

**(1) Q: I have intermittent black screen or display loss problems. What should I do?**

**A:** Please update to the latest graphics driver that you can download from ASRock website or AMD website.

ASRock: <https://www.asrock.com/Graphics-Card/index.asp>

AMD: <https://www.amd.com/en/support>

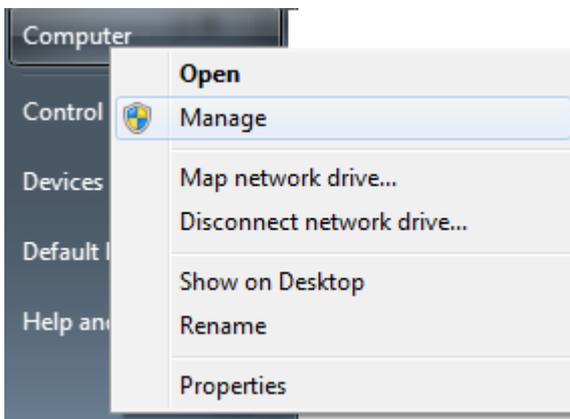
**(2) Q: I can't install the graphics card driver. How can I solve it?**

**A:** 1. Please download the latest display driver from the official website.

Link: <https://www.asrock.com/Graphics-Card/index.asp>

2. Make sure your graphics driver version is compatible with the current Operation System.

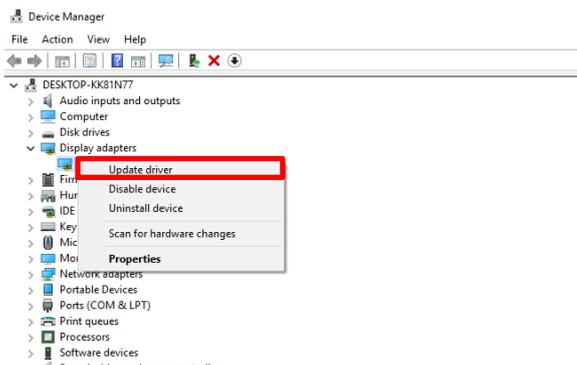
3. Right click on "Computer" and select "Manage".



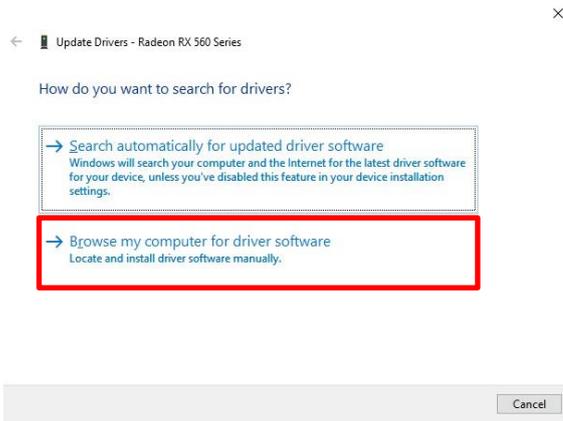
4. Click "Device Manager" and double click "Display adapters".



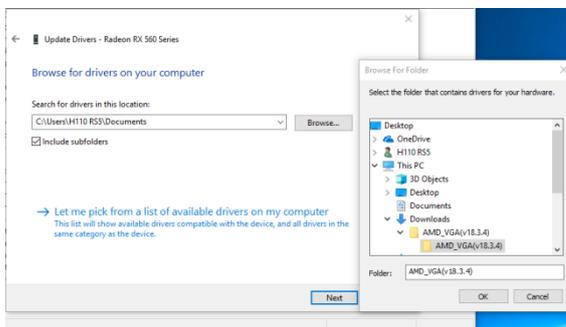
5. Right click on the graphics card and click "Update driver".



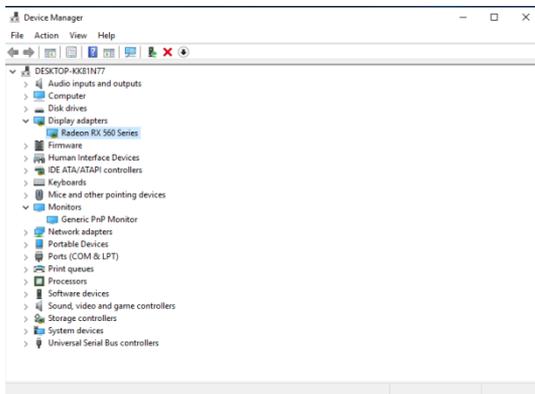
6. Click “Browse my computer for driver software”.



