



Dual Band AC WiFi USB Adapter



NP930
USER GUIDE

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Save Our Environment

When this equipment has reached the end of its useful life, it must be taken to a recycling centre and processed separately from domestic waste.

The cardboard box, the plastic contained in the packaging, and the parts that make up this device can be recycled in accordance with regionally established regulations. Never dispose of this electronic equipment along with your household waste. You may be subject to penalties or sanctions under the law. Instead, ask for disposal instructions from your municipal government.

Please be responsible and protect our environment.

This manual covers the following products:

NetComm Wireless NP930 Dual Band AC WiFi USB Adapter

DOCUMENT VERSION	DATE
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Introduction

Thank you for purchasing the NetComm Wireless NP930 Dual Band AC WiFi USB Adapter. This user guide illustrates how to set up and configure your Dual Band AC WiFi USB Adapter.

Overview

The Dual Band AC WiFi USB Adapter connects your laptop or desktop computer to a WiFi network and is perfect for applications that require a high speed Internet signal. When used in conjunction with a dual band AC WiFi router, you are able to select whether you connect to a 2.4GHz WiFi network or a 5GHz WiFi network. Having two different networks (dual band), can reduce the interference between connected devices and the 5GHz network can be dedicated to applications such as online gaming and streaming HD video and audio, which require the cleanest possible signal.

After attaching this device to your computer, simply scan for wireless networks and enter the relevant security password – no setup required. Alternatively, simply pair the Dual Band AC WiFi USB Adapter with your router with the WPS button.

Features

- Dual band WiFi (2.4GHz and 5GHz)
- 802.11ac WiFi supported on the 5GHz frequency with speeds of up to 866.7Mbps
- 802.11n WiFi supported on the 2.4GHz frequency with speeds of up to 300Mbps
- Plug and play with no setup. Simply search for 2.4GHz and 5GHz networks and enter the relevant security password
- Compact form factor and USB interface for use with Laptops and Desktop Computers
- WiFi Protected Setup (WPS) for establishing your wireless connection with the push of a button
- USB 2.0 interface
- Greatly increase your wireless network speed, reliability and coverage

Package Contents

Your NP930 package contains the following items:

- 1 x NP930 Dual Band AC WiFi USB Adapter
- 1 x Quick Start Guide
- 1 x Warranty sheet

If any of the above items are damaged or missing, please contact your dealer immediately.

Minimum System Requirements

Before continuing with the installation of your USB adapter, please ensure that your computer meets the following minimum requirements:

- PC with Windows® XP or newer
- An available USB 2.0 port
- 32MB of system memory or larger
- 300MHz processor or faster

Interfaces

WPS Button

The WPS button is used to trigger Wireless Protected Setup negotiation with WPS compatible routers. Press the WPS button to trigger the WPS process. The WPS button may be used for both 2.4GHz and 5GHz networks.

LED Indicator

The USB adapter uses a single blue LED indicator to display its status. The following table describes the status of the LEDs on the USB adapter:

STATUS	DESCRIPTION
Off	Driver not installed
On	Driver installed
Blinking	<ol style="list-style-type: none">1. WPS negotiation in progress2. Wireless data is being transmitted

Installation of the NP930

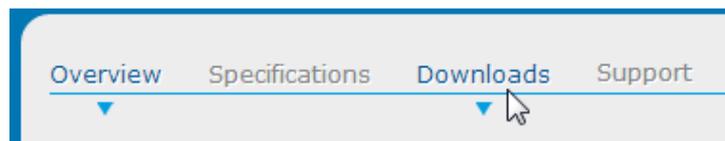
Connecting the USB Adapter

Insert your Dual Band AC WiFi USB Adapter into a spare USB port on your laptop or desktop computer.

