



SRC Adapter: Common Problems and Solutions

This information provides solutions to problems that may occur during the installation and operation of the SuperRange Cardbus Wireless Adapter. Read the descriptions below to solve your problems. If you can't find the answer you need here please email support@ubnt.com.

1. My computer does not recognize the SRC Adapter.

- Make sure the SRC Adapter is properly inserted into the Cardbus slot. Make sure when inserting the adapter that the black label is facing upwards. If the system still does not recognize the SRC adapter, test the functionality of that Cardbus slot by inserting a different PCMCIA card. If both cards fail to recognize then you may have a problem with your system.

2. The SRC Adapter does not work properly.

- Reinsert the Adapter into your Laptop's Cardbus slot. A beep should be heard if the Adapter is properly inserted.
- Right-click My Computer and select Properties. Select the Hardware Tab. Select Device Manager and click the Network Adapter. You will find the SuperRange Cardbus Adapter if it is installed successfully. If you see the yellow exclamation mark, there may be a problem with the driver/resources. Please refer to Figure 1 for correctly installed adapter.

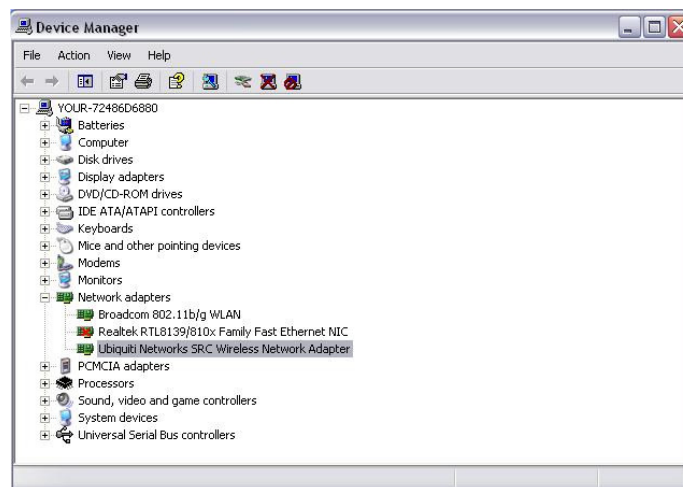


Figure 1

If the SRC Adapter does not function after attempting the above steps, remove the Adapter and do the following:

- Uninstall the driver software from your PC.
- Removed the SRC Card from the PCMCIA slot.
- Restart your PC and repeat the initial installation of the SRC Cardbus adapter.

3. All options in SRC Cardbus utility are grayed out.

- Open the Action menu and click Enable Radio. If this option is grayed (**Figure 2**) then the problem is likely the SRC Adapter is not configured properly.

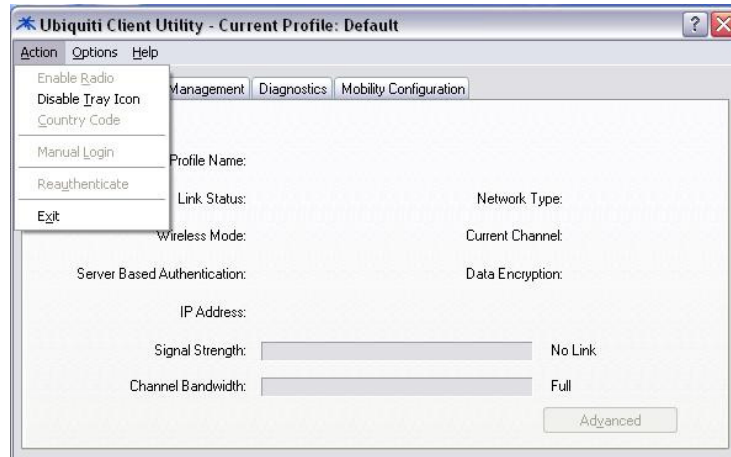


Figure 2

- Reinsert the Adapter into your Laptop's Cardbus slot. A beep should be heard if the Adapter is properly inserted.
- Right-click My Computer and select Properties. Select the Hardware Tab. Select Device Manager and click the Network Adapter. You will find the SuperRange Cardbus Adapter if it is installed successfully. If you see the yellow exclamation mark, there may be a problem with the driver/resources

4. Windows is managing my Wireless networks.

- Double click on your wireless Icon in the system tray. Click the properties button. Select the Wireless Networks tab. Uncheck the box that states "Use Windows to configure my wireless network settings". Click Ok. This will allow use of the SMC Cardbus utility. (**Figure 3**)

