

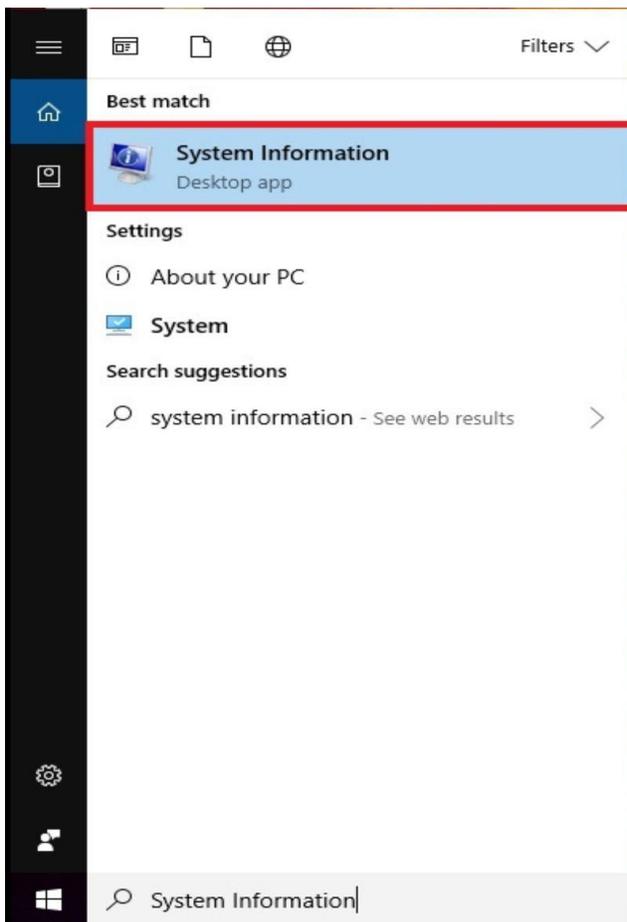
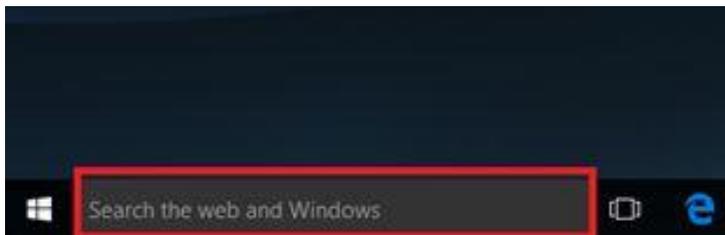
How to inquire correct model name or CPU type?

How to inquire correct model name or CPU type?

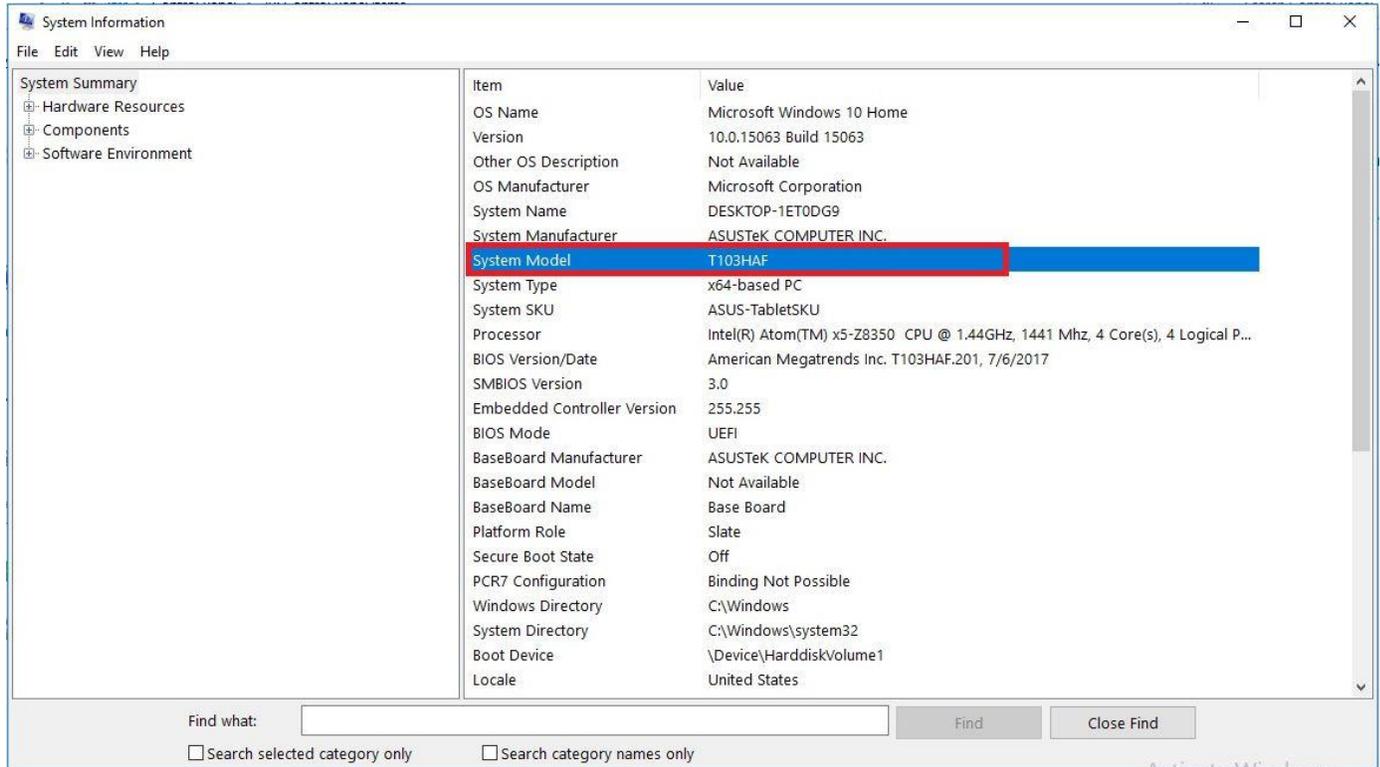
How to find out correct model name?

Method 1 : Check from System Information

1. Input “System Information” in Windows Search bar

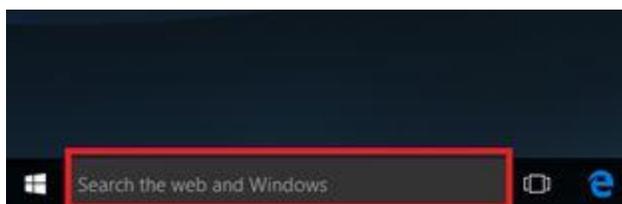


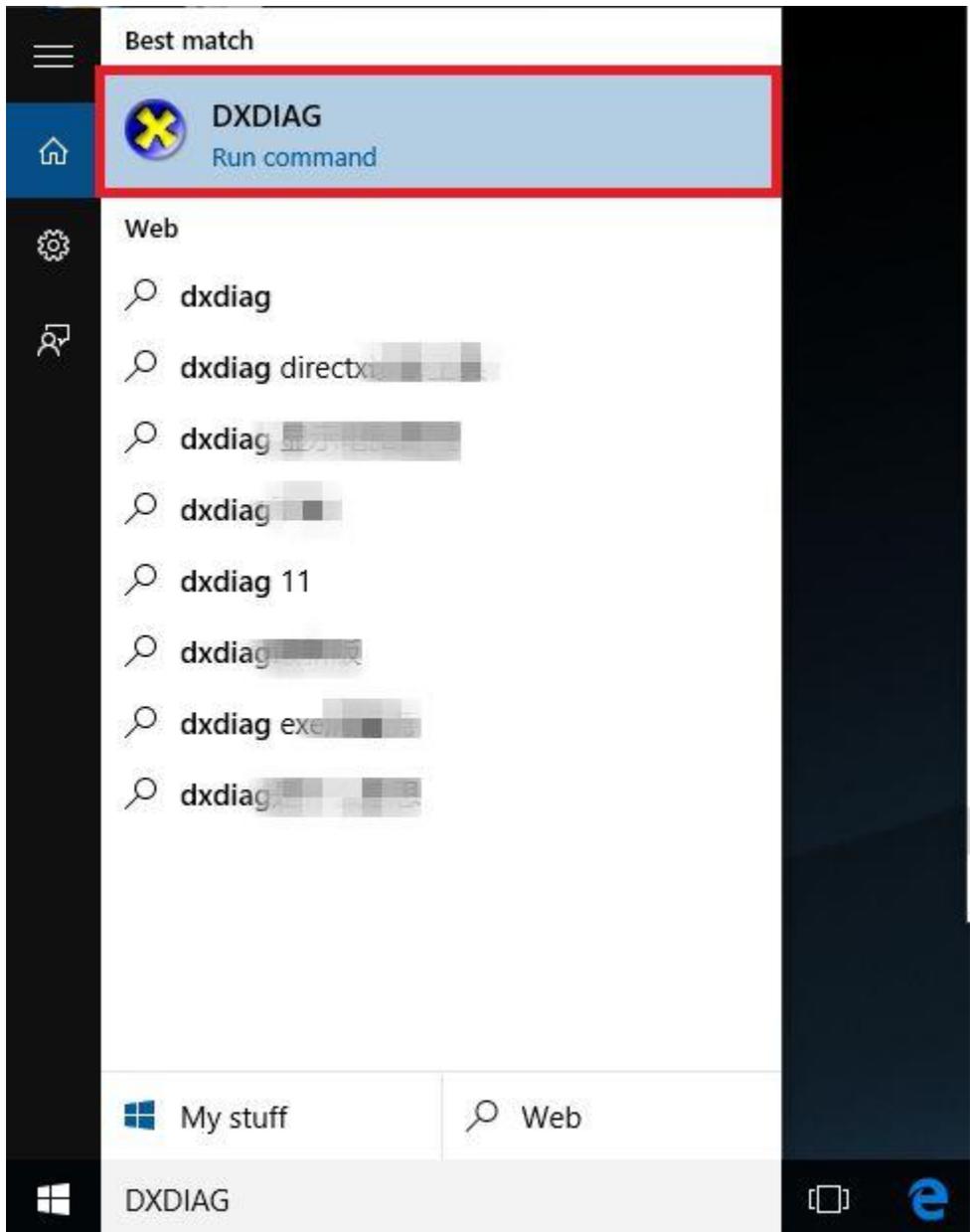
2. Model name will be displayed as the red mark.



