

1. Please make sure all connections are secure.
  - a. Video card secure on motherboard.
  - b. DVI / VGA connections between the monitor and video card are secure.
2. Please try updating your Mother Board BIOS to the newest version.
3. Please check your ATX power supply, most of our graphic card needs a 500 watt or better power supply, with one 6-pin PCIe power connectors. Certified power supplies are strongly recommended; for a list of certified power supplies, please see the following link <http://support.amd.com/en-us/recommended/power-supplies>
4. Please try to plug in the graphic card into another PCIe slot if your MB has another PCIe x16 slot.
5. Please check if your system has good airflow. I would suggest you to have at least 2 fans in your PC, one in the front that will suck air in, the other one put in the back which will blow air out.
6. Please use driver fusion to remove all previous graphic card drivers.  
<http://treexy.com/products/driver-fusion> then installing AMD WHQL driver from:  
<http://support.amd.com/en-us/download>
7. Check all system drivers, update them to the newest WHQL version if website has new version.
8. Please do a Virus and Trojan scan to check if your system is infected or not.
9. Clean up your profile: Whenever you install a program, it will move your profile into the system and become more and more cumbersome. You can find many free cleanup programs online. CCleaner is the current general common Windows login key cleanup program. Download link: <http://www.piriform.com/ccleaner/download/standard>
10. If possible, please do a fresh OS installing with only the necessary drivers. This is to rule out if it is a software issue.
11. If possible, please use other adapters and connectors to test.
12. If possible, please try plugging this card in another system to check the issue.
13. If the issue still exists, please do a RMA service that send graphic card back to check problem.

### **Common Issues:**

#### **5450: "No Display/DOA"**

- Older systems with PCIe 1.0/1.1 are not always compatible with PCIe 2.0 and higher cards
- DVI port is DVI-D only. Can't be used with DVI to VGA converter

#### **HDMI: No Audio**

- AMD driver for Win7/Vista will install audio driver automatically
- Windows will treat HDMI as 2<sup>nd</sup> sound card. Be sure to set audio out in windows to HDMI
  - Presuming that onboard audio or other audio is also installed/enabled
- If still no audio after installing AMD driver, install standalone HDMI Audio driver from Realtek's website, [www.realtek.com.tw](http://www.realtek.com.tw), and click through the following options:

- Downloads > High Definition Audio Codecs (software) > Mark “Accept” and then Next > Select any of the 6 download servers for “ATI HDMI Audio Device”

### **Installing graphics card disables onboard audio**

- May disable onboard sound/sound card through BIOS
  - Boot into windows and check device manager for onboard sound
  - Uninstall AMD drivers
    - “No” to reboot and shut down instead
  - Remove video card
  - Boot into windows and check to see if sound works again
  - Restart and go into BIOS and disable onboard sound
  - Install video card and its drivers
  - Restart machine and go into BIOS to re-enable onboard sound

### **EYEFINITY**

- Requires 5000 series card (or higher) w/at least one Display Port output
- Numbers of monitors dictated by number of display ports on video card
  - 1 = 3 monitors, 2 = 4 monitors, etc.
  - Limited to 6 monitors, even in Cross-Fire
  - Active & Passive Adapters
    - Active adapter required when converting DVI or HDMI to Display Port
    - Passive adapter allowed for converting Display Port to DVI

### **Driver Update**

1. Download and install Driver Sweeper ([http://majorgeeks.com/Driver\\_Sweeper\\_d6171.html](http://majorgeeks.com/Driver_Sweeper_d6171.html)) from majorgeeks.com. Click on any of the download mirror sites.
2. Download the latest driver from AMD’s website, [www.amd.com](http://www.amd.com).
  - a. Drivers can be found by hovering your mouse cursor over the gray rectangle labeled “Find a Driver” in the top right hand corner of the page. The gray bar will drop down and give you the following options:
    - i. Component or Category: Select “Desktop Graphics”.
    - ii. Product Line: Select “Radeon HD Series”.
    - iii. Select your particular series PowerColor AMD Radeon.
    - iv. Select your operating system.
  - b. In order to download older driver version from the driver archives, you can do so by clicking the link “Previous Drivers and Software” located in the gray box just to the right of the current driver version.
3. Delete the “AMD” and/or the “ATI” folder located in C:\. If it went to the recycle bin, delete it from the recycle bin as well.
4. Uninstall the current AMD driver version through “Programs and Features” (win7/Vista) or “Add/Remove Programs” (winXP).
5. Restart and boot into safe mode by pressing the “F8” key on the keyboard.
6. Run Driver Sweeper.

- a. Select the “AMD – Display” option.
  - b. Click on “Analyze”.
  - c. Click on “Clean”.
7. Restart and boot into windows normally.
8. Install the latest driver (or previous driver version) that was downloaded from AMD’s website.
9. Restart your computer.
10. Test your machine to attempt to recreate the problem.

## **Run FurMark**

If the problem persists even after a driver update, I want you to run FurMark (<http://www.ozone3d.net/benchmarks/fur/>) then. This is a GPU stress program that will put the GPU under full load in order to “break” the card if there is something wrong with it. If it fails (you should just see a floating donut the whole time), you’ll know it. Run the following settings:

- Full Screen (checked)
- Resolution (your screen’s maximum)
- Dynamic background, Burn-in, Xtreme burn-in (all checked)
- Everything else is default
- Click “BURN-IN Test” and let it run for at least 30min, longer is better. 2hrs would be a good run. Overnight would be best.

A failure would be if you see anything that isn’t a floating donut the entire time. Things like lines across the screen, the screen goes black, the program crashes to desktop, the program crashes to desktop and your computer locks up, etc. You will see the donut the entire time until you stop the program.

## **Start New RMA**

In the end, if there is still an issue, please start a RMA process with us.

In order to set up an RMA with us, it’s all handled through our website, [http://powercolor.com/us/members\\_login\\_2.asp?url=support\\_rmaservice.asp](http://powercolor.com/us/members_login_2.asp?url=support_rmaservice.asp). You will need to create an account on our website first if you don’t already have one. Once created, you will need to log in and fill out the form. The form does require that you have the card’s serial number, part number, and copy of invoice (JPG or PDF file format 500K or smaller) ready as that information is requested to be input and / or uploaded to our website.