

FAQ

[Graphic card] Troubleshooting - Abnormal Display/ No image displays on monitor

When you found there is no image displayed on monitor, the following tips can help you pinpoint the issue which affects your device.

1. Check if your PC is properly installed

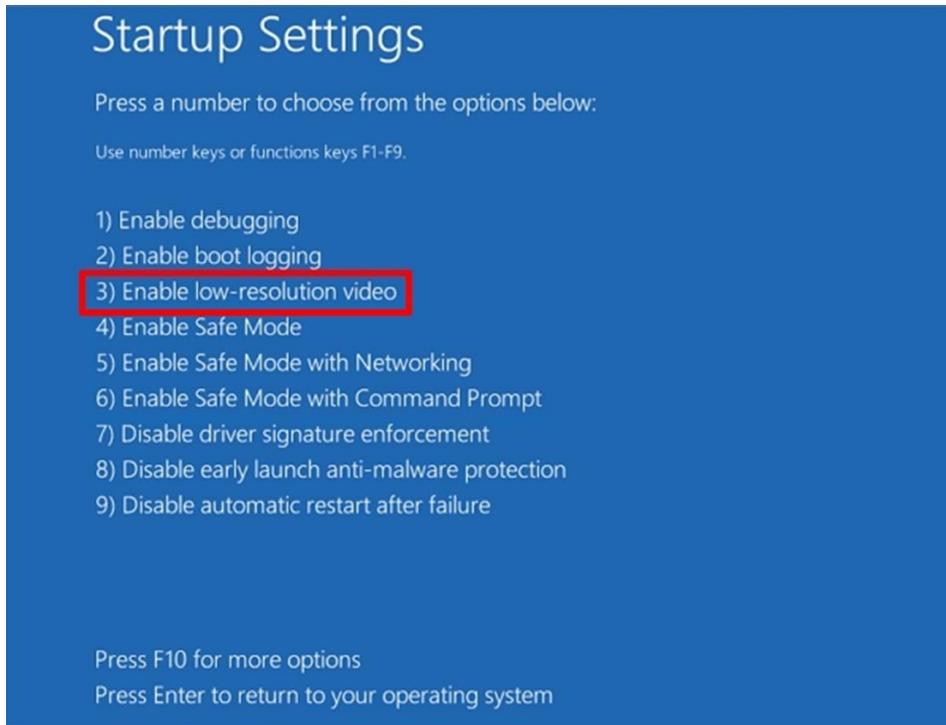
Please follow the installation guide of your PC components (e.g. motherboard, graphic card, power supply, case, monitor,etc.) and check if your PC components are installed properly and function well. Please follow other tips if there is still no image displays on monitor.

2. Poor contact of graphic card gold finger

Please turn your PC off ,unplug the PC and remove the graphic card. Clean graphic card gold finger with contact cleaner and insert the graphic card again.

3. No display after entering the Windows

(1) If "Out of Range" appears, please refer to [How to enter Safe Mode?](#) At Step 8 in Activation Setting, choose **Option 3) Enable low-resolution video**, then adjust it to the proper resolution.



(2) Enter **Safe mode** and remove the driver of graphic card.

[Graphic card] Troubleshooting - Fan stops working when booting the device

When you found the fan stops working when booting the device, the following tips can help you pinpoint the issue affecting your device.

1. Graphic cards **with 0dB technology**:

(1) 0dB technology allows the fans to stop spinning when the GPU core temperature remains **below 55 Celsius degrees** and you can enjoy light gaming in complete silence ([you can use ASUS GPU Tweak II to read GPU temperature](#)). If the temperature rises, the fans automatically start up again.

(2) If the temperature is rising but the fan of your graphic card is still not working, please try to **update the driver** to exclude the possibility of abnormal driver which leads to fan dysfunction.

(3) Please turn your PC off, unplug the PC and remove the graphic card. Clean the dust with a small brush in case too much dust stuck and stops fan working.

(4) If the fan is seriously stuck and cannot work, please contact ASUS Product Support for delivery to repair.

