

BUFFALOTM

User Manual

Wireless N High Power USB 2.0 Adapter WLI-UC-GNHP



www.buffalotech.com

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Chapter 1

Product Overview

Features

This product supports 2.4 GHz MIMO-OFDM/OFDM and 2.4 GHz DS-SS transfer methods and works with Draft IEEE 802.11n and IEEE 802.11b/g wireless devices. It includes a dual speed mode which increases wireless transmission speeds by using 2 channels. Data transmission rates of up to 150 Mbps are available. It also includes support for AOSS (AirStation One-touch Secure System) and WPA (Wi-Fi Protected Setup), making connection with wireless devices easier.

The AirStation supports the following wireless encryption modes:

- WPA-PSK (TKIP/AES)
- WPA2-PSK (TKIP/AES)
- WEP (128/64bit)

The adjustable antenna is adjustable for best performance.

150 Mbps High Speed Mode

150 Mbps is the link speed when using Wireless-N mode. It represents actual wireless data speeds, including overhead. Because the overhead is not available for user data transfer, usable wireless throughput will be substantially slower.

System Requirements

Compatible computers:

IBM/PC compatible (OADG specification) equipped with a USB 2.0 port and a CD-ROM drive *

This product does not support computers equipped with dual processors (computers with 2 physical CPUs). Computers with Dual core CPUs are supported.

Compatible operating systems:

Windows Vista (32bit) (Vista standby mode is not supported)

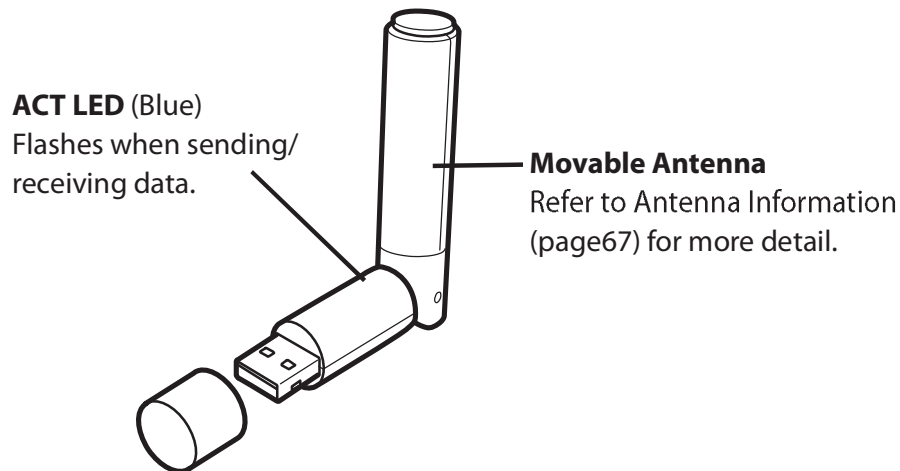
Windows XP (with Service Pack 2 or later)

Package Contents

The following items are included in your package. If any of the items are missing, please contact your vender.

- WLI-UC-GNHP..... 1
- 1 USB connector (**Option**) 1
- 1 Air Navigator CD..... 1
- Quick Setup Guide..... 1

Hardware Overview



Chapter 2

Installation


Installing Wireless Drivers

Follow the instruction below to install drivers. Do not connect the AirStation to your computer yet.

- 1 Boot your computer and insert the AirNavigator CD. The AirNavigator Setup Wizard will launch automatically.

Note: If the AirNavigator Setup Wizard doesn't open, double click "My Computer", then your CD-ROM drive, then "AirNavi.exe".

- 2  Click "Begin Installation".

- 3  Click "AirStation Wireless LAN Adapters".

4



Disable the firewall if it is enabled, and click "Next".

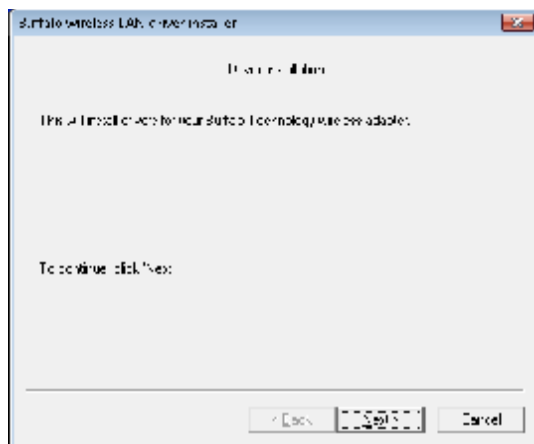
5



Click "Install".

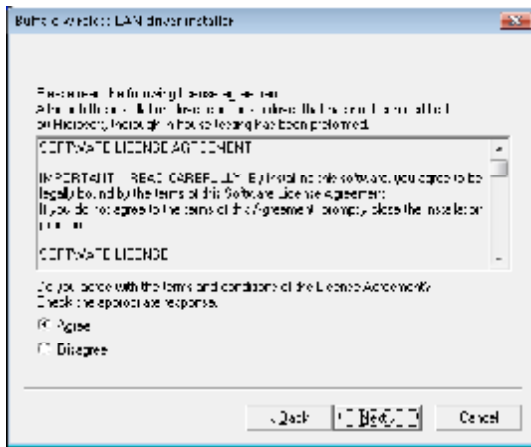
Note: • If you check the box to Install Wireless Client Manager, Client Manager software will also be installed. You may install Client Manager software later if desired.

6



Click "Next".

7



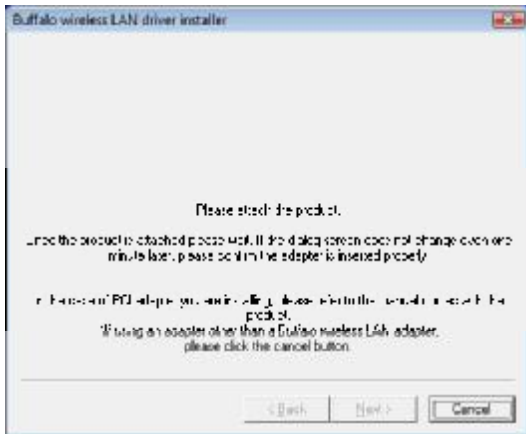
Read the license agreement and select "Agree". Then click "Next".

8



Check *Always trust software from "BUFFALO INC."* and click "Install".

9



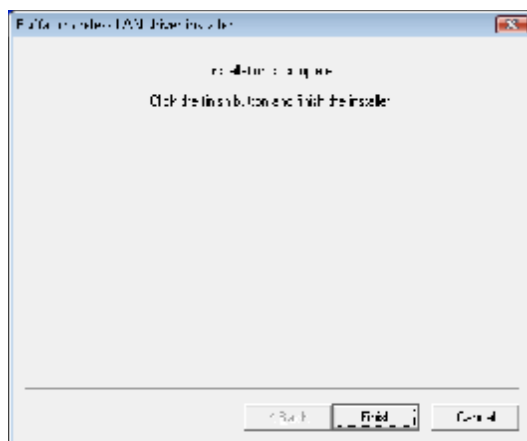
When this screen is displayed, attach the AirStation to your computer. Drivers will be automatically installed.

10



Click "OK".

11



Click "Finish".

Note: If you checked "Install Wireless Client Manager", the Client Manager installation wizard will run after this screen. Follow the instructions on the screen to install Client Manager.

You have installed drivers for your wireless AirStation client.

Installing Client Manager Utility

If you didn't install the "Client Manager" software with the drivers, you can install it later.

- 1 Boot your computer and insert AirNavigator CD. The AirNavigator Setup Wizard will launch automatically.

Note: If the AirNavigator Setup Wizard doesn't open, double click "My Computer", then your CD-ROM drive, then "AirNavi.exe".

- 2  Click "Options".

- 3  Click "Advanced Installation".

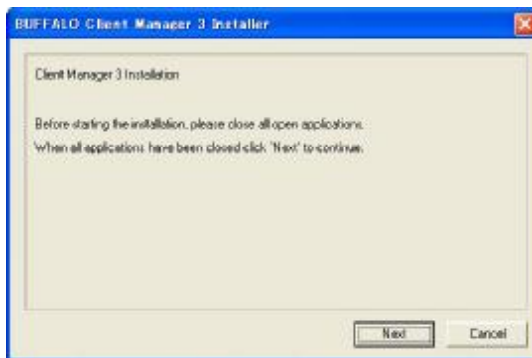
4



Insert a check mark in the box for "Install Wireless Client Manager", and click "Install".

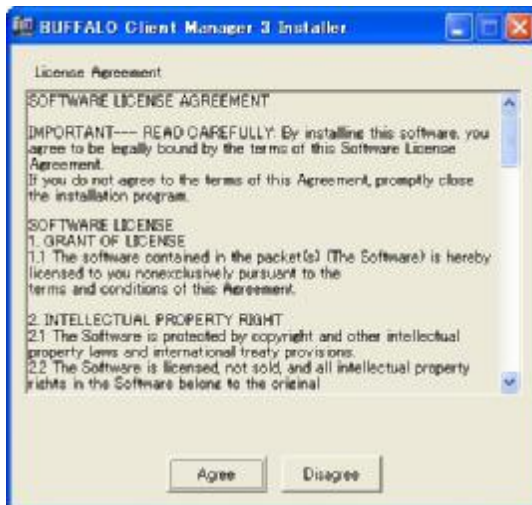
Note: Select Client Manager V for Windows Vista or Client Manager 3 for Windows XP.

5



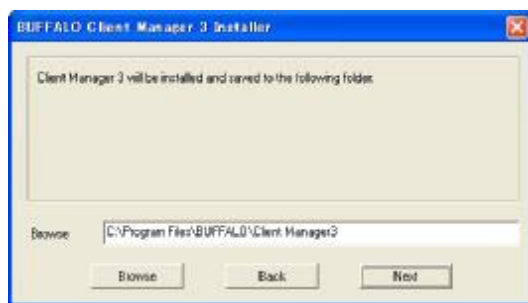
Click "Next".

6



Read the license agreement and select "Agree".

7



Click "Next".

8



Click "OK".

9



Click "Back".

10



Click "X" at the top right corner of the window to close it.

Client Manager installation is complete.

Chapter 3

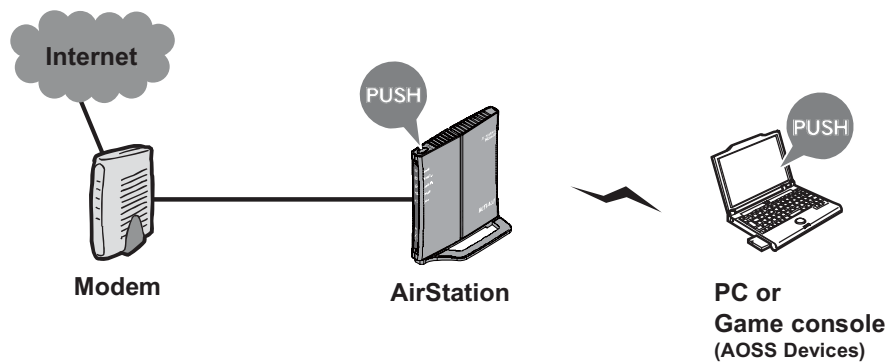
Connect to a Wireless Network

Automatic Secure Setup (AOSS/WPS)

AOSS and WPS are systems which automatically configure wireless LAN settings. Just pressing the buttons will connect wireless devices and complete security settings. Utilize this system to connect to wireless devices, computers, or game machines which support AOSS or WPS.