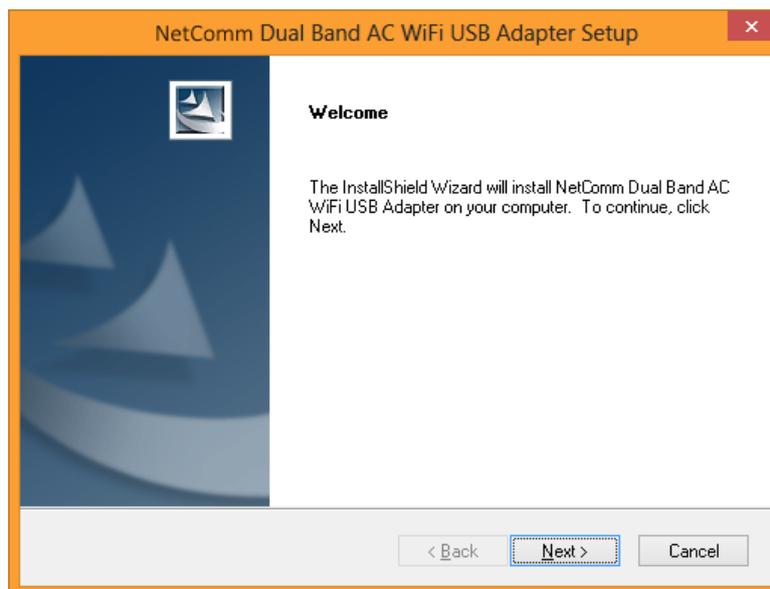
Installing the Driver

The Dual Band AC WiFi USB Adapter's Windows® driver is available from the NetComm Wireless website. To download the driver:

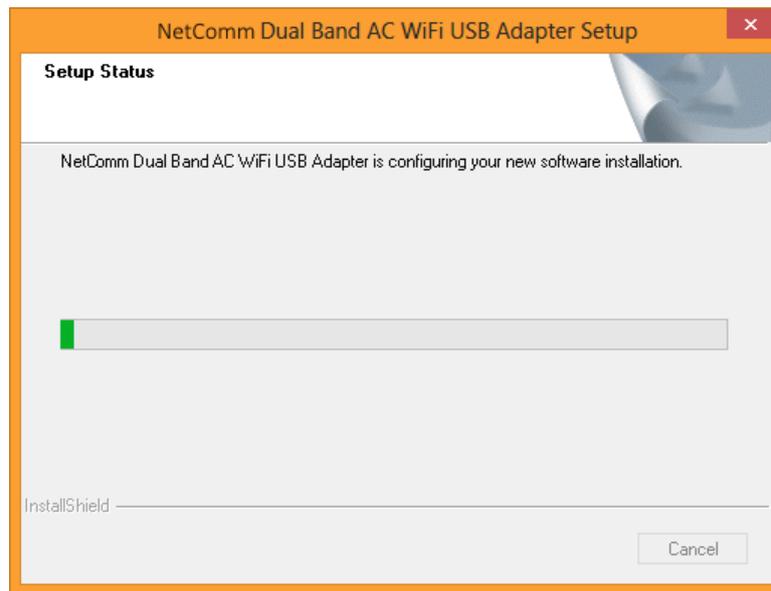
1. Open a web browser and navigate to www.netcommwireless.com
2. From the top menu bar, select **PRODUCTS > WiFi Products > Dual Band AC WiFi USB Adapter – NP930**. The NP930 product page is displayed.
3. From the menu in the middle of the screen, select the **Downloads** link.



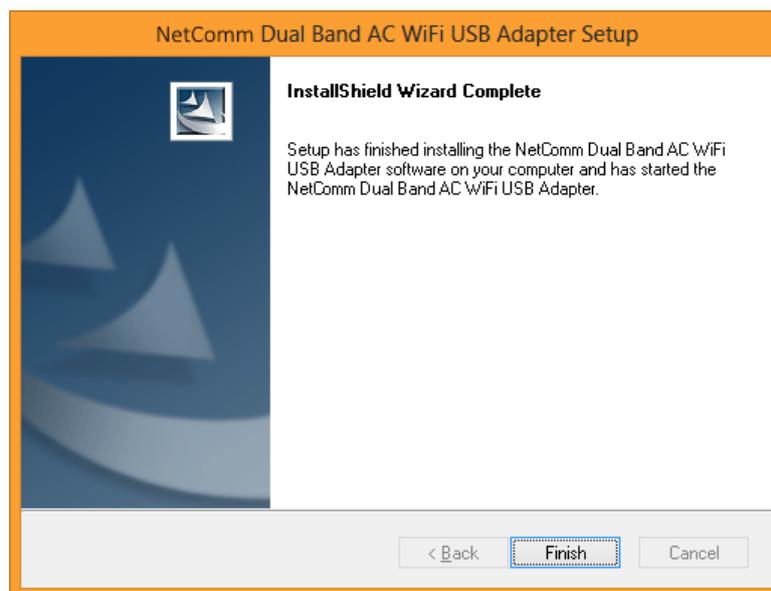
4. Under the **Drivers/Utilities** section, click the download link that corresponds with the version of Windows® you are using and choose a location on your computer to save the file.
5. Use Windows Explorer to navigate to the downloaded file on your computer and double left-click on the .zip file. Double left-click on the setup.exe file to begin the driver installation. The driver setup wizard is displayed.