2. Graphic cards **without** 0dB technology:

- (1) Please try to **update the driver** to exclude the possibility of abnormal driver which leads to fan dysfunction.
- (2) Please turn your PC off, unplug the PC and remove the graphic card. Clean the dust with a small brush in case too much dust stuck and stops fan working.
- (3) If the fan is seriously stuck and cannot work, please contact ASUS Product Support for delivery to repair.

Note 1 : Using your graphic card with malfunction fan may cause card damaged. Please stop using it once you found the fan is not working well.

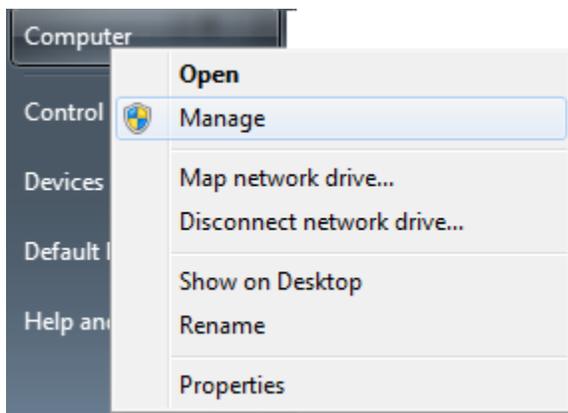
Note 2 : Please do not disassemble your graphic card. Improper disassembling may cause the warranty being void.

Why can't I install the display card driver?

I can't install the display card driver and I get the error message as the picture. How can I resolve the issue?

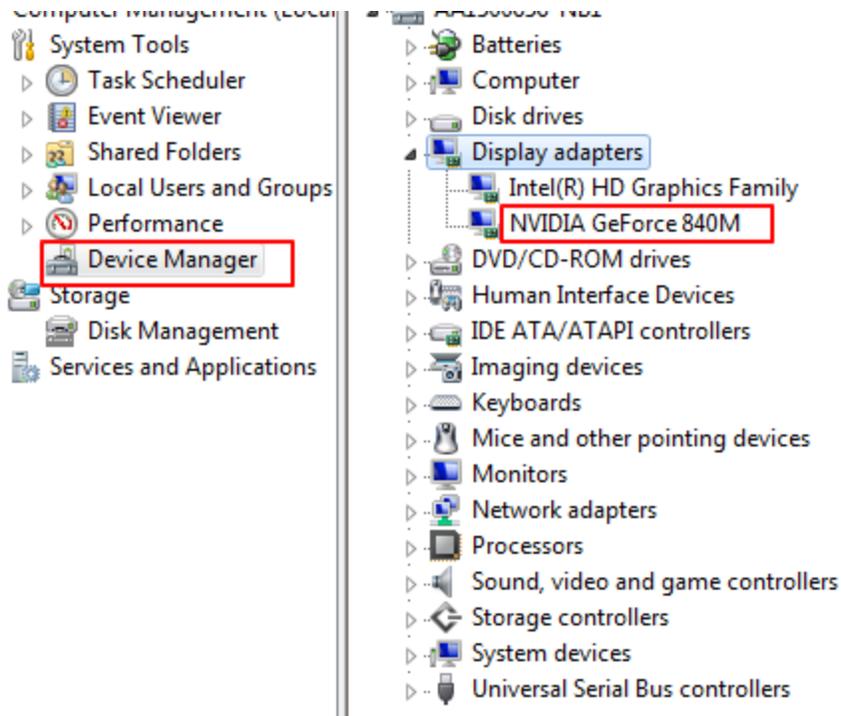


1. Please download the latest display driver from the official web site.
2. Make sure the version of the display driver is compatible with the current Operation System.
3. Right click [Computer] and click [Manager].

