



Installation Guide

Wireless USB Hub and Adapter

GUWH104KIT

PART NO. M0427



Welcome

Thank you for purchasing one of the most user-friendly Wireless USB devices on the market. IOGEAR's Wireless USB Hub and Wireless USB Host Adapter are top of the line when it comes to Wireless USB connectivity, implementing the use of Ultra-Wideband (UWB) to achieve data transfer speeds comparable to USB 2.0 without the need of wires between peripherals and the computer.

To better serve you, IOGEAR offers an array of additional USB 2.0, USB 1.1, FireWire, KVM, and other peripheral products. For more information or to purchase additional IOGEAR products, visit us at www.IOGEAR.com

We hope you enjoy using your IOGEAR Wireless USB Host Adapter and Wireless USB Hub, another first-rate connectivity solution from IOGEAR.

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Introduction

IOGEAR's Wireless USB allows you to connect your USB peripherals and computer with all the ease and speed of USB 2.0 without the use of USB cables and extenders between the PC and your Wireless USB Hub. Gain all of the advantages of USB 2.0 without the hassle of wires cluttering up your workspace. Plug your USB devices into the Wireless USB Hub and within seconds you have wireless access and control over the devices with no delay, purely plug-and-play.

The Ultra-Wideband combo provides the ability for in-room Wireless USB connectivity at distances of up to 30 feet. It offers a data transmission speed of up to 480 Mbit/s at distances of up to 3 meters.

Features

- Wireless USB 2.0 speed through UWB medium
- Simple hardware interface
- Easy Installation has you connected in minutes
- Solid 3-year limited warranty

Requirements

- PC System requires Windows XP (with SP2 and .NET Framework 2.0) or Windows Vista
- Available AC outlets in the room
- Available USB ports
- Software requires Windows and CD-ROM drive

Package Contents

- 1 x Wireless USB Hub GUWH104
- 1 x Wireless USB Host Adapter GUWA100U
- 1 x Wireless USB Hub Antenna
- 1 x Wireless USB Hub Power Supply
- 1 x USB Type A to mini-B Cable
- 1 x Extension / Swivel Adapter
- 1 x Software CD (with Electronic Manual)
- 1 x Quick Start Guide

Device Overview

1. Host Selection button
2. Active Host LEDs
3. Power LED
4. Switch 1 (S1)
5. Switch 2 (S2)

The default and recommended setting is to operate in Auto Association mode. In this mode, the Wireless USB Hub will automatically connect to the Wireless USB Host Adapter.

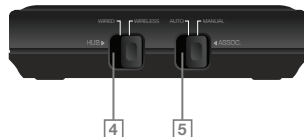
The Host Selection button is used in Manual Association mode. This mode is only needed if your Wireless USB Hub has already been successfully associated with more than one Wireless USB Host Adapter-PC combination. The Wireless USB Hub can support up to three such associations. Set S2 to Manual Association mode and then use the Host Selection button to manually cycle through the three choices for which Wireless USB Host Adapter-PC combination to connect to. Using this button, you can force the Wireless USB Hub to connect to one of three pre-associated PCs of your choosing.

S1		S2	
Wired	Wireless (recommended)	Auto (recommended)	Manual

Top View:



Side View:



Installation

Before we get started, please NOTE:

Do not place Wireless USB devices under direct sunlight or near high heat emitting devices;

Do not place Wireless USB devices near water or wet surfaces to avoid electric hazards;

Do not place Wireless USB devices on any moving or unstable surfaces;

Hardware Preparation

1. Do not connect the Wireless USB Host Adapter to your computer until you are instructed to do so later in the section titled “Driver Installation.”
2. Remove the Wireless USB Host Adapter, Wireless USB Hub, USB 2.0 A to Mini B Cable, power adapter, antenna, extension/swivel adapter, and the installation CD from the package.
3. Allocate a space for the Wireless USB Host Adapter's placement. Make sure you avoid the places mentioned above. You will need to make available a USB 2.0 port on your PC where the extension/swivel adapter can be securely inserted and where there is room for **the Wireless USB Host Adapter to be inserted in the extension/swivel adapter at a 45 degree angle**. Use only the extension/swivel adapter to test at this time. **Do not connect the Wireless USB Host Adapter** to your computer at this time. If using a Desktop PC, do not use a port on the back of the PC. Select a USB 2.0 port on the front of the system to ensure a good line-of-site signal with the Wireless USB Hub.
4. Allocate a space for the Wireless USB Hub. During a one-time-only installation, the Wireless USB Hub needs to be close to your PC. After installation the Wireless USB Hub can be moved to a more permanent location. Make sure you avoid the places mentioned above. Do not plug in to an AC outlet at this time.
5. Attach the antenna to the Wireless USB Hub.
6. Attach the power adapter connector to the Wireless USB Hub. Do not plug in to an AC outlet at this time.

