

[Desktop PC/Motherboard] Wireless Network fails to connect

Last Update : 2018/11/22 15:07

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[Desktop PC/Motherboard] Wireless Network fails to connect

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] AI Suite 3 - Troubleshooting Guide

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AI Suite 3 - Troubleshooting Guide

If AI Suite 3 errors occur during your installation or usage, please refer to the troubleshooting guide below:

Q1: After upgrading to Windows 10, can we still use formally installed AI Suite 3?

A1: After upgrading to Windows 10, AI Suite 3 also needs to upgrade to the Windows 10 compatible version for normal use (click [here](#) for details.)

Q2: After updating Microsoft Win10 security vulnerability patch, if AI Suite3 can not be used properly, what is the solution will be ?

A2: After upgrading to Windows 10, AI Suite 3 also needs to upgrade to the Windows 10 compatible version for normal use (click [here](#) for details.)

Please remove the old version of AI Suite 3 first, and then download and install the latest version.

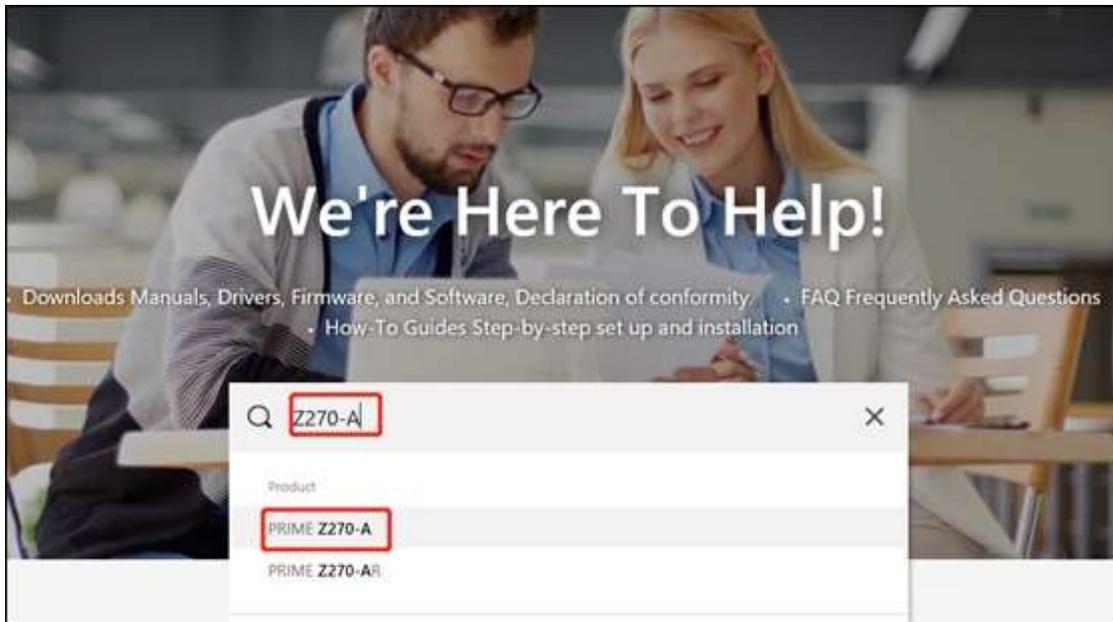
Download path as follows :

You can download this utility from the ASUS Support

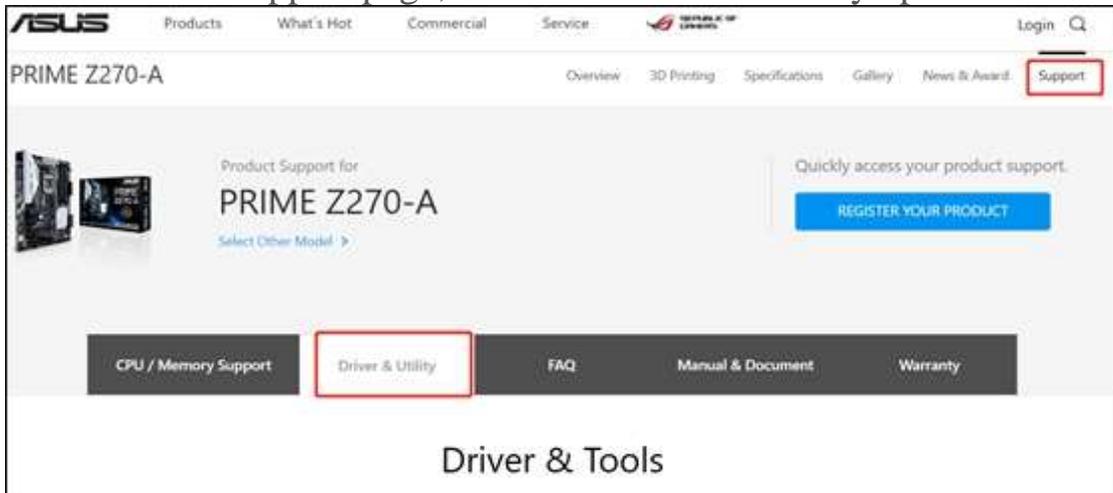
Site: <https://www.asus.com/support/> according to your specific model.