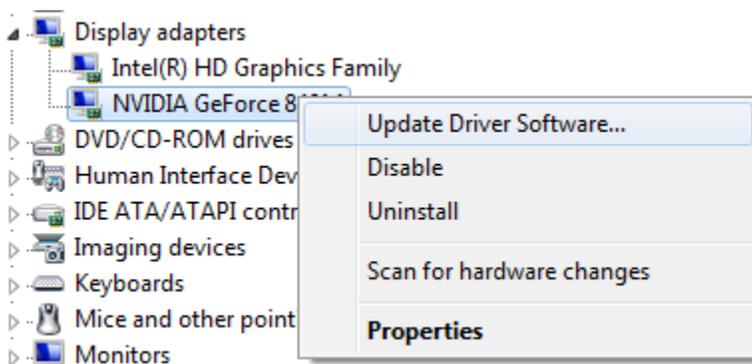


4. Click [Device Manager] and double click [Display adapters].

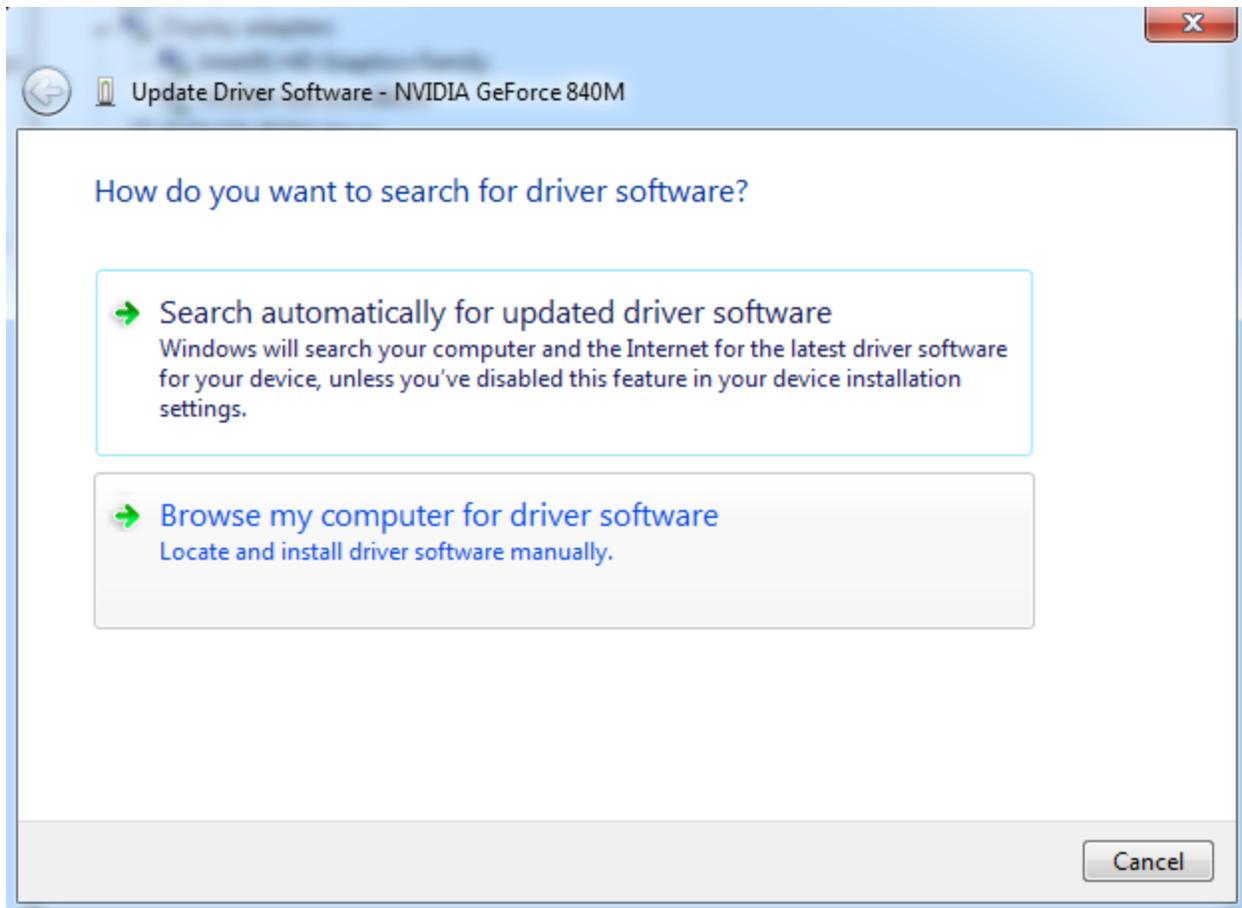
Note: Before you install the display card driver, you will find an exclamation mark on the new installed display card.



