

Intel 9462NGW

Intel 9462NGW Dual Band Wireless-AC 9462 CNVio M.2 WiFi Card User Manual

Model: 9462NGW

1. INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, and maintenance of your Intel 9462NGW Dual Band Wireless-AC 9462 CNVio M.2 WiFi Card. This component is designed to provide wireless connectivity (Wi-Fi and Bluetooth) for compatible computer systems, enabling access to wireless networks and Bluetooth devices.

The Intel 9462NGW card features Dual Band Wireless-AC technology, supporting 802.11ac WLAN standards and Bluetooth 5.1, with a data transfer rate of up to 433Mbps. It utilizes an M.2 form factor and CNVio interface for integration into compatible motherboards.

2. SETUP AND INSTALLATION

Proper installation of the Intel 9462NGW WiFi card is crucial for optimal performance. Please follow these steps carefully.

2.1 Safety Precautions

- Always power off and unplug your computer before opening the case.
- Discharge static electricity by touching a grounded metal object (e.g., the computer chassis) before handling internal components.
- Use appropriate tools, such as a small Phillips head screwdriver.
- Handle the WiFi card by its edges to avoid touching the gold connectors or components.

2.2 Hardware Installation

1. **Open the Computer Case:** Remove the side panel of your computer case to access the motherboard.
2. **Locate the M.2 Slot:** Identify an available M.2 slot on your motherboard. The Intel 9462NGW uses a CNVio interface, so ensure compatibility with your motherboard's M.2 slot. It typically looks like a small horizontal slot with a screw stand-off nearby.
3. **Insert the WiFi Card:** Gently align the notch on the Intel 9462NGW card with the key in the M.2 slot. Insert the card at a slight angle (approximately 30 degrees) into the slot until it is fully seated.
4. **Secure the Card:** Push the card down towards the motherboard until it is parallel with the board. Secure it with the small screw provided with your motherboard or computer case, fastening it to the stand-off.

5. **Connect Antennas:** Carefully connect the antenna cables (usually labeled MAIN and AUX) to the corresponding connectors on the WiFi card. These are very small and require delicate handling. The image below shows the antenna connection points.



Image showing the Intel 9462NGW M.2 WiFi card with its model number, part numbers, and antenna connectors clearly visible. Note the "MAIN" and "AUX" labels for antenna connection.

2.3 Driver Installation

1. **Power On:** Close your computer case, reconnect all peripherals, and power on your computer.
2. **Operating System Recognition:** Your operating system may automatically detect the new hardware and attempt to install generic drivers.
3. **Download Latest Drivers:** For optimal performance and stability, it is recommended to download the latest drivers directly from the official Intel support website. Search for "Intel Wireless-AC 9462 drivers" or visit the support section for your specific computer model if it's a pre-built system.
4. **Install Drivers:** Follow the on-screen instructions to install the downloaded drivers. A system restart may be required after installation.

3. OPERATING INSTRUCTIONS

Once installed and drivers are in place, your Intel 9462NGW card will enable wireless communication.

3.1 Connecting to Wi-Fi Networks

1. **Access Network Settings:** In your operating system's taskbar, click on the Wi-Fi icon (usually a series of ascending bars).

2. **Select Network:** A list of available Wi-Fi networks will appear. Select your desired network.
3. **Enter Password:** If prompted, enter the network security key (password) and click "Connect."
4. **Verify Connection:** The Wi-Fi icon should indicate a successful connection.

3.2 Pairing Bluetooth Devices

1. **Enable Bluetooth:** Go to your operating system's Bluetooth settings. Ensure Bluetooth is turned on.
2. **Put Device in Pairing Mode:** Refer to your Bluetooth device's manual to put it into pairing or discovery mode.
3. **Add Device:** In your computer's Bluetooth settings, click "Add Bluetooth or other device" or similar option. Select the detected Bluetooth device from the list.
4. **Confirm Pairing:** Follow any on-screen prompts or enter a PIN if required to complete the pairing process.

