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

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

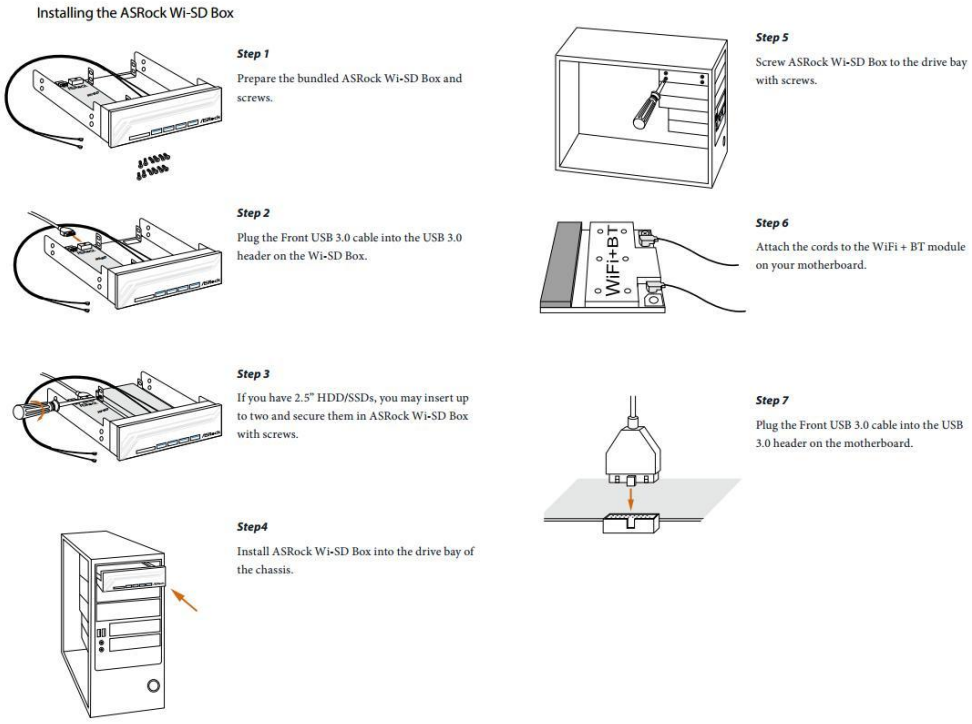
Windows 7/ Windows 8 64bit download link:

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.



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

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