



Proposal For:

2134

Attn: 1234

Reference:

2134

Proposal By:

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Date: 01-28-21

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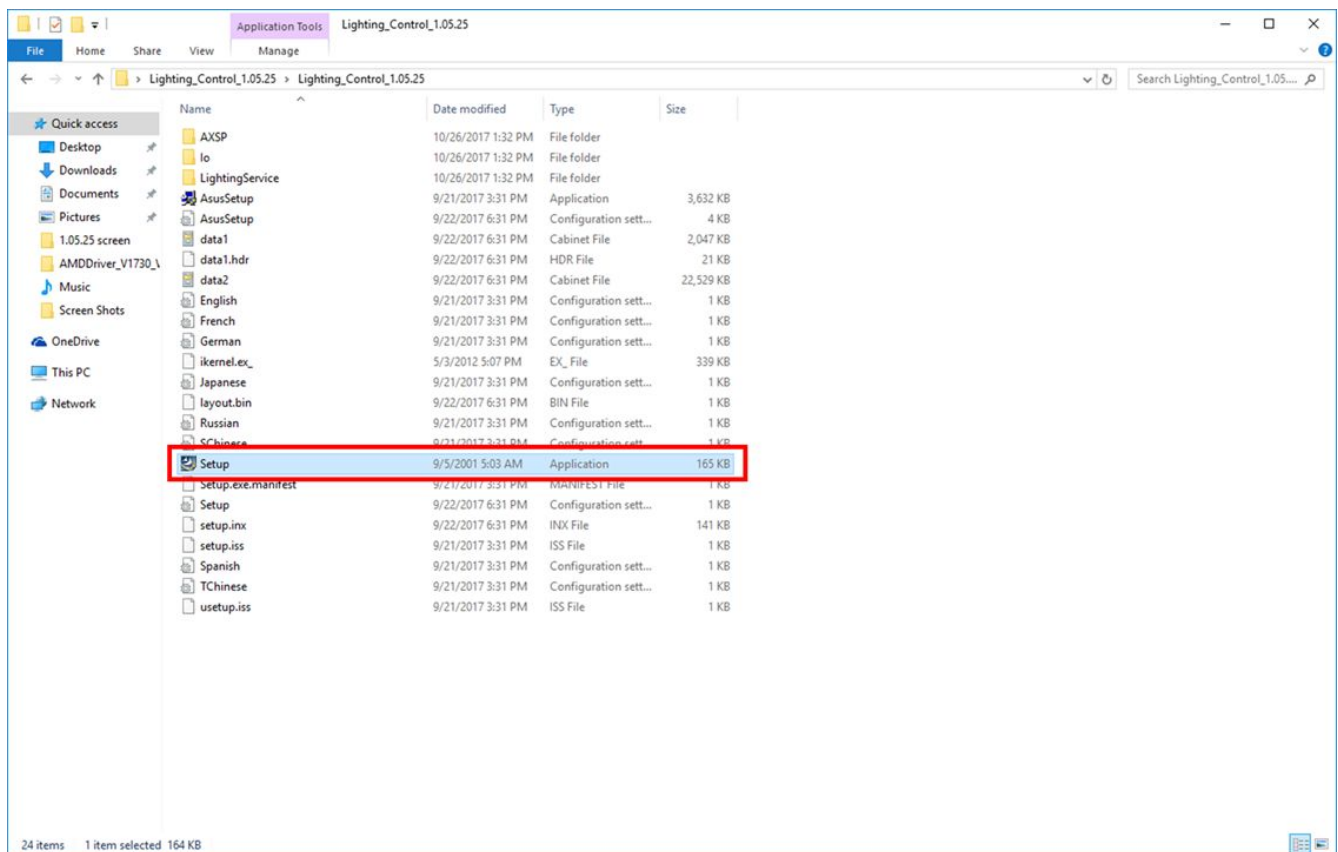
[FAQ] Aura

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INSTALLATION

How to do a clean install of Aura software?

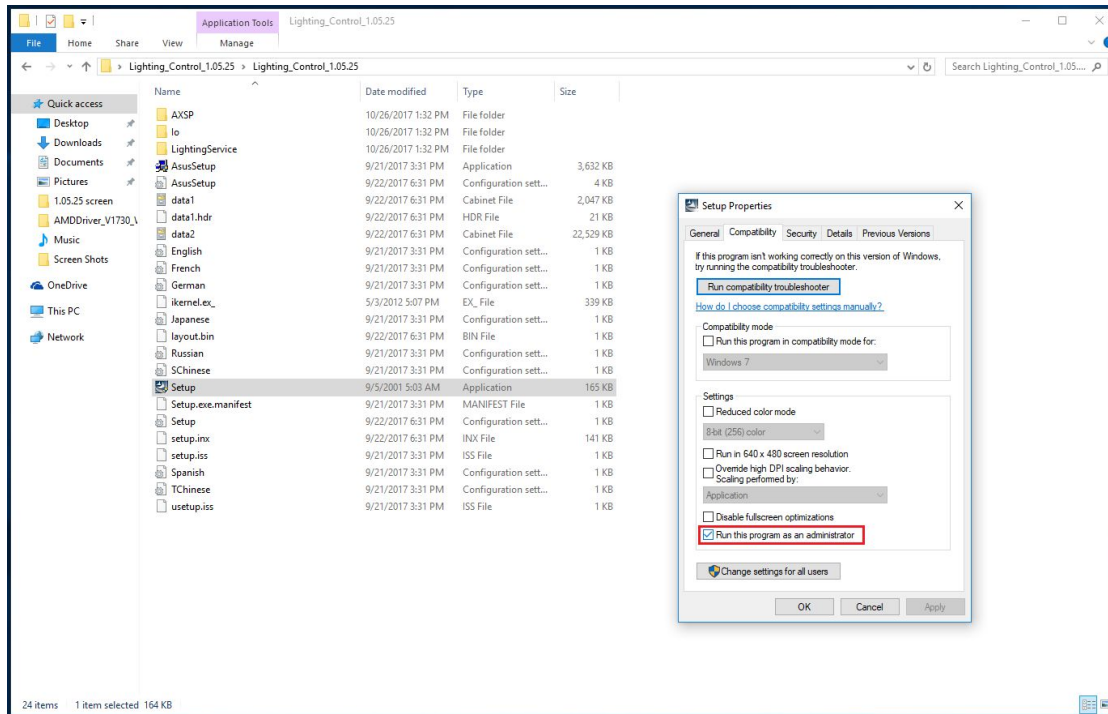
1. Download the latest version of Aura available on [Aura Sync microsite](#).
2. Unzip and open the file.
3. Double click on “Setup”.
 - a. If you have a previous version of Aura already installed, this action will uninstall it. Repeat the action to install the new Aura version.
 - b. If you have no previous version of Aura already installed, this action will install Aura.