*Enter product model name -> Support -> Driver & Tools-> Select OS-> Utilities-> ASUS AI Suites 3

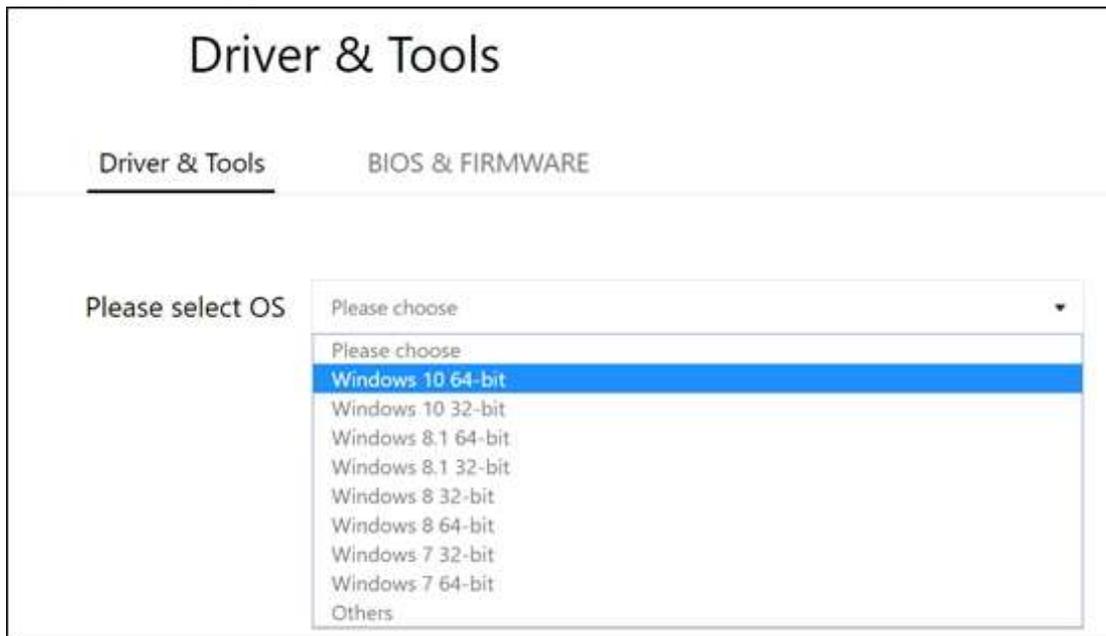
1. Check the ASUS Official Website, enter then select your model number in the Search Bar



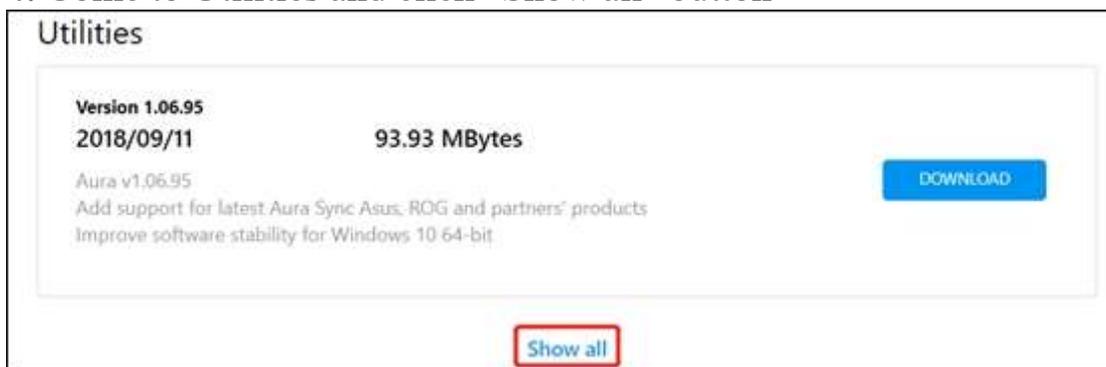
2. Choose the support page, and click Driver & Utility option



