BrosTrend™

User Manual

www.trendtechcn.com

BrosTrend™ AC Wireless Dual Band USB Adapter

For Models No.:AC1/AC2/AC3/AC4

Version No.: V1.2

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Dear Customer,

Thanks a lot for choosing BrosTrend WiFi adapters.

Please follow the below steps to install your AC Wireless Dual Band USB adapter; we here introduce the installation steps on Windows PC and MAC OS X.

If you need further assistance, please send email to support@trend-tech.net.cn and we will reply to you as soon as possible. Thanks for purchasing BrosTrend WiFi products!

We love our customers!

With Best Regards!

BrosTrend WiFi Products Technical Support Team

Part 1: Working on Windows PC

1. **Hardware Installation**

1.1 Turn on your PC, insert BrosTrend USB WiFi Adapter to USB port of your PC

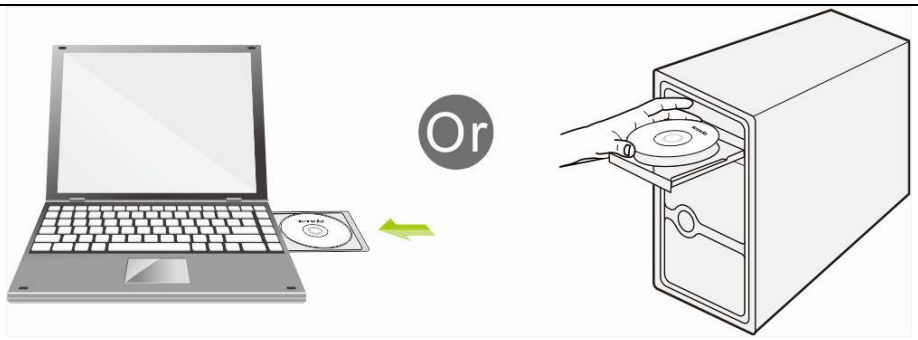


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Note: After you insert the BrosTrend USB WiFi Adapter into USB port of your PC, in case you see the below interface, please click the Cancel button.



1.2 Insert the driver CD from the package into the CD-ROM of your PC, find the corresponding driver for the operating system of your PC. If your PC cannot run the CD, please visit our website www.trendtechcn.com to find your model number and then download the driver of it.



2. **Install Driver on Your PC**

2.1 **Important Notice**:

In case your PC has integrated WiFi adapter, please turn it off before installing driver for BrosTrend USB WiFi adapter. Otherwise, you will not know which WiFi adapter is working for you and these WiFi adapters may cause conflict with each other.

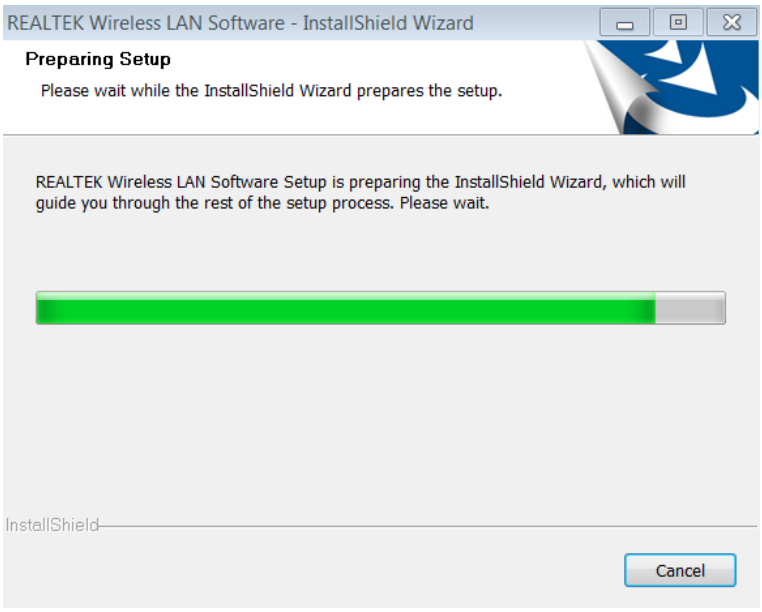
Meanwhile, please uninstall the WiFi driver of your other WiFi adapter before installing driver of BrosTrend USB WiFi adapter; In case you install two or more WiFi adapter drivers in one PC, it may cause conflicts between these drivers and cause the WiFi adapter fail to work. You can find the installed WiFi adapter drivers and un-install it in the Control Panel→Install and Un-Install Software. While please **DO NOT** uninstall the driver of the WiFi adapter integrated on your PC, you just need to turn it off.

Below are steps for installing BrosTrend USB WiFi Adapter driver on your Windows PC:

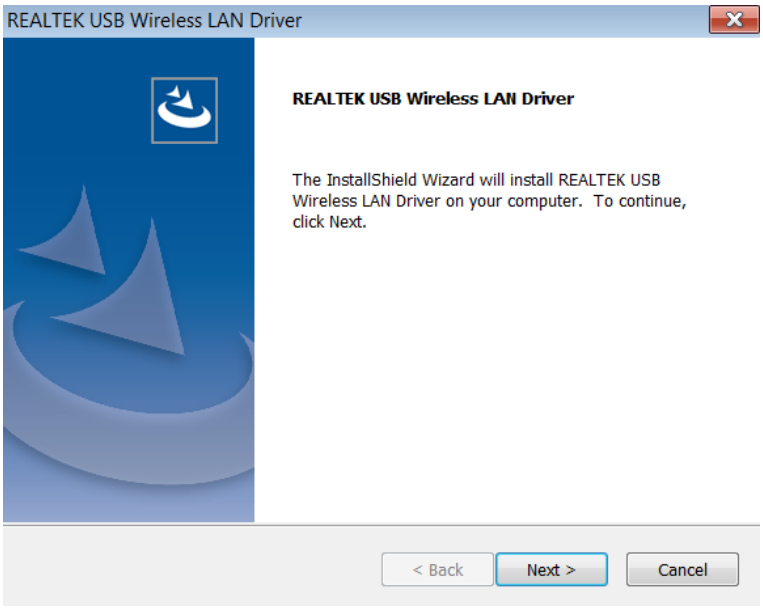
2.2 In the CD, please find the correct driver for your operating system, open the folder to find and double click this Setup button: 