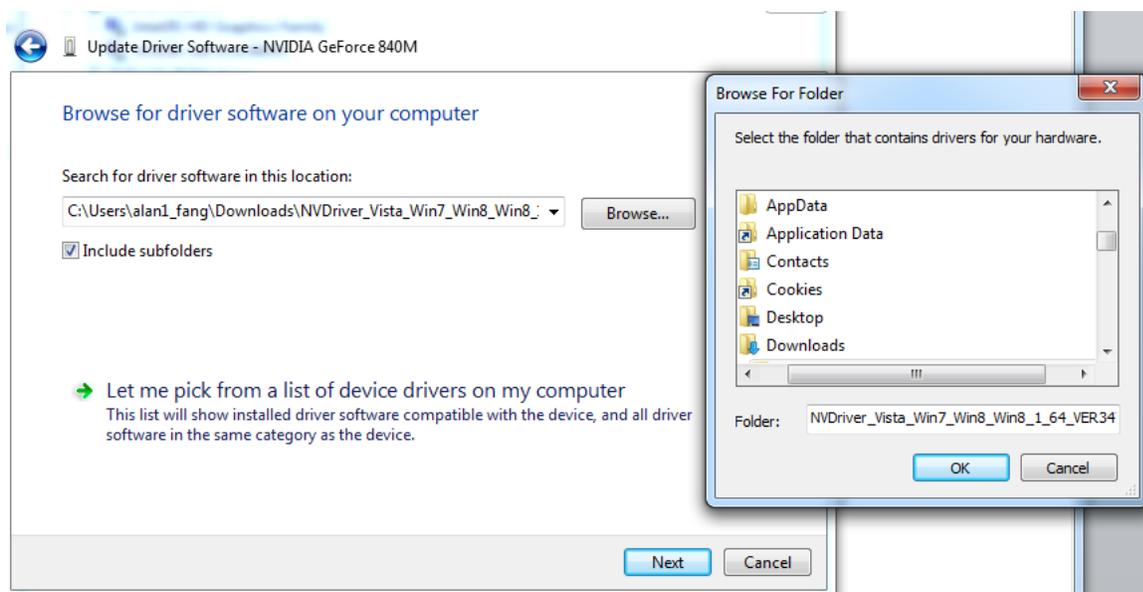
5. Right click the display card and click [Update Driver Software...]



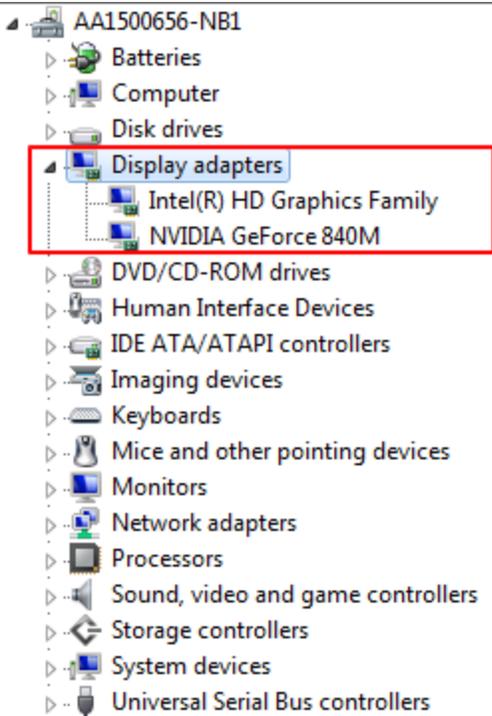
6. Click [Browse my computer for driver software]



7. Browser the latest driver in step 1.



8. Once the driver is installed successful, you should get the model of the card.



[Graphics Card] How many monitors can connect to a GPU?

How many monitors can connect to a GPU?

For NVIDIA Cards

With **10xx-series** cards and above, you can connect up to **4** monitors with a maximum resolution of 11520 x 6480 (**or 3 UHD monitors**).

