Ubit®

Ubit Official Website: www.evisionde.com

Trouble Shooting and Solution:

1. Why this card can't connect to 5G or PCs can't find 5G the signal on my PC?

PCs find 5GHz signal but can't connect: ①. Connect to 2.4G first, make sure it is connected .②. Find your 5G signal and connect, most of them will work. PCs cannot find my 5G signal but 2.4G works: ①.Connect 2.4G signal first. ②. Restart PC or re-plug this Wireless card. Or in Device Manager-Remove this card and install the driver again for it. Then PCs will find 5GHz and will allow PCs to connect.

2. Why my PCs always get poor signal or drops sometimes?

A. Test Wi-Fi signal in PC area(same spot, same height) by cell phone check if PC was placed in a Wi-Fi dead zone if yes, please change location for PCs.

B. If the distance little long PCs will get poor signal or only 2.4G signal. To improve this please considers change the PCs or Wireless AP's location. Or you can buy a more power Wi-Fi Antenna for it.

3. Why my PC find 2.4G signal only?

PCs was placed too far away from Router.5GH band will support more data speed by covers a small area. Wireless AP or Router's signal may cannot reach PCs location. Considers decrease the distance between

Router and PC.

4. I am a Linux user how can I get source code to compile my PC?

Go to open the mini CD in the package find ATH9K links get source code online. Or go to our site download ATH9K driver.

5. Windows10,8.1,8 system cannot load this card automatically how to fix this ?

Just need to install the drivers in mini-CD, the device will works properly. If do not have CD ROM, please go to our site download drivers for the models in your hand.

6. My PCs find few signals only, not as expected performance, how to fix this?

Please remove Wi-Fi card from PCs and install it again.At the same time please screw Wi-Fi antenna and make sure it is screwed correctly. Most of the time it is Wi-Fi antenna wasn't screwed properly.

7.There a PCIE X16 port only,is it working on this ?

Absolutely YES,Works on PCIE X1, X4, X8, X16 slot

8.Where I can find support from Ubit ?

Get prompt tech-support：http://www.evisionde.com/ or

Contact us after-sales Email：Ubit@evisionde.com