How to use Windows Update in OS system?

Please follow the instruction below to perform the Windows Update:

1. **Start > Settings > Find Update and Security**, then find the Windows update. Select the **Check for update**

   ![Settings](image1)

   ![Windows Update](image2)

2. After you finish and complete the update procedures, you can select **"Checking for updates"** to see the information of previous update data.

   ![Windows Update](image3)
After upgrade to Windows 10 - How to create a recovery drive?

1. Go to the **Search** field in Taskbar.
2. Key in "create", then select the item **Create a recovery drive**.

3. Mark the checkbox for **Back up system files to the recovery drive**. Click **Next** to create a recovery drive and run the process.
Create a recovery drive

Even if your PC can't start, you can use a recovery drive to reset it or troubleshoot problems. If you back up system files to this drive, you'll also be able to use it to reinstall Windows.

Back up system files to the recovery drive
Once the process completes, plug in your USB flash drive (at least 8GB), then Click Next.
Select your USB flash drive and click Next.  **Note:** Everything on the chosen drive will be deleted. Make sure you backup all files in advance.
Click Create
System starts running to create a recovery drive. (It takes some time to complete)
Click **Finish** when the recovery drive is ready.
Now you can find the folders and contents of the USB flash drive in Recovery Disk.
How to do the recovery?

Insert the USB drive then press ESC during the ASUS boot process. Select USB boot device.

(Example: USB type is a Innostor USB Device)
Choose the language.

Choose your keyboard layout.
Click Troubleshoot
Choose the **Recover from a drive.**

You can choose either one of them based on your need.
Click **Recover** in the end.

It will take some time to complete the process. The basic setting page will appear when the recovery is completed.
Congratulations! Your system recovery has been completed. Now you can restart Windows 10.

Windows 10 - Touchpad and FN-keys don't work
Last Update : 2018/02/26 13:54

Send to Email Open on your smart phone

Windows 10 - touchpad and FN-keys don't work

Note: Please make sure if your device supports Windows 10. by checking the supported device list here

Please follow the steps below for troubleshooting:

1. Go to [www.asus.com/support/](http://www.asus.com/support/) and key in the model name of your Asus device. (ex: X750JB)
2. From the product support page, find **Drivers and Utility**, and then choose the OS as **Windows 10**.
3. You will see the list of drivers and utilities for Windows 10. Download and install the latest version of drivers ATK and Touchpad Smart Gesture.
4. Delete the previous versions from Programs and Features. Tap Win+X on keyboard > Programs and Features.

   In search bar, type ATK (delete) and then delete the Smart Gesture.

5. Install the latest drivers- ATK and Smart Gesture and reboot your Notebook to activate the driver you downloaded.

ASUS Keyboard Lock - Version Update
Last Update: 2018/02/26 13:50

If you would like to update the version of ASUS Keyboard Lock, you'll first need to uninstall the old version of ASUS Keyboard Lock.

Please follow the below steps to uninstall and install ASUS Keyboard Lock:
1. From the Windows Search column, please key in **cont**, then choose **Control Panel**.
2. Choose **Uninstall a program**.

3. Find **ASUS Keyboard Lock** from the Program list, then click **Uninstall**.

4. Choose **Yes** to run the uninstallation process.
5. Wait a moment to complete the uninstallation process.

6. Confirm whether **ASUS Keyboard Lock** is removed from the Programs list

※ **Note:** Just in case, we recommend you reboot the system and then confirm again.
7. Go to the support site page and search for your Notebook model. Find the product page and download the latest version of ASUS Keyboard Lock from Utilities list.

Please refer to the below FAQ for how to check your system name and search for the driver.

How to inquire correct model name or CPU type?

How to search for the drivers, manuals and spec information on ASUS site?

8. After you download, right click the file, then unzip to extract the file.
9. Double click the **setup.exe** to run and execute the installation step by step.
Welcome to the ASUS Keyboard Lock Setup Wizard

The installer will guide you through the steps required to install ASUS Keyboard Lock on your computer.

WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
ASUS Keyboard Lock

Select Installation Folder

The installer will install ASUS Keyboard Lock to the following folder:

To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".

Folder:
C:\Program Files\ASUS\ASUS Keyboard Lock

Install ASUS Keyboard Lock for yourself, or for anyone who uses this computer:

- Everyone
- Just me

[Buttons: Cancel, Back, Next]
Confirm Installation

The installer is ready to install ASUS Keyboard Lock on your computer.

Click “Next” to start the installation.
10. After you complete, please confirm whether ASUS Keyboard Lock is in the program list again.

**Note:** We recommend you reboot the system and then confirm again.
※ For some versions of ASUS Keyboard Lock, it's not necessary to uninstall the current version in order to install the new version.

[Notebook] How to reinstall system from HDD to other storage?

My HDD/SSD works badly in Notebook so I want to replace the disk and reinstall OS from an external drive to another one.

Please follow the steps below:

1. Firstly, you'll need to create the ISO image. You can do this in different ways, depending on your system version.
   - For Windows 8/8.1, please use Backtracker Utility
   - For Windows 10, please use Windows features.

2. When your USB Drive/CD Drive (for Windows 7) with image are ready and the faulty HDD/SSD has been replaced, please follow the next steps:
   - For Windows 7 installation, please refer to the link
   - For Windows 8/8.1 installation, please refer to the link
   - For Windows 10 installation, please refer to the link

Note: If your notebook cannot be turned on or the HDD/SSD drive is broken, please visit your local repair shop for system installation
ASUS is aware of recent security research disclosing software analysis methods known as Meltdown and Spectre that, when used for malicious purposes, have the potential to improperly gather sensitive data from computing devices that are operating as designed. ASUS is working closely with platform owners and OS partners to provide solutions.

**Symptom Description**
Malicious code utilizing a new method of side channel analysis and running locally on a normally operating platform has the potential to allow the inference of data values from memory. The use of this method might facilitate access to unauthorized information to an attacker with local user access.

**The following Intel-based platforms are impacted by this issue**, and the list may be modified based on the updates from platform owners at a later time.

- 2nd generation Intel® Core™ processors
- 3rd generation Intel® Core™ processors
- 4th generation Intel® Core™ processors
- 5th generation Intel® Core™ processors
- 6th generation Intel® Core™ processors
- 7th generation Intel® Core™ processors
- 8th generation Intel® Core™ processors
- Intel® Atom™ Processor Z Series
- Intel® Celeron® Processor J Series
- Intel® Celeron® Processor N Series
- Intel® Pentium® Processor J Series
- Intel® Pentium® Processor N Series


**ASUS Solutions**

To enhance resiliency to the side channel analysis method, ASUS will provide a solution in a forthcoming BIOS update. Together with the latest Windows OS Hot Fix update, your computer will be well protected. Although applying the BIOS update and OS Hot Fix will mitigate the risk of the side channel analysis method, computer performance might be impacted. However, any performance impacts are workload-dependent and may vary by hardware generation and
implementation by the chip manufacturer. For most users, the performance impact should not be significant.

Intel recently released a new announcement (https://security-center.intel.com/advisory.aspx?intelid=INTEL-SA-00088&languageid=en-fr) suggesting to stop deployment of current BIOS updates as they may introduce higher than expected reboots and other unpredictable system behavior. Following Intel’s guidance, ASUS will suspend all BIOS updates for affected platforms. Once Intel reissues a stable microcode update, ASUS will update our BIOS accordingly.

(1) ASUS BIOS Update

Please find our first wave model list below. We are working with Intel to make new BIOS updates available and will release to customers as soon as possible. https://www.asus.com/News/YQ3Cr4OYKdTwnQK

More details will be added to this document as soon as they become available.

(2) Windows OS Hot Fix Update
The OS Build version and KB number listed below are the latest version released from Microsoft to solve this issue. Please make sure your computer has been updated.