4. Follow the installation instructions.
5. Reboot your computer and launch Aura.

I am having issues installing Aura software.

1. Uninstall Aura through the control panel and reboot your system.
2. (Optional) Run Aura Cleaner tool available [here](#).
3. Download the latest version of Aura available.
4. Unzip and open the file, right click on "Setup". Under Properties\Compatibility, select "Run as administrator". Apply and close Properties window.



4. Double Click on Setup and follow installation process.

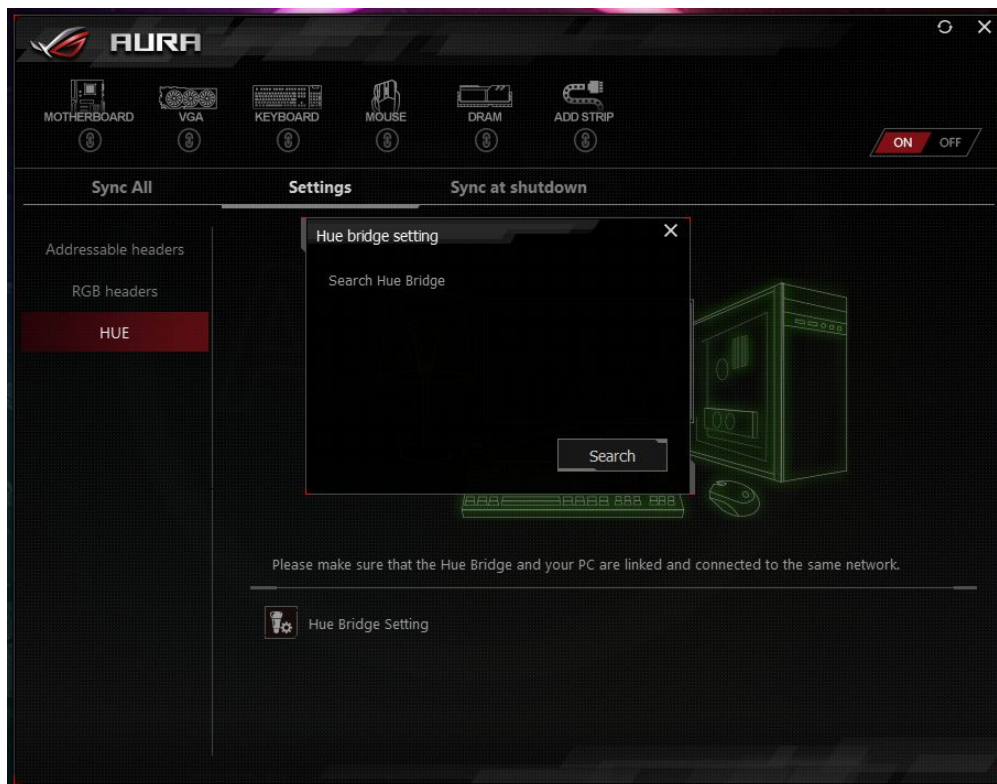
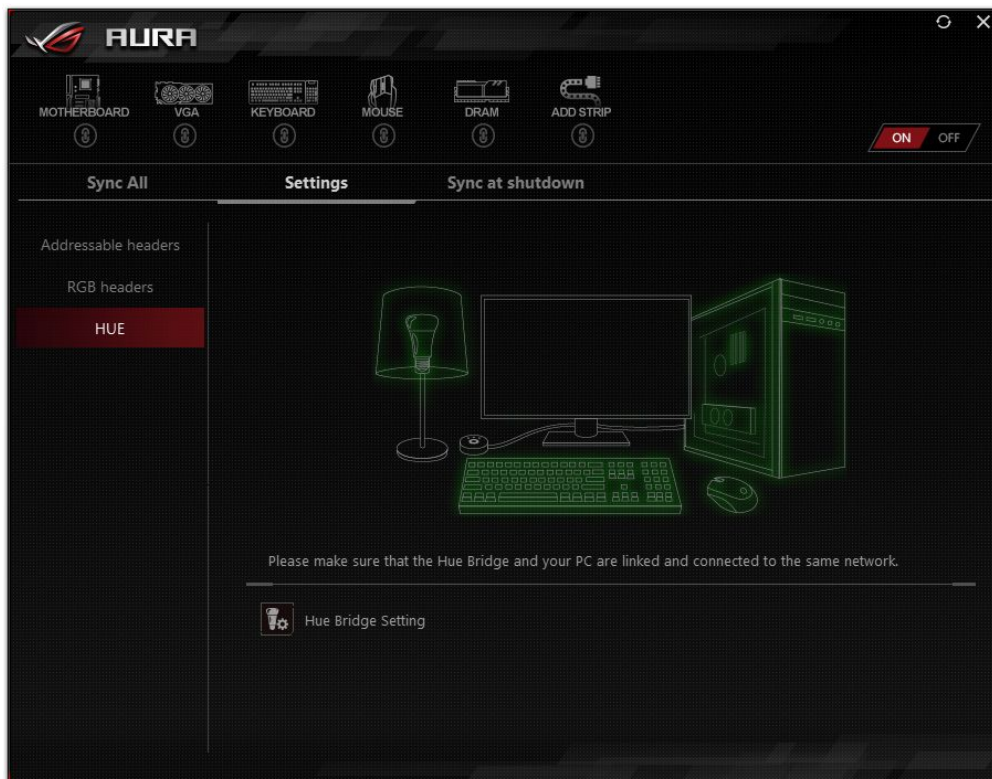
I am having issues uninstalling Aura software.