6. Click the **Next** button to begin the setup wizard. The driver installation process begins.



7. When the installation has finished, click the **Finish** button. The driver installation is complete.



8. The blue LED indicator on the top of the NP930 illuminates, indicating that the driver is correctly installed.

Connecting to a wireless network

Connecting via WPS

The easiest way to connect to a wireless network is via Wireless Protected Setup (WPS). This method can only be used in conjunction with a router supporting WPS and when you have physical access to the router.

To connect to a wireless network via WPS:

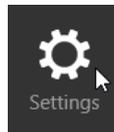
1. On the router, press the WPS button to trigger the WPS feature. Refer to the user guide of your router for information about how long the WPS button needs to be depressed to trigger the WPS feature.
2. Within 2 minutes of pressing the WPS button on the router, press and hold down the WPS button on your NP930 for more than 3 seconds. The WPS process is triggered and the NP930 negotiates a wireless connection with the router. Allow approximately 1 minute for the connection to be established.



Note: The following steps describe the process of connecting to a wireless network on a computer with Windows 8. The process may differ slightly on other versions of Windows.

To confirm that the connection has been established:

1. Move your mouse to the top right corner of the screen or slide your finger to the left from the right edge of the screen to reveal the charms bar.
2. Select the **Settings** button.



3. Confirm that the wireless network icon shows signal strength and the name of the connected network.



Connecting manually



Note: The following steps describe the process of connecting to a wireless network on a computer with Windows 8. The process may differ slightly on other versions of Windows.

To connect to a wireless network and begin using your USB adapter:

1. Move your mouse to the top right corner of the screen or slide your finger to the left from the right edge of the screen to reveal the charms bar.
2. Select the **Settings** button.

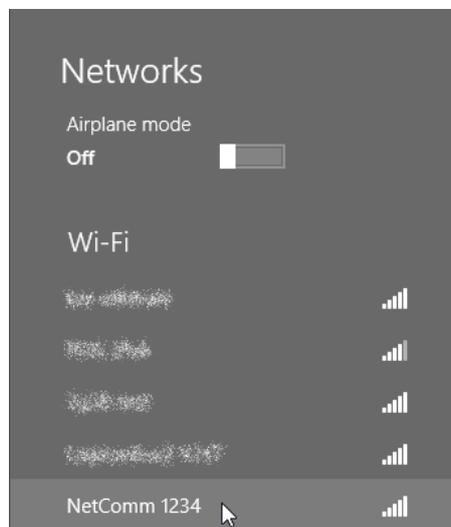


3. Select the wireless networks icon.

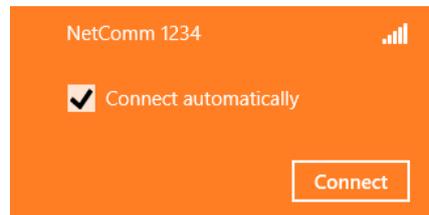


A list of available networks within range of the USB adapter is displayed.

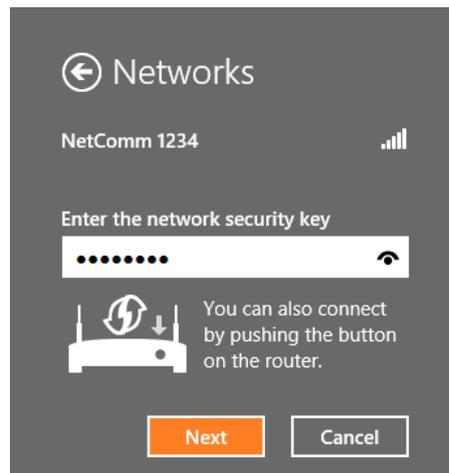
4. Select the network to which you would like to connect.



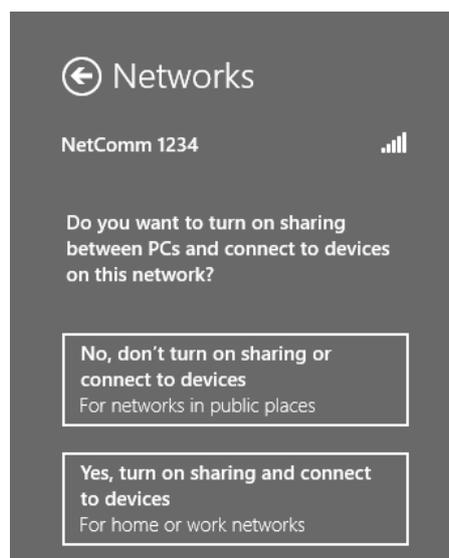
5. If you want to connect to this network automatically whenever it is within range, select the **Connect automatically** option, then select the **Connect** button.



