

Intel 8265.NGWMG

Intel Dual Band Wireless-AC 8265 with Bluetooth M.2 Network Card User Manual

Model: 8265.NGWMG

INTRODUCTION

This manual provides detailed instructions for the installation, operation, maintenance, and troubleshooting of your Intel Dual Band Wireless-AC 8265 with Bluetooth M.2 Network Card. This product is designed to enhance your device's wireless connectivity, offering both Wi-Fi and Bluetooth capabilities.

PRODUCT OVERVIEW

The Intel Dual Band Wireless-AC 8265 (model 8265.NGWMG) is a network interface controller adapter designed for integration into compatible devices, typically laptops or desktops with an M.2 slot. It provides dual-band Wi-Fi (802.11ac) and Bluetooth 4.2 connectivity, offering high-speed wireless data transfer and reliable connections for various peripherals.



Figure 1: Intel Dual Band Wireless-AC 8265 M.2 Network Card. The card features an M.2 form factor, with connection points for main and auxiliary antennas, and various identification labels including "Intel Model: 8265NGW", TPN, SPS, FCC ID, and "Made in China".

Key features include:

- Dual Band Wireless-AC (802.11ac) for high-speed Wi-Fi.
- Integrated Bluetooth 4.2 for connecting wireless peripherals.
- M.2 form factor for compact integration.
- Designed for compatible desktop and laptop systems.

1. Hardware Installation

Before you begin: Ensure your device is powered off and disconnected from all power sources. Consult your device's manufacturer manual for specific instructions on accessing internal components. Static electricity can damage electronic components; take appropriate precautions (e.g., use an anti-static wrist strap).

1. **Prepare Drivers:** Before opening your computer, download the latest Wi-Fi and Bluetooth drivers for the Intel Wireless-AC 8265 from the official Intel support website. Save them to an easily accessible location.
2. **Access M.2 Slot:** Carefully open your laptop or desktop case to access the internal M.2 slot where the network card will be installed.
3. **Remove Old Card (if applicable):** If replacing an existing card, gently disconnect any antenna leads and remove the securing screw, then slide out the old card.
4. **Connect Antenna Leads:** This step is crucial. It is recommended to attach the antenna leads to the Intel 8265 card **before** inserting the card into the M.2 slot. Gently snap the small connectors onto the corresponding "MAIN" and "AUX" ports on the card. Refer to Figure 1 for antenna port locations.
5. **Insert New Card:** Align the Intel 8265 card with the M.2 slot and gently slide it in at an angle. Once seated, push the card down and secure it with the small screw.
6. **Route Antenna Wires:** Carefully route the antenna wires to avoid interference with other components and ensure they are not pinched when closing the case.
7. **Close Device:** Reassemble your computer, ensuring all covers and screws are properly secured.

2. Driver Installation

After hardware installation, you must install the necessary drivers for the card to function correctly.

1. **Power On:** Turn on your computer.
2. **Install Wi-Fi Driver:** Locate the downloaded Wi-Fi driver file and run the installer. Follow the on-screen prompts.
3. **Install Bluetooth Driver:** Locate the downloaded Bluetooth driver file and run the installer. Follow the on-screen prompts.
4. **Restart:** Restart your computer after both drivers are installed to ensure all changes take effect.

Note: In some operating systems, drivers may install automatically. However, manual installation of the latest drivers from Intel is recommended for optimal performance and stability.

OPERATING INSTRUCTIONS

1. Connecting to a Wi-Fi Network

1. **Enable Wi-Fi:** Ensure Wi-Fi is enabled in your operating system settings.
2. **Select Network:** Click on the Wi-Fi icon in your system tray (Windows) or menu bar (macOS/Linux) to view available networks. Select your desired network.
3. **Enter Password:** If prompted, enter the Wi-Fi password (security key) for the selected network.
4. **Connect:** Click "Connect". Your device should now be connected to the Wi-Fi network.

2. Pairing Bluetooth Devices

1. **Enable Bluetooth:** Ensure Bluetooth is enabled in your operating system settings.
2. **Put Device in Pairing Mode:** Refer to your Bluetooth device's manual to put it into pairing mode. This usually involves holding a button until an indicator light flashes.
3. **Add Device:** In your computer's Bluetooth settings, search for new devices. Select your Bluetooth device from the list of discovered devices.

4. **Confirm Pairing:** Follow any on-screen prompts to confirm pairing, which may include entering a PIN or confirming a code.

MAINTENANCE

To ensure optimal performance and stability of your Intel Wireless-AC 8265 card, regular maintenance is recommended:

- **Keep Drivers Updated:** Periodically check the official Intel support website for updated Wi-Fi and Bluetooth drivers. Installing the latest drivers can improve performance, add new features, and resolve compatibility issues.
- **System Updates:** Ensure your operating system is kept up-to-date, as system updates often include improvements for hardware compatibility and wireless functionality.
- **Physical Inspection:** If you experience persistent issues, a physical inspection of the card and antenna connections (when the device is powered off) can help identify loose connections.

TROUBLESHOOTING

If you encounter issues with your Intel Wireless-AC 8265 card, try the following troubleshooting steps:

- **No Wi-Fi or Bluetooth:**
 - Verify that the card is correctly seated in the M.2 slot and secured.
 - Ensure antenna leads are securely connected to the card.
 - Check if Wi-Fi and Bluetooth are enabled in your operating system settings.
 - Reinstall the latest drivers from the Intel website.
- **Frequent Disconnections / Slow Speeds:**
 - Update your Wi-Fi drivers to the latest version.
 - Ensure your router firmware is up-to-date.
 - Try connecting to a different Wi-Fi network to rule out router-specific issues.
 - Check for physical obstructions or interference sources near your computer or router.
- **Bluetooth Pairing Issues:**
 - Ensure the Bluetooth device is in pairing mode and within range.
 - Remove the device from your computer's Bluetooth settings and attempt to pair again.
 - Update your Bluetooth drivers.
 - Restart both your computer and the Bluetooth device.
- **Drivers Not Installing Automatically:**
 - Manually download and install the drivers from the official Intel support website.
 - Ensure your operating system is compatible with the card and drivers.

SPECIFICATIONS

Feature	Detail
Brand	Intel
Model Number	8265.NGWMMG
Hardware Interface	Bluetooth, M.2

Feature	Detail
Data Link Protocol	Bluetooth, 802.11ac Wi-Fi
Data Transfer Rate	867 Megabits Per Second (Wi-Fi)
Compatible Devices	Desktop (with M.2 slot), Laptops
Product Dimensions (L x W x H)	0.09" x 1.18" x 0.87" (approx. 2.29mm x 29.97mm x 22.1mm)
Item Weight	0.01 Kilograms
UPC	735858322140
External Testing Certification	UL, C-UL, CB (IEC 60950-1)

WARRANTY INFORMATION

The warranty for the Intel Dual Band Wireless-AC 8265 is "As labeled". Please refer to the product packaging or Intel's official warranty documentation for specific terms and conditions.

SUPPORT

For further assistance, technical support, or to download the latest drivers and software, please visit the official Intel support website:

[Intel Support Website](#)

You may also find helpful resources and community forums on the Intel website.