AOSS was developed by Buffalo Technology. WPS was created by the Wi-Fi Alliance.



Install Client Manager from the AirNavigator CD before using AOSS or WPS.

Windows Vista (Client Manager V)

If you are using Windows Vista, use the included Client Manager V software to connect wirelessly with AOSS or WPS.

1 Click the  icon in the system tray to open Client Manager.

2  Click "Create Profile".

3 When the message "A Program needs your permission to continue" appears, click "Continue".

4  Click the "WPS AOSS" button.


Follow the instructions displayed on the screen. After you configure the settings and the Security LED (page 8) stops flashing and is lit, the AOSS/WPS connection is completed.

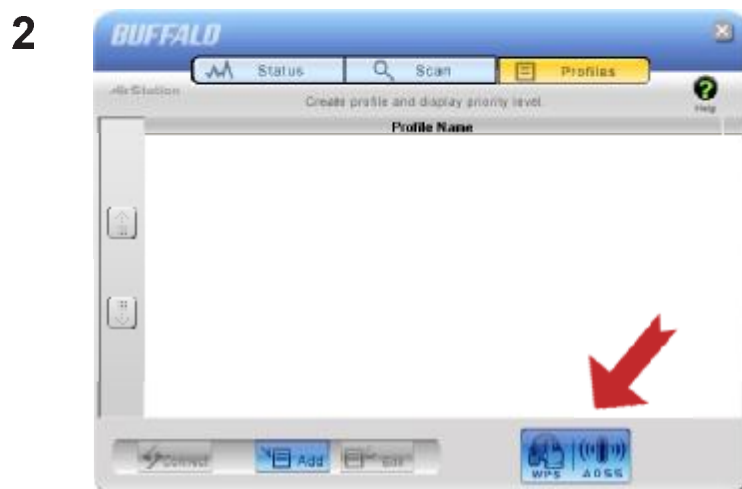
After you configured and if the message "Connection has been Completed" is displayed on Client Manager V, then you have completed the connection by AOSS or WPS.

(If "Set Network Location" screen is displayed, select "Home", "Work", or "Public location" depending on the environment in which the AirStation will be used.

Windows XP (Client Manager 3)

If you are using Windows XP, use the included Client Manager 3 software to connect wirelessly with AOSS or WPS.

1 Right click on the  icon in the system tray and select "Profile".



When the screen shown at left is displayed, click "WPS AOSS" button.

Follow the instructions on the screen. You have completed the AOSS/WPS connection when the message "Security setup and connection have been Completed" is displayed.

Automatic Secure Setup (WPS PIN)

The WPS standard also supports the use of a PIN (Personal Identification Number) to connect a wireless client to a network. Use this feature if your wireless router supports WPS PIN.

Note: Install Client Manager software from the AirNavigator CD before using WPS.

Windows Vista (Client Manager V)

If you are using Windows Vista, use Client Manager V to connect wirelessly with a WPS PIN.

- 1 Click the  icon in the system tray.

- 2  Click "Create Profile".

- 3 When the message "A Program needs your permission to continue" appears, click "Continue".

4



Click the "Advanced Setup" button.

5



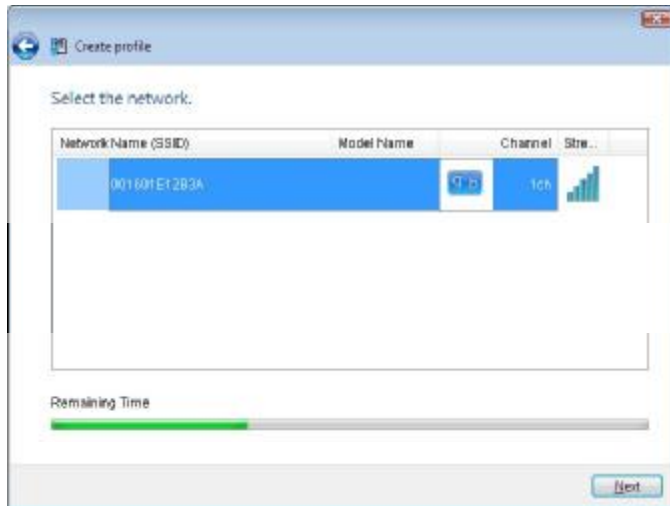
Click the "WPS-PIN" button.

6



The PIN code is displayed; write it down. Then click "Next".

7



Select the access point you are going to connect to and click "Next".



This screen will be displayed.

- 8** Connect your computer to the wireless router with a wired Ethernet cable. Log in to the wireless router's configuration utility and navigate to its WPS page. If your router is a Buffalo AirStation, then the WPS page will be under the Wireless Config tab.

9

Setup	Internet/LAN	Wireless Config
WPS	AOSS	Basic(11g) Advanced(11g) WMM(11g)

WPS	<input checked="" type="checkbox"/> enable
External Registrar	<input checked="" type="checkbox"/> enable

Apply

AirStation PIN	18190014	Generate PIN
Enrollee PIN	13934705	OK

WPS Security Information


Enter the PIN code you wrote down in step 6.

Example: If the access point you are trying to connect is a Buffalo AirStation, enter the PIN code in "Enrollee PIN" and click "OK".

If the "Set Network Location" screen is displayed, select "Home", "Work", or "Public location" depending on the environment in which the AirStation will be used. When the message "Connection has been Completed" is displayed in Client Manager V, you may disconnect the Ethernet cable. Your computer is now connected to the network wirelessly.

Windows XP (Client Manager 3)

If you are using Windows XP, use Client Manager 3 to connect wirelessly with a WPS PIN.

- 1 Right click on the  icon displayed in the system tray, and select "Easy Connection" > "WPS PIN Code type".

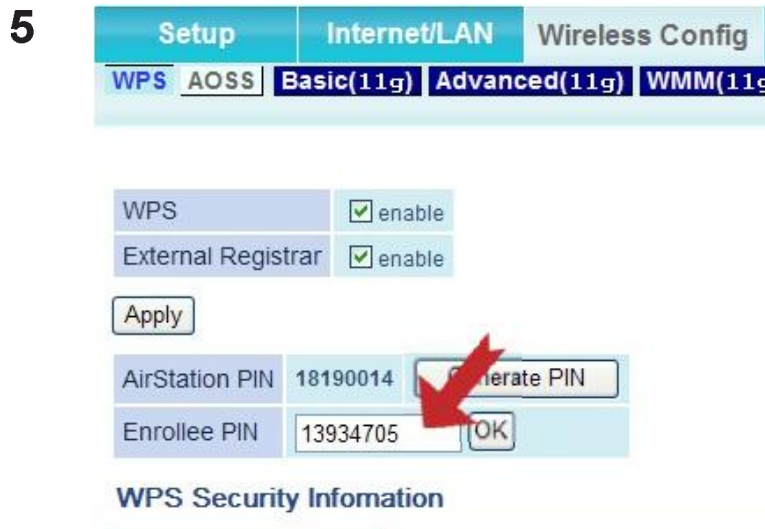
- 2  Write down the PIN code and click "Next".

- 3  Select the access point you are going to connect to and click "Next".



This screen will be displayed.

- 4 Connect your computer to the wireless router with a wired Ethernet cable. Log in to the wireless router's configuration utility and navigate to its WPS page. If your router is a Buffalo AirStation, then the WPS page will be under the Wireless Config tab.



Enter the PIN code you wrote down in step 6.

Example: If the access point you are trying to connect is a Buffalo AirStation, enter the PIN code in "Enrollee PIN" and click "OK".

When the message "Connection has been Completed" is displayed in Client Manager 3, you may disconnect the Ethernet cable. Your computer is now connected to the network wirelessly.

Manual Setup (Client Manager)

If your access point doesn't support AOSS or WPS, you may configure your connection manually. The procedure is slightly different if you have Windows XP or Vista.

These directions assume that you have already installed Client Manager software (page 10).

Windows Vista (Client Manager V)

With Windows Vista, use Client Manager V to connect wirelessly.

1 Click the  icon in the system tray.

2  Click "Create Profile".

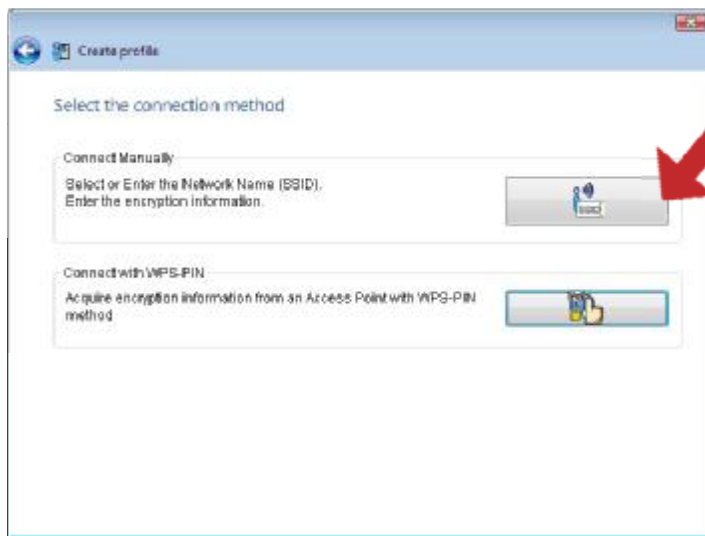
3 When the message "A Program needs your permission to continue" appears, click "Continue".

4



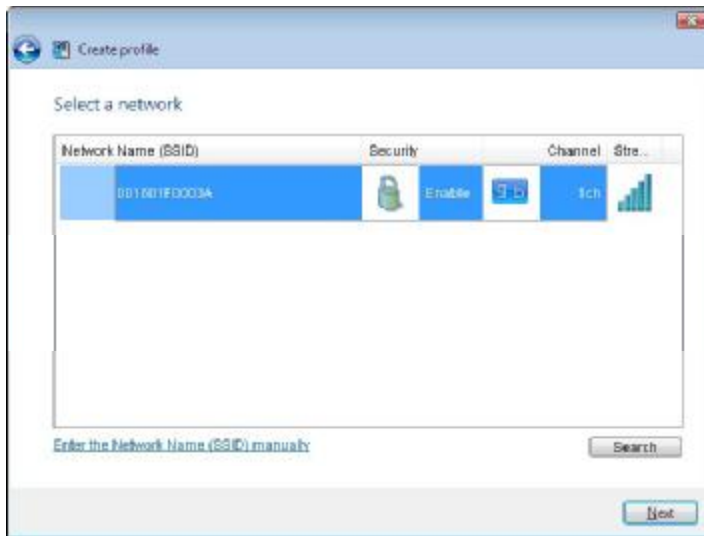
Click the "Advanced Setup" button.

5



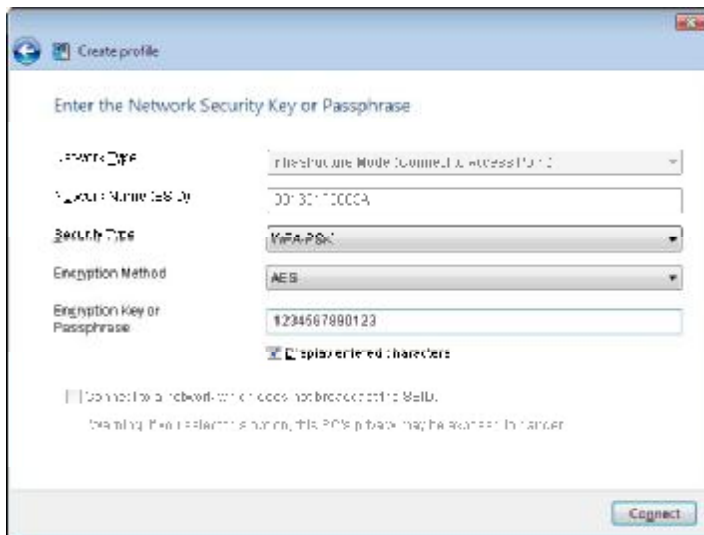
Click the "Connect Manually" button.

