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ASUS > Support > FAQ

FAQ

[Motherboard] MyASUS introduction

Last Update : 2024/12/17 13:37

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[\[Motherboard\] MyASUS introduction](#)

Related FAQ:

[\[Motherboard\] Troubleshooting - No Power/No Boot/No Display](#)[\[Motherboard\] ASUS motherboard troubleshooting via Q-LED indicators](#)[\[Motherboard\] FAQ of Q-LED Core](#)[\[Motherboard\] Armoury Crate – Introduction](#)[MyASUS - ASUS One](#)

MyASUS provides a variety of service functions. Users can contact customer service through MyASUS, set up and optimize your system, or troubleshoot problems through the system diagnostic function.

Directory:

- [1. How to check if the host board supports MyASUS?](#)
- [2. How do I start installing MyASUS for the first time?](#)



3. MyASUS features are introduced.

4. Q&A

Q1. Why is there no Taskfirt feature in my MyASUS?

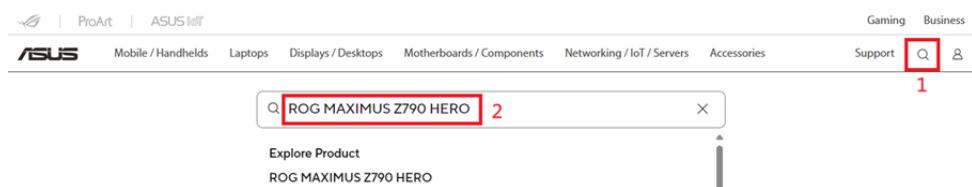
Q2. How to check my MyASUS version?

Q3. Why can't I use MyASUS?

Q4. How to reinstall and remove MyASUS?

1. How to check if the host board supports MyASUS?

1. Go to the [ASUS official website](#) to search for the model name, click (1) search--(2) and enter the model number (ROG MAXIMUS Z790 HERO is used as an example below.)



(3) Click on the technical specifications in the software function will have "MyAsus", that is, you can support the My Asus software



Software Features

ROG Exclusive Software

- ROG CPU-Z
- GameFirst VI
- Sonic Studio III + Sonic Studio Virtual Mixer + Sonic Suite Companion
- Sonic Radar III
- DTS® Sound Unbound
- BullGuard or equivalent internet security (1-year full version)

ASUS Exclusive Software

- Armoury Crate
- AIDA64 Extreme (1 year full version)
- AURA Creator
- AURA Sync
- Fan Xpert 4 (with AI Cooling II)
- Two-Way AI Noise Cancelation
- Power Saving

AI Suite 3

- Easy Optimization with AI Overclocking
- TPU
- DIGI+ Power Control
- Turbo app

PC Cleanner

MyASUS

WinRAR

UEFI BIOS

AI Overclocking Guide

ASUS EZ DIY

2. How do I start installing MyASUS for the first time?

1. After the motherboard is turned on, press the keyboard DEL or F2 to enter the BIOS screen, and press F7 to switch to the BIOS Advanced Mode screen
2. Select Tool and turn on (Enable) the Download & Install MyASUS Service & app option.

(After opening the BIOS settings for the first time, the Myasus app and drivers will be installed on the system.)

UEFI BIOS Utility – Advanced Mode

11/27/2023 08:44 | English MyFavorite Qfan Control AI OC Guide Search AURA ReSize BAR MemTest86

Monday

My Favorites Main Extreme Tweaker Advanced Monitor Boot Tool Exit

Tool

Hardware Monitor

CPU/Memory

Frequency	Temperature
4900 MHz	27°C
BCLK	Core Voltage
100.00 MHz	1.314 V
Ratio	DRAM Freq.
49x	4000 MHz
MC Volt.	Capacity
1.119 V	32768 MB

Prediction

SP	Cooler
81	179 pts
P-Core V for	P-Core
5200MHz	Light/Heavy
1.315/I.401	5497/5196
E-Core V for	E-Core
3900MHz	Light/Heavy
1.199/I.274	4090/3852
Cache V for	Heavy Cache
4700MHz	4357 MHz
1.383 V @L4	

ASUS EZ Flash 3 Utility

BIOS Image Rollback Support

Enabled

Publish HII Resources

Disabled

ASUS Secure Erase

Flexkey

Reset

Setup Animator

Disabled

ASUS User Profile

ASUS SPD Information

ASUS MemTest86

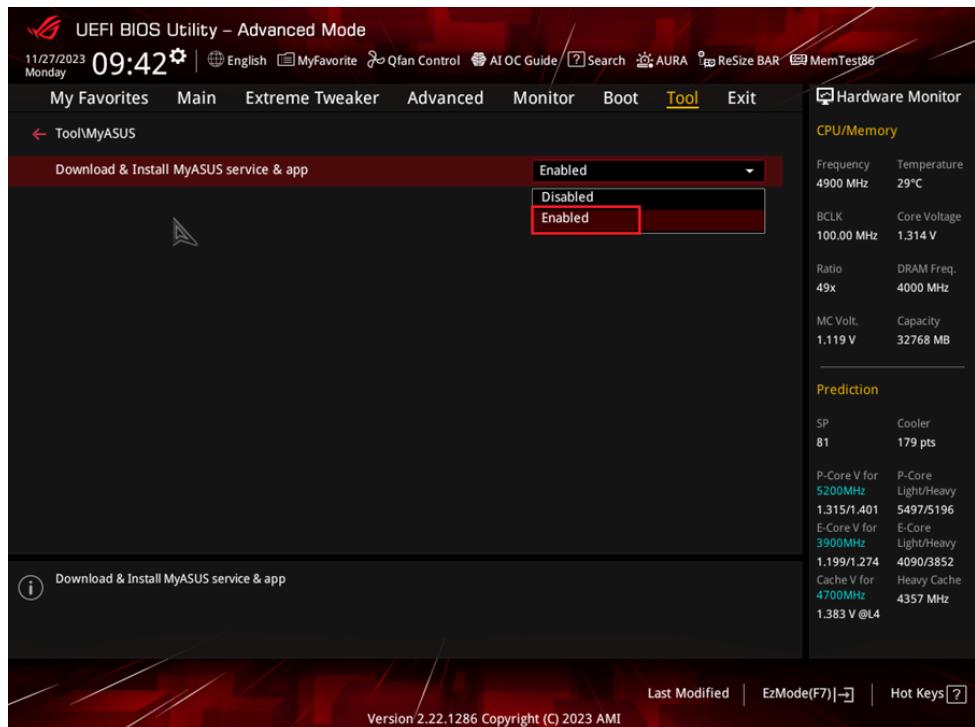
ASUS Armoury Crate

MyASUS

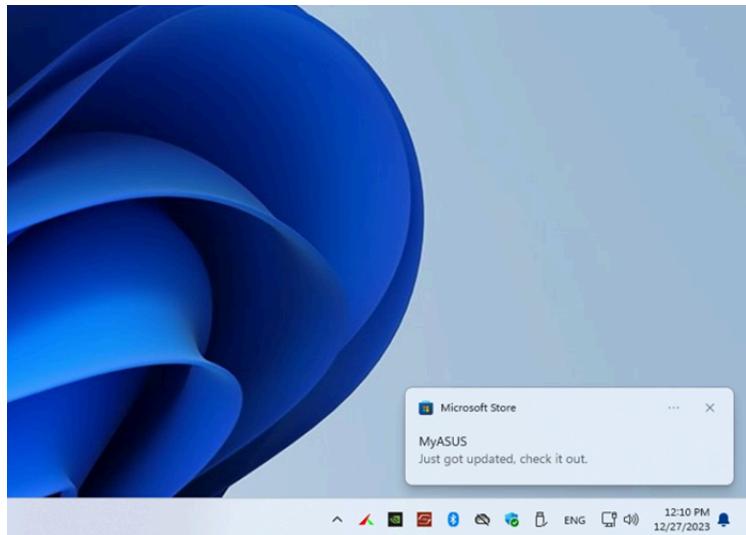
MyASUS

Last Modified EzMode(F7) Hot Keys [?]

