

Quick Installation Guide

Wireless USB Adapter
W311MI/U2/U9/U10



Scan the QR code or visit www.tendacn.com for installation videos, technical specifications, Symbols on Products and Materials and more information.

You can see the product model on the device body.

- Video and More Info

Package Contents

• Wireless USB Adapter x 1 • Quick Installation Guide

Install and Connect on Windows (Example: Windows 10)

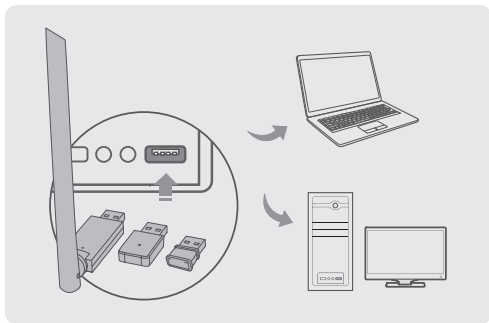
- Tips

– This wireless USB adapter has a built-in driver and supports installation on **Windows 11/10/7**. Please follow the instructions below.

– To ensure optimal internet performance, uninstall any existing wireless USB adapters (see **Q1** in the **Windows FAQs**) and disable the built-in wireless adapter before installation.

Install the Wireless USB Adapter

1. Connect your wireless USB adapter to a USB port on your computer.

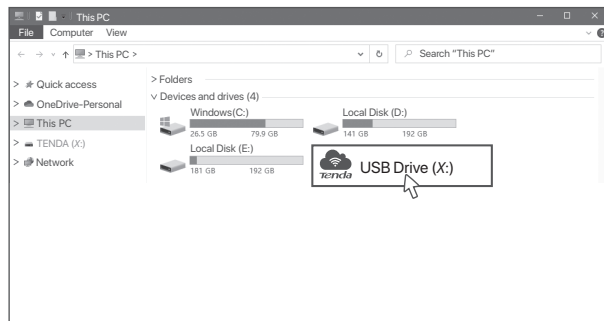


2. Install the driver.

Click the system pop-up message, double-click the driver and follow the on-screen instructions to install it.
If no driver window appears after the wireless adapter is plugged into the computer's USB port, please refer to the following steps.

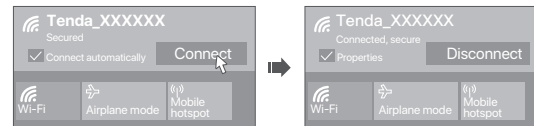
- 1 Double-click **This PC** or **My Computer** on the desktop.

2 Double-click **USB Drive (X:)** or **TENDA (X:)** (try another USB port if not found), then follow the on-screen instructions to install the wireless adapter.



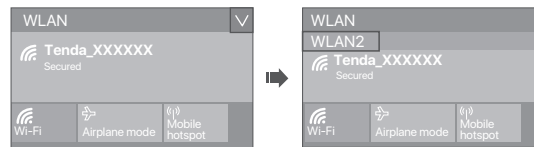
Connect to Wi-Fi

- Click the or at the bottom right of your desktop, select the Wi-Fi you want to connect to, and click **Connect**. If the Wi-Fi is secured, enter its password, click **Next**, and follow the on-screen instructions.



- If your computer has multiple wireless adapters, such as on a laptop, when using this wireless adapter to connect to Wi-Fi, click and then select the WLAN for this adapter, for example **WLAN2**. Then connect to Wi-Fi.

Tips: **WLAN** is the default name of the computer's built-in adapter.

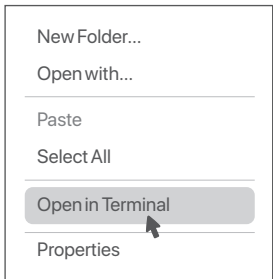


Your wireless adapter is now ready for use. For hotspot mode, refer to the corresponding section.