2.3 Please follow the on-screen instruction to finish the installation of driver.

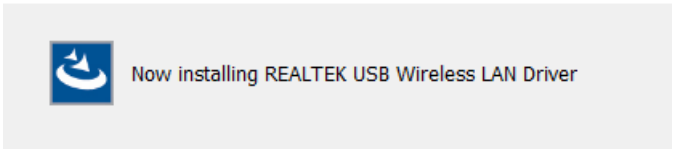
2.3.1 In the below interface, please wait, please do NOT click the “Cancel” button; otherwise, installation will stop;



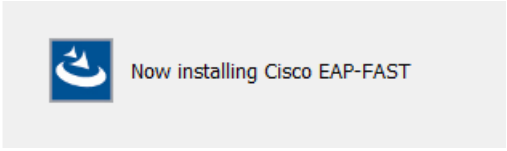
2.3.2 In the below interface, please click "Next" button to continue with the installation;



2.3.3 In the below interface, please wait

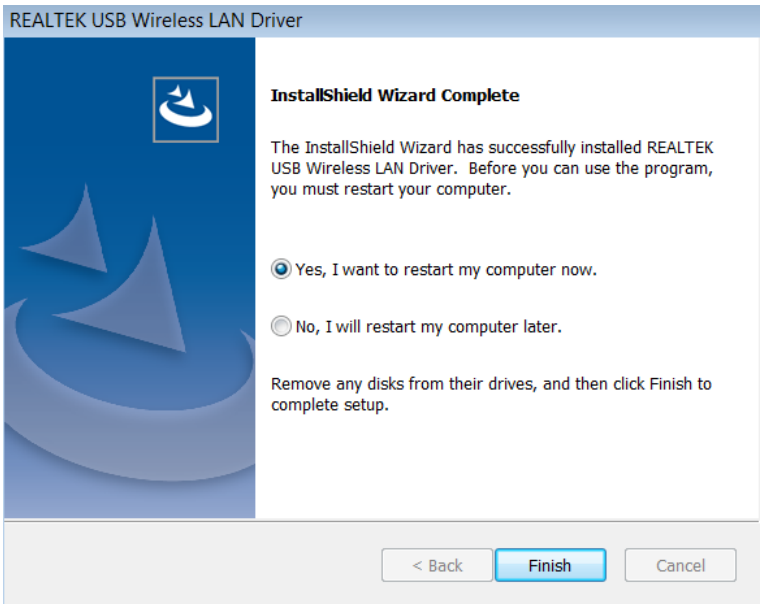


2.3.4 In the below interface, please wait;



2.3.5 In the below interface, please select "Yes, I want to restart my computer now." and then click the "Finish" button to restart your computer. When

your computer is turned on again, the driver will be installed on your computer successfully and you can start to use BrosTrend USB WiFi adapter;



3. **Connect to Your WiFi Broadband Network**

You can manage your BrosTrend USB WiFi Adapter and connect it to your WiFi broadband network by using the Windows Integrated WiFi network management tool. And for Windows 8.1/8/7/Vista/XP, you can also use the BrosTrend USB WiFi Adapter integrated Realtek WiFi Management tool to manage your WiFi network.

3.1 Use Windows Integrated WiFi Network Management to Connect your BrosTrend USB WiFi Adapter to your WiFi Network. We here take Windows 8 as example.

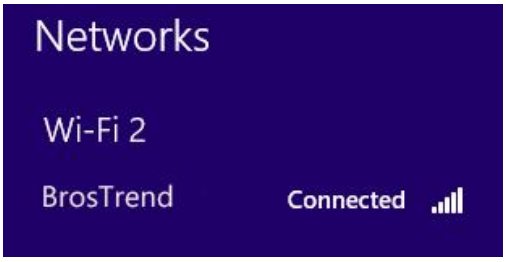
3.1.1 Click the icon on the bottom right corner of your desktop.



3.1.2 Select your wireless network from the list, click **Connect** and then follow onscreen instructions. You need to input your WiFi key to connect to your WiFi network.



3.1.3 When your wireless network is connected successfully, the following screen will appear.



3.1.4. Note:

3.1.4.1 If you cannot find the icon , please move your mouse to the top right corner of you desktop, select **Settings→Control Panel→Network and Internet→Network and Sharing Center→Change Adapter Settings**, right click Wi-Fi and select **Connect/Disconnect.**

3.1.4.2 If you cannot find your wireless network from the list, please make sure that your PC is not under Airplane mode as Airplane mode disables your Wi-Fi function.

3.1.4.3 If the Wi-Fi network which you connect to does not have the Internet access, then you will get a Restricted status and a yellow exclamation mark will appear in the wireless icon in your system tray (lower-right corner).

3.1.4.4 If you are using Windows XP and cannot find its wireless management function, please make sure that you have enabled its wireless management function which is called Wireless Zero Configuration services on your XP.

3.2 Use BrosTrend USB WiFi Adapter WiFi Management tool to Connect to your WiFi Network

3.2.1.1 You can also use the “Realtek 11n/11AC USB Wireless LAN Utility” to manage BrosTrend USB WiFi Adapter and connect it to your WiFi network.

3.2.1.2 Please double click the icon of on your desktop to open the software, follow the on-screen instruction to Search your WiFi network,

Input the WiFi Key (WiFi Password), and then Connect to the WiFi Network.

3.2.1.3 Once you are connected to the WiFi network successfully, your information for this Network will be stored in this software, you can find it in “Profile”; Every time when you turn on your PC, BrosTrend USB WiFi Adapter will connect to your WiFi network automatically with these information stored. In case you connect to more than one WiFi networks successfully, you can choose the corresponding Profile of them in this software.