Version 2.22.1286 Copyright (C) 2023 AMI

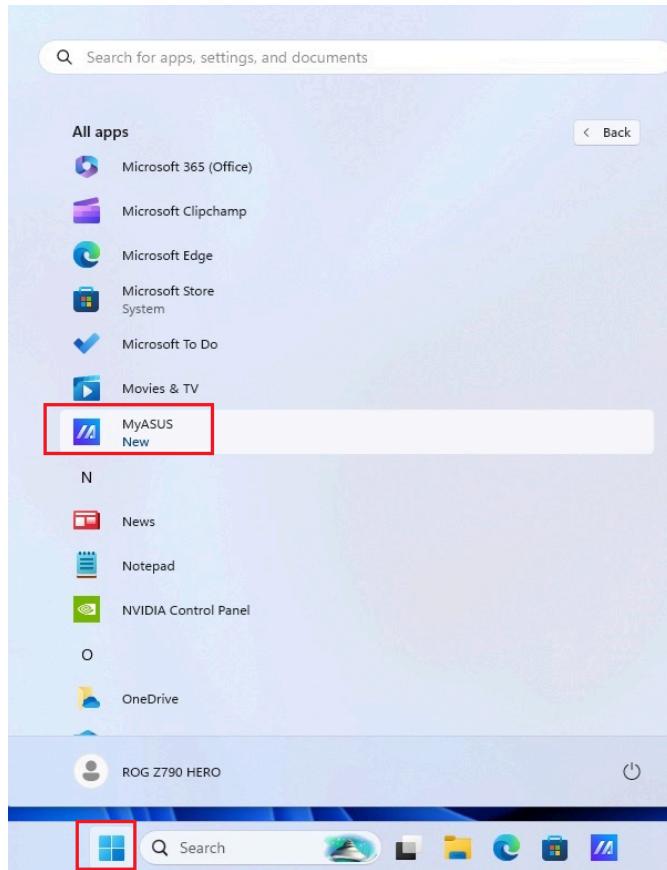


3. After entering the newly installed operating system, there will be a message prompting the installation completion and startup message. (Take Windows 11 as an example).



Ensure that the network connection is successfully established

4. You can also click on the Windows icon to open MyASUS.



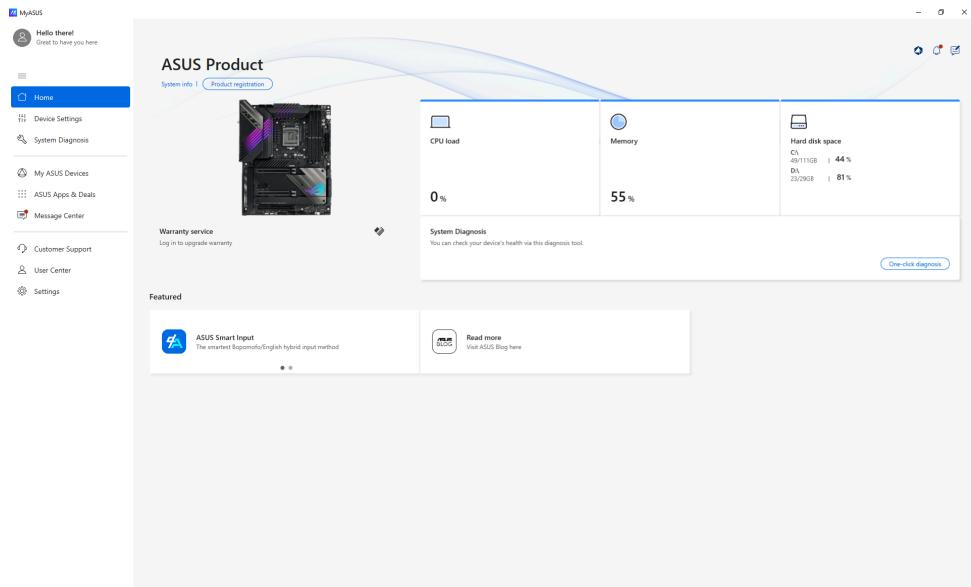
3. MyASUS features are introduced.

(The MyASUS interface used in this document is version 4.0. To confirm the version of your MyASUS, please refer to the Q&A section.)

1. Home page:

Product registration: You can connect to the product warranty registration web page.

System Information: Displays current platform information, including operating system version/CPU/graphics card/wireless network chip/hard disk capacity/memory and other information.

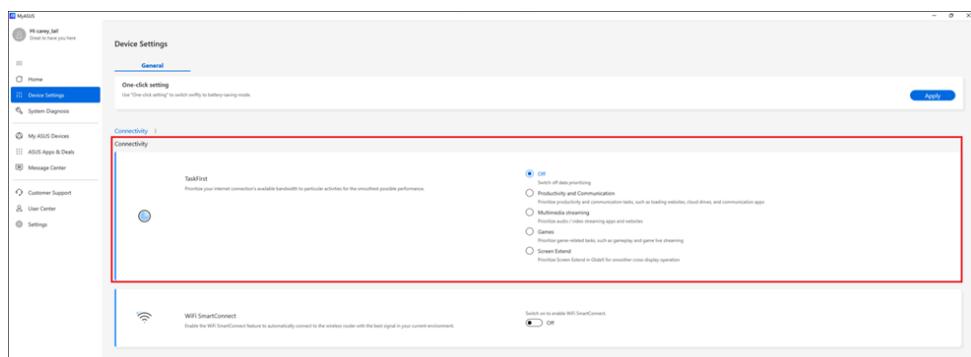


2. Device Settings:

Taskfirst:

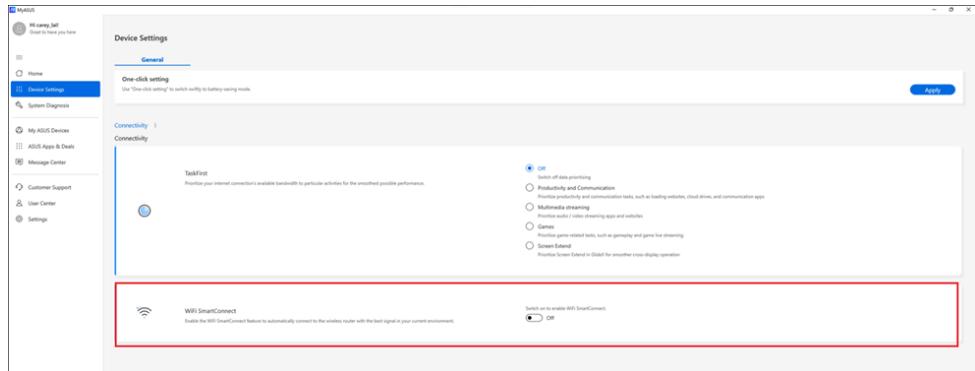
Through Taskfirst, users can allocate available bandwidth for internet connections to ensure the smoothest network connection.

