

Troubleshooting

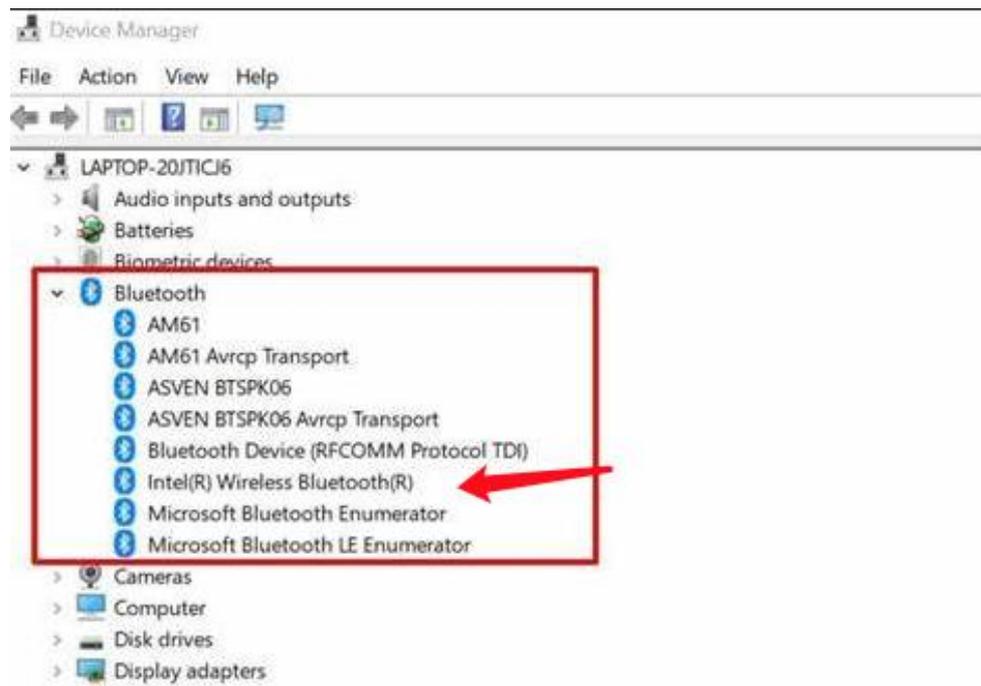
I Customer issue: I installed the card properly but Bluetooth cannot connect, wifi works perfectly.

Solution:

1. Make sure Bluetooth driver is installed first.



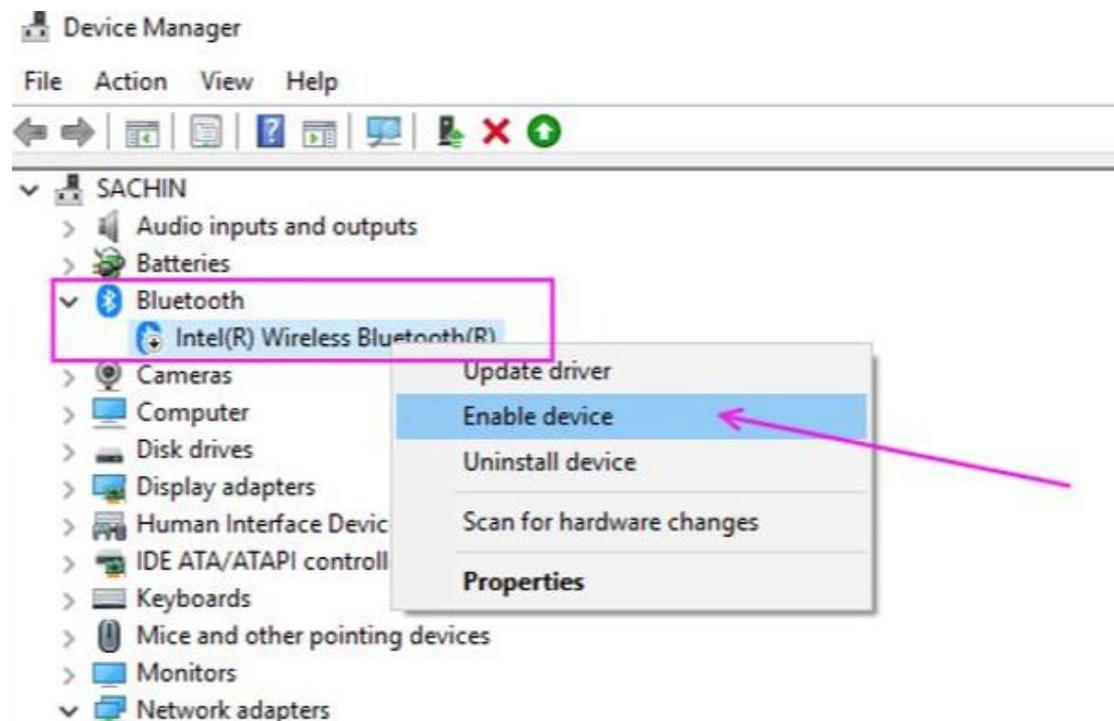
2. Go to Device manager.