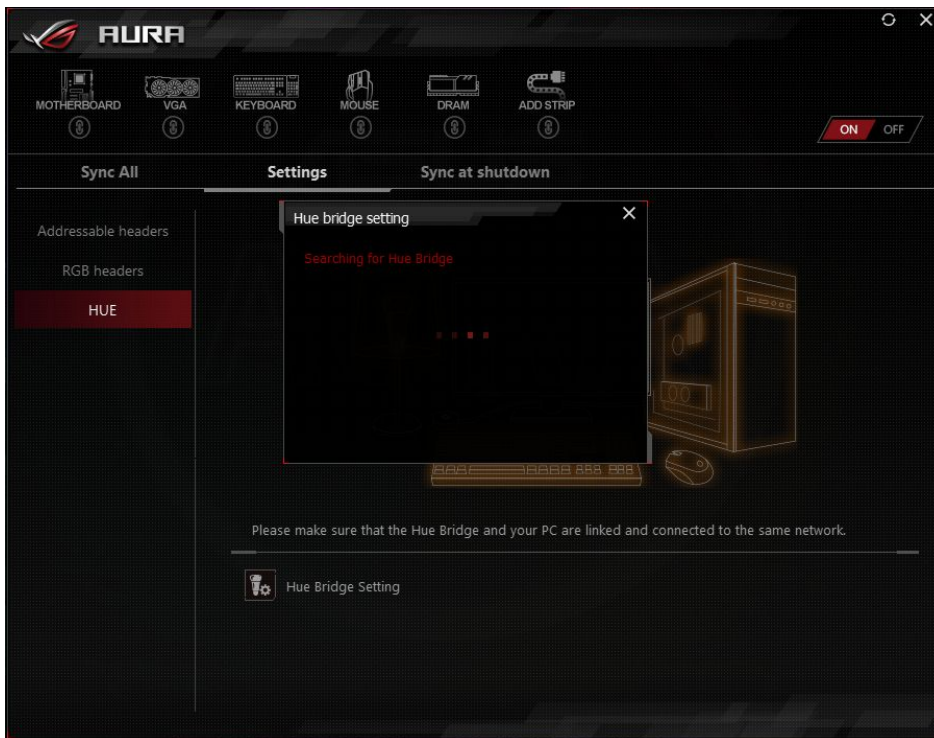
1. Run Aura Cleaner tool available [here](#).
2. Uninstall Aura through the control panel.

Aura Sync and Philips Hue

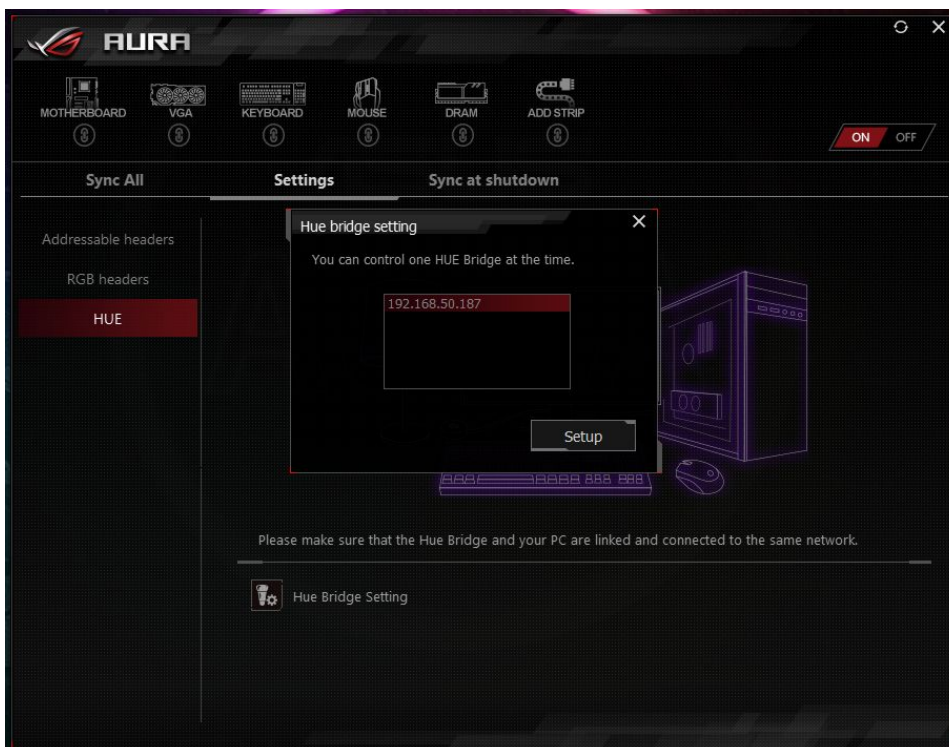
Follow the steps below to sync your Philips Hue setup with Aura software

1. Use the Philips Hue app to make sure that all the Hue lamps you want to control are connected to the Hue bridge you want to sync with Aura.
2. Close the Hue app.
3. Make sure that the Hue bridge and your PC are connected to the same network router through Wifi or Ethernet.
4. In the Aura software, go to Settings/Hue section and hit 'Hue Bridge Setting'
5. The Hue bridge setting window opens. Hit 'Search' to have Aura look for available Hue bridges