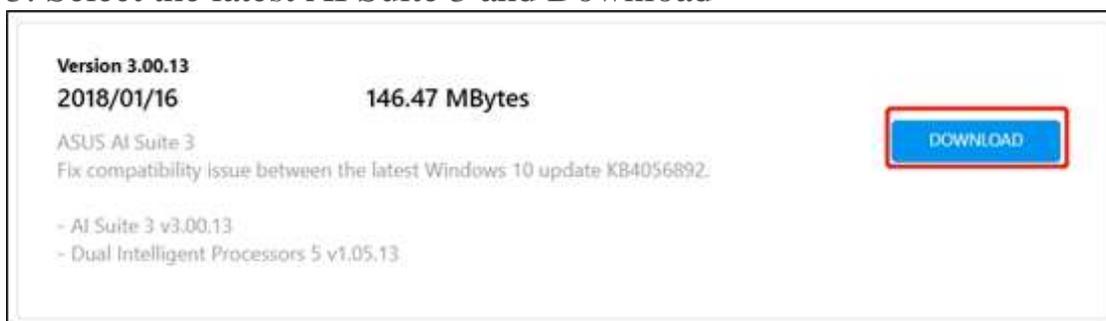
3. Select the OS



4. Come to Utilities and click “Show all” button



5. Select the latest AI Suite 3 and Download



Q3: If some motherboards do not provide AI Suite 3 in the Windows 10 version from the official website, how do I download it ?

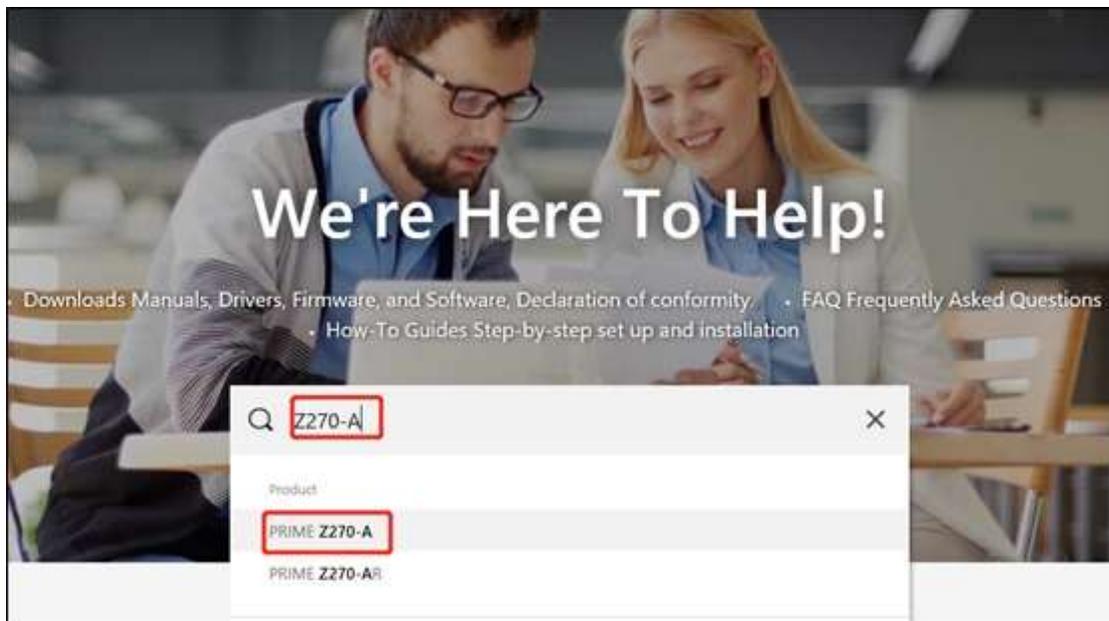
A3: Please check whether your motherboard can support Win10 and AI Suite 3

You can download this utility from the ASUS Support

Site: <https://www.asus.com/support/> according to your specific model.

*Enter product's model name-> Support-> Driver & Tools-> Select OS-> Utilities-> ASUS AI Suites 3