4. Frequently Asked Questions for Windows PC

4.1 **Ask: I plug BrosTrend USB WiFi Adapter to the USB port of my PC and it does not work. What shall I do?**

Answer: One of the below may cause the BrosTrend USB WiFi Adapter fail to work, please check and try one or more of the below solutions:

4.1.1 Please try another USB port of your PC.

4.1.2 Please make sure that you have installed the driver on your PC. This adapter support the below Operating Systems, you need to install the correct driver for it:

-Windows:Win10 32/64, Win8.1 32/64, Win8 32/64, Win7 32/64, Vista 32/64, XP 32/64, 32Bit or 64Bit OS

-MAC OSX

-Linux

4.1.3 Please make sure that you are not installing more than one WiFi adapter drivers in one PC, this will cause BrosTrend USB WiFi Adapter fail to work though you have installed driver for it. Please remove other WiFi adapters’ drivers before installing driver for BrosTrend USB WiFi adapter. While please **DO NOT** uninstall the driver of your WiFi adapter which is integrated on your PC. You can find more about this in Part 2.1.

4.1.4 Please make sure that you did not Disable BrosTrend USB WiFi Adapter in the Network configuration of your PC. You need to make sure that it is Enabled. You can check this on your PC as below: Network→Properties→On the left hand side of the menu, click “Change Adapter Settings”→Find BrosTrend USB WiFi Adapter under the name of “Realtek 8812AU/8811AU Wireless LAN 802.11ac USB NIC”, put your mouse on it and click the right button of your mouse→ Press Enable to turn BrosTrend USB WiFi Adapter ON, then it works; If press Disable you will turn BrosTrend USB WiFi Adapter OFF and it will not work.

4.1.5 In case the LED of BrosTrend USB WiFi Adapter is on, this indicates that the driver is installed on your PC. You need to refer to the solution in Part 4.1.3 and Part 4.1.4

4.1.6 In case the LED of BrosTrend USB WiFi Adapter is NOT ON, this indicates that the driver is NOT installed correctly on your PC or adapter is not plug correctly on your PC. You need to refer to the solutions in Part 4.1.1, Part

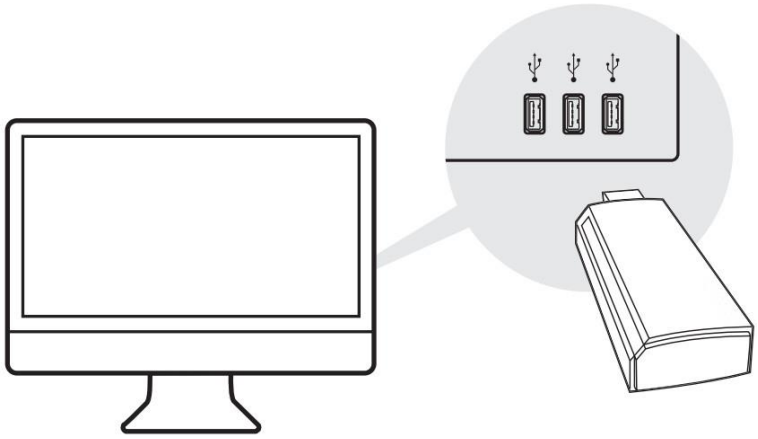
4.1.2 and Part 4.1.3.

Part 2: Working on MAC OS X

We here take MAC OS X 10.9 as example for introducing the installation steps. Please note that the steps may vary slightly on other versions of MAC OS X.

1. **Hardware Installation**

   Please plug BrosTrend WiFi USB adapter to any USB port of your MAC, we suggesting plugging into the USB port with more open space for better WiFi signal reception.



2. **Install the Driver and Utility**

   2.1 Download the Driver and Utility

   Important Notice: Product comes with small size of CD, in case your MAC does not support running CD of small size, please **DO NOT** insert this small CD into your MAC; instead, please go to our website www.trendtechcn.com to download the latest driver for MAC OS X, in case you cannot find it on our website, please send us email at support@trend-tech.net.cn to get the latest driver.

   2.2 Install the Driver and Utility

   2.2.1 After you download the driver, please click the below to unzip and extract the driver:



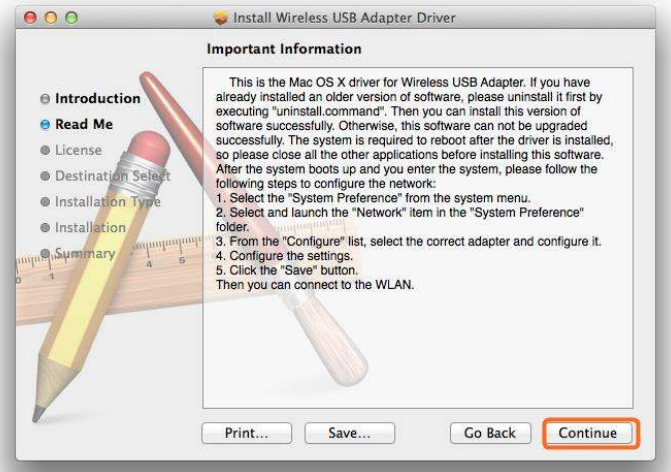
   2.2.2 After you unzip the driver, you may find that it includes drivers for different version of MAC OS X; in this case, please find the corresponding version of driver for your MAC OS X. And then find and click the Installer as figure below to start the installation:



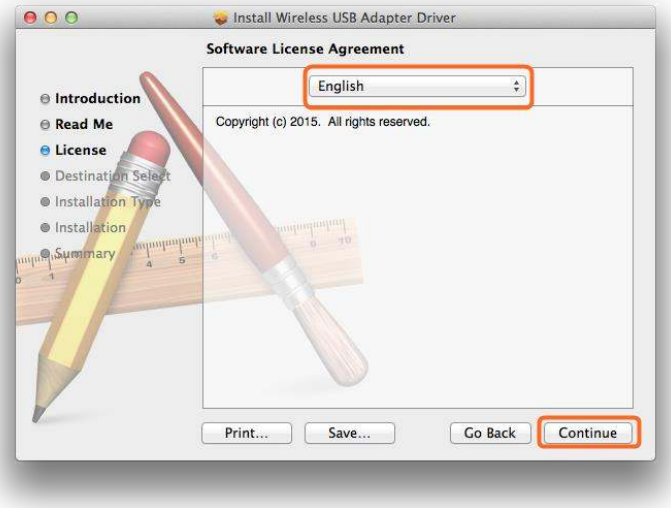
2.2.3 In the screen below, please click “Continue”