6



Select the access point to connect to and click "Next".

7



Choose "Network Type", "Network Name" (SSID), and "Security Type". Enter an "Encryption Key" (passphrase) and click "Connect."

If the "Set Network Location" screen is displayed, select "Home", "Work", or "Public location" depending on the environment in which the AirStation will be used. When the message "Connection Complete" is displayed in Client Manager V, your computer is now connected to the network wirelessly.

Windows XP (Client Manager 3)

With Windows XP, use Client Manager 3 to connect wirelessly.

1 Right click on the  icon in the system tray and select "Scan".

2  Select the access point to connect to and click "Connect".



3  Choose the type of encryption used by your network and enter one of more encryption keys.



Click "Connect" to connect to the network.

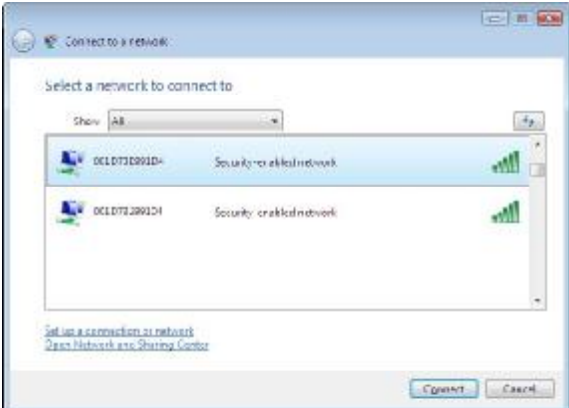
Manual Setup (Windows Utility)

You can also connect to an access point without installing Client Manager V or Client Manager 3 by using the wireless utility built-in to Windows. The procedure varies depending on the version of Windows used.

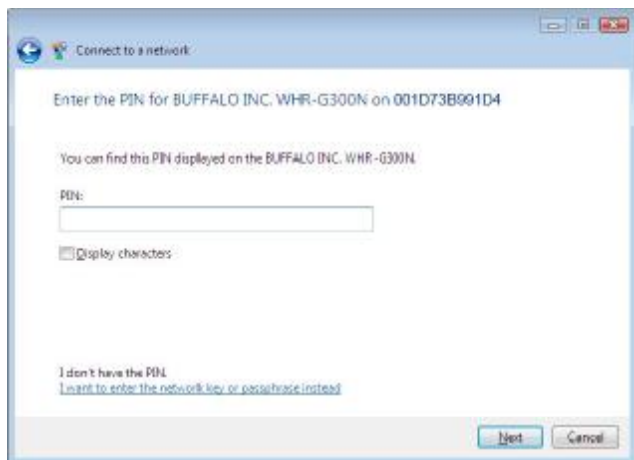
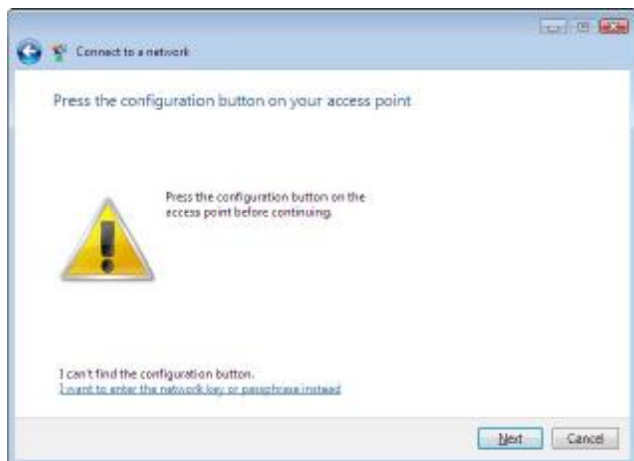
Windows Vista (WLAN AutoConfig)

Use Windows standard utility (WLAN AutoConfig) to connect to your access point.

- 1 Right click on the wireless network icon in the system tray.
- 2 Click "Connect to a network".

- 3  Select your wireless network to connect to and click "Connect".

If the screen below is displayed, click "*I want to enter the network key or pass phrase instead*".



4



Enter the encryption key (pass phrase) and click "Connect".

If the "Set Network Location" screen is displayed, select "Home", "Work", or "Public location" depending on the environment in which the AirStation will be used.

Windows XP (Wireless Zero Configuration)

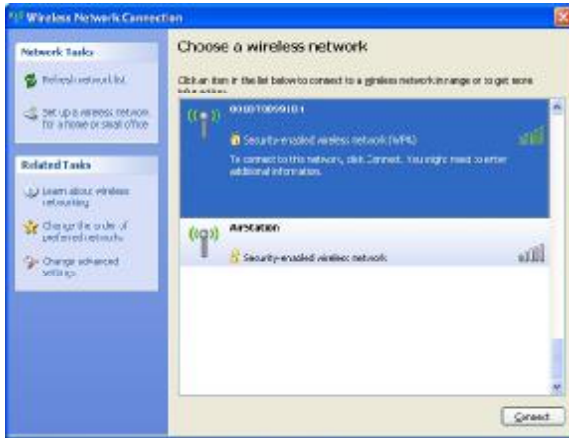
Windows XP includes a built-in utility to connect to your access point.

Note: If Client Manager 3 is installed on your computer, Windows Zero Config is disabled. Uninstall Client Manager 3 to use Windows Zero Config, or just use Client Manager 3 to connect to the AirStation.

1 Right click on the wireless network icon in the system tray.

2 Click "View Available Wireless Networks".

3 Select the network to connect to and click "Connect".



4 When the screen at left is displayed, enter the encryption key (such as WEP key or pre-shared key) and click "Connect".



You are now connected to the wireless network.

Chapter 4

Client Manager

Software Overview

Client Manager is software to manage your wireless connection. See page 10 to install Client Manager on your computer.

Note: There are two versions of Client Manager with this unit, "V" and "3".
Client Manager V supports Windows Vista.
Client Manager 3 supports Windows XP.

Using Client Manager V with Windows Vista

Opening and Closing Client Manager

- After installation, Client Manager automatically launches when Windows boots. To load Client Manager manually, click "Start" > "All Programs" > "BUFFALO" > "AirStation Utility" > "ClientManagerV".
- Right click on the Client Manager icon in the system tray and click "Exit" to close Client Manager. The appearance of the Client Manager icon in the systray will change according to its connection status:



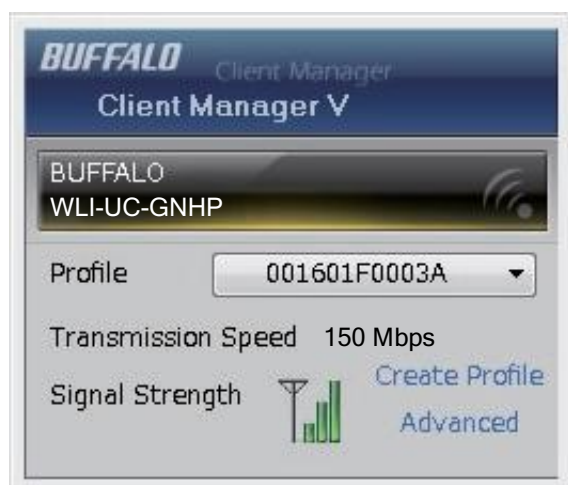
: Not connected



: Communicating via an access point

Main Screen

The Main screen displays the current connection status. You can perform the following operations from this screen.



Parameter	Meaning
Profiles	Displays information about currently available wireless connections. If you have multiple connection points, you can switch among them.
Transmission Speed	Displays the current connection speed.
Signal Strength	Displays the signal strength of the current connection.
Create Profile	Click this to display the Automatic Secure Setup and Advanced Setup screen.
Advanced	Click this to display the Wireless Status screen.

Automatic Secure Setup and Advanced Setup

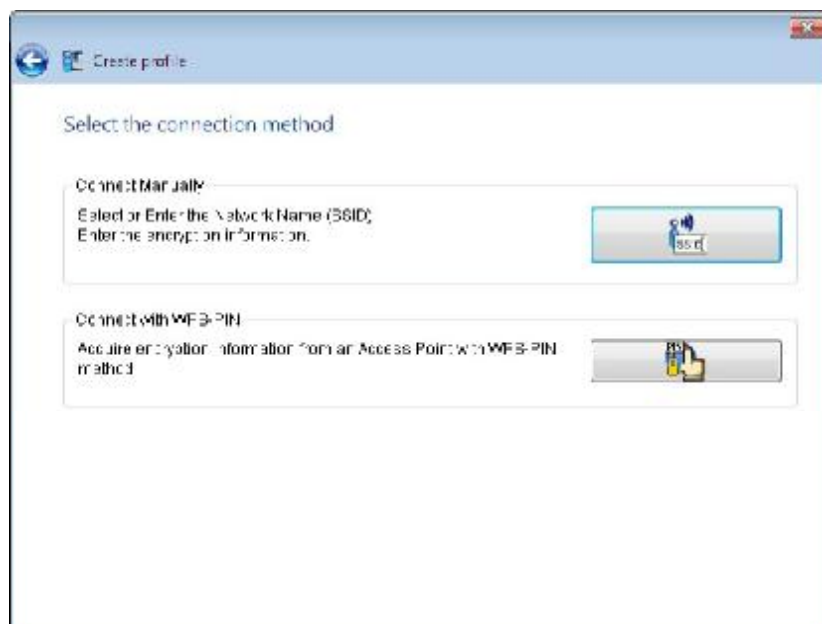
Use this screen to connect to an access point automatically with AOSS or WPS. You can also connect manually from here.



Parameter	Meaning
Wireless Adapter	Displays names of currently used wireless devices.
Automatic Secure Setup	Clicking this will start configuring the security settings automatically for an access point which supports AOSS or WPS. You can easily setup the wireless connection and security settings by just following instructions on the screen.
Advanced Setup	Configure the settings for an access point manually. Click this to display the SSID/WPS-PIN selection screen.
Option (Expert only)	Click this to specify whether you use AOSS or WPS for connection in Automatic Secure Setup. It displays the WPS/AOSS selection screen.