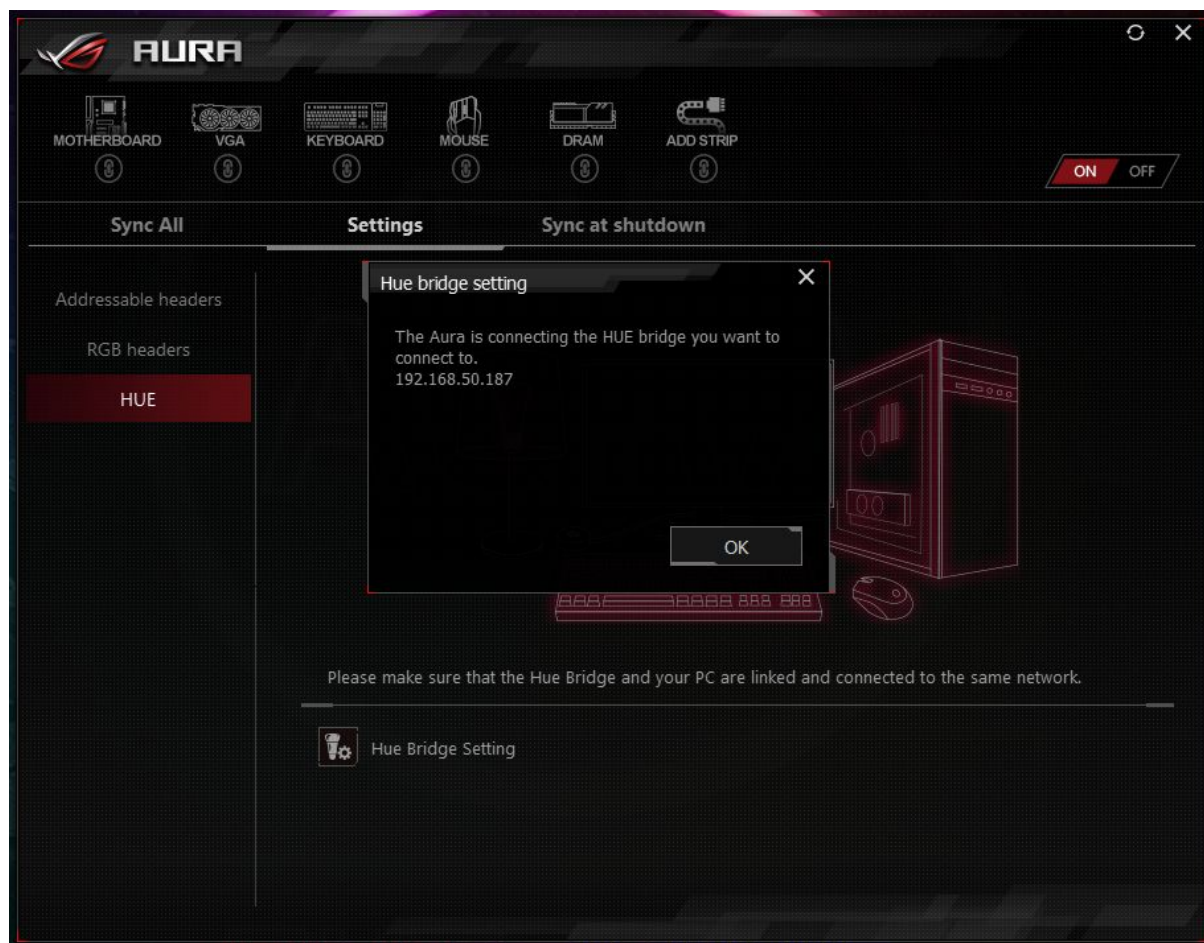
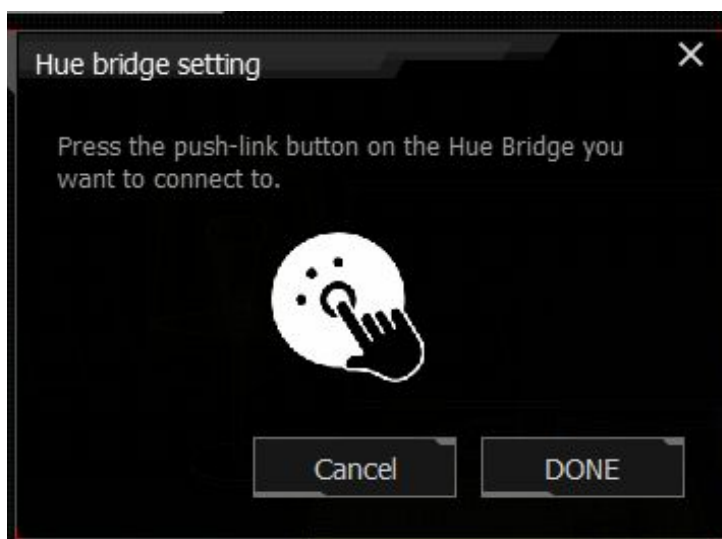




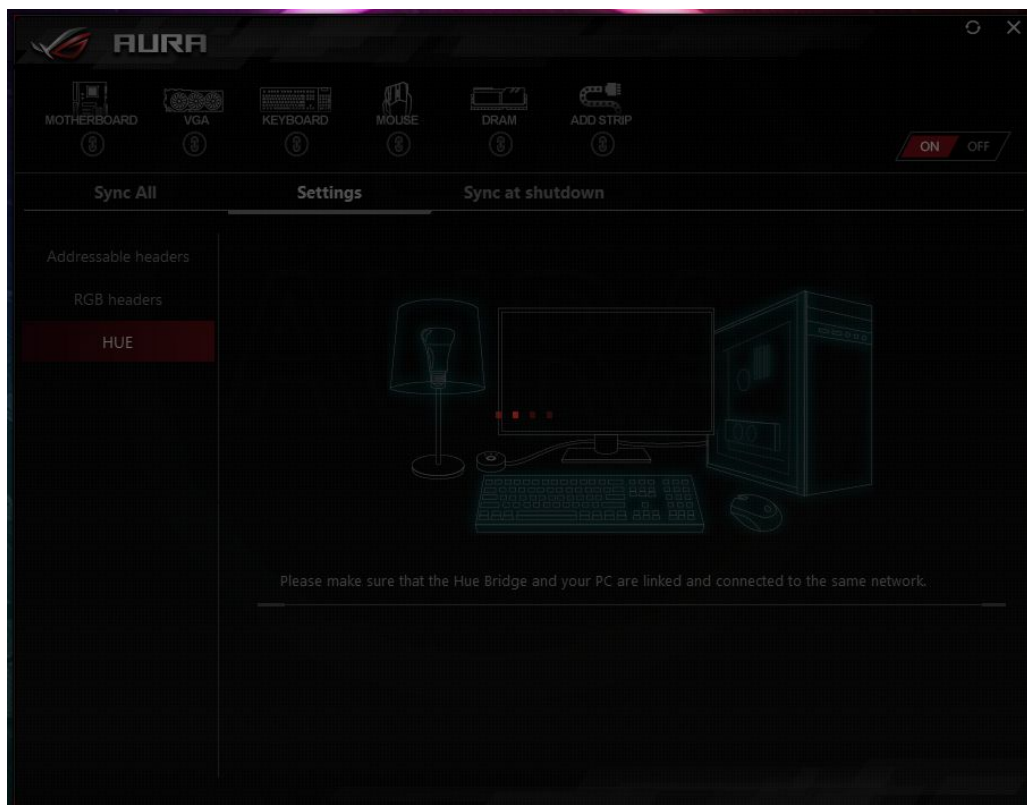
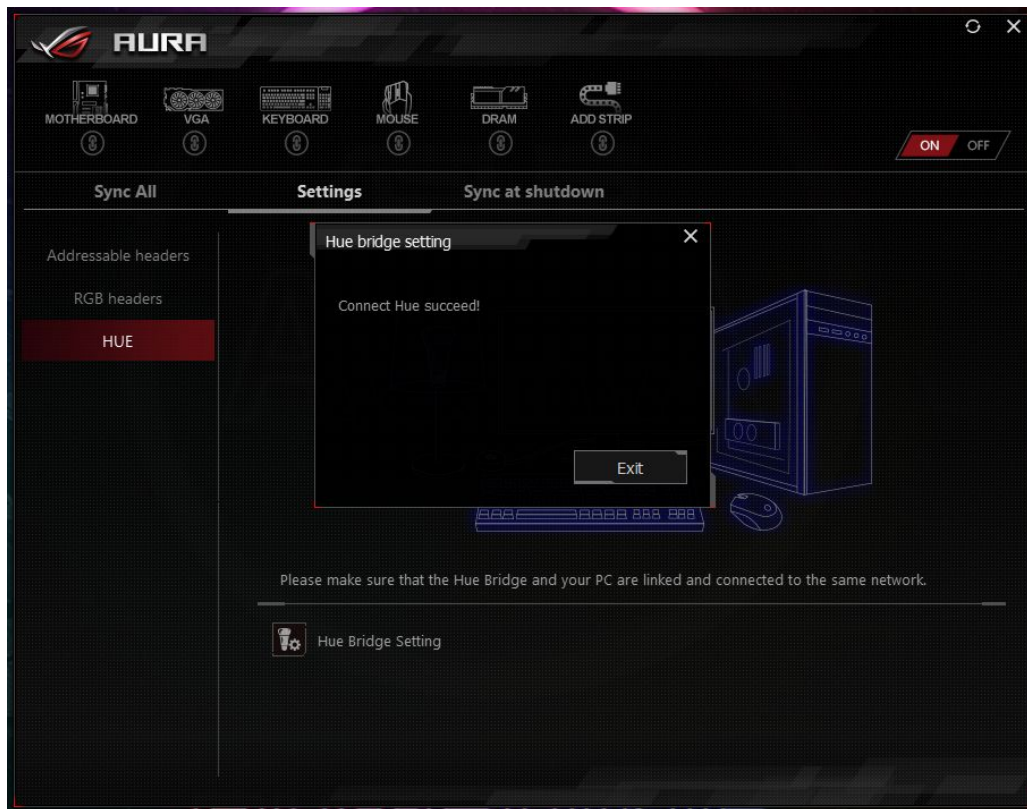
6. When the search is complete, the Hue bridge setting window lists all available Hue bridges. Select the one you want to Sync with Aura and hit 'Setup'. You can sync Aura with only one Hue bridge at a time.