<table>
<thead>
<tr>
<th>OS Build</th>
<th>OS Security updates</th>
<th>Internet Explorer 11</th>
<th>Microsoft Edge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 7: OS build 6.1.7600.xx</td>
<td>Please upgrade to Win 7 with SP1, then using Win 7 SP1 security updates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 7 (SP1): OS build 6.1.7601.xx</td>
<td>KB4056897</td>
<td>KB4056568</td>
<td>N/A</td>
</tr>
<tr>
<td>Windows 8: OS build 6.2.9200.xx</td>
<td>Please upgrade Win 8.1, then using Win 8.1 security updates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 8.1: OS build 6.3.9200.xx</td>
<td>KB4056898</td>
<td>KB4056568</td>
<td>N/A</td>
</tr>
<tr>
<td>Windows 8.1 (SP1): OS build 6.3.9600.xx</td>
<td>KB4056898</td>
<td>KB4056568</td>
<td>N/A</td>
</tr>
<tr>
<td>Win10 TH1 : Version 1507, OS build 10240.xx</td>
<td>Please upgrade your OS to TH2 above, then using their security updates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Win10 TH2 : Version 1511, OS build 10586.xx</td>
<td>KB4056888</td>
<td>KB4056893</td>
<td>KB4056888</td>
</tr>
<tr>
<td>Win10 RS1 : Version 1607, OS build 14393.xx</td>
<td>KB4056890</td>
<td>KB4056890</td>
<td>KB4056890</td>
</tr>
<tr>
<td>Windows 10 RS2: Version 1703, OS build 15063.xx</td>
<td>KB4056891</td>
<td>KB4056891</td>
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</tr>
<tr>
<td>Windows 10 RS3: Version 1709, OS build 16299.xx</td>
<td>KB4056892</td>
<td>KB4056892</td>
<td>KB4056892</td>
</tr>
</tbody>
</table>


**How to update OS and check KB number?**

**Step 1:** Please update to the Latest Version of Windows

Select the **Start** button, then select **Settings 🛠 > Update & security 📈 > Update ☑️**. If you want to check for updates manually, select **Check for updates**.

**Step 2:** Please update to the Latest Version of Windows

Type **winver** in the Search Bar and then press Enter to check your **Windows version** and OS Build information.
Step 3: Check the KB Number of Your Latest Windows Update

Type **Control Panel** in the Search Bar, then select **Programs > Uninstall a program > View installed updates.**
A list of updates will be displayed. The KB number for each update is shown in parentheses.

FOR THE MOST UP TO DATE INFORMATION, PLEASE REMAIN CURRENT WITH UPDATES AND ADVISORIES FROM ASUS REGARDING YOUR EQUIPMENT AND SOFTWARE. THE INFORMATION PROVIDED IN THIS ADVISORY IS PROVIDED ON AS “AS IS” BASIS WITHOUT ANY WARRANTY OR GUARANTEE OF ANY KIND. ASUS RESERVES THE RIGHT TO CHANGE OR UPDATE THIS ADVISORY AT ANY TIME WITHOUT NOTICE.
Introduction--ASUS Gaming Center

Introduction

ASUS Gaming Center can launch ASUS applications and easily access settings. Its integrated application contains the ROG Game First III, ASUS Gaming MacroKey, Splendid, NVIDIA GeForce Experience...Etc.

Launch ASUS Gaming Center

You would find main page by click desktop icon or press "Gaming Key" though keyboard.

1. By link on taskbar

![Taskbar with ASUS Gaming Center icon highlighted]

2. Press “Gaming key”

![Keyboard with ROG key highlighted]
Main page slide in /slide out behavior:

- When the cursor position in dynamic page, please scroll down the mouse wheel.
- When the cursor position in static page, please scroll up the mouse wheel.