SSID / WPS-PIN selection

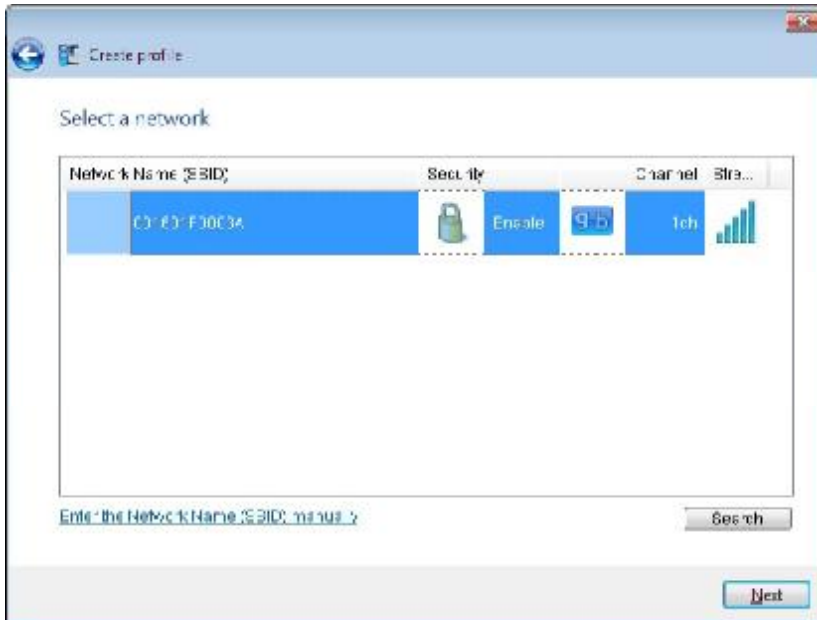
If your access point supports WPS-PIN, you can connect to it from here. This page also allows you to enter an SSID manually.



Parameter	Meaning
Connect Manually	Specify SSID of an access point and configure connection settings. Click here to display the Searching Wireless Access Points screen.
Connect with WPS-PIN	Click this to connect to a WPS compatible access point using a PIN.

Searching Wireless Access Points

This screen lists available wireless access points. You can select an access point and connect to it.



Parameter	Meaning
Network Name (SSID)	Displays the SSID of each available access point.
Security	Lock icon appears if the network has security enabled.
Channel	Displays the wireless channel of each available access point.
Strength	Displays the signal strength for each available access point.
Enter the Network Name (SSID) manually	Click this to entering an SSID manually This displays the Wireless Network Information screen.
Search	Click here to search an access point again.
Next	Click this to display the Wireless Network Information screen.

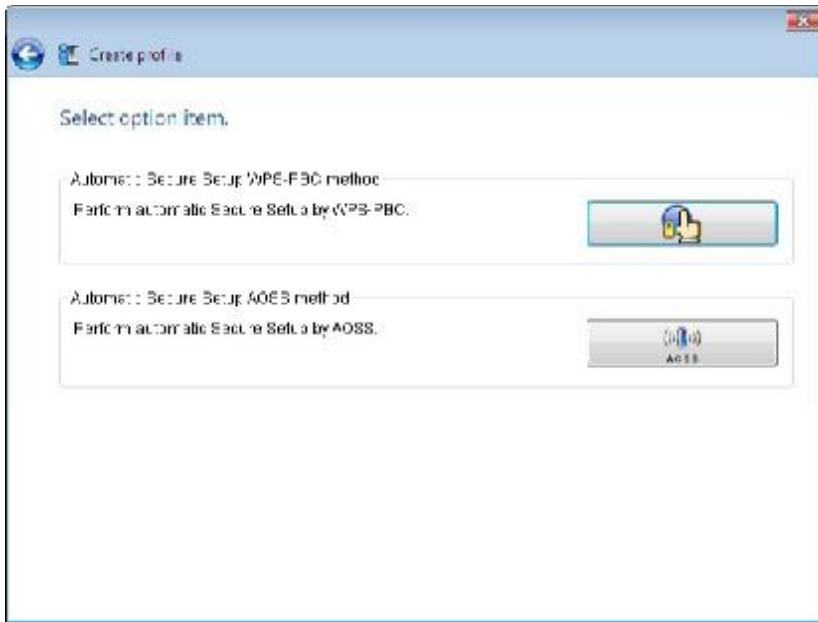
Wireless Network Information

This screen lets you manually enter access point information.

Parameter	Meaning
Network Type	Select transmission method.
Network Name (SSID)	Enter an SSID of an access point.
Security Type	Select the security type.
Encryption Method	Select the encryption method.
Encryption Key or Passphrase	Enter an encryption key (pass phrase).
Connect to a network which does not broadcast the SSID	Check to connect to a wireless network that doesn't broadcast its SSID.
Connect	Click to connect.

WPS-PBC / AOSS selection

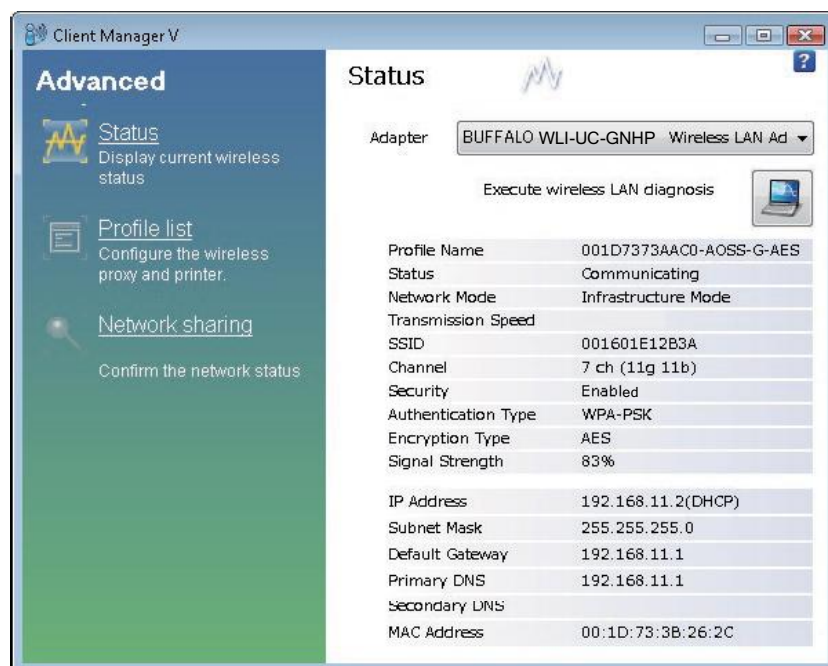
Push-button connection to an access point that supports WPS or AOSS.



Parameter	Meaning
Automatic Secure Setup WPS-PBC method	Click this to connect to a WPS compatible access point, then push the WPS button on the access point or in its software. You will be connected to the network automatically.
Automatic Secure Setup AOSS method	Click this to connect to an AOSS compatible access point, then push the AOSS button on the access point or in its software. You will be connected to the network automatically.

Wireless Status

The Status screen displays the current connection status.



Parameter	Meaning
Adapter	Displays the name of the wireless device (this unit) which is currently used.
Execute wireless LAN diagnostics	Displays the Wireless LAN Diagnostic screen.
Profile Name	Displays the current profile name.
Status	Displays the current transmission status.
Network Mode	Displays the current network mode.
Transmission Speed	Displays the current transmission speed.
SSID	Displays the SSID of the currently connected access point.
Channel	Displays the current wireless channel.

Parameter	Meaning
Security	Displays whether or not the wireless connection is encrypted.
Authentication Type	Displays the type of authentication currently used.
Encryption Type	Displays the type of encryption currently used.
Signal Strength	Displays the current signal strength.
IP Address	Displays the IP address assigned to this unit.
Subnet Mask	Displays the subnet mask assigned to this unit.
Default Gateway	Displays the default gateway destination address.
Primary DNS	Displays the primary DNS address of your connection destination.
Secondary DNS	Displays the secondary DNS address of your connection destination.
MAC Address	Displays your wireless device's MAC address.

Wireless LAN Diagnostics

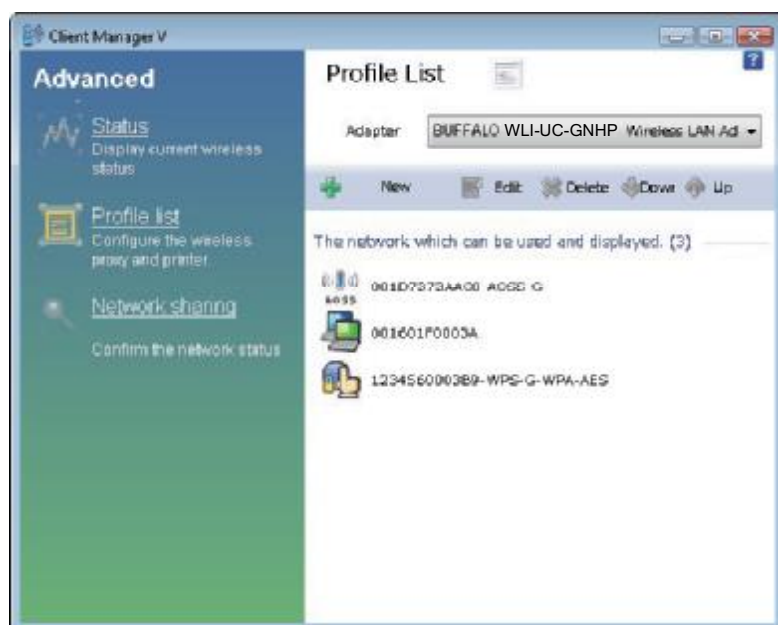
On this screen you can check signal strength and quality.



Parameter	Meaning
Adapter	Displays the name of the wireless device (this unit) currently in use.
Connection status	<p>Displays signal strength (dBm), link rate (Mbps) and signal quality (%) in chronological order in 1 minute intervals.</p> <p>Note the following:</p> <ul style="list-style-type: none"> Some wireless devices may not be displayed. Signal strength and quality may vary among different devices. So, comparisons between readings for different wireless clients may not be valid. Use these reading to compare wireless status with the same wireless device.
Usage of each channel	<p>This utility displays information for 2.4 GHz 11b/11g networks. 5 GHz 11a networks are not supported.</p> <p>The color expresses a network's signal strength. Stronger signals are more red; weaker signals are more blue.</p>

Profile List

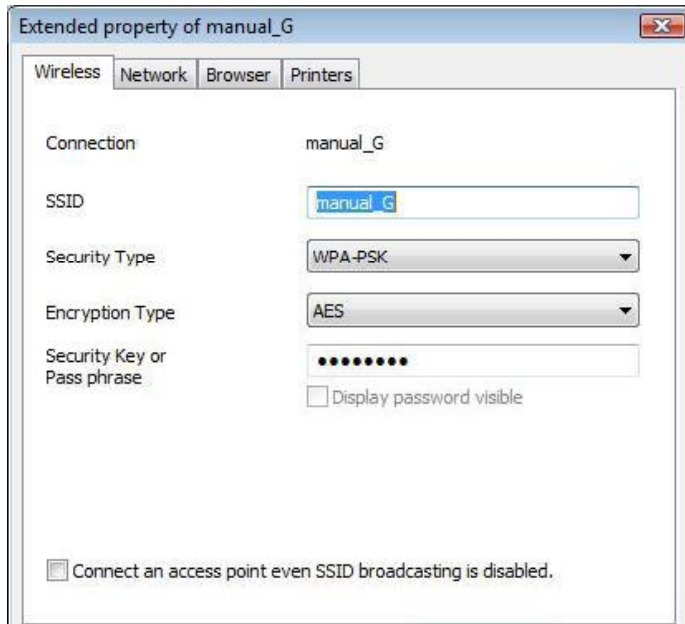
Create or edit profiles from this page.



Parameter	Meaning
Adapter	Displays the name of the wireless device (this unit) which is currently used.
New	Create a new profile. Click this to display the Automatic Secure Setup and Advanced Setup screen (page 35).
Edit	Edit the selected profile. Click this to display the Extended properties (Wireless) screen (page 44).
Delete	Delete the selected profile.
Down	Lower the priority of the selected profile.
Up	Raise the priority of the selected profile.

