

X-MEDIA XM-NA3820

User Manual

X-MEDIA XM-NA3820 PCI-E DUAL GIGABIT ETHERNET NETWORK CARD

1. Introduction

This manual provides comprehensive instructions for the installation, operation, and maintenance of your X-MEDIA XM-NA3820 PCI-E Dual Gigabit Ethernet Network Card. Please read this manual thoroughly before installation and retain it for future reference.

2. Product Overview

The X-MEDIA XM-NA3820 is a high-performance 10/100/1000 BASE-T Ethernet LAN controller designed with the Realtek RTL8111F and ASM1182e chipsets. It offers a cost-effective solution for connecting to high-speed Local Area Networks, supporting data transfer rates up to 1000Mbps over twisted pair copper wires. The card is fully backward compatible with 10/100BASE-T systems and includes both low profile and full height brackets for versatile PC compatibility.



Figure 2.1: Front view of the XM-NA3820 network card, showing the two Gigabit Ethernet ports and the PCI Express connector.

3. Features

- **Standards:** IEEE 802.3, 802.3u, 802.3ab, 802.3x, 802.1q, 802.1p
- **Data Transfer Rate:** Gigabit 10/100/1000Mbps (2-Ports)
- **BUS:** PCI Express (PCIe x1); LEDs: ACT/Link
- Standard / Low Profile Bracket Included
- **Supported OS:** Windows 2000 / XP / Vista / 7 / 8 / 8.1 / 10 / 11 (32/64-bit); Windows Server 2003 / 2008 / 2012 / 2016 / 2019; Linux

4. Package Contents

Verify that all items are present in the package:

- XM-NA3820 2-Port 1GbE PCIe NIC
- CD Driver Disk w/User Guide
- Low Profile Bracket



Figure 4.1: The XM-NA3820 network card shown with the included low profile bracket, which can be swapped for the standard bracket.

5. Setup and Installation

Follow these steps to install your network card:

1. Prepare Your System:

- Turn off your computer and disconnect the power cord.
- Open the computer case.
- Locate an available PCI Express (PCIe x1) slot on your motherboard.

2. Install the Network Card:

- Remove the metal slot cover from the back of your computer case corresponding to the chosen PCIe slot.
- Carefully align the network card with the PCIe slot and press firmly until it is securely seated.
- Secure the card with the screw from the slot cover you removed.



Figure 5.1: Rear view of the XM-NA3820, highlighting the PCI Express connector for proper alignment during installation.

3. Close the Case and Reconnect Power:

- Close your computer case and reconnect the power cord and all peripherals.
- Power on your computer.

4. Driver Installation:

- Upon booting, your operating system (Windows, Linux) may automatically detect and install the necessary drivers.
- If drivers are not automatically installed, insert the included CD Driver Disk and follow the on-screen instructions to install the drivers. Alternatively, download the latest drivers from the X-MEDIA support website.

6. Operating the Network Card

Once the network card is installed and drivers are loaded, it is ready for operation:

1. Connect Ethernet Cables:

- Connect standard RJ45 Ethernet cables from your network devices (router, switch, modem) to the two Gigabit Ethernet ports on the network card.



Figure 6.1: Close-up view of the two RJ45 Gigabit Ethernet ports on the XM-NA3820, where network cables are connected.

2. LED Indicators:

- Observe the LED indicators (ACT/Link) on each port. A solid light typically indicates a successful link, while a blinking light indicates network activity. Refer to your operating system's network settings to configure IP addresses or verify connectivity.

3. Data Transfer:

- The card supports data transfer rates of 10/100/1000Mbps, automatically negotiating the highest possible speed with your connected network device.

7. Maintenance

To ensure optimal performance and longevity of your network card:

- **Keep Drivers Updated:** Periodically check the X-MEDIA support website for the latest driver versions to ensure compatibility and performance improvements.
- **Physical Cleanliness:** Ensure the computer case and the network card itself are free from dust buildup, which can impede airflow and lead to overheating. Use compressed air to clean components if necessary.
- **Secure Connections:** Periodically check that the card is securely seated in its PCIe slot and that Ethernet cables are firmly connected.

8. Troubleshooting

If you encounter issues with your XM-NA3820 network card, consider the following troubleshooting steps:

• No Network Connectivity:

- Verify that the Ethernet cables are securely connected to both the network card and the network device (router/switch).
- Check the LED indicators on the card; if no link light is present, try a different Ethernet cable or port on your network device.

- Ensure the network card is properly seated in the PCIe slot. Power off, reseal the card, and power on again.

- **Driver Issues (Code 10, Yellow Triangle in Device Manager):**

- If the device shows an error in Device Manager (e.g., "This Device cannot Start. (Code 10)"), try uninstalling the driver from Device Manager, rebooting the system, and allowing Windows to reinstall it automatically.
- If automatic installation fails, manually install drivers from the included CD or download the latest drivers from the X-MEDIA support website.
- Ensure your operating system is fully updated.

- **Intermittent Connection / Connection Drops:**

- This can sometimes occur with certain network switches, particularly those with 802.3af compliant PoE ports, even if PoE is not used. Try connecting the card to a different switch or a non-PoE port if possible.
- Update the network card drivers to the latest version.
- Check for network cable damage or interference.

- **Slow Speeds:**

- Ensure your network infrastructure (router, switch, cables) supports Gigabit Ethernet.
- Verify that the network card is negotiating at 1000Mbps in your operating system's network adapter settings.

9. Specifications

Specification	Value
Product Dimensions	3.2 x 2.62 x 0.75 inches
Item Weight	1.8 ounces
Item Model Number	XM-NA3820
Hardware Interface	Ethernet, PCI Express x1
Data Link Protocol	Gigabit Ethernet
Data Transfer Rate	1 Gigabits Per Second
Color	Green
Compatible Devices	Desktop
Manufacturer	X-MEDIA USA
Country of Origin	China
UPC	850390003774

10. Warranty and Support

For warranty information and technical support, please refer to the documentation included with your product or visit the official X-MEDIA USA website. You may also find additional resources and a downloadable user

guide (PDF) at the following link: [User Guide \(PDF\)](#).