Software Installation

Please always check www.iogear.com for the latest drivers.

IMPORTANT NOTE:

If your PC already has a version of this software installed, please be sure to un-install it before proceeding.

Use Control Panel -> Add or Remove Programs. Scroll to "Ultrasuite with WiCenter Basic." Click "Ultrasuite with WiCenter Basic," then click Remove.

Restart your PC after the software has successfully un-installed.

You may now proceed with the installation of new software.

If installing on Windows XP, Service Pack 2 (SP2) is required. Verify that this has been installed before installing the UWB software.

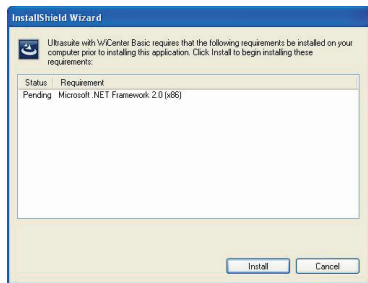
1. To install the UWB software, insert the included CD into your computer. The following menu should appear automatically. If not, select "Run CD_Start.exe" OR navigate to the CD Rom drive containing the installation CD and double-click on CD_Start.exe to bring up the user menu. Click on Software Installation to begin the installation process.



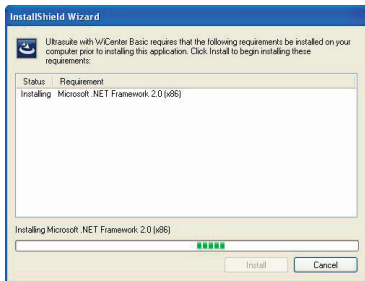
- 1a. Microsoft .NET Framework 2.0 is required by the UWB software. Once you begin the software installation, if .NET Framework 2.0 is not installed on your PC, the software will automatically prompt you to install before proceeding to the UWB software installation.

If .NET Framework 2.0 is not installed, the following screen will appear. Click Install to begin the .NET Framework 2.0 installation process.

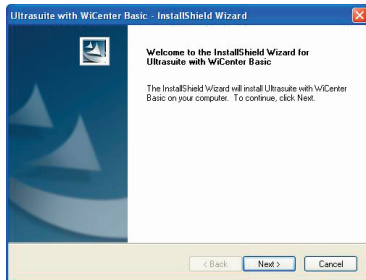
If .NET Framework 2.0 is already installed, please skip to step 2.



- 1b. The following window will display the status of the installation process. Depending on the particular system, this may take a few minutes to complete.

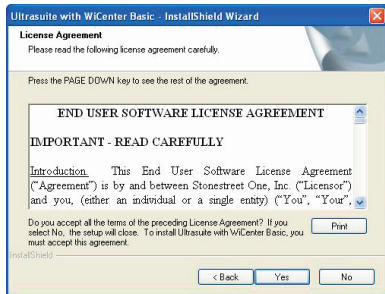


2. The first window will explain that WiCenter software is going to be installed on your computer, this software will control the devices so select - Next.

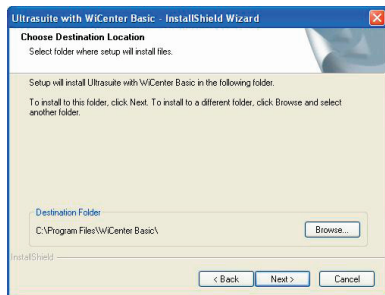


- 1c. Once .NET Framework 2.0 is installed, the UWB software will automatically begin the installation process.

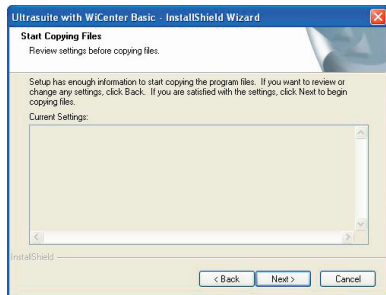
3. The following window will request that you agree to the License Agreement before proceeding with installation, select Yes.



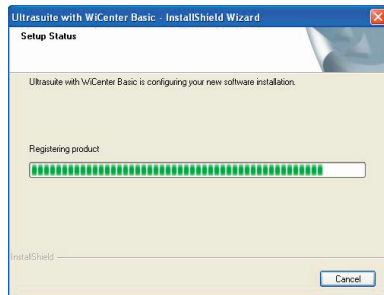
4. The window shown below allows you to select where the files for WiCenter are installed and stored. Once you have made your selections select - Next.



