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Broadcom DW1397

Dell DW1397 Broadcom 802.11a/b/g Wireless Card User Manual

Model: DW1397 | Brand: Broadcom

INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, and maintenance of your Dell DW1397 Broadcom 802.11a/b/g Wireless Card. Please read this manual carefully before proceeding with installation to ensure proper functionality and to avoid potential issues.

Important Compatibility Note: This wireless card is not compatible with IBM, Lenovo, Thinkpad, or HP brand laptops. Attempting to install it in these systems may result in non-functionality or system instability.

PRODUCT OVERVIEW



Figure 1: Front view of the Dell DW1397 Broadcom Wireless Card. This image displays the primary components and regulatory markings, including the Broadcom BCM94312HMG chip, FCC ID, and various international certifications. The gold-plated Mini PCI Express contacts are visible at the bottom.



Figure 2: Rear view of the Dell DW1397 Broadcom Wireless Card. This side features a label with important identification details such as the MAC address, model number (DW:1397), and manufacturing information. Two antenna connectors are visible at the top edge of the card.

The Dell DW1397 Broadcom Wireless Card is an internal Mini PCI Express component designed to provide wireless network connectivity to compatible laptops. It supports 802.11a/b/g standards, operating on both 2.4 GHz and 5 GHz frequency bands, with a maximum data transfer rate of 54 Mbps.

- **Model:** Dell DW1397 (Broadcom BCM94312HMG)
- **Wireless Standards:** 802.11a/b/g compliant
- **Frequency Bands:** 2.4 GHz or 5 GHz
- **Data Rate:** Up to 54 Mbps
- **Interface:** Mini PCI Express

SETUP AND INSTALLATION

Installing the Dell DW1397 wireless card requires opening your laptop. If you are not comfortable performing this procedure, it is recommended to seek assistance from a qualified technician. Ensure your laptop is powered off and disconnected from all power sources before beginning.

1. **Prepare Your Workspace:** Work on a clean, static-free surface. Consider using an anti-static wrist strap.
2. **Power Down Laptop:** Shut down your laptop completely and remove the battery. Disconnect the AC adapter.
3. **Access Mini PCI Express Slot:** Refer to your laptop's service manual for instructions on how to open the chassis and locate the Mini PCI Express slot. This often involves removing a bottom panel or keyboard.
4. **Remove Old Card (if applicable):** If replacing an existing wireless card, carefully disconnect any antenna cables attached to it and remove the screw securing the card. Gently slide the old card out of the slot.
5. **Install New Card:** Align the Dell DW1397 card with the Mini PCI Express slot. Gently push the card into the slot at an angle until it is fully seated. Press the card down and secure it with the screw.
6. **Connect Antennas:** Carefully reattach the antenna cables to the corresponding connectors on the new wireless card. Ensure a secure connection.
7. **Reassemble Laptop:** Close the laptop chassis, reinsert the battery, and reconnect the AC adapter.
8. **Install Drivers:** Power on your laptop. Windows may automatically detect and install basic drivers. If not, you may need to download the latest drivers from the Dell or Broadcom support website for your specific laptop model and operating system.

OPERATING INSTRUCTIONS

Once the wireless card is installed and drivers are in place, you can connect to wireless networks.

1. **Enable Wi-Fi:** Ensure your laptop's Wi-Fi function is enabled. This is often done via a physical switch, a function key combination (e.g., Fn + F2), or through software settings in your operating system.
2. **Connect to a Network (Windows):**
 - Click the Wi-Fi icon in the system tray (usually bottom-right corner).
 - Select your desired wireless network from the list of available networks.
 - Click "Connect" and enter the network security key (password) if prompted.
 - Once connected, the Wi-Fi icon will indicate an active connection.
3. **Connect to a Network (Other OS):** Consult your operating system's documentation for specific steps to connect to a wireless network.

MAINTENANCE

The Dell DW1397 wireless card requires minimal maintenance. Follow these guidelines to ensure optimal performance:

- **Driver Updates:** Periodically check the Dell or Broadcom support websites for updated drivers. Keeping your drivers current can improve performance, stability, and security.
- **System Updates:** Ensure your operating system is up-to-date, as system updates often include network-related improvements.
- **Physical Inspection:** If you experience persistent issues, a physical inspection of the card and antenna connections (after powering down the laptop) can help identify loose connections.