7. Browse for the latest driver downloaded in Step 1.



8. Once the driver is installed successfully, you will see the model name of the card.



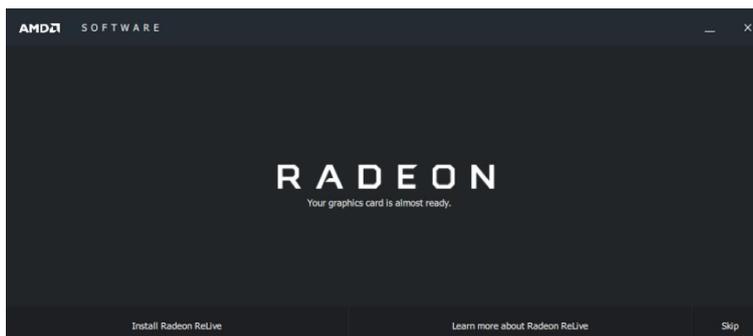
**(3) Q: How do I enable the AMD ReLive function?**

**A:** Please refer to the following steps to enable the AMD ReLive function.

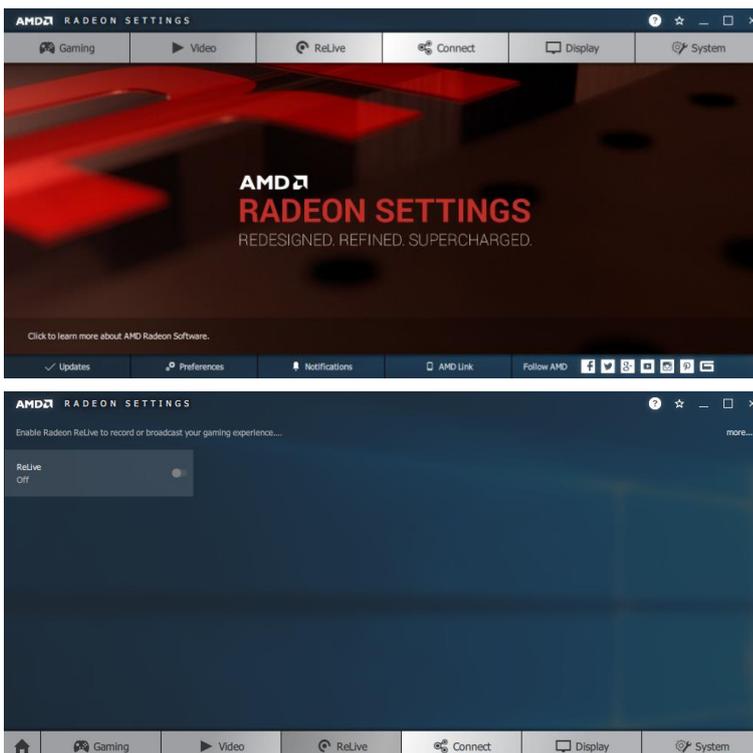
Step 1 – Go to ASRock website to download the AMD driver.

Link: <https://www.asrock.com/Graphics-Card/index.asp>

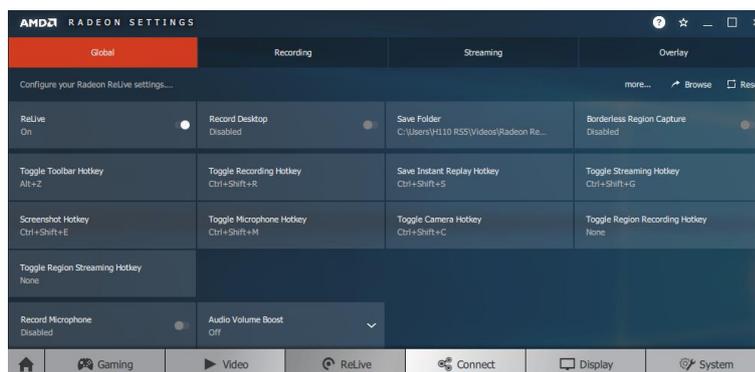
Step 2 – Select “Install Radeon ReLive” after the driver installation.



Step 3 – Go to the ReLive page and switch ReLive to ON to enable the function.



Step 4 – The ReLive function is enabled.



**(4) Q:** Can I use a DVI to D-sub adaptor for the ASRock RX500 series?

**A:** The RX500 series do not support D-sub outputs, so DVI to D-sub adaptors are not supported.

As for a HDMI/DP to D-sub convertor, the third-party adapter chip will be required, which may occur some problems such as no signal, no system display, etc.

We strongly recommend users using a direct DP, HDMI or DVI connection to the card.

**(5) Q: If there is a new driver available on ASRock website for my graphics card, should I update the driver?**

**A:** A new driver may be needed for the following reasons:

1. To support new products or new features
2. To optimize graphics performance or game performance
3. To fix known issues or refine existing features

If your system is working properly, we do not recommend updating the driver.

If you need to update the new driver, you must first uninstall the original driver, restart the computer, and then install the new driver.

**(6) Q: I have installed a graphics card on my system, but monitor doesn't display the signals. What should I do?**

**A:** Please refer to the following suggestions to check your system.

1. Unplug the graphics card and see if the system can display from onboard graphics.  
If not, the problem may be caused by other peripherals instead of the graphics card.
2. Check the cable connections between the graphics card and your monitor.
3. Make sure the PCIe power cable is well connected to the graphics card.
4. Ensure the input signal setting of the monitor is properly configured for the graphics output (DVI, HDMI, DP...).
5. If your motherboard supports more than one PCIe slot, please install the graphics card to other PCIe slot and try again.