If the computer can't detect the wireless adapter
- Make sure the adapter is plugged in correctly.
- Make sure the computer meets the system requirement and install the latest driver. You can download the driver at http://www.edimax.com
- Try to connect the wireless adapter with a different port on the computer
- Try to restart the computer.
- Update the USB drivers. (Check motherboard/logic board manufacturer or computer manufacturer website for latest drivers)
- Test the adapter on a different computer to verify whether it is working or faulty.

How to check my wireless adapter is installed properly

Windows 7 - Go to Start > Computer [Right Click] > Properties > Device Manager.

Windows 8.1/10 - Press the Windows key and X together and then click Device Manager.
- Click the "Network Adapters".
- Right-click on "Edimax …… Adapter" and select properties to check that the drivers are installed properly.
- When you see "This device is working properly." in the windows, you have already installed the driver successfully.

How to fix the issue that my Adapter can't work
- Check if your wireless password is correct.
- Try to uninstall the driver and install the driver again.
- Use automatic troubleshooting. Right-click on the network icon in your system tray and select "Troubleshoot Problems" to run the Windows Network Diagnostic routine. This can sometimes correct common issues.
- Try to reboot your PC.

The wireless adapter LED does not light up.
- Remove and re-insert the wireless adapter.
- Check the Windows device manager to see whether the wireless adapter is enabled and recognized.
- Re-install the driver and try it again.
- Insert the wireless adapter in a different USB port on your computer.

What should I do if I can't join a wireless network
- Make sure the adapter is connected with the computer's USB port properly.
- Check if you have installed the driver for your adapter successfully. You can download the latest driver at http://www.edimax.com
- Re-install the driver and try again.
- Check the LED indicators on the wireless router or access point are functioning properly. If not, check that the AC power adapter and Ethernet cables are firmly connected.

- Try to change the channel on your wireless router or access point. Wireless interference will affect wireless connect.
- Try to change the location of your wireless router or access point. Do not put it in a cabinet. Put on an elevated surface will be better rather than on the floor.
- Check the setting on the wireless router or access point whether the wireless connection is denied by some functions.
- Make sure wireless adapter join to correct wireless network and input the correct security key.

I can join the wireless network but fail to access the Internet
- Make sure that you are connected to the correct network.
- Make sure that the wireless router or access point is physically connected to the Ethernet network. If the wireless router or access point's Internet connection is not working please try to restart the modem, wireless router, access point.
- Check that the IP Address, subnet mask, gateway, and DNS settings are correctly entered for the wireless adapter.

Wireless constant disconnects
- On desktops use the rear USB port, these are more stable and reliable when communicating with USB adapters.   Ports in front may be using a different USB controller than the one built-in to the motherboard/logic board.
- Please confirm that the adapter driver version has been updated to the latest version.

I have poor wireless performance
- Advise setting Encryption to WPA2-AES to replace WPA-TKIP or WEP.
- Adjust the wireless channels.
- Check the distance and obstacles between the client and the wireless base station. The clearer the path the better the performance will be.
- Adjust the adapter install location or antenna. And configure it closely with the router.
- Disable legacy wireless device connect to the same network.
- Please confirm that the adapter driver version has been updated to the latest version.