*The Taskfirst feature is not available when **GameFirst** or **CreationFirst** software is installed on your system.



Wifi Smart connect:

Enable the Wi-Fi SmartConnect feature, and the system will automatically connect to the wireless router with the strongest signal in your environment. This feature also keeps a record of the hotspots you have connected to; when these hotspots are available, the system will automatically connect.



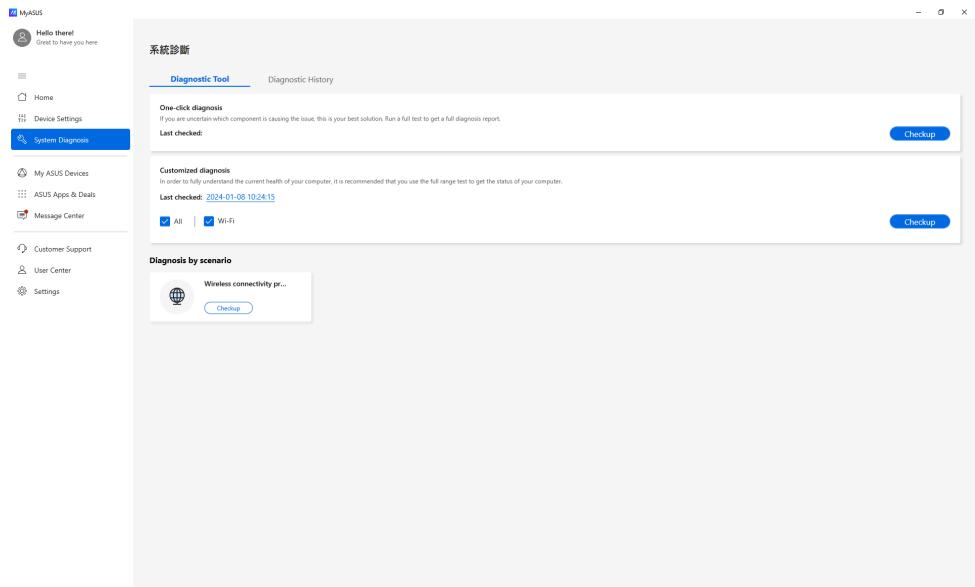
3. System Diagnosis:

Diagnose wireless network connection issues.

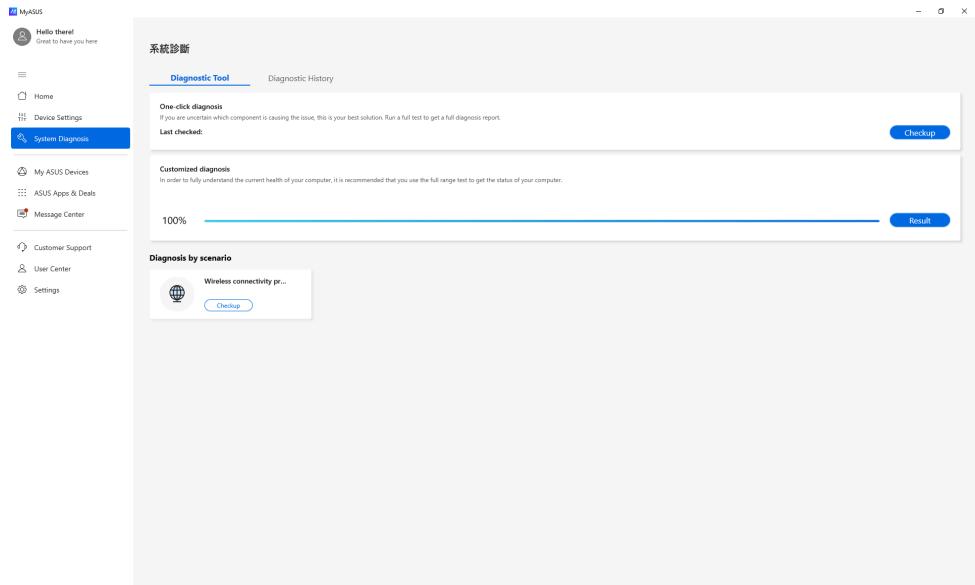
*This diagnostic feature is only available when your system is connected to a Wi-Fi module.

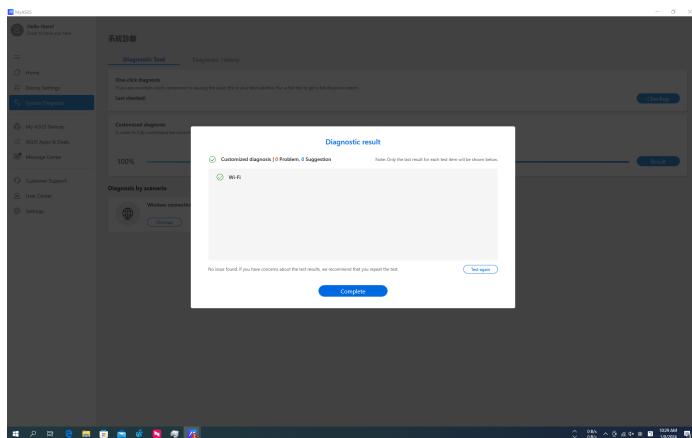
1. Click [Checkup] in One-click diagnosis section
2. Or check the box for All/Wi-Fi, the click [Checkup].

3. Or click [Checkup] on scenario diagnosis.



3. The system will diagnose whether there are any issues with the wireless network and provide the test results for user reference.

