XFX

Installation Guide

AMD

Before You Start - Checklist

1. Power Connections

Check your graphics card for power connections, these are typically on the backside of the card, depending on the model there will be no connections, 1x6pin connection, 2x6pin connections, 1x6pin and 1x8pin connector, or 2x8 pin connectors.

1x 6pin	2x 6pin	1x 6pin / 1x 8 pin	2x 8pin

2. Make sure you have a PCI-E x16 slot

PCI-Express 16x

3. Check for the correct monitor connections.

Make sure your monitor has a cable thats supported by the graphics card.

DVI-D	DVI-I	VGA	HDMI	Displayport	Mini-Displayport
Digital only signal - can only be converted to HDMI	Digital and Analog- can be converted to HDMI and VGA	Analog Signal Cannot be converted	Digital only signal - can only be converted DVI, includes audio	Digital signal - can only be converted to other connection types with an active adapter	Digital signal - can only be converted to other connection types with an active adapter

4. Important Note!

Card must be physically installed into the system, and providing signal to the monitor before drivers and software are to be installed. Do not try installing the driver software before the card is physically installed.

Physical Installation

1. Unplug System
Do not make changes to the inside of your computer system with the system plugged into an outlet.

2. Ground yourself if possible
Electrostatic Discharge (ESD) can cause damage to computer components, observe precautions when handling parts.

3. Remove old video card
If you are upgrading an older video card, you must first remove it. Refer to images 1 and to to the right.

4. Install new video card
Locate the PCI-E x16 slot on your motherboard, and physically install the graphics card, you will likely need a phillips screwdriver to screw in the the retention screw on the metal bracket. Refere to images 3 and 4 to the right.

5. Connect Power
Check if graphics card has any 6 pin or 8 pin PCI-E power connections, if it does those must be connected.

6. Plug monitor into the video card
Make sure your monitor is connected directly to the graphics card, onboard or built in graphics typically will be disabled when the system detects an add-in graphics card. If you are using an adapter on your monitor cable, make sure its supported. Many newer graphics cards DO NOT support DVI to VGA adapters.

7. Plug in and turn the computer on
If everything was installed proerly then you should now have video signal to your monitor, and the system will start booting to your operating system.

Software Installation

1. Important Note
The first time you boot into windows, you will automatically get assigned a standard graphics driver, this is normal, it allows you to use the system until the Radeon Graphics Driver is installed.

2. Get the latest Driver
If possible go directly to www.amd.com and get the latest graphics driver. AMD releases driver updates monthly, so it is recommended.

3. Disable Anti-Virus
If you run 3rd party anti-virus or malware programs like Norton, McGafee, or Malware Bytes it is recommended to temporarily disable those.

4. Extract the installer
The first thing that will happen when you run the driver installation is it will extract itself to a C:\AMD\ folder. Go ahead and let it, so the installation can begin.

5. Start the installer
Once extracted you will be prompted with a screen to install, upgrade, or uninstall. Click install or upgrade (if you had a previous AMD driver).

Software Installation

6. Select Components
While we recommend installing all components, at the very minimum the AMD display Driver and HDMI Audio Driver are recommended.

7. Sit back and wait
The installation proces will usually complete in less than 5 minutes, during the installation your monitors might go black for a little bit, but should come back, this is normal.

8. Restart System
Once the installation is complete, you will be prompted to restart. Go ahead and do this. Once restarted your graphics card will then be ready to use.

XFX

Warranty Card

All XFX hardware products are supported by a limited warrant Warranty details vary based on geographic region and may require product registration for additional coverage or options.

For full details, please refer to Support Central and select the Warranty Information for your region at www.XFXforce.com.

Support Information

XFX wants to give you more time to game. After installing your card, keep this somewhere safe. When you need your card info, it'll be right there and you won't have to pull your rig apart to get it. Save time because you have more important things to do, like game.

Register now for uniquely tailored support

USER NAME: _____

PASSWORD: _____

73-XFX40020-000

Important Information - Adapters

DVI to VGA
These adapters will only work on a DVI-D port, unfortuantely most modern graphics cards are dropping support for these.

DVI to HDMI
These normally work fine, you might need a specific adapter to support HDMI audio.

Displayport to HDMI
Active adapters are recommended if using one of these, not all graphics cards support "Passive" adapters.

Displayport to VGA
The only way to get VGA out of many newer performance cards. They work as long as they are "Active" adapters

Displayport to DVI
Active adapters are recommended if using one of these, not all graphics cards support "Passive" adapters.

Mini Displayport to Displayport
Displayport can be converted to mini displayport and vice versa without issue

Adapters not included

Troubleshooting

1. No Video Signal
a. If this is a new system that you have never received video signal from check the following, as all these components have to be functioning properly to get a video signal:
  i. Graphics card connections
  ii. Motherboard Power connections
  iii. CPU
  iv. System Ram
  v. Power Supply
b. System that works with another graphics card
  i. Check your graphics card for power connections, if you have them they ALL need to be plugged in for the card to function properly.
  ii. Check for motherboard BIOS updates
  iii. Check motherboard BIOS for UEFI and legacy hardware support options. Enable Legacy Hardware support, disable Secureboot.
    1. You may need to consult the system manufacturers support to see if this applies to you.

2. Screen looks distorted
a. Make Sure drivers are installed
  i. No drivers will often cause a low resolution, making the screen look off.
b. Check Monitor Cable Connections that none are loose.
  i. Strange colors can appear on the screen if your monitor cable is loose.
c. Check Windows Display Properties or Catalyst software suite and make sure your monitor resolution is set properly
  i. If the graphics card is outputting a resolution that the monitor doesnt like the screen might appear distorted.
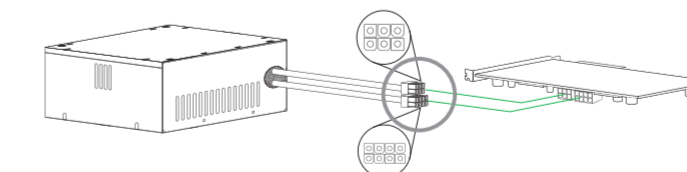

Important Information - Power

Make sure your power supply meets the minimum power requirements of the graphics card. An insufficient power supply could cause stability issues in the system. When it comes to power supplies its always a good idea to have a larger than your minimum requirements.

500W

Important Information - Power Connections

⚠ Adapters are not recommended, straight power connections from your power supply should be used. 6 pin connections needs a 6 pin connector, 8 pins can use an 8 pin or a 6+2.

For RX Series Cards:
There is an LED indicator light near the external power connector on the video card to show if the connection is made properly. If the light is red, then the power is not hooked up properly. If blue then the power is connected properly.

Be sure to disconnect the main power from the wall before making any adjustment in the case

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Replacing XFX HARD SWAP Fans

Quickly and easily replace the fan on your graphics card

1 First remove your graphics card from the computer system, it is not recommended to install new fans while inside your computer.

2 Simply push in the tabs holding the fan into the graphics cards shroud and pull it out.

3 When installing the replacement fan make sure the gold power connections are lined up between the fan and the card shroud.

4 Make sure both fan tabs lock into place, and you are done. Reinstall the graphics card back into the system.

** XFX HARD SWAP fans are only available on XFX RX RX Series selected models