# FAQ

Why do my GPU clocks remain high when my system is idle?

Answer / Solution

Nvidia GT/GTX cards operate at different performance states (called "P States") depending on the graphical/processing load placed on that card.

When a card is being kept at higher clocks while idle, there are many factors to consider. Please check the Global 3D settings for the card in the Nvidia Control Panel. Right click the anywhere on you Desktop and select the Nvidia Control Panel. Click on Manage 3D Settings > Global Settings > Power Management. If the Power Management is not set to Adaptive or Optimal, the card may be held at higher clocks.
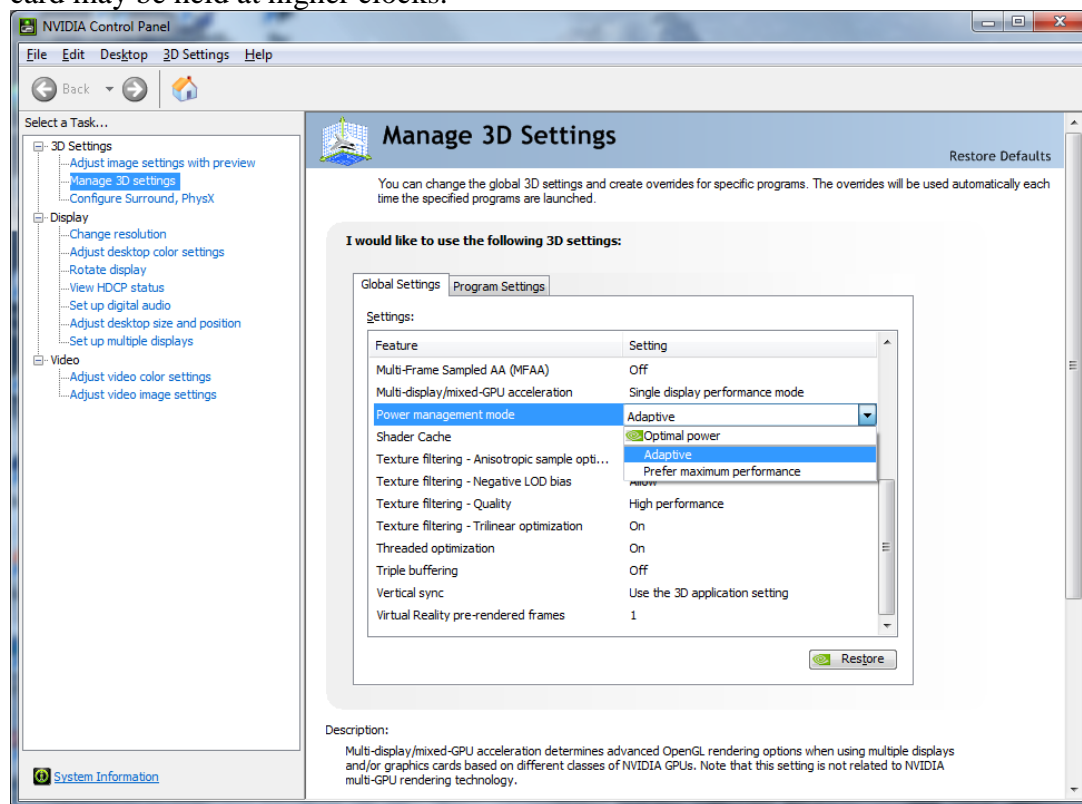
You would also want to determine if the monitor/s you are running require more pixel clock from the card than is possible at the idle frequency (usually 139 Mhz - 253 Mhz). If you are running 2 or more monitors that are 1440p or higher resolution or you are running any monitors that are high refresh rate, 120Hz or higher per second refresh rate, it may keep the card at higher frequencies. This is particularly common with systems running multiple monitors where one monitor is running at 60 Hz and the other is running at 100 Hz or higher. In order to get the

card to work at lower frequencies with this configuration, you may need to enable "Multi Display Power Saver" in the Nvidia Inspector third-party software.

Please note that Nvidia Inspector is not an official program of Nvidia or EVGA and we cannot guarantee how well it will operate.

Background programs can affect this behavior as well. Any hardware monitoring software or screen capture software (including Nvidia's own ShadowPlay) can cause the card to run at higher clocks. Any programs that use 3D models or have specific plug-ins for CUDA acceleration (common on professional programs from Adobe, Autodesk and others) may keep the clocks high. To see if background programs play a part in this issue, we would recommend that you try a clean boot of Windows. A clean boot ensures that minimal, if any, programs will be running in the background when you first boot up Windows. Instructions on how to perform a clean boot in Windows are provided by Microsoft in the link provided HERE

If the card will still not idle the clocks correctly, please try to do a full reinstallation of the Nvidia drivers. EVGA keeps links to the Nvidia drivers at the EVGA Download Center. Please download the latest driver for your card and version of Windows. When installing that driver please select "Custom Install" and click on the option for "Perform a Clean Install". This setting helps to ensure that the previous drivers, any power settings and any Nvidia Control Panel settings are reset when installing the newer drivers.