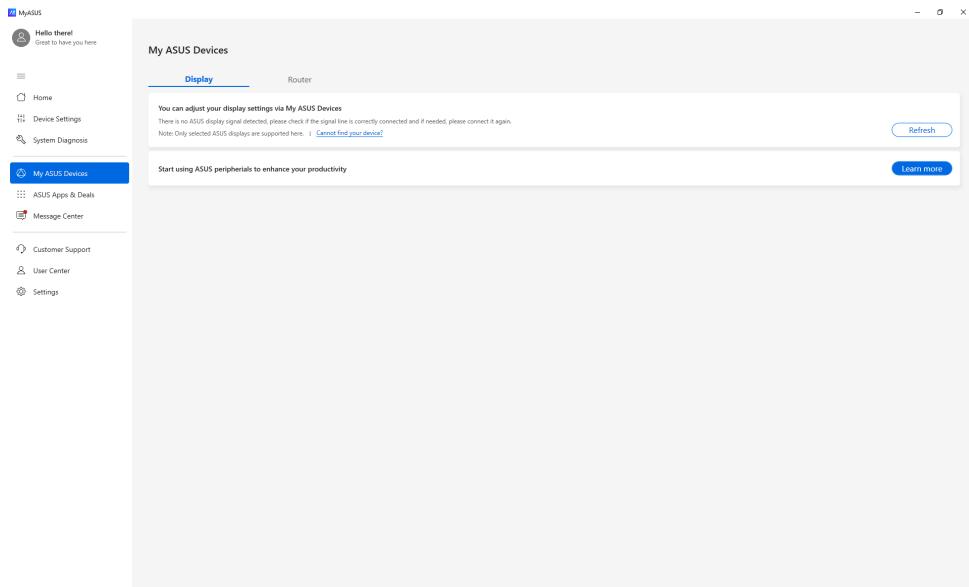




4. My ASUS Devices:

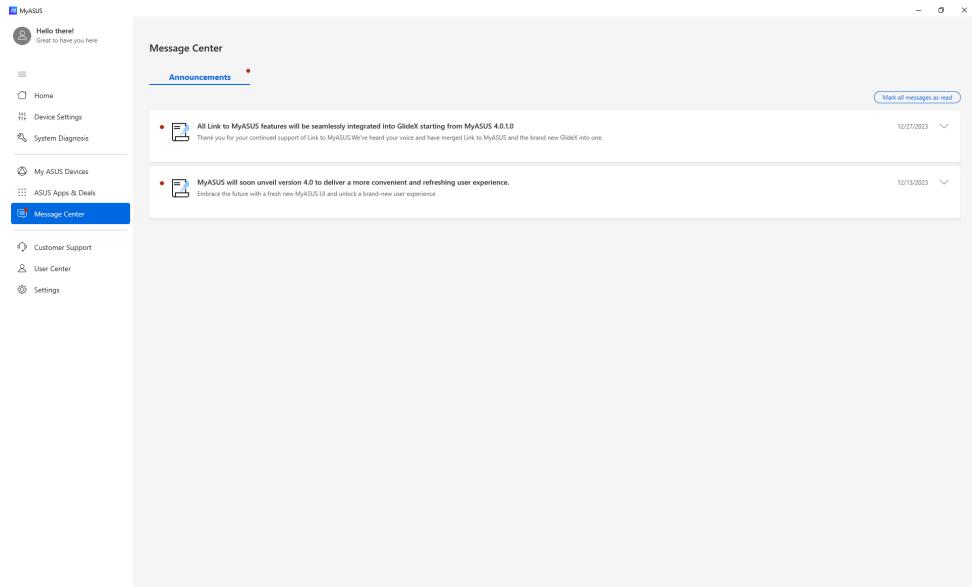
In My ASUS Devices page, we provide a convenient service that allows you to complete the personalization settings and firmware upgrades for various ASUS products without a system. The current product lines supported in this service include routers and monitors.

Click on [My ASUS Devices](#) to learn more about this service.



5. Message Center:

In Message Center page, MyASUS related announcements will be posted here.



6. Customer Support:

You can contact ASUS customer service by phone, email or online communication function, or inquire about solutions to common problems through the user service page.

Note: Phone, email and Online chat function support status may vary by different regions.

You can query the maintenance status by entering the maintenance order number

or product serial number in the query and maintenance reservation function.

The screenshot shows the MyASUS application window. On the left is a sidebar with icons for Home, Device Settings, System Diagnosis, My ASUS Devices, ASUS Apps & Deals, and Message Center. The Customer Support icon is highlighted with a grey background. The main content area is titled 'Customer Support' and has three tabs: 'FAQ' (which is selected), 'Contact ASUS', and 'Repair service'. Below the tabs, it says 'Select an FAQ page that suits your needs.' There are three sections: 'Computer related' (with a blue icon), 'ASUS Support Channel' (with a grey icon), and 'MyASUS for Windows' (with a blue icon). Each section has a brief description and a link.

Customer Support

FAQ Contact ASUS Repair service

Select an FAQ page that suits your needs.

Computer related
Find all of the Frequently Asked Questions related to your device

ASUS Support Channel
Visit ASUS Support Channel on YouTube to find helpful product tips, troubleshooting videos, and useful tech-related knowledge from ASUS!

MyASUS for Windows
MyASUS functions very depending on the product model and the system installed on it. Click here to explore the Frequently Asked Questions and learn more about how to use MyASUS.

Frequently Asked Questions: Offers common questions related to computer information / ASUS support channels / MyASUS for Windows.

Computer Related: You can search for all common questions related to your device. Categorized by the nature of the issue, it provides relevant Frequently

Asked Questions FAQ

The screenshot shows the MyASUS mobile application interface. On the left is a vertical sidebar with icons for Home, Device Settings, System Diagnosis, My ASUS Devices, ASUS Apps & Deals, Message Center, Customer Support (which is selected and highlighted in grey), User Center, and Settings. The main content area has a header "Customer Support" with tabs for "FAQ" (selected), "Contact ASUS", and "Repair service". Below this is a section titled "Select an FAQ page that suits your needs." with a red border. Inside this border are two items: "Computer related" (with a brief description) and "ASUS Support Channel". At the bottom of the main content area is another red-bordered section titled "MyASUS for Windows" with a brief description.

ASUS Support Channel: You can visit our YouTube channel to browse and access product tips, troubleshooting videos, and other technical knowledge(https://www.youtube.com/@asus_support)

This screenshot is identical to the one above, showing the MyASUS app interface with the Customer Support section selected. It displays the same sidebar, header, and content sections, including the "Computer related" item and the "ASUS Support Channel" item within the red-bordered "Select an FAQ page that suits your needs." section.



ASUS Support 華碩支援頻道

@asus_support · 7.36萬位訂閱者 · 189 部影片

提供華碩產品使用小技巧、疑難排解教學與科技新知 >

asus.com/support

訂閱

首頁 影片 Shorts 播放清單 社群

Motherboard ► 全部播放

如何解決華碩主機板無線網路問題？ | ASUS SUPPORT

ASUS Support
觀看次數：970次 · 7 天前

字幕

如何解決華碩主機板有線網路問題？ | ASUS SUPPORT

ASUS Support
觀看次數：4643次 · 3 個月前

字幕

如何解決華碩主機板的聲音問題？ | ASUS SUPPORT

ASUS Support
觀看次數：1.3萬次 · 4 個月前

字幕

如何在華碩主機板的BIOS中啟用TPM | ASUS SUPPORT

ASUS Support
觀看次數：20萬次 · 5 個月前

字幕

如何安裝ASUS主機板驅動程式和工具程式 | ASUS...

ASUS Support
觀看次數：6.1萬次 · 6 個月前

字幕

MyASUS for Windows: You can get the most of about what MyASUS can help with your laptop.

MyASUS
Hello there! Great to have you here

Customer Support

FAQ Contact ASUS Repair service

Select an FAQ page that suits your needs.

Computer related Find all of the Frequently Asked Questions related to your device

ASUS Support Channel Visit ASUS Support Channel on YouTube to find helpful product tips, troubleshooting videos, and useful tech-related knowledge from ASUS!

MyASUS for Windows MyASUS functions very depending on the product model and the system installed on it. Click here to explore the Frequently Asked Questions and learn more about how to use MyASUS.

Customer Support User Center Settings

[Contact ASUS]

Customer Support

[FAQ](#)[Contact ASUS](#)[Repair service](#)

Welcome to the ASUS online customer service desk. We provide support that meets your needs.