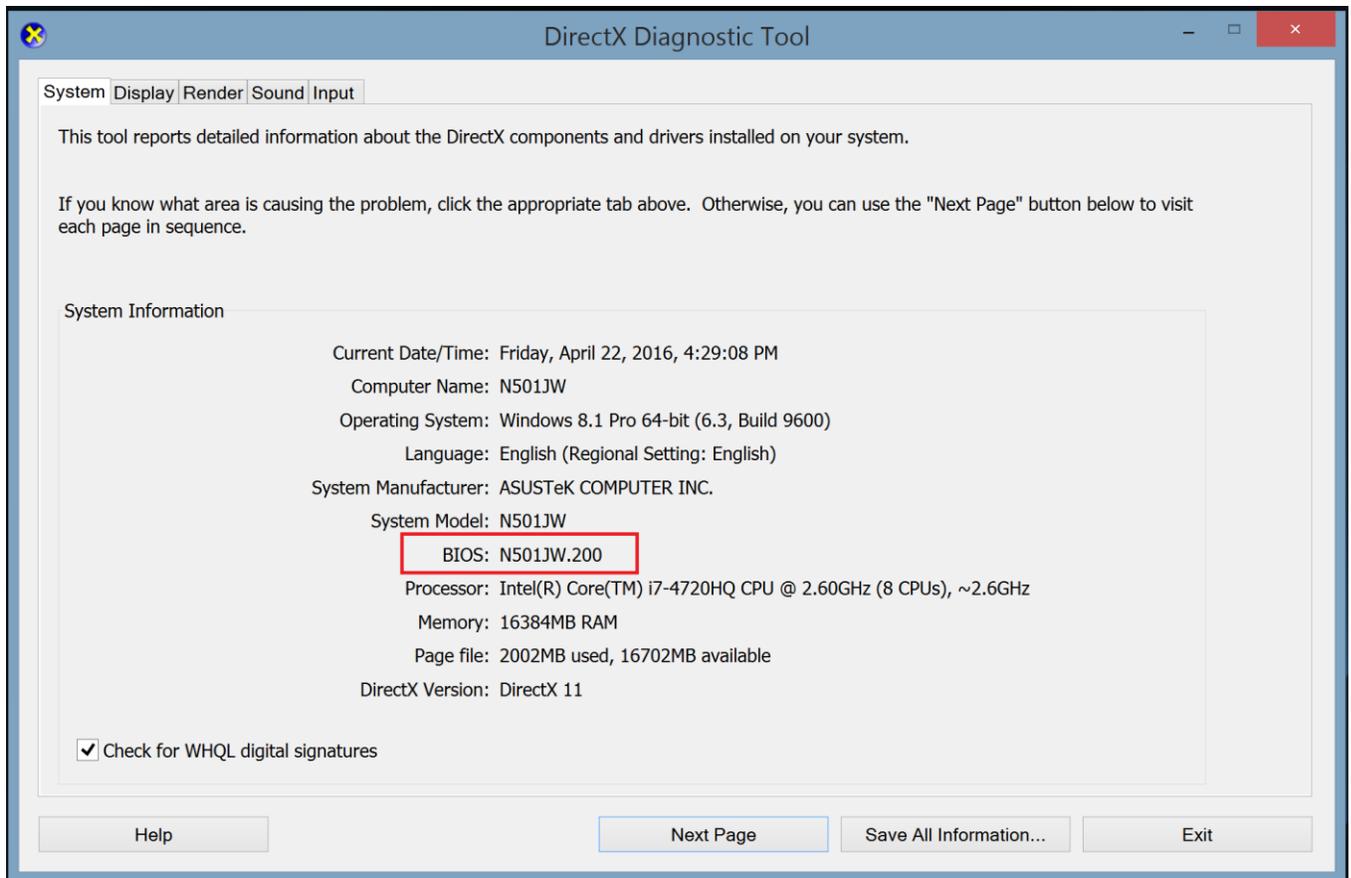
Method 2 : Check from DXDIAG

1. Input "DXDIAG" in Windows Search bar





2. Model name will be displayed as the red mark.



3. Please select the driver with the same name on our support site

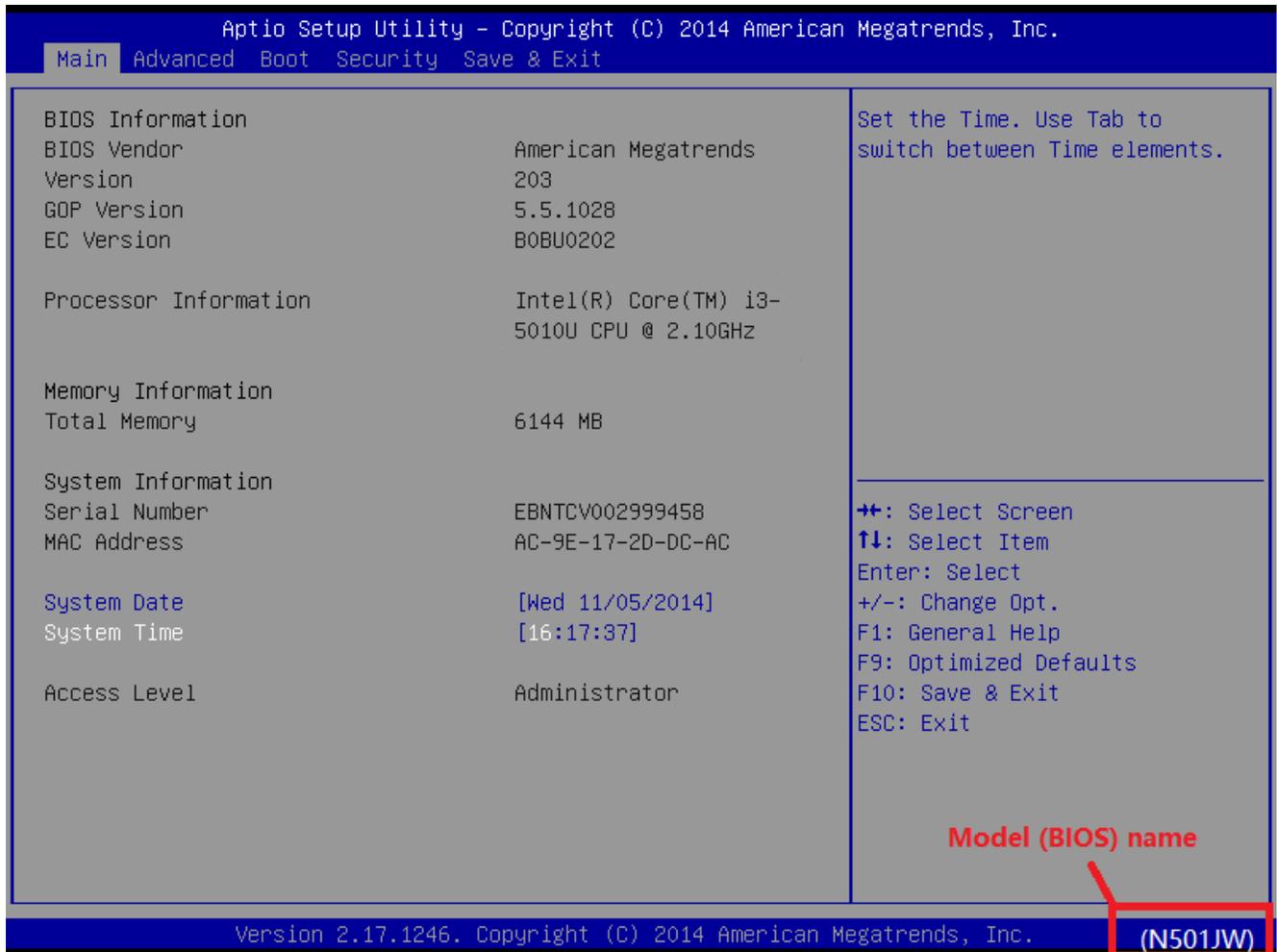
— VGA (4)

Version V20.19.15.4300

Description	Intel Graphics Driver (N501JW)
File Size	183.97 MBytes 2016/01/19 update
Download from	 Global

Method 3 : Check from BIOS

1. Click the power button then press and hold the **F2** .
2. Release **F2** then you can see **BIOS setup menu**
3. Press **F12** and pay attention to the right bottom corner of screen. Model name will be displayed here.



4. Please select the driver with the same name on our support site

⊖ VGA (4)

Version V20.19.15.4300

Description	Intel Graphics Driver (N501JW)
File Size	183.97 MBytes 2016/01/19 update
Download from	 Global

Note: If your Notebook is Windows 8/8.1, it's normal that you can't enter the BIOS configuration with above steps.

For earlier versions of ASUS Notebook, immediately press and hold the "F2" button to enter the BIOS when powering on the device.

Devices with Windows 8/8.1 will not be able to use these steps because it will cause system failure.

If you can power on the device , please refer to [\[Windows 8\] How to enter the BIOS configuration of Windows 8?](#)

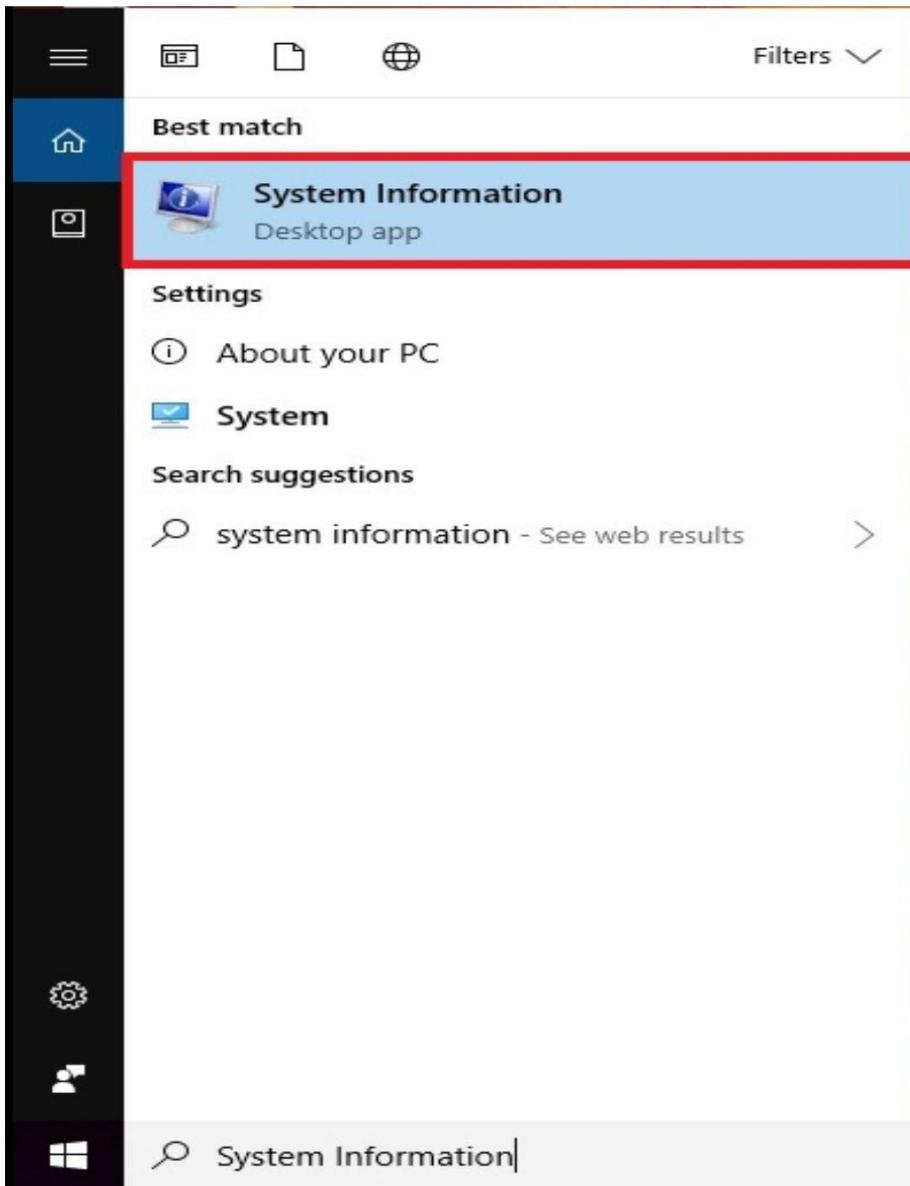
If you cannot power on the device:

1. Please press and hold the Power button for **5 to 8 seconds** until the Notebook has shut down.
2. Press and hold **F2** button, then click the power button.
3. **Release F2** then you can see CPU model under processor information once you are in BIOS setup menu.

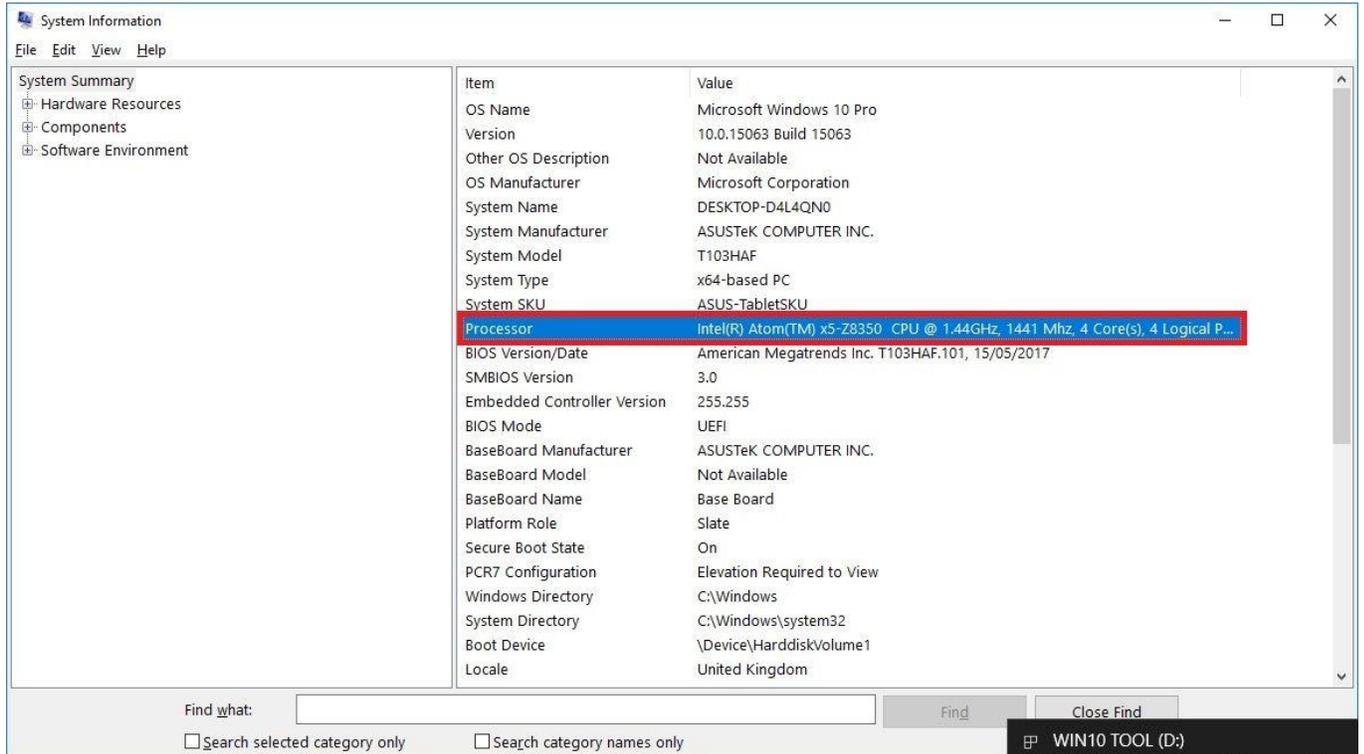
How to inquire CPU type?

