

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**



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



Settings

Home

Find a setting

Update & Security

Windows Update

Windows Defender

Backup

Troubleshoot

Windows Update

Update status

Updates are available.

- Definition Update for Windows Defender Antivirus - KB2267602 (Definition 1.259.1664.0)
Status: Awaiting install
- **ASUSTeK COMPUTER INC. - System Hardware Update - 1/12/2018**
Status: Downloading - 36%
- 2018-01 Security Update for Adobe Flash Player for Windows 10 Version 1709 for ARM64-based Systems (KB4056887)
Status: Awaiting install

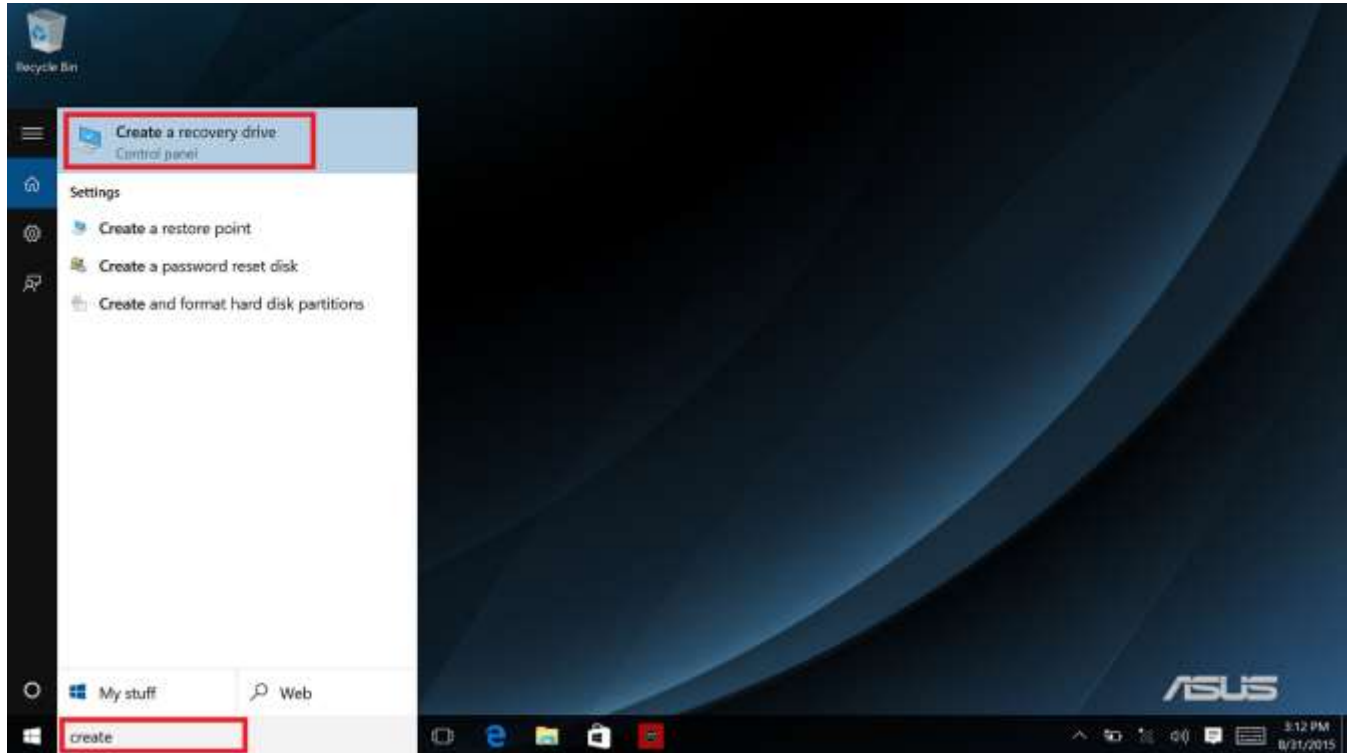
After upgrade to Windows 10 - How to create a recovery drive?

After upgrade to Windows 10 - How to create a recovery drive?

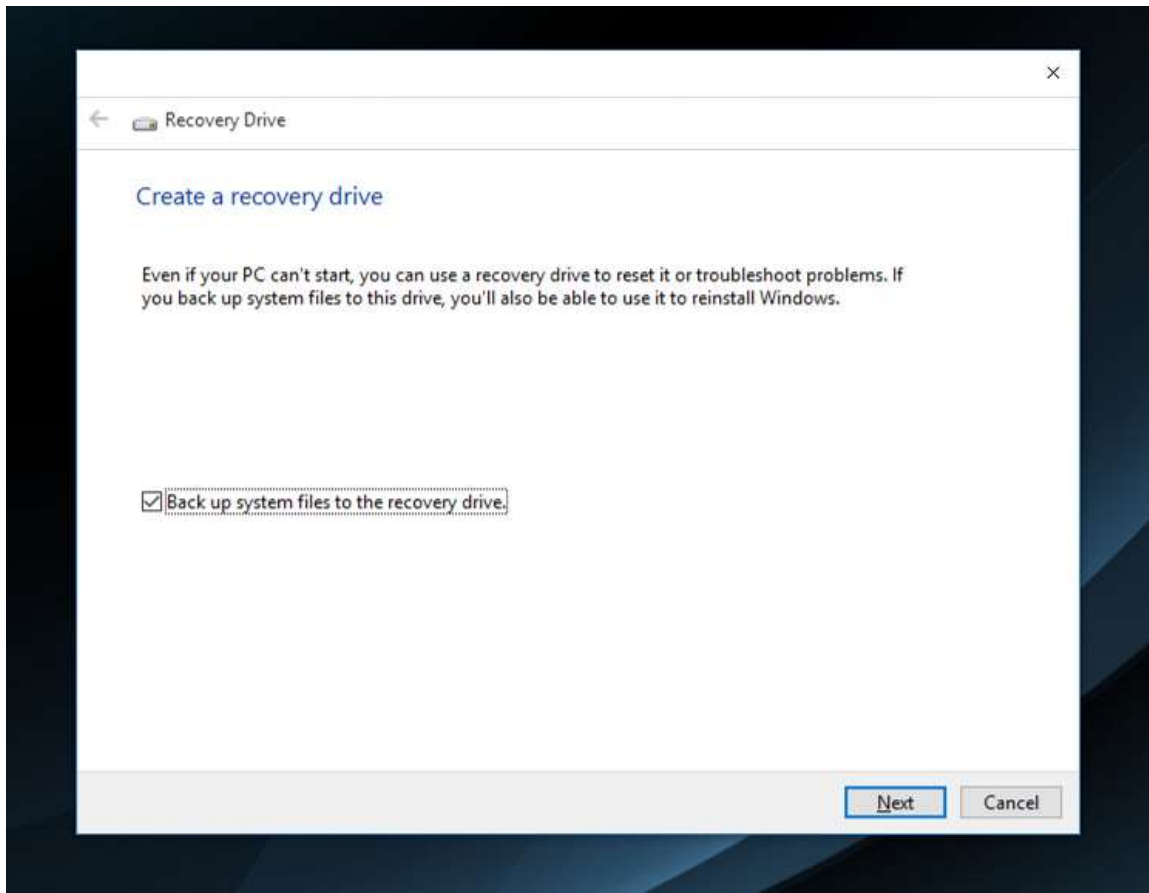
1. Go to the **Search** field in Taskbar.



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.



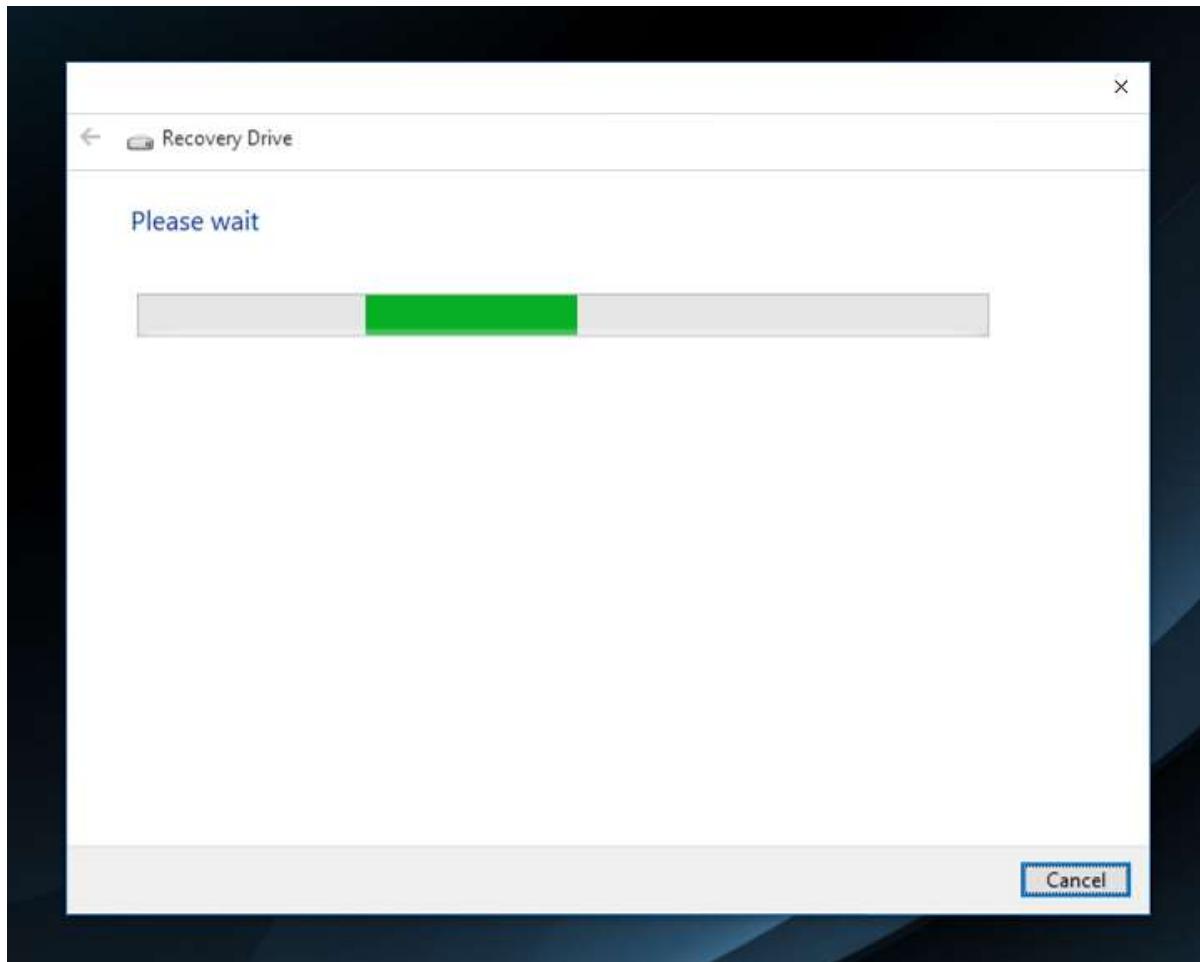
Create a recovery drive

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.

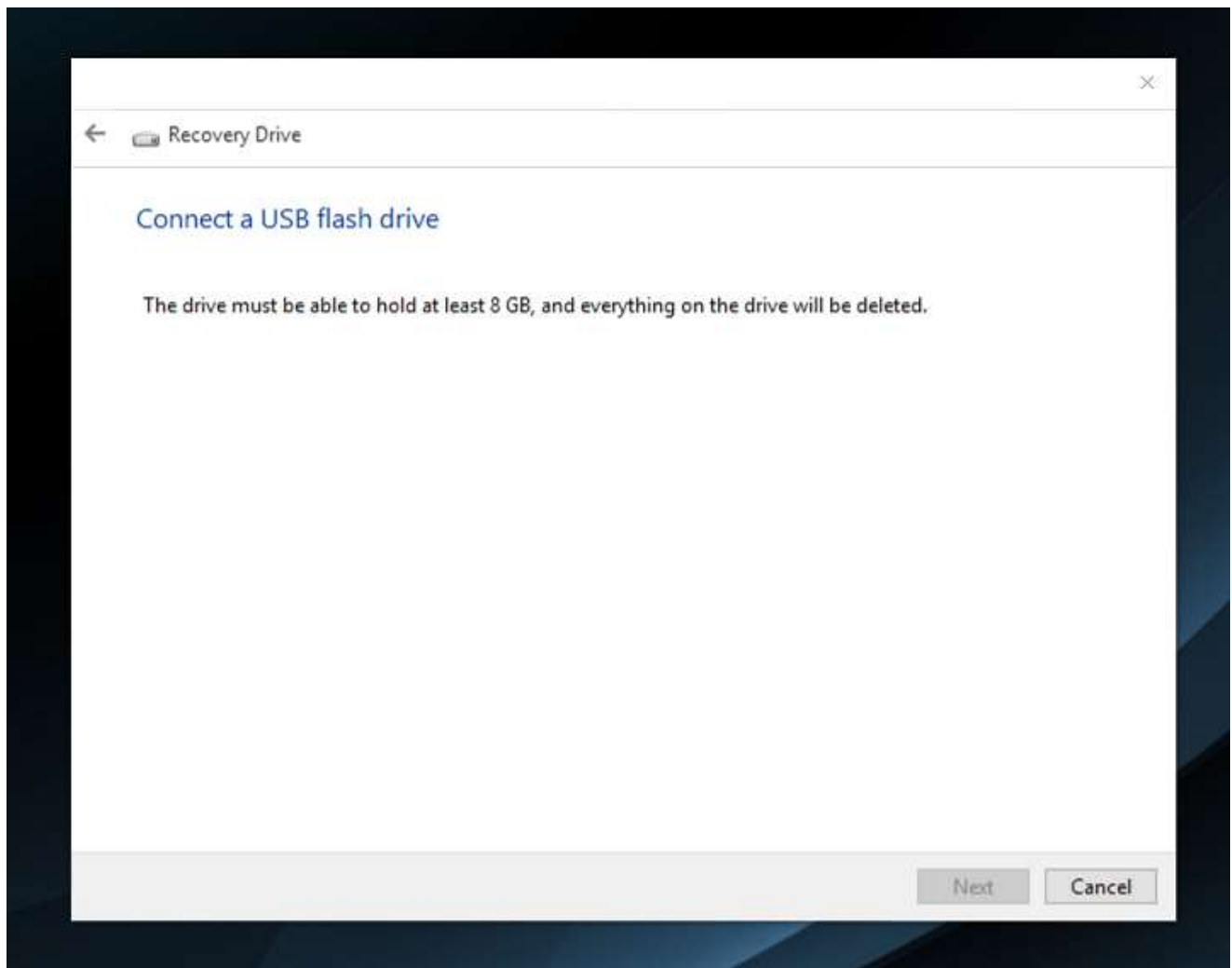
Back up system files to the recovery drive.

Next

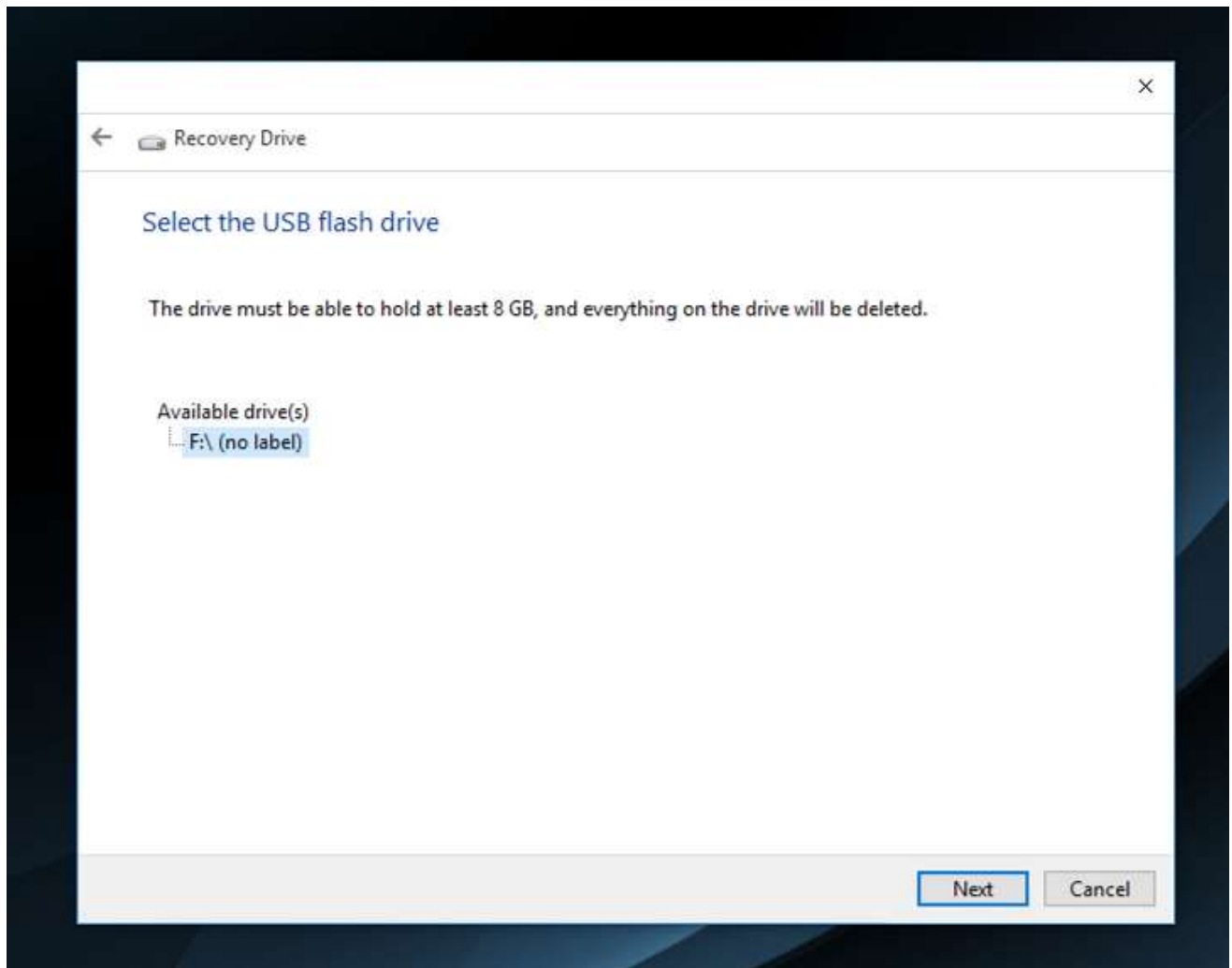
Cancel



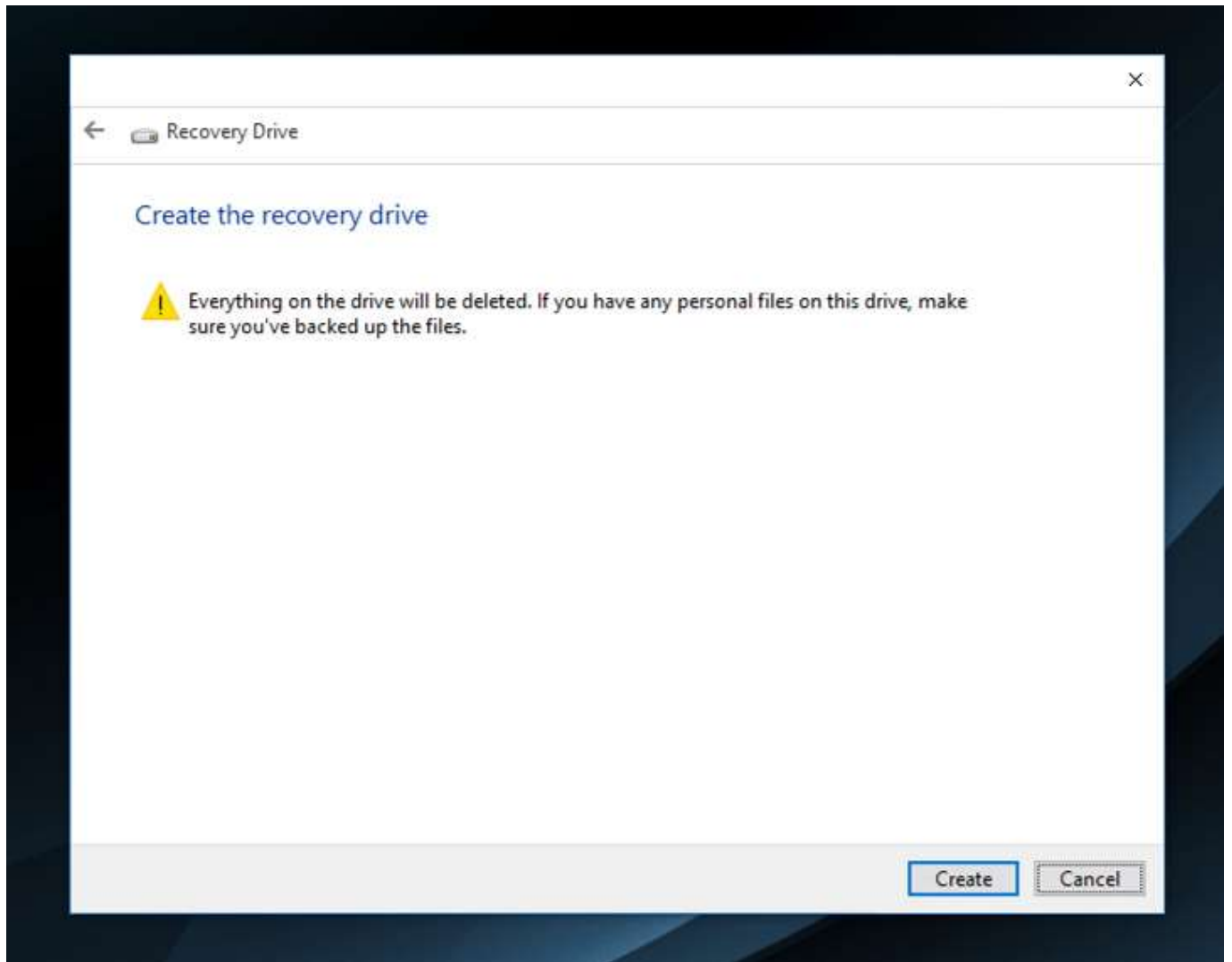
Once the process completes, plug in your USB flash drive (**at least 8GB**), then Click **Next**.



