![BearExtender logo]

BearExtender PC Windows 10 Installation and Use Guide

**Part I - Software Installation**

Do not connect the device to your computer yet. If you have already connected it, please disconnect. Insert CD into CD drive. When the menu appears, click on your version of Windows (it may take up to 30 seconds for the menu to appear once you insert the CD in your drive). **If you have downloaded the software, run the Setup program inside the download.**

If the CD menu does not appear, go to your CD drive icon to open it. Follow the on-screen instructions to complete installation. **During setup, when prompted, select "Install Driver Only."** When setup is complete, connect your antenna to BearExtender PC, and then connect BearExtender PC to your computer using the USB cable. **Never add, remove, or swap antennas on the BearExtender PC while it is plugged in.**
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Part II – Connecting to a Network

BearExtender PC uses the Windows 10 Connection Manager to connect to networks. If your computer has a built-in Wi-Fi card, you will need to turn it off when using BearExtender PC. Click the Wi-Fi icon in the left image below, then click 'Network Settings' as shown in the right image.
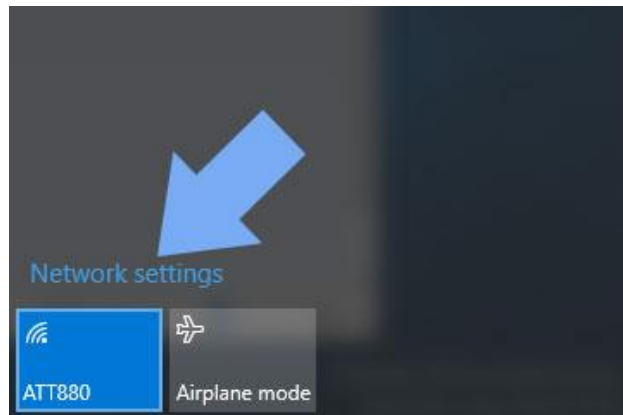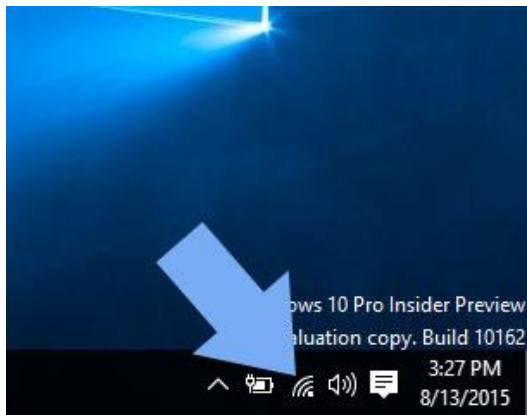
Now you will see the Windows 10 Network Manager Screen:
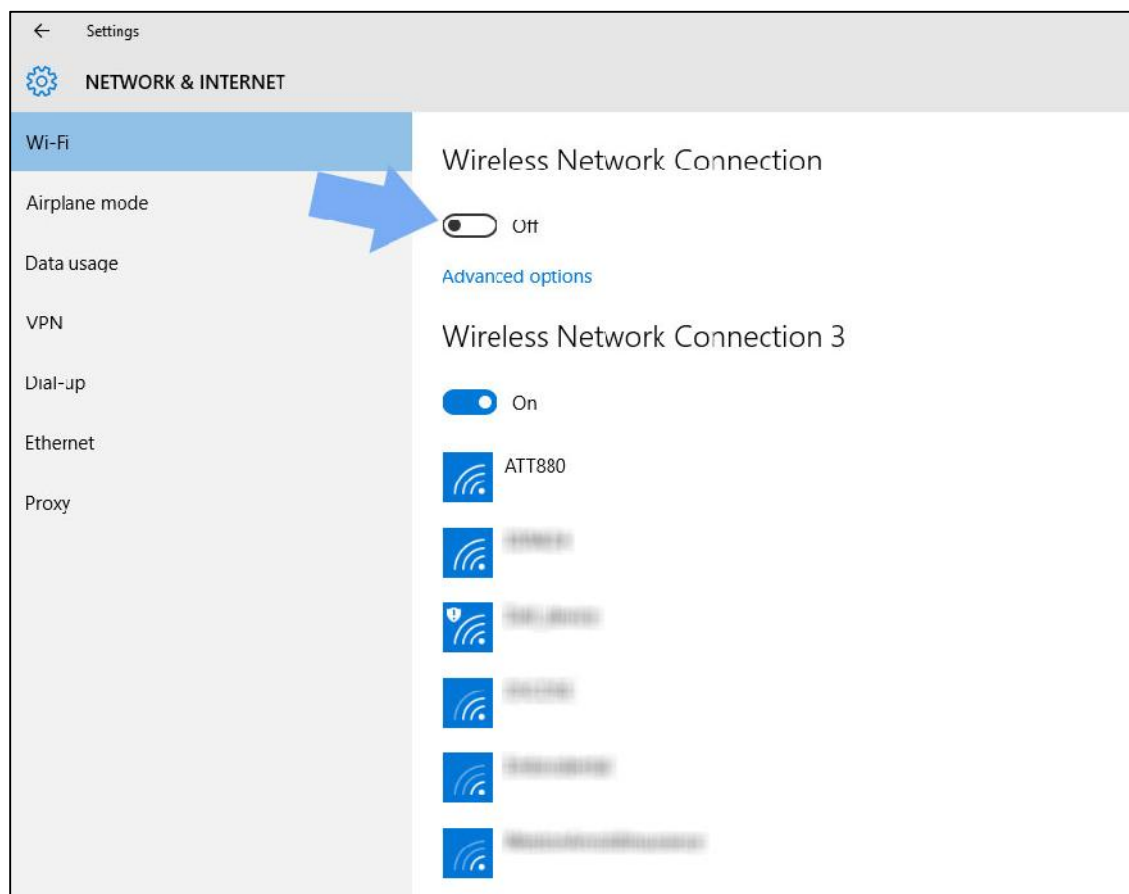
Turn internal Wi-Fi card off