Method 1 : Check from System Information

1. Input “System Information” in Windows Search bar

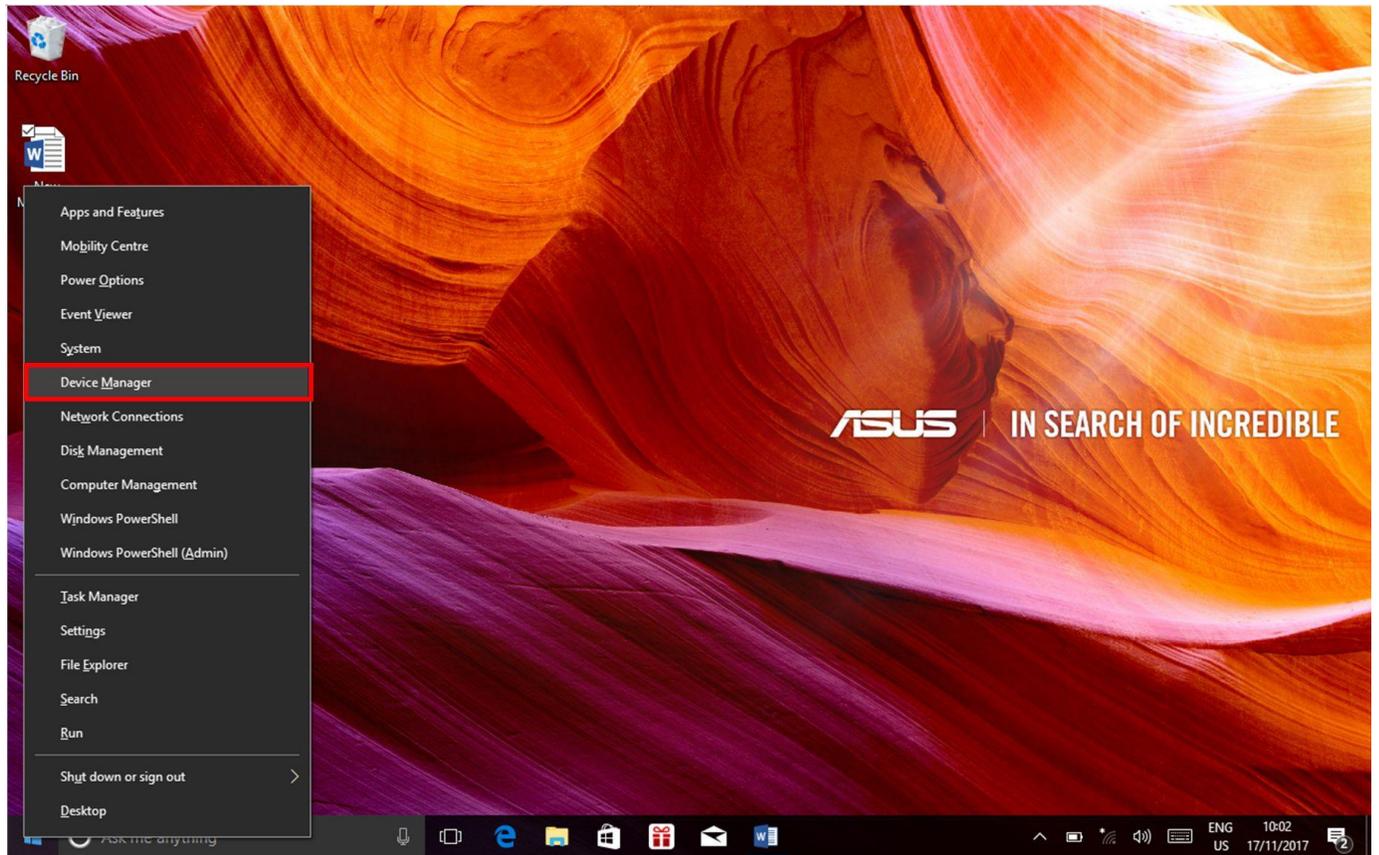


2. Then you can see your CPU model name under Processor category.

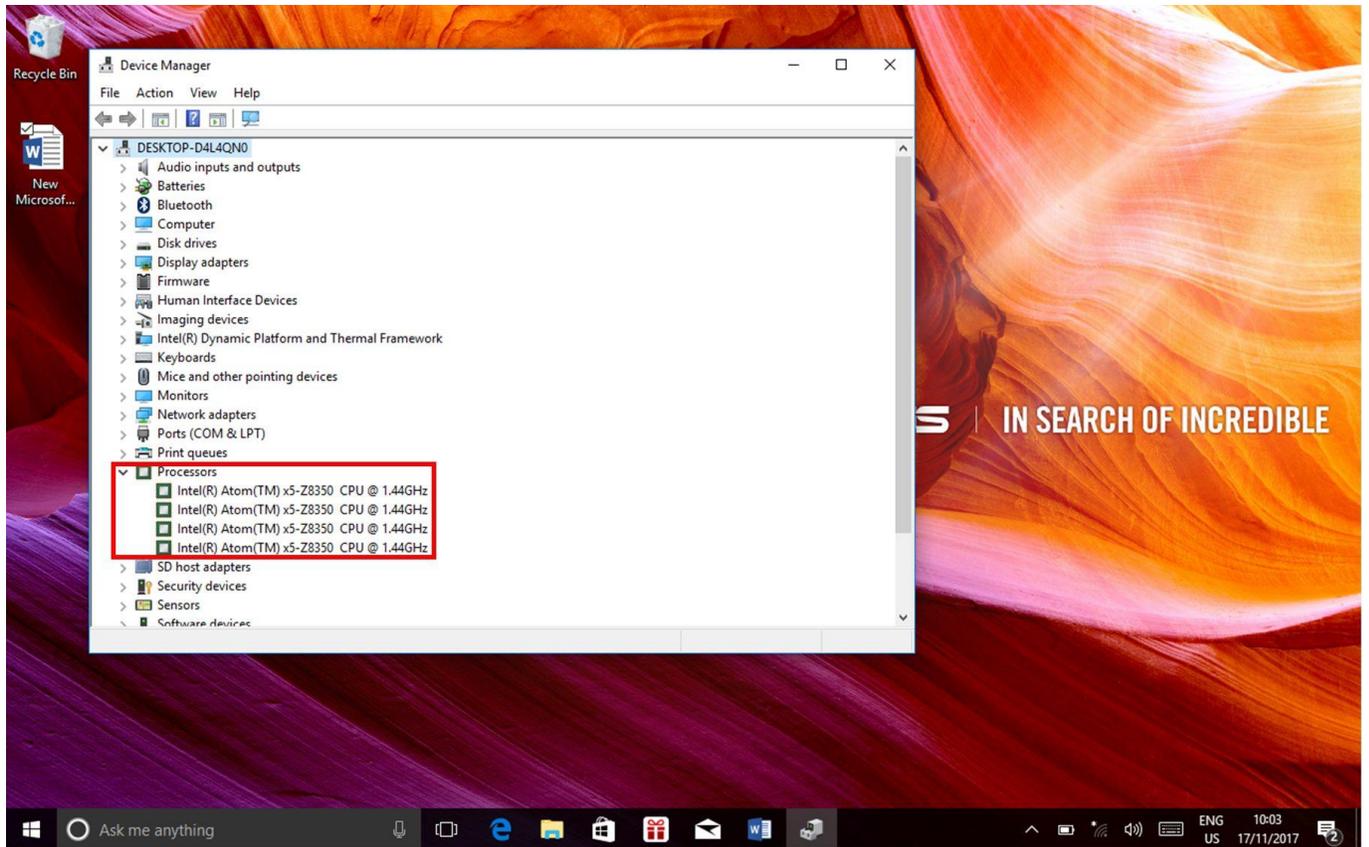


Method 2 : Check from Device Manager

1. Right click on **Start Menu** button.
2. Choose **“Device Manager”**

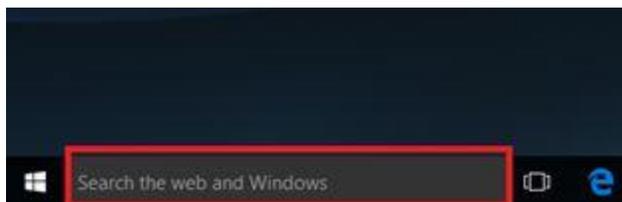


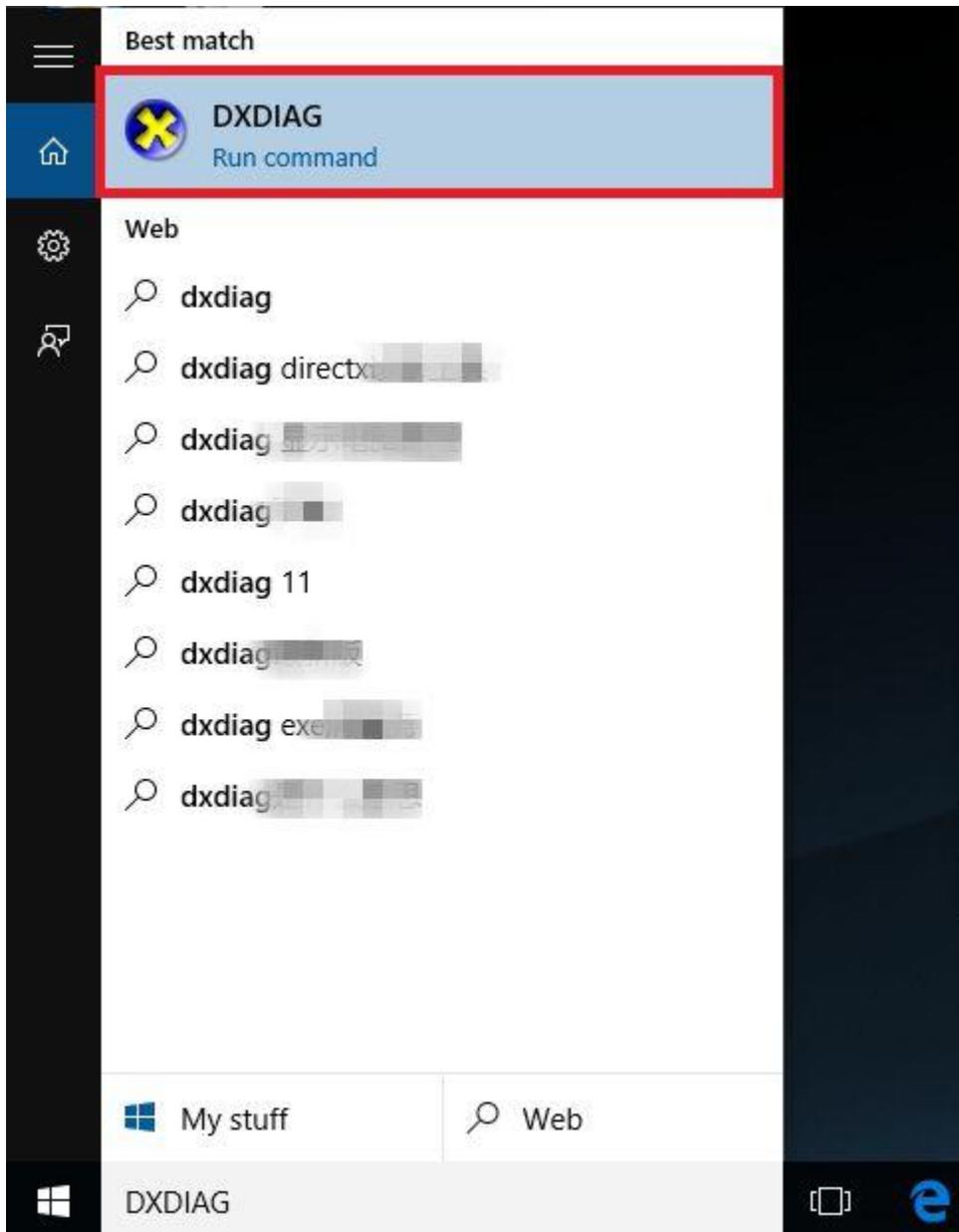
3. Open up the **Processors list** then you will find your CPU model name