1. Check the ASUS Official Website , enter then select your model number in the Search Bar



2. Choose the Specifications option then check the related information.



<p>Special Features</p>	<p>OC Design - ASUS PRO Clock Technology</p> <ul style="list-style-type: none"> - Full BCLK range for extreme overclocking performance <p>5-Way Optimization by Dual Intelligent Processors 5</p> <ul style="list-style-type: none"> - Whole system optimization with a single click! 5-Way Optimization tuning key perfectly consolidates TPU, EPU, DIGI+ Power Control, Fan Xpert 4, and Turbo App together, providing better CPU performance, efficient power saving, precise digital power control, whole system cooling and even tailor your own app usages. <p>ASUS 5X Protection III :</p> <ul style="list-style-type: none"> - ASUS SafeSlot Core: Fortified PCIe Slot prevents damage - ASUS LANGuard: Protects against LAN surges, lightning strikes and static-electricity discharges! - ASUS Overvoltage Protection: World-class circuit-protecting power design - ASUS Stainless-Steel Back I/O: 3X corrosion-resistance for greater durability! - ASUS DIGI+ VRM: 8 Phase digital power design <p>ASUS TPU :</p> <ul style="list-style-type: none"> - Auto Tuning - GPU Boost <p>ASUS EPU :</p> <ul style="list-style-type: none"> - EPU <p>AURA :</p> <ul style="list-style-type: none"> - Aura Lighting Control - Aura RGB Strip-Headers - Aura Lighting Effects Synchronization with compatible ASUS ROG devices <p>ASUS Exclusive Features :</p> <ul style="list-style-type: none"> - MemOK! - AI Suite 3 - AI Charger - Turbo LAN - Crystal Sound 3 - EZ XMP ASUS Exclusive Features - PC Cleaner - File Transfer
<p>Special Features</p>	<p>OC Design - ASUS PRO Clock Technology</p> <ul style="list-style-type: none"> - Full BCLK range for extreme overclocking performance <p>5-Way Optimization by Dual Intelligent Processors 5</p> <ul style="list-style-type: none"> - Whole system optimization with a single click! 5-Way Optimization tuning key perfectly consolidates TPU, EPU, DIGI+ Power Control, Fan Xpert 4, and Turbo App together, providing better CPU performance, efficient power saving, precise digital power control, whole system cooling and even tailor your own app usages. <p>ASUS 5X Protection III :</p> <ul style="list-style-type: none"> - ASUS SafeSlot Core: Fortified PCIe Slot prevents damage - ASUS LANGuard: Protects against LAN surges, lightning strikes and static-electricity discharges! - ASUS Overvoltage Protection: World-class circuit-protecting power design - ASUS Stainless-Steel Back I/O: 3X corrosion-resistance for greater durability! - ASUS DIGI+ VRM: 8 Phase digital power design <p>ASUS TPU :</p> <ul style="list-style-type: none"> - Auto Tuning - GPU Boost <p>ASUS EPU :</p> <ul style="list-style-type: none"> - EPU <p>AURA :</p> <ul style="list-style-type: none"> - Aura Lighting Control - Aura RGB Strip-Headers - Aura Lighting Effects Synchronization with compatible ASUS ROG devices <p>ASUS Exclusive Features :</p> <ul style="list-style-type: none"> - MemOK! - AI Suite 3 - AI Charger - Turbo LAN - Crystal Sound 3 - EZ XMP ASUS Exclusive Features - PC Cleaner - File Transfer

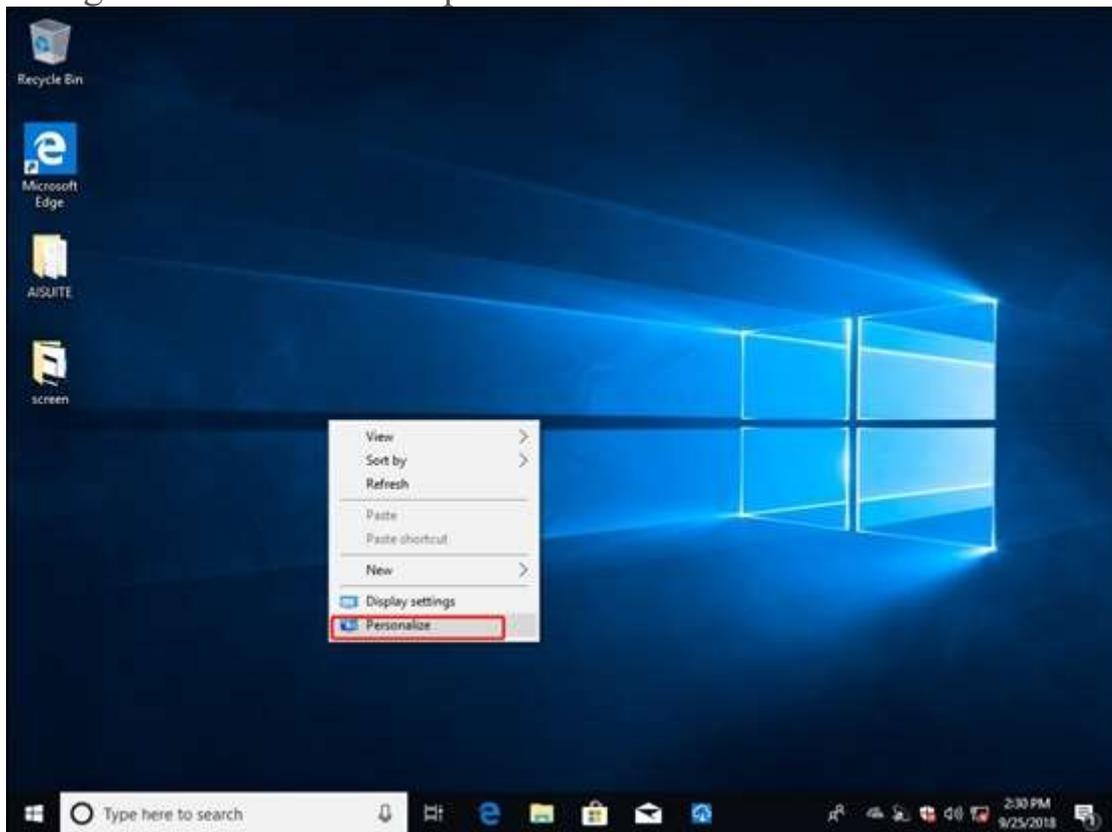
3. If your model can support both programs, but either one cannot be found on the website, please contact [ASUS Product Support](#)

Q4: What actions should be taken when the installation fails?

