# For Windows 8 Users

For Windows 8, the CyberLink Media Suite software should be updated to the latest version. Follow the procedure below to update your software.

**Note:**
This is a common manual for several Blu-ray and DVD drives. Your product may not include all of the software applications described here.

## PowerDVD, Power Director, Media Show

**Note:**
This example shows PowerDVD. Power Director and Media Show are similar.

**1** Launch the CyberLink Media Suite software package.
If User Account Control opens a window, select *Yes* or *Continue*.

**2** Click ⬆ at the top of the screen.



**3** Click *Patch* or *Updates* and click the patch displayed on the screen.

**4**  Click *Download Free Update*.

**5**  Click *Run* at the bottom of the screen.



The update will begin in a few seconds. Step through the wizard to install the update.

> **Note:**
> The update may recommend uninstalling older software before installing new software. If "Do you want to uninstall xxxx now?" is displayed, click *Yes*.

## Other Software

For software applications other than PowerDVD, Power Director, or Media Show, update from CyberLink Media Suite or the pop-up window displayed when the software launches.

## Update from CyberLink Media Suite

**1**  Launch *CyberLink Media Suite* from the start screen or the desktop of Windows 8.
If User Account Control opens a window, select *Yes* or *Continue*.

**2**  Click 🔼.

**3** Click  (Free Update) for the software to be updated.



**4** Click *Download Free Update*.

**5** Click *Run* at the bottom of the screen.



The update will begin in a few seconds. Step through the wizard to install the update.

> **Note:**
> The update may recommend uninstalling older software before installing new software. If "Do you want to uninstall xxxx now?" is displayed, click *Yes*.

## Update from the Pop-up Window

**1** Launch the CyberLink Media Suite software package.
If User Account Control opens a window, select *Yes* or *Continue*.

**2** If the software needs updating, a pop-up window will be displayed. Click *Update*.

**3**  Click *Download Free Update*.

**4**  Click *Run* at the bottom of the screen.



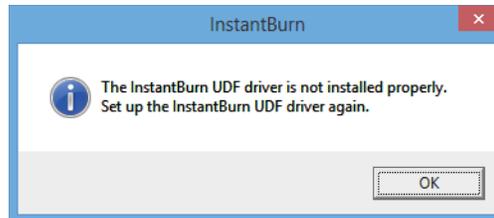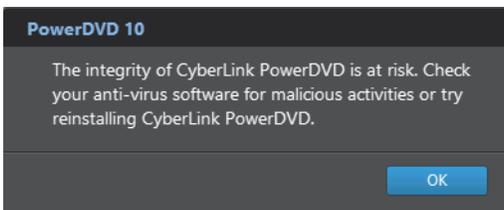The update will begin in a few seconds. Step through the wizard to install the update.

> **Note:**
> The update may recommend uninstalling older software before installing new software. If "Do you want to uninstall xxxx now?" is displayed, click *Yes*.

## Troubleshooting

# "The integrity of xxxx is at risk" or "xxxx driver is not installed properly" is displayed.

If the software is launched without updating, these messages may be displayed. Please update the software by following the procedure described in this manual.



# Clicking  or  doesn't display update patches.

If the software is the latest version, update patches will not be displayed. The software can be used without updating.

> **Note:**
> Updates and patches are available free of charge. However, upgrading to a different version of the software is not free. Your Buffalo product does not require an upgrade for use with Windows 8.

# Launching the software doesn't display a pop-up window.

If the software is the latest version, no pop-up will be displayed. The software can be used without updating.

# CyberLink Technical Support Contacts

| Phone support | Fax | Office hours (Mon to Fri) | Location | Language |
|---|---|---|---|---|
| + 49-700-462-92375 | + 49-241-70525-25 | 09:00am to 18:00pm | Germany | German |
| + 49-700-462-92375 | + 49-241-70525-25 | 09:00am to 18:00pm | Germany | French |
| + 886-2-8667-1298 ext: 3333 | N/A | 09:00~12:00 13:00~18:00 | Taiwan | Mandarin |
| + 81-3-5977-7530 | N/A | 10:00~13:00 14:00~17:00 | Japan | Japanese |
| + 81-570-088-159 * | N/A | ditto | ditto | ditto |

* Domestic only. Not available for PHS and some IP phone.

| Paid Voice Support | Lines are open (Mon to Fri) | |
|---|---|---|
| | 11:00pm to 8:00pm CST | |
| http://www.cyberlink.com/english/cs/support/new_site/voice_support.jsp | Location | Language |
| | North America | English |

| Web support / E-mail support | Language |
|---|---|
| http://www.cyberlink.com/prog/support/cs/index.do | English |
| http://tw.cyberlink.com/prog/support/cs/index.do | Mandarin |
| http://de.cyberlink.com/prog/support/cs/index.do | German |
| http://fr.cyberlink.com/prog/support/cs/index.do | French |
| http://es.cyberlink.com/prog/support/cs/index.do | Spanish |
| http://it.cyberlink.com/prog/support/cs/index.do | Italian |
| http://jp.cyberlink.com/prog/support/cs/index.do | Japanese |

**Notes:**

- Please be sure to register as a user.
- Buffalo does not take any inquiries about this software.