

# FAQ

[MyASUS for Windows] Why does MyASUS show “Some functions cannot be used, please restart this application or the computer”?

MyASUS] Why MyASUS show “Some functions cannot be used, please restart this application or the computer”? How to fix that?

This is caused by an unexpected interruption when launching the app. If this occurs, you can try to **restart the PC** or **relaunch the app**.

If the problem persists, try to do the **Windows Update** and **Windows Store update** for the driver and app.

How do get the latest version of MyASUS or ASUS System Control Interface / ASUS System Control Interface V2?

You can update the drivers via the Windows update ,and also update MyASUS app from the Windows Store.

How to fix the boot error when choosing language during first boot with PBR (Push Button Reset)?

[ Windows 10 ] How to fix the boot error when choosing language during first boot with PBR (Push Button Reset)?

## Symptom Description

- 1) Error occurs during the first boot of the device. The boot will randomly fail **when choosing language of Chinese or others**.
- 2) When English language is chosen, the device will boot as normal.
- 3) This is caused by Microsoft Windows 10 design issue and is expected to be fixed in mid 2018.
- 4) Please apply the workaround below to fix the issue.

## Workaround

1) When you encounter the error, please change the system language as **English** to complete the first boot.

2) Go to **Start --> Setting --> Update & Security --> Recovery --> Start**

1



# Windows Settings

Find a setting



### System

Display, notifications, power



### Devices

Bluetooth, printers, mouse



### Network & Internet

Wi-Fi, airplane mode, VPN



### Personalization

Background, lock screen, colors