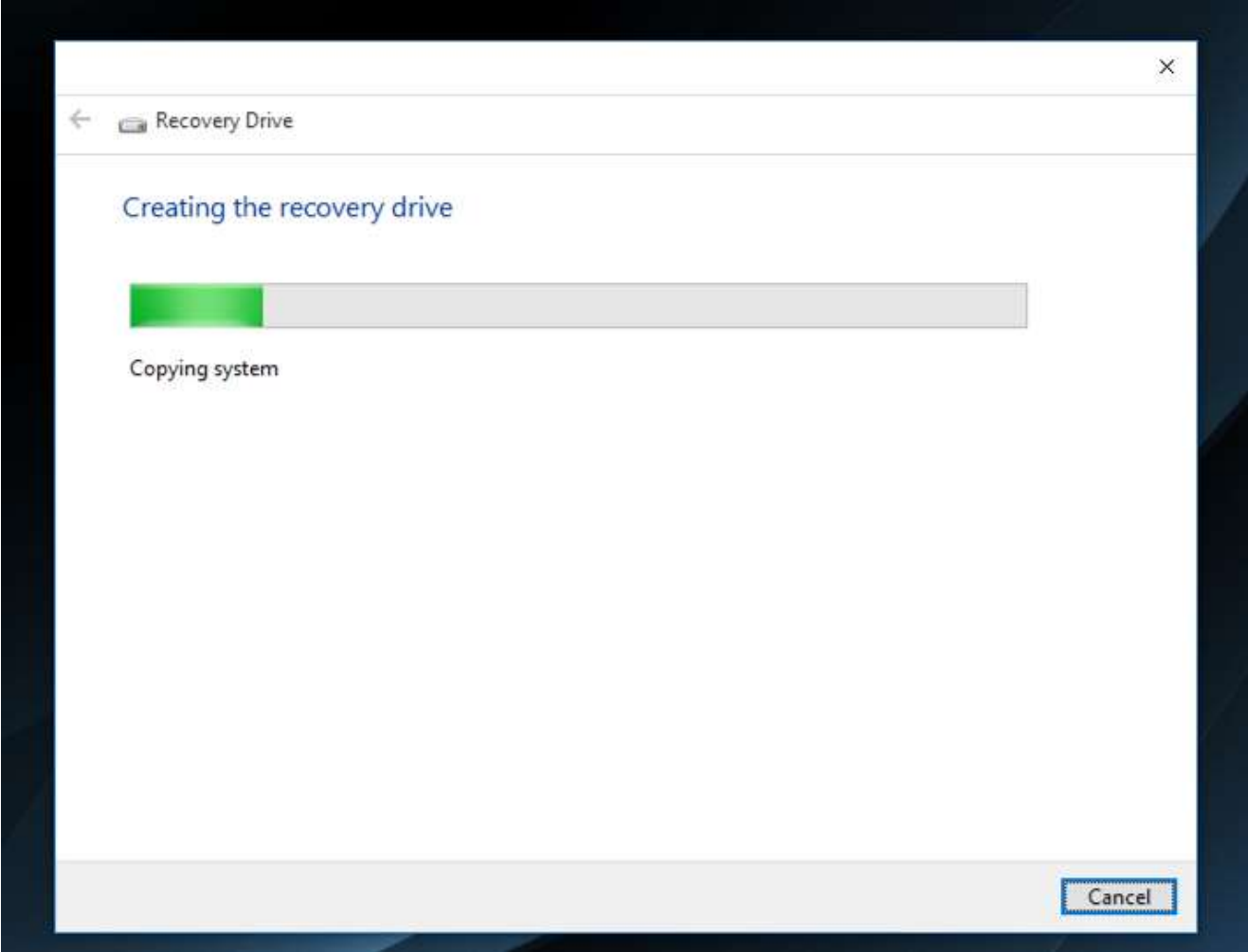
Select your USB flash drive and click Next . **Note : Everything on the chosen drive will be deleted. Make sure you backup all files in advance.**



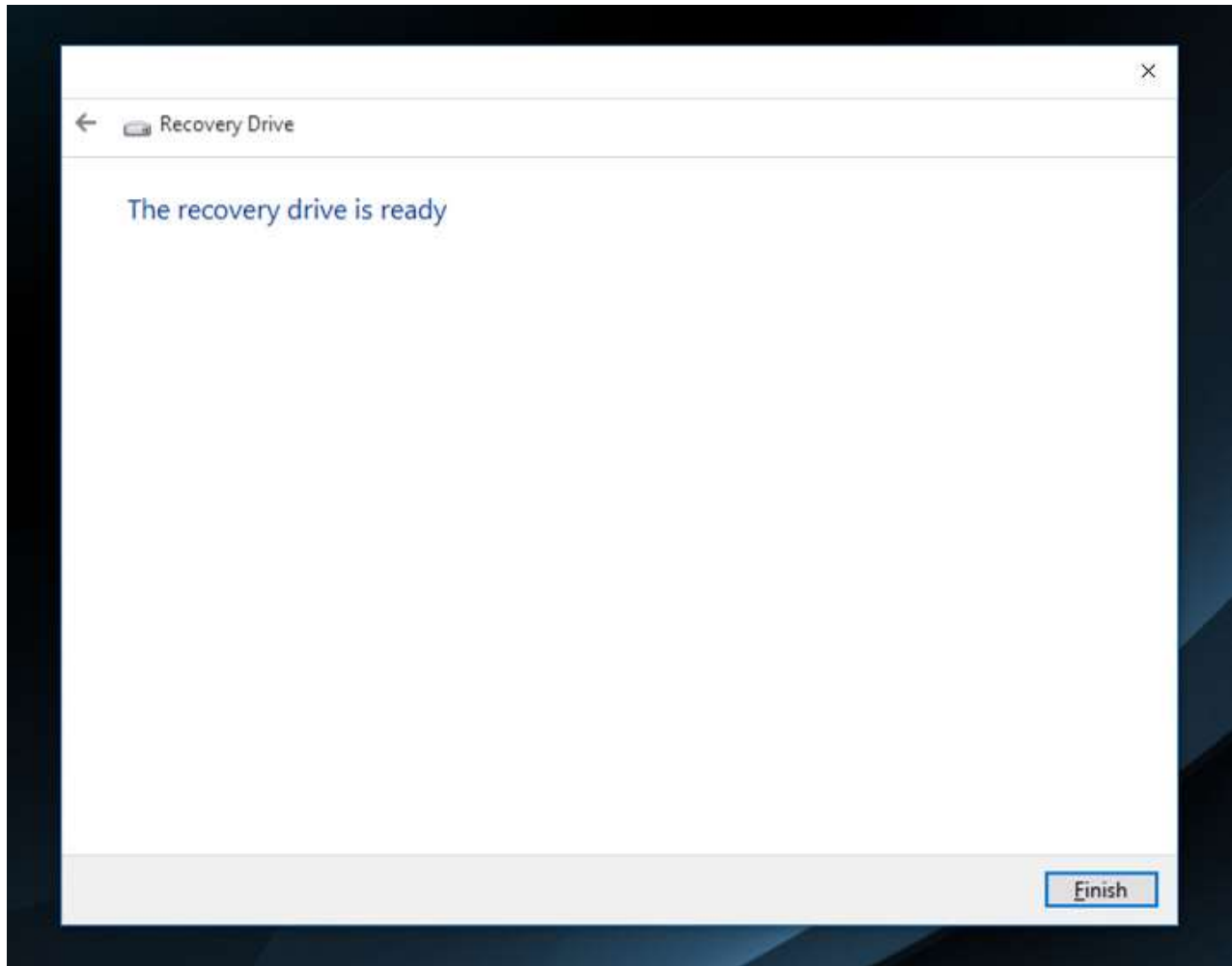
Click **Create**



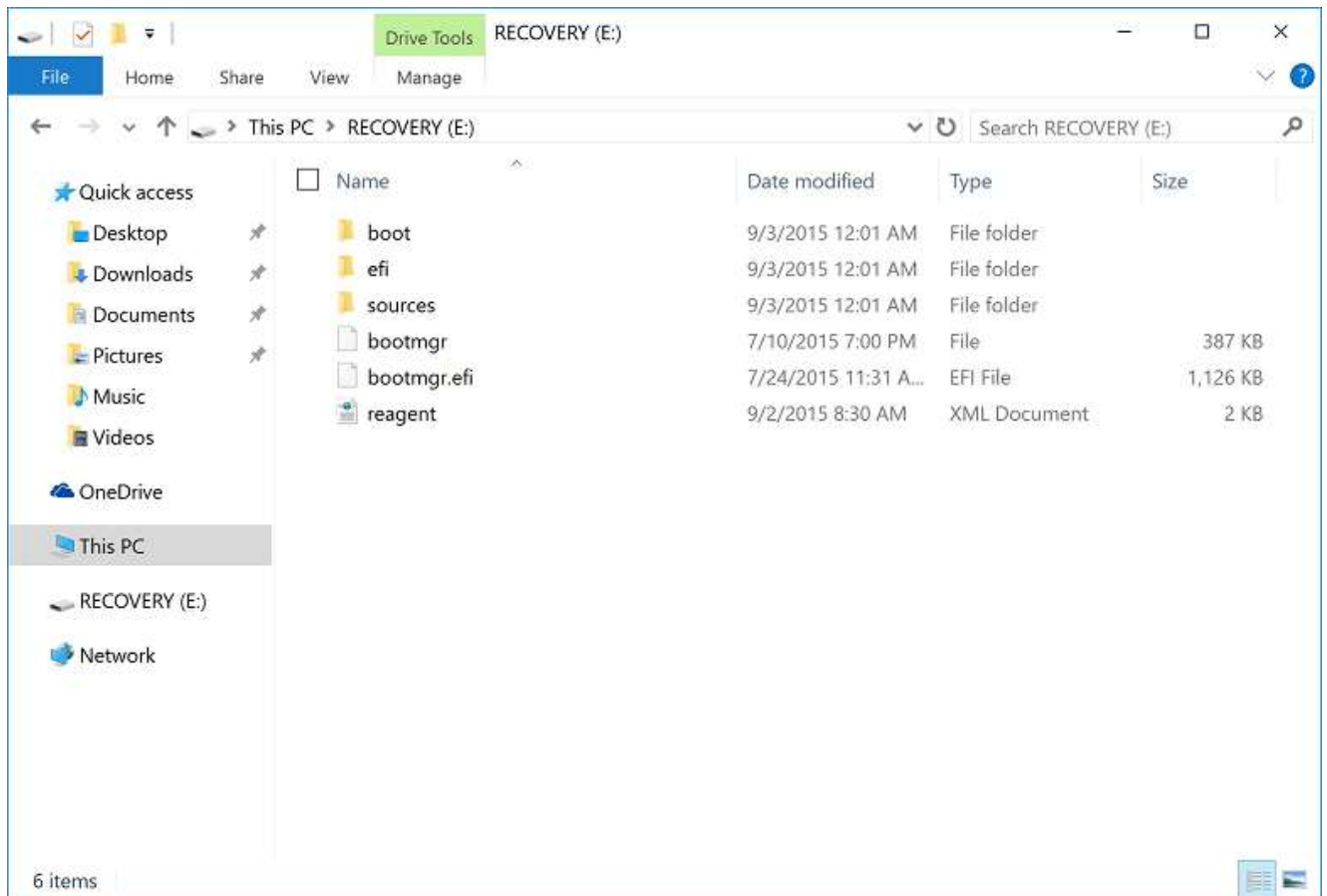
System starts running to create a recovery drive. **(It takes some time to complete)**



Click **Finish** when the recovery drive is ready.



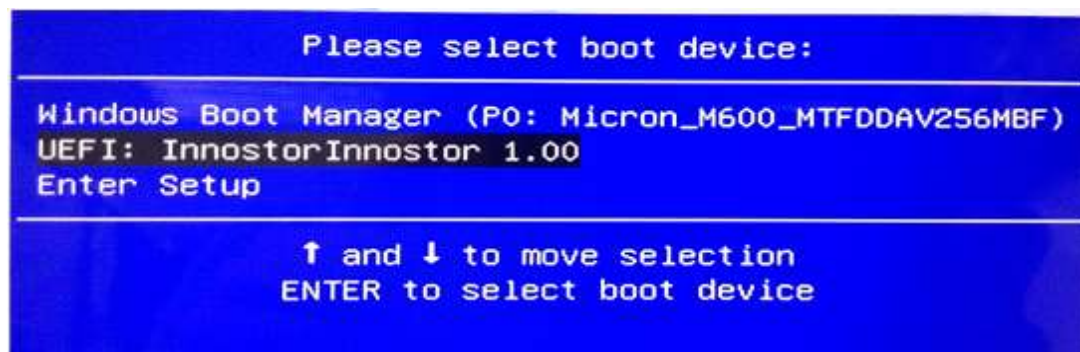
Now you can find the folders and contents of the USB flash drive in Recovery Disk.



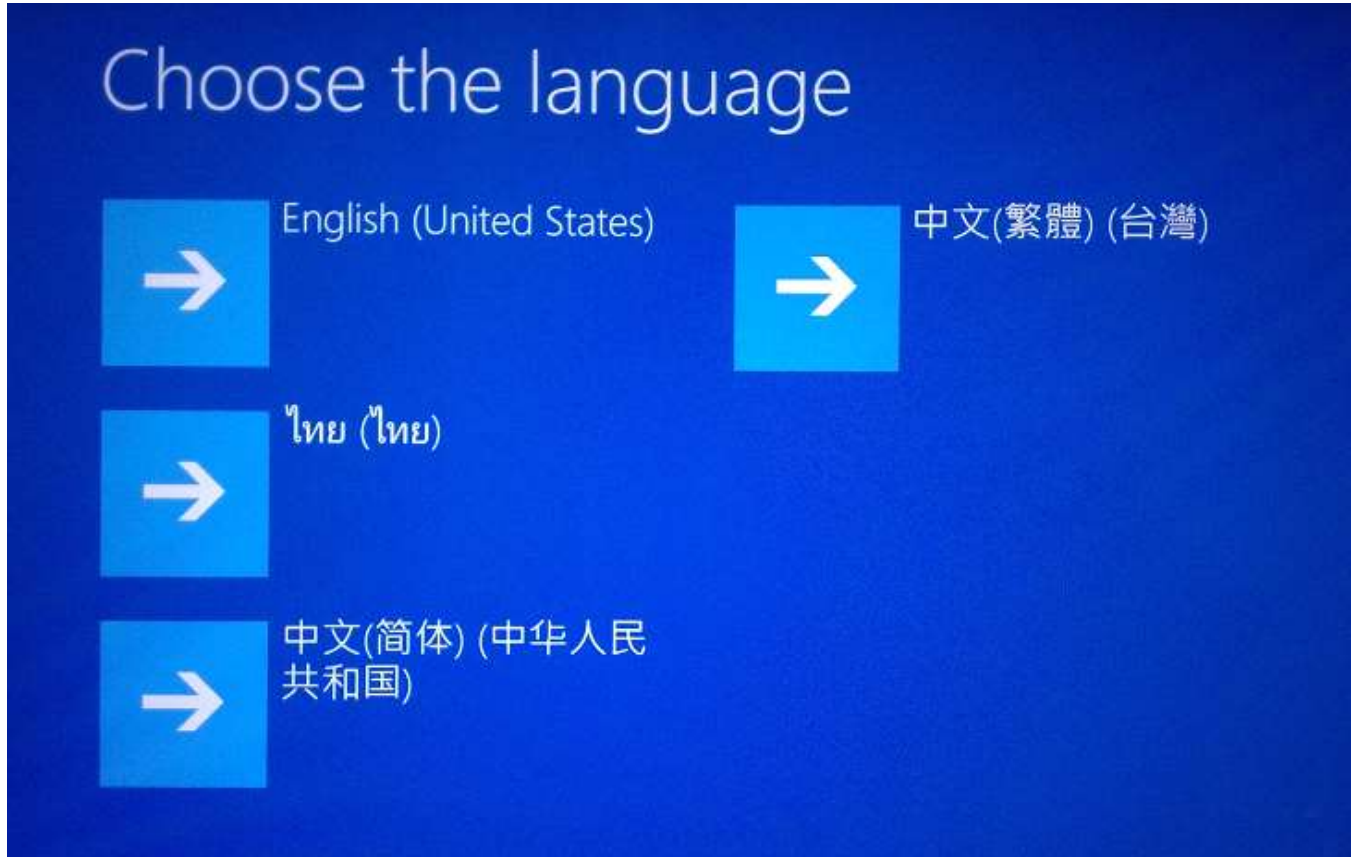
How to do the recovery ?

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.



