

## **Manual Driver Installation for RTL8191SU chipset device on Windows 7 OS**

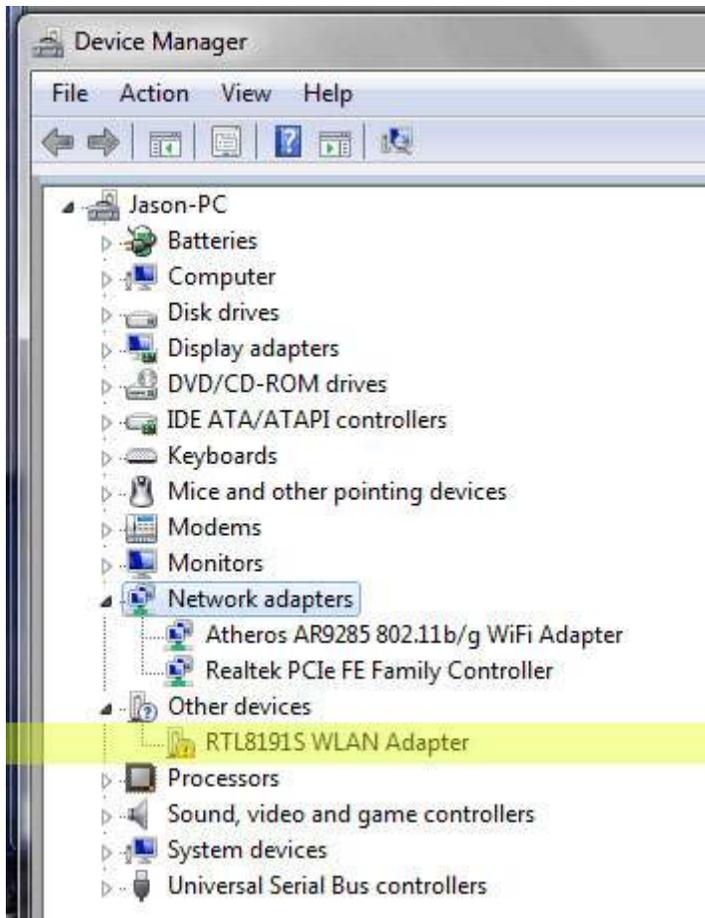
*Before installing your product on Windows 7, check to find out if you have Windows 7 32-bit or 64-bit. Even if you know you have a 64-bit processor, your computer may still be running the 32-bit version of Windows 7. To check your Windows 7 version:*

- 1. Click on the Windows Start button in the bottom left corner of the screen.*
- 2. Go to Control Panel and click on System and Security*
- 3. Click on System*
- 4. On the System window, in the middle you will see the rating, processor type, installed RAM, and then it will say "System Type" and to the right will say 32-bit operating system or 64-bit operating system. Make note of this.*

To manually install the Windows 7 drivers, with the adapter connected to your computer, and the driver CD in the CD drive, click the Windows Start button in the bottom left corner of the screen. Then follow these steps:

1. Go to Control Panel and click on System and Security
2. Click on System
3. On the left hand side, click on Device Manager

You should now see a window similar to this one (this is a screenshot taken from one of our computers, your computer may have different hardware installed and may not show all of the same devices):



Look for the “Network adapters” row, and if it is not expanded to show the network adapters connected to the computer, click on the arrow to the left of Network adapters. It should then list all network adapters connected to the computer, including this one, which is a Realtek RTL8191S chipset based adapter. You can see this adapter on the above screenshot listed as:

*Realtek RTL8191S Wireless LAN 802.11n USB 2.0 Network Adapter*

Because the driver is not yet installed on your computer, there may be a yellow circle with a ! inside of it, indicating a problem. Or the device could have a slightly different name or model number instead of RTL8191S along with a yellow circle icon with a ! inside of it. This is normal and just means the correct driver has not yet been installed. What we are going to do in the next steps is manually install the driver to resolve this.

**CAUTION: If you see a device under Network adapters in your Device Manager that does not contain “Realtek RTL8191S or Realtek RTL8191SU” and also DOES NOT have a yellow icon with a ! inside, that device may be something else on your computer, such as an internal Ethernet adapter. If you are in the Device Manager and do not see anything with Realtek RTL8191S in the title, OR do not see anything under Network Adapters with a yellow ! icon, please contact the place where you purchased the item for individual troubleshooting.**

Once you have located the Realtek RTL8191S or Realtek RTL8191SU device in the Device Manager, or a similar device that has a ! icon next to it, click on it so that it becomes highlighted

and then right click on it and select Properties. Then on the window that appears, look under Device Status. If it says "This Device is working properly" the issue you are having is not related to drivers so please proceed to contact your retailer for individual support. If it says the driver for the device is not installed, click on the Driver tab at the top of the Window and follow these steps:

1. click Update driver button
2. select "Browse my computer for driver software"
3. On the next screen click the Browse button
4. Navigate to your CD drive, and then to the folder on the CD called 'mini N USB Neutral driver, and then to the DRIVER folder, and then to the 88\_91\_92\_SU\_Driver folder, and then to the VistaX86 folder (if you have Windows 7 32-bit) or the VistaX64 folder (if you have Windows 7 64-bit). This is not a typo- for Windows 7 this product uses the Windows Vista driver file.
5. Once you have clicked on either the VistaX64 or VistaX86 folder, click the OK button
6. Now click the Next button. Windows will search for the driver in the folder and proceed to install it if you have selected the correct folder.

Installation will complete. You can then manage your network connection using the icon that looks like 4 signal bars on the bottom left corner of the screen (right click on it and select Open Network Sharing Center, or by going to Start > Control panel > Network and Sharing Center and then click on Change Adapter Settings to the left. An icon will be displayed for this RTL8191SU device, and you can click on it and select Connect/Disconnect to scan for and connect to wireless access points.

If Windows does not install the driver, but instead says it is unable to locate a driver for the device, please double check all steps to ensure you properly navigated to the correct location on your CD, and then contact your retailer for individual support.