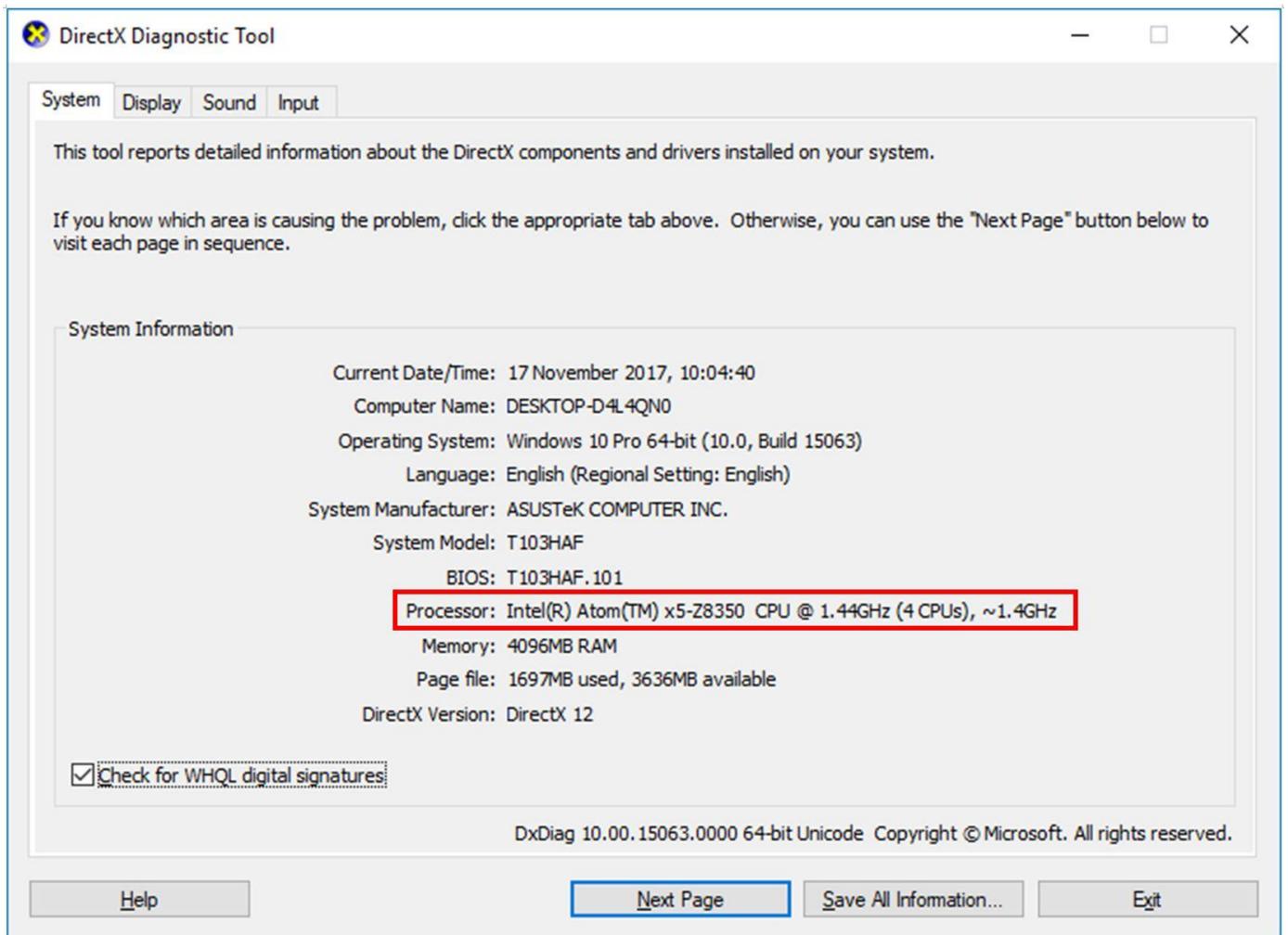
Method 3 : Check from DXDiag

1. Input “DXDIAG” in Windows Search bar



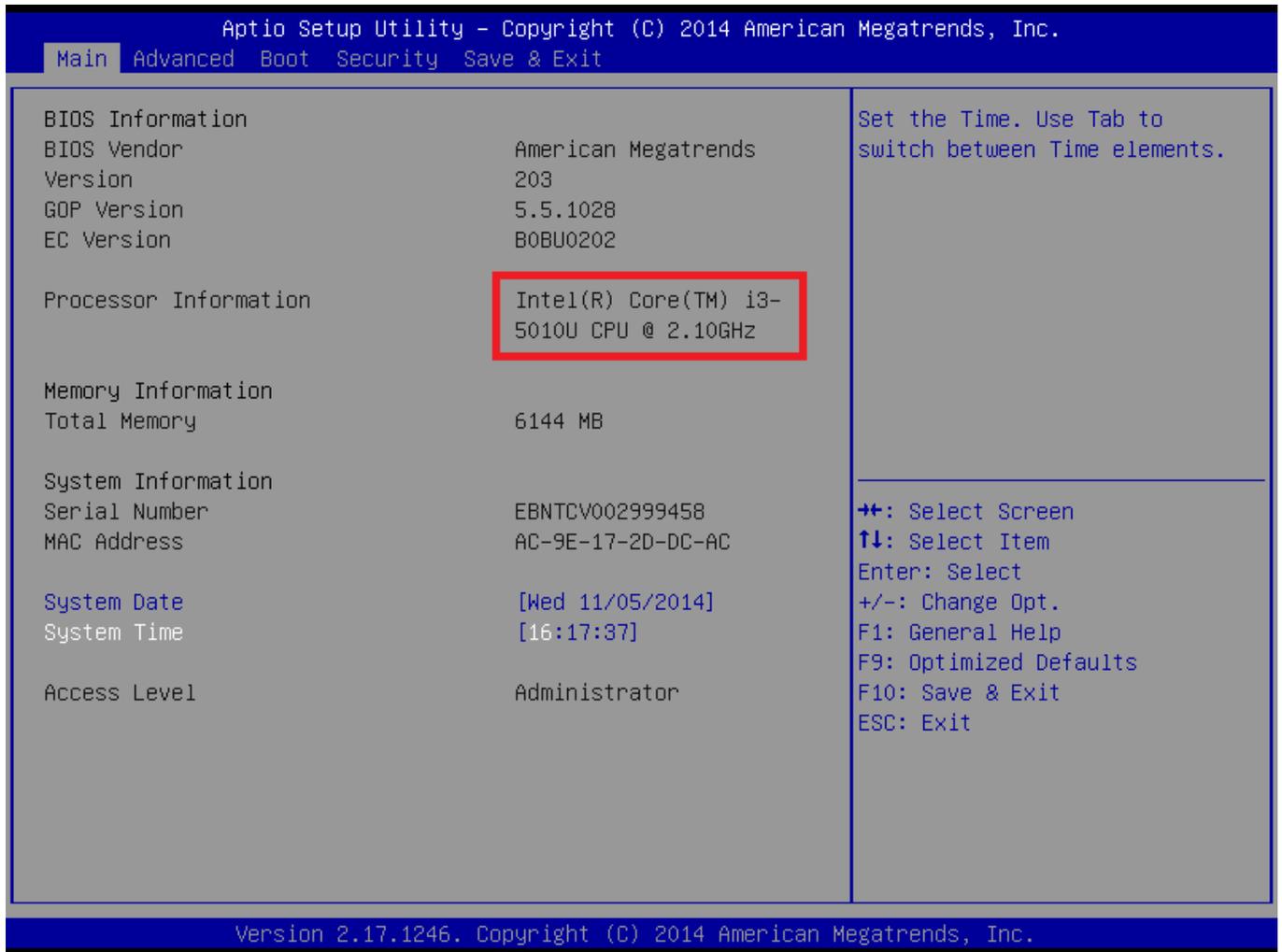


2. Then you can see your CPU model name under Processor category.



Method 4 : Check from BIOS

1. Click the Power button then press and hold **F2 button** .
2. Release **F2 button** then you can see CPU model under processor information once you are in BIOS setup menu



Note: If your Notebook is Windows 8/8.1, it's normal that you can't enter the BIOS configuration with above steps.

For previous edition of ASUS Notebook, you can press and hold "F2" button to enter the BIOS when switched on device, while Windows 8/8.1 cannot because its function of quick boot causes failure.

- If you can enter the system. You can refer to [\[Windows 8\] How to enter the BIOS configuration of Windows 8?](#)
- If you can't enter the system. 1. Please try to press and hold the power button for **5~8 seconds** until the Notebook is shut down. 2. Press and hold **F2** button then click the power button. 3. Release **F2** then you can see CPU model under processor information once you are in BIOS setup menu

Endless OS - Where can I find more tutorials?

Endless OS - Where can I find more tutorials?

Notice:

Endless OS only supports ASUS Non-OS product. ASUS product preloaded with Windows OS or Chrome OS do not yet support to install Endless OS.

ASUS official website will not provide any support about download or compatibility issues with Endless OS. In addition, ASUS doesn't provide any commitment for compatibility problem if Endless OS is installed to ASUS product preloaded with Windows OS or Chrome OS. Any damages caused by installing Endless OS (e.g. dysfunction, file damage.....) will incur a service charge if repairs are required and ASUS will not compensate for any program and data loss caused by file damage.

Endless OS - Can I use Microsoft applications,such as Excel and PowerPoint on my Endless computer?

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Endless OS is compatible with Microsoft most popular applications, such as Word,Excel,and PowerPoint but it's unable to run the apps themselves. Some of the advanced features may not be completely preserved. Therefore, before you move your Microsoft files to your Endless computer, be sure to save a backup of the original file in case any data is lost in the file conversion.

Endless OS - How do I update Endless OS?

Notice:

Endless OS only supports ASUS Non-OS product. ASUS product preloaded with Windows OS or Chrome OS do not yet support to install Endless OS.

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Endless OS uses OSTree, a non-destructive and atomic technique to deploy operating system updates.

That means updates can be installed without affecting the running state of the system, making the process safe and robust from environment factors such as a sudden power loss.

When the device is connected to the Internet via WiFi or ethernet, Endless OS will periodically check if updates are available, and if so, it will proceed to automatically download and apply them in the background.

User will receive a notification when the device is ready to be restarted , and the check for updates can also be manually activated from the Details panel in the **Settings** app.

Endless OS - Why does the computer seem to get slower when opening a lot of browsers or websites?

Endless OS - Why does the computer seem to get slower when opening a lot of browsers or websites?

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As with other operating systems, Endless OS can run slower when many tabs in browser and applications are kept open simultaneously. Under this situation, closing applications or browser tabs will release memory pressure and restore the system to a normal speed. If that doesn't help, try to restart the computer.

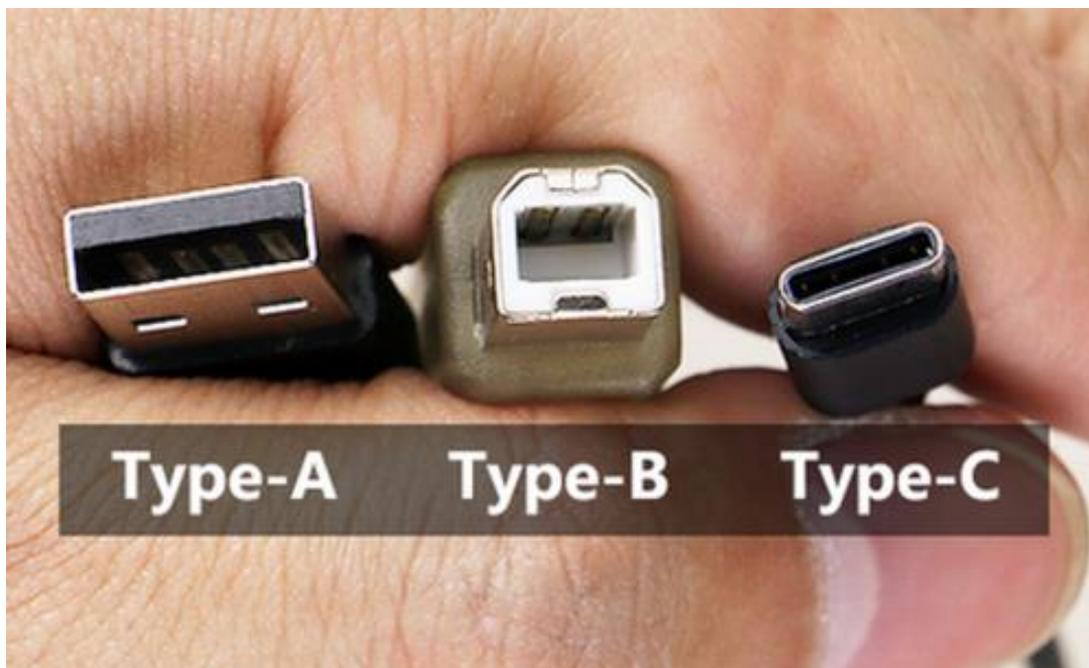
Introduction of USB 3.1

Last Update : 2017/11/24 13:16

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Introduction of USB 3.1

USB 3.1 is a specification published by the USB-IF, including **Type-A** (the same and normal size as USB2.0 port), **Type-B** (usually used on printer and fax machine) and USB **Type-C**.



There are two kinds of USB 3.1 Gen: Gen 1 and Gen 2.

USB 3.1 Gen 1 has the same 5 Gb/s SuperSpeed + maximum data signaling rate as USB 3.0.

USB 3.1 Gen 2 has a new 10 Gb/s (1280 MB/s) SuperSpeed+ maximum data signaling rate—double that of USB 3.0.

USB 3.1 Gen 2 has the following advantages:

1. Downward compatibility with USB 2.0 and USB 3.0
2. The maximum electric power supply can reach **100W(20V/5A)**
3. Reduces line encoding overhead to just **3%** by changing the encoding scheme to **128b/132b**
4. The symmetrical design of the plug eliminates the problem of trying to plug it in upside down.

USB Type-C has added these alternate modes.

DisplayPort, HDMI and **MHL Alt Modes** have passive USB Type-C cables which allow direct pass-through of the native video stream. These cables contain respective valid DP, HDMI or MHL connector on the other end of the cable. DisplayPort, HDMI and MHL Alt Modes also have active USB Type-C adapter cables which converts the native video stream to other video interface standards (e.g. DP, HDMI, MHL, VGA or DVI). **Thunderbolt (20Gbps) Alt Mode** uses ordinary passive USB 3.1 Type-C cables; while **Thunderbolt3 (40Gbps)** is similar to USB Power Delivery and requires specially tested cables that are electronically marked for high-speed.

Name	Logo	Supporting
DisplayPort Alternate Mode		DisplayPort 1.3.
MHL Alternate Mode		MHL 1.0, 2.0, 3.0 and Super MHL.
Thunderbolt Alternate Mode		Thunderbolt 3 and DisplayPort 1.2.
HDMI Alternate Mode		HDMI 1.4b.

Other serial protocols like **PCI Express** and **Base-T Ethernet** are possibly like **ASUS ROG XG Station 2** ([link for introduction](#)) and **ASUS Universal Dock**. ([link for introduction](#))



ROG XG Station 2



ASUS Universal Dock

USB Type-C also supports **power input**. The following models support this function

T303UA

T305CA

T302CA (port with 'DCIN' at the right side)



The following models support **power input** function with this icon beside port.



UX370UA

UX390UA

UX490UA

C101PA

C213NA

C302CA

B9440UA

About ASUS Notebook which supports USB Type-C function, please refer to [Notebook Type-C function comparison table](#).

Introduction of Giftbox

Last Update : 2017/11/22 17:15

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Introduction of Giftbox

Introduction

ASUS Giftbox provides the most trendy and popular apps for personalizing your ASUS notebook.