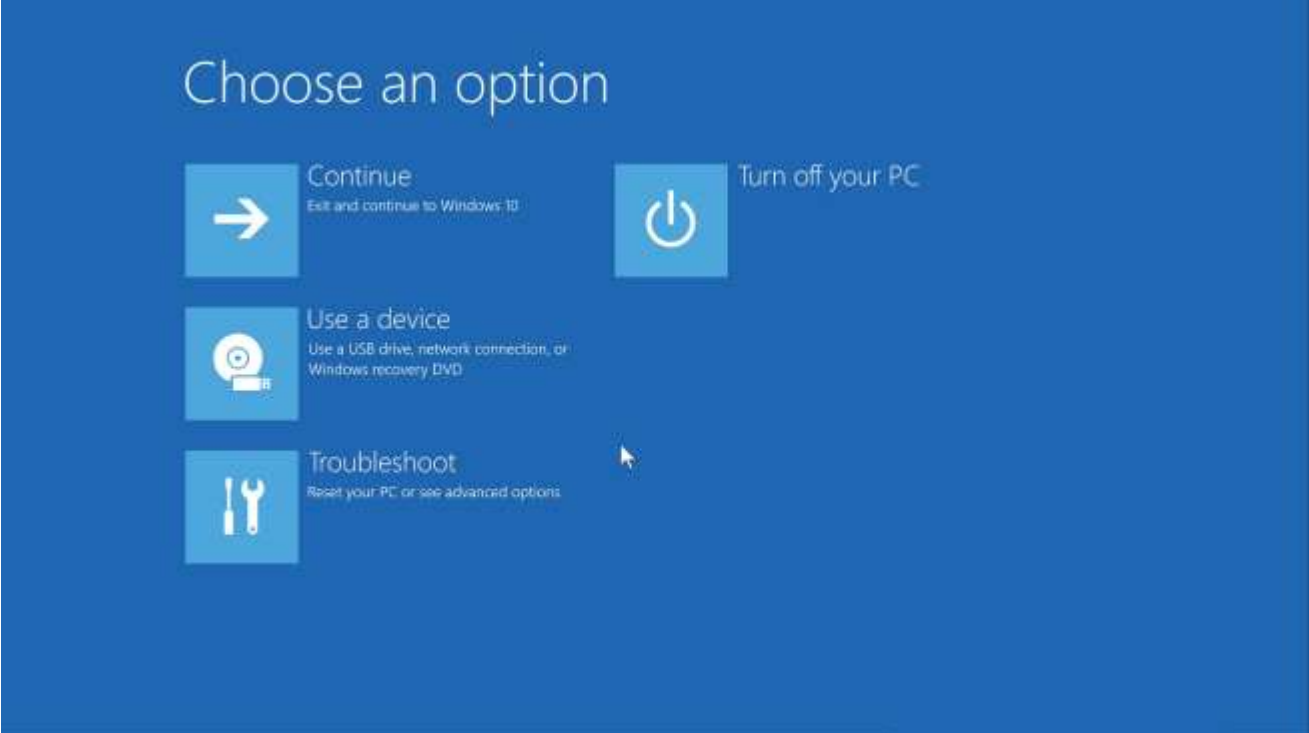
Choose your keyboard layout.

⬅ Choose your keyboard layout

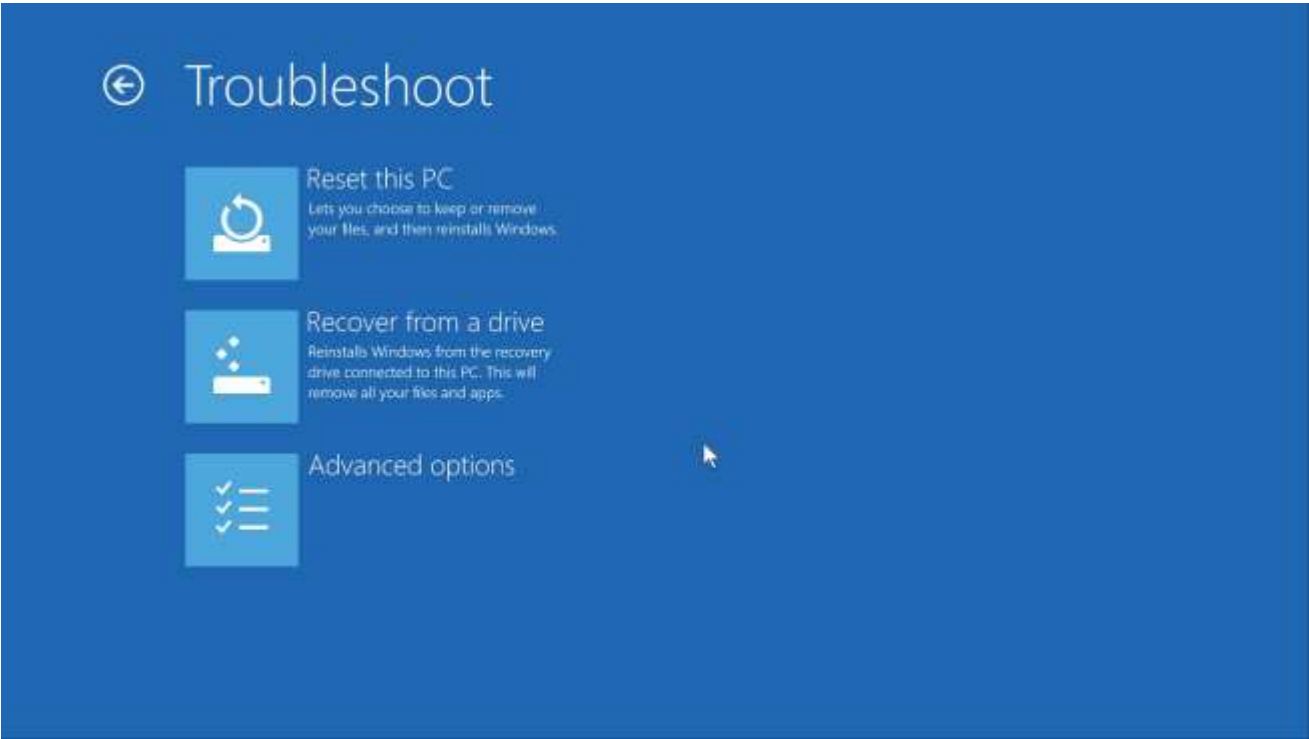
- US
- Albanian
- Arabic (101)
- Arabic (102)
- Arabic (102) AZERTY
- Armenian Eastern (Legacy)
- Armenian Phonetic
- Armenian Typewriter
- Armenian Western (Legacy)
- Assamese - INSCRIPT
- Azeri Cyrillic
- Azeri Latin

See more keyboard layouts

Click **Troubleshoot**



Choose the **Recover from a drive**.



You can choose either one of them based on your need.

Recover from a drive

Do you want to fully clean your drive? When you remove your files, you can also clean the drive so that the files can't be recovered easily. This is more secure, but it takes much longer.



Just remove my files

Use this if you're keeping your PC.



Fully clean the drive

Use this if you'll recycle the PC. This can take several hours.

Click **Recover** in the end.

Recover from a drive

All ready to go. Make sure that your PC is plugged in.

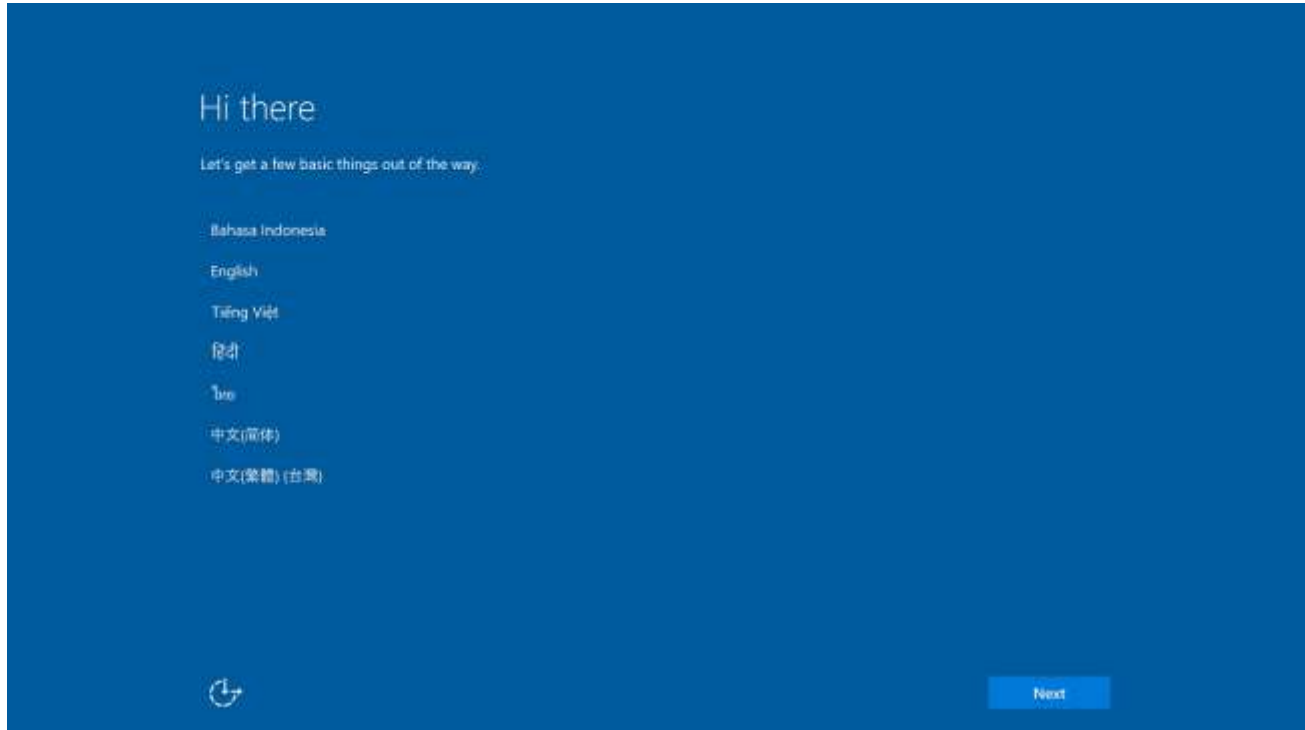
Here's what will happen:

- All personal files and user accounts on this PC will be removed.
- Any apps and programs that didn't come with this PC will be removed.
- Windows will be reinstalled from the recovery drive connected to this PC.
- If you've repartitioned your system drive, this will restore its default partitions.

Recover Cancel

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/ and key in the model name of your Asus device. (**ex: X750JB**)

ASUS Products ROG What's Hot Commercial Service Login Zenfone 4

We're Here To Help!

Downloads Manuals, Drivers, Firmware, and Software, Declaration of conformity, FAQ Frequently Asked Questions, How-To Guides Step-by-step set up and installation

X750JB

Product

X750JB

FAQ

Windows 10 - Which model supports upgrade to Windows 10?

PHONE ROBOT LAPTOPS MOTHERBOARDS TOWER PCS TABLETS

2. From the product support page, find **Drivers and Utility**, and then choose the OS as **Windows 10**.



Products

ROG

What's Hot

Commercial

Service

Login

ZenFone 4



X750JB

Overview

Specifications

Gallery

Support



Product Support for

X750JB

Select Other Model >

ASUS recommends Windows 10 Pro.

Quickly access your product support.

REGISTER YOUR PRODUCT

Driver & Utility

FAQ

Manual & Document

Warranty

Driver & Tools

Driver & Tools

BIOS & FIRMWARE

Need Help?

Please select OS

Please choose

Please choose

Windows 10 64-bit

Windows 8.1 64-bit

Windows 8 64-bit

Others

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**.

TouchPad

Version V4.0.5

2015/07/23

50.29 MBytes

ASUS Smart Gesture (For Windows 10 Upgrade)

ASUS Smart Gesture (Touchpad Driver) provides smoother and more intuitive touchpad experiences.

To avoid losing ASUS customized gestures due to compatibility issue after upgrade to Windows 10, please update ASUS Smart Gesture to v4.0.5 or above.

DOWNLOAD

ATK

Version V1.0.0039

2015/07/23

11.81 MBytes

ATKPackage (For Windows 10 Upgrade)

ATKPackage includes ATKACPI driver and hotkey-related utilities.

To avoid displaying OSD abnormally due to compatibility issue after upgrade to Windows 10, please update ATKPackage to v1.0.0038 or above.

DOWNLOAD

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

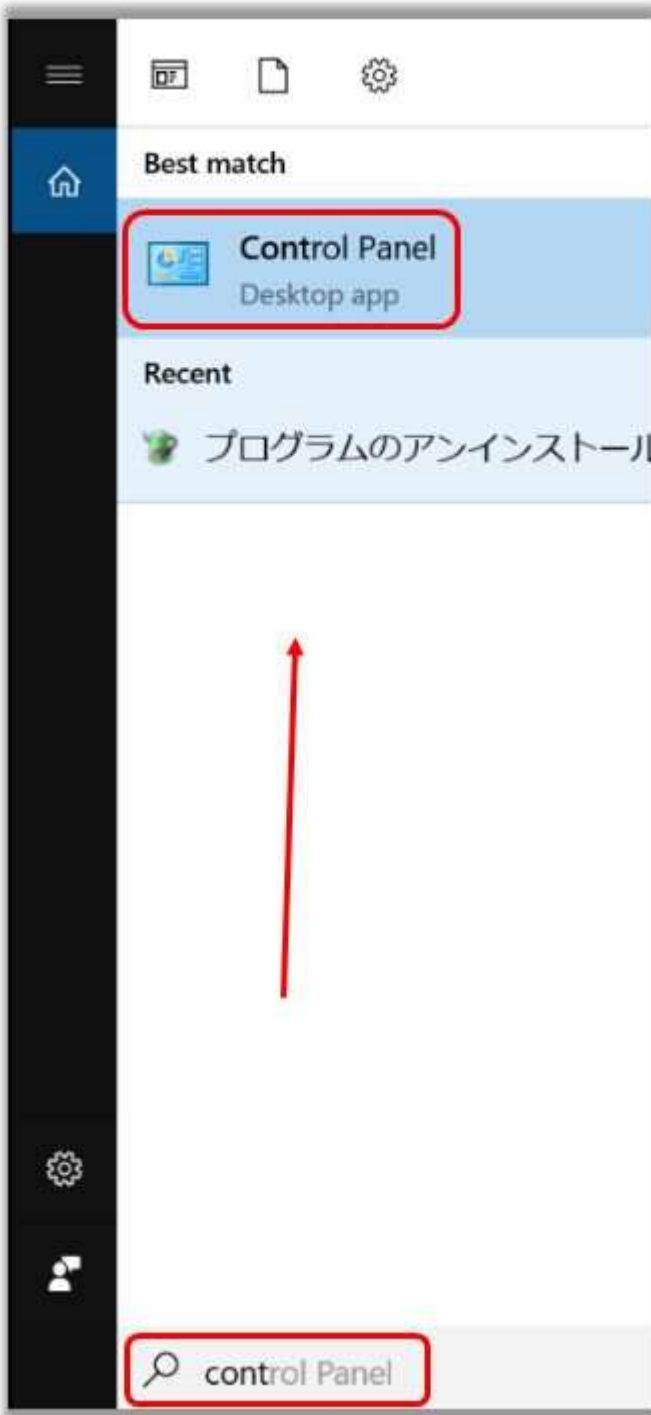
[Send to Email](#) [Open on your smart phone](#)

ASUS Keyboard Lock - Version Update

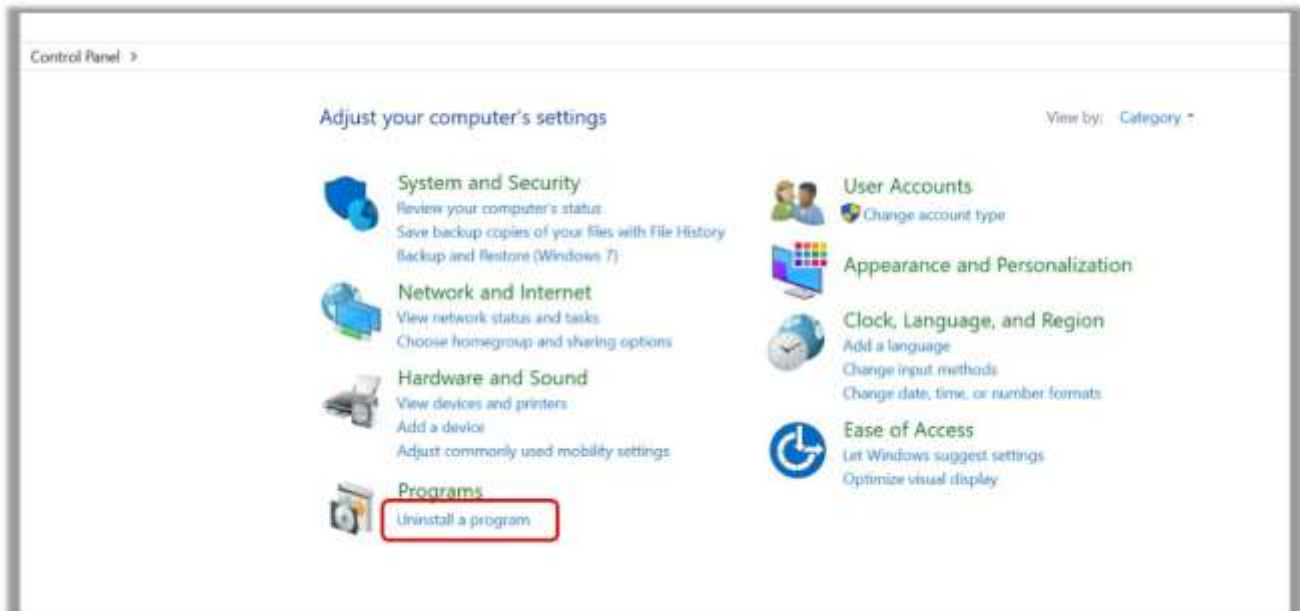
If you would like to update the version of ASUS Keyboard Lock, you'll first need to **uninstall the old version** of **ASUS Keyboard Lock**.

Please follow the below steps to uninstall and install ASUS Keyboard Lock:

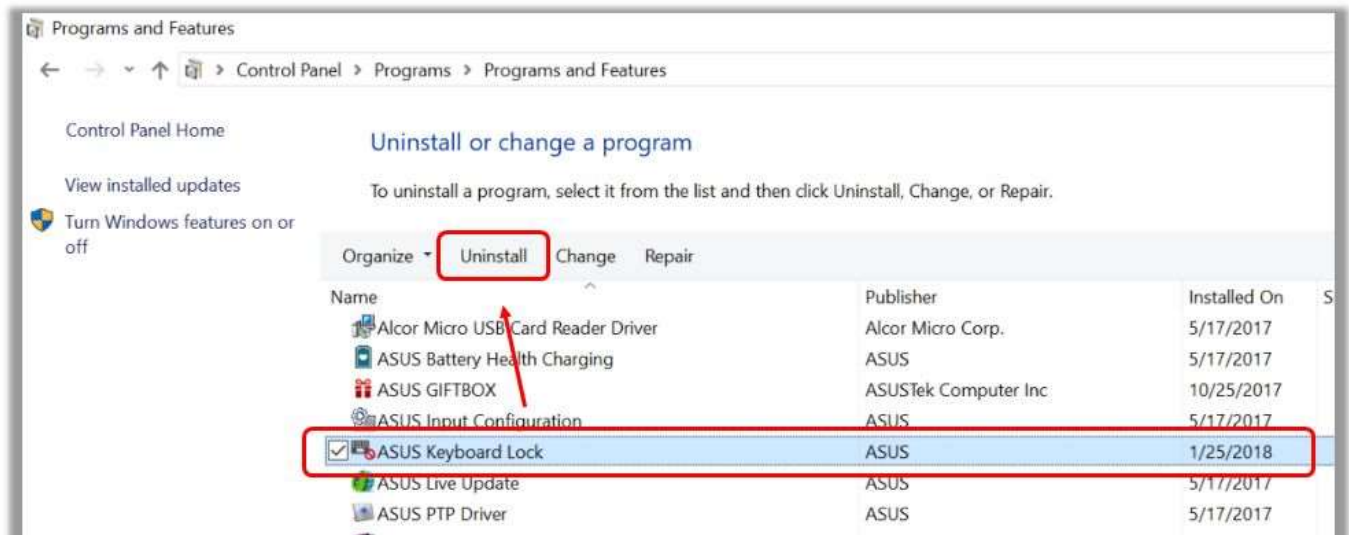
1. From the Windows Search column, please key in **cont** ,then choose **Control Panel**.