All that being said, many EVGA cards will not turn on their cooling fan/s until the card it at or above 60C (on the GPU die). The card will likely still run passively (fan/s off) even with the higher clocks, if the processing load on the card is relatively low. This will not affect the longevity of the card in any way, but will slightly increase the power consumption of the card. This increase in power consumption will therefore lower the efficiency of the PC and we recommend correcting the higher clock idle if possible.

What thickness are the thermal pads on my graphics card?

Answer / Solution

If you choose to replace the thermal pads on your graphics card, you will want to use thermal pads which are 1.0mm thick. This is the same for all of our graphics cards regardless of the generation. Typically, thermal pads come in packs of strips and then you would want to cut them down to the length you need.

Question / Issue

Why does the PCIe power adapter have two plugs at the end that plugs into the power supply?

Answer / Solution

Most newer power supplies now come with a dedicated 6 pin PCIe power connecter. If your power supply does not have one, you must an adapter in order to power your graphics card. This will ensure a reliable flow of power to your graphics card and help stability.

<u>All PCIe connectors on your GPU need to be filled or your EVGA graphics card will not power on successfully</u>

Below are some images of the adapters provided with select graphics cards:
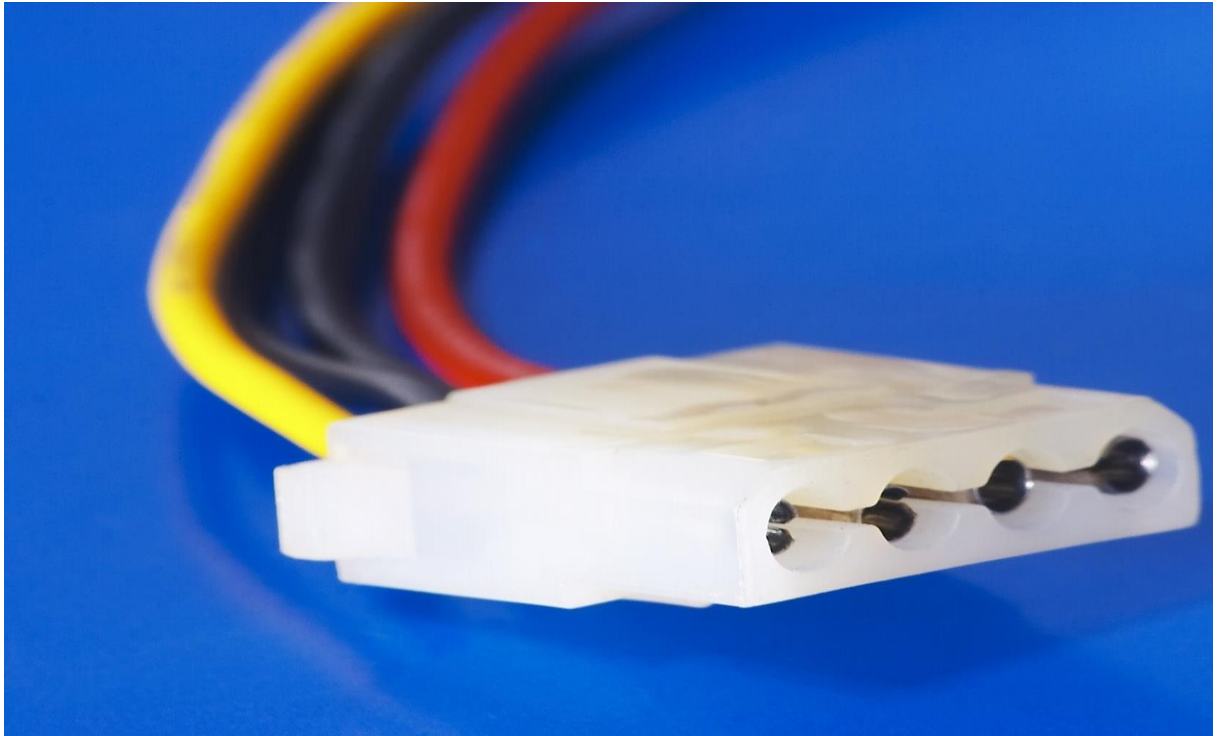
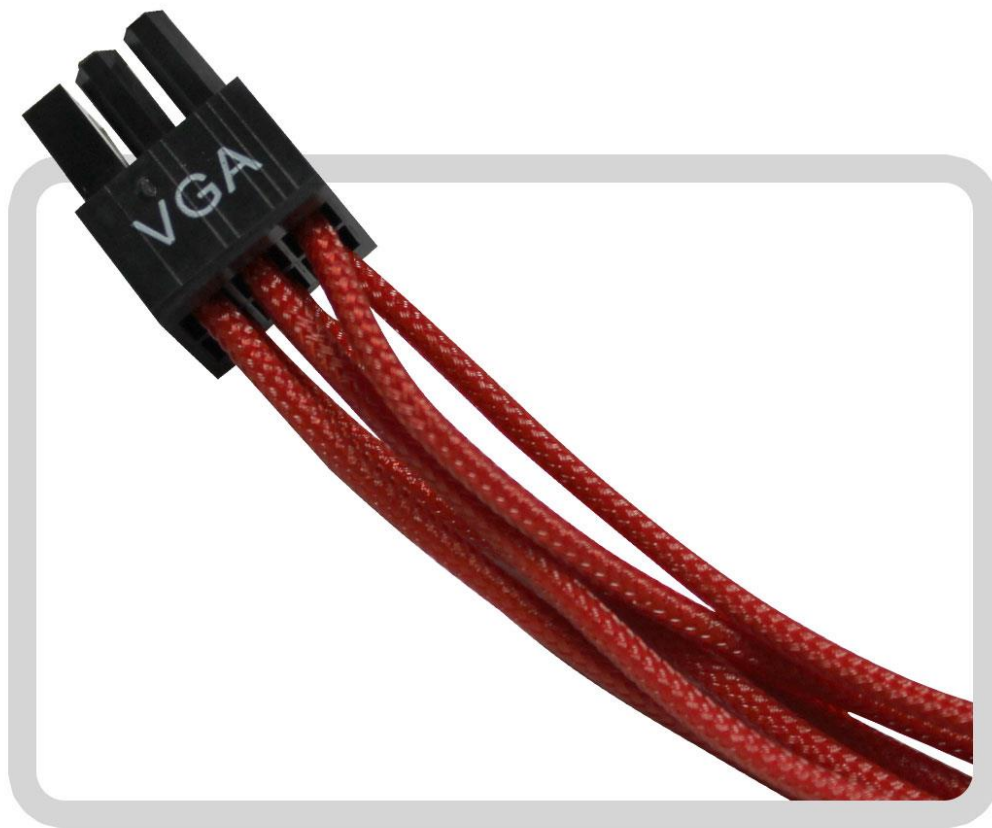2x 4-pin to 6-pin Adapter

