



Phonex ***Broadband***



NeverWire 14

Frequently Asked Questions

(Content from the NeverWire 14 User Guide)

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Top Five Questions

How does powerline carrier technology work?

Because most data communication is electrical in nature, data communication can also be sent via standard electrical wiring. Powerline technology takes advantage of the unused bandwidth of the electrical wiring in the home. The NeverWire 14 power cord plugs into the electrical outlet and draws power for the device. At the same time, it sends data signals down the power cord. You can plug a second NeverWire device into any electrical outlet in the home, and it will receive the signal. Connect any Ethernet device – for example, an Internet cable or DSL modem or another computer – to the NeverWire 14 Ethernet port and you have created a home network!

How fast will my data be transferred with the NeverWire 14?

The NeverWire 14 transfers data at 14 Mbps; the overhead associated with the protocol brings the effective throughput for file transfer to about 8 Mbps. This rate will handle any download speed or application use you may need.

Do I need to have had experience with networks to set up the NeverWire 14?

No experience with networks is required. The installation is very simple and takes only a few minutes.

Is the connection secure?

The optional 56-bit encryption makes your NeverWire 14 network secure and keeps your data private. See the section on “Security Encryption” on p. 28.

How do I get help?

You can contact us by web, email, fax, or phone. See the information on the “Technical Support” page on p. 58.

Benefits/Applications Questions

How many NeverWire 14 units can I use in one home or office?

We have successfully tested up to 16 units per powerline network.

Does the NeverWire 14 give me high-speed access to the Internet?

No, you need to arrange for a high-speed Internet access account through an Internet service provider. Once you have that access, the NeverWire 14 allows you to connect multiple computers in your home or office. It also allows you to connect one computer to a cable or DSL modem in another location in the house. To enable your NeverWire 14 connection to share access to the Internet, you must configure your PC (see Chapter 7.)

I have a hub with several computers, a modem, and a printer on it. How many Ethernet devices can I connect to a single NeverWire 14?

The NeverWire 14 unit is capable of handling an unlimited number of devices. Please call our Technical Support Center for the latest information available about this: 800-257-0601.

Can I use the NeverWire 14 to connect laptop computers into my network?

Yes. Each laptop needs to have an Ethernet network interface card (NIC).

Can I use the NeverWire 14 for interactive computer gaming?

Yes, except for some older gaming systems that use an IPX/SPX protocol, which is not compatible with this device.

Do you recommend that I set the optional Advanced Security Encryption feature?

Yes. The Advanced Security Encryption separates the traffic in a situation where powerlines are shared and ensures the privacy of your data. This will not affect performance of your network (except in the case of multiple hubs or switches being connected to the network; see “Connecting to a Hub or Switch” in Chapter 6).

Networking/Equipment Questions

How do I tell if my computer or other device already has an Ethernet network interface card (NIC)?

Look for a port (place for a connector to plug in) on the device that is marked “Ethernet” or “ENET.” You can also check the specifications on your computer for networking capability.

If I already have a home network, can I add NeverWire 14 units to get more nodes?

Yes, you can extend your existing network through the electrical wiring.

I have a new Ethernet-enabled device. Can I add it to my NeverWire 14 home network?

Yes. The NeverWire 14 can be used with any Ethernet-enabled device.

Can I use the NeverWire 14 with USB connections?

No, but Phonex Broadband Corporation may be releasing a USB product in the near future. Call our Customer Service Center at 800-257-0601 for more information about ordering or purchasing this product.

What do I need for high-speed Internet access?

You will need several things to have high-speed Internet access. These may include an Ethernet network interface card (NIC) for each computer that will be accessing the Internet, a broadband modem (DSL modem, cable modem, or ISDN modem), and Internet access service set up through an Internet service provider.

Why is no hub or switch required?

The NeverWire 14 sets up a peer-to-peer networking. Each unit is connected to every other unit on the network. No central hub, switch, or server is necessary.

Where can I obtain warranty information and what do I do if my product needs repair?

The warranty is for one year from the date of purchase, and it covers any manufactured defect or failure. Please call us at 800-257-0601, toll-free within the United States, and we would be happy to help you.

Installation Questions

How long will it take to install the NeverWire 14?

Each NeverWire 14 can be installed in a few minutes. Setting Advanced Security Encryption on all units in the network can take up to five minutes.

Do I need to install software?

No, although a Diagnostic Utility is available online for installation if you wish. See “Diagnostics” in Chapter 8.

Do I need to run new wiring?

No, the NeverWire 14 uses your existing electric wiring.

Does it matter where I place the NeverWire 14?

You must plug the NeverWire 14 directly into an electrical power outlet. It will not work if it is plugged into a surge suppressor.

Avoid plugging it into the same outlet as a halogen lamp, light dimmer, touch lamp, fluorescent lamp, or surge suppressor. These items may cause interference and slow data transfer speeds. Place it where it is protected from water.

How many NeverWire 14's can I place into one home network?

Up to 16 nodes can be used effectively in a normal home installation.

How far away can I place two NeverWire 14 units?

We have successfully tested them at a distance of 150 feet apart.

Why is there a switch marked "HUB/PC"?

So that the NeverWire 14 can be used for connecting either computers or devices like hubs and modems. See Chapter 6, "Connecting Your Hardware," for more details.

Is one of the NeverWire 14 units a main unit and the others merely extensions?

No, all of the NeverWire 14 units in a home network are "equal" as nodes. Each unit can send and receive to each other unit in the network. (The only time it is important to designate one NeverWire 14 unit in a network as "first among equals" is during the process of setting up Advanced Security Encryption. It doesn't matter which unit is set first.)

Why can't I find my printer over the network?

There are many reasons why your network configuration may not be exactly right. Try reviewing our suggestions on the web site at <http://www.phonex.com>. Also, look at your computer's **Help** files on troubleshooting a home network.

Ongoing Use Questions

How do I know that everything is functioning properly?

Use the status of the indicator lights on the top of the NeverWire 14 units to learn about the status of your network (see the

“Indicator Lights” table in Chapter 8). See also the “Troubleshooting Guide” in Chapter 8, which gives a flowchart for checking your network.

Can I move the NeverWire 14 once I have set it up in one location?

Yes. If you’re moving the device and the NeverWire 14 that it is using, simply unplug them both. You can move the pair to any outlet in your home or office that will still be part of your powerline network. The unit will automatically detect the network again, and no settings will be lost.

If unplugging the NeverWire 14 does not reset the security settings, what does?

You will need to use either the **DIAGS** button or the **SECURE** button to reset the security. The directions are given in “Disabling Security” in Chapter 6.

I have a new computer or Ethernet device in another room that I want to add to my network. What do I need?

Simply buy another NeverWire 14 and follow the installation instructions to connect that device. You do not need to re-install the items that are already on the network. If you have enabled advanced security on your NeverWire 14 network, follow the directions in “Advanced Security Encryption” in Chapter 6 to enable advanced security on the new device as well. Similarly, if you have disabled all security on your network, disable security on the new device by following the instructions in “Disabling Security” in Chapter 6. The security setting on the new device needs to match that of other nodes on the network.

My power went out. Do I have to reset the NeverWire 14?

No, when the power comes back on, the NeverWire 14 will automatically detect the network, and no settings will be lost.