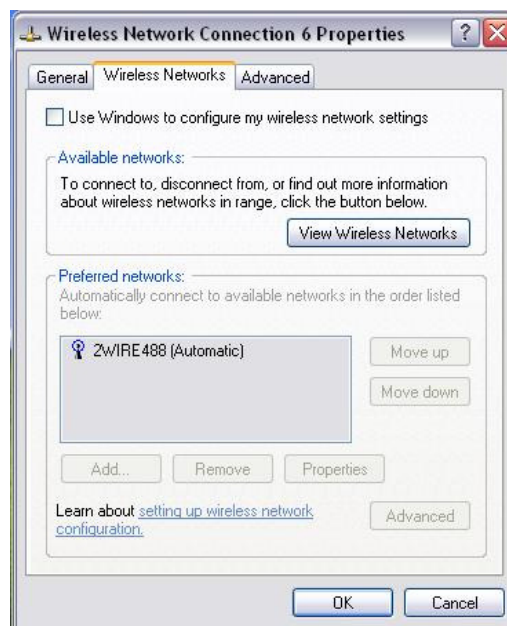


Figure 3

5. There are no networks found using the scan feature of the SRC Utility.

- Make sure there is an Access Point running in your area.
- Check to make sure that your antenna is properly inserted into the SuperRange Cardbus Adapter. Make sure the connection is tight, but that the connector can still rotate.
- Check that you have a compatible antenna.
- Make sure the SRC Cardbus adapter is properly seated in the Laptop.
- Check to make sure that the radio is enabled inside the SRC Utility. Open the SRC Utility. On the main tab, at the bottom of the page it will show “Radio Status: Software Disabled” (**Figure 4**) If you see the, please click the File menu and select the Enable Radio option. This will turn the radio back on. (**Figure 5**)
- If all the connections look okay refer to troubleshooting tip 2.

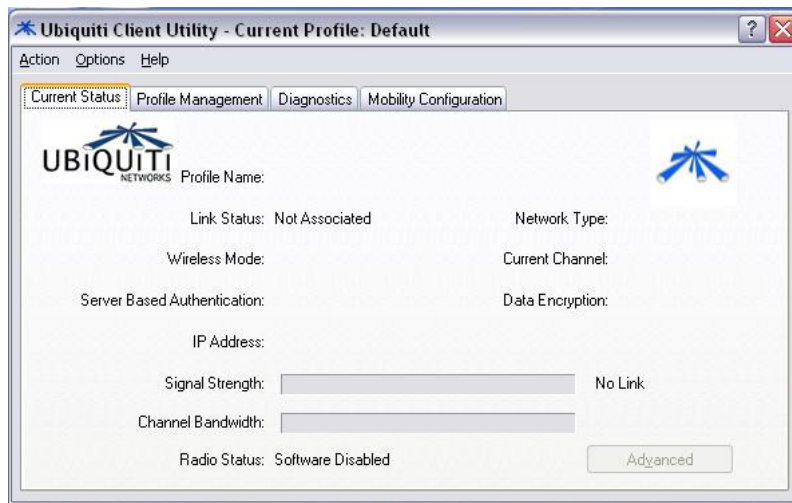


Figure 4

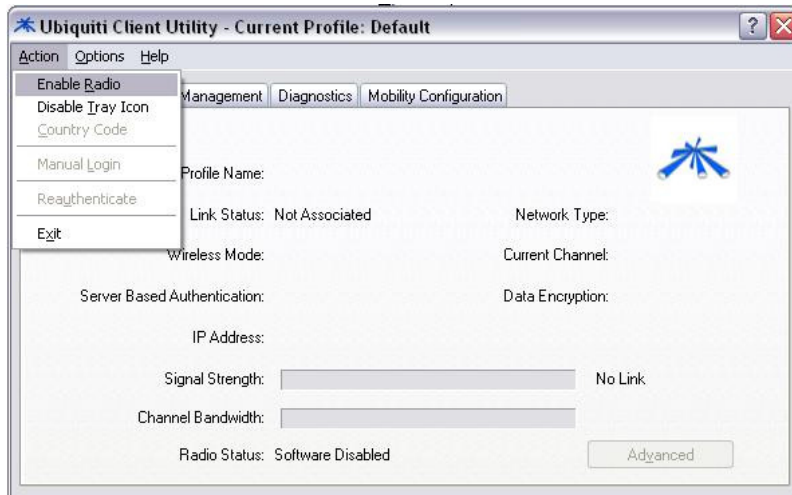


Figure 5