

UGREEN AX900

UGREEN AX900 USB WiFi 6 Adapter Instruction Manual

Model: AX900 (35265)

1. INTRODUCTION

The UGREEN AX900 USB WiFi 6 Adapter is designed to provide high-speed wireless connectivity for desktop PCs and laptops. Utilizing the latest WiFi 6 (802.11ax) technology, it offers enhanced performance, efficiency, and security for your wireless network. This adapter supports dual-band operation (5GHz and 2.4GHz) and features a 6dBi high-gain antenna for improved signal reception and range. Its built-in driver simplifies installation on Windows 10/11 systems.

2. KEY FEATURES

- **WiFi 6 High-speed Transmission:** Supports up to 600 Mbps on 5 GHz and 287 Mbps on 2.4 GHz. Requires a WiFi 6 router for optimal AX900 speeds.
- **6dBi High-Gain Antenna:** External adjustable antenna for stronger wall penetration, reduced signal attenuation, and stable long-distance connectivity.
- **Built-in Driver:** Automatic installation on Windows 10/11 (X86/X64 CPU architecture). No manual driver download needed.
- **Receive & Transmit Two-in-One:** Functions as a WiFi receiver for desktop PCs and can also transmit WiFi as a hotspot from a networked computer.
- **Enhanced Security:** Supports WPA-PSK, WPA2-PSK, and WPA/WPA2 mixed encryption modes for secure online access.
- **Flexible Antenna Adjustment:** The antenna can be adjusted 90° and 180° for optimal signal reception.

3. PACKAGE CONTENTS

Please verify that all items are present in your package:

- UGREEN AX900 USB WiFi 6 Adapter
- Instruction Manual (this document)

4. SYSTEM REQUIREMENTS

-
- Operating System: Windows 10/11 (X86/X64 CPU architecture)
 - USB Port: Available USB 2.0 or higher port
 - Compatible Devices: Laptop, Desktop PC
 - *Note: This adapter does not support MacOS, Linux, Windows 8, 8.1, 7, or XP.*

5. SETUP AND INSTALLATION

Follow these steps to install your UGREEN AX900 USB WiFi 6 Adapter:

1. Insert the WiFi Adapter:

Carefully insert the UGREEN AX900 USB WiFi 6 Adapter into an available USB port on your desktop PC or laptop. Ensure it is fully seated.





Image: UGREEN AX900 USB Wi-Fi 6 Adapter connected to a desktop computer.

2. Driver Installation (Built-in Driver):

For Windows 10/11, the adapter has a built-in driver. Upon insertion, a pop-up window might appear prompting you to install the driver. Double-click on the UGREEN icon or the setup.exe file if prompted.

Your browser does not support the video tag.

Video: Demonstrates how to install the driver for the UGREEN AX900 USB Wi-Fi 6 Adapter. This video shows the process of double-clicking the setup.exe file after inserting the adapter.

If the driver does not pop up automatically, navigate to "This PC" or "My Computer", locate the drive labeled "UGREEN" (or similar), and double-click the "Wireless" icon or "setup.exe" to initiate installation.

FAQ

Q1: What systems is this Wi-Fi adapter compatible with?

1. Only supports Windows 10/11 which CPU architecture is X86/X64.
2. NOT support MacOS/Linux/Windows 8/8.1/7/XP, etc.

Q3: If the Wi-Fi adapter doesn't work after running for a while, please follow the steps below:

1. Please insert the Wi-Fi adapter into the Chassis back I/O panel, and don't connect the Wi-Fi adapter through the Hub.
2. Please don't use too many USB interface devices on the computer at the same time to avoid insufficient power supply.
3. Please turn off the "Energy Saving Mode" of the Wi-Fi adapter in the Windows system.
4. When connecting to Wi-Fi, select "Automatically connect within range" to avoid manually connecting to Wi-Fi every time you start the computer.
5. Make sure the distance between the Wi-Fi adapter and the router is within 30 feet, and avoid obstacles such as thick walls and metal.
6. Reinstall the driver.

Q2: What should I do if the driver doesn't work and cannot connect to network?

1. Please make sure your computer operating system is Windows 10/11 which CPU architecture is X86/X64.
2. Install the built-in driver for Win 11/10 correctly. If the driver doesn't pop up automatically, please install the driver manually.
3. Confirm that the status of Wi-Fi adapter indicator light is stay on.
4. The Wi-Fi adapter starts to work.

Q4: How can we troubleshoot if the internet speed is slower than we expected?

1. Make sure your router meets Wi-Fi 6 standard, and try to use the Wi-Fi adapter in a place that has a stronger signal.
2. Set the router to 2.4Ghz from 5Ghz for a try.
3. Make sure that the distance between the adapter and router should be within 30ft, and avoid the obstacles such as thick walls, metals.

Image: A visual guide illustrating the four steps of the AX900 Installation Guide, from inserting the card to connecting to Wi-Fi.

3. Connect to WiFi Network:

Once the driver is installed, click on the network icon in the lower right corner of your computer's taskbar. Select your desired WiFi network name (SSID) from the list and enter the network security key (password) to connect.