Extended Properties (Wireless)

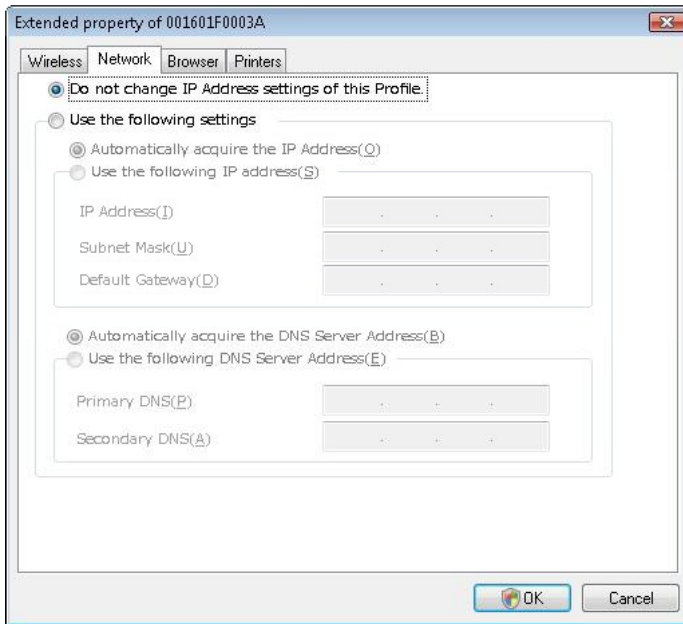
Use to view the wireless settings for a profile.



Parameter	Meaning
Connection	Displays the current profile name.
SSID	Displays the SSID of the currently connected access point.
Security Type	Displays the current connection's security type.
Encryption Type	Displays the current connection's encryption type.
Security key or Pass phrase	Displays the security key or pass phrase if "Display password visible" is checked.
Connect an access point even SSID broadcasting is disabled.	Check to connect to a wireless network that doesn't broadcast its SSID.

Extended Properties (Network)

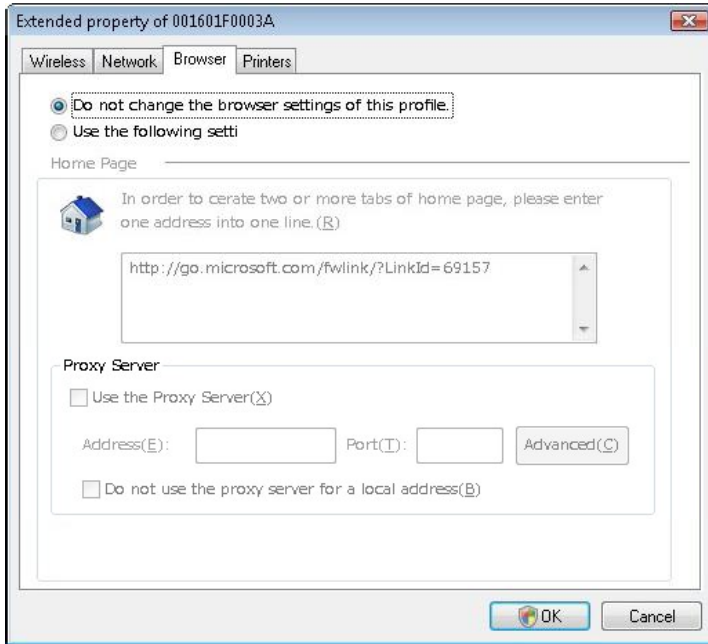
You may configure Client Manager to use different network settings when connected wirelessly with this profile.



Parameter	Meaning
Do not change IP Address settings of this Profile	Keeps current TCP/IP network settings.
Use the following settings	Select this option to configure different TCP/IP network settings when connecting wirelessly with this profile. You can configure IP address, Subnet Mask, Default gateway, and DNS server address settings.

Extended Properties (Browser)

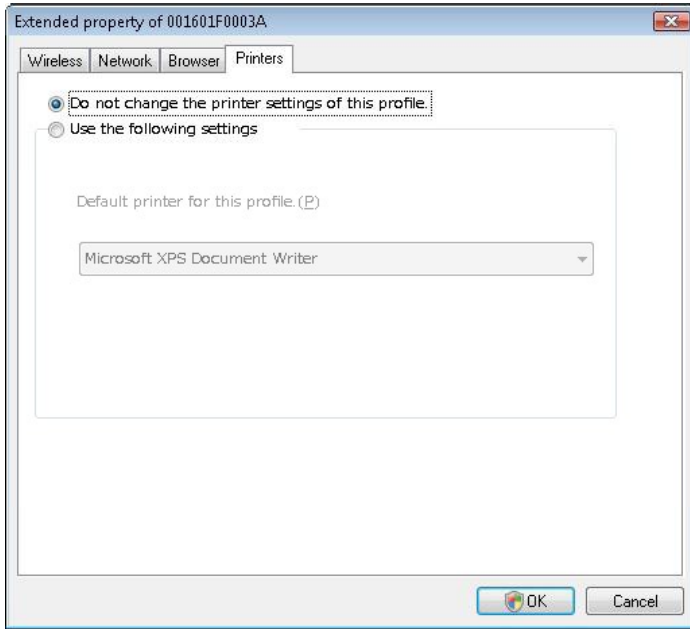
You may configure Client Manager to use different browser settings when connected wirelessly with this profile.



Parameter	Meaning
Do not change the browser settings of this Profile	Keeps current Internet Explorer settings.
Use the following settings	Select this option to configure different settings for Internet Explorer home page and proxy server when connecting wirelessly with this profile..

Extended Properties (Printers)

You may configure Client Manager to use different printer settings when connected wirelessly with this profile.




Parameter	Meaning
Do not change the printer settings of this Profile	Keeps current printer settings.
Use the following settings	Select this option to use a different printer when connecting wirelessly with this profile.


Using Client Manager 3 with Windows XP

Opening and Closing Client Manager


- After installation, Client Manager automatically launches when Windows boots. To launch Client Manager manually, click "Start" > "All Programs" > "BUFFALO" > "AirStation Utility" > "ClientManager3".
- Right click on the Client Manager icon in the system tray and click "Exit" to close Client Manager. The appearance of the Client Manager icon in the systray will change according to its connection status:


 : Wireless client is not connected to the computer

 : No connection to access point

 : Transmitting via an access point (encrypted with TKIP/AES)

 : Transmitting via an access point (Encrypted with WEP, or not encrypted)

 : Transmitting in ad-hoc mode (not supported with this unit)

 : Authenticating

Status

The Status screen displays the current connection status.

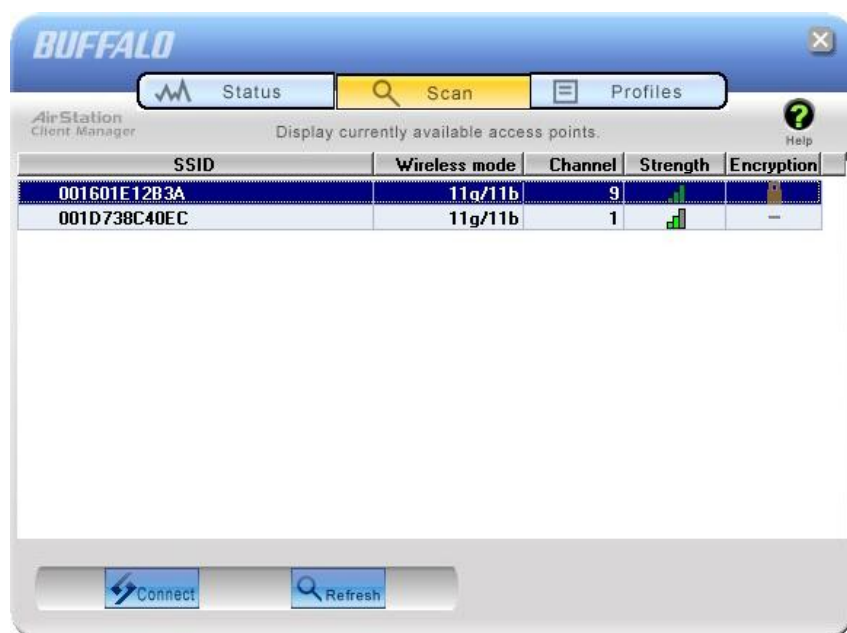


Parameter	Meaning
Profile	Displays the name of the profile currently in use.
SSID	Displays the currently connected access point's SSID.
Adapter Name	Displays the name of the current wireless client.
Network Type	Displays the current network mode.
Transmission Speed	Displays the current transmission speed.
Channel	Displays the current wireless channel.
Security	Displays whether this connection uses encryption.
IP Address	Displays the IP address assigned to this unit.

Parameter	Meaning
MAC Address	Displays the MAC address of this unit.
Duration	Displays the duration of this connection.
Signal Strength	Displays the current signal strength.
Reconnect	Click this to reconnect with this profile.

Scan

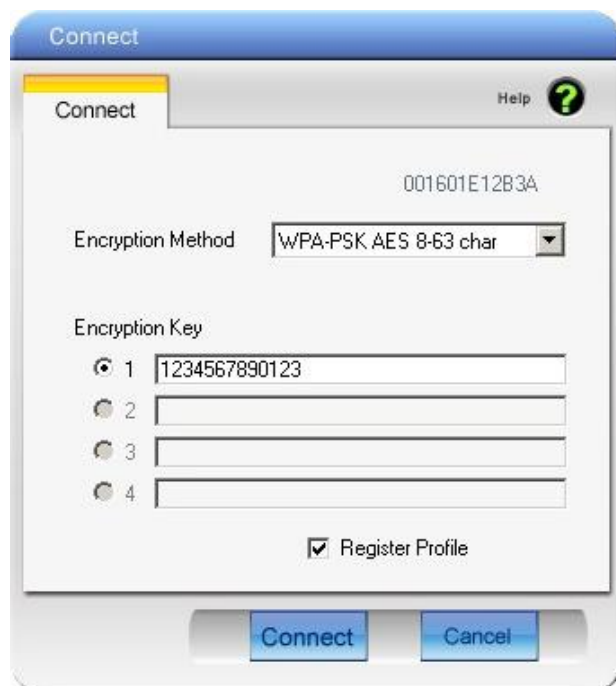
This screen lists available wireless access points. You can select an access point and connect to it.



Parameter	Meaning
SSID	Lists SSIDs of each available access point.
Wireless mode	Displays the type of wireless network (11a or 11g) for each access point.
Channel	Displays the wireless channel used by each access point.
Strength	Displays the signal strength of each access point.
Encryption	Lock icon appears if the access point has encryption enabled.
Connect	Click to navigate to the Connect screen..
Refresh	Click to relist available access points.