4. MAINTENANCE

To ensure the longevity and optimal performance of your Intel 9462NGW WiFi card, consider the following maintenance tips:

- **Driver Updates:** Regularly check the Intel support website for updated drivers. Keeping drivers current can improve performance, stability, and security.
- **Physical Inspection:** Periodically inspect the card and antenna connections for any signs of damage or loose connections. This should only be done with the computer powered off and unplugged.
- **Dust Removal:** If your computer accumulates significant dust, carefully clean the interior, including around the WiFi card, using compressed air. Ensure the computer is powered off and unplugged before cleaning.
- **Environmental Conditions:** Operate your computer in a well-ventilated area to prevent overheating, which can affect component performance.

5. TROUBLESHOOTING

If you encounter issues with your Intel 9462NGW WiFi card, try the following troubleshooting steps:

- **No Wi-Fi Connection:**
 - Verify that Wi-Fi is enabled in your operating system settings.
 - Check if the Wi-Fi network is broadcasting and other devices can connect.
 - Ensure antenna cables are securely connected to the card.
 - Reinstall the Wi-Fi drivers.
 - Check Device Manager for any error symbols next to the network adapter.
- **Slow Wi-Fi Speed:**
 - Ensure you are connected to a 5GHz network if available, as it generally offers higher speeds.
 - Check for interference from other electronic devices.
 - Update your router's firmware and position it optimally.
 - Update the WiFi card drivers.
- **Bluetooth Not Pairing/Working:**
 - Ensure Bluetooth is enabled in your operating system settings.
 - Confirm the Bluetooth device is in pairing mode and within range.
 - Remove and re-add the Bluetooth device in your computer's settings.
 - Reinstall the Bluetooth drivers.

- **Card Not Detected:**
 - Power off the computer, unplug it, and reseat the WiFi card in its M.2 slot.
 - Ensure the M.2 slot on your motherboard supports CNVio interface.
 - Check your BIOS/UEFI settings to ensure the M.2 slot is enabled.

6. SPECIFICATIONS

Model	9462NGW
Part Numbers	SW10M73276, 8SSW10M73276, 01AX795, G86C0007S610, J88400-002
Wireless Standard	802.11ac WLAN (Dual Band)
Bluetooth Standard	Bluetooth 5.1
Data Transfer Rate	Up to 433 Mbps
Interface	CNVio (M.2 Form Factor)
Dimensions (L x W x H)	4.65 x 3.39 x 0.35 inches (Package)
Item Weight	0.704 ounces
Manufacturer	Intel

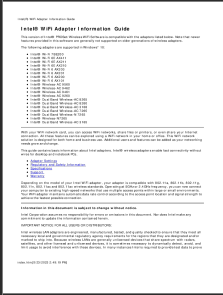
7. WARRANTY AND SUPPORT





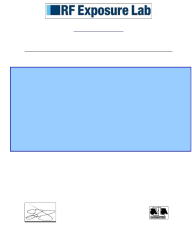
For warranty information and technical support, please refer to the documentation provided with your computer system or contact Intel's official support channels. Warranty terms may vary depending on your region and point of purchase. You can typically find support resources, including drivers and troubleshooting guides, on the official Intel website [Intel Support](#)



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Related Documents - 9462NGW

	<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>
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	<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® WiFi Adapter Information Guide</p> <p>Explore the capabilities of Intel® WiFi adapters with this comprehensive guide. It details adapter compatibility across Windows versions, explains key settings for performance optimization, and provides essential regulatory and safety information. Find technical specifications for a wide range of Intel® wireless networking products, including Centrino, Dual Band Wireless, and Wi-Fi 6 series.</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 3165NGW Wireless Module SAR Compliance Evaluation Report</p> <p>This report details the Specific Absorption Rate (SAR) compliance evaluation for the Intel 3165NGW wireless module, tested in a Lenovo Y700-15 laptop, adhering to FCC and IC standards.</p>