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Intel 9260.NGWG

Intel Wireless AC 9260 Network Adapter User Manual

Model: 9260.NGWG

1. INTRODUCTION

The Intel Wireless AC 9260 is a network adapter designed to provide high-speed wireless connectivity for compatible devices. This module supports the IEEE 802.11ac wireless LAN standard, offering robust Wi-Fi performance, and integrates Bluetooth 5.0 for seamless peripheral connections. This manual provides essential information for the proper installation, operation, and maintenance of your Intel Wireless AC 9260 network adapter.

2. SAFETY INFORMATION

- **Electrostatic Discharge (ESD) Precautions:** Always handle the network adapter by its edges to avoid touching the gold connectors. Wear an anti-static wrist strap or frequently touch a grounded metal object before and during installation to prevent ESD damage.
- **Power Disconnection:** Ensure your computer is completely powered off and disconnected from the power source before beginning installation.
- **Tool Usage:** Use appropriate tools, such as a small Phillips head screwdriver, for opening your device. Avoid excessive force.
- **Professional Installation:** If you are unsure about any step, consult a qualified technician.

3. PACKAGE CONTENTS

The Intel Wireless AC 9260 Single Pack typically includes:

- 1 x Intel Wireless AC 9260 M.2 Network Adapter

Note: Additional accessories such as mounting screws or antenna cables may be included depending on the specific retailer or kit.

4. INSTALLATION GUIDE

4.1 Pre-Installation Checks

- **Compatibility:** Verify that your laptop or desktop motherboard has an available M.2 slot (E-key or A-E key compatible) for network adapters.
- **BIOS Whitelist:** Some older laptops may have a BIOS whitelist that prevents non-approved Wi-Fi cards from functioning. Check your device manufacturer's documentation if you encounter issues.
- **Antennas:** Ensure your device has compatible antenna cables for connection to the new network adapter.

4.2 Physical Installation

1. **Power Off:** Shut down your computer completely and disconnect it from all power sources.
2. **Access Internal Components:** Open your laptop or desktop case to access the motherboard. Refer to your computer's service manual for specific instructions on how to do this.
3. **Locate M.2 Slot:** Identify the M.2 slot designated for wireless cards. It typically has a small screw at the end.
4. **Remove Old Card (if applicable):** If replacing an existing card, carefully disconnect the antenna cables and remove the retaining screw, then gently slide out the old card.
5. **Insert New Card:** Align the Intel Wireless AC 9260 card with the M.2 slot. Gently push the card into the slot at an angle until it is fully seated.
6. **Secure Card:** Press the card down and secure it with the small screw.
7. **Connect Antennas:** Carefully connect the antenna cables to the corresponding connectors on the Intel 9260 card. The connectors are very small and require precision. Typically, the "MAIN" antenna connects to the "MAIN" port (often labeled 2) and the "AUX" antenna connects to the "AUX" port (often labeled 1). Use a magnifying glass if necessary. Avoid forcing the connectors.



Figure 1: Intel Wireless AC 9260 M.2 network adapter. This image displays the compact M.2 form factor card, highlighting the two antenna connectors labeled 'MAIN' (2) and 'AUX' (1), the model number '9260NGW', and various regulatory compliance markings. The M.2 E-key interface is visible at the bottom.

4.3 Driver Installation

1. **Reassemble and Power On:** Close your computer case and reconnect the power. Boot up your operating system.
2. **Automatic Driver Installation:** Modern operating systems (e.g., Windows 10/11, recent Linux distributions) may

automatically detect and install the necessary drivers.

3. **Manual Driver Installation:** If drivers are not installed automatically, download the latest drivers from the official Intel website. Search for "Intel Wireless AC 9260 drivers". Intel also provides a "Intel Driver & Support Assistant" tool that can help identify and install the correct drivers.
4. **Verify Installation:** After installation, check Device Manager (Windows) or equivalent system information tools (Linux) to ensure the Intel Wireless AC 9260 is recognized and functioning correctly.

5. OPERATION

5.1 Connecting to Wi-Fi

- Ensure Wi-Fi is enabled in your operating system settings.
- Click on the Wi-Fi icon in your system tray (Windows) or network manager (Linux).
- Select your desired Wi-Fi network from the list of available networks.
- Enter the network password (if required) and click "Connect".

5.2 Pairing Bluetooth Devices

- Ensure Bluetooth is enabled in your operating system settings.
- Put your Bluetooth device into pairing mode (refer to the device's manual).
- Go to your computer's Bluetooth settings (e.g., "Bluetooth & other devices" in Windows).
- Click "Add Bluetooth or other device" and select "Bluetooth".
- Select your device from the list and follow any on-screen prompts to complete pairing.

6. MAINTENANCE

- **Driver Updates:** Regularly check the Intel website for updated Wi-Fi and Bluetooth drivers to ensure optimal performance and security.
- **Physical Inspection:** Periodically inspect the antenna connections to ensure they are secure.
- **System Cleaning:** Keep your computer's internal components free of dust to prevent overheating, which can affect network adapter performance.

7. TROUBLESHOOTING

Problem	Possible Cause	Solution
Wi-Fi or Bluetooth not detected.	Incorrect installation. Missing or incorrect drivers. BIOS whitelist issue.	Recheck physical installation, ensuring the card is fully seated. Install the latest drivers from Intel's website. Consult your computer manufacturer's support regarding BIOS whitelist.