TROUBLESHOOTING

Problem	Possible Cause	Solution
No Wi-Fi networks detected.	Wi-Fi disabled, incorrect drivers, card not seated correctly.	<ul style="list-style-type: none">◦ Ensure Wi-Fi is enabled via hardware switch or software.◦ Verify correct drivers are installed and up-to-date.◦ Re-seat the wireless card (refer to Setup section).
Cannot connect to a specific network.	Incorrect password, network out of range, router issue.	<ul style="list-style-type: none">◦ Double-check the network security key.◦ Move closer to the wireless router.◦ Restart your wireless router.
Slow Wi-Fi speeds.	Interference, outdated drivers, network congestion.	<ul style="list-style-type: none">◦ Ensure drivers are updated.◦ Minimize interference from other electronic devices.◦ Consider changing the Wi-Fi channel on your router.

Problem	Possible Cause	Solution
Card not recognized by laptop.	Incompatible laptop model, improper installation, faulty card.	<ul style="list-style-type: none">◦ Verify laptop compatibility (<i>not for IBM/Lenovo/Thinkpad/HP</i>).◦ Re-seat the card firmly in the slot.◦ If issues persist, the card may be faulty or incompatible.

SPECIFICATIONS

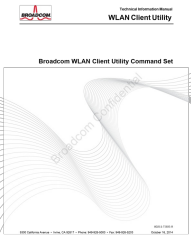
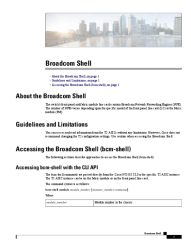




Feature	Detail
Brand	Broadcom
Model	DW1397 (BCM94312HMG)
Hardware Interface	Mini PCI Express
Wireless Standards	802.11 a/b/g
Frequency Bands	2.4 GHz, 5 GHz
Data Transfer Rate	Up to 54 Mbps
Compatible Devices	Laptop (<i>excluding IBM/Lenovo/Thinkpad/HP</i>)
Item Weight	0.8 ounces
Package Dimensions	6.4 x 4.8 x 0.4 inches
UPC	613846759409

WARRANTY AND SUPPORT

This product is typically covered by the manufacturer's standard warranty. For specific warranty terms, duration, and support, please refer to the documentation provided with your purchase or visit the official Broadcom support website. For driver downloads and further technical assistance, please visit the Dell or Broadcom support portals.

- **Broadcom Support:** www.broadcom.com/support
- **Dell Support:** www.dell.com/support



	<p>Broadcom WLAN Client Utility Command Set Guide</p> <p>Comprehensive guide to the Broadcom WLAN Client Utility Command Set, detailing various commands for configuration, control, and diagnostics of wireless network interfaces.</p>
	<p>Broadcom Shell: Accessing Network Hardware Components</p> <p>A guide to accessing the Broadcom Shell (bcm-shell) on Cisco network devices, detailing methods for interacting with Broadcom Network Forwarding Engines (NFE) and T2 ASICs on fabric modules and line cards.</p>
	<p>DX Unified Infrastructure Management 20.4: Release Notes and User Guide</p> <p>Explore the comprehensive release notes and user guide for Broadcom DX Unified Infrastructure Management (DX UIM) version 20.4. This document details new features, installation, administration, and troubleshooting for robust IT infrastructure monitoring.</p>
	<p>Broadcom Emulex Host Bus Adapters Installation Guide Release 14.4</p> <p>This installation guide (Release 14.4) from Broadcom provides detailed instructions for setting up Emulex Host Bus Adapters (HBAs), including models LPe38100, LPe37100, LPe36000, LPe35000, LPe32000, and LPe31000 series. It covers installation, compatibility, major features, specifications, and regulatory information.</p>
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	<p>RDX REXX Db2 eXtensions 20.0 - Broadcom Mainframe Software Guide</p> <p>Comprehensive guide to Broadcom's RDX REXX Db2 eXtensions 20.0, covering installation, configuration, SQL statement usage, LOB data handling, pureXML integration, and error diagnostics for mainframe environments.</p>