



# BearExtender PC

## Windows 8 Setup Guide

### Step 1: Install Software



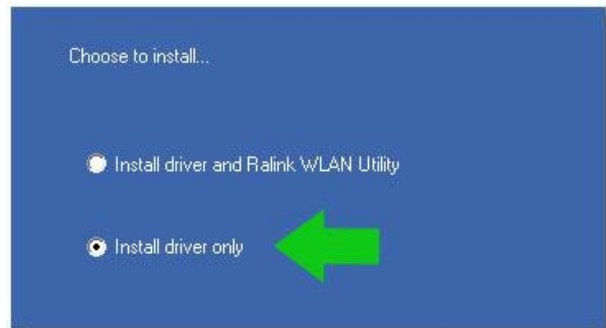
Do not connect the USB cable until software is installed.

Insert the CD or download install software from [BearExtender.com/Support](http://BearExtender.com/Support)

When the Autorun menu appears, click "Install Now." For downloads, double-click [windows-setup.exe](#) to begin.

If the Autorun menu does not appear, navigate to your CD drive, and double-click to open.

*During installation, when prompted, choose "Install driver only" for best performance.*



### Step 2: Plug BearExtender into a USB port

When installation is complete, [plug BearExtender PC into a USB port](#). A windows dialogue box should appear while Windows completes installation.

If your computer has an internal Wi-Fi card, you may have an on/off switch on the computer or keyboard. Turn off the internal Wi-Fi card or disconnect it from any active networks.

From the Windows 8 desktop, [click on the Wi-Fi icon](#) to open the Wi-Fi panel.



If your computer has an internal Wi-Fi card, BearExtender will appear as **“Wi-Fi 2”**

Scroll down the Wi-Fi Panel until you see **“Wi-Fi 2”**

Then select the network you wish to join and click **“Connect”**

If your computer does **not** have an internal Wi-Fi card, BearExtender will simply appear as **“Wi-Fi”**

**Congratulations, setup is finished.**

## Troubleshooting

If you are unable to locate the Wi-Fi Panel

**1. Open Control Panel**

Press Windows key + X key, then select Control Panel

**2. Click "Network and Internet"**

Then click "Network and Sharing Center"

**3. Click "Change adapter settings" on the left sidebar.**

**4. Right-click the "Wi-Fi 2" icon** Then select "Connect/Disconnect".

### **The Connection Status shows that I am only connected at 54 Mbps**

You may be connected to an older 802.11g router. To achieve speeds above 54 Mbps you must be connected to an 802.11n router.

Depending on how your 802.11n router is set, you may connect above 54 mbps but below 150 Mbps. For help adjusting your router settings for optimal 802.11n speeds, please contact BearExtender support.

### **I see the same number of networks as my internal Wi-Fi card.**

If your computer has a built-in Wi-Fi card make sure your Windows 8 Wi-Fi panel shows both *Wi-Fi* and *Wi-Fi 2*. If you only see *Wi-Fi*, BearExtender may not be installed. In such a case please contact BearExtender support for further help.

If you see both Wi-Fi and Wi-Fi 2, there may not be any other wireless networks in range. Try both antennas (2 dBi and 5 dBi) and contact BearExtender for additional help.

For best performance, place your BearExtender PC higher up off the ground and close to a window if you are trying to pick up a signal from outside your home. Please also try adjusting BearExtender's antenna between pointing straight up and horizontal. In most cases BearExtender's antenna should be pointing straight up.

## Contact Us

We are here to help. Please contact us before returning.

E-Mail: [Support@BearExtender.com](mailto:Support@BearExtender.com)

Replies usually within 6 to 12 hours.

Replies sent 7 days a week from our **100% US based** support team.

Most issues can be resolved by email.

Email support is the fastest way to reach us, and most issues can be resolved over email.

For phone support information, please visit  
[www.BearExtender.com/Support](http://www.BearExtender.com/Support)