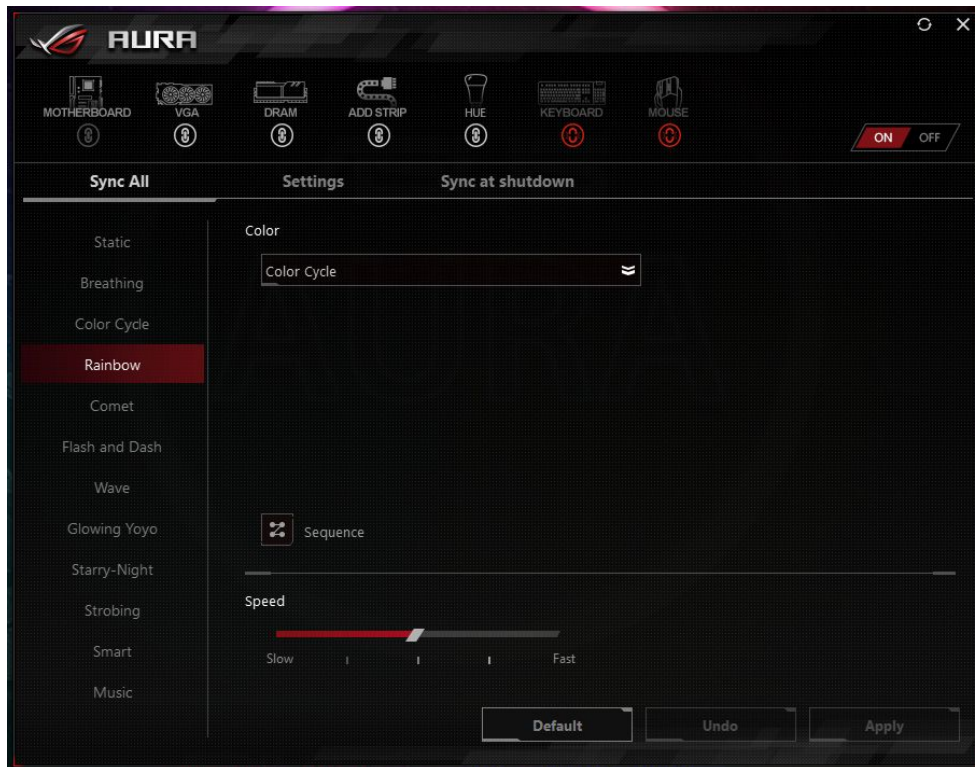
7. If this is your first time connecting with this bridge Aura will ask you to press the push button of your Hue bridge before establishing connection with Aura.
8. Aura will then ask you to confirm your selection before starting connection with the bridge.



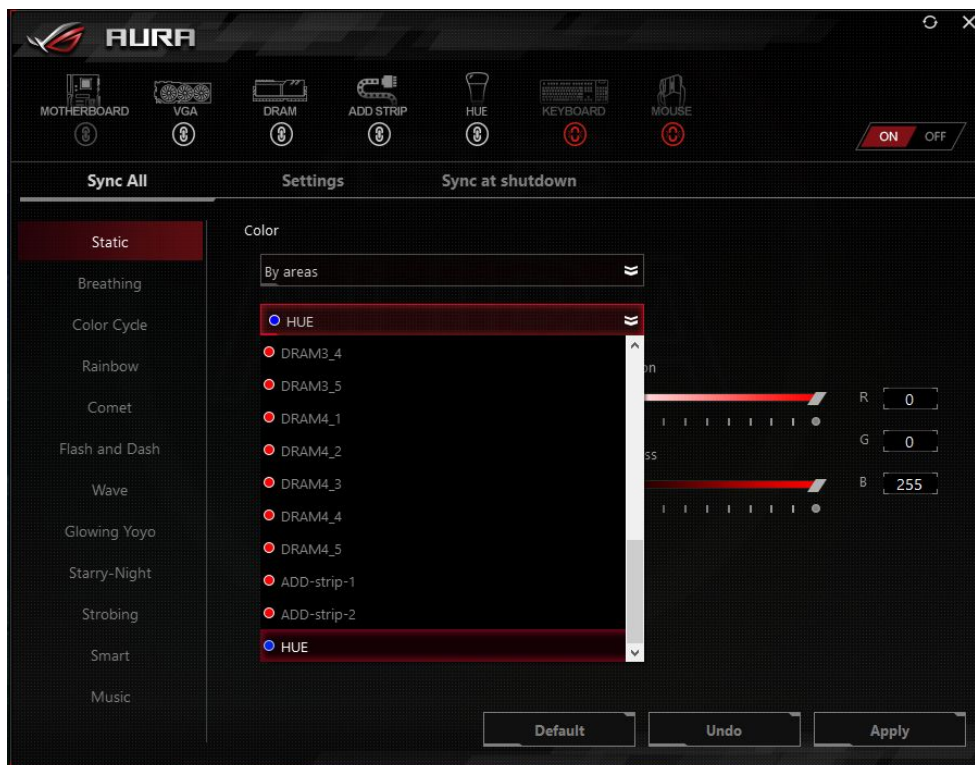
9. Wait for Aura to finish connecting with the Hue bridge. A confirmation message will appear when the process is done. Hit 'Exit' to finalize the connection.
10. Wait for Aura UI to update



11. Hue icon now appears in Aura UI and will sync with other Aura devices



12. The Philips Hue lamps can only sync with other Aura Sync devices under Static, Breathing and Color cycle effects. For other effects, the lamps will be static but you can still set their colors in COLOR/BY AREAS section if the effect provides this option.