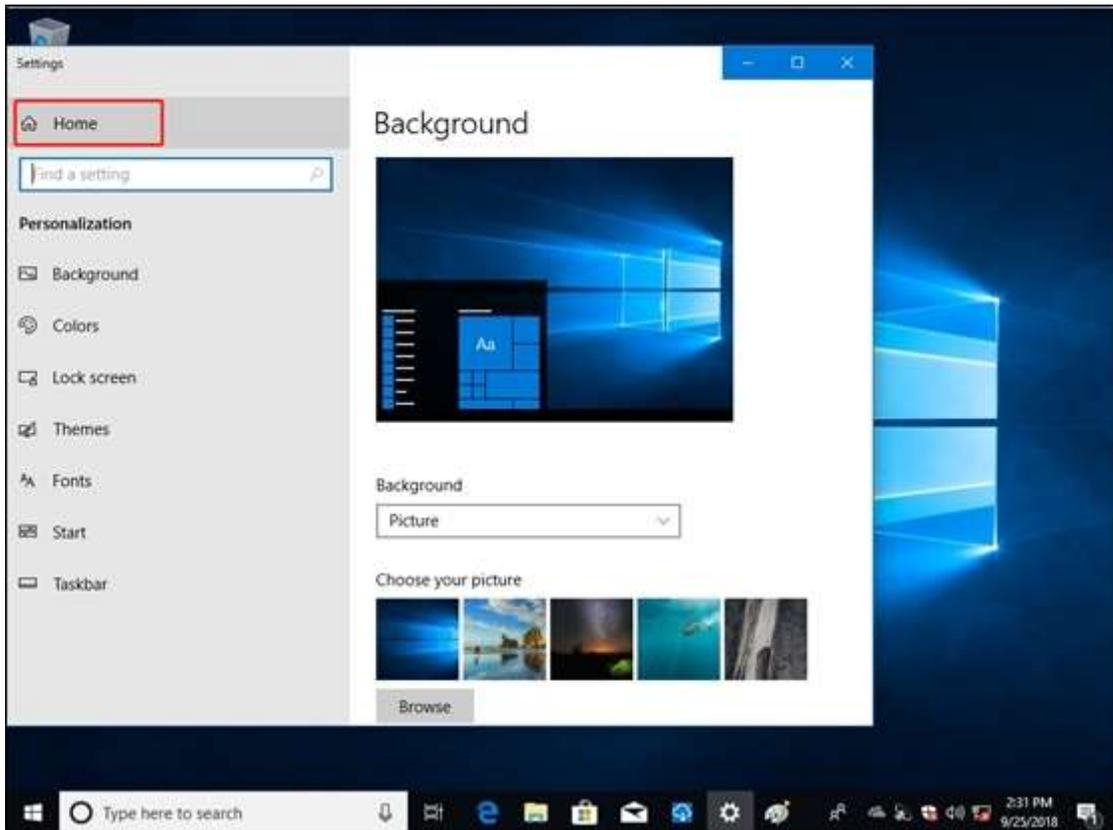
A4: Please check if you had already installed an older version AI Suite 3. If yes, please uninstall it first.

Uninstallation steps:

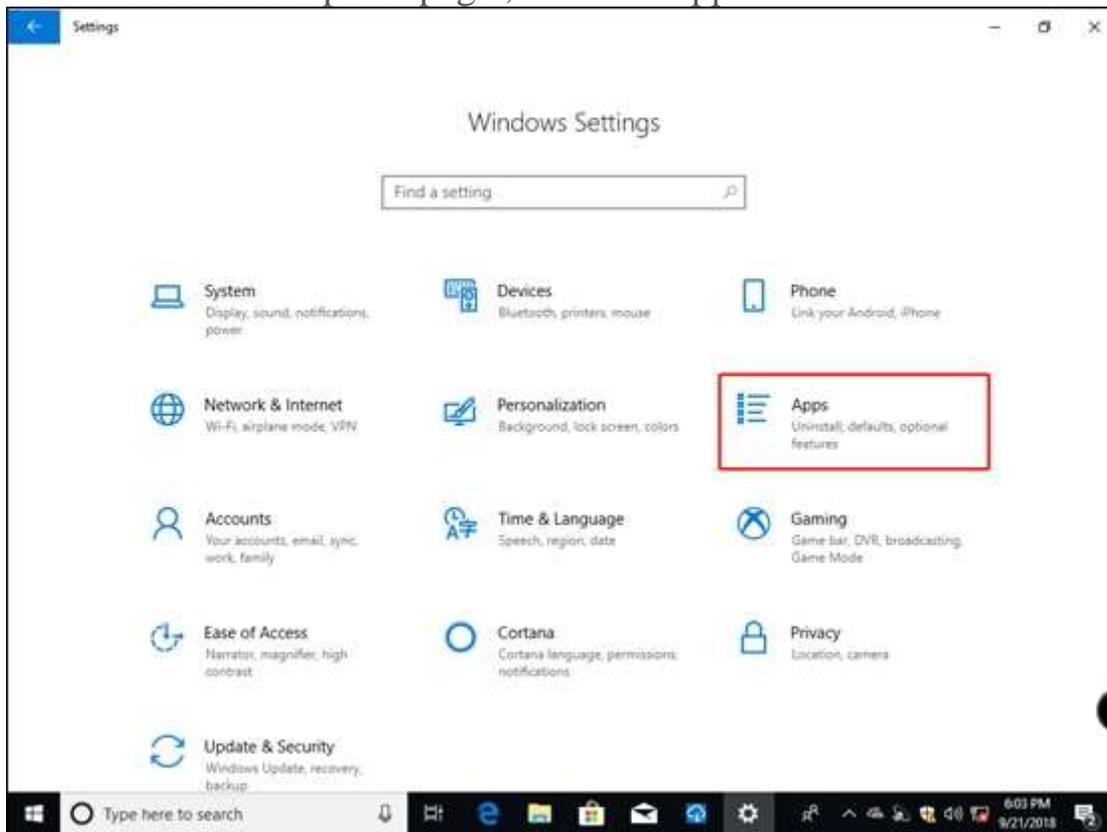
1. Right click on the desktop and choose “Personalize”



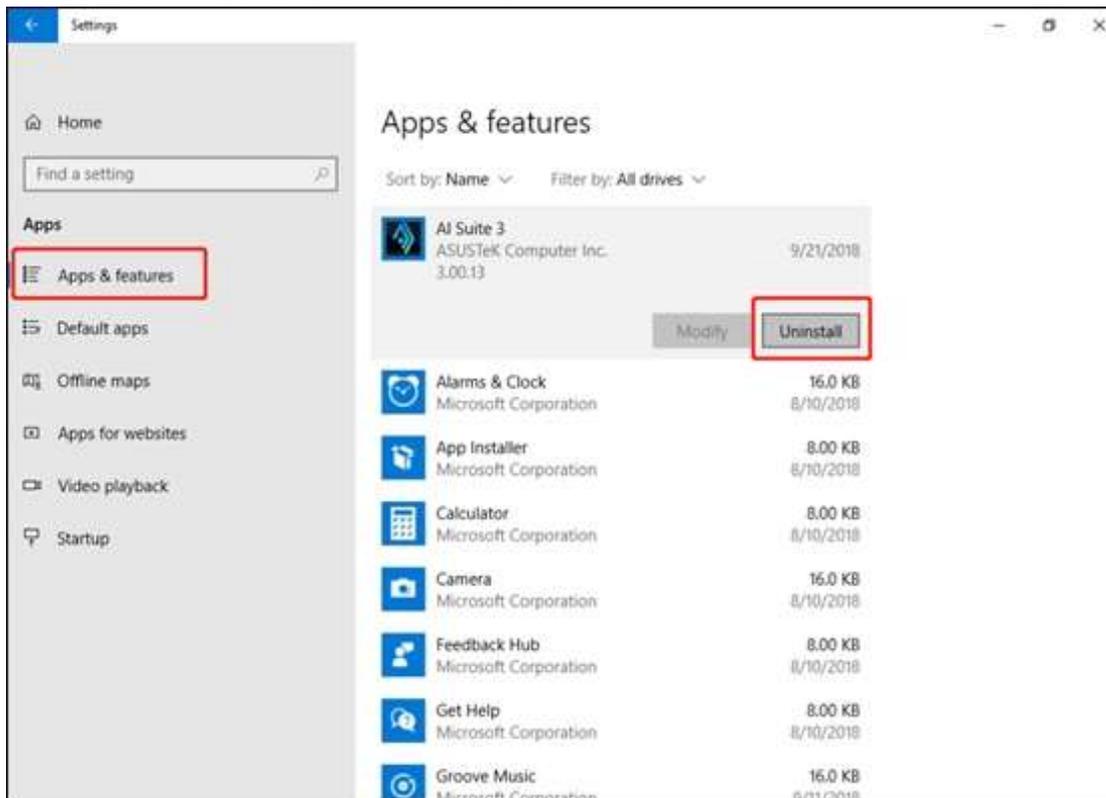
2. Select “Home”