Connect

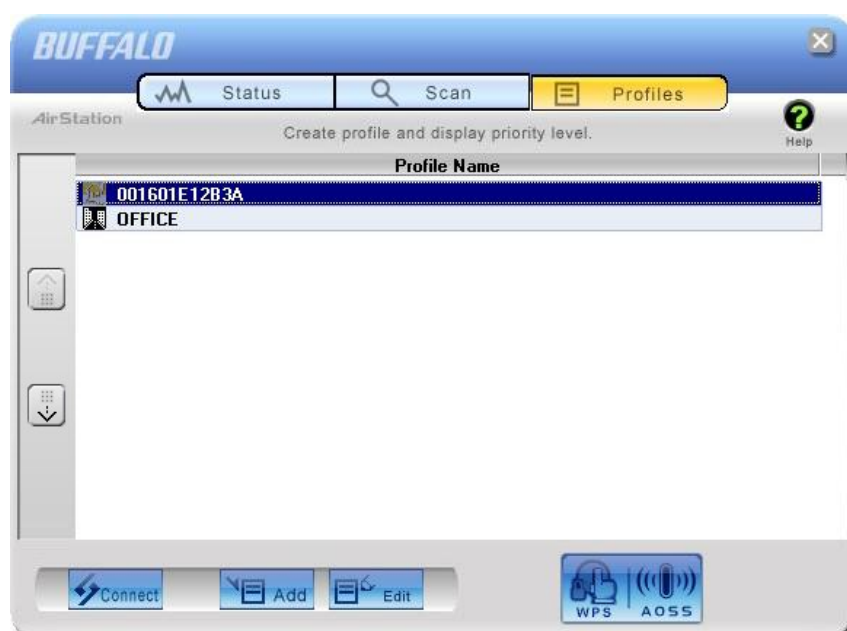
This screen configures settings to connect to an access point.



Parameter	Meaning
Encryption Method	Select the encryption type used by the access point.
Encryption Key	Enter at least one encryption key (pass phrase) for the access point.
Register Profile	Check to save these settings as a profile.

Profiles

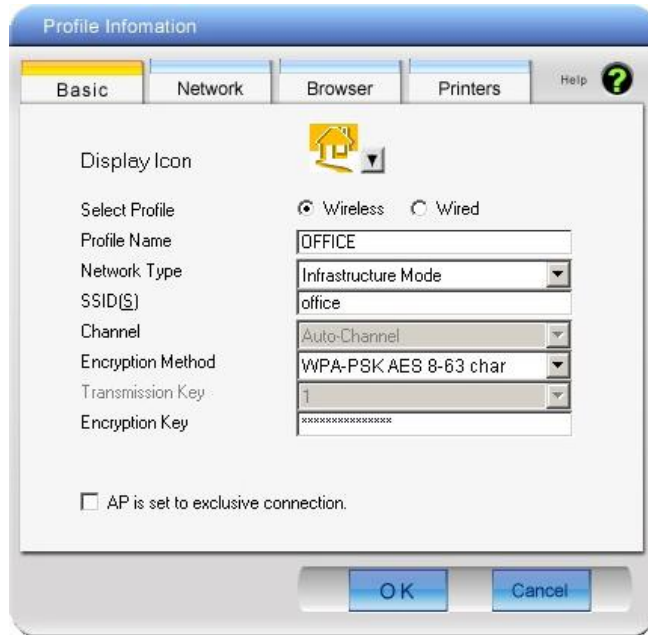
View or edit profiles here.



Parameter	Meaning
Connect	Select a profile, then click this button to connect.
Add	Click to add a new profile. Displays the Profiles Information screen.
Edit	Click to edit or delete a profile.
WPS AOSS	Click to have connect automatically with AOSS or WPS. After connection, a profile for this connection is created automatically.
802.1x Profiles	This button is displayed when Client Manager is operating in Business Mode. Click to configure 802.1x authentication.

Profile Information (Basic)

Configure basic settings for a profile.

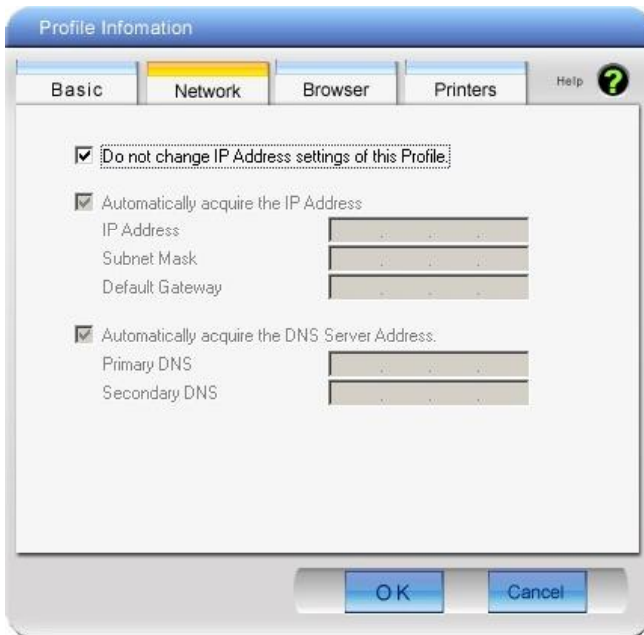


Parameter	Meaning
Display Icon	Choose a display icon for this profile from the dropdown list.
Select Profile	Profile may be configured to use either a wireless or wired connection. For use with the AirStation wireless client, choose wireless.
Profile Name	Choose a name for this profile.
Network Type	For use with an access point, choose "Infrastructure Mode". To connect to another wireless client, chose "Ad-hoc Mode".
SSID	The SSID is the "name" of the network that you're connecting to..
Channel	Auto-Channel will select the best channel for you automatically, or you may choose a specific channel manually. In Infrastructure mode, Auto-Channel is enabled.
Encryption Method	Select the encryption method used by this access point.

Parameter	Meaning
Transmission Key	Enter the number of encryption keys allowed. If using WEP for Encryption, you may enter up to four encryption keys. Only a single key is necessary.
Encryption Key	Enter an encryption key or keys.
AP is set to exclusive connection	Check to connect to a wireless network that doesn't broadcast its SSID.

Profile Information (Network)

You may configure Client Manager to use different network settings when connected wirelessly with this profile.



Parameter	Meaning
Do not change IP Address settings of this Profile	Keeps current TCP/IP network settings.
Automatically acquire the IP Address	Check to automatically acquire an IP address from a DHCP server when connected wirelessly with this profile.
Automatically acquire the DNS Server Address	Check to automatically acquire the IP address of the DNS server from a DHCP server when connected wirelessly with this profile.

Profile Information (Browser)

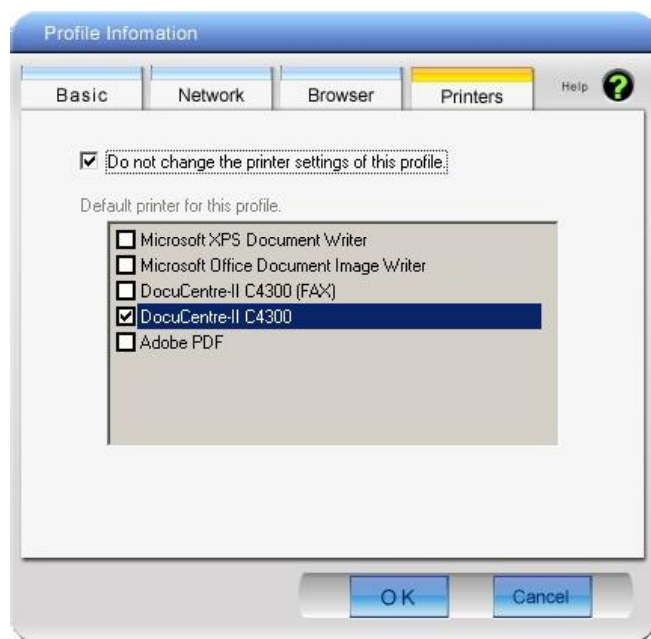
You may configure Client Manager to use different browser settings when connected wirelessly with this profile.



Parameter	Meaning
Do not change the browser settings of this Profile	Check to keep current Internet Explorer settings. Uncheck to use special settings below.
Address to use as Home Page	Configure a special home page address to display when connected wirelessly with this profile.
Use the Proxy Server	Configure a proxy server IP address or port number to use when connected wirelessly with this profile..
Do not use the proxy server for a local address	If checked, the proxy server above will not be used for local addresses..

Profile Information (Printers)

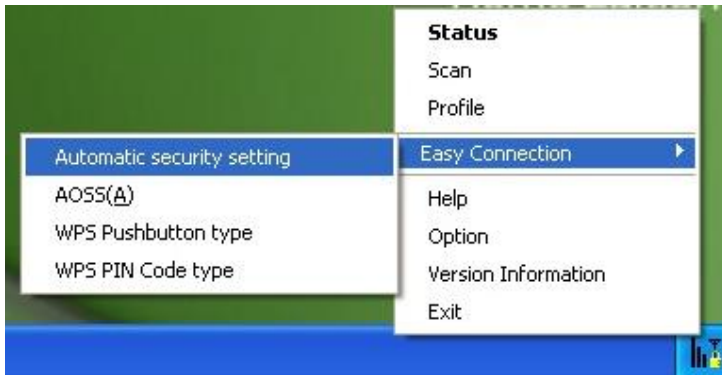
You may configure Client Manager to print to a different printer when connected wirelessly with this profile.



Parameter	Meaning
Do not change the printer settings of this Profile	Check to use your current printer. Uncheck to select a different printer for use when connected wirelessly with this profile.

System Tray Menu

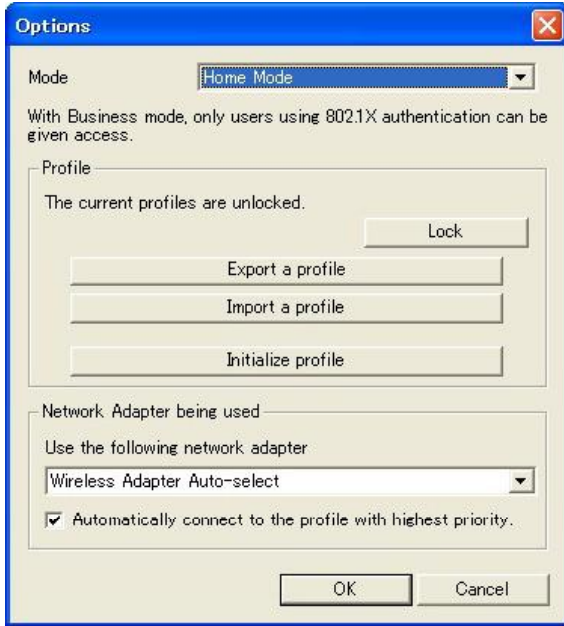
Right-click on the Client Manager icon in the system tray to display the following menu. You can configure various settings from here.



Parameter	Meaning
Status	Click to display the Status screen.
Scan	Click to display the Scan screen.
Profile	Click to display the Profiles screen.
Easy Connection	Select an automatic configuration method. Supported automatic configuration programs include AOSS, WPS, and WPS PIN..
Help	Displays Client Manager Help.
Option	Click to display the Option Menu.
Version Information	Click to display your Client Manager's version.
Exit	Click to exit Client Manager.

Option Menu

This menu is to configure options settings of Client Manager.



Parameter	Meaning
Mode	Switches between "Business Mode" and "Home Mode". "Home Mode" is recommended for most users. "Business Mode" allows configuration of 802.1x authentication from the Profiles screen.
Lock	If you click this, you will not be able to add, edit, or delete profiles. A password is required to lock or unlock this. The password may have 8 - 63 characters..
Export a profile	Click this to save a profile as a portable file. Information currently registered. A password (8-63 characters) is required to save a profile.
Import a profile	Click this to import a saved profile into Client Manager. You will need to enter the password to complete this operation.

Parameter	Meaning
Initialize profile	Click this to initialize profile information. Unit must be unlocked to use this option.
Use the following network adapter	Select a network adaptor to use with Client Manager. " <i>Wireless Adapter Auto-select</i> " is recommended for most users.
Automatically connect to the profile with highest priority	If checked, Client Manager will attempt to connect to the profile with the highest priority as set on the Profile screen. It is recommended that most users check this box..