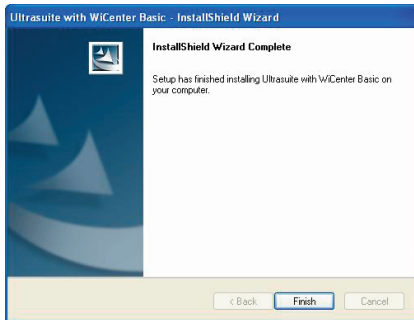
5. The following window confirms that you are approving installation, select - Next.



6. Once you have selected Next the WiCenter software will begin installation and show the status in a window similar to the one shown below.



7. Once all the software has been installed properly, you will see a window similar to the following stating installation has completed. Select “Finish” to finalize the software installation.
8. **After the software has fully installed, restart the PC.**



Driver Installation

Verify that WiCenter is running by double-clicking on the WiCenter icon created on the desktop during the installation process.

The first time that WiCenter is launched, the Wireless USB Connection Wizard will appear and will guide you through the Wireless USB connection process. Click Next to begin the process.



STEP 1.

Verify that the Wireless USB Host Adapter is connected to the extension/swivel adapter provided in the box. Plug the Wireless USB Host Adapter into an available USB port making sure that the extension/swivel adapter is adjusted to a 45 degree angle which will maximize range. If using a Desktop PC, do not plug the Wireless USB Host Adapter in the back of the PC. Plug the Wireless USB Host Adapter in the front of the system to ensure a good line-of-site signal with the Wireless USB Hub. Windows should detect the device and complete the driver installation process automatically. Once the drivers have installed, click Next.



STEP 2.

Verify that the Wireless USB Hub switches are set to Wireless and Automatic Association mode. Also, verify that the antenna is securely attached to the Wireless USB Hub and is pointed in a vertical position. Power on the Wireless USB Hub. Click Next to continue.



STEP 3.

Plug the Wireless USB Hub into the PC with the USB 2.0 A to mini-B cable provided.

Windows should state a new device has been detected and automatically install the necessary drivers for the Wireless USB Hub. Once the drivers have installed, click Next to continue.

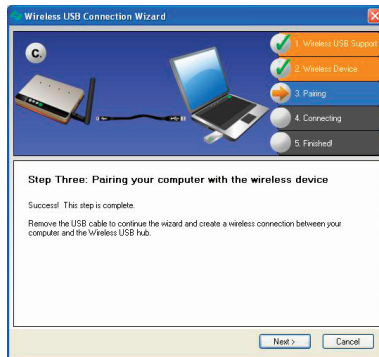


The below window will pair the Wireless USB Hub to your PC. Select Automatic wireless reconnection (Recommended) and select Next.



You should now see the wizard indicating that the association was successful.

Once the association is successful and the Active HOST LED has stopped flashing on the Wireless USB Hub, unplug the USB cable from the Wireless USB Hub in order to establish the wireless link. Click Next to continue.



When the link has been successfully created, you will see the following appear from the System Tray.



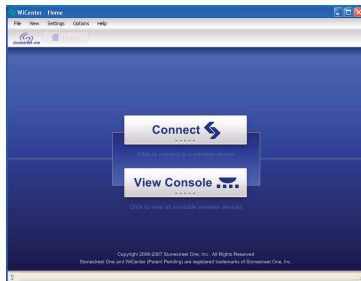
At this point, the final driver will be installed automatically for the Wireless USB Hub.

The following screen will indicate that the wireless connection has been established with the Wireless USB Hub. Click Finish to exit the Wireless USB Connection Wizard and begin using your IOGEAR Wireless USB Host Adapter and Wireless USB Hub.



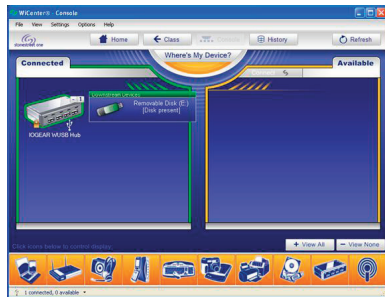
Congratulations, you may now begin to use your Wireless USB Hub.

Select the View Console option in WiCenter to view all available and connected Wireless USB devices in range.



The Wireless USB Hub should now be visible and if you connect any devices to the Wireless USB Hub you will be able to view them through the dropdown menu shown to the right or through My Computer.