Tile of Gaming Center

1. System Information

- Storage: Only check (C:) +(D:) system drive used and available storage
- Memory: Memory used and available size
2. Show Time

- Show: Time/Weather/Location
- Weather and location information are getting from internet.
3. ROG Game First III

- You can quickly launch and setting ROG Game First III utility by click this tile.
- If this app doesn’t install, hide the tile.
- For details introduction about ROG Game First III utility please refer to KB: 1009765

4. NVIDIA GeForce Experience

- You can quickly launch and setting NVIDIA GeForce Experience utility by click this tile.
- If this app doesn’t install, hide the tile.
- For details introduction about NVIDIA GeForce Experience utility please refer to below link: http://www.geforce.com/geforce-experience
5. ASUS ROG MacroKey

- You can quickly launch and setting ASUS ROG MacroKey utility by click this tile.
- Display applied MacroKey profile name
- If this app doesn’t install, hide the tile.
- For details introduction about ASUS ROG MacroKey utility please refer to KB: 1010546
6. Splendid

Launch Splendid and switch mode: Normal/ Theater/ Vivid/ Manual.

For details introduction about Splendid utility please refer to KB: 1009986
7. Gaming Profile Setting

1. Users can set their own gaming mode, and edit mode name.
2. Provide users 4 modes setting. Default setting is Gaming mode1, only default mode can’t be off
3. If turn on, the mode name will show on Gaming center main page.
4. After open Gaming Center, press the Gaming Key can switch gaming mode.
- Category: App/ Software/ Utility
- Type: Product Knowledge
Introduction

*Sonic Studio section*: Adjusts the audio effects for any of the user's profiles
1. Profile Management:
   - Suits any type of multimedia experience
   - Allows the user to create his own profiles and save them on his computer

2. Audio Player: Allows the user to test the audio settings he made with a sample of music

3. Equalizer: The user can choose the most optimized equalizer profile or fine tune it manually

4. Bass Boost: Increases the volume of the low frequencies

5. Smart EQ: Boosts the high frequencies to make them sound clearer

6. Device section display:
   - Device icon
   - Device state
   - Volume

7. Surround: Re-creates a multichannel listening experience over stereo headphones or speakers

8. Reverb: Increases the feeling of spaciousness by allowing the user to choose between 6 types of reverbs

9. Voice Clarity: Detects, extracts and boosts the voice information from any audio content

10. Reset button: Anytime, the user can customize the audio effects of his profiles and reset his changes whenever he wants

11. Global on / off button: Turns on and off Sonic Studio in order to test the audio effects over speakers or headphones

Mic effects section: Adjusts the audio effects for communications
1. **Tuning Mode**: Automatically and dynamically adjusts the Noise Gate the Noise Reduction depending on the estimated background noise

2. **Volume Stabilizer**: Maintains a constant level of voice no matter the distance with the microphone

3. **Noise Gate**: Removes the background noise between words and sentences

4. **Noise Reduction**: Removes the remaining noise on top of the user's voice

**Casting enhancer section**: Enables the audio and mic effects of Sonic Studio for the player's recording sessions
1. **Automatic launch of our Casting Enhancer**: Enables or disables the high quality audio processing over a recording session without any need of adjustments.

2. **Display pop-up**: Enables or disables the pop-up message which indicates that the Casting Enhancer has started to work.

[Windows Troubleshooting] How can you find the earlier versions of Windows 10 installed driver and reinstall them?

Last Update: 2018/02/05 17:45

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If your system has gone through multiple Windows 10 updates, it's possible Windows has automatically updated and installed some of the drivers.
Is it possible to find out which driver versions were installed previously and reinstall them?

1. Yes. Open **Device Manager** *(Right click the bottom-left corner and select Device Manager or directly search 'device manager')* and open the properties of the device that you are concerned with.

![Device Manager](https://via.placeholder.com/150)

2. We checked the Intel display driver in the example below. Make a note of the currently installed driver version *(we usually record the last 4 or 5 digits of the driver version)* and click on 'Update Driver'.
3. Select the option **Browse my computer** to manually install the driver as below.
4. Select the option **Let me pick from a list of available drivers** as below.
5. Check the driver list and confirm your currently installed driver version to decide which driver version you want to install and which would normally be the next new driver version you can find (*.4534 in the example below) and hit 'Next' to install it.
6. If each process goes smoothly, Windows will install the driver version you selected. If necessary, you can repeat the process to install a different version of previously installed drivers or look elsewhere for newer driver versions.