2x 6-pin to 8-pin Adapter

These adapters connect to the following PSU cables:

Molex 4-pin

VGA/PCIe 6-pin (or 6+2-pin)

Keep in mind that these adapters are provided as a temporary solution to your issue as a lack of connectors would be considered a compatibility issue. Long terms dependence on adapters is not advised, however when used properly, they can provide flexibility to your system that may not have been possible without them.

<u>Never connect an adapter through another adapter (aka daisy-chaining). This may 'trick' your PSU into operating outside of it's intended specification which can lead to catastrophic failure.</u>

If you did not receive an adapter with your EVGA card, please follow these steps to request one if required:

1. Please register your EVGA product at <u>https://www.evga.com/support/register.asp</u>

2. Please contact our Customer Support and confirm your shipping address entered onto your EVGA account along with the

serial number

serial number of the registered unit.

Question / Issue

Which Graphics Cards are compatible with EVGA PowerLink?

Answer / Solution

EVGA PowerLink™ compatibility is not exclusive to a series of cards. If your graphics card(s) meets certain requirements, the PowerLink™ may be used, even if it's not on the officially-supported graphics card list below.

The PowerLink™ comes with two 8-pin PCI-E and one 6-pin PCI-E connectors. Owners of graphics cards that meet the requirements for the PowerLink™ that need two 6-pin PCI-E connectors will need to purchase a second 6-pin PCI-E connector from the EVGA store. Please note that these 6-pin connectors will be available as a separate purchase, and you will not need to purchase an additional PowerLink™. Graphics cards on the officially-supported list requiring a second 6-pin PCI-E connector will be noted as such.

This list of officially-supported graphics cards is non-exclusive. We've compiled a list of 10-series and 900-series graphics cards that may be used with the PowerLink™. However, the PowerLink™ may be used with cards not on this list, such as 700-series, 600-series, etc. We will show how to check if your graphics card is compatible with the PowerLink™ below. This list may not be updated when new graphics cards are released; instead, please check the explanation below the list to see if your card is compatible with the PowerLink™.

Quick reference of Graphics cards compatible with the EVGA PowerLink™:

Please note that all ICX card models are compatible with the EVGA PowerLink™

Graphics Card:	Part Number:
RTX 2080Ti:	11G-P4-2281-KR, 11G-P4-2282-KR, 11G-P4-2382-KR, 11G-P4-2383-KR, 11G-P4-2384-KR, 1 P4-2483-KR, 11G-P4-2484-KR, 11G-P4-2487-KR
RTX 2080:	08G-P4-2080-KR, 08G-P4-2081-KR, 08G-P4-2082-KR, 08G-P4-2182-KR, 08G-P4-2183-KR, 0 P4-2187-KR, 08G-P4-2284-KR, 08G-P4-2287-KR
RTX 2070:	08G-P4-2071-KR, 08G-P4-2172-KR, 08G-P4-2173-KR, 08G-P4-2171-KR, 08G-P4-2277-KR
RTX 2060:	06G-P4-2061-KR, 06G-P4-2063-KR
GTX 1080Ti:	11G-P4-6796, 11G-P4-6698, 11G-P4-6696, 11G-P4-6694, 11G-P4-6598, 11G-P4-6593, 11G 6393, 11G-P4-6391, 11G-P4-6390
GTX 1080:	08G-P4-6686, 08G-P4-6583, 08G-P4-6581, 08G-P4-6386, 08G-P4-6384, 08G-P4-6288, 08G 6284, 08G-P4-6189, 08G-P4-6188, 08G-P4-6183, 08G-P4-6181, 08G-P4-6180, 08G-P4-518
GTX 1070Ti:	08G-P4-5678, 08G-P4-6678, 08G-P4-6775, 08G-P4-5671
GTX 1070:	08G-P4-6676, 08G-P4-6573, 08G-P4-6571, 08G-P4-6278, 08G-P4-6276, 08G-P4-6274, 08G 6173, 08G-P4-6171, 08G-P4-6170, 08G-P4-5173, 08G-P4-5171, 08G-P4-5170
GTX 1060 6GB:	06G-P4-6768, 06G-P4-6667, 06G-P4-6368, 06G-P4-6366, 06G-P4-6268, 06G-P4-6267, 06G 6265, 06G-P4-6264, 06G-P4-6262, 06G-P4-6163, 06G-P4-6161
GTX 1060 3GB:	03G-P4-6767, 03G-P4-6567, 03G-P4-6367, 03G-P4-6365, 03G-P4-6168, 03G-P4-6167, 03G 6165, 03G-P4-6162, 03G-P4-6160
GTX Titan X:	12-P4-2999, 12-P4-2992, 12-P4-2990, 12-P4-1999
GTX 980Ti:	06G-P4-4999, 06G-P4-4998, 06G-P4-4997, 06G-P4-4996, 06G-P4-4995, 06G-P4-4994, 06G 4992, 06G-P4-4991, 06G-P4-4990, 06G-P4-3998, 06G-P4-3997, 06G-P4-3996, 06G-P4-399 P4-0998
GTX 980:	04G-P4-3988, 04G-P4-3987, 04G-P4-2988, 04G-P4-2987, 04G-P4-2986, 04G-P4-2985, 04G 2983*, 04G-P4-2982*, 04G-P4-2981*, 04G-P4-2980*, 04G-P4-1989*, 04G-P4-1982*, 04G

GTX 960:	04G-P4-3962, 04G-P4-3961, 04G-P4-1962, 04G-P4-1961, 02G-P4-2962, 02G-P4-2961
GTX 950:	02G-P4-2951, 02G-P4-1958, 02G-P4-1956, 02G-P4-1954, 02G-P4-1952, 02G-P4-1950

*Cards marked with an asterisk require an additional 6-pin PCI-e connector sold at EVGA.com

The Maximum width that the connectors can be positioned is 48.6mm as shown by the photo below.

Generally, graphics cards with PCI-E connector configurations similar to these will be compatible:

Graphics cards with similar PCI-E configurations like this are compatible after purchasing a second 6-pin PCI-e connector from EVGA.com:

Other graphics cards may be compatible with the PowerLink™, but EVGA cannot officially support
or confirm graphics cards manufactured by other companies will work properly with the PowerLink™.
Generally speaking, graphics cards modeled after Nvidia reference designs looking similar to the
pictures above may work.

There are other designs, however, which will not work. Here are some
images of PCI-E connector configurations that will not work with the PowerLink™:

Graphics cards with three or more sets of PCI-E connectors:

Graphics cards with the PCI-E connectors well-offset from the edge of the graphics card:

Graphics cards with the PCI-E connector on the short side of the PCB:

Graphics cards where any of the PCI-E connectors are set such that the tab/clip portion of the connector faces the PCB (compare the PCI-E connector in the photo below to any of the other photos):

Question / Issue

How do I set up OSD in Precision X OC?

Answer / Solution

Setting up On Screen Display (**OSD**) in Precision X OC is easy and very useful.

First, make sure to download and install the [Precision X OC software](#)

Once you have the Precision software open, you will want to click on the
"**OSD SETTINGS**" near the top left side of the window.