Chapter 5

Trouble Shooting

The Computer does not recognize the WLI-UC-GNHP Wireless Adapter.

- Make sure that the unit is connected to a USB port on your computer.
- If your computer has multiple USB ports, try connecting to a different USB port.
- Refer to page 7, "Install Wireless Drivers" and reinstall drivers for the unit.

Cannot connect to the network wirelessly.

- Refer to chapter 3 to connect the AirStation to an access point wirelessly.
- Configure the same SSID, encryption method, and encryption key for both your access point and your wireless client.
- Temporarily move your wireless devices closer together.
- Restart your modem, then restart your access point, then reboot your computer.

You forgot SSID, Encryption KEY, or Password.

Try to connect wirelessly with AOSS or WPS.

Ask your network administrator about the correct SSID and encryption settings for your network.

Reset your access point to factory defaults and reconfigure it from scratch. Write down your new wireless network settings carefully!

My link speed is slower than 150 Mbps (Maximum link speed is only 72Mbps).

The default setting for 150 Mbps mode on many access points is "off". Enable 150 Mbps mode on your access point. Also, refer to "AirStation Bandwidth 20/40MHz Select Tool" to turn on 150 Mbps mode for your AirStation wireless client if necessary.

Other Tips

Issue:

When using the Windows wireless connection manager, I cannot connect to my wireless router. I receive a "*Cannot configure wireless network*" error message when scanning for available wireless networks.

Answer:

Another wireless client software may be installed on your computer that is taking control of the wireless client adapter away from the Windows connection manager. Either switch to the other software or use Add/Remove Programs to remove the conflicting client software. After rebooting, the Windows connection manager should be able to connect to the available wireless networks.

Issue:

When I attempt to connect to my wireless router, I receive an error message indicating that security settings on my computer are not matching the settings on the router.

Answer:

Manually enter the correct security key and encryption type into the Windows connection manager.

To enter the security key in Windows XP:

Go to the View Available Wireless Networks and select change Advanced Settings. Click on the Wireless Networks tab. There will be a list of networks to which you have previously connected. Highlight the network name (SSID) of the wireless router and select Properties. Enter the correct encryption key and select correct the encryption type as configured on the wireless router.

Go to the Connect to Network, right-click on the name of the network and click Properties. Highlight the name of your network and go to Properties. Enter the correct encryption key and select correct

the encryption type as configured on the wireless router.

Issue:

What can I do if my wireless connection drops randomly or seems slow?

Answer:

There are many environmental factors that may affect this behavior. First, ensure the issue is not range related by locating the wireless router and the client in closer proximity and check whether the connection drops continue.

In some cases, interference from other wireless networks or sources such as 2.4 GHz wireless phones may impact performance. To work around this scenario, change the wireless channel used by your wireless router.

Log in to the wireless router with your browser. Click on the *"Wireless Configuration"*. If an *"Auto-Channel"* option is available, attempt to use this option to remedy the problem. If *"Auto-Channel"* is unavailable, manually select an alternate channel.

Issue:

Though I am able to successfully make a connection with my wireless router, I am unable to access the Internet with my web browser.

Answer:

First, power off the Cable or DSL modem, the wireless router, and then your computer. Pressing a power button or simply unplugging the devices can power off the modem and wireless router devices. Then after verifying that the modem is connected to the wireless router with a cable to the WAN port, power on the modem and wait two minutes. Turn on the wireless router and then the computer. Verify whether an Internet connection is available.

If after these steps, an Internet connection is still unavailable, power off the Cable or DSL modem and computer again and directly connect your computer to the Cable or DSL modem with a cable between the computer and the port on the modem. Power on the modem and wait two minutes. Power on the computer and again check for an Internet connection.

If an Internet connection IS NOT available with a direct connection to the computer, please call the Internet Service Provider who installed the modem.

If an Internet connection IS available with a direct connection to the computer, please call our customer support line.

Issue:

Where can I download the latest drivers, firmware and instructions for my Buffalo wireless products?

Answer:

The latest drivers and firmware with installation instructions are available online at www.buffalotech.com

Appendix

150 Mbps Mode settings

By default, 150 Mbps mode on your AirStation wireless client is set to OFF. Use the utility software, *AirStation Bandwidth 20/40MHz Select Tool* which comes with this unit, to turn on 150 Mbps mode. Use the following procedure to configure it.

1. Click "Start" > "All Programs" > "BUFFALO" > "AirStation Utility" > "AirStation Bandwidth 20/40MHz Select Tool" and launch the utility software.
If you are using Windows Vista and the message "A program needs your permission to continue" is displayed, click "Continue".
2. When the message "Now start the step wizard of Bandwidth Select Tool" is displayed, click "Next".
3. Click "Next".
4. When the message "Select of wireless adapter", select this unit and click "Next".
5. Select "Use 150Mbps Mode (40MHz)", and click "Next".
6. When the message "Wireless adapter setting is competed." is displayed, click "Exit to setup".

If you still cannot establish a 150 Mbps communication speed, check the settings on your access point.

Specifications

Wireless LAN Interface	
Standard Compliance	IEEE802.11b / IEEE802.11g / IEEE802.11n (Draft 2.0)
Transmission Method	Direct Sequence Spread Spectrum (DSSS), OFDM, MIMO
Frequency Range	2,412 - 2,462MHz (Channels 1 - 11)
Transmission Rate	802.11b/g: 54, 48, 36, 24, 18, 12, 9, 6, 11, 5.5, 2, 1Mbps 802.11n (Draft 2.0) 20MHz BW (LongGI) 65, 58.5, 52, 39, 26, 19.5, 13, 6.5Mbps (1stream) (ShortGI) 72.2, 65, 57.8, 43.3, 28.9, 21.7, 14.4, 7.2Mbps (1stream) 40MHz BW (LongGI) 135, 121.5, 108, 81, 54, 40.5, 27, 13.5Mbps (1stream) (ShortGI) 150, 135, 120, 90, 60, 45, 30, 15Mbps (1stream)
Access Mode	Infrastructure Mode / Ad Hoc mode (X link KAI is not supported.)
Security	WPA2-PSK (TKIP/AES), WPA-PSK (TKIP/AES), 128/64bit WEP
Other	
Power Supply	5.0V Bus powered
Power Consumption	2500mW (Max)
Dimensions	15mm x 15mm x 112mm
Weight	30g (31.18 g.)
Operating Environment	0-40°C (32-104°F), 20-80% (non-condensing)

Removing the device from the computer

Windows Vista/XP

If you use Windows Vista / XP, just unplug it.

Uninstalling the Software

If you remove the software, follow the procedure described below.

1. Insert AirNavigator CD.

When you insert CD, AirNavigator Setup Wizard will launch automatically.

If AirNavigator Setup Wizard is not displayed, double click "My Computer" icon > CD-ROM drive icon > "AirNavi.exe" icon, in this order.

2. Click "Options".
3. Click "Uninstall software".
4. Follow the instructions on the screen to delete the Utility software.

Uninstalling the Drivers

To remove the software, follow the procedure described below.

1. Insert AirNavigator CD.

When you insert CD, AirNavigator Setup Wizard will launch automatically.

If AirNavigator Setup Wizard is not displayed, double click "My Computer" icon > CD-ROM drive icon > "AirNavi.exe" icon, in this order.

2. Click "Options".
3. Click "Remove Drivers".
4. Follow the instructions on the screen to remove drivers.

TCP/IP Settings in Windows

Windows Vista

To configure TCP/IP settings in Windows Vista, follow the procedure below.

- 1** Click *Start > Settings > Control Panel*.
- 2** Double click "*Network and Sharing Center*".
- 3** Click "*Manage network connections*" on the left side menu.
- 4** Right click on "*Local Area Connection*", then click "*Properties*".
- 5** When the message "*Windows needs your permission to continue*" appears, click "*Continue*".
- 6** Select "*Internet Protocol Version 4 (TCP/IPv4)*" then click "*Properties*".
- 7** Select "*Obtain an IP address automatically*" and "*Obtain DNS server address automatically*", and then click "*OK*".
- 8** Click "*Close*".

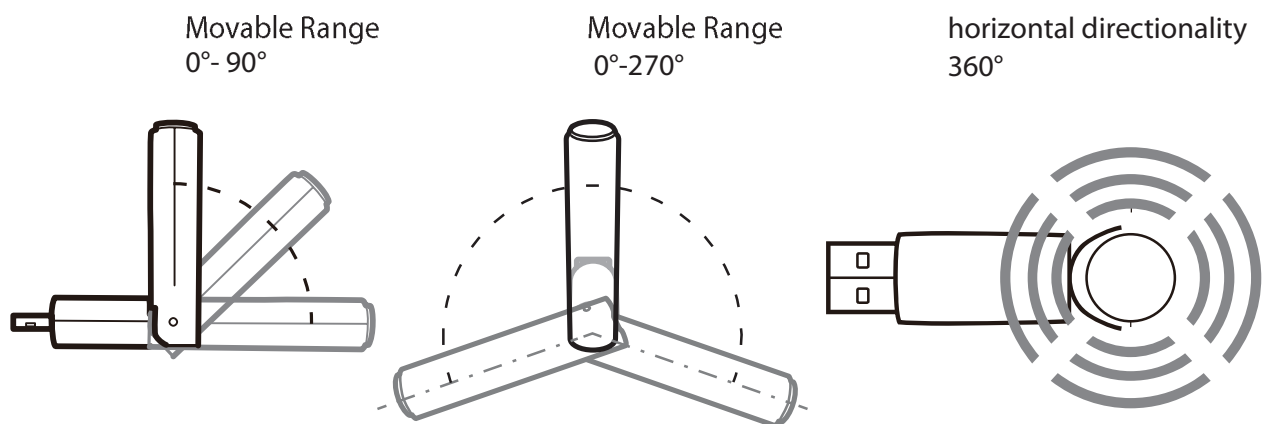
Windows XP

To configure TCP/IP settings in Windows XP, follow the procedure below.

- 1 Click *Start > Settings > Control Panel*.
- 2 Double click *"Network"*.
- 3 Right click on *"Local Area Connection"*, then click *"Properties"*.
- 4 Select *"Internet Protocol (TCP/IP)"*, then click *"Properties"*.
- 5 Select *"Obtain an IP address automatically"* and *"Obtain DNS server address automatically"*, and then click *"OK"*.
- 6 Click *"Close"*.

Antenna Information

The WLI-UC-GNHP has a flexible antenna that may be used in different positions. Adjust the angle for the best signal as needed. Turning the unit so that the wireless AP is directly to one side of the WLI-UC-GNHP will probably give the strongest signal.



Compliance Information

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and possibly radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Important Note - FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance.

To maintain compliance with FCC RF exposure compliance requirements, please follow operation instruction as documented in this manual.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

SAR compliance has been established in typical laptop computer(s) with USB slot, and product could be used in typical laptop computer with USB slot. Other application like handheld PC or

similar device has not been verified and may not comply with related RF exposure rule and such use shall be prohibited.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

Industry Canada Statement:

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation of the device.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotopically radiated power (EIRP) is not more than that required for successful communication. This device has been designed to operate with an antenna having a maximum gain of 3.0 dBi. Antenna having a higher gain is strictly prohibited per regulations of Industry Canada. The required antenna impedance is 50 ohms. To reduce

potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotopically radiated power (e.i.r.p.) is not more than that permitted for successful communication.

Important Note - Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with IC RF exposure compliance requirements, please follow operation instruction as documented in this manual.