6. OPERATING INSTRUCTIONS

6.1. WiFi Receive Mode

After successful installation, your desktop PC will be able to connect to wireless internet networks. The adapter will automatically detect available networks. Simply select the network and enter the password to establish a connection.



Image: Illustration of the UGREEN AX900 adapter enabling a desktop PC to receive Wi-Fi signals.

6.2. WiFi Hotspot Mode (Transmit)

If your computer is connected to a wired network, the UGREEN AX900 can function as a WiFi hotspot, allowing other devices (like smartphones or tablets) to connect to the internet through your PC.

1. Ensure your PC has an active wired internet connection.
2. Go to Windows Settings > Network & Internet > Mobile hotspot.
3. Toggle "Share my Internet connection with other devices" to On.
4. You can configure the network name (SSID) and password in the Mobile hotspot settings.



Image: A visual representation of the adapter's dual functionality: receiving Wi-Fi and creating a Wi-Fi hotspot.

6.3. Antenna Adjustment

The 6dBi high-gain antenna can be adjusted to optimize signal reception. Experiment with different angles (90° and 180° rotation) to find the best signal strength for your environment.

Flexible Antenna Adjustment

180°+90° adjustment, more convenient to use

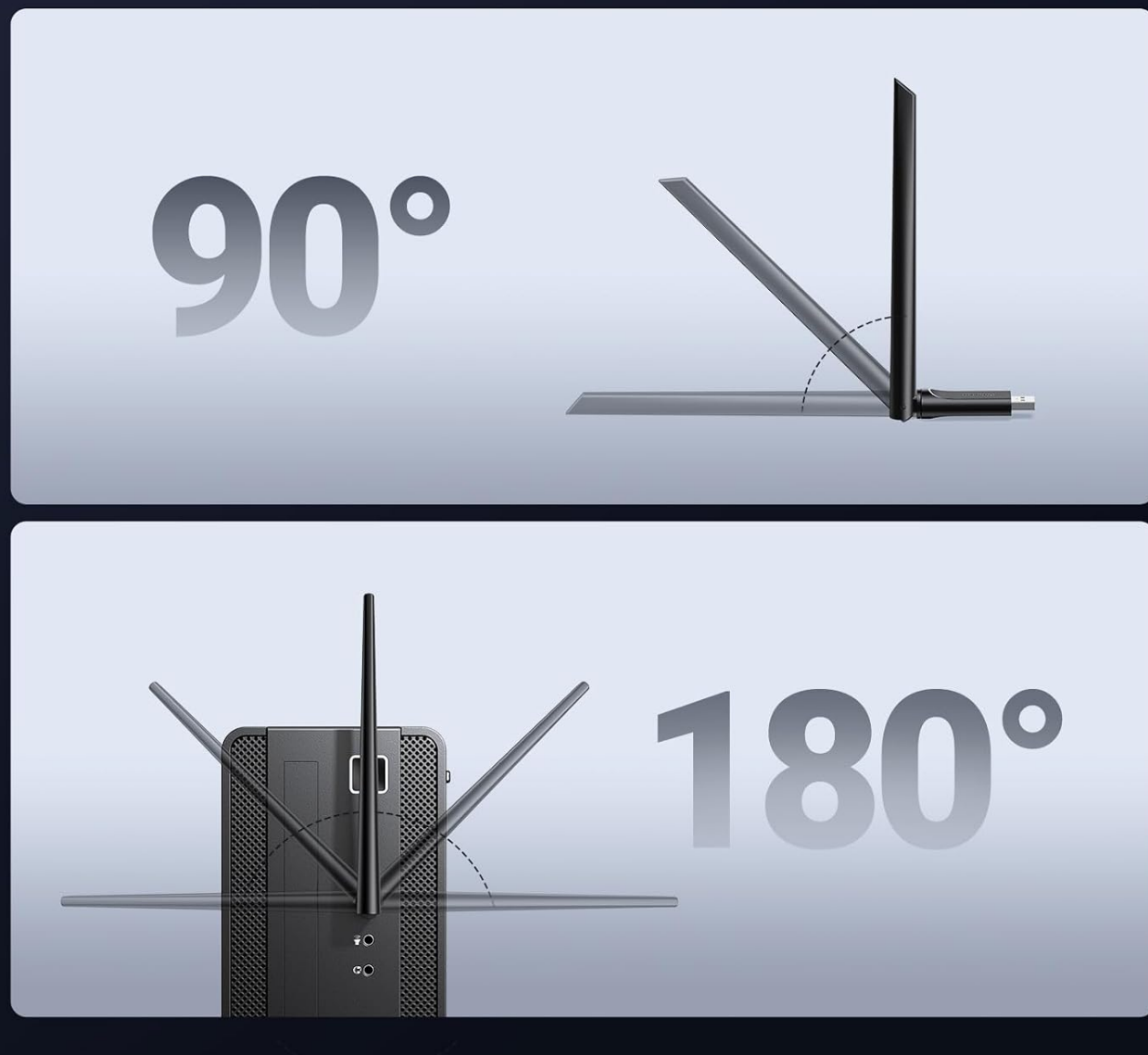


Image: Diagrams illustrating the 90-degree and 180-degree flexible adjustment capabilities of the adapter's antenna.