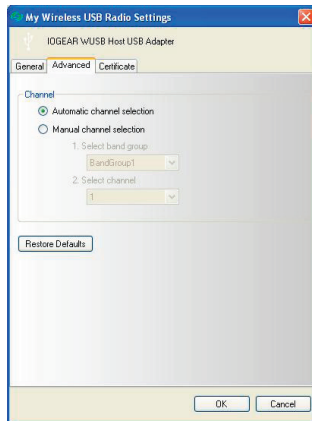
In order to view devices connected to the Wireless USB Hub click the [+] and it will bring a dropdown of all peripherals currently connected and available. You can also access hard drives, flash drives, and other storage devices directly from this box by clicking on the Removable Disk that appears.



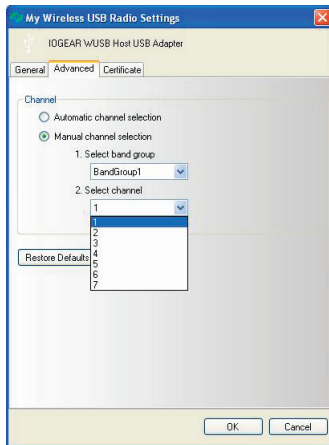
Advanced Settings

The advanced settings of WiCenter allow you to make changes related to the Channel that data is being transmitted on. The following shows the Advanced Settings tab which can be accessed by clicking on Settings→My Wireless USB Radio Settings, and then selecting the Advanced tab on the window that appears. The following shows the default and recommended settings. The Speed (PHY Rate) will be automatically set by WiCenter in order to achieve the best range and throughput performance.

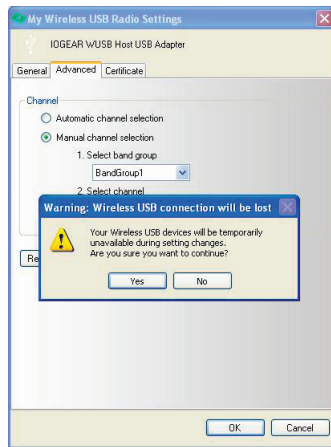
The default settings are appropriate for most all situations. Only change channel settings if you have significantly reduced throughput due to congested air space.



If the Channel needs to be changed manually, the following figure shows the available channels for selection.



Once a channel has been changed manually, the following window will appear indicating that the connection will be lost to the Wireless USB Hub while the channel is changed. Click Yes to change the channel. Once the channel is changed, the Wireless USB Hub will automatically re-connect.



Frequently Asked Questions

- Problem:** WiCenter UWB Software reports errors when trying to use the Wireless USB Host Adapter and Wireless USB Hub on Windows XP operating system.
Solution: Verify that Service Pack 2 (SP2) has been installed on your PC.
- Problem:** No LEDs lighting up on the Wireless USB Hub.
Solution: Check the power supply's connection to the Wireless USB Hub.
- Problem:** No LED on the Wireless USB Host Adapter.
Solution: Re-insert the Wireless USB Host Adapter into USB port.
- Problem:** LED does not light up after inserting a USB device into a peripheral port on the Wireless USB Hub.
Solution: Remove the Wireless USB Host Adapter from the PC and disconnect the power supply from the Wireless USB Hub. Re-insert the Wireless USB Host Adapter and reconnect power to the Wireless USB Hub.

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5. **Problem:** Host LED blinking on the Wireless USB Hub.


Solution: Remove the Wireless USB Host Adapter from the PC and disconnect the power supply from the Wireless USB Hub. Re-insert Wireless USB Host Adapter, connect the power supply to the Wireless USB Hub and wait for the wireless connection. If still blinking, check the History window on WiCenter which will indicate if the IOGEAR Wireless USB Hub was associated. If not, associate the Wireless USB Host Adapter with the Wireless USB Hub using the mini-USB cable provided.

6. **Problem:** Poor/Diminished range with the Wireless USB Host Adapter and Wireless USB Hub.


Solution: Verify that the Wireless USB Host Adapter is utilizing the Extension/swivel adapter at a 45 degree angle. Verify that the Wireless USB Hub antenna is properly secured and is positioned vertically. If using a Desktop PC, do not plug the Wireless USB Host Adapter in the back of the PC. Plug the Wireless USB Host Adapter in the front of the system to ensure a good line-of-site signal with the Wireless USB Hub.

7. **Problem:** Certain USB devices will not work with the Wireless USB Hub.

Solution: Verify that the USB device has the ability to operate when connected to a hub of any kind by checking with the product documentation. If the USB device does not have the functionality to operate with a wired hub, then it will not work with the Wireless USB Hub. Also, verify that the latest drivers for the product are being used by going to the manufacturer's website and downloading the most up-to-date drivers.