Europe - EU Declaration of Conformity:

This device complies with the essential requirements of the R&TTE Directive 1999/5/EC.

The following test methods have been applied in order to prove presumption of conformity with the essential requirements of the R&TTE Directive 1999/5/EC:

-EN60950-1:2006

Safety of Information Technology Equipment

-EN62311:2008

Assessment of electronic and electrical equipment related to human exposure restrictions for electromagnetic fields(0 Hz-300 GHz).

-EN300 328 V1.7.1 (2006)

Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband Transmission systems; Data transmission equipment operating in the 2,4 GHz ISM band and using spread spectrum modulation techniques; Harmonized EN covering essential requirements under article 3.2 of the R&TTE Directive.

-EN301 489-1 V1.8.1(2008)

Electromagnetic compatibility and Radio spectrum Matters (ERM) — ElectroMagnetic Compatibility (EMC) standard for radio equipment and services — Part 1: Common technical requirements.

-EN301 489-17 V1.3.2(2008)

Electromagnetic compatibility and Radio spectrum Matters (ERM) — ElectroMagnetic Compatibility (EMC) standard for radio equipment — Part 17: Specific conditions for 2,4 GHz wideband transmission systems, 5 GHz high performance RLAN equipment and 5,8 GHz Broadband

This device is a 2.4 GHz wideband transmission system (transceiver), intended for use in all EU member states and EFTA countries, except in France and Italy where restrictive use applies.

In Italy the end-user should apply for a license at the national spectrum authorities in order to obtain an authorization to use the device for setting up outdoor radio links and/or for supplying public access to telecommunications and/or network services.

This device may not be used for setting up outdoor radio links in France and in some areas the RF output power may be limited to 10 mW EIRP in the frequency range of 2454 - 2483.5 MHz. For detailed information the end-user should contact the national spectrum authority in France.


NCC Regulatory Information

來自台灣 NCC 的警告

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Note:

1. 本模組於取得認證後將依規定於模組本體標示審驗合格標籤
2. 系統廠商應於平台上標示「本產品內含射頻模組：XXXXXXXXXXXX 字樣

CE 0560 ⓘ

Česky[Czech]

Buffalo Technology Inc. tímto prohlašuje, že tento AirStation WLI-UC-GNHP je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

Dansk[Danish]

Undertegnede Buffalo Technology Inc. erklærer herved, at følgende udstyr AirStation WLI-UC-GNHP overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Deutsch[German]

Hiermit erklärt Buffalo Technology Inc. dass sich das Gerät AirStation WLI-UC-GNHP in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Eesti[Estonian]

Käesolevaga kinnitab Buffalo Technology Inc. seadme AirStation WLI-UC-GNHP vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

English

Hereby, Buffalo Technology Inc. declares that this AirStation WLI-UC-GNHP is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Español[Spanish]

Por medio de la presente Buffalo Technology Inc. declara que el AirStation WLI-UC-GNHP cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

Ελληνική[Greek]

ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Buffalo Technology Inc. ΔΗΛΩΝΕΙ ΟΤΙ AirStation WLI-UC-GNHP ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.

Français[French]

Par la présente Buffalo Technology Inc. déclare que l'appareil AirStation WLI-UC-GNHP est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Italiano[Italian]

Con la presente Buffalo Technology Inc. dichiara che questo AirStation WLI-UC-GNHP è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Latviski[Latvian]

Ar šo Buffalo Technology Inc. deklarē, ka AirStation WLI-UC-GNHP atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.

Lietuvių[Lithuanian]

Šiuo Buffalo Technology Inc. deklaruoja, kad šis AirStation WLI-UC-GNHP atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

Nederlands[Dutch]

Hierbij verklaart Buffalo Technology Inc. dat het toestel AirStation WLI-UC-GNHP in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

Malti[Maltese]

Hawnhekk, Buffalo Technology Inc. , jiddikjara li dan AirStation WLI-UC-GNHP jikkonforma mal-
ħtigijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

Magyar[Hungarian]

Alulírott, Buffalo Technology Inc. nyilatkozom, hogy a AirStation WLI-UC-GNHP megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.

Polski[Polish]

Niniejszym, Buffalo Technology Inc. , deklaruję, że AirStation WLI-UC-GNHP spełnia wymagania zasadnicze oraz stosowne postanowienia zawarte Dyrektywie 1999/5/EC.

Português[Portuguese]

Buffalo Technology Inc. declara que este AirStation WLI-UC-GNHP está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Slovensko[Slovenian]

Buffalo Technology Inc. izjavlja, da je ta AirStation WLI-UC-GNHP v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/ES.

Slovensky[Slovak]

Buffalo Technology Inc. týmto vyhlasuje, že AirStation WLI-UC-GNHP spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

Suomi[Finnish]

Buffalo Technology Inc. vakuuttaa täten että AirStation WLI-UC-GNHP tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Svensk[Swedish]

Härmed intygar Buffalo Technology Inc. att denna AirStation WLI-UC-GNHP står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

CONDICIONES (Mexico)

PRIMERA-El certificado provisional tiene vigencia de un año a partir de esta fecha y prodrá ser renovado hasta en dos ocasiones por el mismo período, para lo cual, previo a la fecha de vencimiento del Certificado deberá solicitar por escrito a esta Comisión su renovación. El Certificado definitivo tiene vigencia indefinida.

SEGUNDA-El Certificado de Homologación, podrá ser cancelado a petición del solicitante a cuando la Comisión Federal de Telecomunicaciones así lo determine con fundamento en el Artículo 149 del Reglamento de Telecomunicaciones, o bien de acuerdo a lo señalado en el Capítulo Segundo de la Ley Federal de Procedimiento Administrativo.

TERCERA-Los equipos amparados por este Certificado de Homologación deberán tener indicado en alguna parte visible, firmemente adherido, el número de Certificado de Homologación correspondiente, así como la marca y modelo con la que se expide este Certificado.

CUARTA-La Comisión Federal de Telecomunicación podrá requerir en cualquier momento a la empresa presentación de información técnica adicional, así como las muestras del equipo para realizar pruebas de comportamiento y verificar las características del mismo.

QUINTA-Cualquier modificación estructural o de configuración técnica deberá someterse a consideración de la Comisión, para que ésta determine si procede el otorgamiento de una ampliación del Certificado de Homologación o si requiere de un nuevo Certificado.

SEXTA-El equipo que ampara el presente certificado deberá operar conforme a las regulaciones técnicas, reglas, reglamentos y otras disposiciones administrativas vigente o que llegara a emitir o adoptar la Comisión Federal de Telecomunicaciones y/o la Secretaría de Comunicaciones y Transportes.

SEPTIMA-El equipo de radiocomunicación que ampara el presente certificado deberá operar de conformidad con el Reglamento de Radiocomunicaciones de la Unión Internacional de Telecomunicaciones y el Cuadro Nacional de Atribución de Frecuencias México vigente.

OCTAVA-Las antenas de las estaciones terrenas deberán cumplir con el patrón de radiación Recomendado por la Unión Internacional de Telecomunicaciones, Sector de Radio Frecuencia UIT-R, en el caso de sistemas de microondas las antenas de los mismos deberán cumplir con las recomendaciones del UIT-R, conforme a su banda de operación.

NOVENA-La homologación de este equipo no implica la autorización para prestar servicios públicos de telecomunicaciones ni para establecer aplicaciones que obstruyan o invadan cualquier vía general de comunicación.

DECIMA- El incumplimiento de las condiciones estipuladas en este Certificado será motivo de sanción con base a lo dispuesto en la Ley de Vías General de Comunicación, Ley Federal de Telecomunicación y en el Reglamento de Telecomunicaciones.

Logos and IDs

[United States]

 Tested to comply
With FCC Standards
FOR HOME OR OFFICE USE
FCC ID: FDI-09102082-0

[Taiwan]



[UAE]

TRA REGISTERED No: xxxxxxxx/xx DEALER No: BUFFALO INC.
--

[Canada]

6102A-026


[Australia]



[Singapore]

Complies with IDA Standards DA103412
--

[Korea]

 인증번호:
BUF-WLIUCGNHP01(B)

[China]

CMIIT ID: xxxxxxxxxxx



[Indonesia]

xxxxx/POSTEL/xxxx
xxxx

[India]

ETA-xxx/xxxx-x

[Mexico]

Número: RCPxxxxxx—xxxx

[Oman]

TRA/xxx/xxxx/xx

[Kuwait]

mc/m/x/x xxxx

[Philippnes]

No.ESD-xxxxxxxx

Environmental Information

- The equipment that you have purchased has required the extraction and use of natural resources for its production.
- The equipment may contain hazardous substances that could impact health and the environment.
- In order to avoid the dissemination of those substances in our environment and to diminish the pressure on the natural resources, we encourage you to use the appropriate take-back systems.
- The take-back systems will reuse or recycle most of the materials of your end life equipment in a sound way.
- The crossed-out wheeled bin symbol invites you to use those systems.



- If you need more information on the collection, reuse and recycling systems, please contact your local or regional waste administration.

Warranty Information

Buffalo Technology (Buffalo Inc.) products come with a two-year limited warranty from the date of purchase. Buffalo Technology (Buffalo Inc.) warrants to the original purchaser the product; good operating condition for the warranty period. This warranty does not include non-Buffalo Technology (Buffalo Inc.) installed components. If the Buffalo product malfunctions during the warranty period, Buffalo Technology/(Buffalo Inc.) will, replace the unit, provided the unit has not been subjected to misuse, abuse, or non-Buffalo Technology/(Buffalo Inc.) authorized alteration, modifications or repair.

All expressed and implied warranties for the Buffalo Technology (Buffalo Inc) product line including, but not limited to, the warranties of merchantability and fitness of a particular purpose are limited in duration to the above period.

Under no circumstances shall Buffalo Technology/(Buffalo Inc.) be liable in any way to the user for damages, including any lost profits, lost savings or other incidental or consequential damages arising out of the use of, or inability to use the Buffalo products.

In no event shall Buffalo Technology/(Buffalo Inc.) liability exceed the price paid for the product from direct, indirect, special, incidental, or consequential damages resulting from the use of the product, its accompanying software, or its documentation. Buffalo Technology (Buffalo Inc.) does not offer refunds for any product.

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Contact Information (USA / Canada)

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Austin, TX 78758-4018

GENERAL INQUIRIES

Monday through Friday

8:30am-5:30pm CST

Direct: 512-794-8533 | **Toll-free:** 800-456-9799 | **Fax:** 512-794-8520 |

Email: sales@buffalotech.com

TECHNICAL SUPPORT

North American Technical Support by phone is available 24 hours a day, 7 days a week. (USA and Canada).

Toll-free: (866) 752-6210 | *Email:* info@buffalotech.com

Contact Information (Europe)

Buffalo Technology UK LTD
176 Backingham Avenue,
Slough, Berkshire, SL1 4RD
United Kingdom

GENERAL INQUIRIES

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TECHNICAL SUPPORT

Phone (UK only): 08712 50 12 60*

Phone: +353 61 70 80 50

Email: sales@buffalo-technology.com

*Calls cost 8.5p per minute

Technical Support Operating Hours

Monday - Friday (GMT)

9:00 AM - 6:00 PM Monday-Thursday

9:00 AM - 4:30 PM Friday

At Buffalo Technology, we constantly update our software and firmware. For the most recent software, firmware, driver, and technical whitepaper releases available, please visit the Buffalo Technology website: www.buffalotech.com.