Search products MyASUS Feedback hub

Online Service | Select your product

[Laptops](#)[Gaming handhelds](#)[Tower PCs](#)[All Phones](#)[Networking](#)[Motherboards](#)

More products ^

[Monitors](#)[Chassis](#)[Cooling](#)[AIOT & Industrial Solutions](#)[Power Supply Unit](#)[ROG - Republic Of Gamers](#)[Business Networking](#)[Projectors](#)[Mini PCs](#)[VivoWatch](#)[Graphics Cards](#)[Single-board Computer](#)[Optical Drives & Cables](#)[Gaming Networking](#)[Stick PCs](#)[Sound Cards](#)[Chrome Devices](#)[All-in-One PCs](#)

(1) **Select Search Products > Select your product category > Select product series and model > Select problem category and description > Click Search**

The screenshot shows the ASUS Customer Support website. On the left is a sidebar with links like Home, Device Settings, System Diagnosis, My ASUS Devices, ASUS Apps & Deals, Message Center, Customer Support, User Center, and Settings. The main area has tabs for FAQ, Contact ASUS (which is selected), and Repair service. A welcome message and search links are at the top. Below is a 'Select your product' section with a dropdown set to 'ROG - Republic of Gamers' and a search bar containing 'ROG MAXIMUS Z790 HERO'. An orange arrow points to the 'Contact ASUS' button. The next step shows a dropdown for 'Select product series & model' set to 'Motherboards', with another dropdown below it. A 'Search' button is visible on the right.

The screenshot shows the ASUS online customer service desk. At the top, there are links for FAQ, Contact ASUS (which is highlighted in blue), and Repair service. A large orange arrow points down to the 'Contact ASUS' link. Below it, a welcome message says: "Welcome to the ASUS online customer service desk. We provide support that meets your needs." There are two radio buttons: one for "Search products" and one for "MyASUS Feedback hub". The "MyASUS Feedback hub" button is selected and highlighted with a red box. The main content area shows "Online Service" with a breadcrumb trail: "Select your product > Select product series & model > Drivers and installation > Support Articles". It lists several support articles related to ROG MAXIMUS Z790 HERO, including topics like Motherboard BMC Firmware and Intel RAID troubleshooting. Below this, there's a section titled "Contact Support" with instructions to back up files before repair. Three contact methods are listed: "Call" (Talk to the Service agent over phone service for instant support), "Mail" (Send Email to ASUS Customer Service mailbox. We will reply your inquiry as soon as possible), and "Repair center" (Please click here to find repair centers near you). An "ASUS Switch" button is located in the top right corner.

Some articles shown up may be helpful for you. What's more, you can select other services provided by ASUS – Call / Online Chat / Mail/ Repair Center for further assistance. Suggest to back up your data before send the device to the Repair Center.

Note: Call, Online Chat, Mail services may vary by different regions.

(2) MyASUS Feedback Hub

Let us know what you think about MyASUS or what issues you encountered with MyASUS.

Select MyASUS Feedback hub to starting provide your thoughts or issue encountered①。

Choose whether to give encouragements or report issues to us. ②

After selecting the category, you can start typing the comments here.

The screenshot shows the MyASUS Feedback hub interface. At the top, there are links for FAQ, Contact ASUS (highlighted in blue), and Repair service. A red circle with the number ① is placed over the "MyASUS Feedback hub" radio button, which is also highlighted with a red box. Below this, a message says: "Welcome to the ASUS online customer service desk. We provide support that meets your needs." There are two radio buttons: one for "Search products" and one for "MyASUS Feedback hub". The "MyASUS Feedback hub" button is selected and highlighted with a red box. A red circle with the number ② is placed over the "Requires more improvements" radio button, which is also highlighted with a red box. Below this, there's a section titled "Let us know what you think" with two radio buttons: "Like it!" and "Requires more improvements". A red box surrounds both radio buttons. At the bottom, there's a section titled "Send us your feedback!" with a dropdown menu labeled "Please select one category".

Repair Services: You can inquire about repair progress or search for the repair center nearby.

Repair Status: Users can inquire about the repair progress by entering the repair order number or product serial number. Or, if you have logged into your ASUS account, you can simply select the product to check the repair status.

Customer Support

FAQ Contact ASUS Repair service

You can check the current status of your repair by entering your RMA or product serial number. To find repair centers near you, click the Repair Center tab .

[Repair status](#) | [Repair center](#)

[RMA number](#) [Product S/N](#)

View repair status of my registered product(s)

 <p>Laptops VivoBook 15 (X1502) Product S/N Registered date 2023/12/06</p>	 <p>Laptops K6602AVV Product S/N Registered date 2023/11/30</p>	 <p>Laptops BAPE Edition (K5504) Product S/N Registered date 2023/11/30</p>	 <p>Laptops GA4010QE Product S/N Registered date 2023/11/23</p>
 <p>Laptops G23012C Product S/N Registered date 2023/11/23</p>	 <p>Laptops UX3404VA Product S/N Registered date 2023/11/22</p>	 <p>Laptops K3605ZF Product S/N Registered date 2023/11/22</p>	 <p>Laptops FA706HMR Product S/N Registered date 2023/11/22</p>

[Send](#)

Repair center: it will show all repair centers in your country. If you have allowed MyASUS to access to your location, we will show the repair centers nearby. In this section, 2 options can be used to view the repair center, list view and map

view.

Customer Support

FAQ

Contact ASUS

Repair service

You can check the current status of your repair by entering your RMA or product serial number. To find repair centers near you, click the Repair Center tab.

Repair status | [Repair center](#)

Before sending your device in for repair, please back up all your files.

[ASUS Switch](#)

Store name	Phone number	Address	Business hours	Service
F1 Infosolutions & Services Pvt Ltd	9428985551	Shop No.105, 1st floor, Sterile Point, Teen Battli, Jamnagar, Gujarat, 361001 (7961.7km)	10:00 AM to 6:00 PM Monday to Saturday	Notebook, Desktop PC, All-in-one PCs, Eee Pad, PadFone, Eee PC, Eee Box, Vivo PC, Zenfone, Wearable, Eee Book
F1 INFOSOLUTIONS & SERVICES PVT LTD	2836-299463	PLOT NO.3B/40,SHOP NO. 28,GROUND FLOOR,SWAMINARAYAN COMPLEX,O.P.P. HOTEL JAY RESIDENCY,GANDHIDHAM-370201 (7978.1km)	10:00 AM to 6:00 PM	Notebook, Desktop PC, Peripherals & Accessories, All-in-one PCs, PadFone, Eee PC, Eee Box, Zenfone, Wearable, Eee...
Rashi Peripherals Pvt. Ltd	0281 - 2452773	M-167, 4: Gujarat Housing Board Society, Bh. Angle Madras Cleafash Marg: Near Amin Marg: Rajkot-360001 (8031.3km)	10:00 AM to 6:00 PM Monday to Saturday	Optical Storage, Networking, Wireless, Multimedia, Audio Cards
F1 INFOSOLUTIONS & SERVICES PVT LTD	8128319119	*207 KAVERI COMPLEX-A/B/H HIRA PANNA COMPLEX, 20 NEW JAGNATH PLOT, DR. YAGNIK ROAD, RAJKOT * (8032.2km)	10am - 5pm	Motherboard, Notebook, Graphic Card, LCD Monitors, Desktop PC, All-in-one PCs, PadFone, Eee PC, Eee Box, Vivo...
F1 Infosolutions & Services Pvt Ltd	8128128728	207 KAVERI COMPLEX-A/B/H HIRA PANNA COMPLEX, 20 NEW JAGNATH PLOT, DR. YAGNIK ROAD, RAJKOT (8032.2km)	10:00 AM to 6:00 PM Monday to Saturday	Motherboard, Notebook, Graphic Card, LCD Monitors, Desktop PC, Peripherals & Accessories, All-in-one PCs...