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.

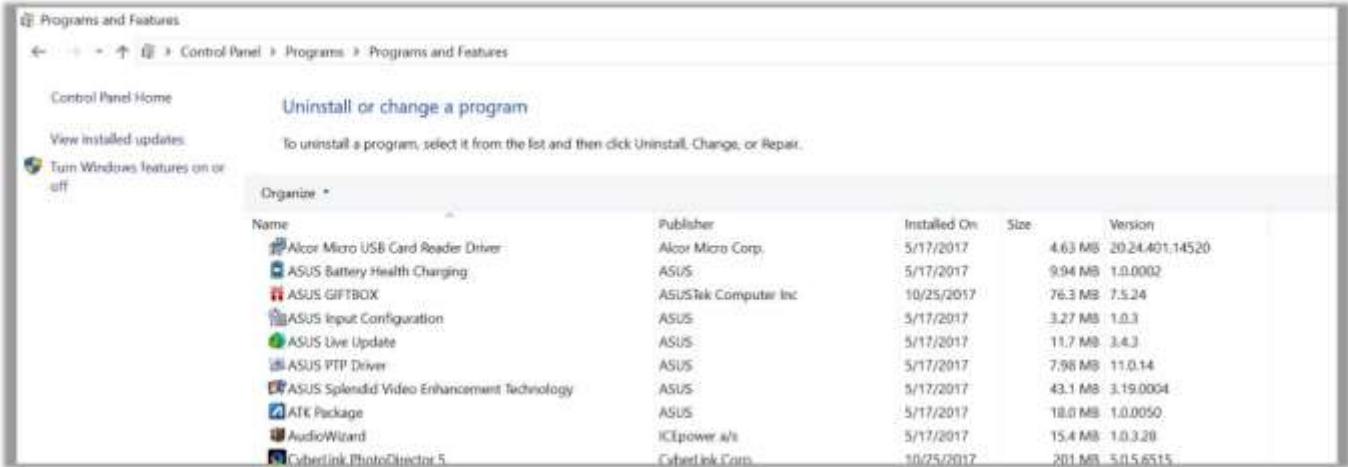


5. Wait a moment to complete the uninstallation process.



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.**

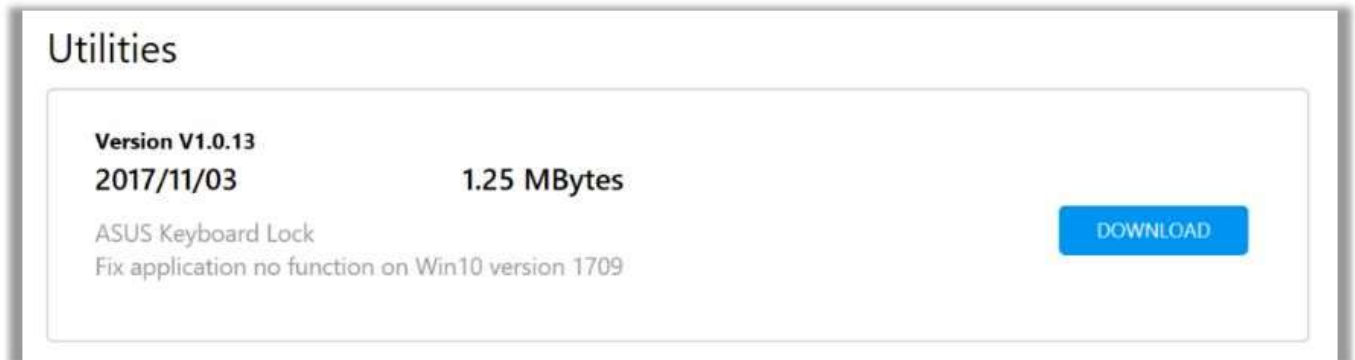


7. Go to the support site page and search for your Notebook model. Find the product page and download the latest version of ASUS Keyboard Lock from **Utilities** list.

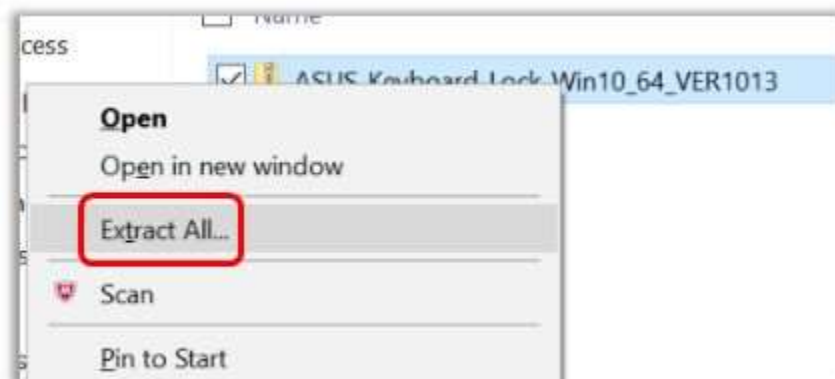
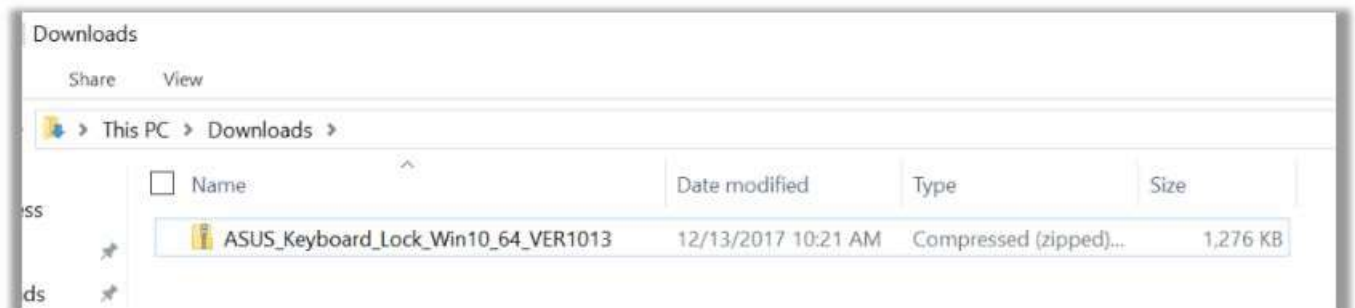
Please refer to the below FAQ for how to check your system name and search for the driver.

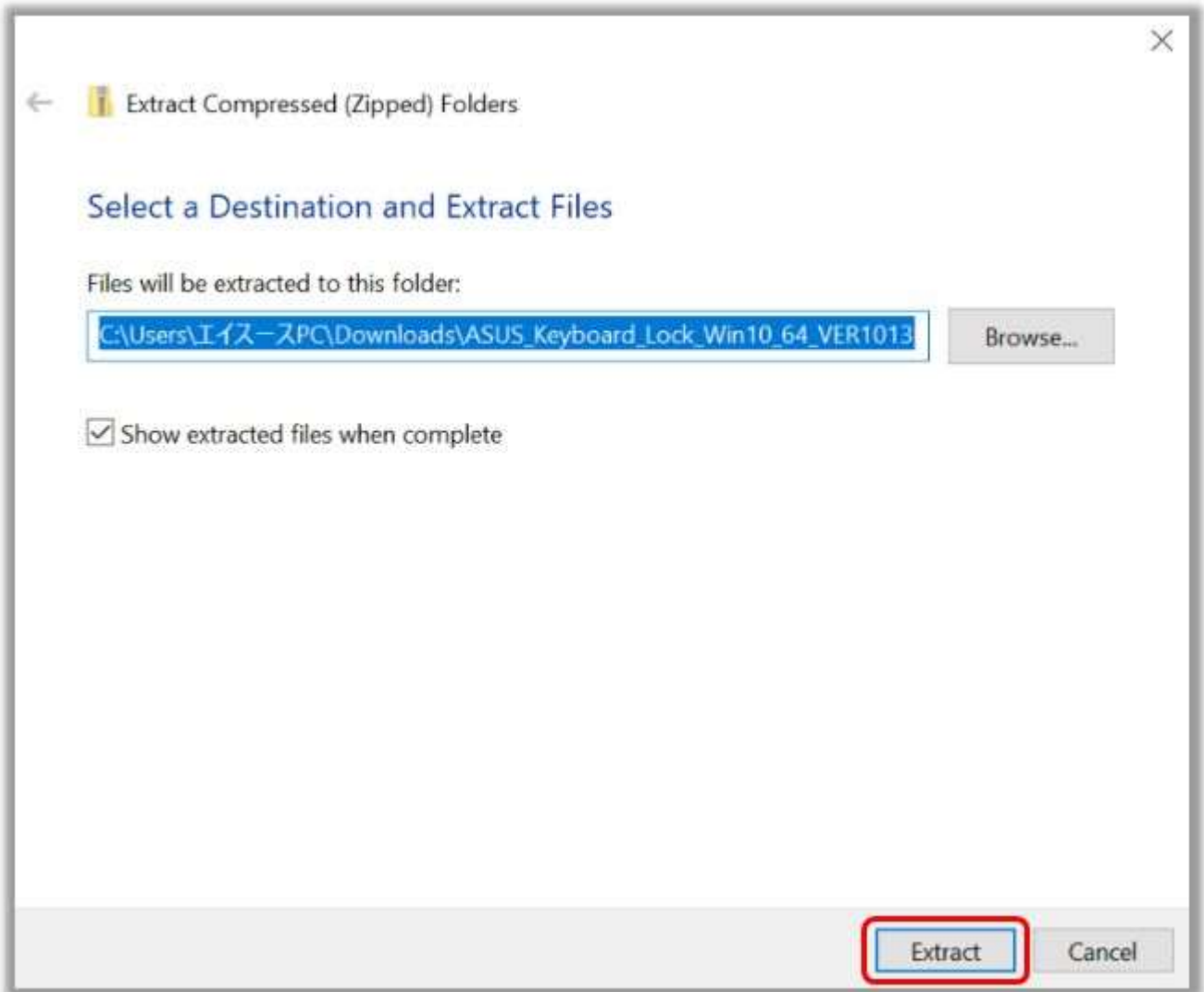
[How to inquire correct model name or CPU type?](#)

[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 installaiton step by step.



ASUS Keyboard Lock



Welcome to the ASUS Keyboard Lock Setup Wizard



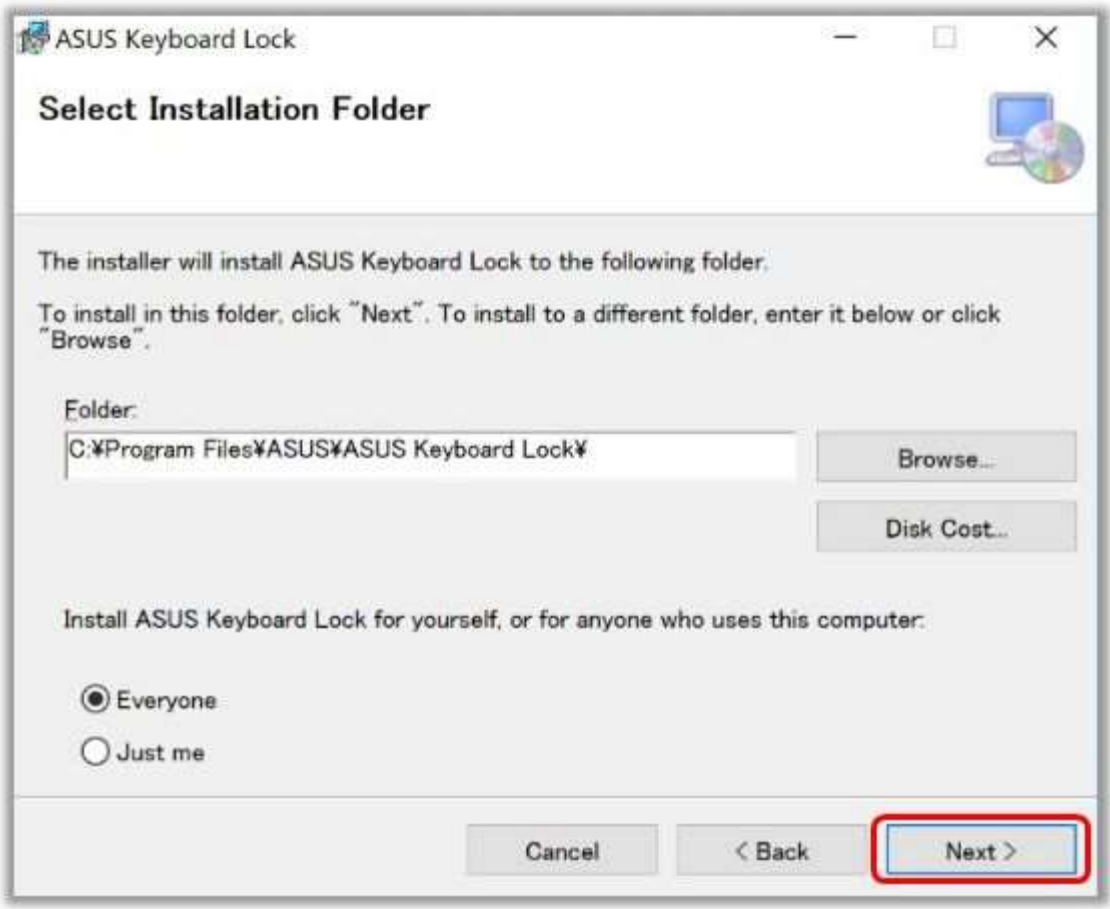
The installer will guide you through the steps required to install ASUS Keyboard Lock on your computer.

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.

Cancel

< Back

Next >



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

Browse...

Disk Cost...

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

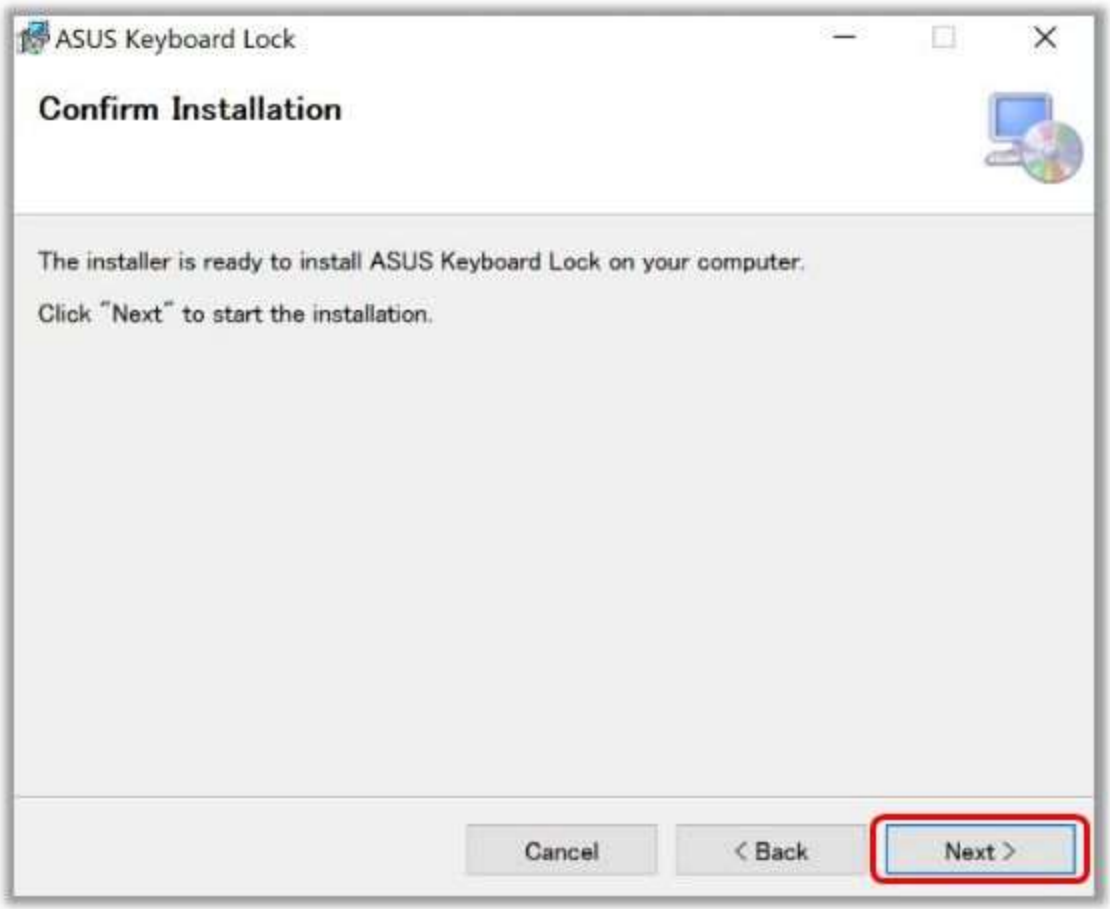
Everyone

Just me

Cancel

< Back

Next >



ASUS Keyboard Lock

Confirm Installation

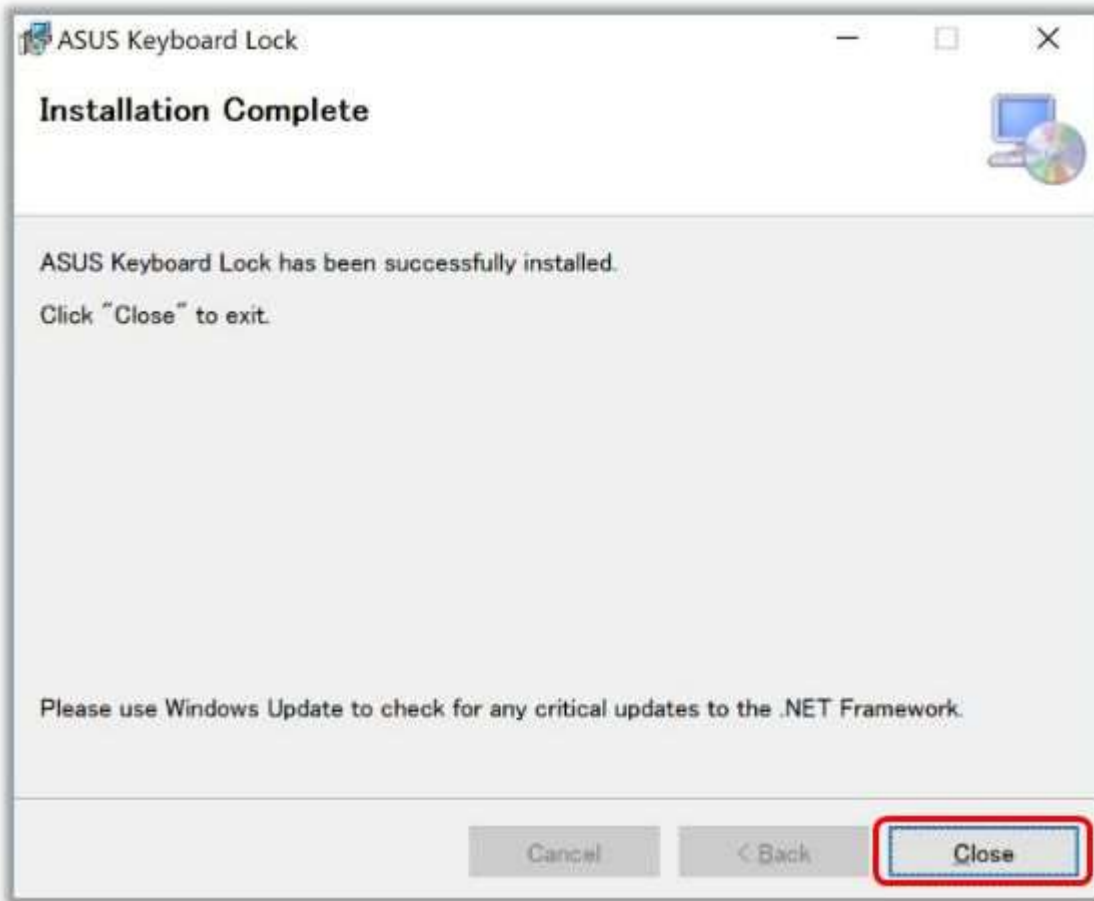


The installer is ready to install ASUS Keyboard Lock on your computer.
Click "Next" to start the installation.