This will open the OSD settings window. On the OSD settings window you will
see many options. In most cases hovering your mouse over a specific option
will give a small explanation tooltip of what the setting does.
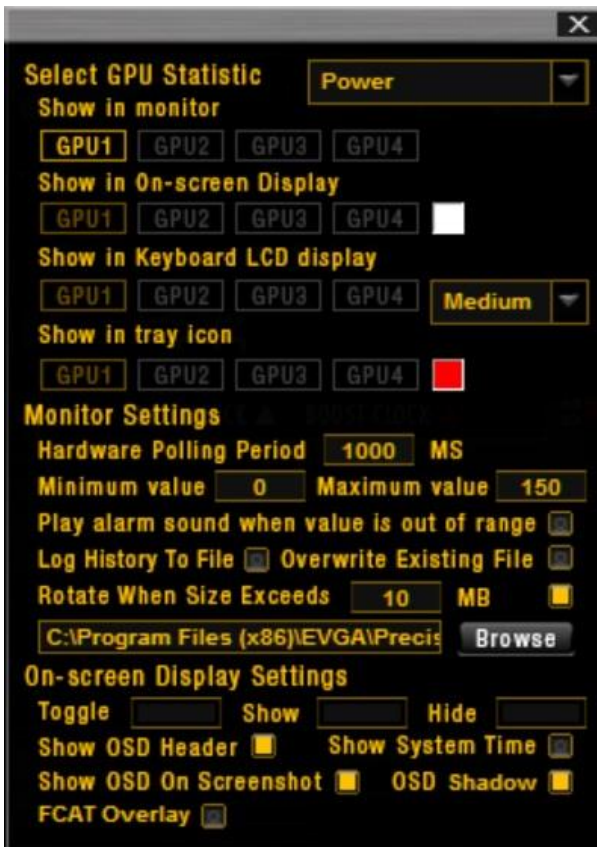
In the OSD settings window, lets start by clicking the drop down menu for available **GPU Statistics**. You will see many options available with some being more advanced than others.
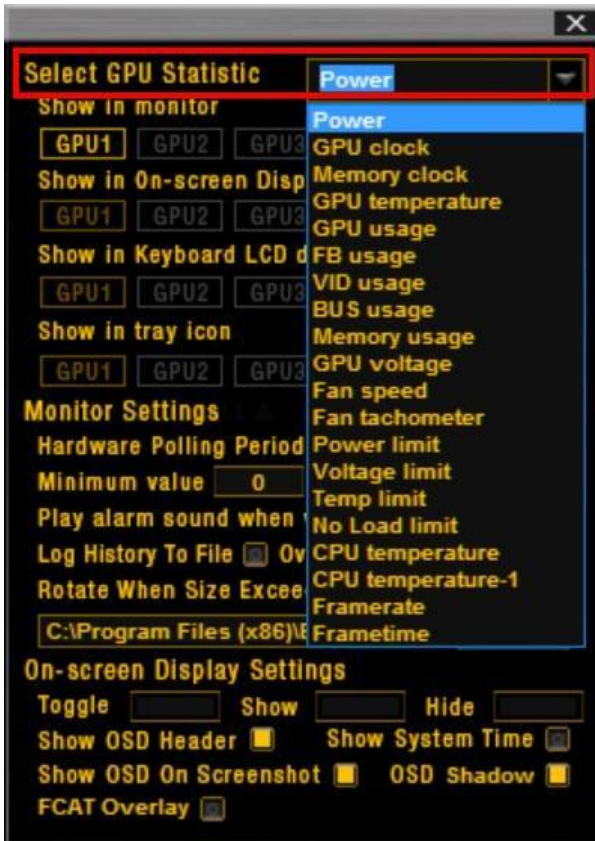
A typical GPU Statistic to show would be "**GPU clock**"

Each GPU Statistic option in the drop down menu will have unique settings that you can change to show or hide.

"**Show in monitor**" will have the specific GPU Statistic shown in your Precision monitor.

"**Show in On-screen Display**" will enable the GPU Statistic to be shown and included in the On Screen Display (**OSD**) while playing games or benchmarks.

If the GPU Statistic is enabled you will see it highlighted in Yellow under "**Show in monitor**" and "**Show in On-screen Display**". If the setting is not enabled, it will remain faded grey. To enable a GPU statistic to be shown, simply click "GPU1" and it will then be highlighted in Yellow.

If you are using multiple Graphics Cards in SLI you can also enable or disable GPU statistics on each GPU ranging from 1-4.
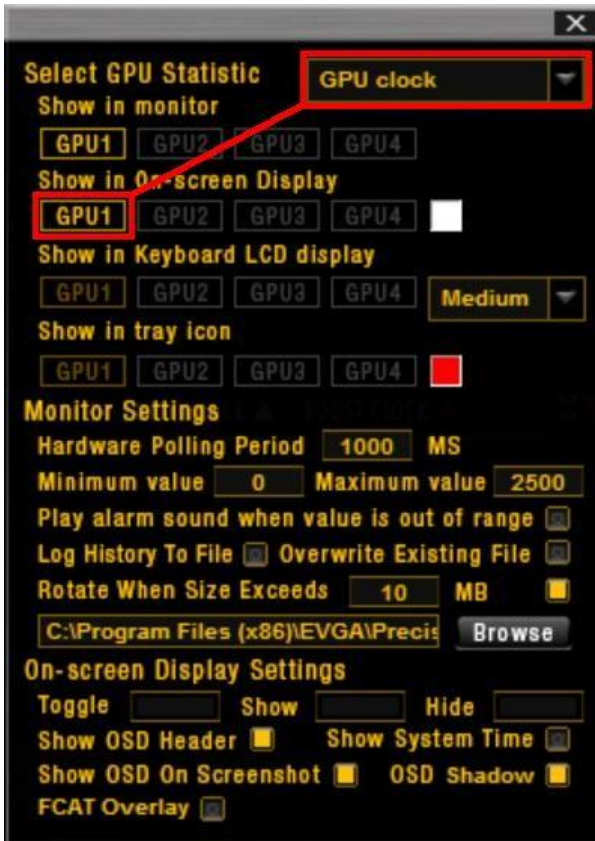
Go through all the GPU Statistic options you would like to either disable or enable.

For instance the ones I choose to show are:

- Power
- GPU clock
- Memory clock
- GPU temperature
- GPU usage
- Memory usage
- Framerate

For each of these selected GPU Statistics I clicked "**GPU 1**" under "**Show in On-screen Display**" as I want them to be shown in our OSD.