DEVICES RECOGNITION

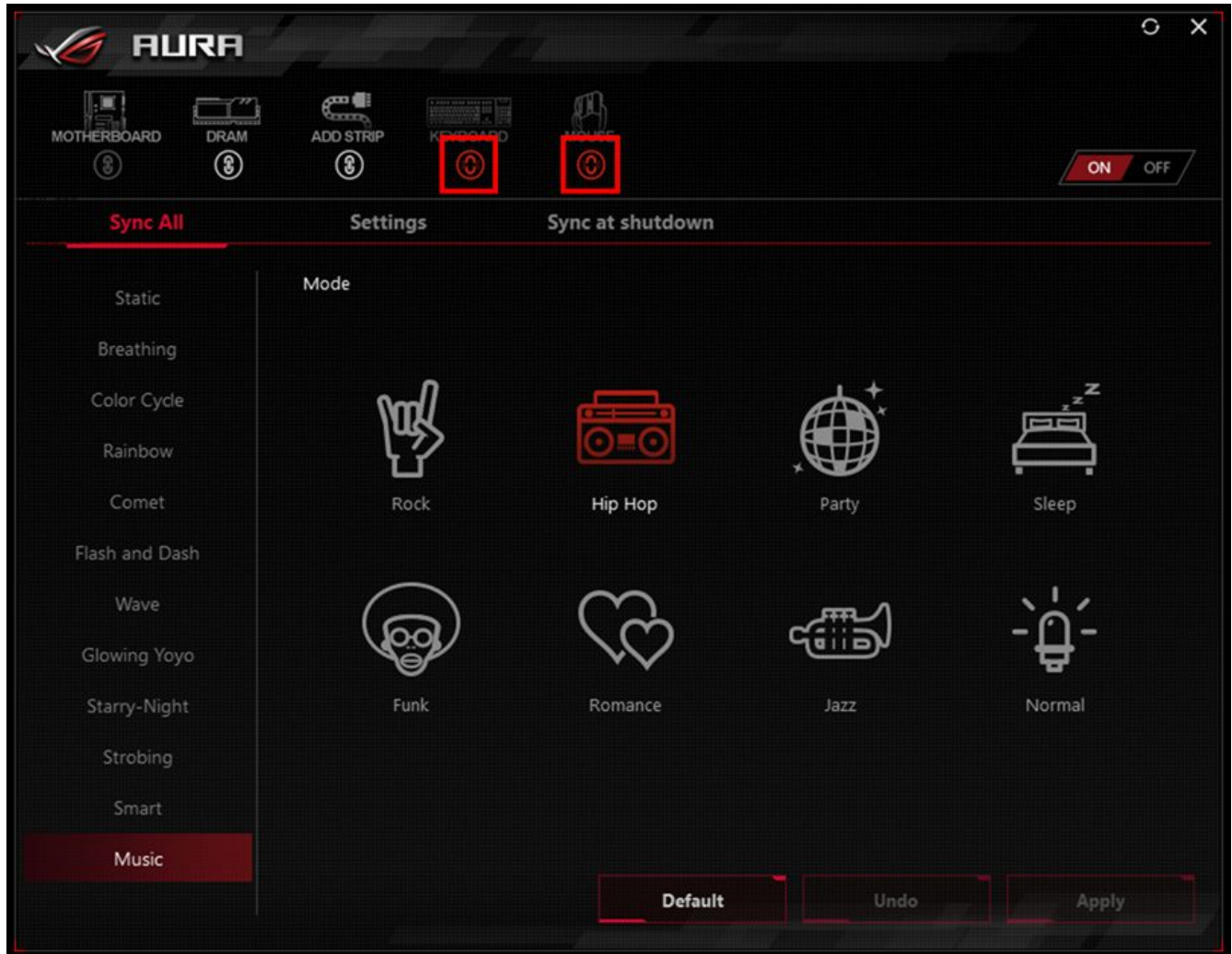
My Aura Sync compatible device do not appear in Aura UI.

1. Make sure that the device is correctly connected to your system. Unplug and replug it if necessary.
2. Hit the refresh button on the right top part of the UI and wait a few seconds for UI to refresh.
3. If the step above does not work, close and reopen Aura software.
4. If the step above does not work, restart your system and reopen Aura software.

