If any other issue, please feel free to contact us anytime via

Mail-Box: amzvip2020@hotmail.com

Q: What I wish I know before buying this 6B37/6B17 WiFi USB adapter?

If you feel built-in wifi speed is slow or connect desktop to latest wireless router or want to upgrade to the latest wifi standard on desktop or laptop. You will get wifi connected speeds up to 867Mbps on 5GHz network, and 400Mbps on 2.4GHz network by 6B37/6B17.

Q: Why I can't get wireless signal?

A: 1. Please check if the nearby router's WiFi function works properly when connected directly to the cellphone.

2.Try adjusting the distance between the adapter and the router to avoid obstacles such thick walls and metal.

Q: I have successfully got a connection, but the internet speed is slow. Is there a way to improve it?

A: 1. Connect the WiFi adapter to the USB3.0 port of your PC. USB3.0 port is blue color or marked USB3.0. Because USB2.0 MAX high speed is 480Mbps. USB3.0 MAX high speed is 5000Mbps.So we need to use USB3.0 to ensure 5GHz wifi max speed up to 867Mbps, if USB2.0, internet speed will slow.

2.Try using the adapter in an area with stronger signal.

3.If you are originally connected to a 2.4GHz wireless network, please change the wireless router from 2.4GHz to 5GHz and try again.

Q: The internet is disconnected when the computer wakes up after a period of inactivity?

A: To avoid any delay in reconnecting to the router after inactivity, we suggest you to turn off the power-saving mode of PC, otherwise it will take about 5-10 seconds to reconnect to the router when the PC awakes after inactivity, giving the impression that the network is directly disconnected.

Q: Connected, But no 5G WiFi signal, How to set?

A: 1. Ensure that your router supports 5G.

2.Turn off the "Combine 2.4GHz and 5GHz WiFi network" setting in the wifi and then you can manually choose 2.4G or 5G.

3.2.4GHz wireless network is more penetrating and has a longer connection distance, but the network speed is slower.5GHz is less penetrating and has a shorter connection distance, but the network speed is faster. So try to keep the devices connected to the network as close to the router as possible.

Q: I can detect the WiFi signal, but can't connect, what should I do?

A: 1. Please ensure that you have entered the correct password.

2.Check if you have set binding of your Mac address and the router. If yes, you need to set the binding of Mac address and WiFi adapter.

3.Reboot the optical modem and router, try to keep the devices that need to be connected to the network as close to the router as possible.

4.Check if the driver is correct, uninstall the driver and reinstall it.

5.Please turn off the WiFi signal of your PC and then turn on it again.