Now that you have the GPU Statistics you want enabled, We can set up our OSD Hotkeys.

The Hotkey options are:

- "Toggle" (this will completely disable or enable the OSD)
- "Show" (this will show the OSD)
- "Hide" (this will hide the OSD)
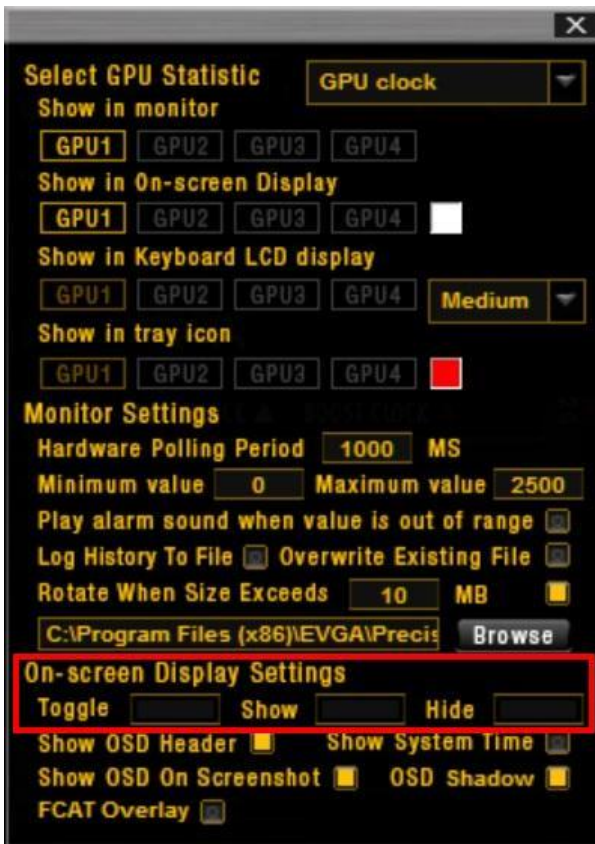
To set each Hotkey, click on the blank box and you will see a **blinking cursor**. While the cursor is blinking, you can set the Hotkey. For my Hotkey's I used, Shift+F9 for "Toggle" Shift+F10 for "Show" and Shift+F11 for "Hide"

If you set a Hotkey you do not like, simply click on the hotkey box and press the "**Backspace**" key on your keyboard and it will clear the Hotkey.
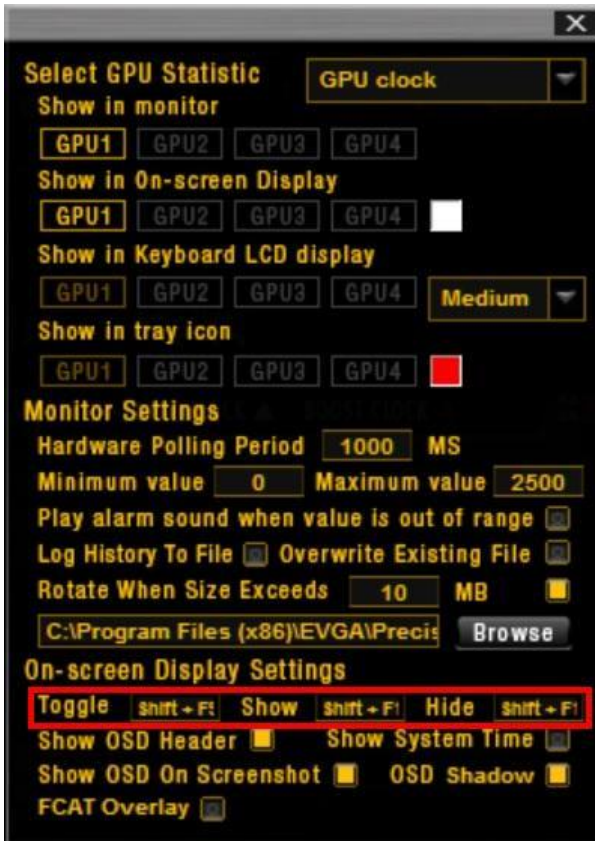
Now that your OSD settings have been set up and you have made your Hotkeys, you can run a game or benchmark to test.

For this test I ran [Unigine Valley benchmark](#)

Your Precision OSD will show in the top left corner of the game/benchmark. If the OSD is not shown, try using your Hotkey for "Show". If the OSD still does not show, use your hotkey for "Toggle" to make sure the OSD is enabled.