Customer Support

FAQ

Contact ASUS

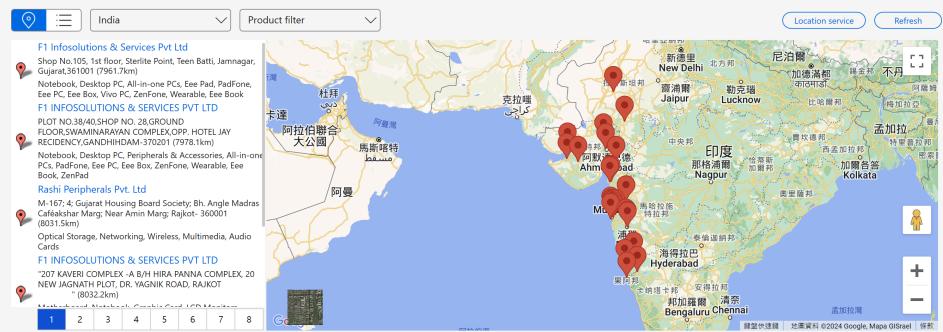
Repair service

You can check the current status of your repair by entering your RMA or product serial number. To find repair centers near you, click the Repair Center tab.

Repair status | [Repair center](#)

Before sending your device in for repair, please back up all your files.

[ASUS Switch](#)

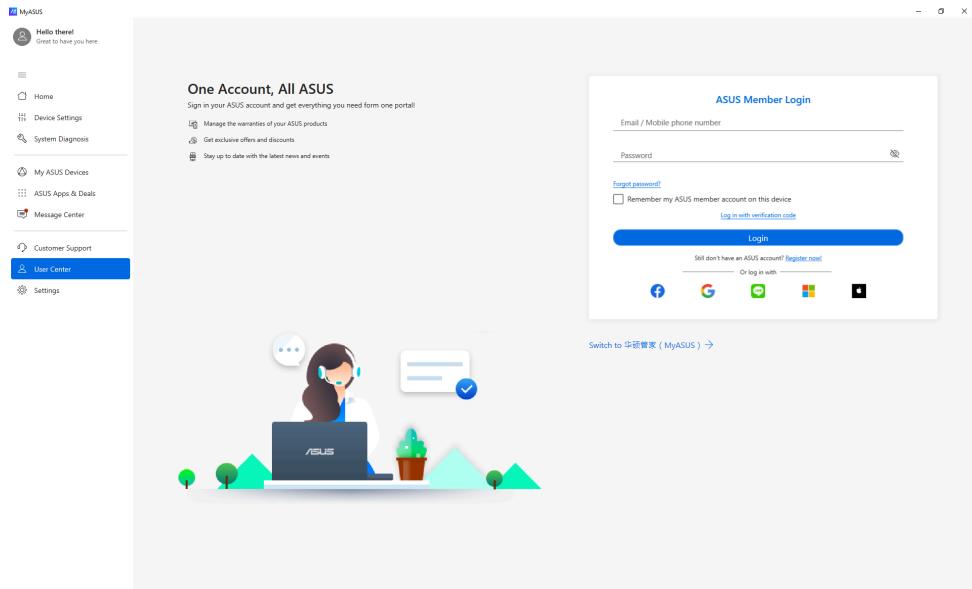


7. User Center:

In this page, you can sign up ASUS account, log in to change ASUS account password or personal basic information. You can register your product to enjoy

the warranty services as well.

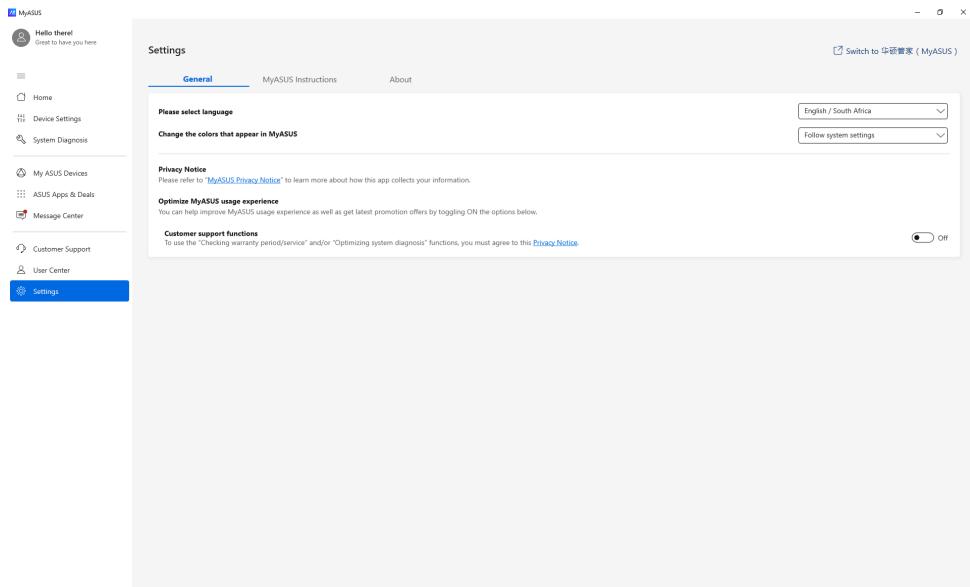
For more info, you can refer [here](#).



8. Settings:

Configure MyASUS display language/MyASUS teaching/Current version of

MyASUS.



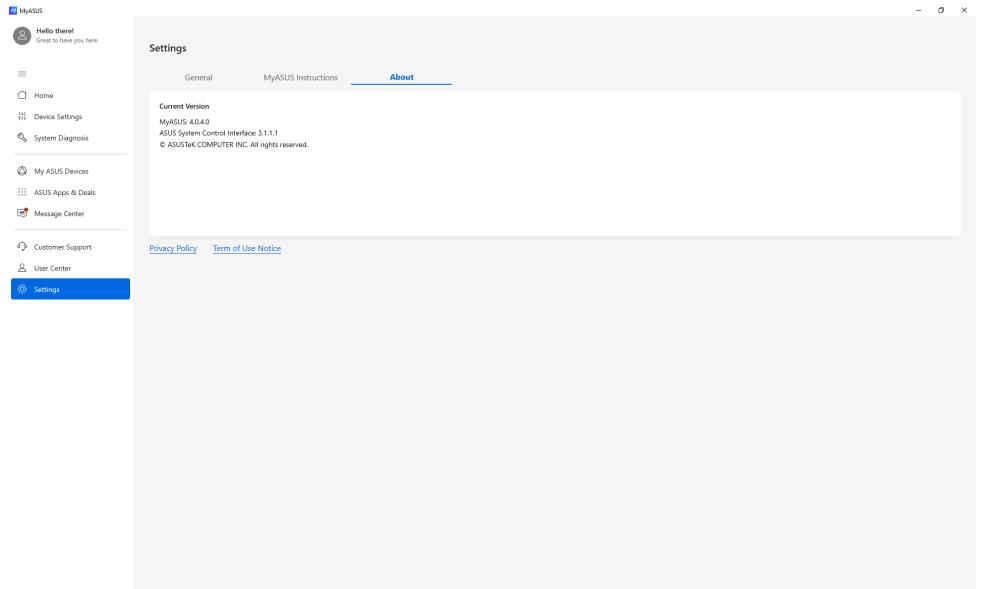
4.Q&A

Q1: Why doesn't my MyASUS have the Taskfirst feature?

A1: If your system has **GameFirst** / **CreationFirst** software installed, the Taskfirst feature cannot be used.

Q2: How can I check the version of my MyASUS?

