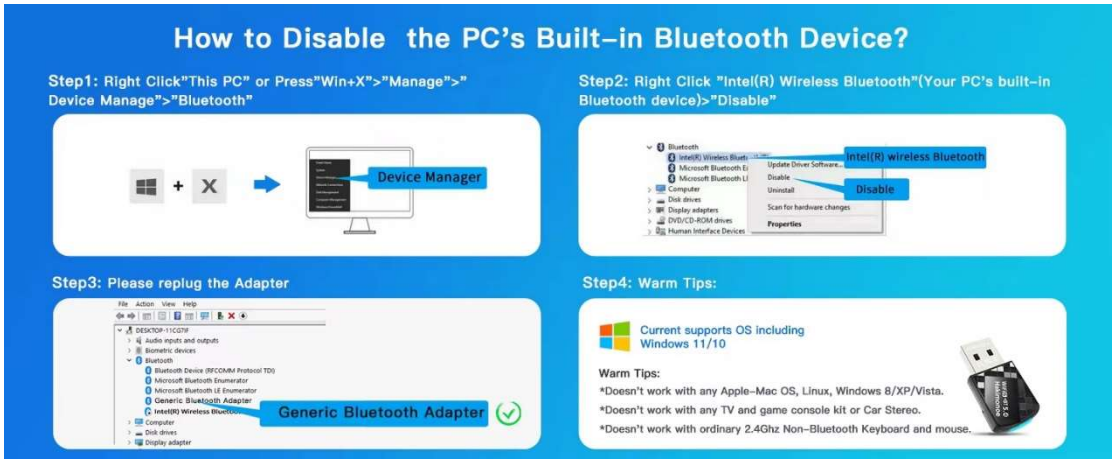
## 1.How to Disable the PC's Built-in Bluetooth?




## 2.If there is there is the Yellow Error on "Generic Bluetooh Adapter, How to solve it?

1) Please unplug the adapter and disable the built-in Bluetooth device as the above steps.

2)Re-start your PC.

3)Please plug the adapter again and the Yellow tag will go off.

If still, please disable "Generic Bluetooth Adapter and then active it again.

Or Contact us via mail: amzvip2020@hotmail.com

## 3.If the WIFI function can't work properly?




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

**Mail-Box: amzvip2020@hotmail.com**

## TroubleShot-WIFI Part:

**Q: What I wish I know before buying this AX900 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 600Mbps on 5GHz network, and 286Mbps on 2.4GHz network by AX900.

**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 USB port of your PC back.

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: WiFi connection speed is not internet speed, what will decide your internet speed?**

Our Wi-Fi 6 adapter max WiFi connection speed of 600Mbps on 5GHz, 286Mbps on 2.4GHz. This speed refers to the connection between the adapter and router. Your actual internet speed depends on your internet provider and computer hardware.

**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.

**Q: What OS are compatible with the WIFI Adapter?**

1. Current supports OS including Windows 11/10/7..
2. Doesn’t work with any Apple-Mac OS, Linux, Windows 8/8.1/XP/Vista.
3. Doesn’t work with any TV and game console kit or Car Stereo.

# TroubleShot-Bluetooth Part:

**Q1: What can I do if the Bluetooth adapter doesn't work properly?**

1. Please disable the PC/Laptop itself built-in Bluetooth devices as the below:

1) Right Click "This PC">"Manage">"Device Manage">"Bluetooth".

2) Right Click your PC's built-in Bluetooth devices>Select "Disable".

If don't know what devices that you should disable, please take one screenshot for us and we will help you.

3) Please re-plug the USB Dongle and you can see "Generic Bluetooth Adapter" on "Device Manage">"Bluetooth".

2.If not solved, please go to the driver website from the user manual to install the driver and re-plug the dongle.

Driver Website:

https://bit.ly/3Xdq7qE

## Or Scan:

**Q2: Can the Adapter support more than one device at the same?**

Yes and the Bluetooth adapter can support up to 7 devices to work together at a time.

**Q3: What OS are compatible with the USB Bluetooth dongle?**

4. Current supports OS including Windows 11/10.
5. Doesn't work with any Apple-Mac OS, Linux, Windows 7/8/8.1/XP/Vista.
6. Doesn't work with any TV and game console kit or Car Stereo.

**Q4: How do I connect to PS4/PS5 controller?**

You can try two things:

1. Unpair the controller from your PlayStation.
2. Hook the controller to your computer via the USB cable and then hit the PS button. Once the controller is detected you can disconnect the USB charging cable.
3. Game controllers may require specific drivers for different games / platform to configure button settings.
4. NOT compatible with Xbox-one controller or Nintendo-controllers.

**Q5: What is A2DP, EDR, BLE Technology?**

1. A2DP is a Bluetooth profile that allows for high-quality audio streaming when using Bluetooth enable devices.
2. EDR, Enhanced Data Rate, is a Bluetooth specification that provides faster date rates.
3. BLE, Bluetooth Low Energy, is the latest Bluetooth technology to lower power consumption to allow the device to operate at the optimal level.

**Q6: Why don't the Bluetooth USB adapter pair and connect with my keyboard and mouse?**

Please be sure that your keyboard/mouse can support the 2.4G Bluetooth function, not ordinary 2.4 wireless technology. So your device must be Bluetooth devices.

**Q7: Why don't the Bluetooth USB dongle pair with my Headset or earbuds?**

Please turn off Bluetooth function of your other devices, such as your cellphone to avoid your Bluetooth headset or earbuds wrong reconnection with your cellphone and don't enter into pairing status. This is very important.

**Q8: How long is the Bluetooth range for Bluetooth adapter?**

The Bluetooth range will be affected by the other paired Bluetooth device, also vary as a result of the surrounding environment, including other wireless signal, building

materials etc. Claimed coverage is based on theoretical testing in an open area.