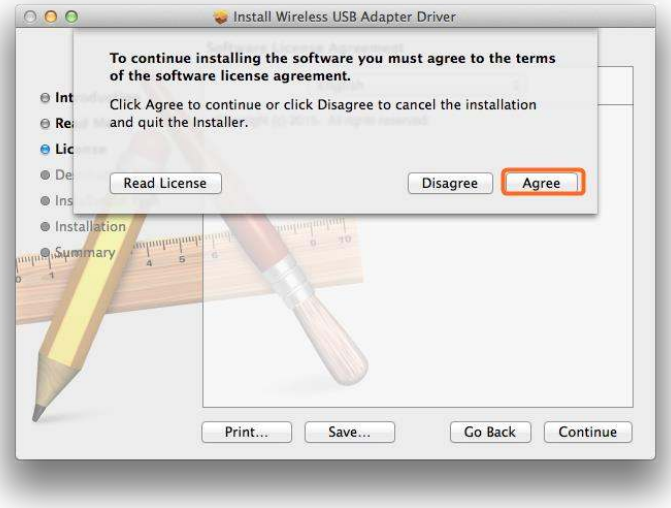
2.2.4 In the screen below, please also click “Continue”:



2.2.5 In the screen below, please select your language, we here take English as example and then click the “Continue” button:



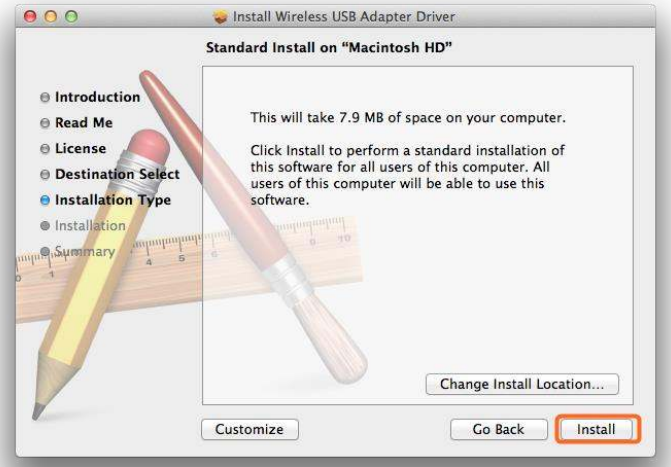
2.2.6 In the screen below, please select “Agree”



2.2.7 In the screen below, please firstly click “Install for all users of this computer” and then click the “Continue” button.



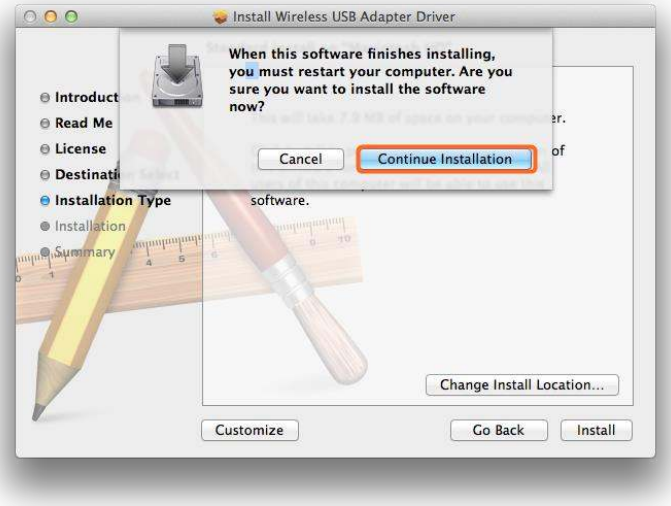
2.2.8 In the screen below, please click “Install”:



2.2.9 In case you have setup password for your MAC OS X, you need to input this pass word in the screen below and then click “Install Software”:

