

Q1: What should I do if I get error codes or missing installation package messages (MSVCP140.dll) when downloading the KANALI software?

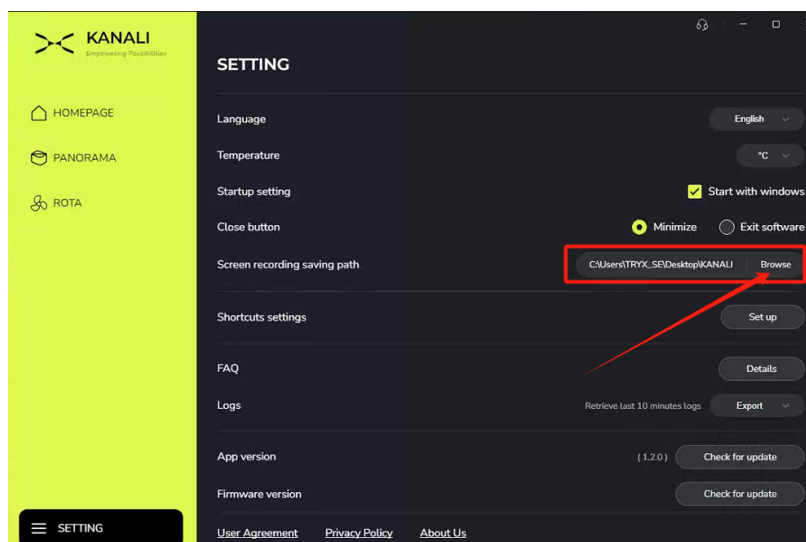
A: DLL missing or error issues are caused by a missing VC++ library in the operating system. Fix: Download the X86C package from Microsoft's official website:

<https://learn.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-170>

X86	https://aka.ms/vs/17/release/vc_redist.x86.exe	Permalink for latest supported x86 version
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Q2: Why does the KANALI keep creating an empty folder on my desktop?

A: The folder "KANALI" on the desktop is related to the "Screen Recording Saving Path." You can change the folder's location by selecting "Browse" and choosing a different drive on your PC.



Q3: Why can't the KANALI software detect the AIO screen device?

A: Please confirm the status of the AIO screen first.

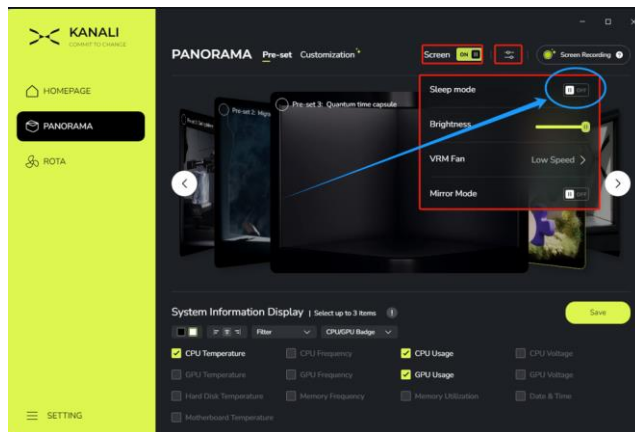
If the screen is black, please try below steps to fix it: Power off the computer and PSU, unplug and reconnect the 9 pin USB cable from the cooler's LED screen to the motherboard pins, or change other USB 2.0 port. Please wait for 2 minutes and restart the computer.

If the screen is displaying "TRYX" default animation, please join the live chat via the customer service icon in the upper right corner of the KANALI for further assistance.



Q4: Why does the AIO screen remain lit after shutdown my PC?

A: Please enter KANALI and enable Sleep Mode by setting "Sleep Mode" to ON. After the computer is shut down or the software is exited for one minute, the liquid cooler screen will turn off.



Q5: What should I do when I encounter more after-sales issues?

A: For further assistance, please join the live chat via the customer service icon in the upper right corner of the KANALI. We provide 24-hour support for you.