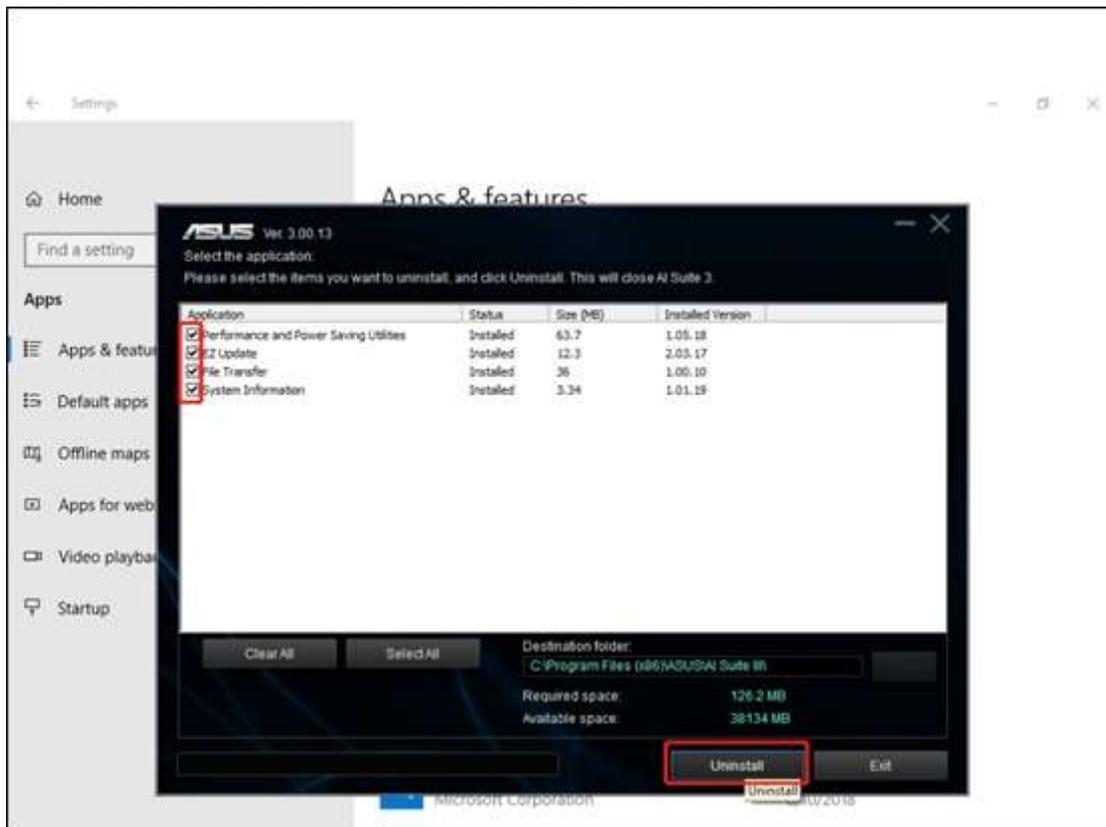
3. Come to console panel page , choose “Apps”



4. Select AI Suite 3 and click Uninstall button



5. Choose the items which need to be uninstalled



6. Reboot, check whether AI Suite 3 is uninstalled

Notice: Different OS versions may have different UI, so please select the one that applies to you.

If AI Suite 3 can't be uninstalled yet, please contact [ASUS Product Support](#)

Q5: Why I can't use some functions of AI Suite 3 as described on the official website?

A5: Some functions are limited to some motherboards or specific versions AI Suite 3. (eg. PC Cleaner)

Please update AI Suite 3 to the latest version, it's the complete one for your model. [AI SUITE 3 Introduction](#)

Q6: Why I can't uninstall AI SUITE 3 in the system disk when I'm using a non-ASUS motherboard?

A6: AI SUITE 3 has its own protection mechanisms. When you install or uninstall AI SUITE 3, it will check whether your motherboard is from ASUS. If yes, your command will be conducted, if not, your command will be invalid.

It's suggested to reinstall your operation system if you really want to uninstall AI Suite 3 in this situation.

[Motherboard]Error shows when I boot the system, need to press F1 to enter operation system

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[Motherboard]Error shows when I boot the system, need to press F1 to enter operation system

Please refer to below solution according to the error message on monitor.

Owing to there are a lot of possibilities of error, we hereby provide several error cases and its solution.

If your error problem is not listed below, please contact ASUS Customer Service Center for information.

