


FAQ's

If your desktop PC cannot connect to a wireless network, please connect the PC with a network cable first to check whether the problem is with the router.

If the cable network can work while the wireless network is abnormal, please follow the troubleshooting instructions below :




Q1: Wifi icon shows  at the right bottom corner(red cross).

A1: Please confirm whether the Wi-Fi network is turned off or in the flight mode.

If it still doesn't work after turning on the Wi-Fi, please reinstall the Wifi driver.



Q2: Wifi icon shows  at the right bottom corner(yellow exclamation mark) or wifi is detected but can't connect.

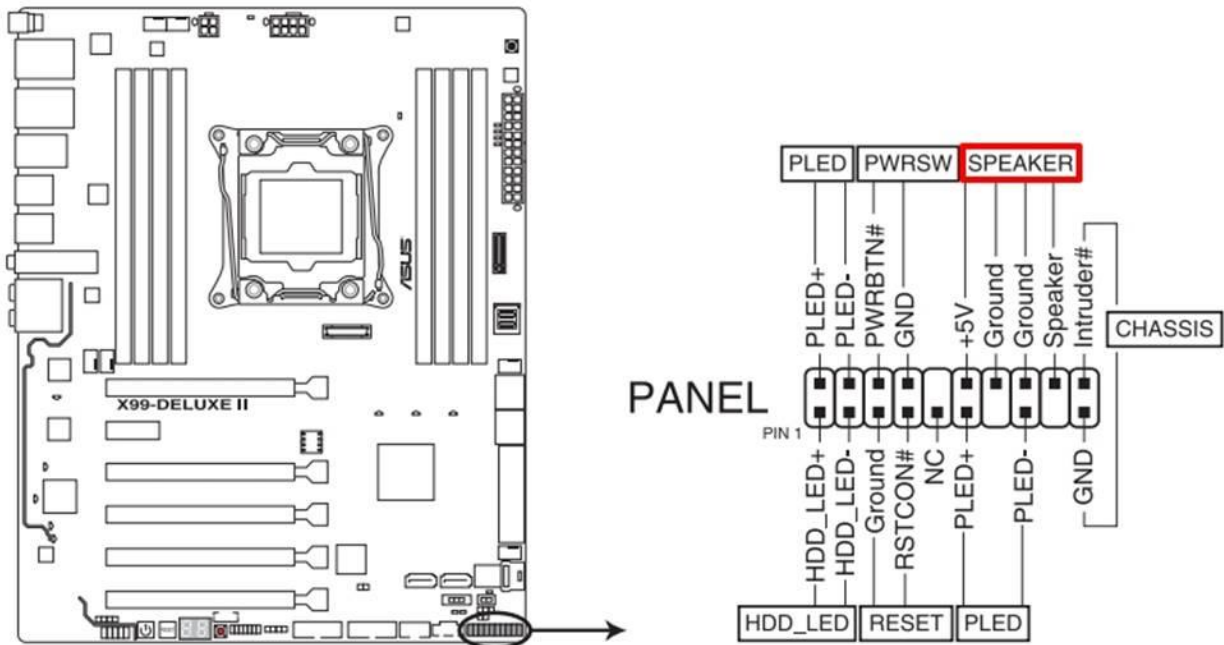
A2: Please try to connect to another wifi source (ex: cell phone). If it still doesn't work, please reinstall the wifi driver.

[Motherboard]Nothing shows on monitor after assembling a PC, the way of identification by connecting the buzzer

[Motherboard] Nothing shows on monitor after assembling a PC, the way of identification by connecting the buzzer

Make sure that the CPU, memory, power supply and motherboard are connected properly. If there is a buzzer, it is recommended to connect the buzzer for testing.

When the buzzer is properly installed, please power on and follow the sound emitted by the buzzer. (Speaker's correct location, please refer to the motherboard manual).



1. Power Light is ON, "One short beep" from speaker but nothing shows on monitor

One short beep from speaker means device boots normally. Please confirm whether monitor is working and correctly connected to device.

2. Power Light is ON, "No beep" from speaker

Please check your CPU and memory are installed normally and no oxidation at connection part. If there is any oxidation, please try to wipe the oxidation part with an eraser. If it still cannot be turned on properly, please clean it with contact cleaner and re-install.