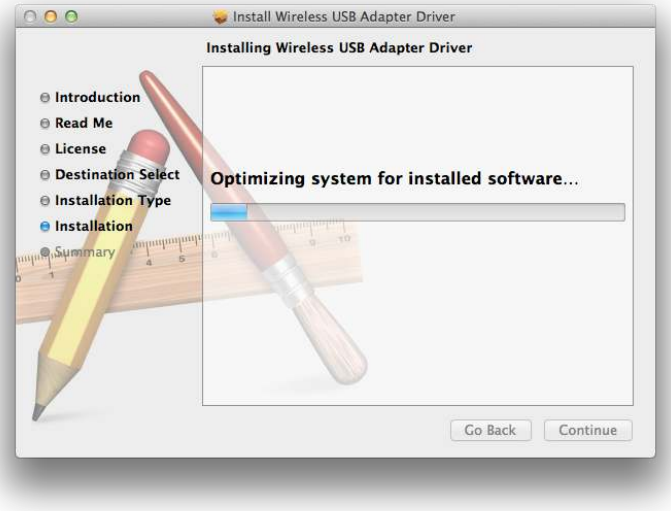


2.2.10 In the screen below, please click “Continue Installation”:

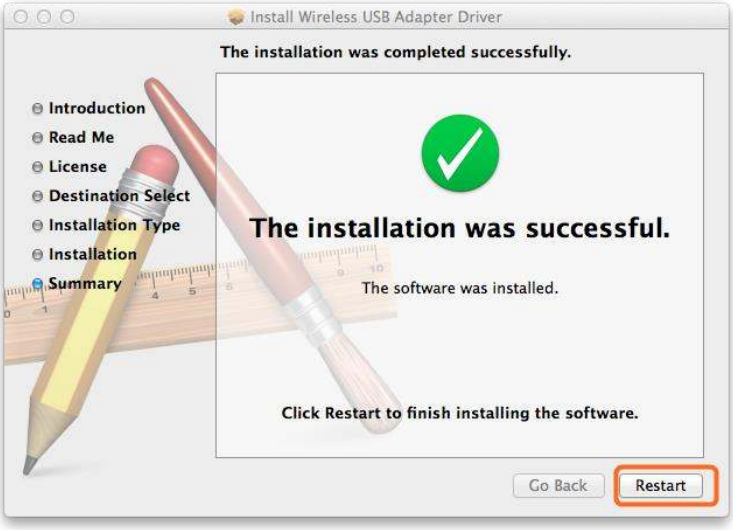


2.2.11 When you see the below screen, please wait for the driver to install automatically:





2.2.12 Congratulations! When you see the below interface, installation is successful, please click “Restart” to restart your MAC; After you restart your MAC, you are able to use this BrosTrend USB WiFi adapter.



3. Join A Wireless Network

3.1 Turn the WiFi Adapter Integrated Inside your MAC Off

3.1.1 Before using BrosTrend USB WiFi adapter, you can turn the WiFi adapter integrated inside your MAC OFF by clicking the “Turn Wi-Fi Off” button in the screen below, which is on the top right of your MAC desktop.



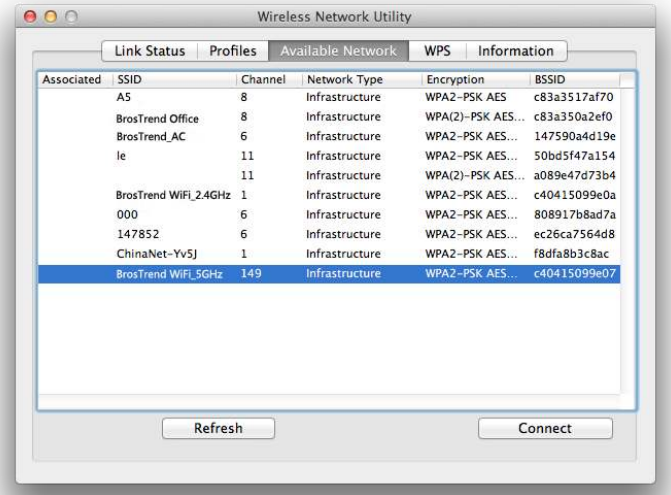
3.2 Join A New Wireless Network with BrosTrend USB WiFi Adapter

3.2.1 After you turn off the WiFi adapter integrated in your MAC, please go to your desktop and click the icon below to start the newly installed “Wireless

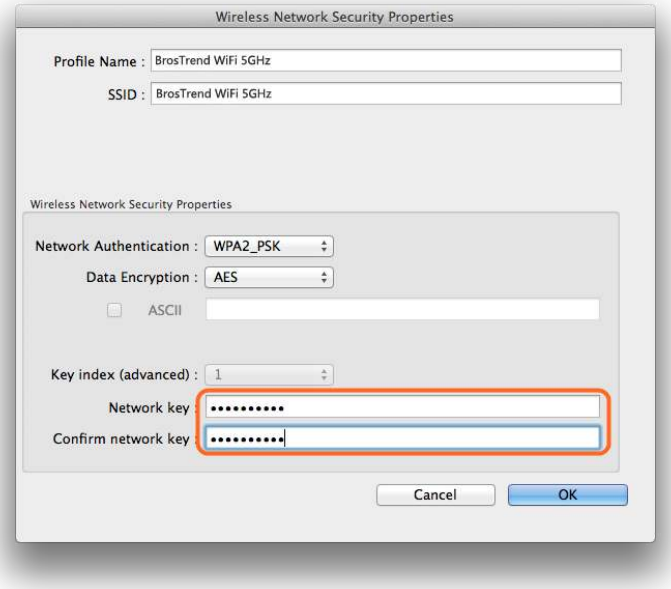
Network Utility":



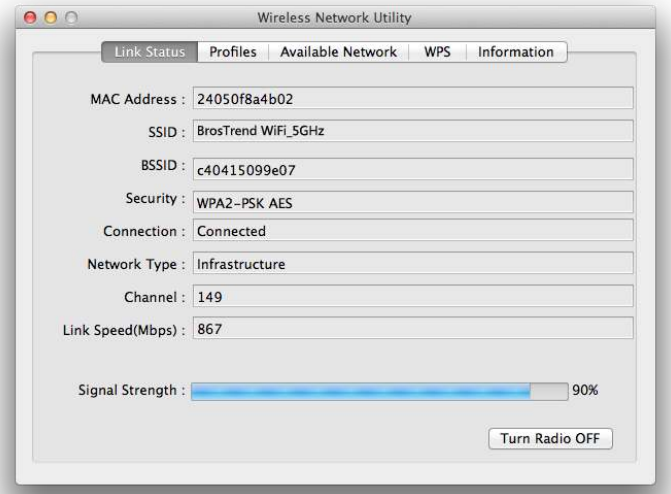
3.2.2 In the interface below, please click "Available Network", find your Wi-Fi network, and then double click to select it:



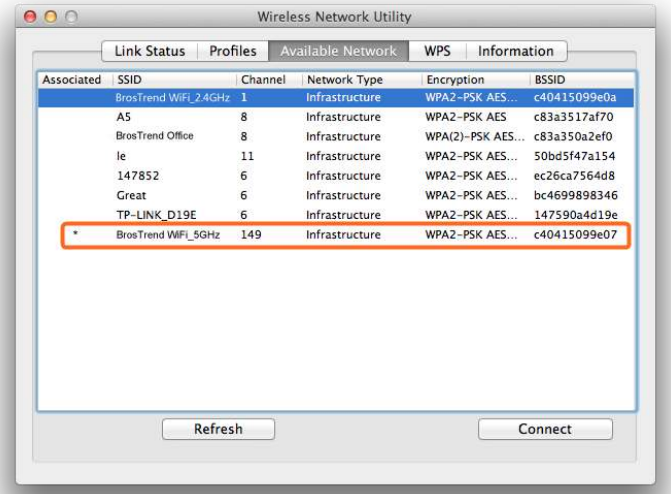
3.2.3 And then please input your Wi-Fi Network Key in the screen below, please make sure that you input the same Wi-Fi Network key twice, and then click the "OK" button.