### Apps

Uninstall, defaults, optional features



### Accounts

Your accounts, email, sync, work, family



### Time & language

Speech, region, date



### Gaming

Game bar, DVR, broadcasting, Game Mode



### Ease of Access

Narrator, magnifier, high contrast



### Privacy

Location, camera

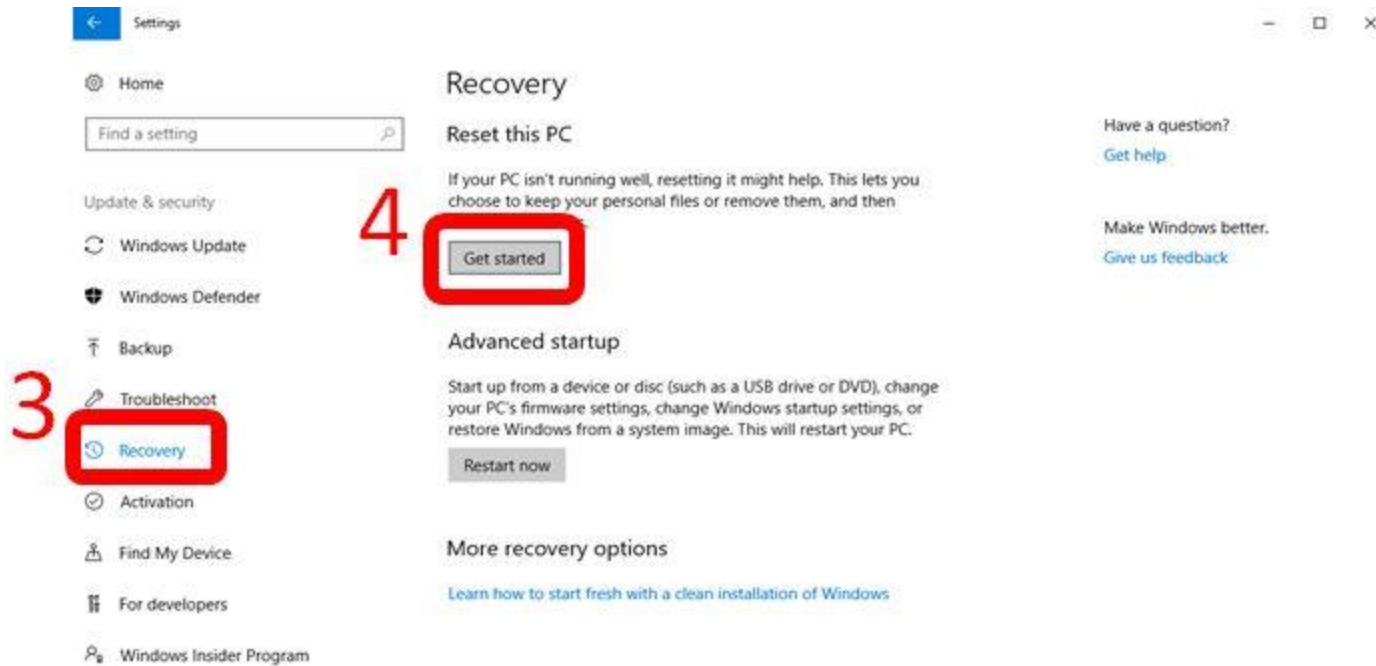
2



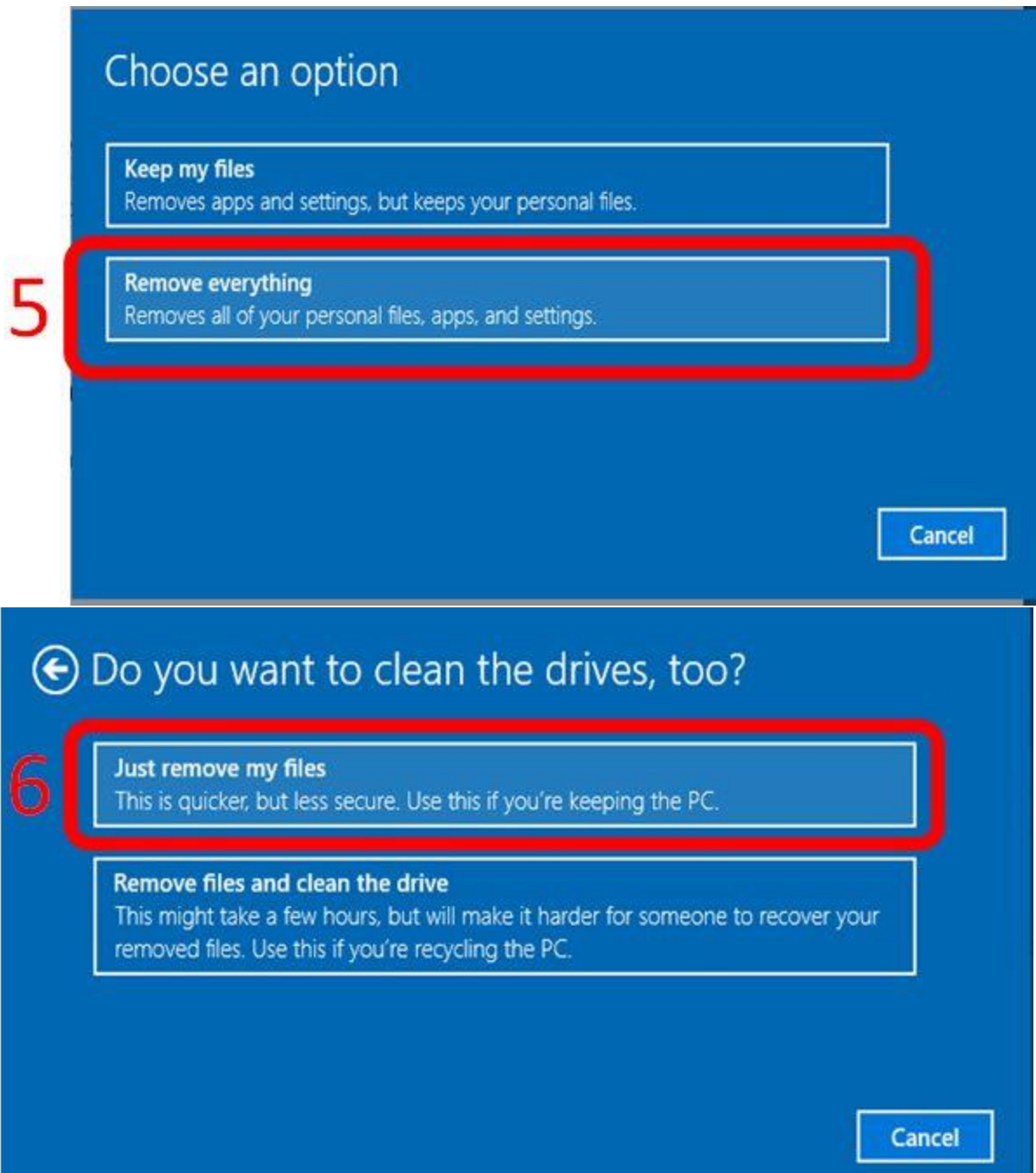
### Update & security

Windows Update, recovery, backup





3) Choose **Remove everything** ,and then choose **Just remove my files**



4) Click [Reset](#) then wait for the completion of Recovery Process.

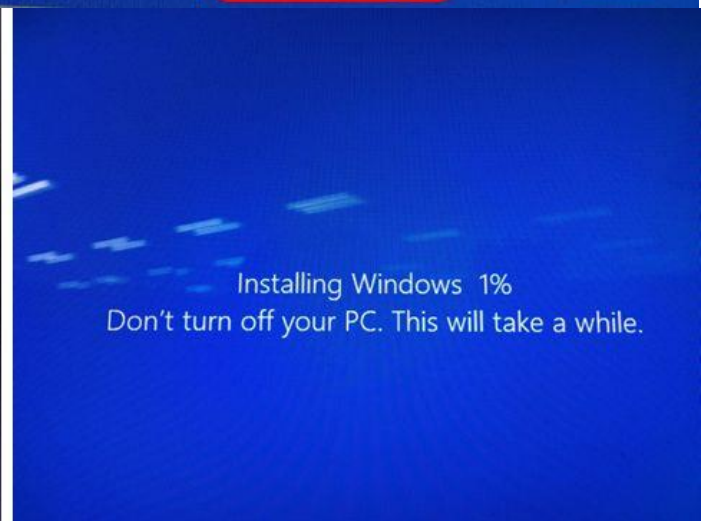
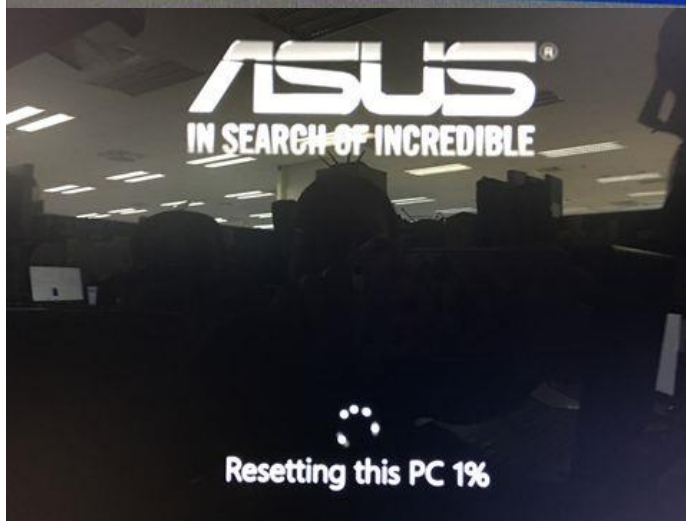
## Ready to reset this PC

Resetting will remove:

- All the personal files and user accounts on this PC
- Any apps and programs that didn't come with this PC
- Any changes made to settings

This will take a while and your PC will restart.