Troubleshooting of Projectors
Last Update : 2018/02/05 15:33

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My projector is getting trouble on such as can’t power on, no display, color abnormal or display abnormal.

For no power, no display, abnormal color or abnormal display issues, please reconnect the cable with the source device and reboot the projector again.

If necessary, reset the projector to default settings. Please refer to the FAQ below for further troubleshooting scenarios.
Projector E1Z FAQ

What to do if the projector shows blurred and hazy images?
What to do if lens of my projector is dirty?
Power of projector can’t be turned on
Projector is powered on but displays no image/ image freezes
The projected image looks like trapezoid or tilted to one side.
My projector image is upside down.
The projected screen corner is blurrier than the middle.
The unit can’t project by using VGA cable on MacBook Air
The device is powered on but shows no image, no video or it will automatically turn off in a few minutes.
The device is powered on but the projected color or display is abnormal, what should I do?
How do I see my power point documents if I get error unsupported file or images are missing
How to reset the unit to default setting

If above FAQs didn't solve your problem, or didn't address the issue you're having, please contact local technique support center or service center for further assistance.

Backtracker - How to download and install Backtracker?

Introduction

Download Backtracker from below links based on your Windows version and follow the installation steps to complete the installation.

You can also search for related FAQs from the ASUS official web site. https://www.asus.com/

Windows 64bit

Windows 32bit

Note: The steps shown below are for the installation of Backtracker v3.0.7 and it's only compatible with Windows 8 /Windows 8.1

Installation steps

1. Open the Backtracker file.
2. Click "Setup.exe"
3. Install Backtracker -> Click **Next**
4. Click **Close** after the installation complete.
5. Complete the installation and Start the Backtracker.
You can also key in Backtracker in the search bar to check the related FAQ.
After upgrading to Windows 10 - ROG AudioWizard does not work

ROG AudioWizard does not work

Open control panel ——uninstall a program——Remove Realtek audio driver
Open Settings——Update & security——Run Windows Update (there has Realtek audio driver in detail, download and install)

Security Update for Windows 10 for x64-based Systems (KB3074679)
Waiting for download

Update for Windows 10 for x64-based Systems (KB3074686)
Waiting for download

Realtek Semiconductor Corp. - Audio Device, Other hardware - Realtek High Definition Audio
Waiting for download

After Windows update finished, you can use Audio wizard
If there is no found audio update on the windows update, you also can download and install the driver via ASUS support site

Log in ASUS website http://www.asus.com and search the model in the search box (example: G751JM)
Tap or click Support

Tap or click Driver & Tools
Choose the OS (If there is no Windows 10's choice, you can choose the lasted OS or build)
Windows 8 - How to restore the system to factory default settings if I can't enter the system?

If I can't enter the system, how can I restore the Windows 8 laptop or PC to factory default settings?

If you can't enter the Windows 8 system, you can try to restore the Windows 8 laptop or PC to factory default settings.

* Please make sure the files in the Windows 8 system are removable.

* If you can boot the system, you can refer to the KB below about how to restore the system to factory default settings.

  How to restore a Windows 8 laptop or PC to factory default settings?

If you can't enter the system, the system will enter [Automatic Repair] mode.
If "Automatic Repair" couldn't repair your PC, please click [Advanced options].
Click "Troubleshoot".

Click "Reset your PC".
Click "Next".

* Please make sure you have copied any data you need to keep onto a backup drive before proceeding.
Select the proper mode to remove the files

- Only the drive where Windows is installed: Only remove the drive where Windows is installed.

- All drives: Remove the files in all drivers.

Note: It is recommended to back up the important files to the external storage.
Reset your PC

Your PC has more than one drive. Do you want to remove all files from all drives?

- Only the drive where Windows is installed
- All drives

Select the proper mode to clean the drive.
Click [Reset] to reset the system.