(1) No Intel Bluetooth driver found. At this point, usb bluetooth cable is not inserted properly or the cable is defective. Please re-plug the cable to 9-pin USB port in motherboard for testing, if problem persists after replugging, we can send another usb bluetooth cable to customer.

(2) Intel driver shows up.

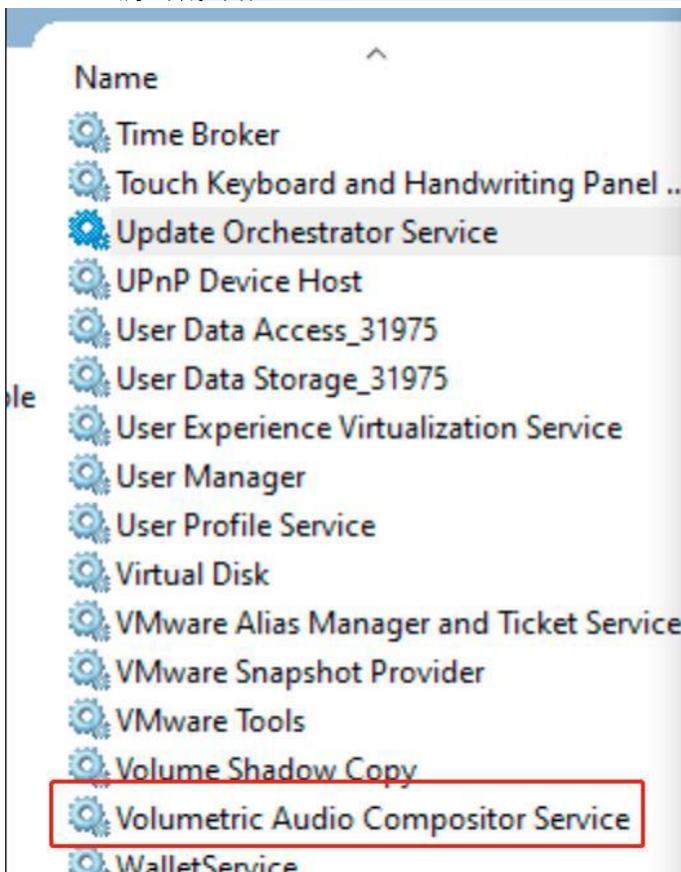
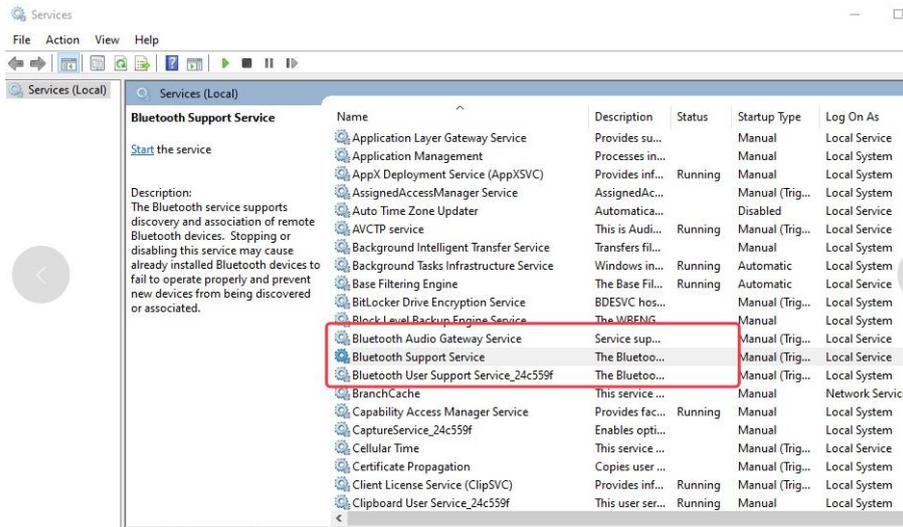
(2-1) If there is Yellow exclamation mark, right click on Intel driver and select Update driver, then follow instructions on the screen step by step.
(2-2) If there is pause sign as below, right click on Intel driver and select Enable device.



