Quick Installation Guide

USB WIFI ADAPTER

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Customer Support

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Our Tech Support for online setup.
https://www.ninepluswifi.com/Support.html

Installation Video tutorial
www.ninepluswifi.com/Video.html

How to Install Driver without CD-ROM(FAQ)

There is online chat support on our website
(Driver links included Windows)

1. Driver 1: **http://bitly.com/8812max**
2. Driver 2: **www.nineplusswifi.com/download.html**

Activate Warranty

https://www.sellerwarranty.com (Seller:nineplus)
As soon as warranty services are activated

1. Our system will automatically send you an email,your warranty time will be extended one year.
2. You will get a replacement or fast refund for product issues during warranty time.
3. Fast reply within 24hours.

About Driver

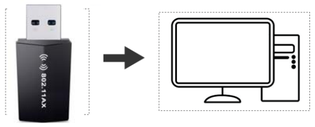
This ax1800 wifi adapter only support win10/11, not support win 7/win8/Linux/Mac OS.

There is two ways to get the driver files to computer:

1. Use the "setup.exe" file in USB flash.
2. Get the driver from our download page:
www.nineplusswifi.com/download.html
Please use the follow steps to complete installation.

1 Hardware Installation(Win10/11)

1. Plug the device into the usb 3.0 port of your pc first.
(Note: USB 3.0 is blue port or SS. .USB3.0 is faster than USB2.0. It also supports USB2.0.)



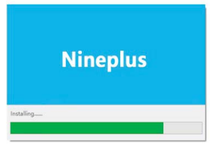
Note：The above picture is the product diagram inserted into the computer. Please refer to the actual product.

2 Driver Installation

2. Get the device files ready and double click "setup. exe" and run it in computer.

AX Setup.exe

Then follow up the steps to finish the installation. Please restart the computer after finish the installation.



3 Network connection settings

3. Click on the wifi icon in the bottom right corner of the computer screen.
(Note: If wifi icon not shows, please go to our online support, we can fix it for you.)

Win10:

Win11:

4. Select your Wi-Fi name and enter your wifi password to proceed. (Note: Normal wifi password is shown on the back of the router or offer by your internet provider)

Once you have finished all steps, you will be able to use the wireless network.

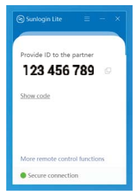
Note On step 4,some computer have built-in wifi adapter, so after you install our adapter,the computer will create a name for wifi adapter such as here Wi-Fi 2. So here we choose Wi-Fi 2 to connect our wifi network. So please choose right adapter to connect.

Choose the right adapter if there is arrow

Online Setup Support

How to request an online setup

1. Please visit: www.nineplusswifi.com/support.html and download the online software.
2. After you Double-click the software, the software ID will come. Please send us software ID from our website online chat(www.nineplusswifi.com) or you send us to our email.(The below ID is just sample) we will do the online setup for you as soon as possible.



Note:
Sunlogin is a safe software. Our technician support will send you the connect request by the software ID. only after you click "accept the request" then our technician support can do online setup for you.

FAQ

All answer, please visit www.nineplusswifi.com/Support.html

1. How do I check if the driver is installed correctly?
2. How do I know which network adapter is working if I have a built-in wifi adapter?
3. wifi icon cannot pop up, available network adapter not pop up.
4. How to check the connection speed of wifi adapter?
5. How do I check if wifi adapter is working on USB3.0?
6. How do I get my wifi adapter to only work in 5g mode?
7. Unable to connect to the network, how could I solve this problem?
8. How do I check the driver version?

How does it work?

Fast Replacement

If you have the following problem. please contact to get a free replacement. Please email us your order ID and shipping address, you will get the new one in 2-4 days.

1. wifi adapter suddenly stopped working in two years.
2. The Internet connection is very low.
3. The wifi adapter cannot connect to the network.
4. The product received does not work.
5. The wifi adapter connection is always disconnecting.

Tips for fast speed

1. Plug the WiFi adapter into USB 3.0 port "SS."
2. Connect 5G WiFi network signal.
3. Please click online chat with us on our website or email us, our technician will help you to fix it.

Warning:
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
--Reorient or relocate the receiving antenna.
--Increase the separation between the equipment and receiver.
--Connect the equipment into an outlet on a circuit different. from that to which the receiver is connected.
--Consult the dealer or an experienced radio/TV technician for help.
NOTE: This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.