When the OSD is toggled, you will see "**OSD**" highlighted in white under the "OSD SETTINGS" in the top left side of the Precision X OC window.
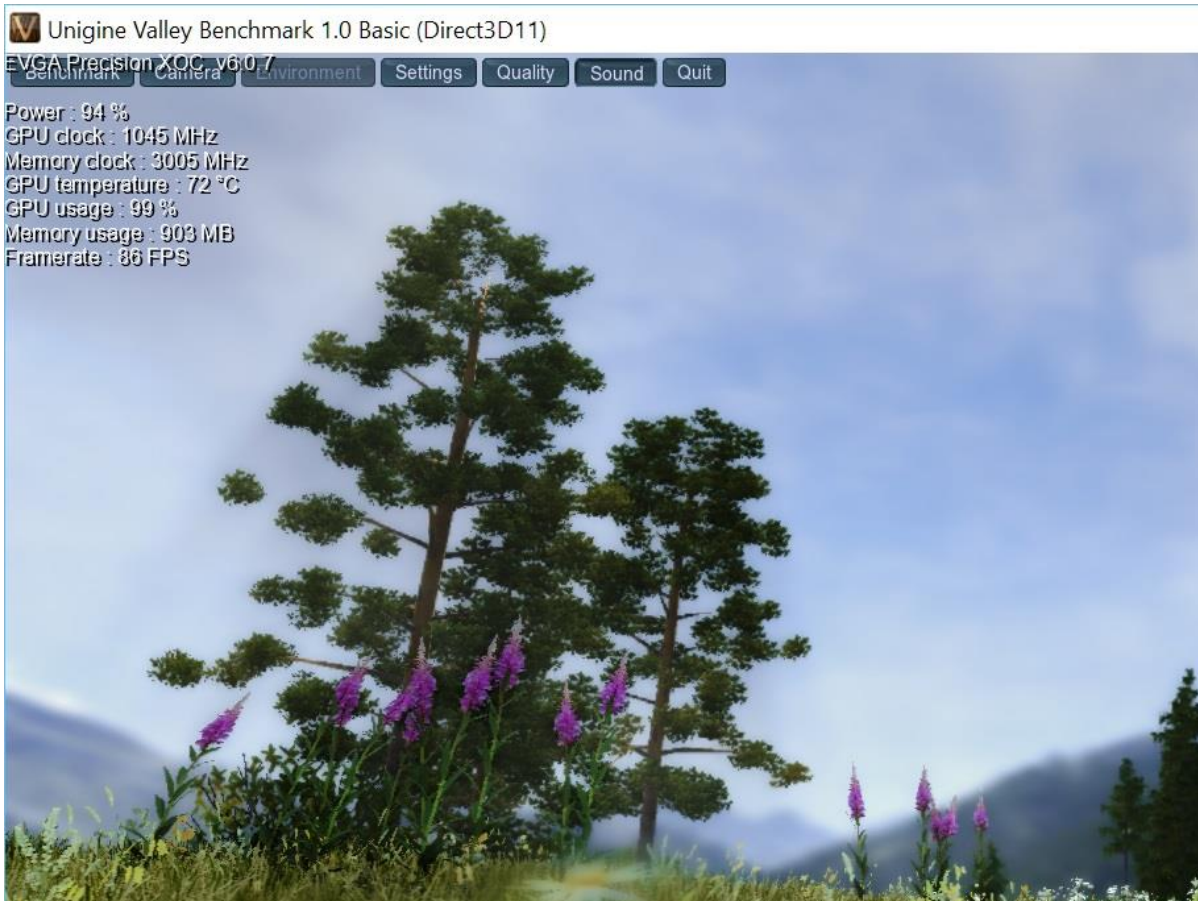
Please note that Precision OSD may not work in all games and applications due to compatibility.

Question / Issue

How do I set a custom fan curve in Precision X OC?

Answer / Solution

Setting a custom fan curve for your graphics card in Precision X OC is very easy.

First, make sure to download and install the [Precision X OC software](#)

Once you have the Precision software open, you will want to click on the "**CURVE**" button near the bottom right side of the window.

This will open the settings window with the "**Fan**" tab selected. On the settings window click on "**Enable Automatic Fan Control**"

A new window will pop up showing the fan curve adjustments. You can click and drag the small grey squares to adjust the fan curve based on fan speed=current temperature.