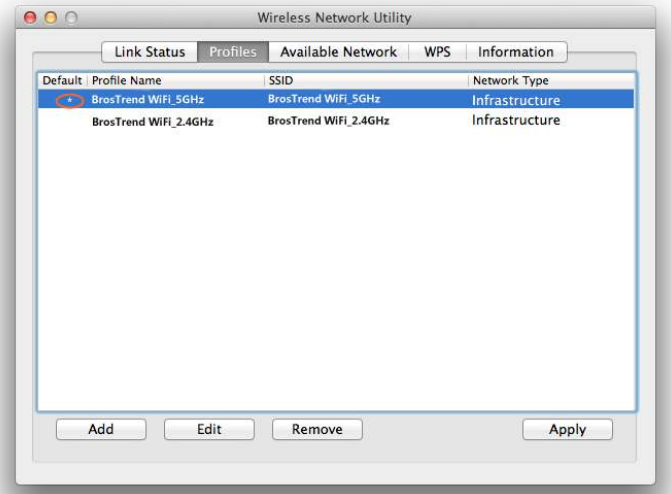
3.2.4 After you input the correct WiFi Network Key, your MAC will be connected to your Wi-Fi network successfully and you can see the below interface:



3.2.5 Also, in the “Available Network” in the screen below, you can see that the Wi-Fi network with “*” is the one that you are currently connected to:



3.2.6 Manage My WiFi Network Profiles: For all the Wi-Fi networks which you connected to successfully, their network information including the Wi-Fi network names and Wi-Fi keys are stored in the utility automatically, you can shift between them by double clicking their name in the list below, you do not need to input Wi-Fi key again when you reconnect to them. Actually, this utility will enable your MAC to connect to one of them automatically for WiFi Internet connection every time when you start using your MAC again.



3.2.7 In the above interface, you can select a profile and:

3.2.7.1 See that the one with "*" in the front is the WiFi network you are currently connected to.

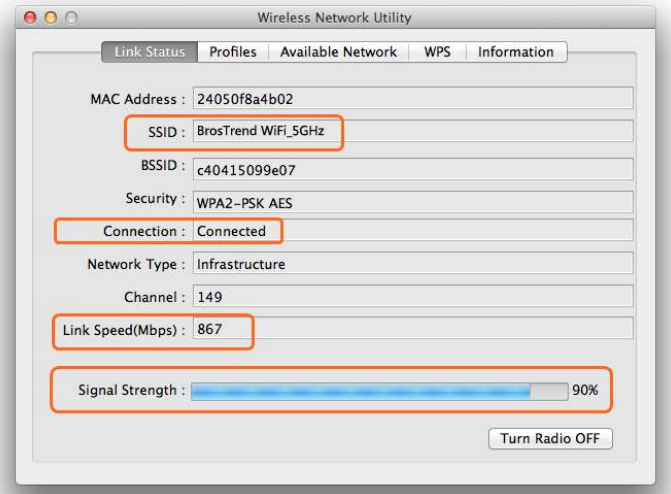
3.2.7.2 Press the "Apply" button and you will be connected to the selected WiFi network. No need to input WiFi network key again here.

3.2.7.3 Press the "Remove" button, the selected Wi-Fi network will be deleted from your utility and your MAC will not connect to it automatically; in order to connect to it again, you need to go to the "Available Network", select this WiFi network and input WiFi Network Key to connect to it again

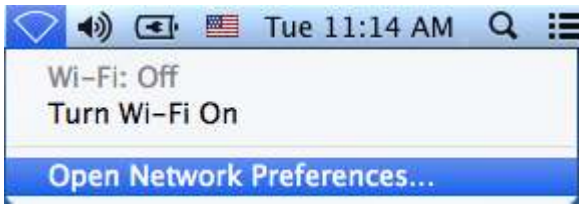
3.2.7.4 Press the "Edit" button to change the WiFi Network Key information of this selected WiFi network in case its WiFi key is changed

3.3 Check my WiFi Connection Speed with my Wireless Router

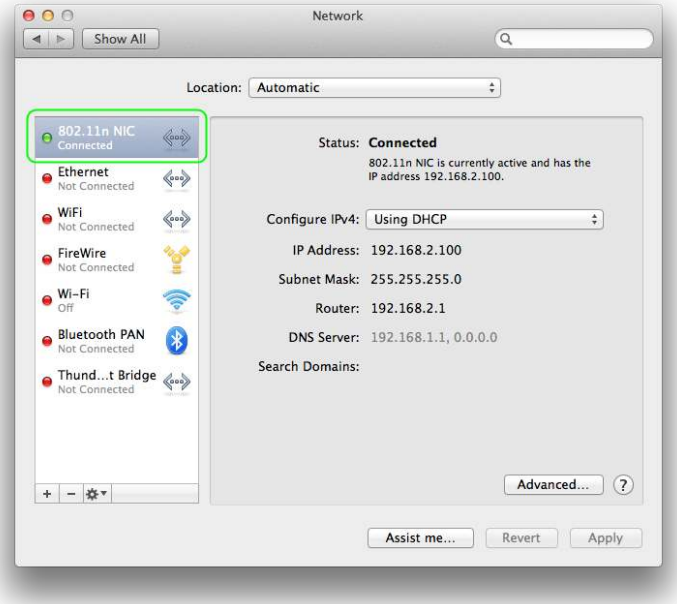
3.3.1 By clicking the "Link Status" you will see the below screen with the connection information between BrosTrend USB WiFi Adapter and your WiFi router, including the Link Speed (also called connection speed), WiFi Signal Strength, WiFi Channel, SSID (WiFi network name), Security Type etc.