A2: Click on "Settings" in the main menu, select "About," and you can confirm your MyASUS version there.



Q3: Why can't I use MyASUS?

A3: Please check if the MyASUS feature is enabled in the BIOS.

1. Press the DEL or F2 key on the keyboard after the motherboard starts up to enter the BIOS screen, and press F7 to switch to the BIOS Advanced Mode screen.

2. Select "Tool" and enable the "Download & Install MyASUS Service & app" option.

(After enabling the BIOS setting for the first time, the system will automatically

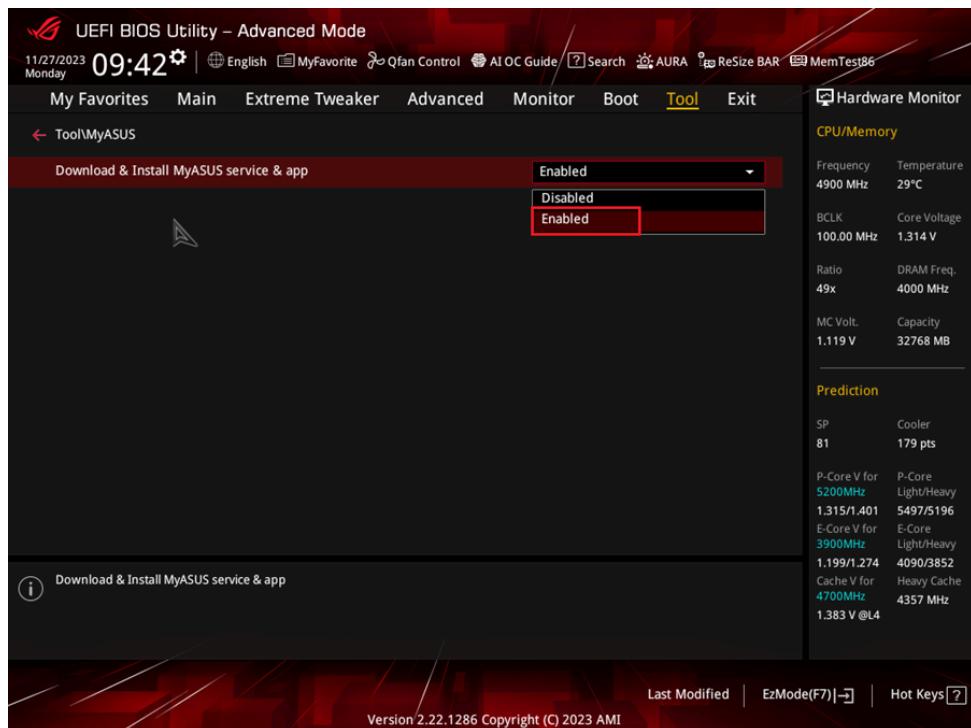
install the MyASUS app and drivers upon startup.)

The screenshot shows the UEFI BIOS Utility – Advanced Mode interface. The top bar includes the date (11/27/2023), time (08:44), language (English), and various links like MyFavorite, Qfan Control, AI OC Guide, Search, AURA, ReSize BAR, and MemTest86. The main menu has tabs for My Favorites, Main, Extreme Tweaker, Advanced, Monitor, Boot, Tool (which is highlighted with a yellow box), and Exit. On the left, there's a sidebar with sections like ASUS EZ Flash 3 Utility, BIOS Image Rollback Support, Publish HII Resources, ASUS Secure Erase, Flexkey, Setup Animator, ASUS User Profile, ASUS SPD Information, MemTest86, ASUS Armoury Crate, and MyASUS (which is also highlighted with a red box). The right side features a Hardware Monitor section with CPU/Memory and Prediction tables. The CPU/Memory table shows Frequency (4900 MHz), Temperature (27°C), BCLK (100.00 MHz), Core Voltage (1.314 V), Ratio (49x), DRAM Freq. (4000 MHz), MC Volt. (1.119 V), and Capacity (32768 MB). The Prediction table lists various processor and cache settings with their corresponding values.

CPU/Memory	
Frequency	Temperature
4900 MHz	27°C
BCLK	Core Voltage
100.00 MHz	1.314 V
Ratio	DRAM Freq.
49x	4000 MHz
MC Volt.	Capacity
1.119 V	32768 MB

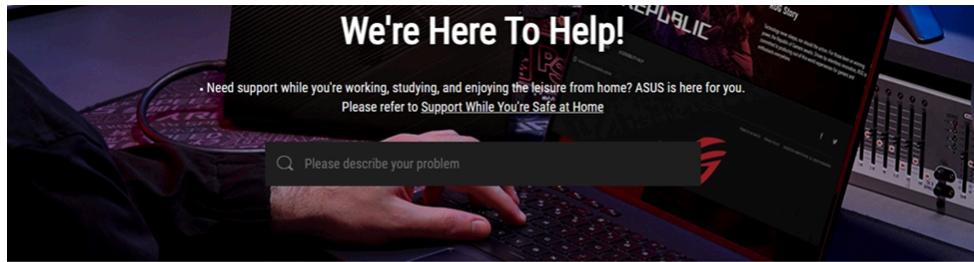
Prediction	
SP	Cooler
81	179 pts
P-Core V for	P-Core
5200MHz	Light/Heavy
1.315/1.401	5497/5196
E-Core V for	E-Core
3900MHz	Light/Heavy
1.199/1.274	4090/3852
Cache V for	Heavy Cache
4700MHz	4357 MHz
1.383 V @L4	

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Q4: How to reinstall and remove MyASUS?

- A4:1. Confirm whether the BIOS is enabled (BIOS path: Advanced Mode → Tools → Enable "Download & Install MyASUS Service & app" option).
2. Enter the system and go to the [ASUS download center](#).
3. Enter your product model, then click on "Drivers & Tools."



[ALL PRODUCTS](#)

MOTHERBOARDS SUPPORT AND SERVICES

SELECT YOUR PRODUCT

ROG MAXIMUS Z790 HERO

ROG MAXIMUS Z790 HERO

[How to find Model Name](#)



ROG MAXIMUS Z790 HERO

CPU / Memory Support

Driver & Utility

FAQ

Manual & Document

Warranty

4. Choose your operating system, select the MyASUS driver under the software category, and click on download.

CPU / Memory Support

Driver & Utility

FAQ

Manual & Document

Warranty

DRIVER & TOOLS

Driver & Tools

BIOS & FIRMWARE

Please select OS

Please choose

Please choose

Windows 11 64-bit
Windows 10 64-bit
Others

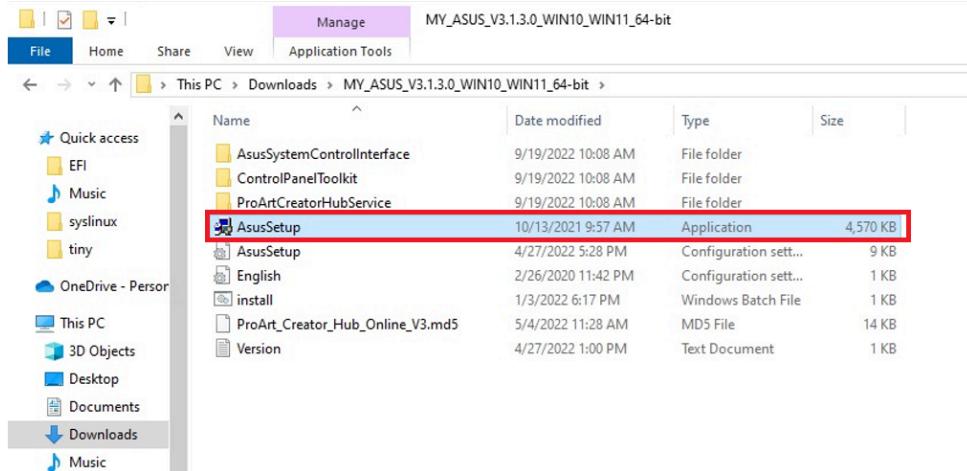
Software and Utility

MY ASUS V3.1.3.0 for Windows 10 64-bit, Windows 11 64-bit.(WHQL)
Version 3.1.3.0 44.41 MB 2022/10/13