Your Windows Network Manager will display your internal Wi-Fi card as "Wi-Fi" or in some cases "Wireless Network Connection". BearExtender PC will be displayed as "WiFi 2" or "Wireless Network Connection 2". In some cases the number for the BearExtender device may be 3 or 4 like in the above picture, if you have previously used another USB Wi-Fi product. Locate your internal card and click the OFF switch per the above picture to turn it off. *Return to this same screen to turn the internal Wi-Fi back ON when needed.*

Connect to your network with BearExtender

Now, underneath Wi-Fi 2 or Wireless Network Connection 2, locate the desired network you wish to join, and click it to highlight it. Then click the Connect button that will appear.
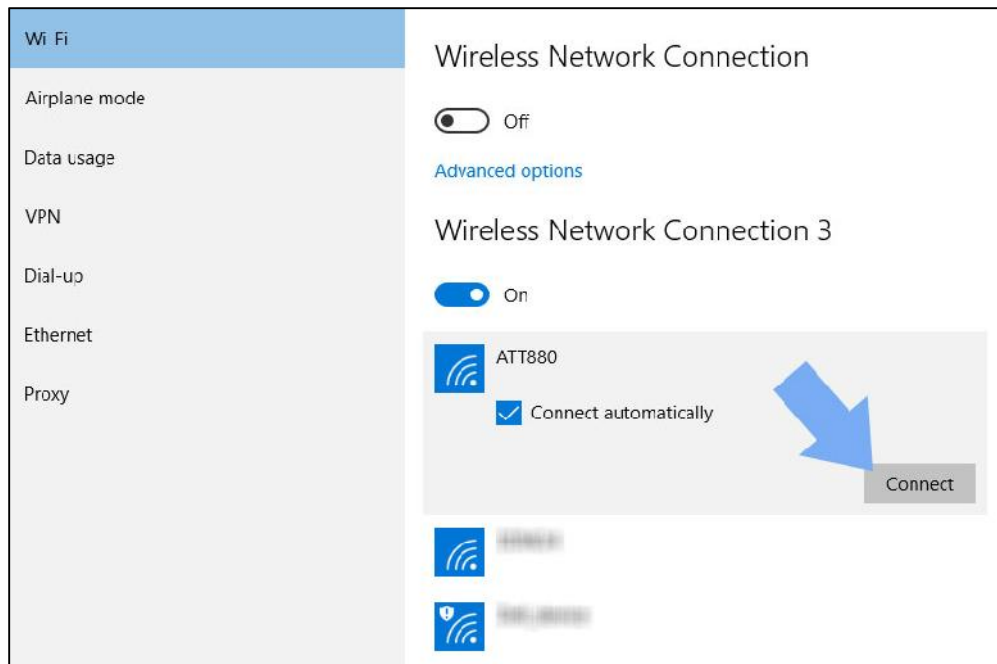
If your network is password protected, enter the password when prompted to finish connecting.
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Part III – Common points of troubleshooting

1. **When I go to the Network Settings screen, I only see Wi-Fi or Wireless Network Connection. I do not see a Wi-Fi 2 or Wireless Network Connection 2.**

   Be sure you have run the Setup program from the CD in its entirety AND that BearExtender PC is plugged into your USB port. If your computer does NOT have an internal Wi-Fi card, then in your case Wi-Fi will refer to BearExtender and it will not be called Wi-Fi 2. If you do have an internal Wi-Fi card but Wi-Fi 2 or Wireless Connection 2 does not appear, please contact our support.

2. **The specs for this product say 150 mbps max speed, but the Connection Status tab reports a slower speed, why?**

   BearExtender PC can connect to speeds up to 150 Mbps on the 802.11n 40 MHz wideband, or 72 Mbps on the 802.11n 20 MHz band. It can also connect to older 802.11g routers at top speed of 54 Mbps. For 802.11n routers, the factory default is often the 20 MHz band, so you may need to check your router settings to change to the 40 MHz band. Be aware this band causes increased noise around you and can degrade the performance of nearby networks, so as 72 Mbps will exceed what most ISPs provide, we recommend leaving your router at factory default settings in most cases.

3. **When scanning for networks I see the exact same number of networks and the same signal strength compared to my internal Wi-Fi card. How can this be?**

    It could be there are simply no other Wi-Fi networks in range. Unlike 3G/cellular data service, which you have to pay for, Wi-Fi does not have a monthly service fee but you do need to be within range of a wireless network in order to use it. If there is only one signal around you for several thousand feet, and it is ten feet away from you, both your internal WiFi card and BearExtender will probably detect it at close to 100% signal, but it may be the only network that either can detect. That does not mean BearExtender PC is getting the same range as your internal card, it simply means there are no more signals within range of either device.