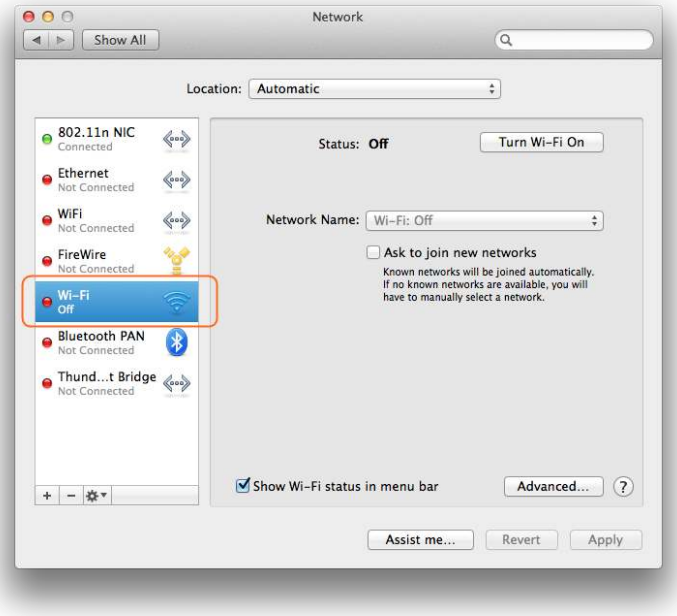
3.3.2 By clicking the “Open Network Preferences” in the screen below, you will see all the Network information about your MAC



3.3.3 In the interface below, you can see all the WiFi adapters installed on your MAC, the one marked in green color is BrosTrend AC Wireless USB adapter, due to a displaying bug, it is being displayed as “802.11 N NIC”; actually, it is an “802.11 AC NIC”, you can judge this by seeing its WiFi connection speed as we introduced in “Link Status” in Part 3.3.1 above.

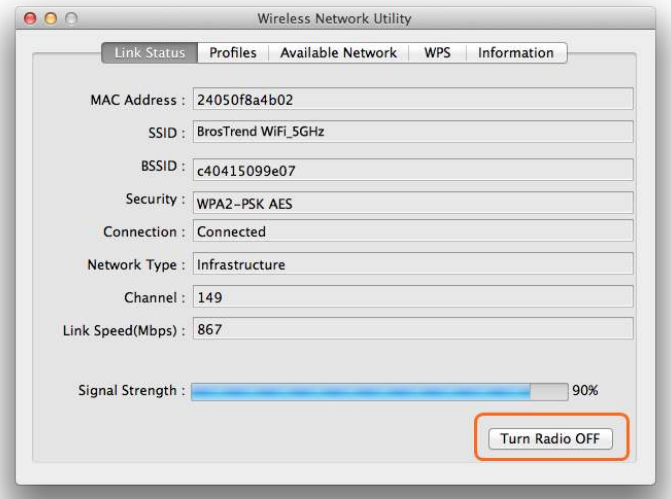


3.3.4 In the interface below, the one marked in Orange color is the Wi-Fi adapter integrated in your MAC, you can click the “Turn Wi-Fi ON/OFF” to control it here also.



3.4 Turn BrosTrend Wi-Fi ON or OFF

3.4.1 In “Link Status” in the screen below, once you click the “Turn Radio Off”, your BrosTrend USB WiFi Adapter will be turned off and you will be disconnected from the current WiFi network and not able to connect to other WiFi network either. You need to click this button to Turn it ON again to make it work for you. In case your BrosTrend USB WiFi adapter is not working properly, you can check this button also.



4. Uninstall the Driver and Utility on MAC OS X

4.1 You can uninstall the BrosTrend USB WiFi Adapter driver and Wireless Network

Utility by using the software that you downloaded, please click the Software as below, follow the on screen instruction to uninstall it step by step:



5. Frequently Asked Questions for MAC OS X Only

5.1 Ask: I plug the BrosTrend USB WiFi Adapter to the USB port of my MAC and it does not work, what shall i do?

Answer: Please check one or more of the below:

5.1.1 Please make sure that you have installed the driver on your MAC and the LED of the BrosTrend USB WiFi Adapter is blinking when you plug it to the USB port of your MAC; When the LED is on or blinking, this indicates that you install the driver successfully and the USB WiFi adapter can work on your MAC; otherwise, it indicates that you have not successfully installed the driver on your MAC and the BrosTrend USB WiFi Adapter is not working properly on your MAC. In this case, please uninstall and then install the correct version of driver again on your MAC.

5.1.2 Please make sure that you are installing the right version of driver for your MAC OS X; as we have different versions of drivers for different versions of MAC OS X, in case you install the wrong one, it DOES NOT work for you, you need to install the correct one.

5.1.3 Please try another USB port on your MAC.

5.1.4 Please do not connect BrosTrend USB WiFi Adapter to your MAC through USB extension cable, some low quality USB extension cable or some USB extension cable which is too long will cause the USB WiFi adapter fail to work. Please connect BrosTrend USB WiFi Adapter to USB port of your MAC directly.

5.1.5 Please make sure that you have not turned off BrosTrend in the Wireless Network Utility. You can find instruction on turning ON/OFF BrosTrend USB WiFi Adapter in Part 3.4.1 in this manual. Please turn it ON.

5.1.6 Please make sure that you have turned OFF the WiFi adapter integrated on your MAC. You can find steps on this in Part 3.1.1 in this manual. In case you turn both of BrosTrend USB WiFi Adapter and the WiFi adapter integrated in your MAC on, you will not be able to identify which WiFi adapter is working for you.

5.1.7 Please make sure that your WiFi network is Internet enabled, you can check this by using your smart phone or tablet to connect to the same WiFi network as your MAC. If your smart phone is able to connect to Internet via the same WiFi network and your MAC cannot, the WiFi on your MAC is not working properly; In case your smartphone cannot visit Internet when connecting to the same WiFi network as your MAC, this indicates that your

WiFi network itself is not working properly and this problem is not caused from WiFi of your MAC or smartphone.