Service

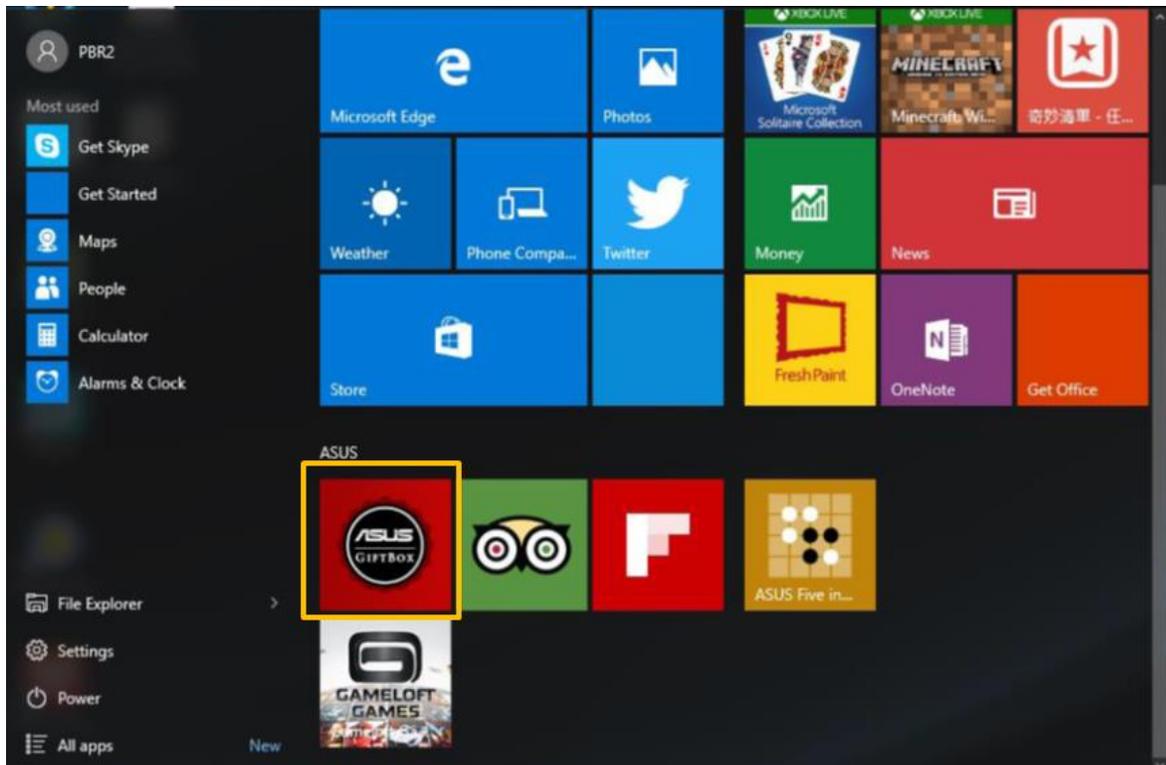
Increase visibility

Focus all marketing resource on one app

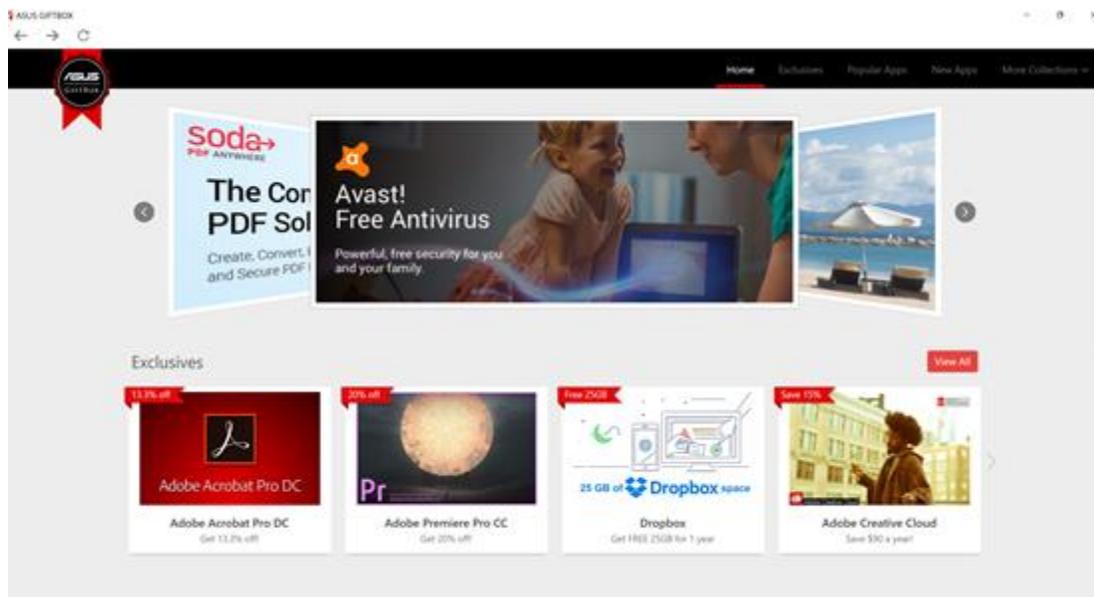
Benefit long term partnership with more than 1 app



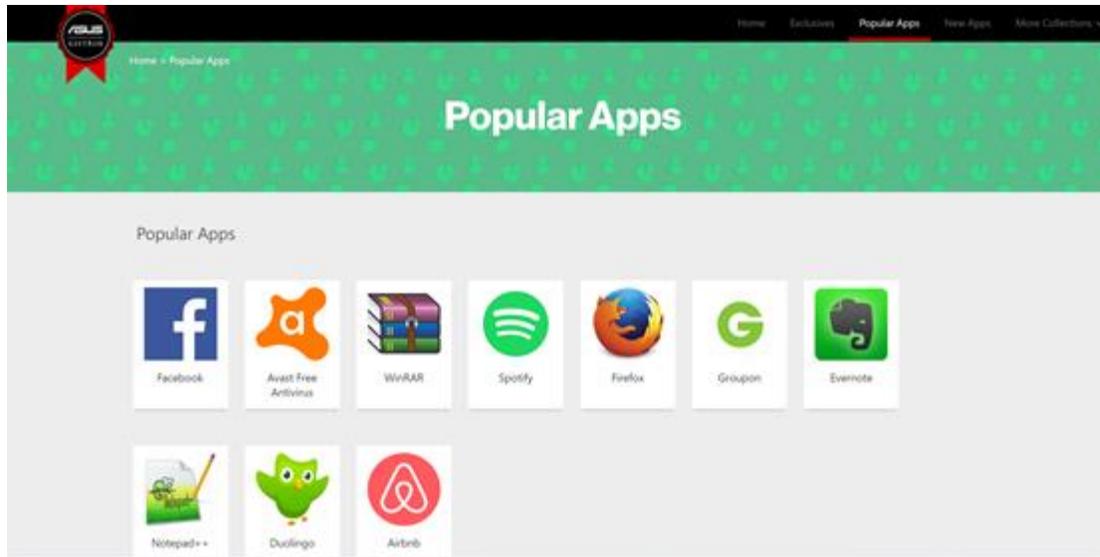
Select the Giftbox widget from the start menu



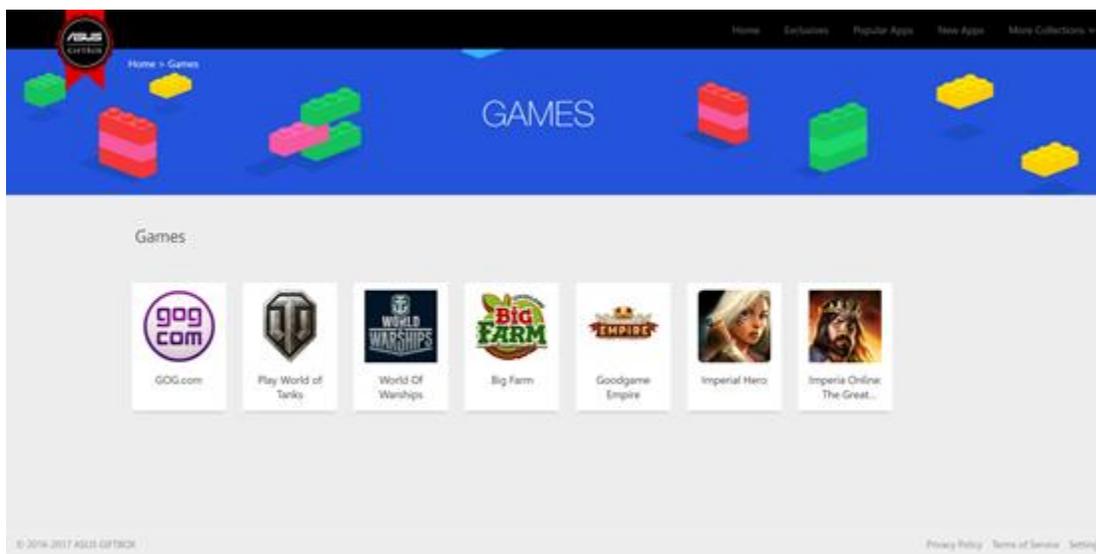
Easily view your pre-installed apps as they rotate in real-time



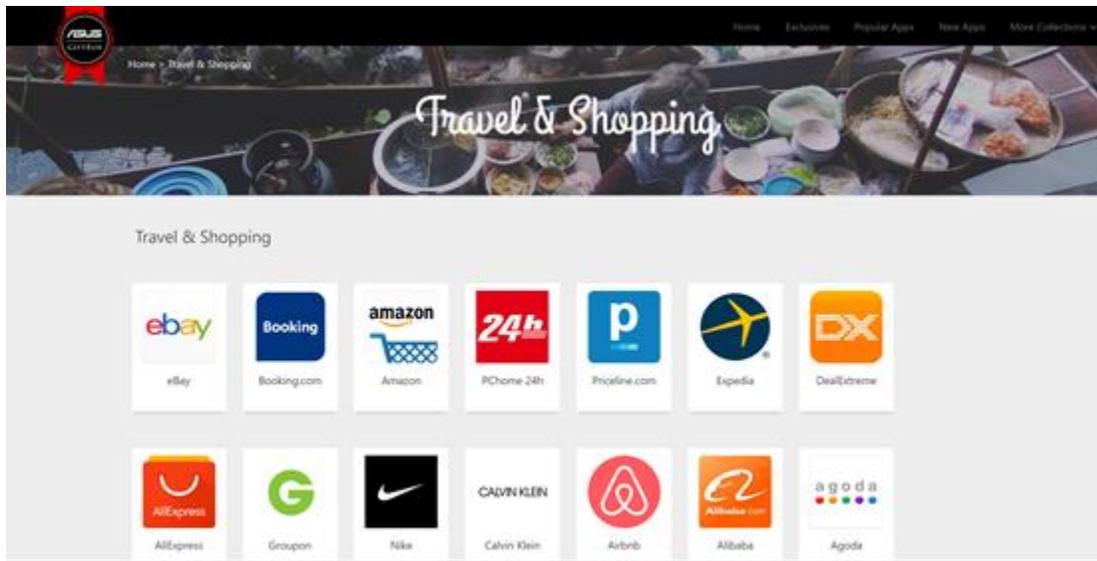
Take a look at the **Popular Apps** page to see the hottest apps you may want to add to your collection



Exciting **Games** are available to download and play.



Start to plan a vacation or go on a shopping spree with the wide variety of travel and shopping apps made available to you.



Select **More Collections** to find the complete list of apps by category



Go to the **Settings tab** at the lower right corner to enable Discovery, Notifications and to change Languages



Related FAQ:

1. Which operating system are compatible with ASUS GIFTBOX?

A: ASUS GIFTBOX works with **Windows 7, 8, 8.1, and 10**. Some apps found in ASUS GIFTBOX may not be supported by your OS. Please read the app description before you download the app.

2. Why is a blank page shown when I launch ASUS GIFTBOX?

A: To launch ASUS GIFTBOX, your ASUS notebook must be connected to the Internet ; otherwise, blank page would show.

3. Why can't I install ASUS GIFTBOX after downloading it?

A: You can only Install ASUS GIFTBOX on an ASUS Notebook.

4. Why can't I see the recommendations?

A: Please check whether your internet connection is good and stable enough for checking the recommendations.

5. How can I get the right to use recommended application with free charge?

A: Please read the information and press “GO” to launch website, application or store page.

For more information, please visit : <https://promote.asus.com/giftbox/>

How to calibrate your battery to maximize battery lifespan for Windows Notebooks?

Last Update : 2017/11/22 17:00

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How to calibrate your battery to maximize battery lifespan for Windows Notebooks?

Please follow below steps for battery calibration:

Step 1 Connect the power cord and allow the battery to charge to **99% - 100%** of capacity.

Step 2. Disconnect the power cord from the computer.

Step 3. Click **Start**, type **power options** in the Search field, and then select **Power Options (Additional Power Settings)** from the list.

Step 4. On the **Select a power plan** window, click **Create a power plan** in the left sidebar.

Step 5. On the **Create a power plan** window, click in the **Plan name field**, type **Calibrator**, and then press **Enter** or click **Next**.

Step 6. On the Change settings for the plan: Calibrator window, select **Never** for all topics in the On battery column. Then click **Create** to accept the values and force the battery to discharge.

Step 7. Allow the battery to discharge completely until the computer shuts down.

Step 8. Connect the power cord and press the power button to start the computer.

Step 9. After calibration, return to the **Select a power plan** dialog box (**Step 4**) and select your default power plan setting.

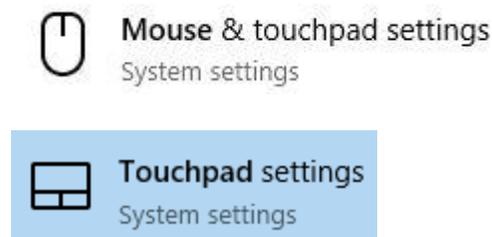
How to change cursor speed of your touchpad in Windows 10?

Last Update : 2017/11/22 16:54

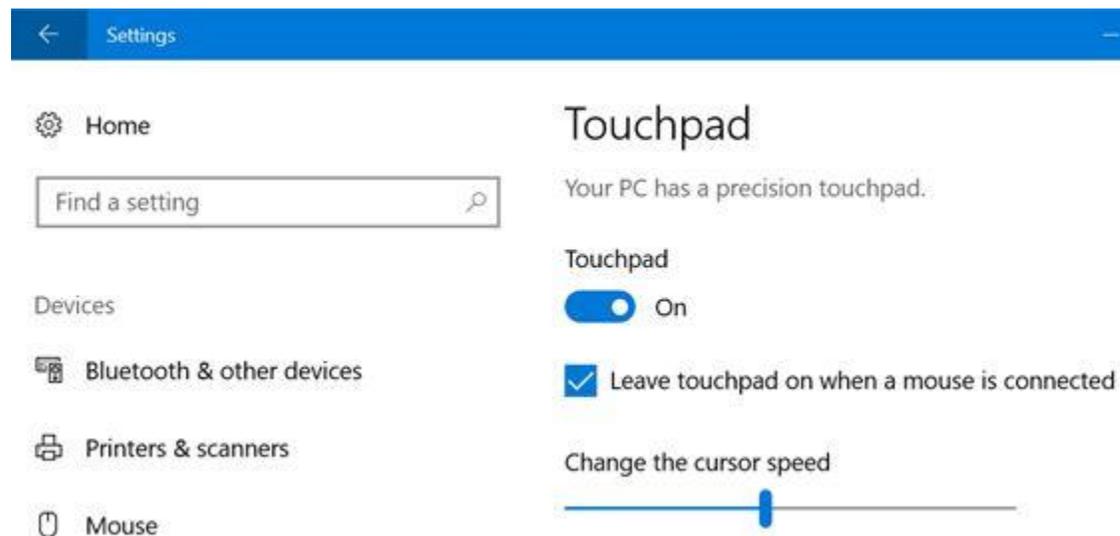
[Send to Email](#) [Open on your smart phone](#)

How to change cursor speed of your touchpad in Windows 10?

1. Type **touchpad** in the search box and select **Mouse & touchpad settings** or **Touchpad settings**



2. Scroll down the page and change the cursor speed as desired.



Maximum SD card capacities compatible with the SD card reader

Last Update : 2017/11/22 16:52

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What is the maximum storage of the SD card reader?

SD - Up to 2GB SD memory card using **FAT 12 and 16** file systems

SDHC - Over 2GB - 32GB SDHC memory card using **FAT32** file system

SDXC - Over 32GB - 2TB SDXC memory card using **exFAT** file system

How to remove McAfee which is pre-installed in ASUS Notebooks ?

