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 <u>How to enter Safe Mode?</u> At <u>Step 8</u> 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 dissemble your graphic card. Improper dissembling 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?

 System Check License Agreement 	😢 NVIDIA Instal	ler failed		
Options	Component	Version	Status	
	NVIDIA Update	1.14.17	Not Installed	
Install	PhysX System Software	9.12.1031	A newer or a sar	ne version
Finish	3D Vision Controller Driver	320.14	Not Installed	
	HD Audio Driver	1.3.24.2	Not Installed	
	Graphics Driver	320.14	Failed	
	3D Vision Driver	320.14	Not installed	
	*			

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]

6	<u>0</u> U	pdate Driver Software - NVIDIA GeForce 840M	×
	Hov	v do you want to search for driver software?	
	•	Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	
	•	Browse my computer for driver software Locate and install driver software manually.	
			Cancel

Browser the latest driver in step 1. 7.

Update Driver Software - NVIDIA GeForce 840M	
Browse for driver software on your computer	Browse For Folder
Search for driver software in this location:	
C:\Users\alan1_fang\Downloads\NVDriver_Vista_Win7_Win8_Win8_` - Browse	🔒 AppData 🔹
 Include subfolders Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all driver 	Application Data Contacts Cookies Desktop Downloads Folder: NVDriver_Vista_Win7_Win8_Win8_1_64_VER34
software in the same category as the device.	OK Cancel

- -

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



[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

4	GAMERS UEFI BIOS Utility	- Advanced Mode	🚺 Exit
	🚽 🛧 My Favorites 丨 🖚 Extreme Tweaker	r 📰 Main 🖬 Advanced 🧲 M	onitor 也 Boot
	Advanced\ APM >		
	ErP Ready	Disabled	Allow BIOS to switch off some power
	Restore AC Power Loss	Power Off	ErP requirement, When set to Enabled all stars DME entires will
	Power On By PCI-E/PCI	Disabled	be switched off.
	Power On By RTC	Disabled	
		ErP Ready	
		Disabled	
		Enable(S4+S5) Enable(S5)	Color Nation Lock Hedl Cod
			Last Modified
			→+: Select Screen †↓: Select Item
			Enter: Select

[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

GEFORCE [®] GTX 1080 TI		PERFORMANCE	DESIGN	ANSEL	SPECS	SÚ	BUY NOW
	SPECS						
THE P GEFOI	OWER OF RCE GTX 1	: 1080 Ti					
	GeForce GTX 1080 Ti	GeForce GTX 980 Ti					
GPU Architecture	Pascal	Maxwell					
Frame Buffer	11 GB GDDR5X	6 GB GDDR5					
Memory Speed	11 Gbps	7 Gbps					
Boost Clock	1582 MHz	1075 MHz					
	VIEW FULL SPECS						

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

RCE	OpenGL	4.5	BUY NOW
	Bus Support	PCIe 3.0	
	OS Certification	Windows 7-10 ¹ , Linux, FreeBSDx86	
	Display Support:		
	Maximum Digital Resolution ²	7680x4320@60Hz	
	Standard Display Connectors	DP 1.4 ³ , HDMI 2.0b	
	Multi Monitor	Yes	
	HDCP	2.2	

For AMD cards

1. Navigate to the AMD website: <u>https://gaming.radeon.com/en/</u>

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.

PRODUCTS	TECHNOLOGY S	OFTWARE GAMING	DOWNLOAD DRIVERS	STORE Q O
	36			
2	2304			
ise) Up to 1340 MHz	z / Up to 1257 MH	łz		
VPS) Up	o to 6.2			
e) Up to	o 8 Gbps			
3	144			
	32			
Up to:	256 GB/s			
25	56 bit			
GE	DDR5			
4 th Ge	eneration			
logy ⁵	Yes			
Support	Yes			
4K60) support			
	1.4			
	2.2			
	PHODUCTS ase) Up to 1340 MH OPS) Up e) Up to 400 Up to 2 300 g/ ⁵ P Support 4K60	PRODUCTS TECHNOLOGY S 36 2304 36 36 30	PRODUCTS TECHNOLOGY SOFTWARE CAMING 36	PRODUCTS TECHNOLOGY SOFTWARE GAMINO DOWNLOAD DRIVERS 36