Cancel

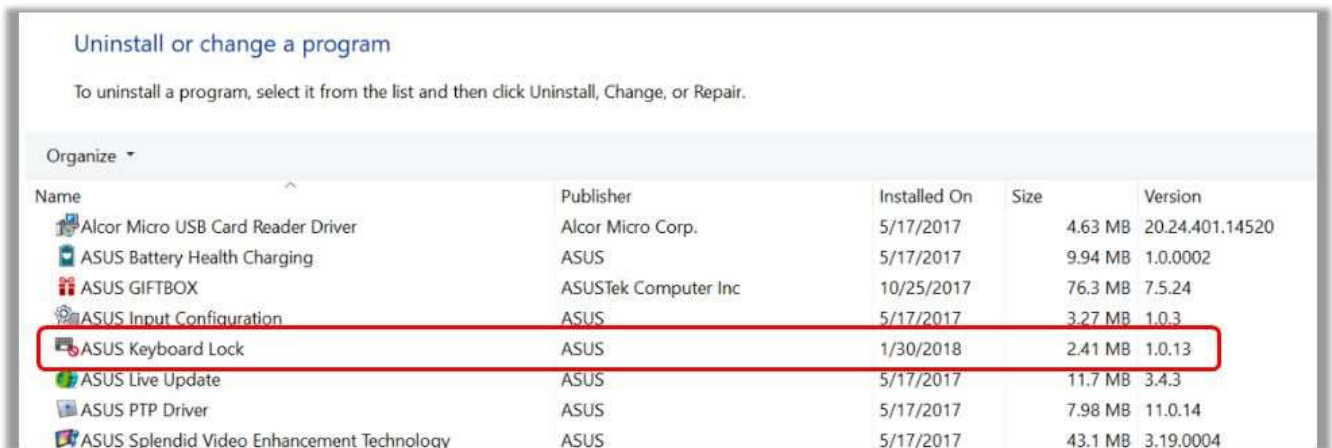
< Back

Next >



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

[Desktop / AIO / NB] ASUS Update on speculative execution and indirect branch prediction side channel analysis method (Meltdown and Spectre)

[Desktop / AIO / NB] ASUS Update on speculative execution and indirect branch prediction side channel analysis method (Meltdown and Spectre)

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

For more details, please visit [Intel Security Center](#).

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/YQ3Cr4OYKdZTwnQK>

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.





OS Build	OS Security updates	Internet Explorer 11	Microsoft Edge
Windows 7: OS build 6.1.7600.xx	Please upgrade to Win 7 with SP1, then using Win 7 SP1 security updates		
Windows 7 (SP1): OS build 6.1.7601.xx	KB4056897	KB4056568	N/A
Windows 8: OS build 6.2.9200.xx	Please upgrade Win 8.1, then using Win 8.1 security updates		
Windows 8.1: OS build 6.3.9200.xx	KB4056898	KB4056568	N/A
Windows 8.1 (SP1): OS build 6.3.9600.xx	KB4056898	KB4056568	N/A
Win10 TH1 : Version 1507, OS build 10240.xx	Please upgrade your OS to TH2 above, then using their security updates		
Win10 TH2 : Version 1511, OS build 10586.xx	KB4056888	KB4056893	KB4056888
Win10 RS1 : Version 1607, OS build 14393.xx	KB4056890	KB4056890	KB4056890

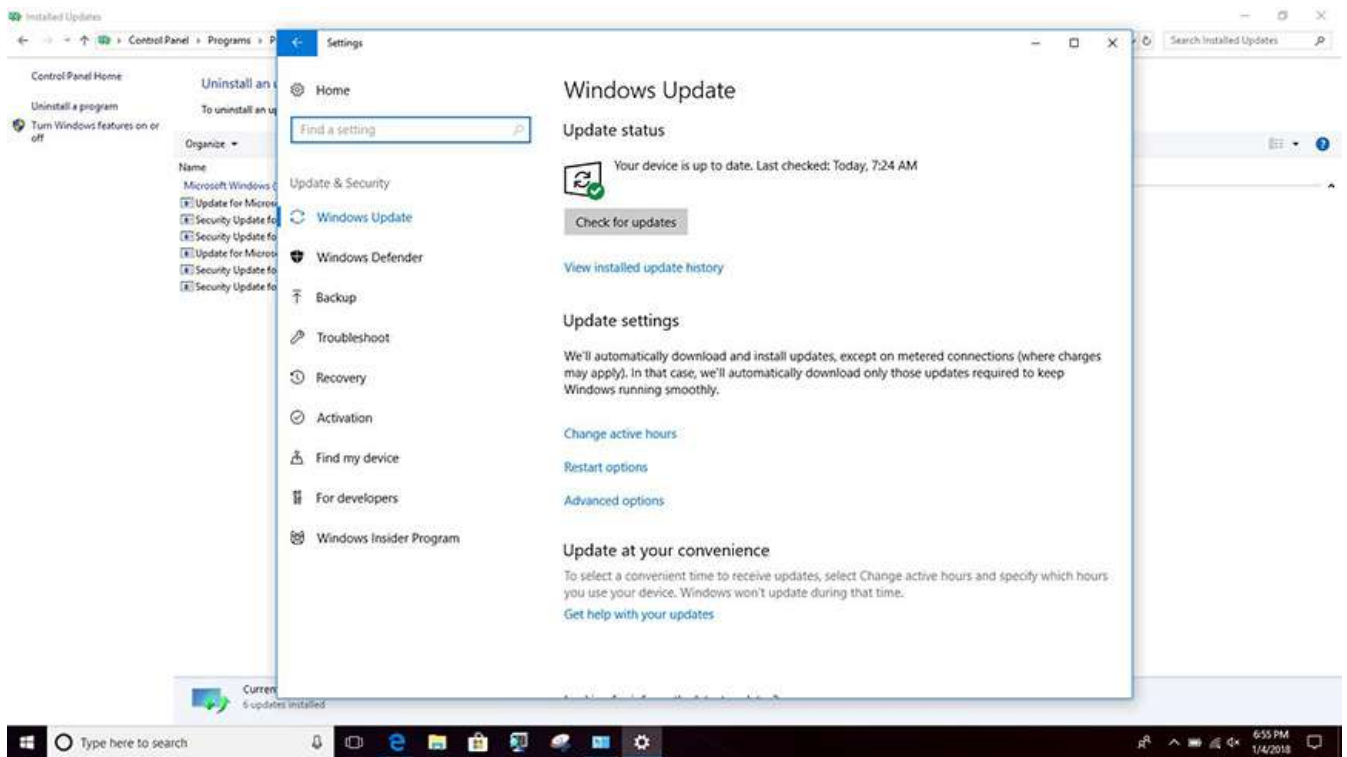
Win10 RS2 : Version 1703, OS build 15063.xx	KB4056891	KB4056891	KB4056891
Win10 RS3 : Version 1709, OS build 16299.xx	KB4056892	KB4056892	KB4056892

Visit the Microsoft Security TechCenter (<https://portal.msrc.microsoft.com/en-US/security-guidance/advisory/ADV180002>) to learn more about the security updates.

How to update OS and check KB number?

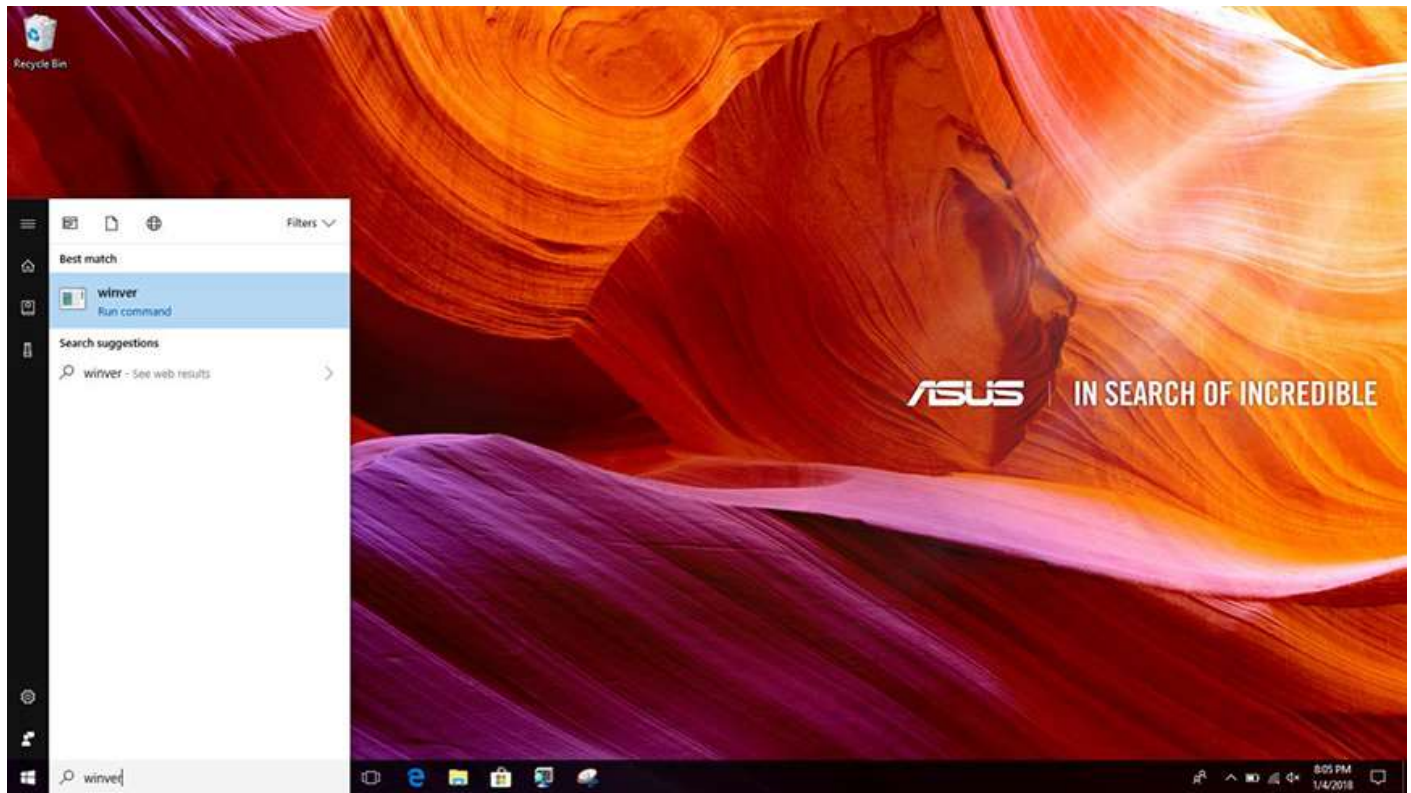
Step 1 : Please update to the Latest Version of Windows

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**.

Control Panel Home
[View installed updates](#)
Turn Windows features on or off

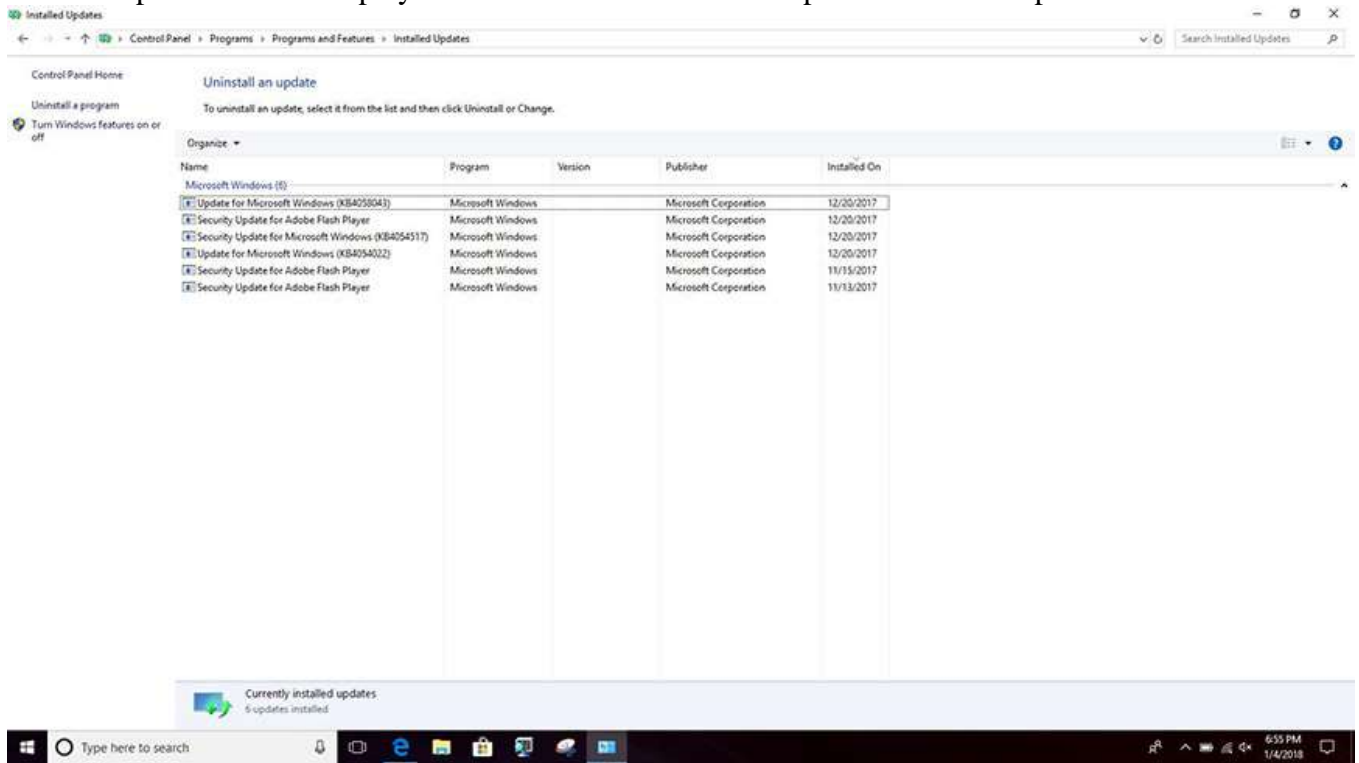
Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Name	Publisher	Installed On	Size	Version
7-Zip 16.02 (x64 edition)	Igor Pavlov	11/13/2017	4.90 MB	16.02.00.0
Akor Micro USB Card Reader Driver	Akor Micro Corp.	11/14/2017	2.31 MB	20.25.401.14526
ASUS Hello	ASUSTek COMPUTER INC.	11/14/2017	15.3 MB	1.0.3
ASUS Live Update	ASUSTek COMPUTER INC.	11/14/2017	3.60 MB	3.4.7
ASUS PTP Driver	ASUS	11/14/2017	5.91 MB	11.0.18
ASUS Splendid Video Enhancement Technology	ASUS	11/14/2017	22.5 MB	3.19.0004
ASUS USB Charger Plus	ASUS	11/14/2017	31.2 MB	4.2.1
ATX Package (ASUS Keyboard Hotkeys)	ASUSTek COMPUTER INC.	11/14/2017	0.27 MB	1.0.0057
AudiotWard	ICEpower a/s	11/14/2017	28.6 MB	1.0.5.38
Intel Security Software Manager	Intel Security	11/15/2017		1.3.102.0
Intel(R) Dynamic Platform and Thermal Framework	Intel Corporation	11/15/2017		8.3.10205-4743
Intel(R) Rapid Storage Technology	Intel Corporation	11/15/2017		15.7.0.1014
Intel(R) Graphics Driver	Intel Corporation	11/15/2017	74.2 MB	22.20.16.4708
Intel(R) Management Engine Components	Intel Corporation	11/15/2017	68.7 MB	11.7.0.1043
Intel(R) Serial IO	Intel Corporation	11/15/2017		30.100.1724.2
McAfee LiveSafe	McAfee, Inc.	11/28/2017	528 MB	16.0.5
McAfee WebAdvisor	McAfee, Inc.	11/14/2017		4.0.161
Microsoft OneDrive	Microsoft Corporation	12/8/2017	100 MB	17.3.7131.1115
Microsoft Visual C++ 2010 x64 Redistributable - 10.0...	Microsoft Corporation	11/14/2017	1.29 MB	10.0.30319
Microsoft Visual C++ 2013 Redistributable (x64) - 12.0...	Microsoft Corporation	11/15/2017	20.5 MB	12.0.21005.1
Microsoft Visual C++ 2013 Redistributable (x86) - 12.0...	Microsoft Corporation	11/15/2017	17.1 MB	12.0.21005.1
Microsoft Windows Build 10240 Retail Debugging Sy...	Microsoft	11/14/2017	4.93 GB	15.07.09.1700
Microsoft Windows Build 10240 Retail Debugging Sy...	Microsoft	11/14/2017	5.45 GB	16.03.18.1628
Microsoft Windows Build 14393 Retail Debugging Sy...	Microsoft	11/14/2017	5.49 GB	16.07.15.1616
Microsoft Windows Build 15063 Retail Debugging Sy...	Microsoft	11/13/2017	6.21 GB	17.01.17.1834
Microsoft Windows Build 16299 Retail Debugging Sy...	Microsoft	11/13/2017	6.87 GB	17.09.28.1534
Microsoft Windows Build 16299 Retail Debugging Sy...	Microsoft	11/14/2017	5.75 GB	17.09.28.1534
NVIDIA GeForce Experience 3.6.0.74	NVIDIA Corporation	11/14/2017		3.6.0.74
NVIDIA Graphics Driver 382.53	NVIDIA Corporation	11/14/2017		382.53
NVIDIA PhysX System Software 9.17.0329	NVIDIA Corporation	11/14/2017		9.17.0329
Realtek Ethernet Controller Driver	Realtek	11/14/2017	4.23 MB	10.18.526.2017

Currently installed programs Total size: 48.1 GB
40 programs installed

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

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



2. Press "Gaming key"



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

- λ Storage: Only check (C:) +(D:) system drive used and available storage
- λ Memory: Memory used and available size



2. Show Time

- λ Show: Time/Weather/Location
- λ 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](https://www.asus.com/rog/rog-game-first-iii)



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

Was this information helpful?