- 
8. **Problem:** Wireless USB Hub will not associate with the Wireless USB Host Adapter.
Solution: Verify that the WiCenter software is running by double-clicking on the WiCenter icon created on the desktop during the installation process. If the WiCenter icon is in the System Tray, this can be double-clicked in order to bring up the WiCenter user interface.
 9. **Problem:** USB web-cameras, USB speakers, or Bluetooth devices do not work with the Wireless USB Hub.
Solution: Isochronous products such as USB web-cameras, USB speakers, and Bluetooth devices are not currently supported.
 10. **Problem:** USB printer has loaded drivers correctly when connected to the Wireless USB Hub, however, nothing will print.
Solution: Verify that the latest software has already been installed on the PC from the product website. If the printer was installed previously when connected directly to the PC, the printer was installed as “Model Name”. When the printer driver is installed when connecting to the Wireless USB Hub, the printer is installed as a “Model Name (Copy 1)”.

If the printer was never directly connected to the PC and drivers were never installed, when it is connected to the Wireless USB Hub, the printer will install as “Model Name” when installing the printer drivers.



When printing to the printer when it is connected to the Wireless USB Hub, verify that the correct printer is being selected in the printer options window by selecting the correct model name to print to.

11. **Problem:** The IOGEAR Wireless USB Hub does not show up in the Console window when connected wirelessly to the Wireless USB Host Adapter.
Solution: Verify that the hub icon at the bottom of the Console window is highlighted in orange. If the hub icon is grayed out, click on the icon so that the Wireless USB Hub will be displayed. You can also click on the “+ View All” button to make all devices visible when connected.
12. **Problem:** The throughput of USB Hard Drive or USB Flash drive is less when plugged in the Wireless USB Hub than when plugged directly to the PC.
Solution: Due to the protocol overhead of Wireless USB, you will experience a slower throughput wirelessly than over a wired connection.

Technical Support

To help IOGEAR® customers obtain the highest level of performance from their Wireless USB devices, the IOGEAR® Service Support team is available to answer your technical questions. Do not hesitate to call if you are having trouble getting your device to work correctly. IOGEAR® Service Support can be reached by phone from 24 hours a day, 7 days a week or through the following address during normal business hours.


Toll Free: 866-946-4327 (USA)

Phone: 949-453-8782

23 Hubble

Irvine, CA 92681

You may also reach us online at www.iogear.com/support 24 hours a day. Please be ready to give a brief description of the problem, and what you were doing when the problem occurred, before calling Service Support. The Service Support representative will be able to serve you much quicker if you are prepared to answer the seven questions listed below.

- 
1. What is the purchase date and serial number of the product?
 2. Were any messages displayed on the screen when the error occurred? If so, what was the exact wording of the message?
 3. What type of Computer are you using?
 4. When does the problem occur?
 5. Can the problem be reproduced? If so, what are the steps necessary to reproduce the problem?
 6. What version of the OS are you using?
 7. What have you already tried to get the problem resolved?

Limited Warranty

IN NO EVENT SHALL THE DIRECT VENDOR'S LIABILITY FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCT, DISK, OR ITS DOCUMENTATION EXCEED THE PRICE PAID FOR THE PRODUCT.

The direct vendor makes no warranty or representation, expressed, implied, or statutory with respect to the contents or use of this documentation, and especially disclaims its quality, performance, merchantability, or fitness for any particular purpose.

The direct vendor also reserves the right to revise or update the device or documentation without obligation to notify any individual or entity of such revisions, or updates. For further inquiries please contact your direct vendor.

Federal Communications Commission (FCC) Statement

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. This device is authorized under 47 CFR 15.519 (the FCC Rules and Regulations). The operation of this device is subject to the following restriction: This UWB device shall transmit only when it is sending information to an associated receiver. This UWB device shall cease transmission within 10 seconds unless it receives an acknowledgement from the associated receiver that its transmission is being received. An acknowledgement of reception must continue to be received by the transmitting device at least every 10 seconds of operation or the UWB device must cease transmitting.

Contact

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About Us



FUN

IOGEAR offers connectivity solutions that are innovative, fun, and stylish, helping people enjoy daily life using our high technology products.



GREEN

IOGEAR is an environmentally conscious company that emphasizes the importance of conserving natural resources. The use of our technology solutions helps reduce electronic waste.



HEALTH

IOGEAR supports healthy and fit lifestyles. By integrating products with the latest scientific developments, IOGEAR's solutions enhance the life of end-users.