7

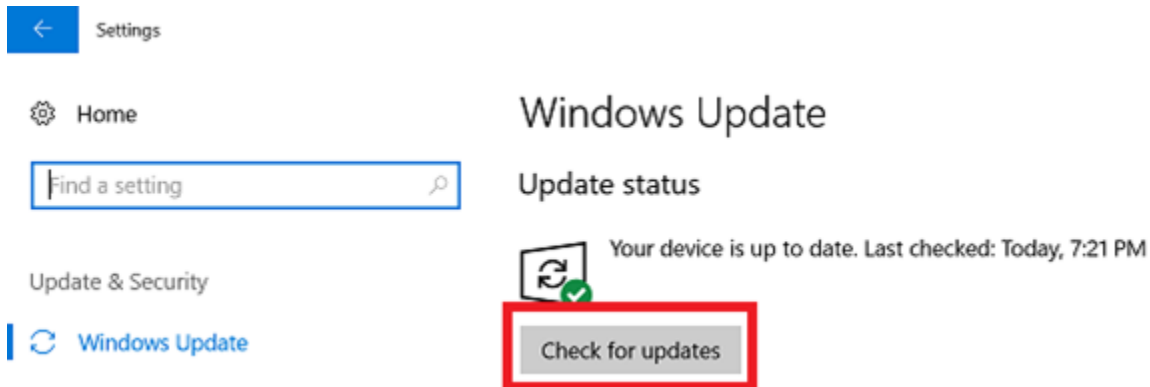


5) Restart the PC to go to the first boot process.

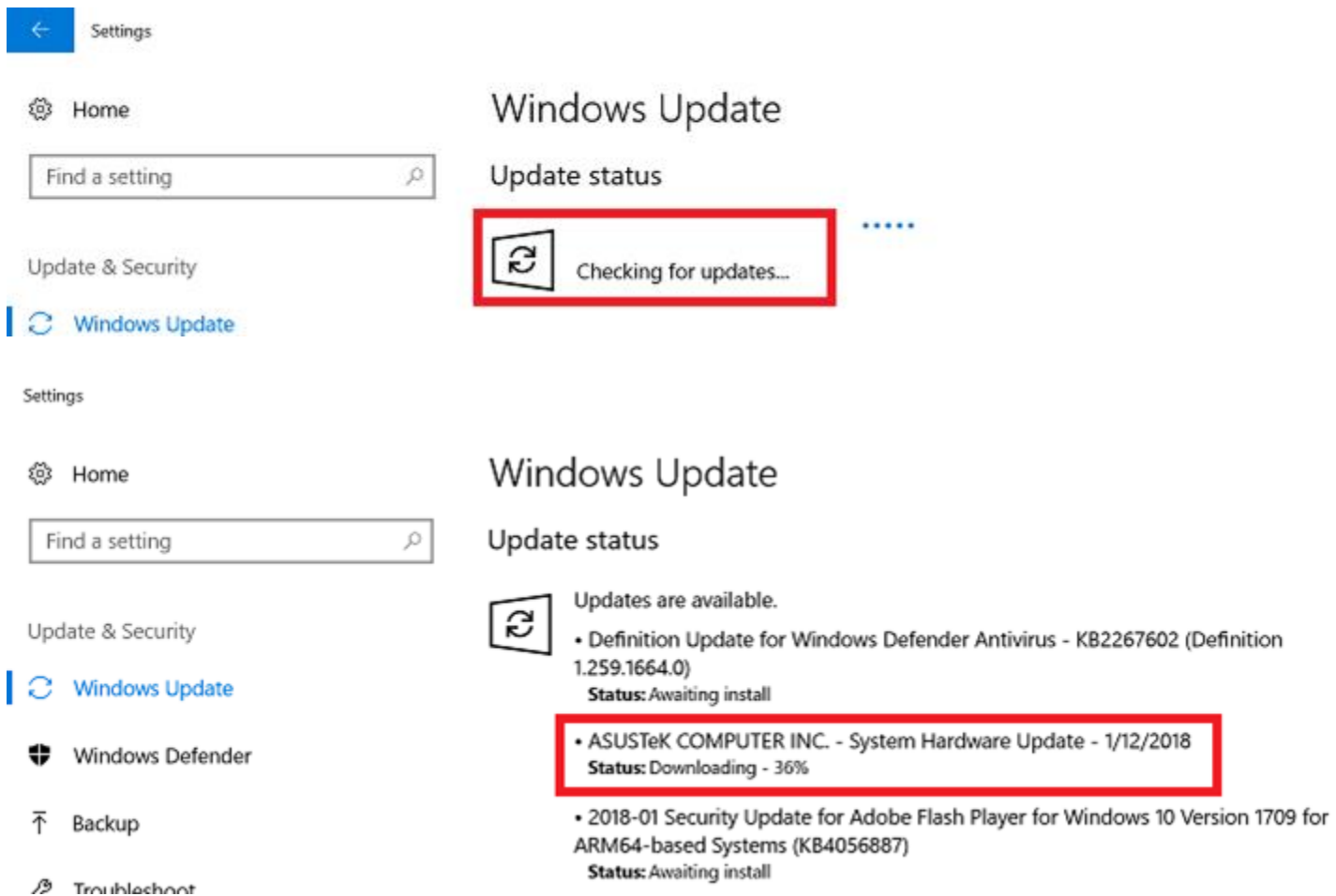
How to use Windows Update in OS system?