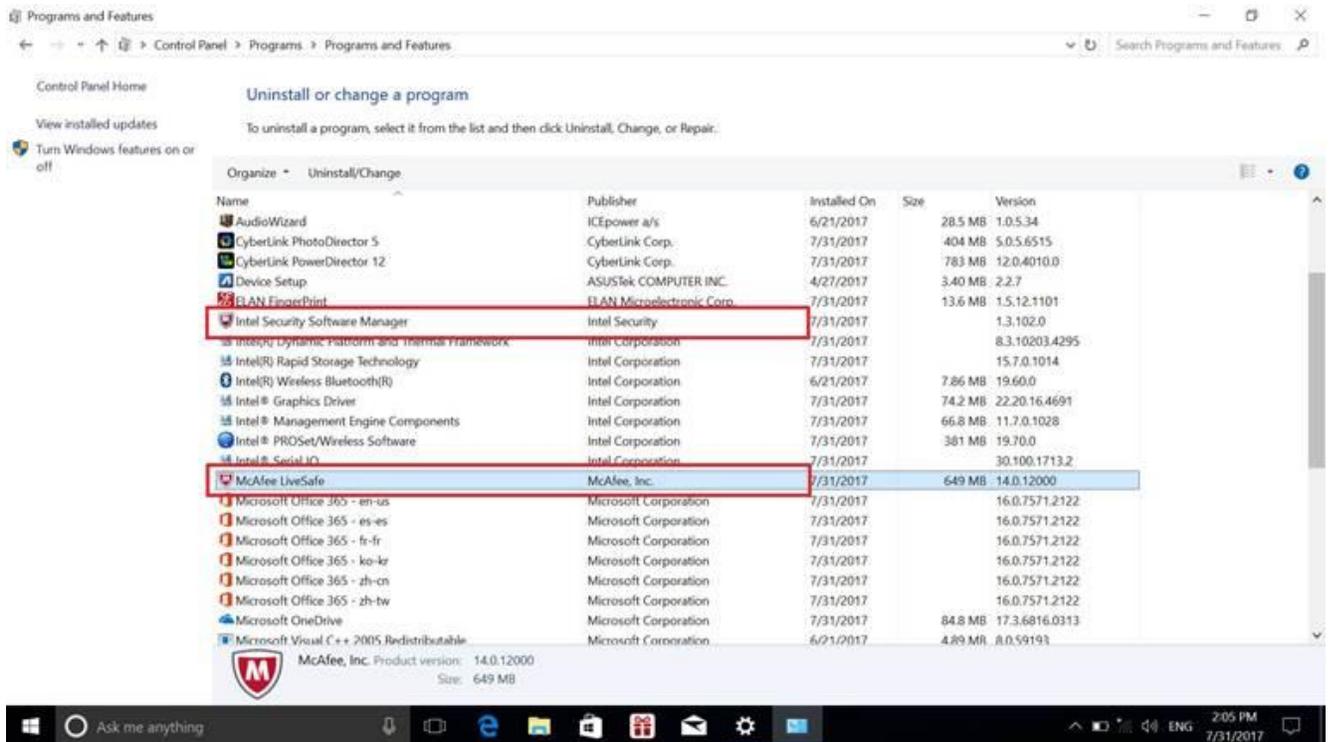
Last Update : 2017/11/22 16:51

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How to remove McAfee which is pre-installed in ASUS Notebooks?

For ASUS Notebooks (**Windows 10 OS bundled**), there are two pre-installed McAfee software: **McAfee LiveSafe & Intel Security Software Manager**

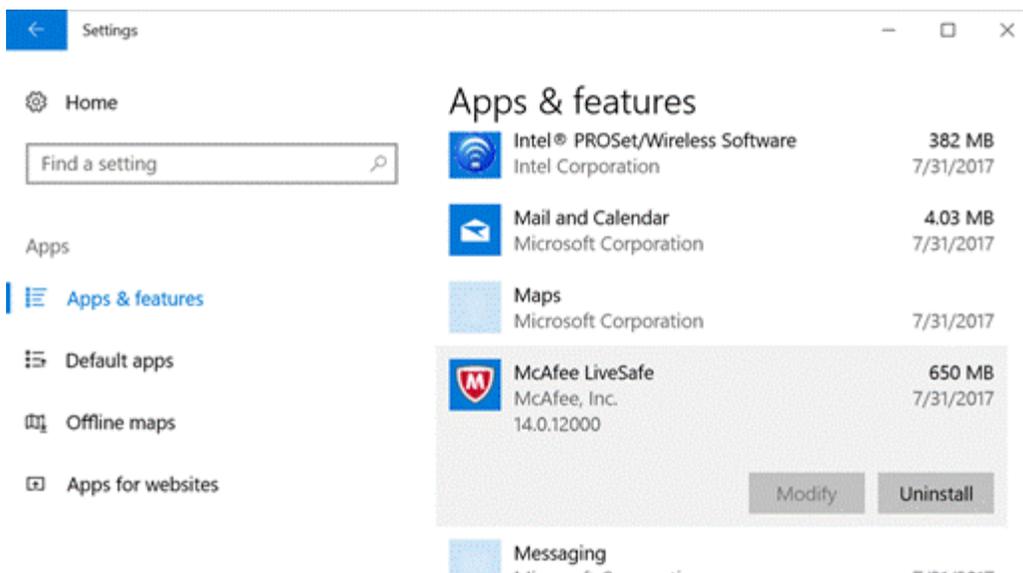
***Anti-virus software installed will be different on different ASUS Notebook models and different OS builds.**



If you remove **Intel Security Software Manager**, the main McAfee software will still remain installed.

If you want to completely remove McAfee, please follow these steps:

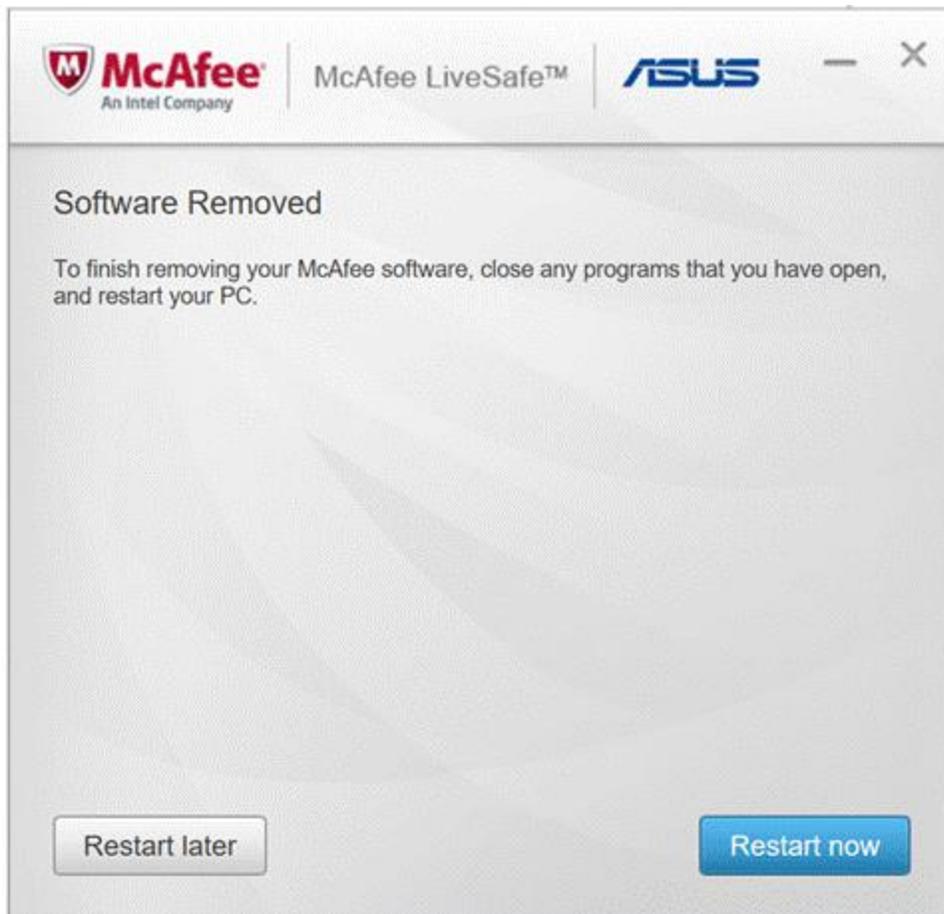
1. Please find McAfee LiveSafe in **Program & Features** then select **Uninstall**



2. Tick both options then click **Remove**



3. Restart your device after the uninstallation process is completed.



Backtracker - How to download and install Backtracker?

Last Update : 2017/11/22 16:29

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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](#)

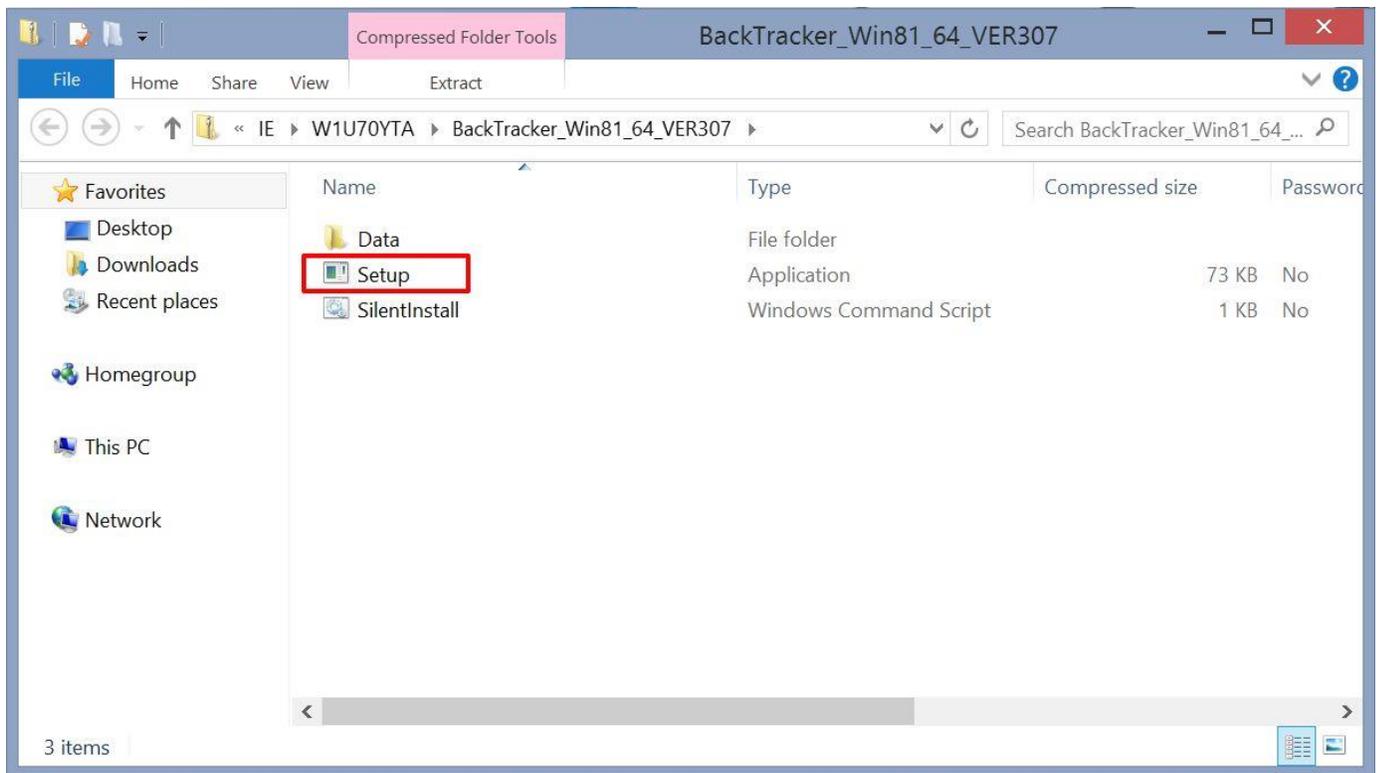
Note: The steps shown below are for the installation of Backtracker v3.0.7 and it's only compatible with Windows 8 /Windows 8.1

Installation steps

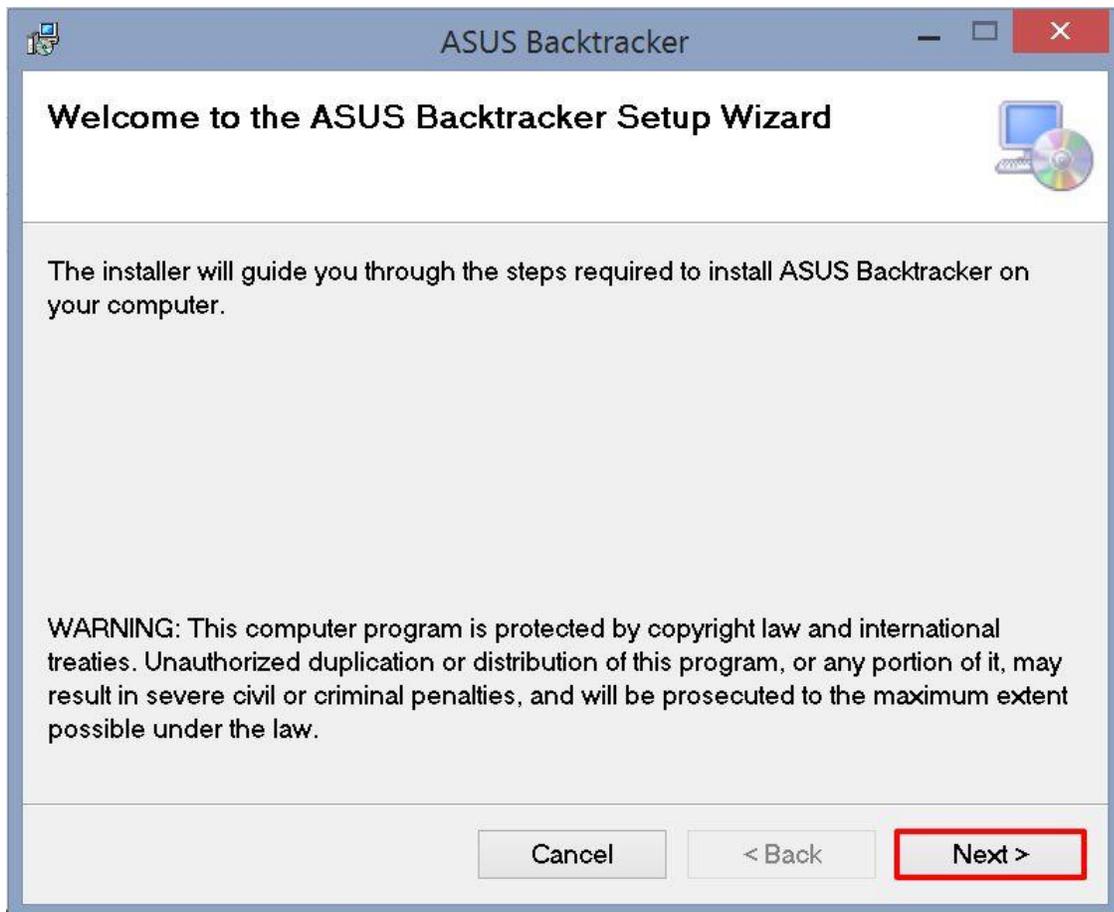
1. **Open** the Backtracker file.



