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› [Intel Wireless-AC 9560 802.11AC WLAN PCI-Express Bluetooth 5.1 WiFi Card User Manual](#)

Intel 9560NGW

Intel Wireless-AC 9560 User Manual

Model: 9560NGW

PRODUCT OVERVIEW

The Intel Wireless-AC 9560 is a high-performance wireless adapter designed for fast and reliable connectivity. This manual provides essential information for the installation, operation, and maintenance of your Intel Wireless-AC 9560 card.



Figure 1: Intel Wireless-AC 9560 M.2 WiFi Card. This image displays the compact M.2 form factor of the card, showing its connectors and labeling.

SETUP AND INSTALLATION

Before proceeding with installation, ensure your computer is powered off and disconnected from the power source. It is recommended to wear an anti-static wrist strap to prevent electrostatic discharge (ESD) damage.

1. Physical Installation

1. **Locate the M.2 Slot:** Open your computer case or laptop chassis. Identify an available M.2 2230 slot on your motherboard. This slot is typically labeled and designed for Wi-Fi modules.
2. **Insert the Wi-Fi Card:** Gently align the Intel Wireless-AC 9560 card with the M.2 slot. Insert the card at a slight angle (approximately 30 degrees) until the gold contacts are fully seated.
3. **Secure the Card:** Press the card down towards the motherboard. Secure it with the small screw provided with your computer or the card itself.
4. **Connect Antenna Cables:** Carefully connect the existing Wi-Fi antenna cables (usually black and white/grey) to the

corresponding connectors on the Intel Wireless-AC 9560 card. The connectors are very small; use tweezers if necessary. Ensure a secure connection.

- 5. **Close the Chassis:** Once the card is securely installed and antennas connected, close your computer case or laptop chassis.

2. Driver Installation

After physical installation, you will need to install the appropriate drivers for the Intel Wireless-AC 9560 card to function correctly.

- 1. **Power On:** Power on your computer. The operating system may attempt to install generic drivers, but it is recommended to install official Intel drivers.
- 2. **Download Drivers:** Visit the official Intel support website (www.intel.com/support/wireless-ac-9560) from another internet-connected device or via an Ethernet connection if available. Download the latest Wi-Fi and Bluetooth drivers for your operating system.
- 3. **Install Drivers:** Run the downloaded driver installation files and follow the on-screen prompts. Restart your computer if prompted.
- 4. **Verify Installation:** After restarting, check your operating system's Device Manager to ensure the Intel Wireless-AC 9560 Wi-Fi and Bluetooth adapters are recognized and functioning without errors.

OPERATING INSTRUCTIONS

Connecting to Wi-Fi Networks

- 1. **Enable Wi-Fi:** Ensure Wi-Fi is enabled in your operating system settings.
- 2. **Scan for Networks:** Your computer will automatically scan for available Wi-Fi networks.
- 3. **Select Network:** Choose your desired Wi-Fi network from the list.
- 4. **Enter Password:** If prompted, enter the network security key (password) and click "Connect".
- 5. **Verify Connection:** Once connected, you should have internet access.

Using Bluetooth

- 1. **Enable Bluetooth:** Ensure Bluetooth is enabled in your operating system settings.
- 2. **Pair Device:** Put your Bluetooth device (e.g., headphones, mouse) into pairing mode.
- 3. **Add Device:** On your computer, go to Bluetooth settings and select "Add a device" or "Pair new device".
- 4. **Select and Connect:** Select your device from the list and follow any on-screen prompts to complete the pairing process.

MAINTENANCE

- **Driver Updates:** Regularly check the Intel support website for updated Wi-Fi and Bluetooth drivers. Keeping drivers current can improve performance and stability.
- **Physical Cleaning:** If your computer is opened for other maintenance, gently clean any dust accumulation around the Wi-Fi card and its antenna connectors using compressed air. Ensure the computer is powered off before cleaning.

TROUBLESHOOTING

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
No Wi-Fi connection or intermittent connection.	<ul style="list-style-type: none">• Incorrectly installed drivers.• Loose antenna connections.• Wi-Fi disabled in OS.• Router issues.	<ul style="list-style-type: none">• Reinstall the latest drivers from Intel's website.• Check physical antenna connections on the card.• Ensure Wi-Fi is enabled in your operating system settings.• Restart your Wi-Fi router.
Slow Wi-Fi speeds.	<ul style="list-style-type: none">• Outdated drivers.• Interference.• Router distance/obstructions.	<ul style="list-style-type: none">• Update drivers.• Minimize interference from other electronic devices.• Move closer to the Wi-Fi router or reduce obstructions.
Bluetooth device not pairing or connecting.	<ul style="list-style-type: none">• Bluetooth disabled.• Device not in pairing mode.• Driver issues.	<ul style="list-style-type: none">• Ensure Bluetooth is enabled in OS settings.• Verify the Bluetooth device is in pairing mode.• Reinstall or update Bluetooth drivers.
Card not detected in Device Manager.	<ul style="list-style-type: none">• Improper physical installation.• Hardware fault.	<ul style="list-style-type: none">• Power off and re-seat the card in the M.2 slot.• Ensure the slot is functional (test with another compatible device if possible).• Contact Intel support if the issue persists after re-seating and driver attempts.

SPECIFICATIONS

- **Model:** Intel Wireless-AC 9560 (9560NGW)
- **Wi-Fi Standard:** 802.11ac Wave 2
- **Frequency Bands:** Dual-band (2.4GHz & 5GHz)
- **Max Speed:** Up to 1.73Gbps (with 160MHz channels)
- **Technology:** MU-MIMO
- **Bluetooth:** Integrated Bluetooth 5.1
- **Form Factor:** M.2 2230
- **Security:** Supports WPA3 encryption
- **Compatibility:** Optimized for Intel Core processors
- **Product Dimensions:** 0.87 x 1.18 x 0.09 inches (22 x 30 x 2.4 mm)
- **Item Weight:** 0.352 ounces
- **UPC:** 683346851927

WARRANTY AND SUPPORT





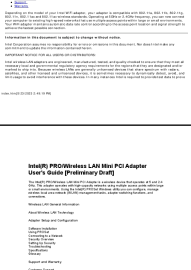
For detailed warranty information, please refer to the documentation provided with your purchase or visit the official Intel website. Warranty terms and conditions may vary based on region and retailer.

For technical support, driver downloads, and additional resources, please visit the Intel Support website:

Intel Support Website

No official product videos from the seller were found to be included in this manual.

Related Documents - 9560NGW

	<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: 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: 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</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 PRO/Wireless LAN Mini PCI Adapter User Guide Installation & Configuration</p> <p>This user's guide provides comprehensive instructions for installing, configuring, and troubleshooting the Intel PRO/Wireless LAN Mini PCI Adapter. Learn about wireless LAN technology, security, and system requirements for Windows XP, 2000, Me, and 98SE.</p>