Install on Linux (Example: Ubuntu)

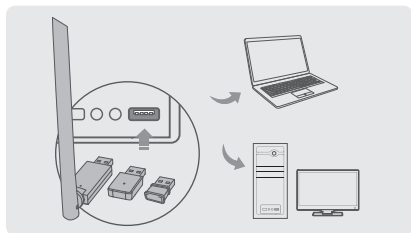
This wireless USB adapter can be installed on Linux. Common distributions include Ubuntu, Deepin, Mint, Debian, KOS, UOS, and others.

1. Download the Linux driver.
Visit www.tendacn.com, find your wireless USB adapter model, then go to **Support > Downloads** to download the Linux driver, and extract it.
2. Install the Linux driver via the command line.
If prompted during installation, enter the administrator password.
- 1 In the driver folder, right-click on an empty area and select **Open in Terminal**.



- 2 Make sure your computer is connected to the internet, then install the required packages using the following commands:
* This step prevents installation failures due to missing system components. If your computer is not connected to the internet, skip to step 3 .
sudo apt update
sudo apt install build-essential
sudo apt install linux-headers-\$(uname -r)

3 Install the driver by running: **sudo dpkg -i wifi6-adapter-linux-driver.deb**
The installation is complete when **Install wifi6 adapter driver successful!!!!** appears.
3. Insert the wireless USB adapter into the computer's USB port. Once recognized, connect to Wi-Fi.

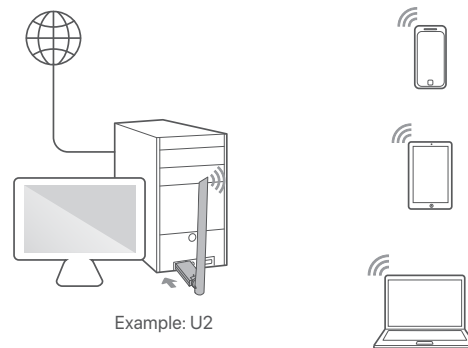


For hotspot mode, refer to the corresponding section.

Switch Hotspot Mode (Example: Windows 10)

The Hotspot function is available on Linux and Windows (11, 10).

On a computer that is already connected to the internet, a wireless USB adapter can be used to create a Wi-Fi hotspot, allowing Wi-Fi-enabled devices such as smartphones and tablets to connect and access the internet.

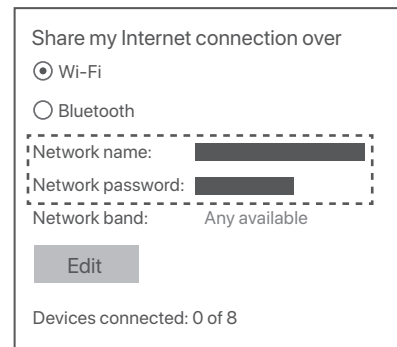


Example: U2

Wi-Fi-enabled devices connect to the computer's Wi-Fi hotspot:

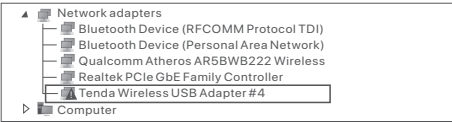
- 1 Click at the bottom right of your desktop, and click to open the mobile hotspot.

2 Right-click , and click **Go to Settings**, you will see the **Network name** and **Network password** of the **Wi-Fi**. Connect your wireless devices (such as smartphones) to the Wi-Fi network to access the internet.



Windows FAQs

Q1: Wireless USB adapter shows an exclamation mark or cannot detect Wi-Fi
If the wireless USB adapter shows an exclamation mark (as in the example below) or cannot detect Wi-Fi, uninstall the adapter driver, unplug and reinsert the adapter, and then reinstall the driver.



Steps to uninstall the wireless adapter driver (Example: Windows 10):

- 1 Click  at the bottom left of your desktop, then click the settings icon .
- 2 Click **Apps**.
- 3 Locate and uninstall any other installed wireless adapter drivers.

Q2: The wireless USB adapter driver failed to install on Windows 7, and the computer shows an exclamation mark and error codes (28, 37, 52)

This issue may occur because your Windows 7 system is missing critical updates. Please download and install the corresponding Microsoft patch, then restart your computer and try installing the driver again.