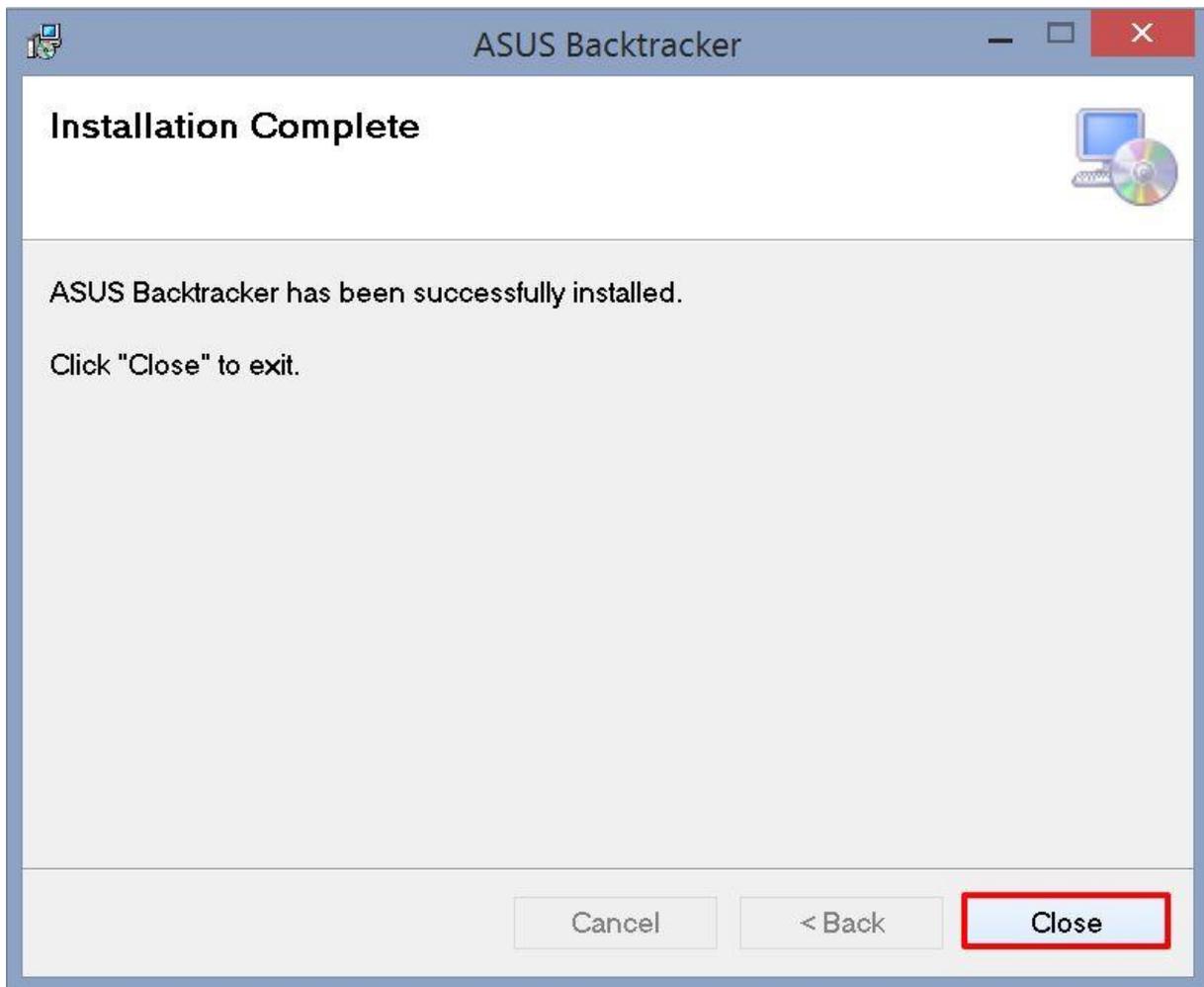
2. Click "**Setup.exe**"



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.

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

Backtracker

FAQ

- Backtracker - How to download and install Backtracker?
- Backtracker - Introduction of ASUS backup Disk software
- Backtracker - How to recover system to factory default setting?
- Backtracker - How to backup the factory recovery image?
- Backtracker - How to do the System Recovery?

PHONE LAPTOPS MOTHERBOARDS TOWER PCS TABLETS NETWORKING

[Windows 64bit](#)

[Windows 32bit](#)

Windows 7 Fingerprint setup walk through

Last Update : 2017/11/22 15:35

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[Video] Windows 7 Fingerprint setup walk through

Introduction

What is ASUS Fingerprint?

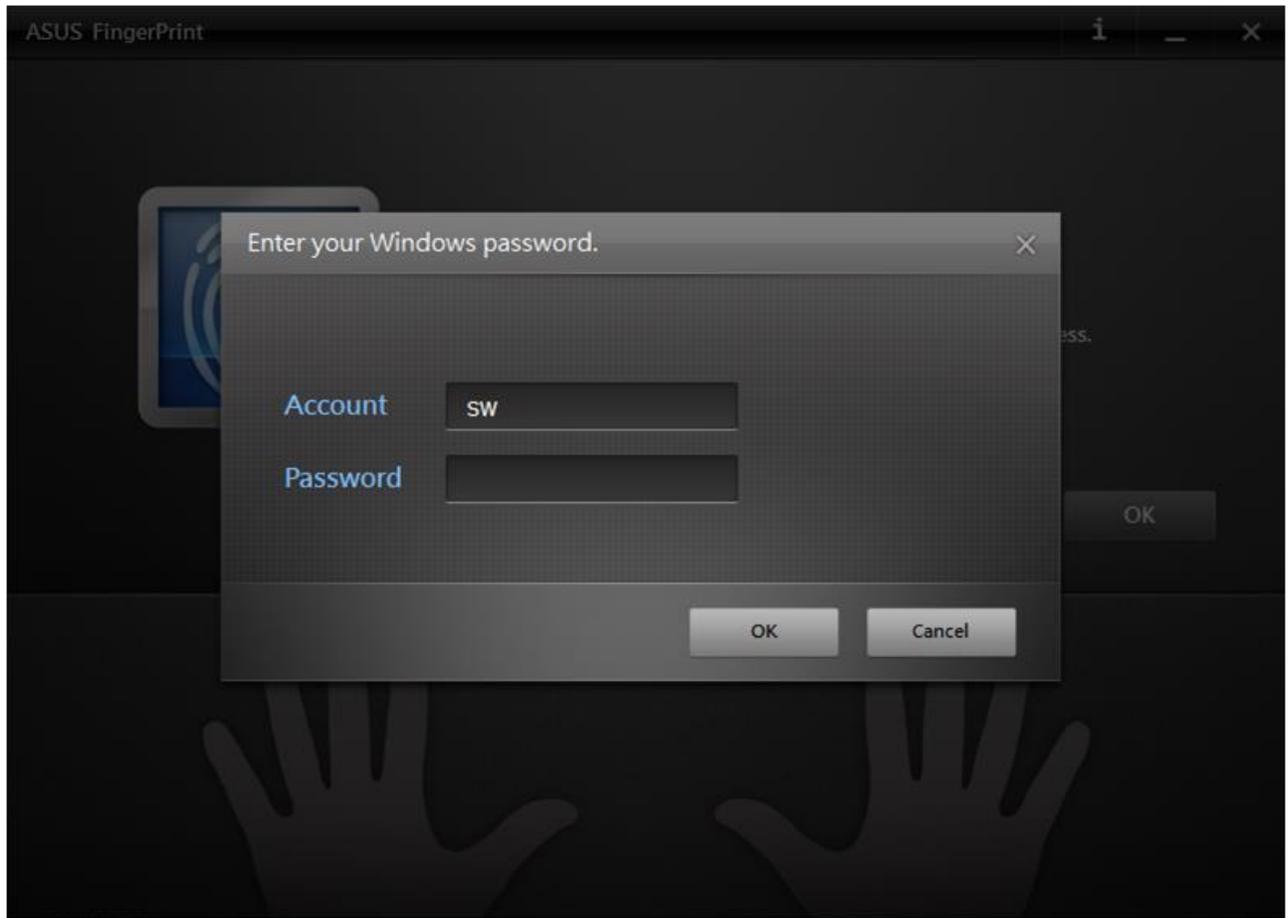
ASUS Fingerprint lets you login to Windows by using your registered fingerprint

1. First Use

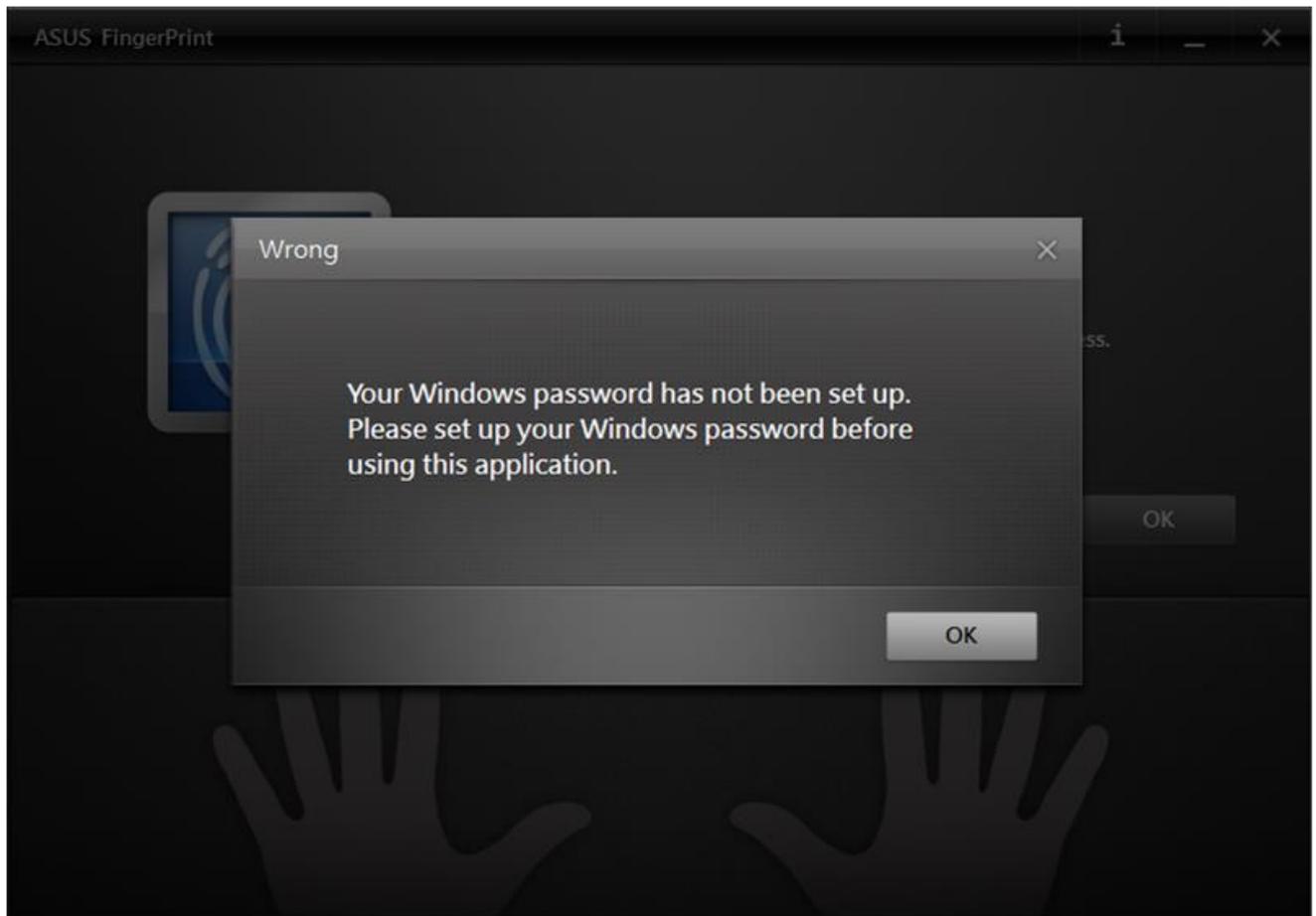
If you've never registered or set up your fingerprint for your account, you will be guided to register it first.



Input your Windows account and password to set up fingerprint.