CPU Fan error

Please refer to [Why I see the error message "CPU FAN Error" in POST?](#)

Error message "S.M.A.R.T Status Bad"

Please refer to [S.M.A.R.T ERROR Warning for SATA HDD](#)

CMOS checksum error

CMOS battery might be malfunctional or no power left ,thus replacing a new battery is necessary

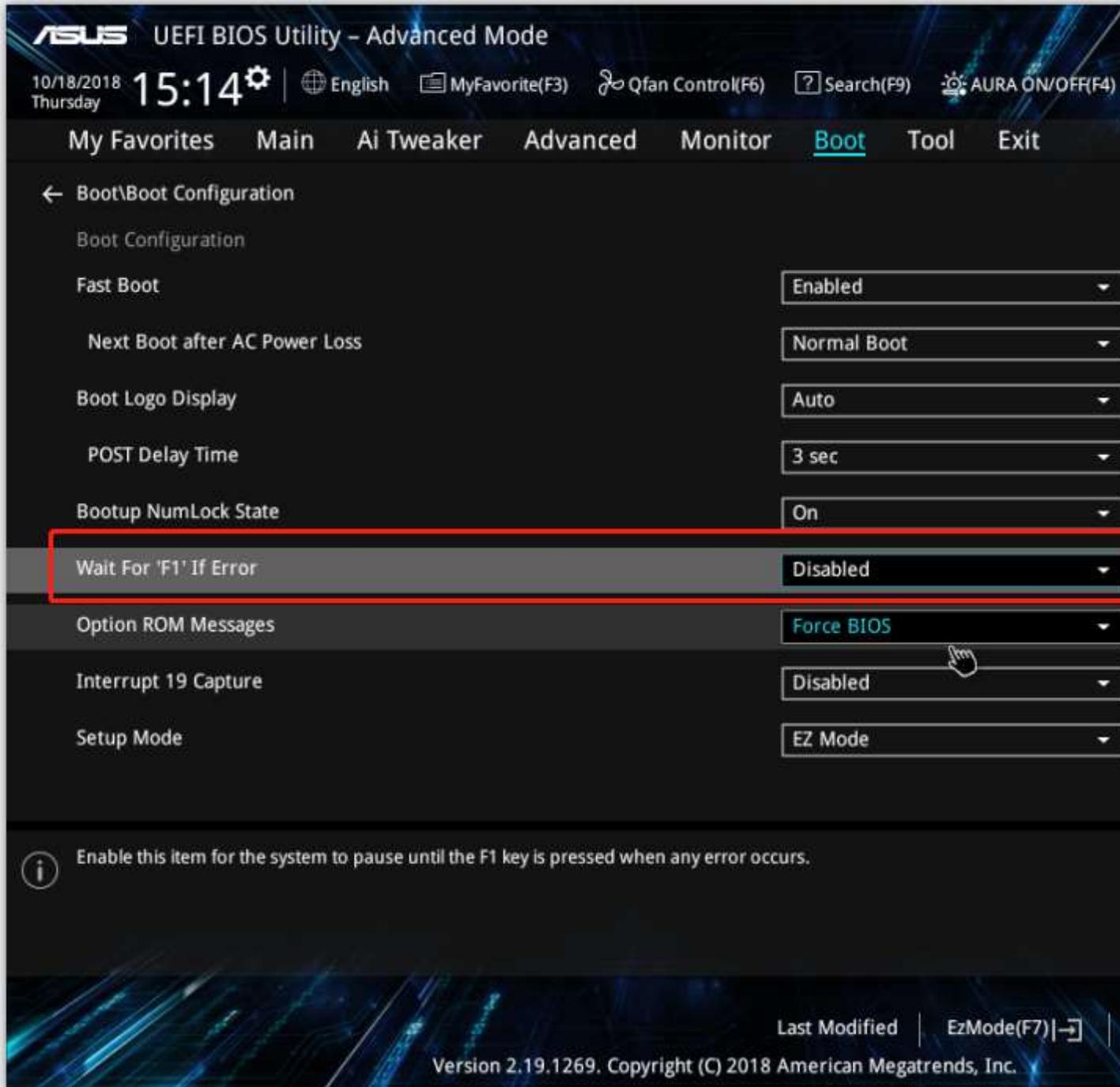
Please refer to [How to replace CMOS battery on motherboard when it runs out power?](#)

Overlocking Failed

Overclocking failed, please adjust the overclocking setting or restore BIOS to default value.

Please check [How to restore BIOS setting ?](#)

If you want to turn off F1 notification (Not suggested),please enter BIOS setting->Boot->Wait for F1 if there is error->Disabled



Troubleshooting - Windows OOBE(Out-Of-Box

Experience) fails when you start a new Windows

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When you start a new Windows-based computer for the first time, the Windows Out-Of-Box Experience (OOBE) process guides you through various setup operations. In rare cases, you may encounter one of the following issues during OOBE.