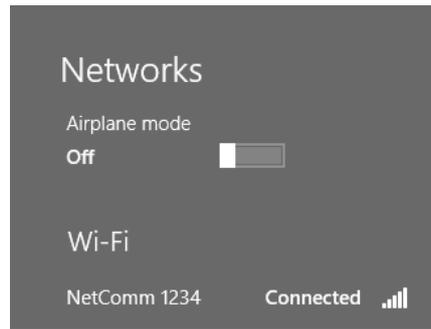
6. Enter the wireless network security key, then select the **Next** button.



7. You are prompted whether you would like to turn on sharing between PCs and connect to devices on the network. If the network you have connected to is a public network, we recommend that you select **No**.



When you have made your selection, the charms bar displays the status of your connection.



You have successfully connected to a wireless network.

Troubleshooting

If you experience difficulty with your USB adapter, please read through the following before contacting technical support:

Verify whether the wireless adapter is installed correctly

After the wireless adapter is installed, you can verify whether the driver is installed properly. Do as follows:

Right-click on my computer icon then choose **Manage > Device Manager > Network Adapters**. If you can find Broadcom 802.11ac Wireless USB Adapter, it indicates the driver is installed successfully.

If the icon of Broadcom 802.11ac Wireless USB Adapter is displayed with “!”, “?” “X” symbols, it indicates a problem with the driver installation. In that case, you need to update or reinstall the driver application. Right-click on Broadcom 802.11ac Wireless USB Adapter and then click Update Driver in the device manager to update the driver and finish the driver installation according to the screen prompts, or uninstall the driver first and then reinstall the driver.

Unable to connect to a wireless access point

Please check the following:

- (1) Verify that you are attempting to connect to the correct SSID. SSIDs are case sensitive.
- (2) Verify whether the encryption settings are the same as those on the router/access point. If you enable encryption, make sure that the encryption settings of USB adapter are consistent with that of router/access point.

Signal strength is weak

There are two common causes of poor signal strength:

- (1) Interference from other electronic radio waves. Avoid using the USB adapter in an area where microwaves and other electronic equipment exists.
- (2) Distance. Try using the USB adapter closer to the wireless access point to see if the signal strength improves.

Technical Data

The following table lists the hardware specifications of the NP930.

PARAMETER	SPECIFICATION
Standards	IEEE 802.11a/b/g/n/ac
Software support	Windows® XP/2000/Vista/7/8
Operating channels	11 for North America, 13 for Australia.
Operating frequencies	2.4 GHz – 2.497 GHz / 4.920 GHz – 5.825 GHz
Modulation	PSK/CCK, DQPSK, DBPSK, OFDM
Security	802.1x, WEP 64/128, WPA/WPA2, TKIP
Certifications	IEEE 802.11 compliant, Wi-Fi 802.11n Draft 2.0 and 802.11a/b/g certified
RF output power	14±1.5dBm@11g, 17±1.5dbm@11b, 13±1.5dBm@11n/2.4G, 13±1.5dBm@11a, 12±1.5dBm@11n/5G (mcs7), 11±1.5dBm@11ac/5G (mcs8), 10±1.5dBm@11ac/5G (mcs9)
Data rate	54, 48, 36, 24, 18, 12, 9, 6, 11, 5.5, 2, 1 20 MHz BW: 150, 130, 117, 104, 78 40 MHz BW: 300, 270, 243, 216, 162, 108 80 MHz BW: 866.7, 780, 650, 585, 520,390,260,195,130,65
Antenna	Printed antenna
Operating temperature	0-40°C
Storage temperature	-20°C~70°C
Regulatory Compliance	RCM, CE

Legal & Regulatory Information

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Customer Information

The Australian Communications & Media Authority (ACMA) requires you to be aware of the following information and warnings:

1. This unit may be connected to the Telecommunication Network through a line cord which meets the requirements of the AS/GA S008-2011 Standard.
2. This equipment incorporates a radio transmitting device, in normal use a separation distance of 20cm will ensure radio frequency exposure levels complies with Australian and New Zealand standards.
3. This equipment has been tested and found to comply with the Standards for C-Tick and or A-Tick as set by the ACMA. These standards are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio noise and, if not installed and used in accordance with the instructions detailed within this manual, may cause interference to radio communications. However, there is no guarantee that interference will not occur with the installation of this product in your home or office. If this equipment does cause some degree of interference to radio or television reception, which can be determined by turning the equipment off and on, we encourage the user to try to correct the interference by one or more of the following measures:
 - i. Change the direction or relocate the receiving antenna.
 - ii. Increase the separation between this equipment and the receiver.
 - iii. Connect the equipment to an alternate power outlet on a different power circuit from that to which the receiver/TV is connected.
 - iv. Consult an experienced radio/TV technician for help.
4. The power supply that is provided with this unit is only intended for use with this product. Do not use this power supply with any other product or do not use any other power supply that is not approved for use with this product by NetComm Wireless. Failure to do so may cause damage to this product, fire or result in personal injury.