For detailed instructions, visit www.tendacn.com, find your wireless USB adapter, and go to **Support > FAQs** for solutions.

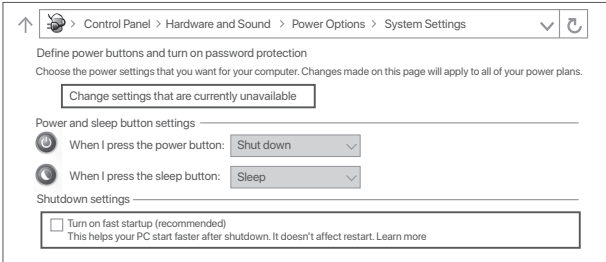
Q3: Wireless USB adapter is plugged in, but Wi-Fi is not detected after rebooting the computer

On some older computers, enabling **Fast Startup** may prevent the computer from fully shutting down. This can cause compatibility issues if the kernel driver is not properly adapted. Please disable **Fast Startup**.

How to disable Fast Startup:

Go to the **Control Panel**, click **Hardware and Sound > Power Options >**

Choose what the power buttons do, then click **Change settings that are currently unavailable** and disable **Turn on fast startup**.



Deutsch-Achtung: In den EU-Mitgliedsstaaten, den EFTA-Ländern, Nordirland und Großbritannien ist der Betrieb im Frequenzbereich 5150MHz-5250MHz nur in Innenräumen erlaubt.
Français-Attention: Dans les États membres de l'UE, les pays de l'AELE, l'Irlande du Nord et la Grande-Bretagne, l'utilisation dans la gamme de fréquences 5150MHz-5250MHz n'est autorisée qu'en intérieur.
Nederlands-Aandacht: In de EU-ikdstaten, de EVA-landen, Noord-Ierland en Groot-Brittannië is gebruik in het 5150MHz-5250MHz frequentiebereik alleen binnenhuis toeestaan.
Čeština-Pozor: V členských státech EU, zemích ESVO, Severním Irsku a Velké Británii je provoz ve frekvenčním rozsahu 5150MHz-5250MHz povolen pouze v interiéru.
Română-Atentie: În statele membre UE, ȋn Irlanda de Nord și Marea Britanie, operația în intervalul de frecvență 5150MHz-5250MHz este permisă numai în interior.
Português-Atenção: Nos estados membros da UE, países da EFTA, Irlanda do Norte e Grã-Bretanha, o funcionamento na gama de frequências 5150MHz-5250MHz só é permitido no interior.
Svenska-Uppmärksamhet: I EU medlemsstater, EFTA-länderna, Nordirland och Storbritannien är det endast tillåtet att använda frekvensområdet 5150MHz-5250MHz inomhus.
Slovenčina-Pozor: V členských štátoch EU, krajínach EFTA, Severnom Írsku a Veľkej Británii je prevádzka vo frekvenčnom pásme 5150MHz-5250MHz povolená len v interiéri.
Ελληνικά-Προσοχή: Στα κράτη μέλη της ΕΕ, στις χώρες της ΕΖΕΣ, στη Βόρεια Ιρλανδία και στη Μεγάλη Βρετανία, η λειτουργία στην περιοχή συχνοτήτων 5150MHz-5250MHz επιτρέπεται μόνο σε εσωτερικούς χώρους.
Magyar-Figyelme: Az EU-tagállamokban, az EFTA-országokban, Észak-Írországon és Nagy-Britanniában az 5150MHz-5250MHz-es frekvenciatartományban való működés csak beltérben engedélyezett.
Italiano-Attenzione: Negli Stati membri dell'UE, nei Paesi EFTA, nell'Irlanda del Nord e in Gran Bretagna, il funzionamento nella gamma di frequenza 5150MHz-5250MHz è consentito solo in ambienti chiusi.
Български-Внимание: В страните-членки на ЕС, страните от ЕАСТ, Северна Ирландия и Великобритания, работата в честотния диапазон 5150MHz-5250MHz е разрешена само на закрито.
Español-Atención: En los estados miembros de la UE, los países de la AELC, Irlanda del Norte y Gran Bretaña, el rango de frecuencia operativa de 5150MHz-5250MHz solo está permitido en interiores.
Eesti-Tähelepanu: EL-o liikmesriikides, EFTA riikides, Põhja-Iirimaal ja Suurbritannias on sagedusvahemikus 5150MHz-5250MHz kasutamise lubatud ainult siseruumides.
Dansk-Bemærk: I EU-medlemslandene, EFTA-landene, Nordirland og Storbritannien er drift i frekvensområdet 5150MHz-5250MHz kun tilladt indendørs.
Suomi-Huom: EU-maissa, EFTA-maissa sekä Isoissa-Britanniassa ja Pohjois-Irlannissa taajuuksualueella 5150MHz-5250MHz on sallittua käyttää ainoastaan sisätiloissa.
Hrvatski-Pozornost: U državama članicama EU, zemljama EFTA-e, Sjevernoj Irskoj i Velikoj Britaniji, rad u frekvencijskom rasponu od 5150MHz-5250MHz dopušten je samo u zatvorenom prostoru.
Latviešu-Uzmanību: ES valstīs, EBTA valstīs, Ziemeļrijā un Lielbritānijā un, operēšana iekšējā tīkā atļauta tikai 5150MHz-5250MHz diapazonā.
Lietuvių-Dėmesio: ES valstybėse narėse, ELPA šalysė, Šiaurės Airijoje ir Didžiojoje Britanijoje 5150MHz-5250MHz dažnių diapazone leidžiama veikti tik patalpose.
Slovenščina-Pozor: V državah članicah EU, državah EFTA, Severni Irski in Veliki Britaniji je delovanje v frekvenčnem območju 5150MHz-5250MHz dovoljeno samo v zaprtih prostorih.
Isleńska-Athugið: Í aðildarríkjum ESB, EFTA-löndum, Norður-Írlandi og Bretlandi er rekstur á tíðnisviðinu 5150MHz-5250MHz aðeins leyfður innandyri.
Norsk-OBS: I EUs medlemsland, EFTA-land, Nord-Irland og Storbritannia er drift i frekvensområdet 5150MHz-5250MHz kun tillatt innendørs.