3. "One long and two short beeps" from speaker

Abnormal detected in Memory, please confirm whether memory is correctly installed on motherboard.

Please refer to Motherboard manual for related instruction about memory.

4. "One long and three short beeps" from speaker

It detects the abnormal in graphic card. If graphic card needs extra power supply, please ensure power supply can provide enough watt.

[DesktopPC/Motherboard]Troubleshooting- Noise from Microphone

Last Update : 2017/08/02 16:23

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[DesktopPC/Motherboard]Troubleshooting- Noise from Microphone

If noise comes out from your microphone, please test by connecting it to other devices in order to exclude the possibility of malfunction.

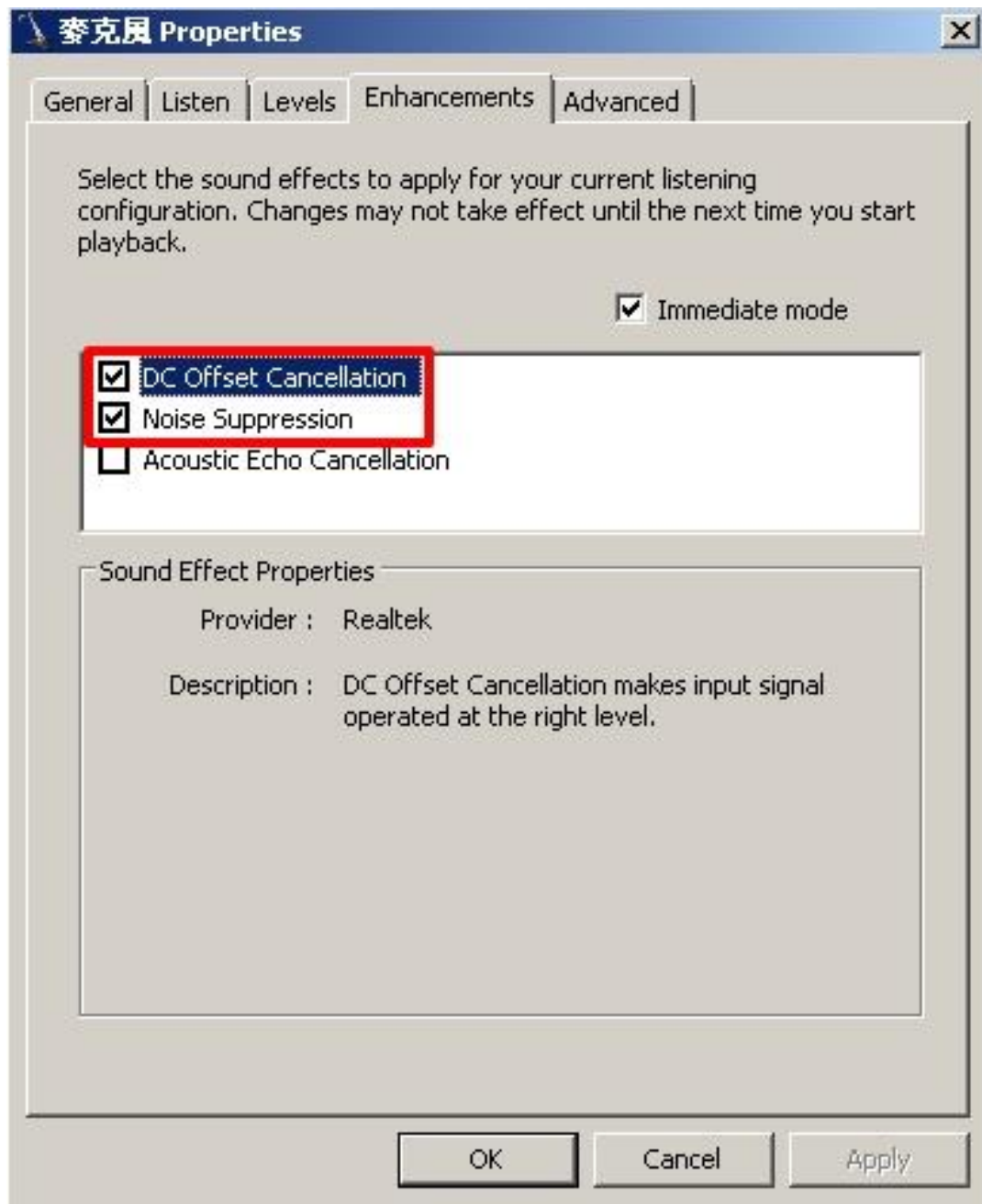
If microphone is normal after confirmation, please try below methods:

