

1. **Q:** When I play music or movie by media player under Win8 32/64bit, media player will stop and show an error message as long as plug headphone into front audio panel. How could I do?

**A:** Please re-open media player and play the file again to have sound out from front headphone.

2. **Q:** My eSATA device cannot be detected by ASMedia SATA3 controller on Z87 platforms. How do I solve this problem?

**A:** Please un-install the original ASMedia SATA3 driver and then install ASMedia SATA3 driver v1.4.1 or later version from below link.

[http://download.asrock.com/drivers/all/SATA/Asmedia\\_SATA3\(v1.4.1\).zip](http://download.asrock.com/drivers/all/SATA/Asmedia_SATA3(v1.4.1).zip)

3. **Q:** I cannot install the VGA driver in support CD for the integrated graphics of CPU E3-1265L v3. Which VGA driver should I install for CPU E3-1265L v3?

**A:** Because the integrated GPU of E3-1265L v3 is GT1 that is different from other Haswell CPU, please download VGA driver v15.31.18.0.3272 from below link and then install it for this CPU.

Windows 7/ Windows 8 32bit download link:

[http://download.asrock.com/drivers/Intel/VGA/VGA\(v15.31.18.3272\).zip](http://download.asrock.com/drivers/Intel/VGA/VGA(v15.31.18.3272).zip)

Windows 7/ Windows 8 64bit download link:

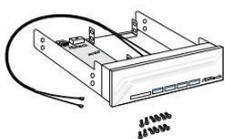
[http://download.asrock.com/drivers/special/VGA\(v15.33.22.3621GT1\\_64bit\).zip](http://download.asrock.com/drivers/special/VGA(v15.33.22.3621GT1_64bit).zip)

4. **Q:** When I connect 4-pin power cable to Wi-SD box, my system cannot shut down. How should I do?

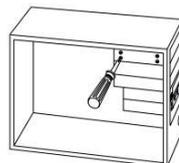
**A:** The Wi-SD box could work properly without additional 4-pin power.

Please refer to below steps to install the Wi-SD box.

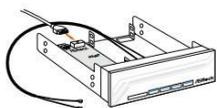
Installing the ASRock Wi-SD Box



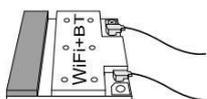
**Step 1**  
Prepare the bundled ASRock Wi-SD Box and screws.



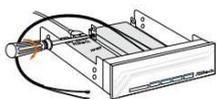
**Step 5**  
Screw ASRock Wi-SD Box to the drive bay with screws.



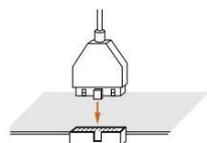
**Step 2**  
Plug the Front USB 3.0 cable into the USB 3.0 header on the Wi-SD Box.



**Step 6**  
Attach the cords to the WiFi + BT module on your motherboard.



**Step 3**  
If you have 2.5" HDD/SSDs, you may insert up to two and secure them in ASRock Wi-SD Box with screws.



**Step 7**  
Plug the Front USB 3.0 cable into the USB 3.0 header on the motherboard.



**Step 4**  
Install ASRock Wi-SD Box into the drive bay of the chassis.

5. Q: My SD card reader on Wi-SD box can't detect the SD card. How should I do to make SD card reader work properly?

A: Please refer to the below guide to update the firmware of SD card reader.

[http://www.asrock.com/support/note/Realtek\\_CardReaderFirmware\(v8\).pdf](http://www.asrock.com/support/note/Realtek_CardReaderFirmware(v8).pdf)

6. Q: After I install all drivers of Z87 OC formula for Windows 7 64bit OS on GPT format drive, the system cannot shut down.  
How should I do?

A: Please enter Windows safe mode to uninstall Etron USB3.0 driver and update latest Etron USB3.0 driver.

Etron USB3.0 driver x64 download link: [http://download.asrock.com/drivers/all/usb/EtronUSB3\\_Win7-64\(0.5.649.2\).zip](http://download.asrock.com/drivers/all/usb/EtronUSB3_Win7-64(0.5.649.2).zip)