ASUS Sonic Studio II (Notebooks) - Introduction

Last Update : 2018/02/06 17:36

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ASUS Sonic Studio II (Notebooks) - Introduction

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?](#)

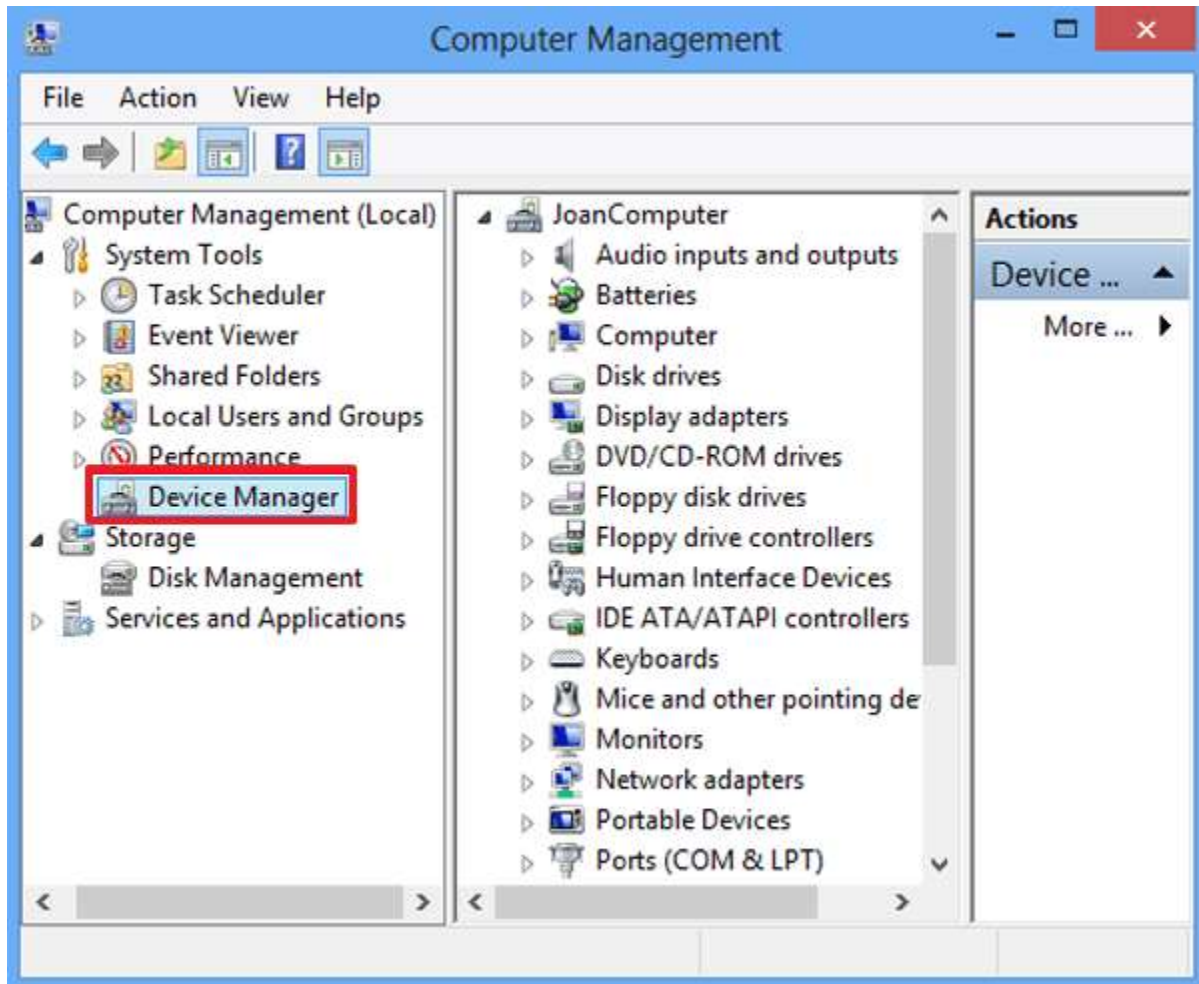
Last Update : 2018/02/05 17:45

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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?

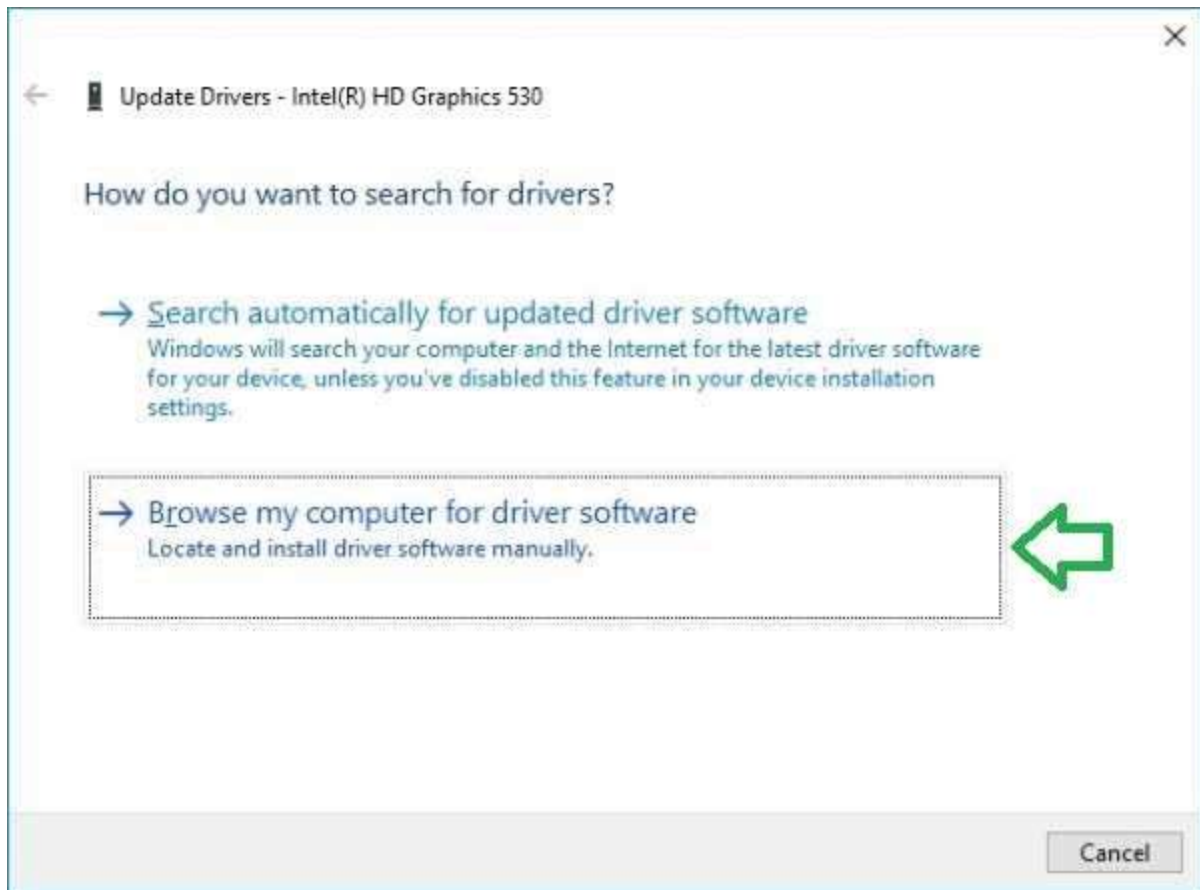
1. **Yes.** Open **Device Manager** (**Right click the bottom-left corner and select Device Manager or directly search 'device manager'**) and open the properties of the device that you are concerned with.



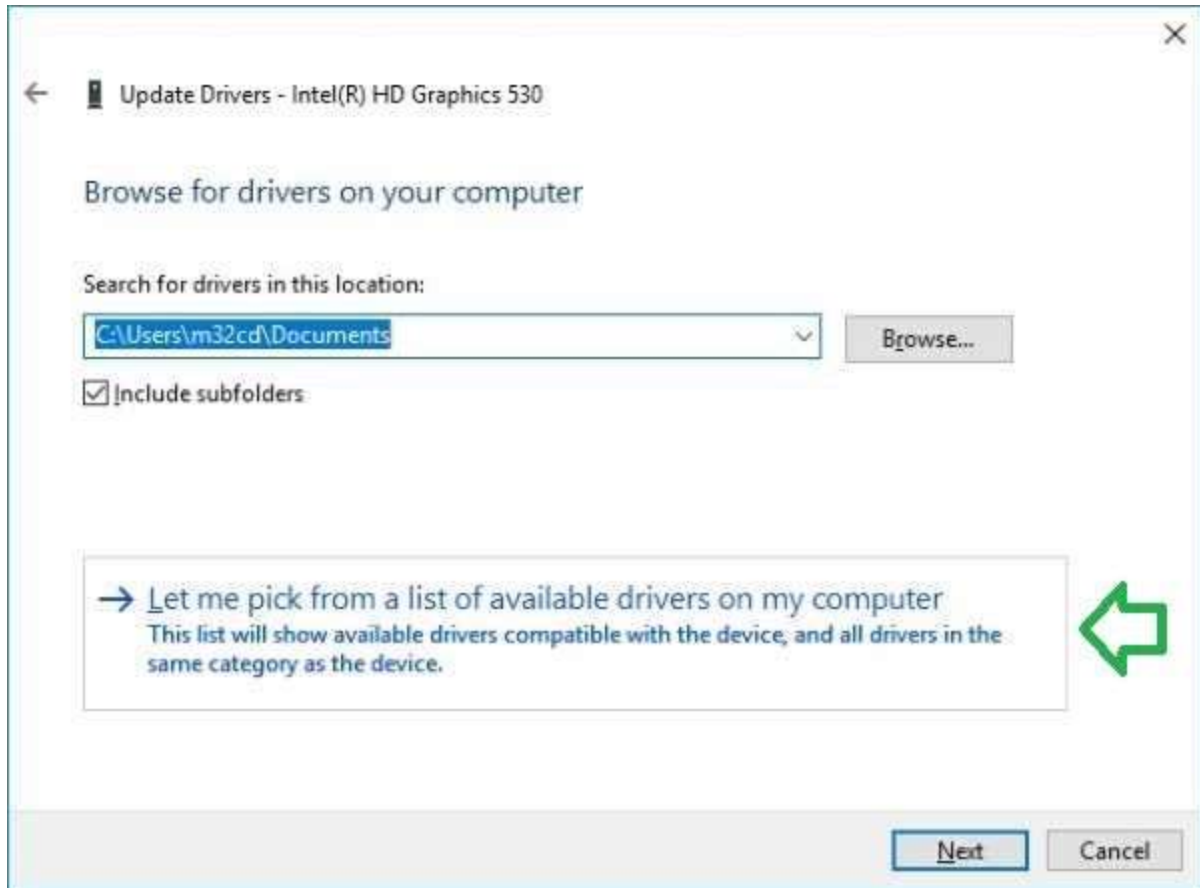
2. We checked the Intel display driver in the example below. Make a note of the currently installed driver version (**we usually record the last 4 or 5 digits of the driver version**) and click on '**Update Driver**'.



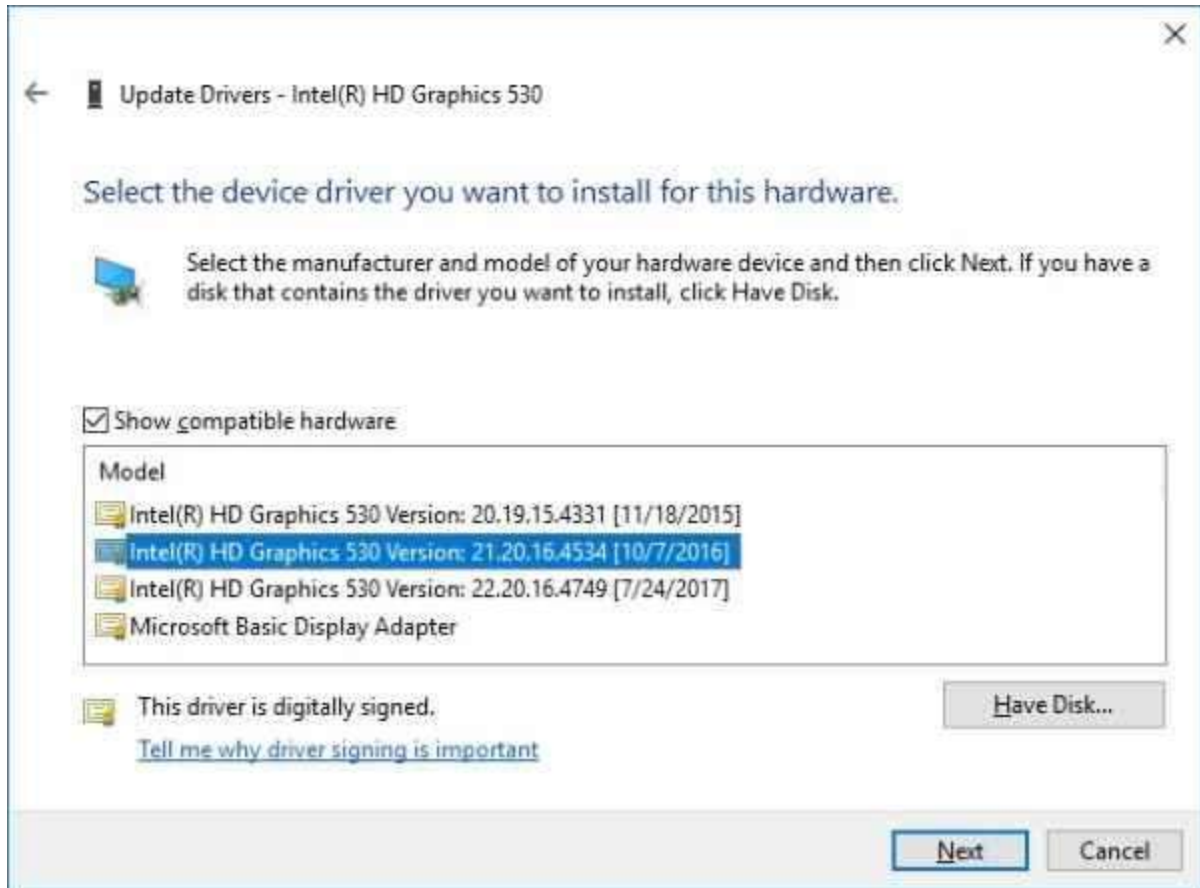
3. Select the option **Browse my computer** to manually install the driver as below.



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](#)

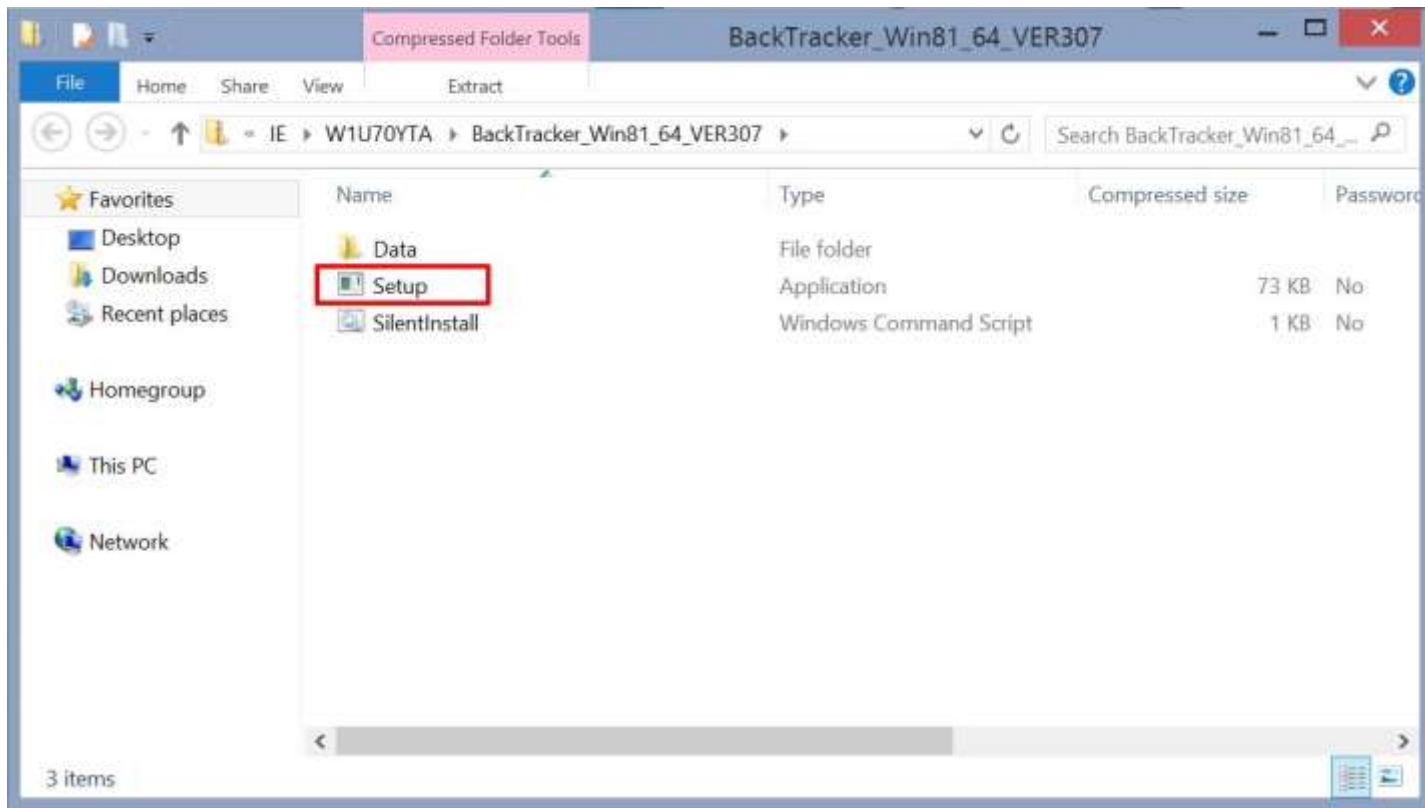
Note: The steps shown below are for the installation of Backtracker [v3.0.7](#) and it's only compatible with Windows 8 /Windows 8.1

Installation steps

1. **Open** the Backtracker file.