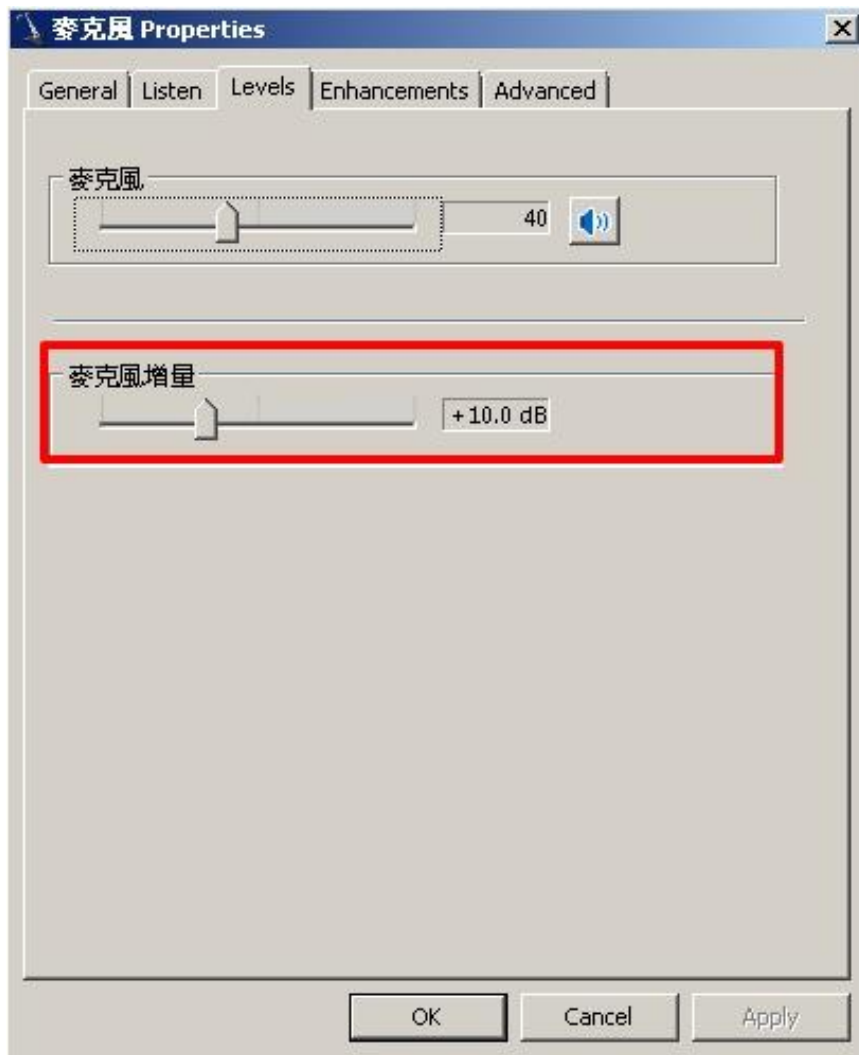
1. Please check whether there is any interference near microphone(e.g. mobile phone,speaker echo...)
2. Check if there is any dirt/dust stuck at microphone plug and connector hole on desktoip



3. Adjust the setting of microphone: Right click  at right-bottom corner->choose "**Recording devices**"->Right click "**Properties**" for "**Microphone**"->Click "**DC Offset Cancellation**" Erase "and"**Noise Suppression**" at Tab "**Enhancements**"

Adjust "**Microphone enhancement**" to the moderate value on "**Level**" Tab.





4. If the driver comes attached with microphone, please ensure whether you've correctly installed or try to download the latest driver and install.