For AMD Cards

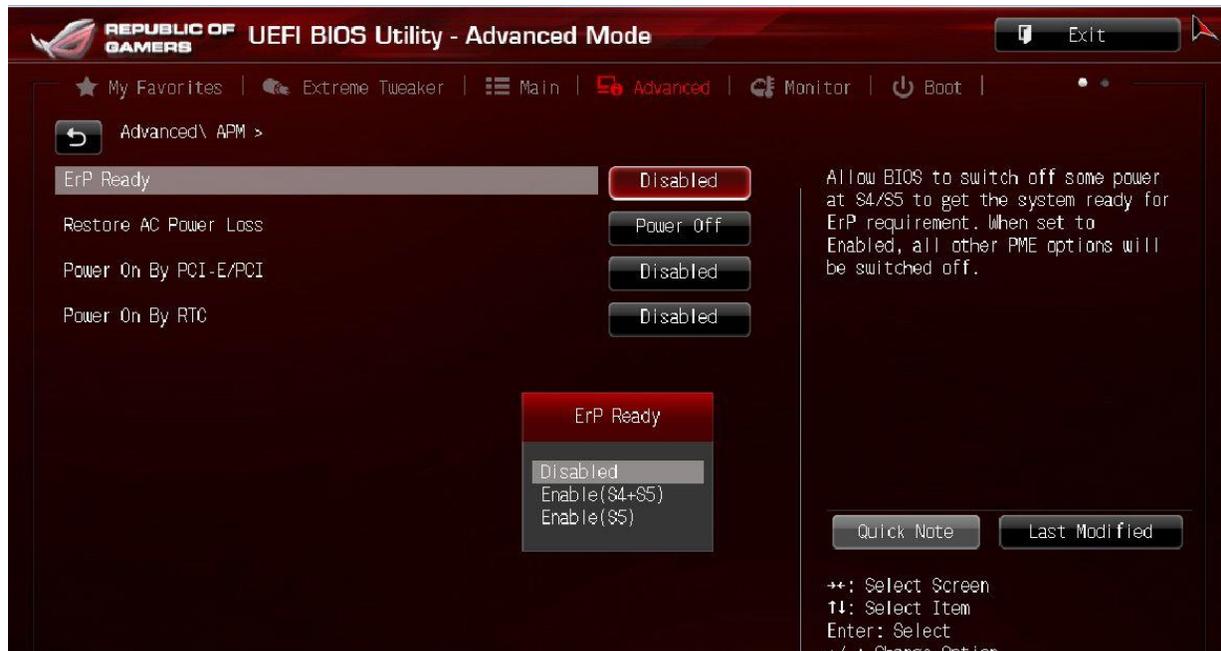
AMD cards can support up to 6 monitors, but limited to a maximum of 2 non-DisplayPort displays (**e.g., HDMI, DVI, VGA, DMS-59, VHDCI**) and up to **6** DisplayPort displays. You may need to use MST to expand monitor connections.

When the computer is turned off, how to set graphics LED light will not lit?

When the computer is turned off, how to set graphics LED light will not lit?

Enter the MB BIOS-->Advanced-->APM-->ErP Redy-->Enable

The following screen is for reference only



[Graphics Card] How to find Graphic Card's video output information?

[Graphics Card] How to find Graphic Card's video output information?

