

NW831 Wi-Fi 6 and Bluetooth 5.3 Combo USB Adapter

NW831

User Manual

Simplify Your Life

Features

- 2-IN-1 Wi-Fi 6 and Bluetooth 5.3 combo wireless adapter
- Wi-Fi 6 compliant, support dual band AX900 at 2.4GHz and 5GHz
- Bluetooth 5.3 compliant, backwards compatible with previous versions
- AX900 speed rating, transmit up to 287Mbps@2.4GHz and 600Mbps@5GHz
- Supports OFDMA, MU-MIMO, fast & efficient in high density environments
- Supports WPA3 to provide enhanced network security against attacks
- 5dBi high gain antennas provide high performance over long distance
- Beamforming improves WiFi signal strength and range
- Ideal for HD streaming, online gaming and downloading
- Easy and automatic installation with built-in driver

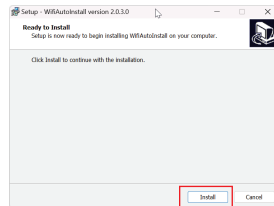
Specifications

- Wi-Fi Protocol: IEEE 802.11a/b/g, WiFi 4 (802.11n), WiFi 5 (802.11ac), WiFi 6 (802.11ax)
- Wi-Fi Security: WEP 64/128-bit, WPA, WPA2, WPA3
- Wi-Fi Rate: 287Mbps@2.4GHz, 600Mbps@5GHz
- Bluetooth Protocol: Bluetooth V5.3
- Bluetooth Frequency: 2.402-2.480 GHz
- Bluetooth Transmission Range: up to 20M
- Bluetooth Profiles: SPP, BLE, ANCS, HFP, HCRP, A2DP, AVRCP
- Antenna Type: 5dBi adjustable high gain antennas
- System Requirements: Windows 10 or above
- Operating Temperature: 0 – 40°C
- Operating Humidity: 10% - 90% non-condensing
- Dimension: 1.9CM x 1.2CM x 5CM (Adapter) 17CM (Antenna)

Wi-Fi Driver Installation

Note: This adapter supports Windows only, macOS and other systems are not supported

1. While plug this adapter to your computer first time, the installation program will be launched automatically from Virtual CD Drive if AutoRun is enabled on your PC. Then click **"Install"** to finish driver installation.



2. If AutoRun is disabled on your PC, or blocked by security software, you can manually open the Virtual CD Drive to install driver. You'll see there is a Virtual CD Drive **"Realtek"** under **"This PC"** on Windows 10 or 11, which contains the driver software for the adapter. You can launch installation by double clicking **"WifiAutoInstallSetup.exe"**.

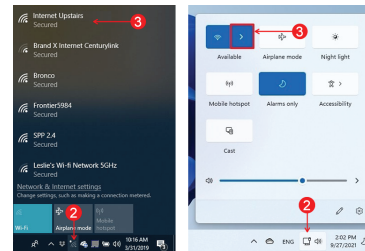


3. Virtual CD Drive will disappear after the driver is installed.

Note: Only Windows 10 and above are supported, you can also check latest driver from our website www.simplecom.com.au, search the model number **NW831**, then open product page, driver files are located under **DOWNLOAD** tab on product page.

Connect to Wi-Fi

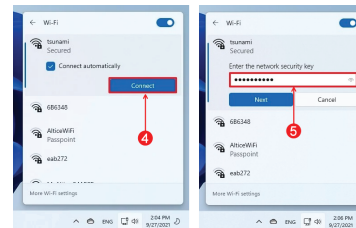
1. Click the network icon in system tray
2. Select your Wi-Fi SSID you want to connect



Windows 10

Windows 11

3. Check the "Connect automatically" option and click the "Connect"
4. Enter the network security key (password), then click "Next"



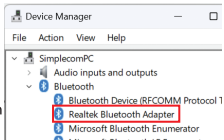
Once you complete the steps, the PC will connect to the network using the wireless connection.

Bluetooth Driver Installation

1. The Bluetooth is plug and play for Windows 10/11 operating systems, and Bluetooth driver will be installed automatically through Windows Update (internet connection is required).

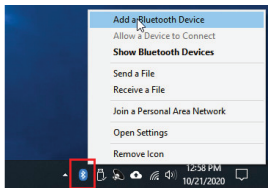
2. To verify installation, search & open **"Device Manager"** on Windows, you will see **"Realtek Bluetooth Adapter"** under Bluetooth section. You need to check Windows Update status or manually download and install Bluetooth driver if it shows **"Generic Bluetooth Adapter"**. You can download Bluetooth driver from our website www.simplecom.com.au, search the model number **"NW831"**, then open product page, driver files are located under **"DOWNLOAD"** tab on product page.

3. Right click **"Realtek Bluetooth Adapter"** and select **"Properties"**, select the **"Advanced"** tab, then look for the LMP (Link Manager Protocol) listing in the Firmware or Firmware version area. It is running in Bluetooth 5.3 mode if LMP is greater than 12.

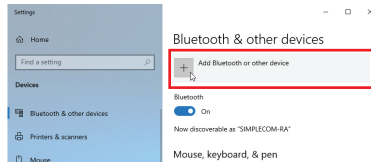


Pairing Bluetooth Device

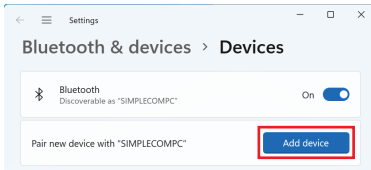
1. Right Click the Bluetooth icon in system tray at right side of the taskbar, then click "Add a Bluetooth Device"



2. Add bluetooth device on Windows 10/11

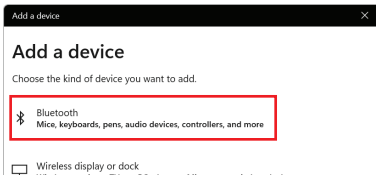


Click "Add Bluetooth or other device" on Windows 10



Click "Add device" on Windows 11

3. Select "Bluetooth" in the Add a device window, then wait while your PC or laptop scans the Bluetooth devices nearby. Find the name of the device you want to connect to.



FAQ

Do I need to install WiFi driver?

The WiFi is plug and play for Windows 10/11 systems, Wi-Fi driver will be installed by the built-in auto-installation program.

Do I need to install Bluetooth driver?

The Bluetooth is plug and play for Windows 10/11 operating systems, and Bluetooth driver will be installed automatically through Windows Update (internet connection is required).

Does it support Windows 7 or 8?

No, this adapter supports Windows 10 and above systems only, legacy versions of Windows systems are not supported.

Does it support macOS or Linux?

No, this adapter is for Windows systems only.

Why am I experiencing short range and audio cut-offs with Bluetooth?

This might happen if the adapter is connected to the back of a desktop computer, where there is a lot of random radio noise generated by the PC components. You can move the adapter to front USB port, or use a USB extension cable to move the adapter away from back of PC.

Why can't I pair this dongle with my Bluetooth headphones/speakers?

1. To avoid software confliction, please uninstall any previous Bluetooth driver software installed on your computer prior to installing this new Bluetooth 5.3 adapter.
2. Make sure your Bluetooth headphones/speakers are in pairing mode. Note that powering them on doesn't automatically mean they're in pairing mode.
3. If they're connected, but there is no sound, please verify that the Bluetooth device is set as the "Default playback device" in your windows

Warranty

1 Year limited Warranty. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. 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.

For our assistance with regards to warranty please email to support@simplecom.com.au or create a support ticket at <http://www.simplecom.com.au>

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