Problem	Possible Cause	Solution
Frequent Wi-Fi disconnections or slow speeds.	Loose antenna connections. Outdated drivers. Interference.	Ensure antenna cables are securely connected to the card. Update Wi-Fi drivers. Minimize interference from other electronic devices or move closer to the Wi-Fi router.
Bluetooth devices not pairing or disconnecting.	Outdated Bluetooth drivers. Device not in pairing mode. Interference.	Update Bluetooth drivers. Ensure the Bluetooth device is in pairing mode. Try pairing in a different location to rule out interference.
Difficulty connecting antenna wires.	Small connector size. Misalignment.	Use a magnifying glass and fine-tipped tweezers. Ensure correct alignment before gently pressing down until a click is felt.

8. SPECIFICATIONS

- Model:** Intel Wireless AC 9260 (9260.NGWG)
- Wireless Standard:** IEEE 802.11ac
- Bluetooth Standard:** Bluetooth 5.0
- ISM Band Support:** Yes
- UNII Band Support:** Yes
- ISM Maximum Frequency:** 2.40 GHz
- Data Transfer Rate:** Up to 1730 Mbps (theoretical maximum)
- Form Factor:** M.2 2230 (A-E Key)
- Dimensions (LxWxH):** Approximately 9.76 x 6.77 x 4.01 inches (packaging dimensions, actual card is smaller)
- Item Weight:** Approximately 0.1 ounces
- Manufacturer:** Intel

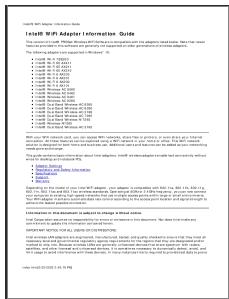
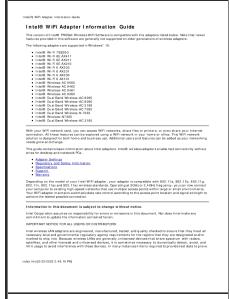
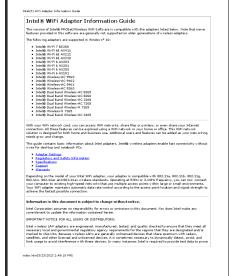
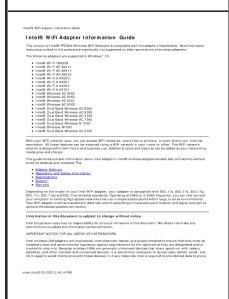
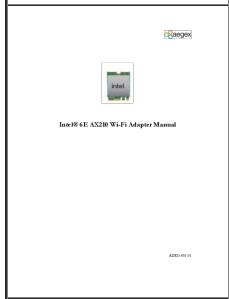
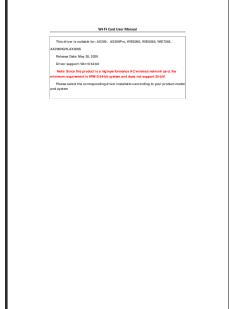
9. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official Intel website or contact your product retailer. Intel provides comprehensive support resources, including driver downloads, troubleshooting guides, and customer service contacts.

[Intel Support for Wireless-AC 9260](#)

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Related Documents - 9260.NGWG

	<p>Intel WiFi Adapter Information Guide</p> <p>This guide provides essential information about Intel wireless adapters, detailing their compatibility with various Wi-Fi standards and offering insights into adapter settings, regulatory compliance, and support resources. It aims to help users understand and optimize their wireless connectivity.</p>
	<p>Intel WiFi Adapter Information Guide: Specifications, Compatibility, and Regulatory Compliance</p> <p>This guide provides comprehensive information on Intel WiFi adapters, including supported models, technical specifications, wireless standards compliance, regulatory details, and safety guidelines. Essential reading for understanding Intel's wireless networking solutions.</p>
	<p>Intel WiFi Adapter Information Guide: Features, Specifications, and Regulatory Information</p> <p>Comprehensive guide to Intel WiFi adapters, covering supported models, features, adapter settings, regulatory compliance, and safety notices for various Intel wireless networking products.</p>
	<p>Intel WiFi Adapter Information Guide</p> <p>Comprehensive guide detailing Intel WiFi adapters, their compatibility with PROSet/Wireless WiFi Software, supported wireless standards (802.11a/b/g/n/ac/ax/be), features like fast connectivity, and essential regulatory and safety information for various models.</p>
	<p>Intel Wi-Fi 6E AX210 Adapter Manual: Specifications, Safety, and Regulatory Information</p> <p>Comprehensive guide for the Intel Wi-Fi 6E AX210 wireless adapter, covering installation, specifications, safety notices, FCC compliance, and regulatory information for OEMs and end-users.</p>
	<p>Intel AX200 Wi-Fi Card: User Manual & Installation Guide</p> <p>Detailed user manual and installation guide for the Intel AX200 Wi-Fi card. Covers hardware setup, driver installation for Windows 10 (64-bit), and FCC compliance. Compatible with AX200, AX200Pro, WIE9260, WIE8260, WIE7265, AX200NGW, AX200S.</p>