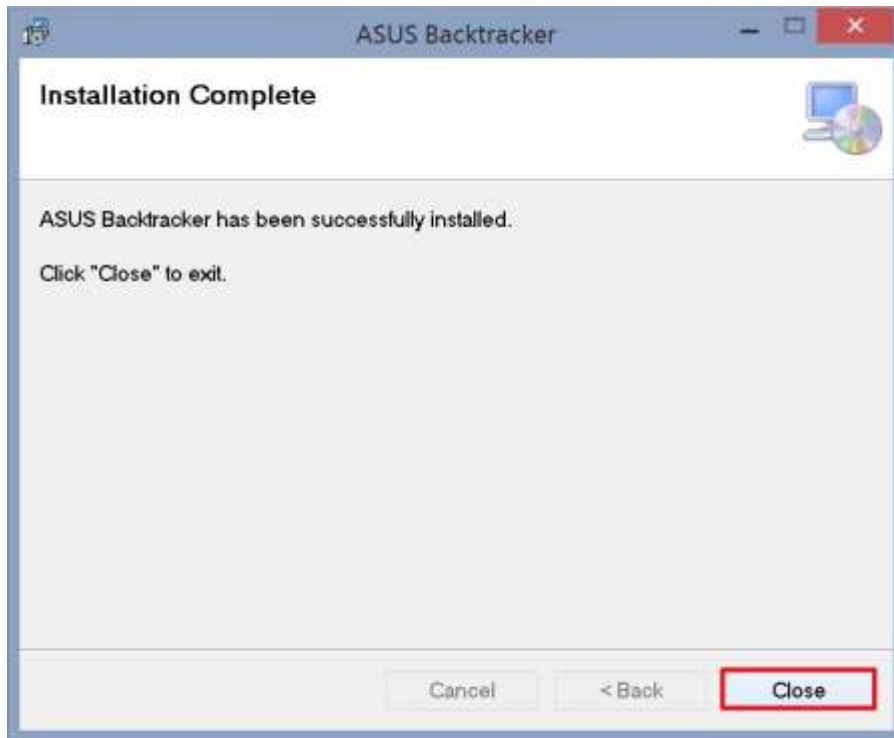
2. Click "Setup.exe"



3. Install Backtracker -> Click **Next**



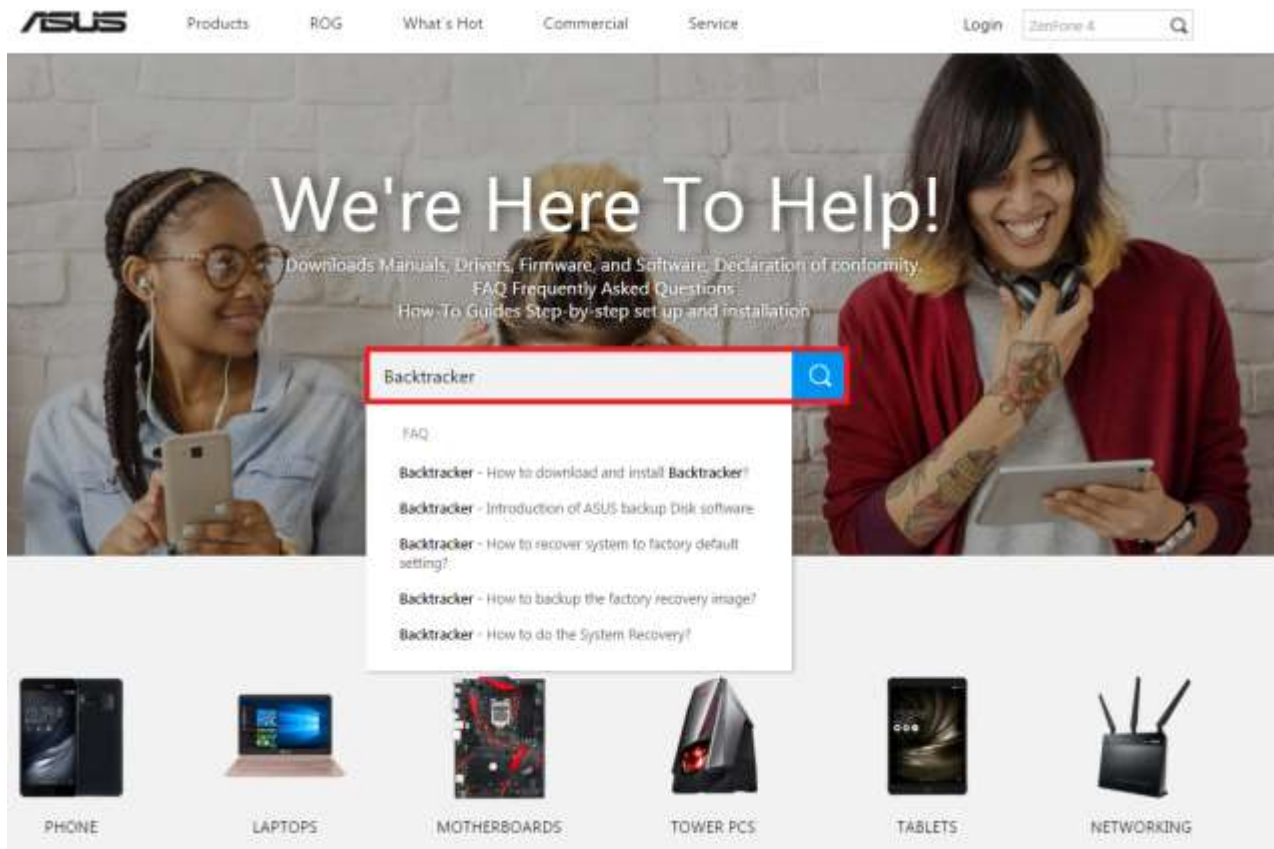
4. Click **Close** after the installation complete.



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

Control Panel Home

Uninstall or change a program

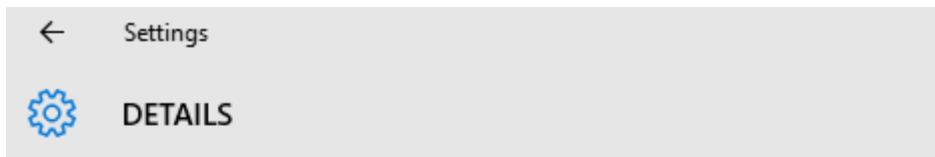
View installed updates

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Turn Windows features on or off

Organize ▾ Uninstall/Change	
Name	Publisher
ELAN Touchpad 11.15.0.14_X64	ELAN Microelectronic Corp.
NVIDIA Graphics Driver 353.54	NVIDIA Corporation
NVIDIA Update 10.4.0	NVIDIA Corporation
Realtek High Definition Audio Driver	Realtek Semiconductor Corp.

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

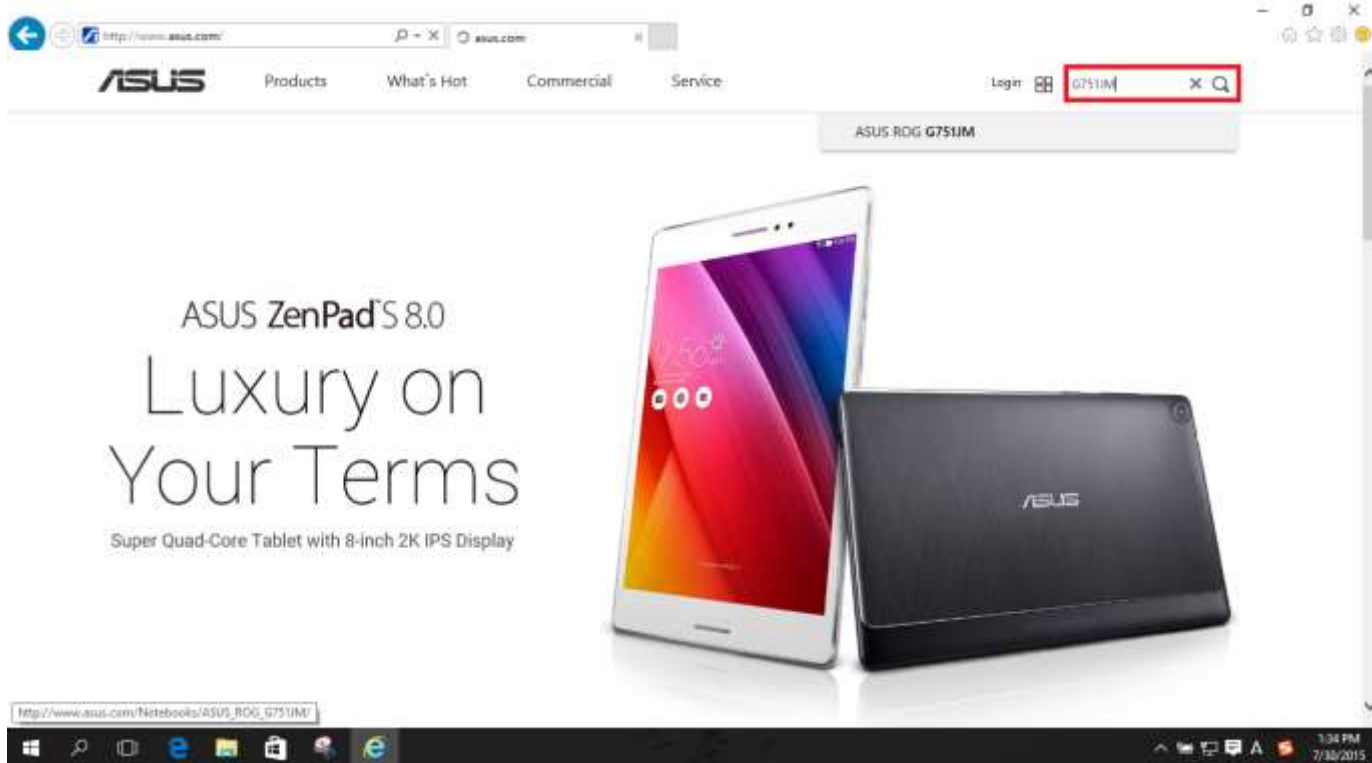
[Waiting for download](#)

After Windows update finished, you can use Audio wizard

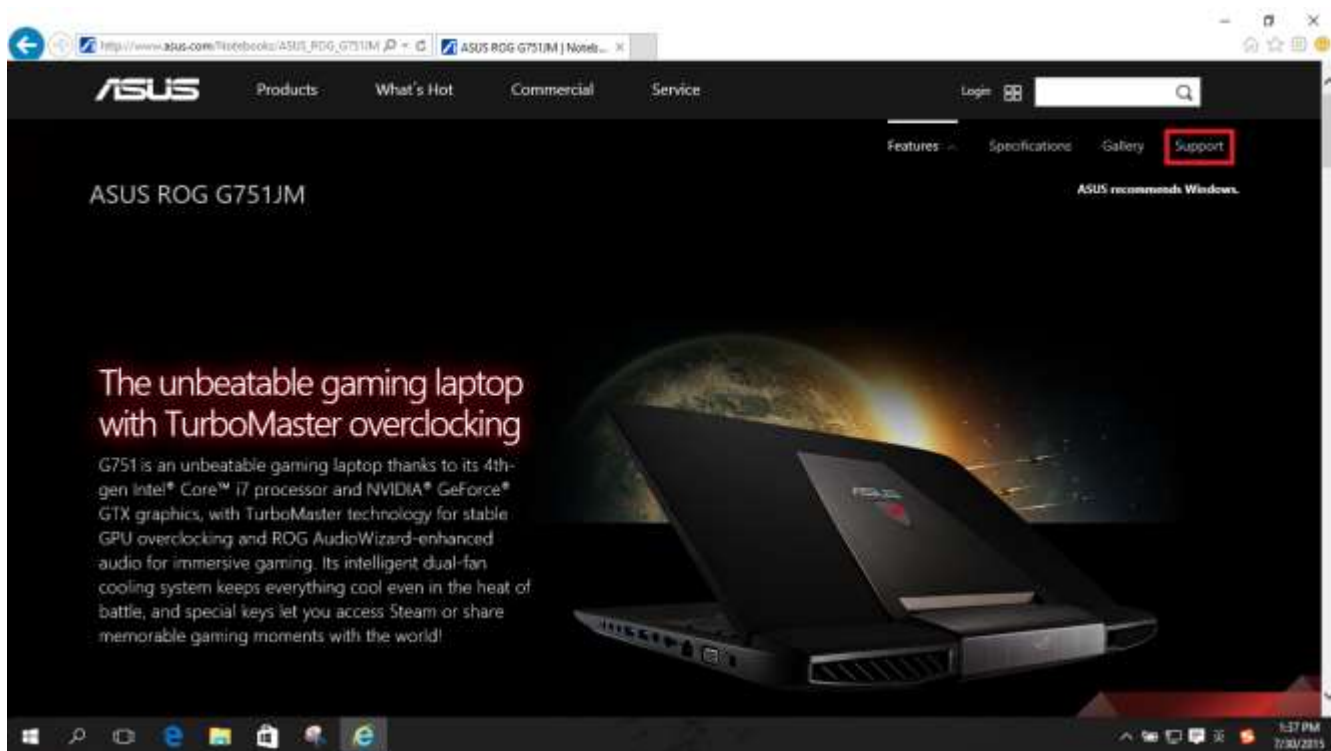


If there is no found audio update on the windows update, you also can download and install the driver via ASUS support site

Log in ASUS website <http://www.asus.com> and search the model in the search box (example: G751JM)



Tap or click Support



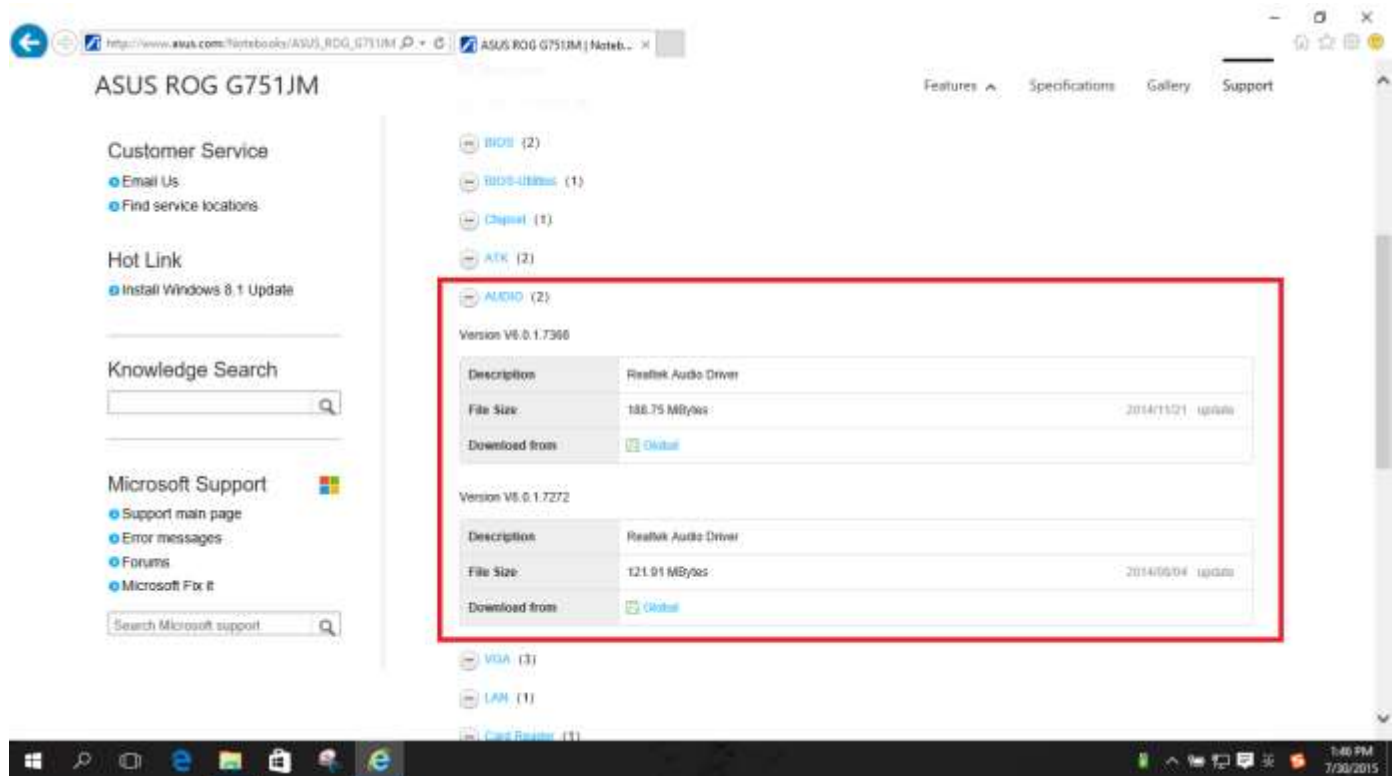
Tap or click Driver & Tools

The screenshot shows the ASUS ROG G751JM support page. The navigation bar includes 'ASUS', 'Products', 'What's Hot', 'Commercial', and 'Service'. The main content area is titled 'ASUS ROG G751JM' and features a product image on the left. Below the image are sections for 'Get Help Fast' (Product Registration), 'Customer Service' (Email Us, Find service locations), and 'Hot Link'. On the right, there is a navigation menu with 'Driver & Tools', 'FAQ', 'Warranty', and 'Manual & Document'. The 'FAQ' section is active, displaying a list of questions related to Windows 10 upgrades and system issues. The Windows taskbar at the bottom shows the time as 1:43 PM on 7/30/2015.

Choose the OS (If there is no Windows 10's choice, you can choose the lasted OS or build)

The screenshot shows the same ASUS ROG G751JM support page, but with the 'Driver & Tools' section active. The navigation menu now highlights 'Driver & Tools'. Below the navigation menu, there is a dropdown menu for selecting the operating system. The dropdown is open, showing options: 'Windows 10 64bit', 'Windows 8.1 64bit', and 'Others'. The Windows taskbar at the bottom shows the time as 1:48 PM on 7/30/2015.

Download and install the Audio driver



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.

Windows


Attempting repairs

If "Automatic Repair" couldn't repair your PC, please click [Advanced options].

Automatic Repair

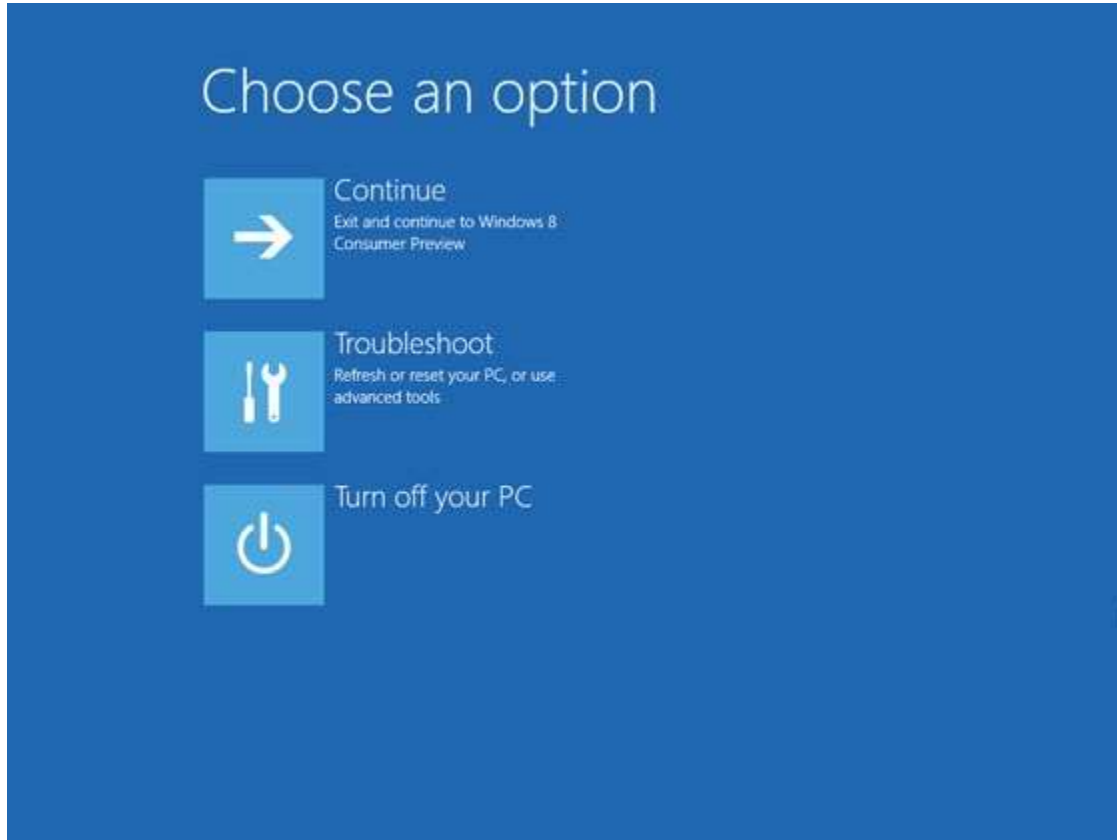
Automatic Repair couldn't repair your PC

Press "Advanced options" to try other options to repair your computer or "Shut down" to turn off your PC.