5.2 Ask: I have other question in using BrosTrend USB WiFi Adapter on my MAC, can you help?

Answer: Sure, please kindly find more FAQ in Part 3. If you still cannot find your answer, then please write email to support@trend-tech.net.cn and our BrosTrend technical support team will reply to you as soon as possible.

Part 3: FAQ (Frequently Asked Questions) for Windows PC and MAC OS X

1. Ask: My BrosTrend dual band WiFi adapter can connect to 2.4GHz WiFi network only, I cannot find or connect to my 5GHz WiFi network.

Answer: Please find one the below solutions for you to solve this problem:

1.1 Please make sure that you have installed our latest driver, latest driver is available on our website www.trendtechcn.com or you can send us email at support@trend-tech.net.cn to get it. An out of date driver may cause you fail to find and connect to the 5GHz WiFi network.

1.2 Please check the WiFi channel setting on your dual band WiFi router, as different countries have different default WiFi Channel settings, a wrong setting on this may cause BrosTrend USB dual band WiFi adapter fail to scan and connect to your 5GHz WiFi network. Usually, this setting is under the Wireless Part of your Wireless Router, please log into the management interface of your WiFi router, choose the right country region (if this function is available on your WiFi router please do this; if not, please skip this step), and then in the 5GHz WiFi Channel Part, please configure the WiFi channel as AUTO. Usually, after these two steps, your BrosTrend dual band WiFi adapter is able to scan and connect to your 5GHz WiFi network. If it still does not work for you, you need to configure the 5GHz WiFi channel on a fixed channel number, for this, please send us message on support@trend-tech.net.cn for further assistance. Please tell us your country, BrosTrend WiFi adapter model number, operating system type when sending us the email so that we can better help you.

2. Ask: How to get better WiFi signal?

Answer: Here are some hints for you:

2.1 If you are using BrosTrend USB WiFi Adapter on your desktop, please plug it into the USB port in the front of your PC instead of the USB port on the rear part of your PC, because the USB port in the front of your PC has more open area.

2.2 The WiFi network performance depends on the actual environment in your office or at home, the walls and doors with metal, a working microwave oven or ceramics will lower your WiFi speed or signal; If possible, please keep your WiFi router and PC away from them.

2.3 If you are using an AC WiFi router or dual band WiFi router, you must need to know:

2.3.1 5GHz band has much faster WiFi speed than 2.4GHz band because 5GHz band is less crowded and it is clearer; while 5GHz WiFi is not as good as 2.4GHz WiFi at penetrating walls, also not as good at long range

transmission as 2.4GHz.

2.3.2 The speed of 2.4GHz WiFi band is not as fast as that of 5GHz, while 2.4GHz is much stronger than 5GHz in penetrating walls and long range transmission.

2.3.3 So you can take advantage of the above features to have optimal WiFi performance on your BrosTrend USB WiFi adapter; also, you can shift between the 5GHz and 2.4GHz WiFi network.

3 **Ask: Can I use a USB extension cable to extend my BrosTrend USB WiFi Adapter to get better WiFi signal?**

Answer: Yes, you can do this to get better WiFi signal. In order to work properly, BrosTrend USB WiFi Adapter needs to have enough power supply from USB port of your PC. The longer USB extension cable you are using, the more power you will get lost on the USB cable; In case your USB extension cable is too long, it will cause BrosTrend USB WiFi Adapter fail to work because of the lack of enough power supply. And the power lost on USB extension also depends on the quality of your USB cable, so we suggest using USB extension cable of shorter length or with higher quality.

4 **Ask: Where can I download the latest driver for my Windows PC or MAC OS X?**

Answer: Latest driver are available on our official website of www.trendtechcn.com

Please visit to download it or send us email to get it, our email address is support@trend-tech.net.cn

5 **Ask: What is the most secure WiFi encryption method to protect my WiFi network?**

Answer: This BrosTrend USB WiFi Adapter supports all the WiFi encryption method, it can auto match the encryption method of your WiFi network. You need to configure your encryption method in your WiFi router, the most secure one is WPA2, then WPA. We do not recommend using WEP, it is not safe though it is encrypted. Also, you can choose the encryption algorithm, the best one is AES. We do not suggest using TKIP, though TKIP is secured, while it lowers your network speed. **So WPA2-AES(also called WPA2-PSK) is the best one, it is most secure, while also offer optimal WiFi network speed.**

6 **Ask: Does BrosTrend USB WiFi Adapter support working under software AP mode as a WiFi Hotspot?**

Answer: Yes, it supports, while for operating systems of Windows 8.1/8/7/Vista only, NOT for Windows 10. After you install the driver of BrosTrend USB WiFi adapter, you can open the software of  which is called “Realtek 11n/11AC USB Wireless LAN Utility”, in the button of “Working Modes”, you can shift between WiFi Adapter (client) mode and Software AP (Station) Mode, please note that it supports working under only one mode at the same time. In order to have your PC and BrosTrend USB WiFi Adapter work as SoftAP, your PC needs to be connected to the Internet successfully via its Ethernet port by Ethernet cable.

7 **Ask: Does BrosTrend USB WiFi Adapter works with Raspberry Pi/Pi 2, Mint, Ubuntu, Fedora, openSUSE, Zorin, Ubuntu, BackTrack5 R3, and Kali Linux?**

Answer: We cannot give you an exact answer and cannot guide you on this either,

while I can tell you that the BrosTrend USB WiFi Adapter you are purchasing is using Realtek main chipsets from Taiwan, and we can tell you the model number of the chipsets in case you send us email at support@trend-tech.net.cn

When you send us email, please tell us your order number and the model number of WiFi adapter you are purchasing. Then you need to study in the corresponding forums about your OS to check if this chipset model is supported by your OS or not and how to install driver for it by yourself.

Also, the Linux driver for BrosTrend USB WiFi Adapter is available on our official website www.trendtechcn.com

Hope this give you some help.

Part 4: Others

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