Linux FAQs

Q1: The wireless USB adapter installation failed

Please visit www.tendacn.com, search for your wireless USB adapter model, and go to **Support > FAQs**. Then find the FAQ titled “**How to resolve the prompt during driver installation on Linux: modprobe: FATAL: Module cfg80211 not found in directory**” and follow the instructions provided.

Q2: Wireless USB adapter is recognized as a USB drive after being plugged in

Locate the adapter recognized as a USB drive in the file manager, right-click it, and select **Eject**.

Q3: Wireless USB adapter is installed successfully but cannot connect to Wi-Fi

This may be caused by an issue with the Wi-Fi module of the wireless USB adapter. Try running `sudo rfkill unblock wifi` to resolve the issue.

Q4: Wireless USB adapter does not work properly in a virtual machine

This may be because the cfg80211 module is not properly loaded. Try running `sudo modprobe cfg80211` to resolve the issue.

General FAQ

Q1: Wi-Fi frequently disconnects when using a wireless USB adapter on the computer

- Use the wireless USB adapter within the Wi-Fi signal coverage area and ensure there are no obstacles blocking the signal.
- Plug the wireless USB adapter into a different USB port on the computer and make sure it is securely connected.
- Check the Tenda official website for driver updates. If an update is available, download and install it.

CAN ICES-3 (B) /NMB-3 (B)

Canadian Compliance Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.
L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
(1) L'appareil ne doit pas produire de brouillage;
(2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
Tous les changements ou modifications non expressément approuvée par le responsable de la conformité pourrait vider l'utilisateur est habilité à exploiter l'équipement.
ISED Radiation Exposure Statement:
The equipment complies with ISED RF radiation exposure limits set forth for an uncontrolled environment.
Cet appareil est conforme aux limites d'exposition de rayonnement RF ISED établies pour un environnement non contrôlé.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 5mm between the radiator and your body.
Cet émetteur ne doit pas être co-implanté ou fonctionner en onjunction avec toute autre antenne ou transmetteur. La distance entre le radiateur et le corps doit être d'au moins 5mm lors de l'installation et du fonctionnement de l'appareil.
U9/U10

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems that are protected from interference.
NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.