Consumer Protection Laws

Australian and New Zealand consumer law in certain circumstances implies mandatory guarantees, conditions and warranties which cannot be excluded by NetComm and legislation of another country's Government may have a similar effect (together these are the Consumer Protection Laws). Any warranty or representation provided by NetComm is in addition to, and not in replacement of, your rights under such Consumer Protection Laws.

If you purchased our goods in Australia and you are a consumer, you are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. If you purchased our goods in New Zealand and are a consumer you will also be entitled to similar statutory guarantees.

Product Warranty

All NetComm Wireless products have a standard one (1) year warranty from date of purchase, however, some products have an extended warranty option (refer to packaging and the warranty card) (each a Product Warranty). To be eligible for the extended warranty option you must supply the requested warranty information to NetComm Wireless Limited within 30 days of the original purchase date by registering online via the NetComm Wireless web site at www.netcommwireless.com. For all Product Warranty claims you will require proof of purchase. All Product Warranties are in addition to your rights and remedies under applicable Consumer Protection Laws which cannot be excluded (see Consumer Protection Laws Section above).

Subject to your rights and remedies under applicable Consumer Protection Laws which cannot be excluded (see the [Consumer Protection Laws](#) Section above), the Product Warranty is granted on the following conditions:

1. the Product Warranty extends to the original purchaser (you / the customer) and is not transferable;
2. the Product Warranty shall not apply to software programs, batteries, power supplies, cables or other accessories supplied in or with the product;
3. the customer complies with all of the terms of any relevant agreement with NetComm and any other reasonable requirements of NetComm including producing such evidence of purchase as NetComm may require;
4. the cost of transporting product to and from NetComm's nominated premises is your responsibility;
5. NetComm Wireless Limited does not have any liability or responsibility under the Product Warranty where any cost, loss, injury or damage of any kind, whether direct, indirect, consequential, incidental or otherwise arises out of events beyond NetComm's reasonable control. This includes but is not limited to: acts of God, war, riot, embargoes, acts of civil or military authorities, fire, floods, electricity outages, lightning, power surges, or shortages of materials or labour; and
6. the customer is responsible for the security of their computer and network at all times. Security features may be disabled within the factory default settings. NetComm Wireless Limited recommends that you enable these features to enhance your security.

Subject to your rights and remedies under applicable Consumer Protection Laws which cannot be excluded (see Section 3 above), the Product Warranty is automatically voided if:

1. you, or someone else, use the product, or attempt to use it, other than as specified by NetComm Wireless Limited;
2. the fault or defect in your product is the result of a voltage surge subjected to the product either by the way of power supply or communication line, whether caused by thunderstorm activity or any other cause(s);
3. the fault is the result of accidental damage or damage in transit, including but not limited to liquid spillage;
4. your product has been used for any purposes other than that for which it is sold, or in any way other than in strict accordance with the user manual supplied;
5. your product has been repaired or modified or attempted to be repaired or modified, other than by a qualified person at a service centre authorised by NetComm Wireless Limited; or
6. the serial number has been defaced or altered in any way or if the serial number plate has been removed.

Limitation of Liability

This clause does not apply to New Zealand consumers. Subject to your rights and remedies under applicable Consumer Protection Laws which cannot be excluded (see the [Consumer Protection Laws](#) Section above), NetComm Wireless Limited accepts no liability or responsibility, for consequences arising from the use of this product. NetComm Wireless Limited reserves the right to change the specifications and operating details of this product without notice.

If any law implies a guarantee, condition or warranty in respect of goods or services supplied, and NetComm Wireless's liability for breach of that condition or warranty may not be excluded but may be limited, then subject to your rights and remedies under any applicable Consumer Protection Laws which cannot be excluded, NetComm Wireless's liability for any breach of that guarantee, condition or warranty is limited to: (i) in the case of a supply of goods, NetComm Wireless Limited doing any one or more of the following: replacing the goods or supplying equivalent goods; repairing the goods; paying the cost of replacing the goods or of acquiring equivalent goods; or paying the cost of having the goods repaired; or (ii) in the case of a supply of services, NetComm Wireless Limited doing either or both of the following: supplying the services again; or paying the cost of having the services supplied again.

To the extent NetComm Wireless Limited is unable to limit its liability as set out above, NetComm Wireless Limited limits its liability to the extent such liability is lawfully able to be limited.

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