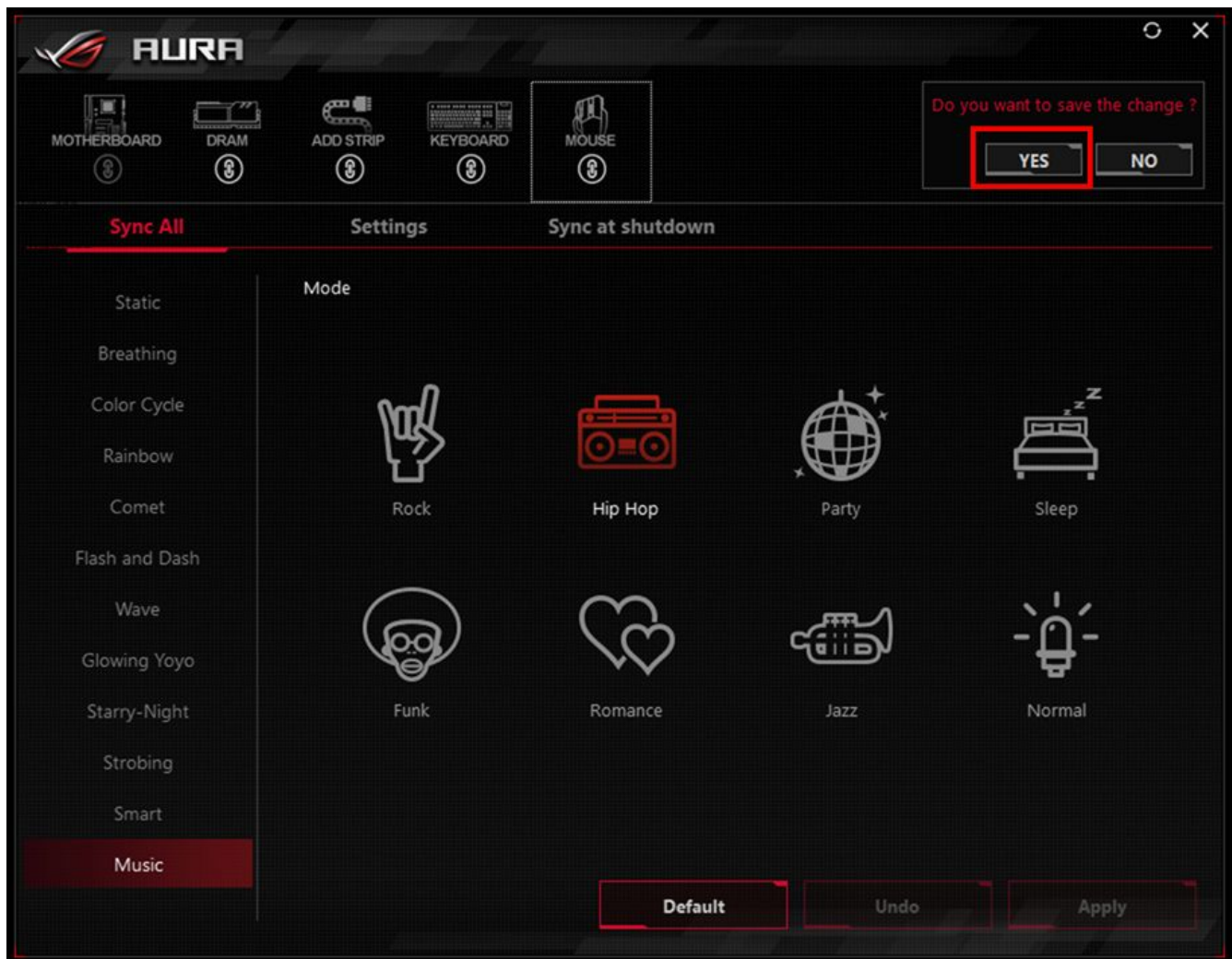


My Aura Sync compatible device does appear in Aura UI but it won't follow the Aura effect I applied.

1. Make sure that the device is synced in Aura. If the chain button below the device icon that you want to sync appears in red, the device is not synced.



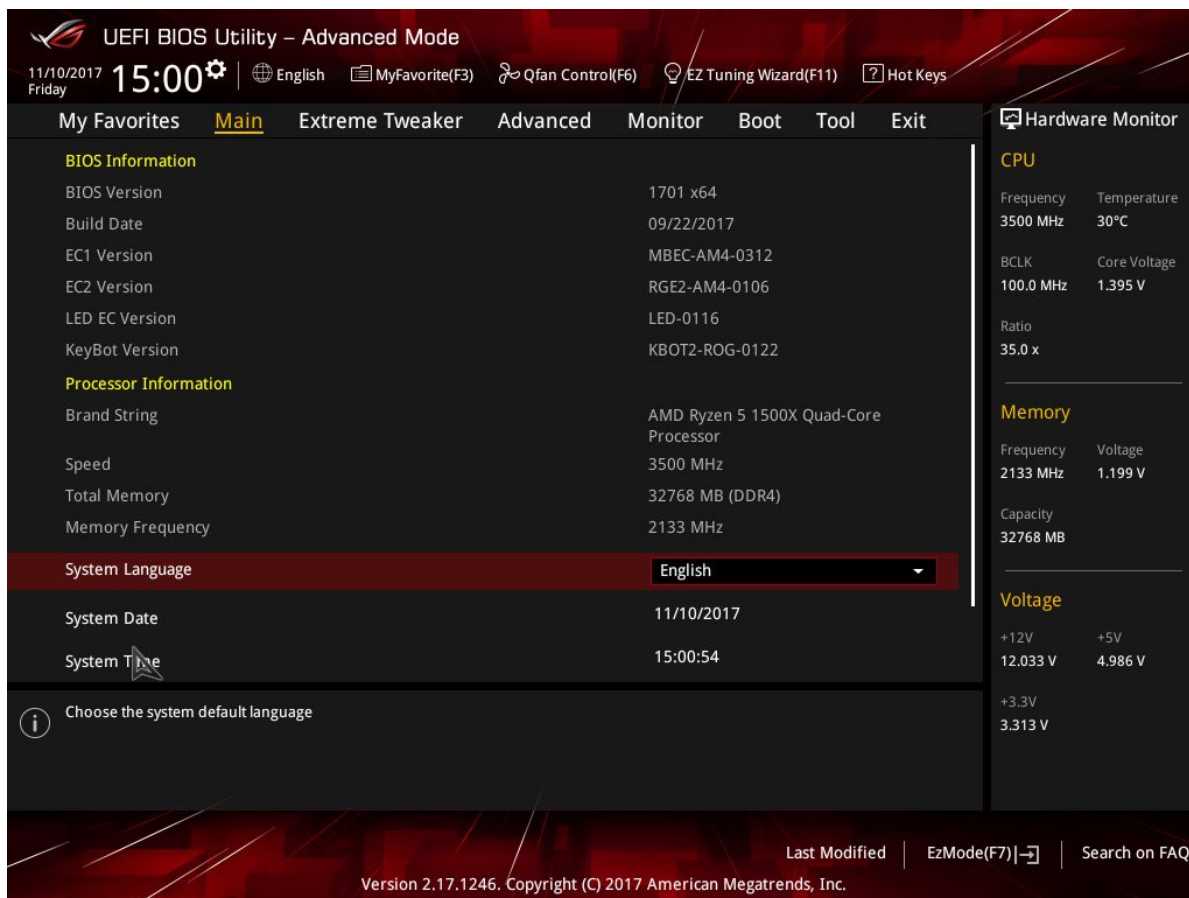
2. To sync your device with Aura, hit the chain button below the device icon that you want to sync. Confirm selection on the pop up message.



3. Device icons appearing in white on the UI can sync with Aura SW.
4. If the step above does not work, close and reopen Aura software.
5. If the step above does not work, restart your system.

The motherboard icon disappeared from Aura UI.

1. Check if the LED of your motherboard are ON or OFF.
2. If they are ON, uninstall and reinstall AURA following the clean install steps.
3. If they are OFF, reboot your system and enter the BIOS. Open the main tab and check the field "LED EC". Does a text is written in front?