If you need more curve points you can create a new grey square by clicking anywhere on the curve.
You may also notice yellow dotted lines on the fan curve. These lines are showing the minimum
and maximum speeds that the fan can operate.
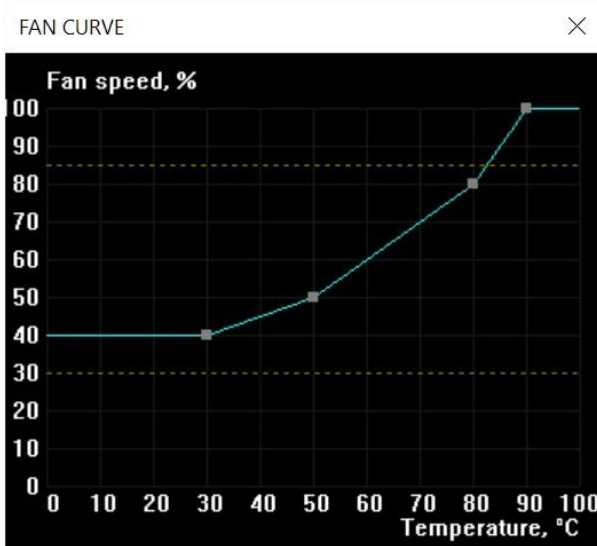
Once you have the fan curve set, click the "**OK**" button on the settings window and the curve will take immediate effect. You can now close the fan curve and settings windows.
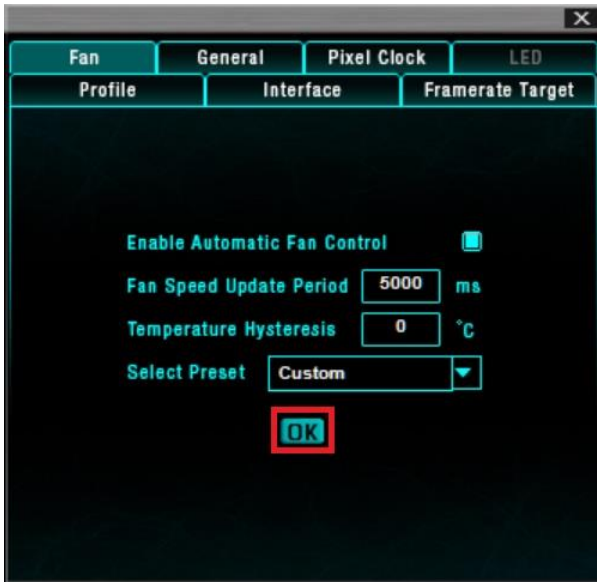
Now that your fan curve is set, you can save it to one of the 10 profile save areas in Precision X OC.

To save to a profile **RIGHT CLICK** on one of the profile buttons and the profile number will change to blue. The profile is now saved.
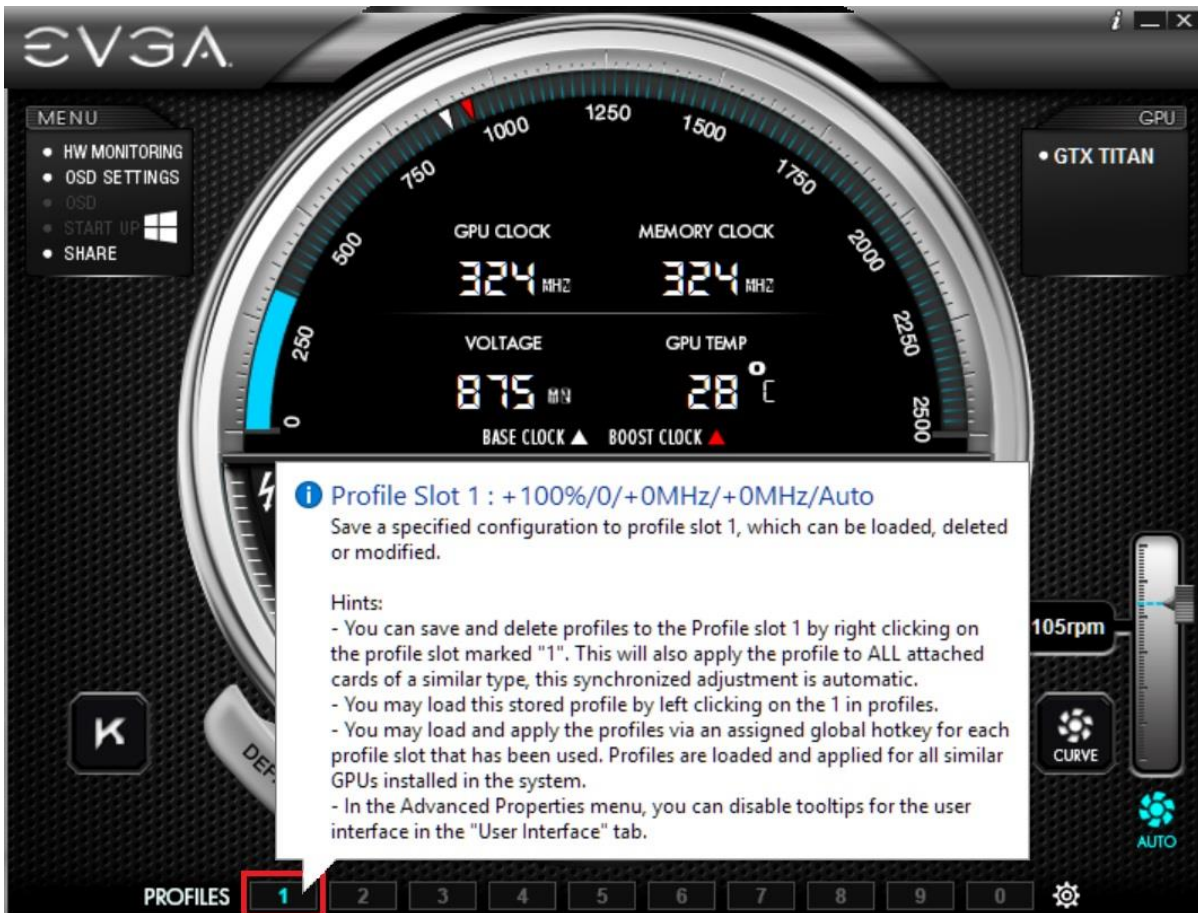
Next time you open Precision X OC you can left click on the profile that you saved, and your fan profile will take effect.