Shut down

Advanced options

Click "Troubleshoot".



Click "Reset your PC".

← Troubleshoot



Refresh your PC

If your PC isn't running well, you can refresh it without losing your files.



Reset your PC

If you want to remove all of your files, you can reset your PC completely.



Advanced options

Click "Next".

* Please make sure you have copied any data you need to keep onto a backup drive before proceeding.

← Reset your PC

Here's what will happen:

- All of your personal files and apps will be removed.
- Your PC settings will be changed back to their defaults.

Next

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.

Reset your PC

Do you want to fully clean your drive? When you remove your files, you can also clean the drive so that the files can't be recovered easily. This is more secure, but it takes much longer.



Just remove my files

This will take a few moments



Fully clean the drive

This will take much more time

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.

Reset your PC

All ready to go

This will remove your personal files and apps from your PC and restore all settings to their defaults. Make sure your PC is plugged in.

Reset

Cancel

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].

Automatic Repair

Automatic Repair couldn't repair your PC

Press "Advanced options" to try other options to repair your computer or "Shut down" to turn off your PC.

Shut down

Advanced options

Click "Troubleshoot".

Choose an option



Continue
Exit and continue to Windows 8
Consumer Preview



Troubleshoot
Refresh or reset your PC, or use
advanced tools



Turn off your PC

Click "Advanced options".

← Troubleshoot



Refresh your PC

If your PC isn't running well, you can refresh it without losing your files.



Reset your PC

If you want to remove all of your files, you can reset your PC completely.



Advanced options

Click "Startup Settings".

← Advanced options



System Restore

Use a restore point recorded on your PC to restore Windows



Command Prompt

Use the Command Prompt for advanced troubleshooting



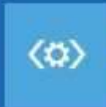
System Image Recovery

Recover Windows using a specific system image file



Startup Settings

Change Windows startup behavior



Automatic Repair

Fix problems that keep Windows from loading

Click "Restart".

← Startup Settings

Restart to change Windows options such as:

- Enable low-resolution video mode
- Enable debugging mode
- Enable boot logging
- Enable Safe Mode
- Disable driver signature enforcement
- Disable early-launch anti-malware protection
- Disable automatic restart on system failure

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

Startup Settings

Press a number to choose from the options below:

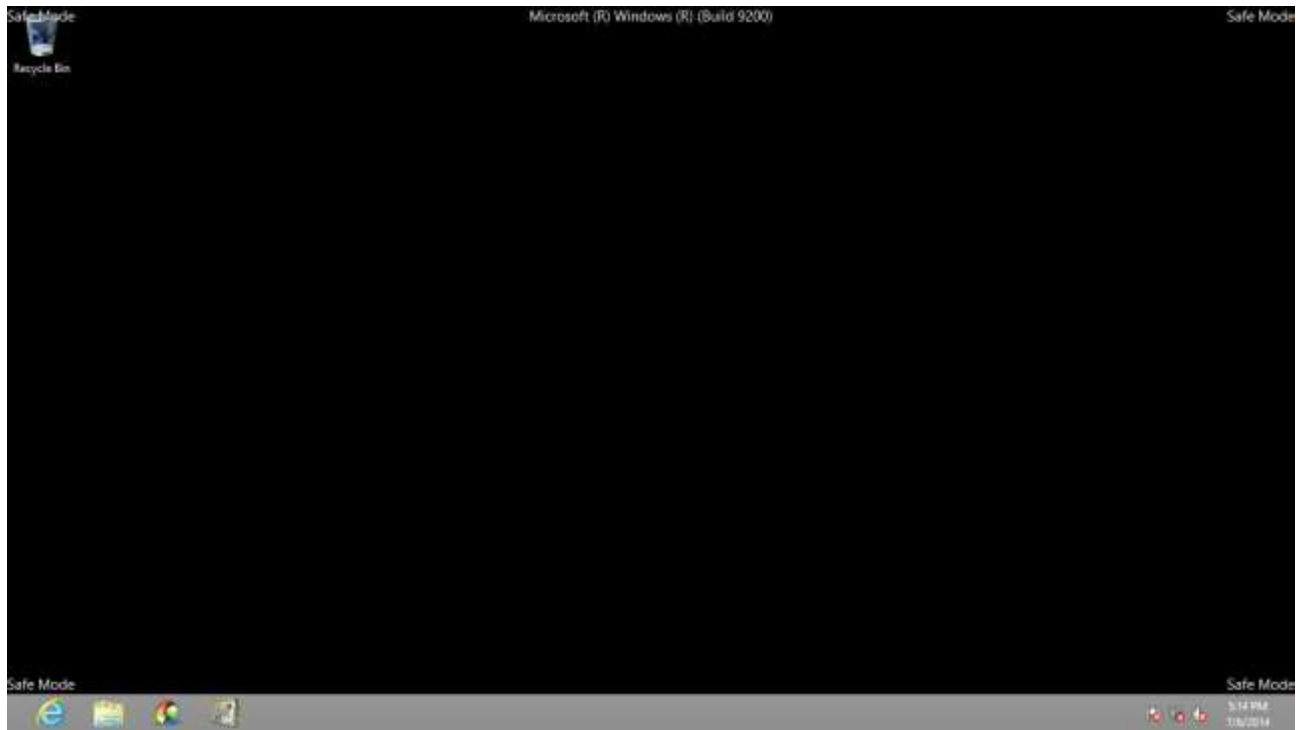
Use number keys or functions keys F1-F9.

- 1) Enable debugging
- 2) Enable boot logging
- 3) Enable low-resolution video
- 4) Enable Safe Mode
- 5) Enable Safe Mode with Networking
- 6) Enable Safe Mode with Command Prompt
- 7) Disable driver signature enforcement
- 8) Disable early launch anti-malware protection
- 9) Disable automatic restart after failure

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.

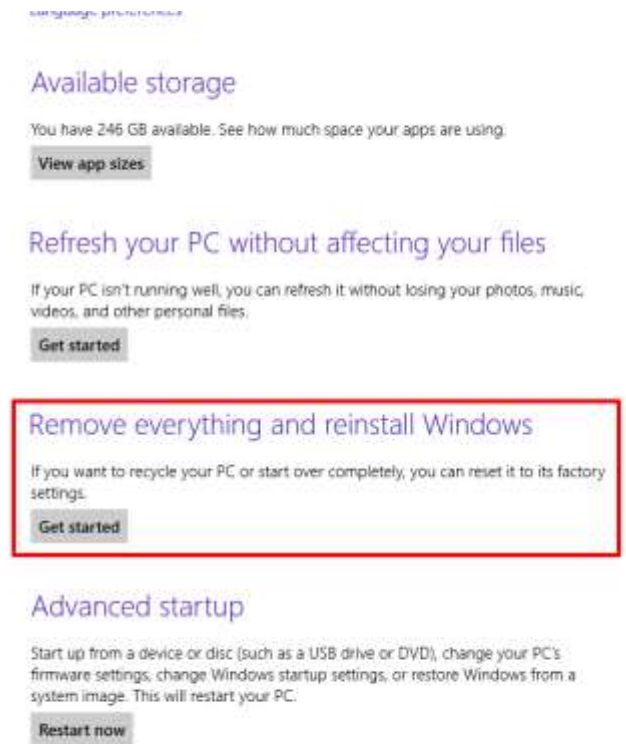
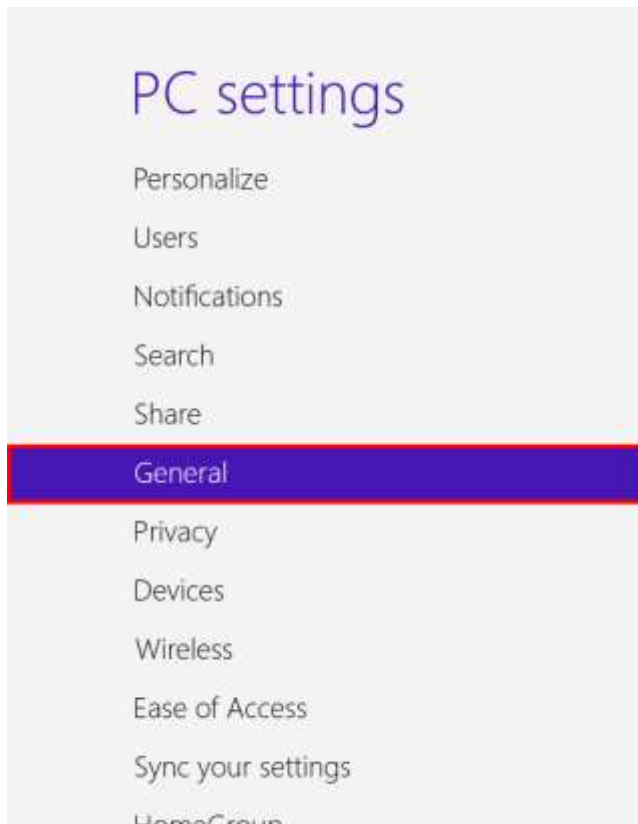
2. Click "Settings".



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].

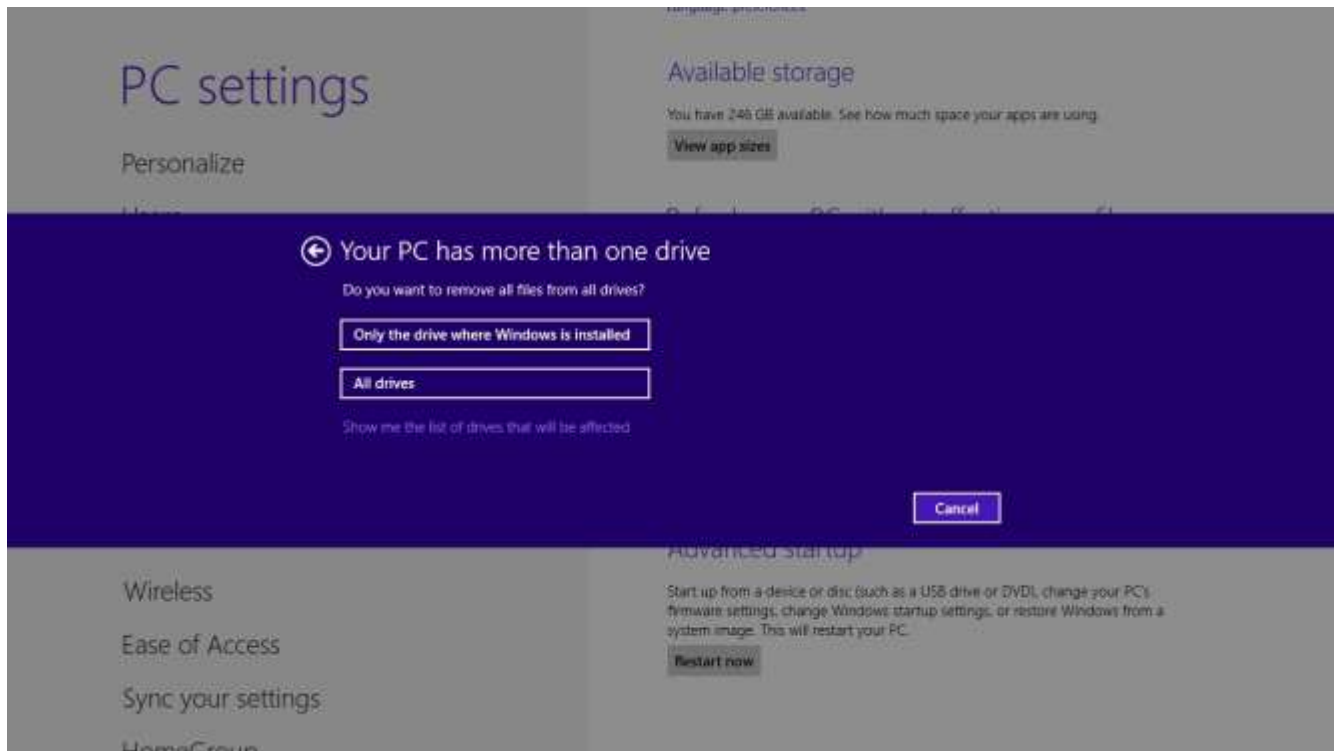


Personalize

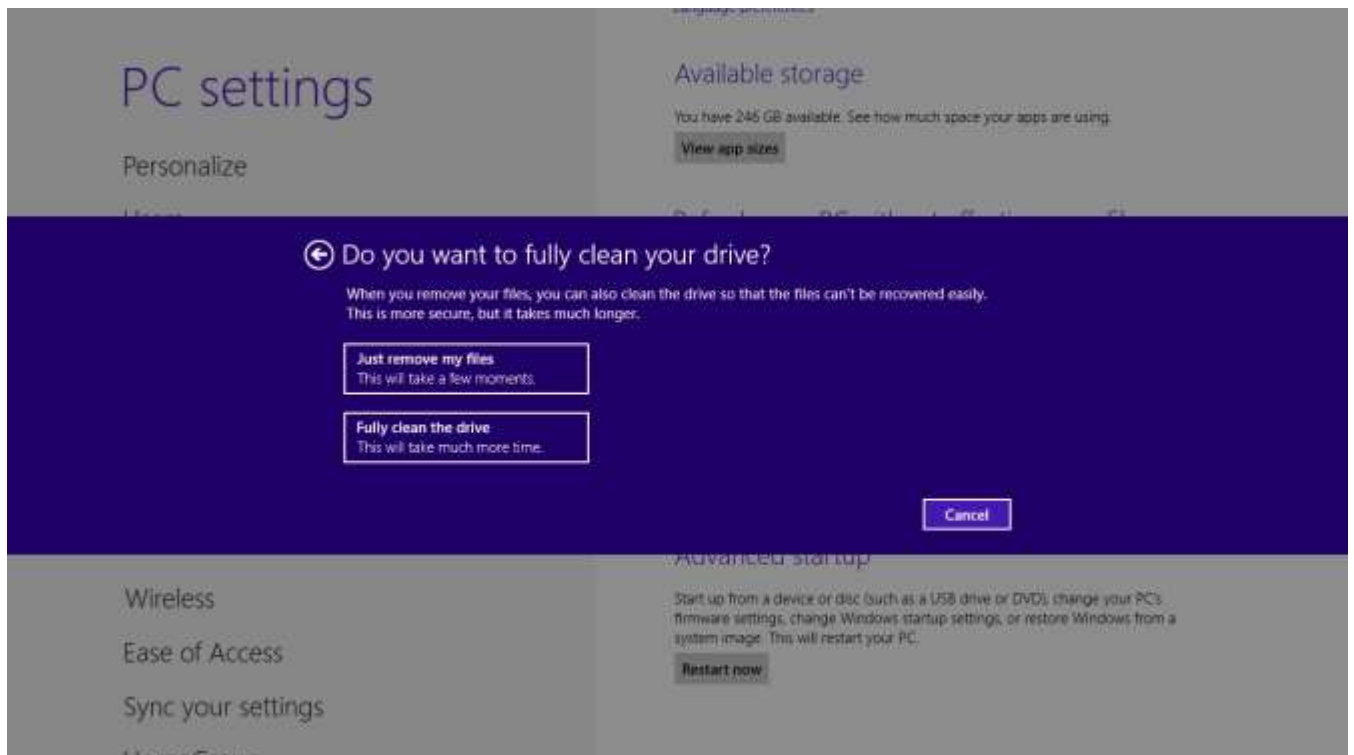


6. Click [Next].

Note: All your personal files and apps will be removed.

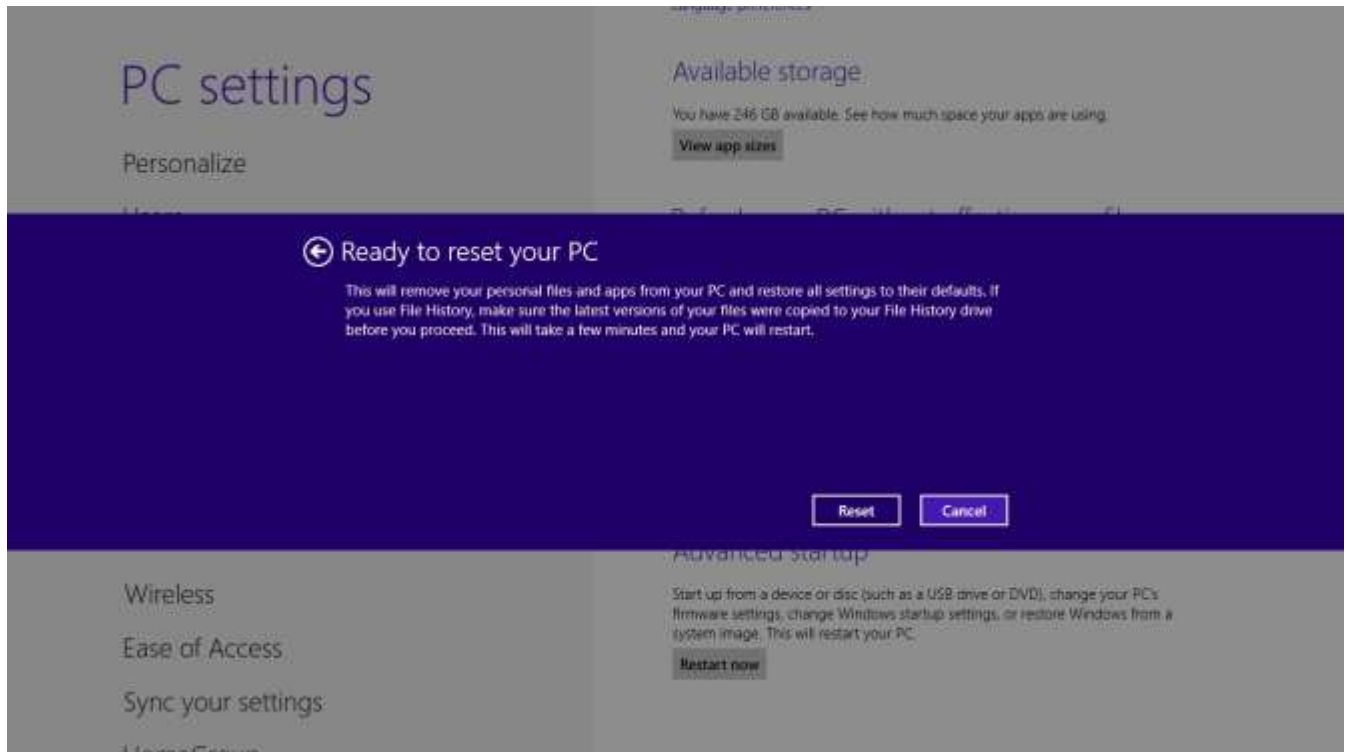


8. Select the proper options to clean your drive.



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?](#)
- Category Windows Setting/ Operation

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

Last Update : 2018/01/22 14:53

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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. 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.