Please make sure enabling MyASUS in BIOS setting before downloading driver.
Please refer to the FAQ : <https://www.asus.com/support/FAQ/1045109>

DOWNLOAD

5. After extracting the downloaded driver file, click on "ASUSSetup" to install the MyASUS driver.



6. Visit the Microsoft Store at the following URL to download and install the MyASUS app:

<https://www.microsoft.com/store/apps/9N7R5S6B0ZZH?>

[tp=U29mdHdhcmVOb3RlYm9vaw==](#)



MyASUS

ASUSTeK COMPUTER INC.

Get

4.5 ★

Average

447

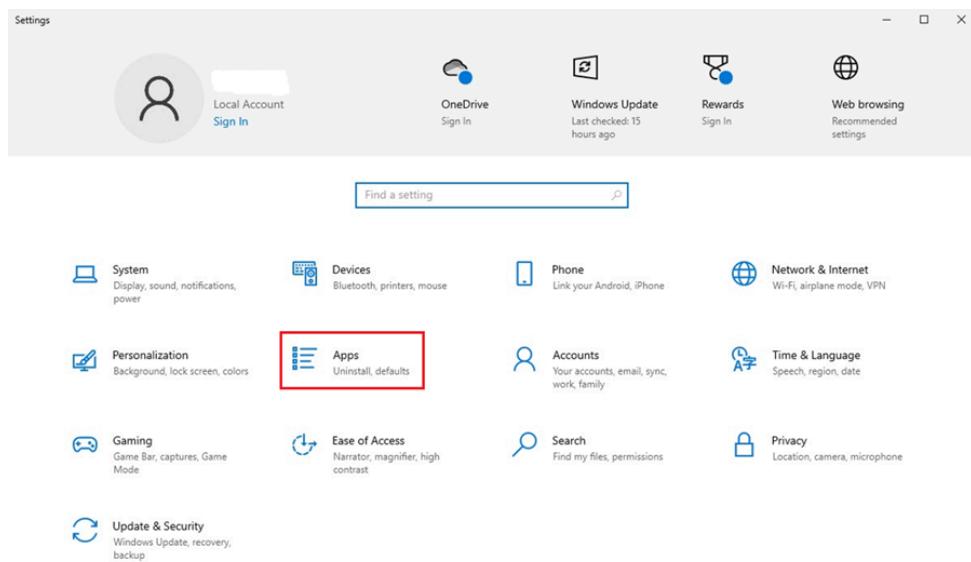
Ratings

Productivity

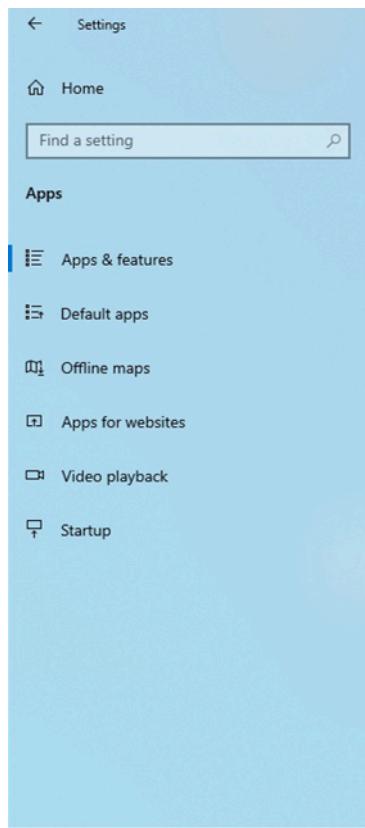
[How to Remove MyASUS](#)

[How to Uninstall MyASUS on Windows 10?](#)

1. Open Windows Settings and click on "App"

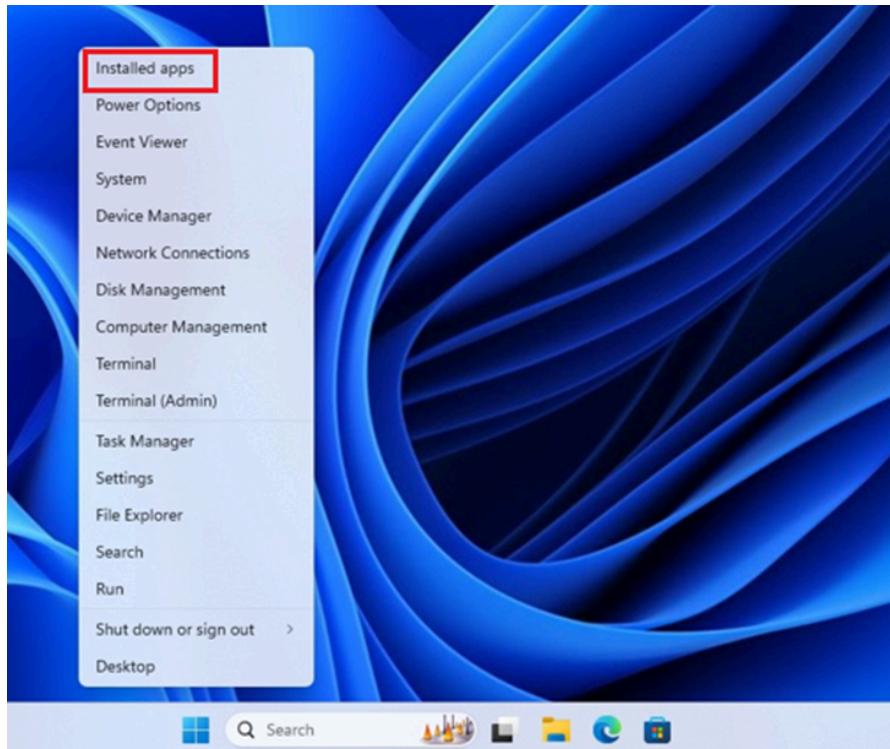


2. Locate MyASUS and click on "Uninstall."



How to Remove MyASUS on Windows 11 ?

1. Open Windows Settings and click on "Apps & Features."



2. Locate MyASUS and click on "Uninstall."

A screenshot of the Windows Settings app, specifically the 'Installed apps' section. The 'MyASUS' app by ASUSTeK COMPUTER INC. is listed. The 'Uninstall' button for this app is highlighted with a red box. Other apps listed include Microsoft Photos, Microsoft To Do, Microsoft Update Health Tools, Microsoft Visual C++ redistributables, Microsoft Visual Studio redistributables, Microsoft Windows Desktop Runtime, and several NVIDIA drivers.

Was this information helpful?

YES

NO

North America Contact Support

If you need more help, see our solutions to get support.

[See support](#)

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