7. MAINTENANCE AND CARE

- Keep the adapter clean and free from dust. Use a soft, dry cloth for cleaning.
- Avoid exposing the adapter to extreme temperatures, humidity, or direct sunlight.
- Do not attempt to disassemble or repair the adapter yourself. This will void the warranty.
- Ensure the USB port used is stable and provides sufficient power. Avoid using damaged USB ports.

8. TROUBLESHOOTING

If you encounter issues with your UGREEN AX900 USB WiFi 6 Adapter, please refer to the following common solutions:

Problem	Possible Cause / Solution
---------	---------------------------

Problem	Possible Cause / Solution
Adapter not detected or driver not installing.	◦ Ensure your operating system is Windows 10/11 (X86/X64 CPU architecture). ◦ Try inserting the adapter into a different USB port. ◦ Manually run the setup.exe from the adapter's virtual drive if it didn't auto-run. ◦ Check Device Manager for any unknown devices or network adapters with errors. ◦ Restart your computer after inserting the adapter. ◦ Contact UGREEN customer service for the latest driver if issues persist.
Cannot connect to WiFi network.	◦ Verify you are entering the correct WiFi password. ◦ Ensure the WiFi adapter indicator light is on, indicating successful driver installation. ◦ Move closer to your WiFi router to improve signal strength. ◦ Restart your router and computer. ◦ Check if other devices can connect to the same WiFi network.
Slow internet speed or unstable connection.	◦ Ensure your router meets WiFi 6 standard to achieve AX900 speeds. ◦ Try connecting to the 5GHz band for faster speeds, or 2.4GHz for better range/penetration. ◦ Adjust the adapter's antenna for optimal signal reception. ◦ Minimize physical obstructions (walls, metal objects) between the adapter and the router. ◦ Avoid using too many USB interface devices on the computer at the same time to avoid insufficient power supply. ◦ Disable "Energy Saving Mode" for the WiFi adapter in Windows Power Options or Device Manager.
No WiFi signal detected.	◦ Verify your router is powered on and broadcasting a WiFi signal. ◦ Check if the WiFi function of a nearby mobile phone can detect signals. ◦ Ensure the adapter is securely plugged into the USB port. ◦ Reinstall the driver.



Image: A section from the product's FAQ, providing answers to common user queries regarding compatibility, connection issues, and

performance.

9. SPECIFICATIONS

Feature	Detail
Model	AX900 (Item model number: 35265)
Brand	UGREEN
Wireless Protocols	Wi-Fi 6 (802.11ax)
Data Transfer Rate	Up to 600 Mbps (5GHz), 287 Mbps (2.4GHz)
Antenna Gain	6dBi High-Gain
Hardware Interface	USB 2.0
Compatible OS	Windows 10/11 (X86/X64 CPU architecture)
Product Dimensions	8.23 x 0.75 x 2.28 inches
Item Weight	0.737 ounces (20.9 Grams)
Security Modes	WPA-PSK, WPA2-PSK, WPA/WPA2 mixed encryption

FAQ

Q5: How to know the connection status of Wi-Fi adapter through the indicator light status?

- 1: The indicator light go off irregularly: it means that the USB port of the Wi-Fi adapter has poor contact. It is recommended that users replace a USB interface to use the Wi-Fi adapter.
- 2: The indicator light flash slowly and regularly: it means that the driver installation is abnormal (not installed/installation failed).
- 3: The indicator light stay on: it means that the driver is successfully installed and the Wi-Fi adapter can be used normally.

Q7: What can I do if no Wi-Fi signal can be detected?

1. Check if the Wi-Fi function of the nearby router work properly when connected to the cell phone directly.
2. Make sure that the distance between the adapter and router should be within 30ft, and avoid the obstacles such as thick walls, metals.

Q6: How to turn off the power saving mode of the Wi-Fi adapter in Windows operating system?

1. Type "Device manager" in the Windows search bar and click on it.
2. Click the network adapters category.
3. In the list of Network Adapters select your Wi-Fi adapter.
4. Select the Power Management tab and uncheck the box labelled "Allow the computer to turn off this device to save power".

Q8: What can I do if the Wi-Fi signal can be detected, but cannot be connected successfully?

1. Ensure you have entered the correct password.
2. Check if you have set the binding of your Mac address and the router. If yes, you need to set the binding of Mac address and the Wi-Fi adapter.

Image: A detailed comparison table showcasing the differences in specifications and features between the AX900 and AC650 models.

10. WARRANTY AND SUPPORT

UGREEN products come with a standard warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official UGREEN website. If you require technical assistance or have questions not covered in this manual, please contact UGREEN customer service:

- **Website:** www.ugreen.com
- **Email:** Refer to UGREEN's official website for support email.
- **Phone:** Refer to UGREEN's official website for support phone number.

Please have your product model (AX900) and purchase information ready when contacting support.

© 2025 UGREEN. All rights reserved.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question