For Nvidia Cards

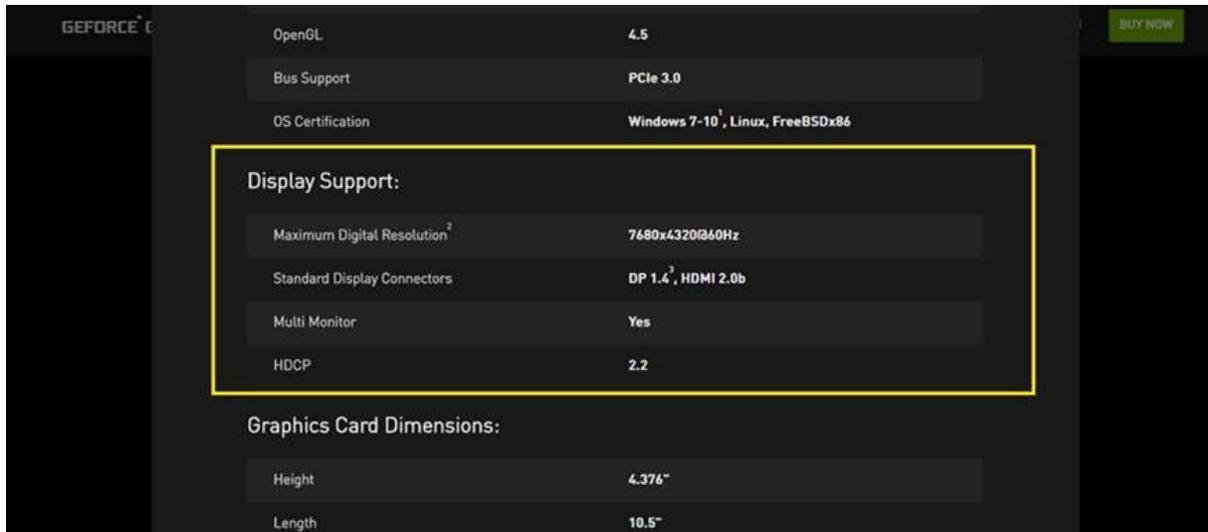
1. Navigate to Nvidia product page: <https://www.nvidia.com/en-us/geforce/products/>
2. Find the corresponding graphic card product. For example: If you have the **STRIX 1080ti** model, you will need to look under the GTX 1080ti page



3. Under the product page, click on **SPECS** tab and **VIEW FULL SPECS** on the bottom of the page

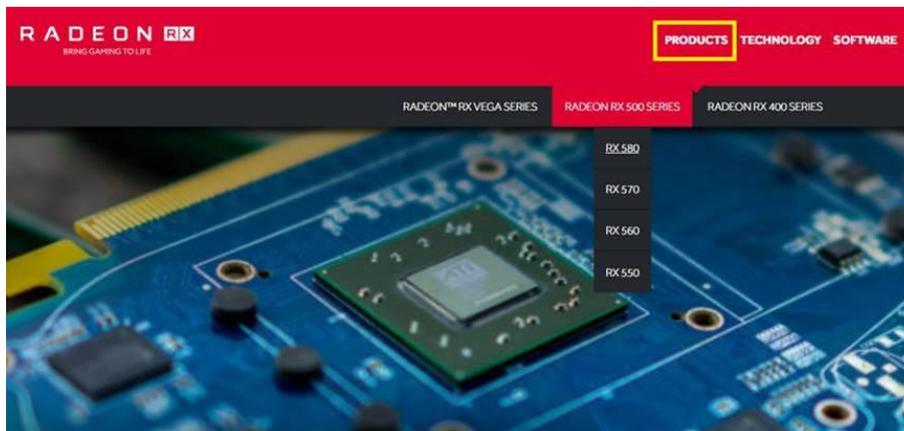


4. Under the **VIEW FULL SPECS** page, you will be able to find all the available display support information.



For AMD cards

1. Navigate to the AMD website: <https://gaming.radeon.com/en/>
2. Then under the **Products** tab, find the corresponding graphic card product. For example, if you have the **STRIX RX580** model, you will need to look under the RX 580 page



3. Under the model product page, user will find all the available display support information.

Compute Units ¹	36
Stream Processors	2304
Clock Speeds (Boost / Base)	Up to 1340 MHz / Up to 1257 MHz
Peak Performance (TFLOPS)	Up to 6.2
Memory Speed (Effective)	Up to 8 Gbps
Texture Units	144
ROPs	32
Memory Bandwidth	Up to 256 GB/s
Memory Interface	256 bit
Memory Type	GDDR5
GCN Architecture	4 th Generation
AMD FreeSync™ Technology ⁵	Yes
DirectX® 12 and Vulkan® Support	Yes
HDMI™	4K60 support
DisplayPort Version ⁶	1.4
HDCP	2.2