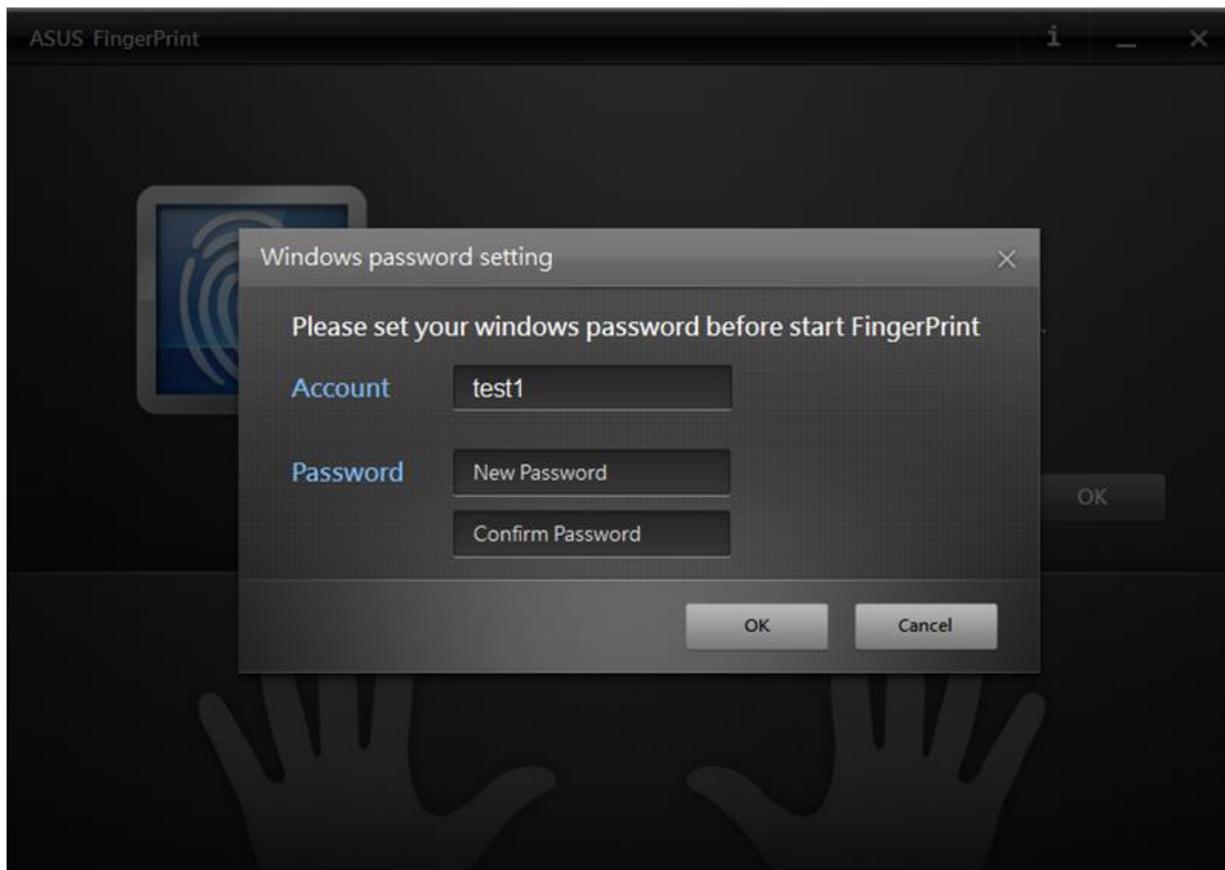


You have to set up your Windows password before using this application.



2. Register Fingerprint

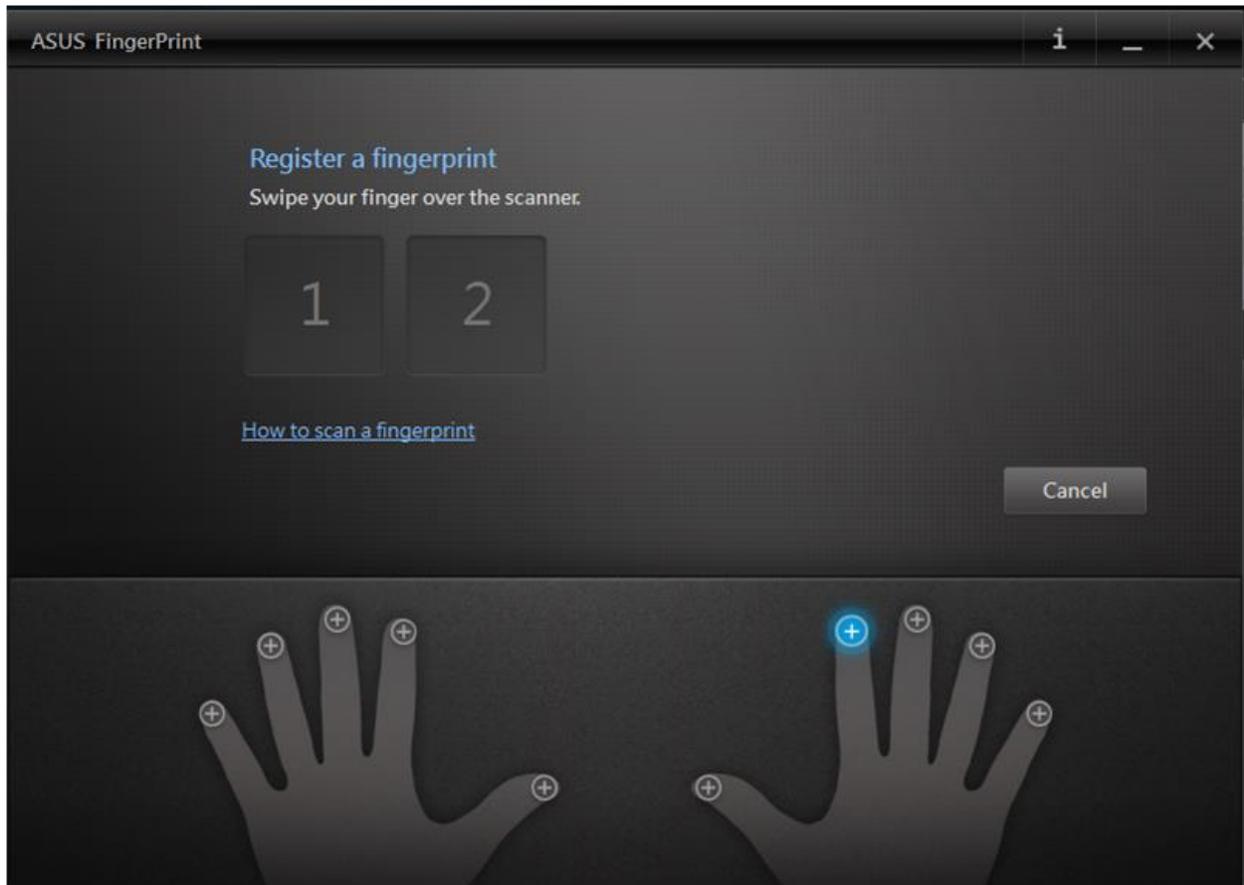
If you don't have a password for your account, it will help you set up it.



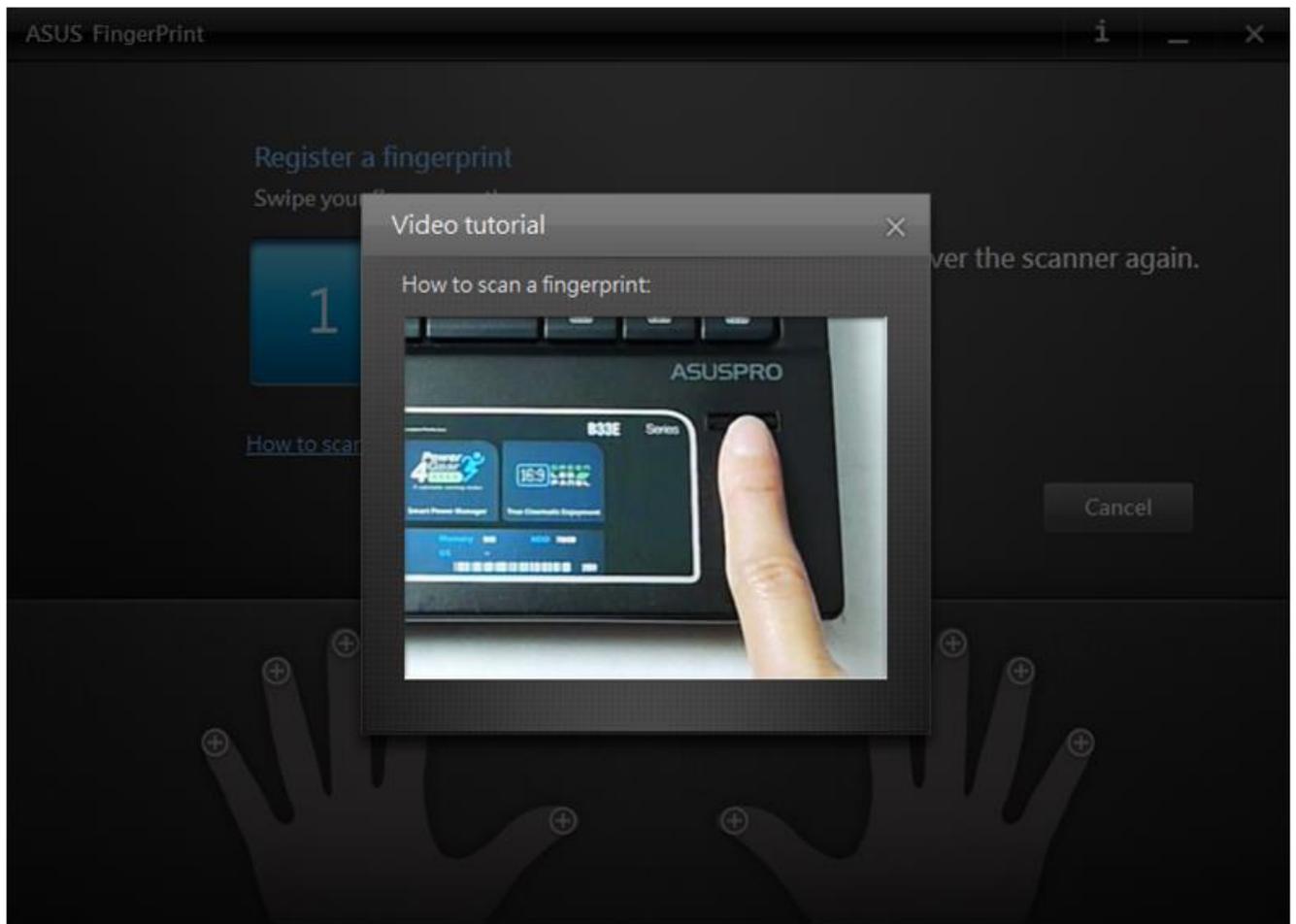
You can click the “+” to create fingerprint.



You need to scan twice to successfully register fingerprint.



You can also click **“How to scan a fingerprint”** to check the video tutorial for information.



Press **Next** after successfully recording a fingerprint.



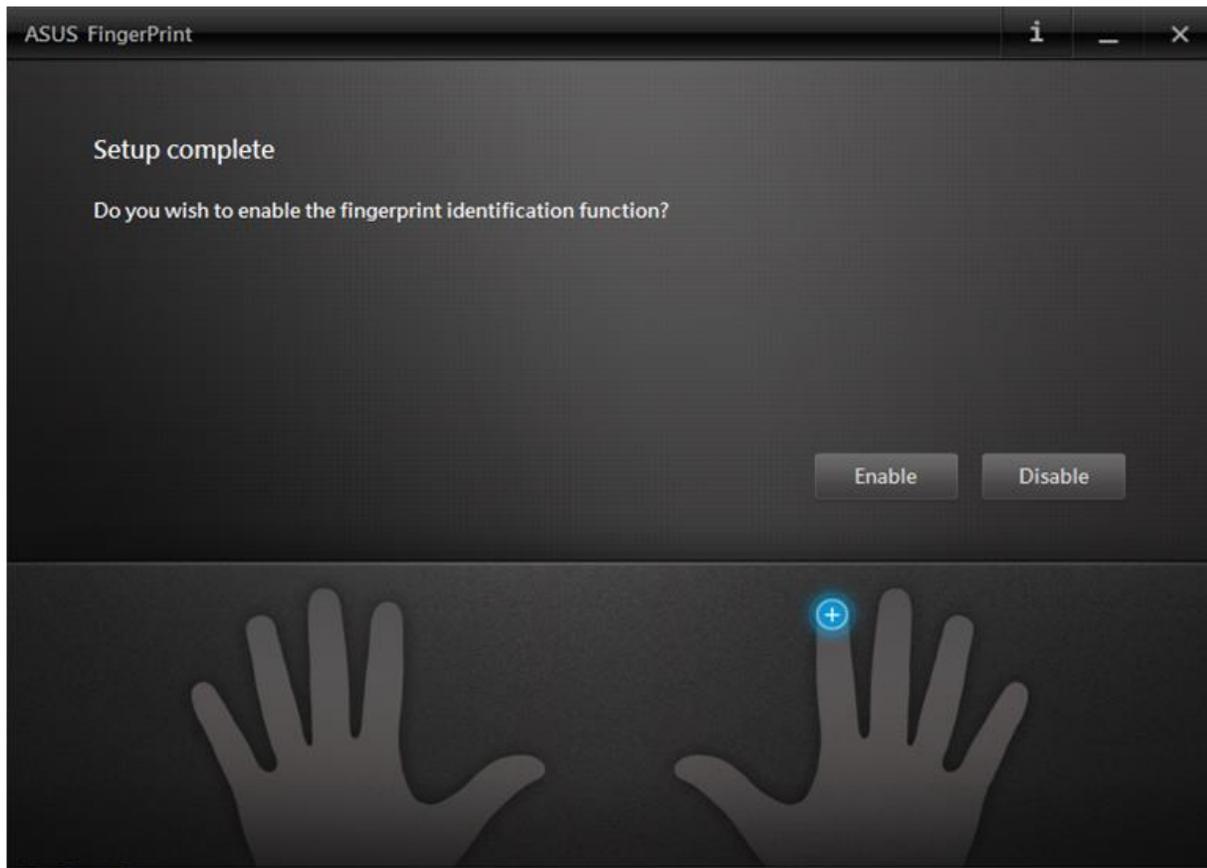
3. Create the Boot Key

The Boot Key is a backup for system access so **you must create a Boot Key** and use the key to login system in emergency.



After the registration process is completed, user should enable this fingerprint identification function.

With this function enabled, user should use registered fingerprint to log in Windows



Related Topics

- [\[Video\] Windows 7 Fingerprint setup walk through](#)
- [\[Video\] Windows 7 Fingerprint basic and advanced function walk through](#)
- [ASUS Fingerprint-Introduction](#)
- Category App/ Software/ Utility
- Type Tutorial Video

Was this information helpful?

YesNo

- Above information might be partly or entirely quoted from exterior websites or sources. please refer to the information based on the source that we noted. Please directly contact or inquire the sources if there is any further question and note that ASUS is neither relevant nor responsible for its content/service
- This information may not suitable for all the products from the same category/series. Some of the screen shots and operations could be different from the software versions.
- ASUS provides the above information for reference only. If you have any questions about the content, please contact the above product vendor directly. Please note that ASUS is not responsible for the content or service provided by the above product vendor