**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.



## Notebook] Windows 10 October Update - Troubleshooting - Speaker is not working after updating to version 1809

After updating to Windows 10 October 2018 Update (version 1809), Speaker is not working

**【Model】** : All

**【Solution】** : This is a known issue caused by the driver compatibility problem after upgrade to **Windows 10 RS5 (version 1809)**.

Please run the Windows Update on your device and the driver will be automatically updated.

[ Windows 10 ] How to fix the boot error when choosing language during first boot with PBR (Push Button Reset)?

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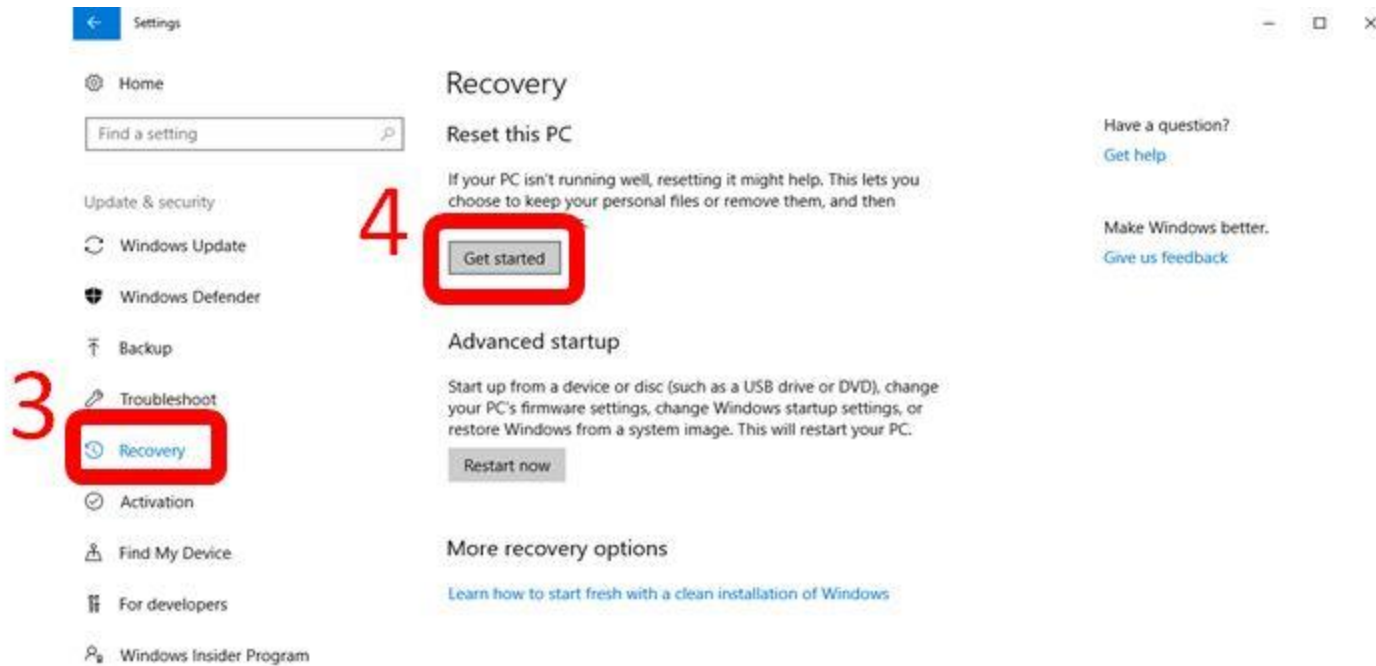
2



### Update & security

Windows Update, recovery, backup





3) Choose **Remove everything** ,and then choose **Just remove my files**

## Choose an option

### Keep my files

Removes apps and settings, but keeps your personal files.