- YES, then go to Advanced -> Onboard Devices configuration -> RGB LED Lighting -> Make sure it's ON
- NO, shut down your computer and check that the LED connector is properly plugged. Depending on your motherboard model, the connector is differently located. You can seek help on the [ROG forum](#) for more information.

GENERAL ISSUE AND REPORT

I am having problem with the Aura software.

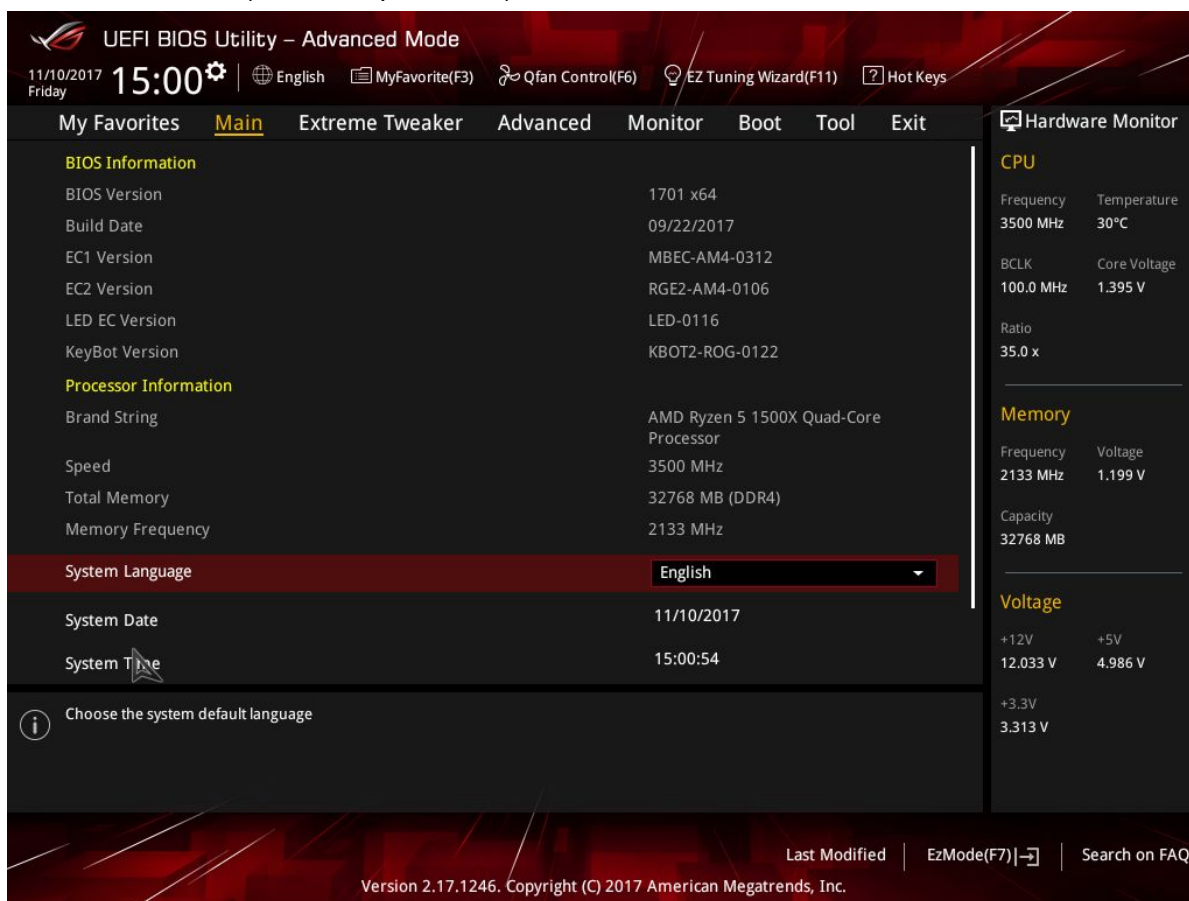
Check that you have:

1. The latest updated BIOS for your motherboard ([check support page](#))
2. The latest version of Aura software
3. The latest drivers and firmwares installed for all of your Aura sync products
4. If you have other lighting softwares, ensure that they are close and their background processes are closed/uninstalled to avoid conflict.

If you are still having an issue, you can report on the [ROG Forum - ASUS Software](#).

Which information do I need to provide when reporting an issue on the [ROG Forum - ASUS Software](#)?

1. System Spec
 - Motherboard:
 - Processor:
 - BIOS version:
 - OS:
 - Memory kit:
 - Graphics card:
 - Mouse:
 - Keyboard:
 - Cooling solution:
 - Aura version:
 - Other lighting software with version:
2. A detailed description of your problem.
3. A screenshot / photo / video showing your problem.
 - If your motherboard LED aren't working, please take a BIOS picture in the BIOS Main tab (see example below)



4. If you run any other lighting control software, please mention it.

The new Aura app desktop icon does not update

If you previously had Aura installed, Windows is going to keep in cache the old version of the Aura app icon. If you install Aura with an above version of 1.05.38, the Aura app logo will remain the same. For the new icon to appear, you need to clean icon cache.

1. Open Command Prompt and Run as Administrator.
2. Type the following command and press Enter.

```
cd %homepath%\AppData\Local\Microsoft\Windows\Explorer
```

3. Type the following command and press Enter.

```
dir iconcache*
```

4. Type the following command and press Enter.

```
taskkill /f /im explorer.exe
```

5. Type the following command and press Enter.

```
del iconcache*
```

6. Type the following command and press Enter.

```
dir iconcache*
```

7. Type the following command and press Enter.

```
explorer.exe
```

8. Close Command Prompt to complete the task.



Icon before 1.05.32
included



New icon

ADDITIONAL INFORMATION

I have a X99 motherboard and the LED of my memory kit do not work.

1. Restart your system and go into the BIOS / Ai Tweaker (or Extreme Tweaker)
2. Select DRAM Timing Control and DRAM SPD Write
3. Select Enabled
4. Save and restart your computer

My Corsair Vengeance RGB kit cannot run Breathing and Color Cycle effects.

Due to DRAM EC specifications, the Corsair Vengeance RGB DRAM LEDs will turn off during Breathing and Color Cycle effects.

How many addressable LEDs can I control?

Aura can control addressable LEDs strip with up to 120 independent LEDs for each addressable LED header. Additional color control will be added in future version of AURA.

Other Lighting software

Conflicts might occur between Aura and other lighting control software. If you are having problem controlling the lighting of your Aura sync products, ensure that any other lighting control software and its background processes are closed/uninstalled to avoid conflict.

About Vigilant Solutions, LLCwww.vigilant-solutions.com



We're here to help.