info  
Configuration  
Site Survey  
Profile  
WPS  
About

Copyright (c) All rights reserved.  
Wireless LAN Configuration Utility

Adapter Information	
MAC Address:	00:18:E7:33:91:F3
Utility Version:	1.34.119.60
Driver Version:	2.0.7.0

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# Technical Specifications

## General

Radio Technology	IEEE 802.11b Direct Sequence Spread Spectrum (DSSS) IEEE 802.11g Orthogonal Frequency Division Multiplexing (OFDM) IEEE 802.11n Orthogonal Frequency Division Multiplexing (OFDM)
Interface	PC Card: 32-bit CardBus, PCI Adapter: 32-bit PCI bus
Data Transfer Rate	802.11b: up to 11Mbps 802.11g: up to 54Mbps 802.11n: up to 300Mbps
Receiver Sensitivity	300Mbps: Typical -65dBm @ 10% PER (Packet Error Rate) 54Mbps: Typical -72dBm @ 10% PER (Packet Error Rate) 11Mbps: Typical -86dBm @ 8% PER (Packet Error Rate)
Transmit Power	802.11b: 17dBm 802.11g: 14dBm 802.11n: 13dBm
Frequency Range	2412 ~ 2484 MHz ISM band (channels 1 ~ 13) 2400~2483.5MHz ISM band (channels 1 ~ 11)
Modulation Schemes	DBPSK/DQPSK/CCK/OFDM
Channels	1~11 channels (FCC), 1~13 channels (ETSI)
Media Access Protocol	CSMA/CA with ACK
Security	64/128-bits WEP Encryption, WPA-PSK/WPA2-PSK, WPA/WPA2-RADIUS
Diagnostic LED	PC Card: Link, ACT PCI Adapter: Link
Antenna	PC Card: Integrated printed dual diversity antennas PCI: 3 x 2dBi dipole antenna



## Physical and Environmental

Driver Support	Windows 7 (32/64-bit), Vista (32/64-bit), XP (32/64-bit), 2000
Temperature	Operating: 0° ~ 40° C, Storage: -10° ~ 70° C
Humidity	10% ~ 95% RH, no condensation
Dimensions	PC Card:, 115 x 54 x 8.7 mm, PCI Adapter: 13 x 121 x 21.6
Certifications	CE, FCC

## Limited Warranty

TRENDnet warrants its products against defects in material and workmanship, under normal use and service, for the following lengths of time from the date of purchase.

### TEW-623PI – 3 Years Warranty

AC/DC Power Adapter, Cooling Fan, and Power Supply carry 1 year warranty.

If a product does not operate as warranted during the applicable warranty period, TRENDnet shall reserve the right, at its expense, to repair or replace the defective product or part and deliver an equivalent product or part to the customer. The repair/replacement unit's warranty continues from the original date of purchase. All products that are replaced become the property of TRENDnet. Replacement products may be new or reconditioned. TRENDnet does not issue refunds or credit. Please contact the point-of-purchase for their return policies.

TRENDnet shall not be responsible for any software, firmware, information, or memory data of customer contained in, stored on, or integrated with any products returned to TRENDnet pursuant to any warranty.

There are no user serviceable parts inside the product. Do not remove or attempt to service the product by any unauthorized service center. This warranty is voided if (i) the product has been modified or repaired by any unauthorized service center, (ii) the product was subject to accident, abuse, or improper use (iii) the product was subject to conditions more severe than those specified in the manual.

Warranty service may be obtained by contacting TRENDnet within the applicable warranty period and providing a copy of the dated proof of the purchase. Upon proper submission of required documentation a Return Material Authorization (RMA) number will be issued. An RMA number is required in order to initiate warranty service support for all TRENDnet products. Products that are sent to TRENDnet for RMA service must have the RMA number marked on the outside of return packages and sent to TRENDnet prepaid, insured and packaged appropriately for safe shipment. Customers shipping from outside of the USA and Canada are responsible for return shipping fees. Customers shipping from outside of the USA are responsible for custom charges, including but not limited to, duty, tax, and other fees.

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## Product Warranty Registration

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