5

### Remove everything

Removes all of your personal files, apps, and settings.

Cancel

## ← Do you want to clean the drives, too?

6

### Just remove my files

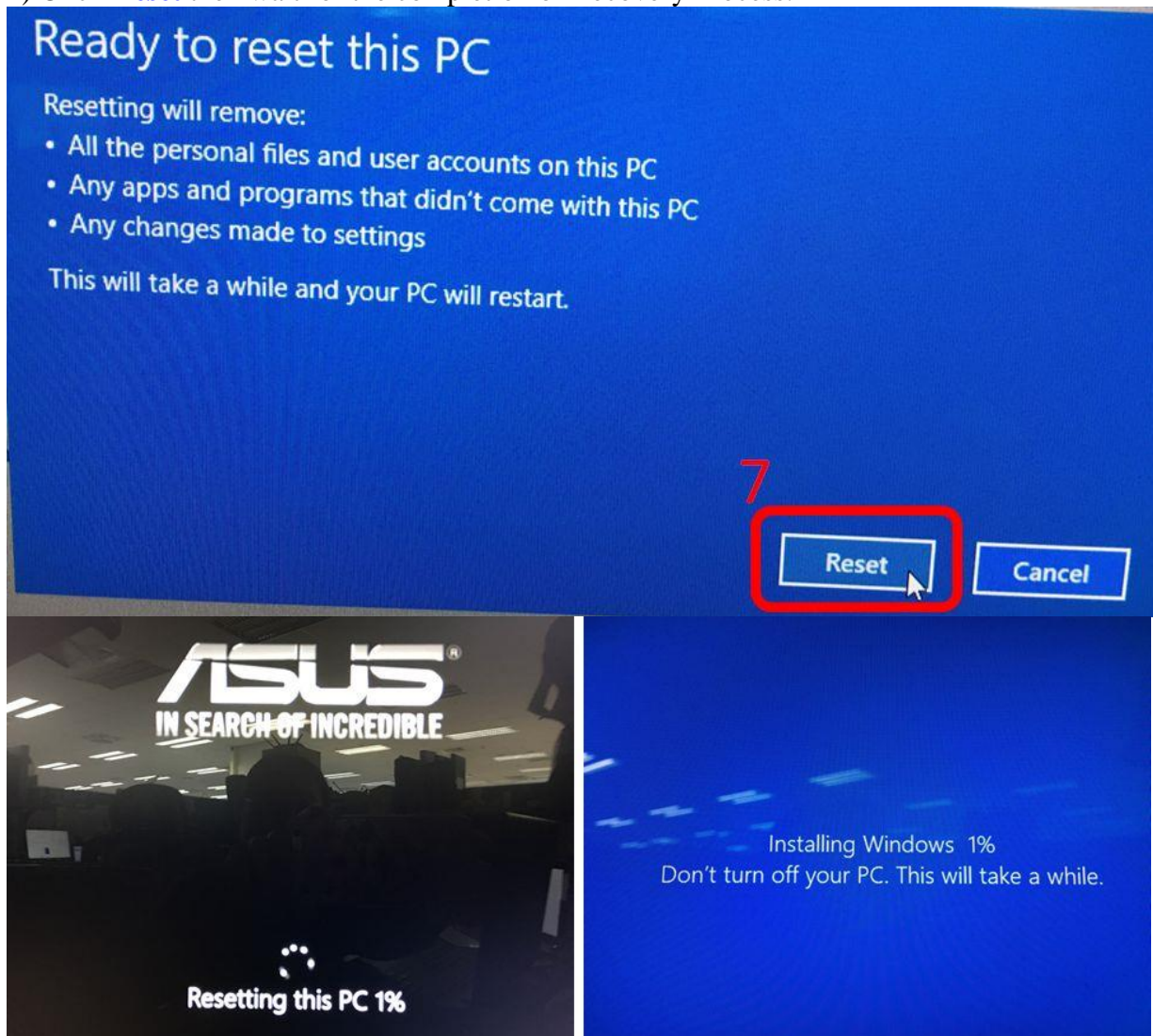
This is quicker, but less secure. Use this if you're keeping the PC.