Australia Cyber Security SoC

Australia Cyber Security SoC is available at the following internet address:
<https://www.tendacn.com/au/page/CyberSecuritySoC>



Australia Cyber Security SoC



This is a Class B product.
NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.
Declaration of Conformity
Hereby, SHENZHEN TENDA TECHNOLOGY CO., LTD. declares that the device (Wireless USB Adapter) is in compliance with Directive 2014/53/EU.
The full text of the EU Declaration of Conformity is available at the following internet address:
<https://www.tendacn.com/download/list-9.html>
Operating Frequency/Max Output Power

English: Operating Frequency/Max Output Power Deutsch: Betriebsfrequenz/Max. Ausgangsleistung Italiano: Frequenza operativa/Potenza di uscita massima Español: Frecuencia operativa/Potencia de salida máxima Português: Frequência de Funcionamento/ Potência Máxima de Saída Français: Fréquence de fonctionnement/ Puissance de sortie maximale Nederlands: Bedrijfsfrequentie/ Maximaal uitgangsvermogen Svenska: Driftsfrekvens/Max Uteffekt Dansk: Driftsfrekvens/Maks. Udgangseffekt Suomi: Toimintataajuuks/maksimáláhtöteho Magyar: Működési frekvencia/Maximális kimeneti teljesítmény Polski: Częstotliwość pracy / Maksymalna moc wyjściowa	Čeština: Provozní frekvence/maximální výstupní výkon Ελληνικά: Συχνότητα λειτουργίας/Μέγιστη Ισχύς Εξόδου Română: Frecvența de funcționare/Puterea maximă de ieșire Български: Работна честота/ максимална изходна мощност Eesti: Töösagedus/Max väljundvõimsus Slovenščina: Delovna frekvenca/Največja izhodna moč Slovenčina: Prevádzková frekvencia/ maximálny výstupný výkon Hrvatski: Radna frekvencija/Maksimalna izlazna snaga Latviešu: Operējošās frekvences/Maksimālā jauda Lietuvių: Darbinis dažnis/maksimali išėjimo galia Türkçe: Çalışma Frekansı/Maks. Çıkış Gücü Українська: Робоча частота/ максимальна вихідна потужність عربي: تردد الأقصى طاقة الإخراج
W31M/U2/U9/U10: 2412MHz-2472MHz/20dBm U9/U10: 5150MHz-5250MHz (indoor use only)/23dBm	

U9/U10



English-Attention: In EU member states, EFTA countries, Northern Ireland and Great Britain, the operation in the frequency range 5150MHz-5250MHz is only permitted indoors.
Polski-Uwaga: W państwach członkowskich UE, krajach Europejskiego Stowarzyszenia Wolnego Handlu (EFTA), Irlandii Północnej i Wielkiej Brytanii praca w zakresie częstotliwości 5150MHz-5250MHz jest dozwolona tylko w pomieszczeniach.



RECYCLING

This product bears the selective sorting symbol for Waste Electrical and Electronic Equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment.
User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.

LA OPERACIÓN DE ESTE DISPOSITIVO ESTA SUJETA A LAS SIGUIENTES CONDICIONES:
a) Es posible que este equipo o dispositivo no cause interferencia perjudicial.
b) Este equipo o dispositivo debe aceptar cualquier tipo de interferencia, incluyendo la que pueda causar su operación no deseada.
Estimado usuario: Antes de utilizar este producto lo invitamos a leer el siguiente manual para que conozca todas sus funciones y características.

Producto	NOMBRE DEL PRODUCTO:Adaptador USB inalámbrico MODELO: W31M/U2/U9/U10
PAIS DE ORIGEN: CHINA	NOM

Technical Support

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