(2-3) If Intel driver displays normally while customers cannot use Bluetooth, which means customers can't add Bluetooth devices by the way commonly used.

At this point, add Bluetooth devices through path: control panel >>Bluetooth and other devices >>devices and printers >>Click on "add devices" to search all Bluetooth devices nearby >> Select the device you want to use.

If Bluetooth devices still cannot be found, your laptop's Bluetooth Support Services may be deactivated. At this point, open Services list >>enable "Bluetooth Audio Gateway Service", "Bluetooth Support Service", "Bluetooth User Support Service" and "Volumetric Audio Compositor Service" manually then restart your laptop.



(3) Wifi card is defective if problem persists.

II Customer issue: I insert wifi card successfully, but the card cannot be recognized by my computer.

Solution:

If your wifi card can't be detected after PC restarts, please try these ways.

1. Enter BIOS, enable "PCI Express Native Power Management",

2. Please check how many M.2 cards in your motherboard.

(2-1) If there is one, please change this M.2 hardware into other slot in case there would be top priority for M.2 over pcie card so that the computer can't recognize the pcie card.(Note: If it still doesn't work, you can try to enter your bios system (Different brand has different enter button), and then choose PCIE setting, choose some options like "SR-IOV - Enable" ;"PCIE 3.0 slot switch - Gen 2 in Ausu";" PCIe x1 Slot Switch - PCI_E3"; "Native ASPM - Enable".

(2) If there are two m.2 cards, you may need to take one of them out, because it can cause incompatibility between PCIE wifi card and M.2 card.

III Customer issue: **No sound when I connect the PC to bluetooth headphone via Bluetooth.**

Solution: (Take AirPods as an example)

There are two ways to get issue fixed.

Method 1

- (1) Right-click sound icon in taskbar, click on sound;
- (2) Switch to Playback tab, then find your AirPods;
- (3) Right-click on AirPods device, click on "Set as Default Communication Device".

Method 2

- (1) Open control panel;
- (2) Click on "System", then switch Sound tab;
- (3) Choose your AirPods as default output device from the drop-down menu in "choose your output device" section.

IV Customer issue: **Computer crashes once installing PCIe wifi card.**

Solution:

Problem occurs because of the Windows built-in driver. To resolve the issue, unplug the wifi 6 card and disable built-in Intel drive, then reinstall wifi card and proper driver from Intel or EDUP official website.

V Customer issue: **I plug the wifi card and install driver successfully, but get message "code 10(This device cannot start)".**

Solution:

At this point, we suggest to insert PCIe wifi card to other PCIe slot(PCIE x1 highly recommended).

VI Customer issue: **WiFi works, the bluetooth is not, the device is showing “Device description request failed”.**

Solution:

Plug USB bluetooth connector to another available USB 9-pin slot on the motherboard coz poor interface contact cause the problem, if there is only one 9-pin usb interface, customers can purchase a 9 pin usb header splitter.

VII Customer issue: **WiFi works, the bluetooth shows up as an unknown USB device. (Error code 43)**

Solution:

At first, we need to confirm where the “unknown USB device” shows up.

1. Other devices. At this point, run Intel Driver & Support Assistance (Intel DSA) to install up-to-date driver.

<https://www.intel.com/content/www/us/en/support/detect.html>



2. Universal Serial Bus Controller. Problem occurs