### Remove files and clean the drive

This might take a few hours, but will make it harder for someone to recover your removed files. Use this if you're recycling the PC.

Cancel

4) Click **Reset** then wait for the completion of Recovery Process.



5) Restart the PC to go to the first boot process.


## Troubleshooting- Connection failure of Notebook and Projector

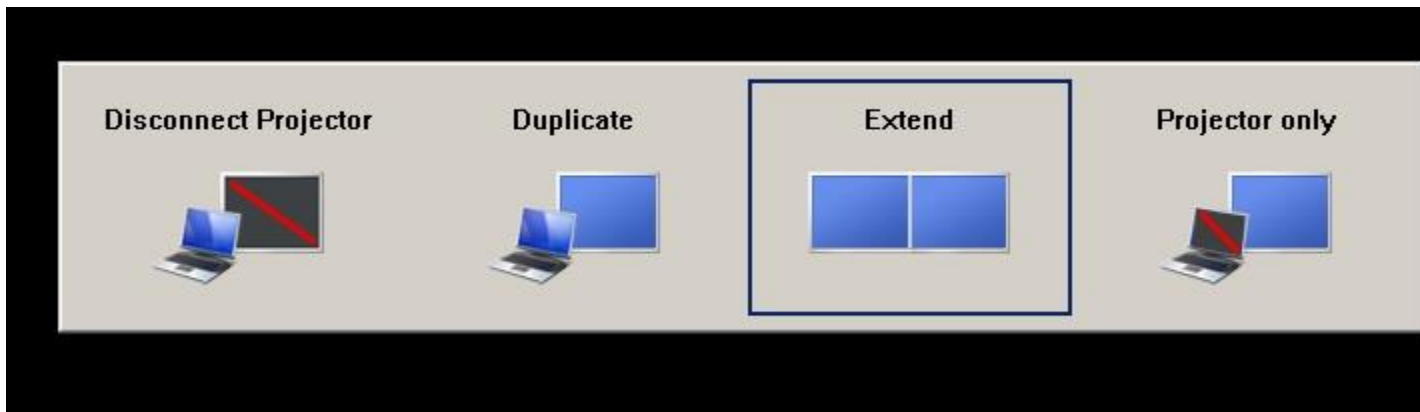
When connected to a Notebook, the projector will not turn on. How to solve this problem ?

Please follow the below steps for troubleshooting:

1. Be sure the projector normally turns on. For models that include a battery, please turn the device on with the power cable connected.
2. Check the **connecting cable** from the projector to Notebook is secured.



3. Press  on the projector and select the connection port that you're using. (**HDMI or VGA**). The projector will usually detect this automatically.
4. On your notebook, press **Fn+F8** to check whether there is any pop-up hint of the notebook connecting to any external equipment/device (**e.g. LCD+HDMI/VGA**)
5. Press **Windows button+P** and select the desired projection choice.



6. Enter **Control Panel** → **Display** → **Adjust the resolution**. Adjust the resolution to the one which projector supports (**If you cannot confirm the resolution that projector can support, please try 800x600 in the beginning. Once there is projection, you can gradually increase the resolution.**)

If the projector cannot normally project the image with the above methods introduced, please try to restart the projector or to resume all settings.

## [Notebook] Windows 10 October Update - Error message “Additional disk space is needed” appears after the Windows Update

Error message “Additional disk space is needed” appears after the Windows 10 October Update (RS5, version 1809)

## [Notebook] Windows 10 October Update - Troubleshooting - Speaker is not working after updating to version 1809

After updating to Windows 10 October 2018 Update (version 1809), Speaker is not working

**【Model】** : All

**【Solution】** : This is a known issue caused by the driver compatibility problem after upgrade to **Windows 10 RS5 (version 1809)**.

Please run the Windows Update on your device and the driver will be automatically updated.

You can also resolve this issue by downloading and installing the compatible Audio Driver from the ASUS Official Website.