**Note1**: Please make sure the files in the system are removable.

**Note2**: It is recommended to plug the power supply.

Windows 8-How to enter [Safe Mode] if I can't enter the system?
How can I enter [Safe Mode] when I can't enter the system of Windows 8?

From Windows 8, you will not be able to enter [Safe Mode] by pressing "F8" when you boot the system.

There are two methods to enter [Safe Mode].

You can find how to enter [Safe Mode] while you can't enter the system.

If you can enter the system, you can find the method from the other FAQ as below.

Windows 8 - How to enter [Safe Mode]?

If you can't enter the system, the system will enter [Automatic Repair] mode.

If "Automatic Repair" couldn't repair your PC, please click [Advanced options].
Click "Troubleshoot".
Click "Advanced options".
Click "Startup Settings".
Click "Restart".
Enter the proper mode by using the numeric key or function key F1~F9.

You can enter [Safe Mode] from the 3 options.

(4) Enable Safe Mode

(5) Enable Safe Mode with Networking

(6) Enable Safe Mode with Command Prompt
If you select (4) **Enable Safe Mode**, you will see the display below.

Now, you can install an external storage and back up the important files to the storage.

Then you can refer to the FAQ: **If I can't enter the system, how can I restore the Windows 8 laptop or PC to factory default settings?**
Finally, if you have any issue about the operation process, please consult with the ASUS Service Center.

Windows 8 - How to restore the system to factory default settings?

**How to restore a Windows 8 laptop or PC to factory default settings?**

1. Please move the mouse to the bottom right corner to initialize the charm bar.

   If you are using the touch screen, you need to swipe in from the right edge of your screen to initialize the charm bar.

2. Click "Settings".
3. Click "Change PC settings".
4. Click [General] then select [Remove everything and reinstall Windows].

5. Click [Get started].
If the operating system is "Windows 8.1", please click "Update and recovery", then select [Remove everything and reinstall Windows].
6. Click [Next].

**Note:** All your personal files and apps will be removed.
7. Select the drives which you want to remove.

   - **Only the drive where Windows is installed** : Only remove the files in the drive where Windows is installed.

   - **All drives** : Remove all files in the drives.

   **Note:** It is recommended to back up the important files to the external storage.
8. Select the proper options to clean your drive.
9. Click "Reset" to reset your PC.

**Note:** Please make sure you have made a backup of the important files. It is strongly recommended to connect the power supply to the laptop.

Finally, if you have any issue about the operation process, please consult with the ASUS Service Center.

**Related Topics**

- [Windows 8-How to enter [Safe Mode]?](#)
- [Windows 8-How to enter [Safe Mode] if I can't enter the system?](#)
- [Windows 8 - How to restore the system to factory default settings if I can't enter the system?](#)
- [Windows 8-How to refresh/reinstall Operation System?](#)
- [Windows 8 - How to restore the system to factory default settings?](#)

**Endless OS - How do I know if I'm connected to the Internet?**

Last Update: 2018/01/22 14:53
How do I know if I'm connected to the Internet?

Notice: Endless OS only supports ASUS Non-OS product. ASUS product preloaded with Windows OS or Chrome OS do not yet support the install of Endless OS. ASUS official website will not provide any support about downloads for Endless OS. In addition, ASUS doesn’t provide any support for compatibility problem if you install Endless OS to ASUS product preloaded with Windows OS or Chrome OS. Some damages (e.g. dysfunction, file damage……) caused by installing Endless OS will be charged for repair and ASUS will not compensate for any loss caused by file damage.

1. Look for the internet icon at the bottom right corner of your screen, on the toolbar. You’ll see one of these icons:

   - [WiFi is connected](#)
   - [Ethernet is connected](#)
   - [No internet connection](#)

2. Test your internet by opening your browser and typing any web address, such as [endlessm.com](http://endlessm.com). Hit **Enter** on your keyboard. If you are not connected to the internet, you will see an error message.

   If this happens, try turning off the Wi-Fi of your computer and turning it on again, or try unplugging your ethernet cable and plug it back in. You can also try turning off your home Wi-Fi device and wait for **15 seconds**, then turning it on again.