

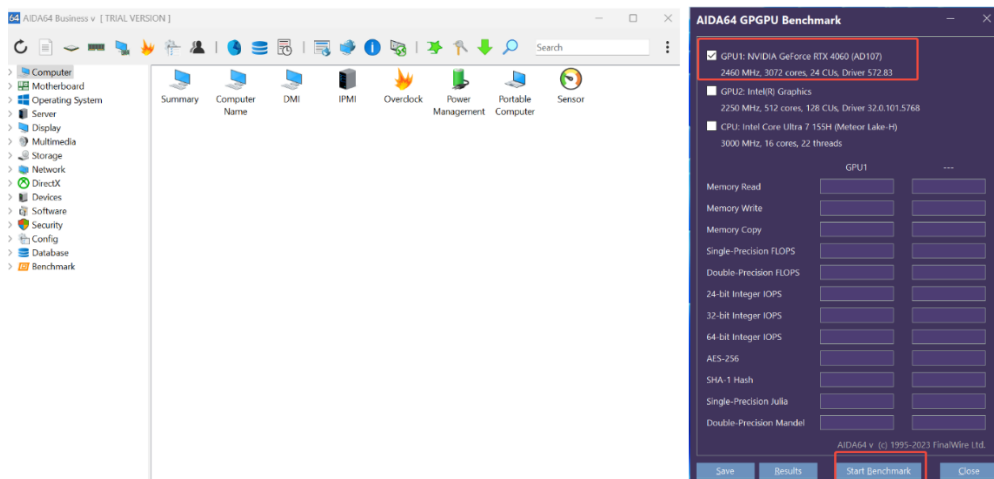
MOREFINE G1 FAQ Solutions

1. Stuttering Game Play and Low Scores.

If you have installed the driver and found that the score is low and the game stutters, please refer to the following tutorial.

Download AIDA64 and follow the picture below:

Select Tools - Select GPGPU Test - Select Graphics Dock (G1), select Start Test

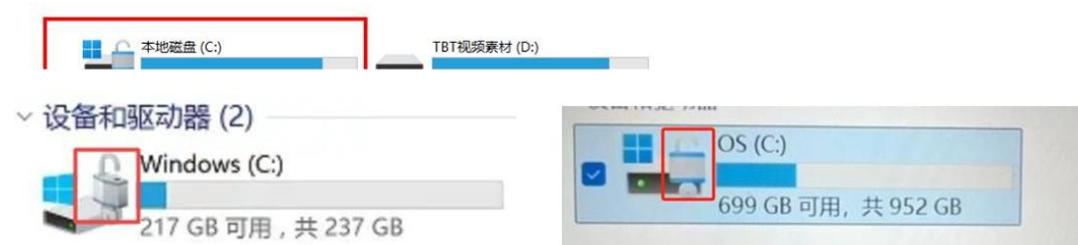


Note: The final test result should meet the minimum 2900MB/s, if less than 2900MB/s please update the motherboard bios. if update bios also can not be solved, please replace the USB4 cable, please use USB4 cable which has been certified by USB Association.

Before connecting G1, please confirm whether your computer has a Bitlocker hard disk lock. If the computer has a Bitlocker hard disk lock, you need to unlock it before using G1.

How to confirm whether your computer has a Bitlocker lock? Please open this

computer and check whether the C drive has a lock, as shown in the following figure:



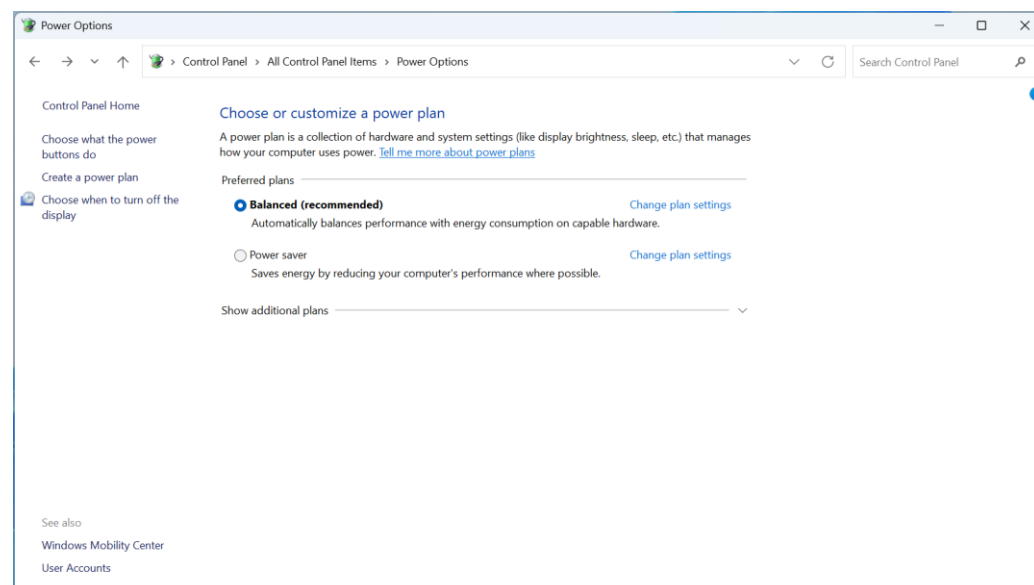
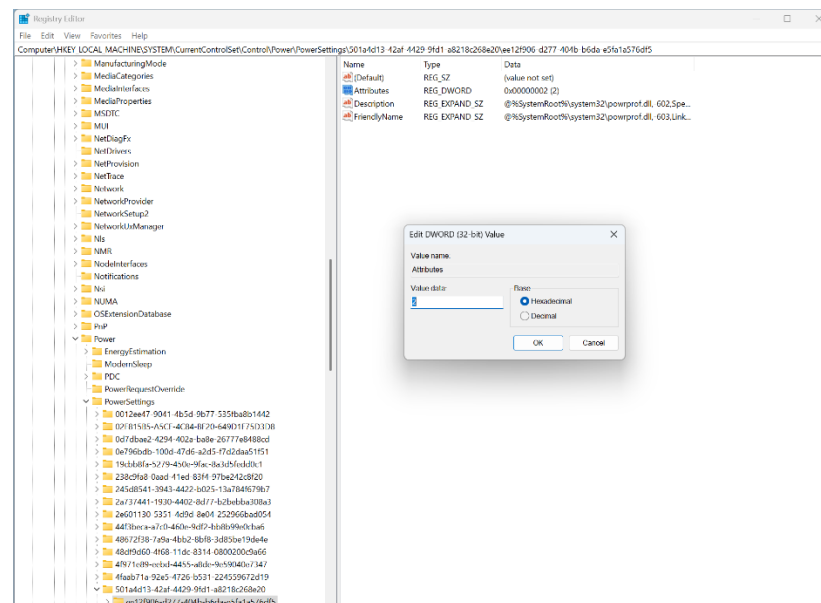
For specific unlocking tutorials, please search online for tutorials on how to turn off BitLocker!

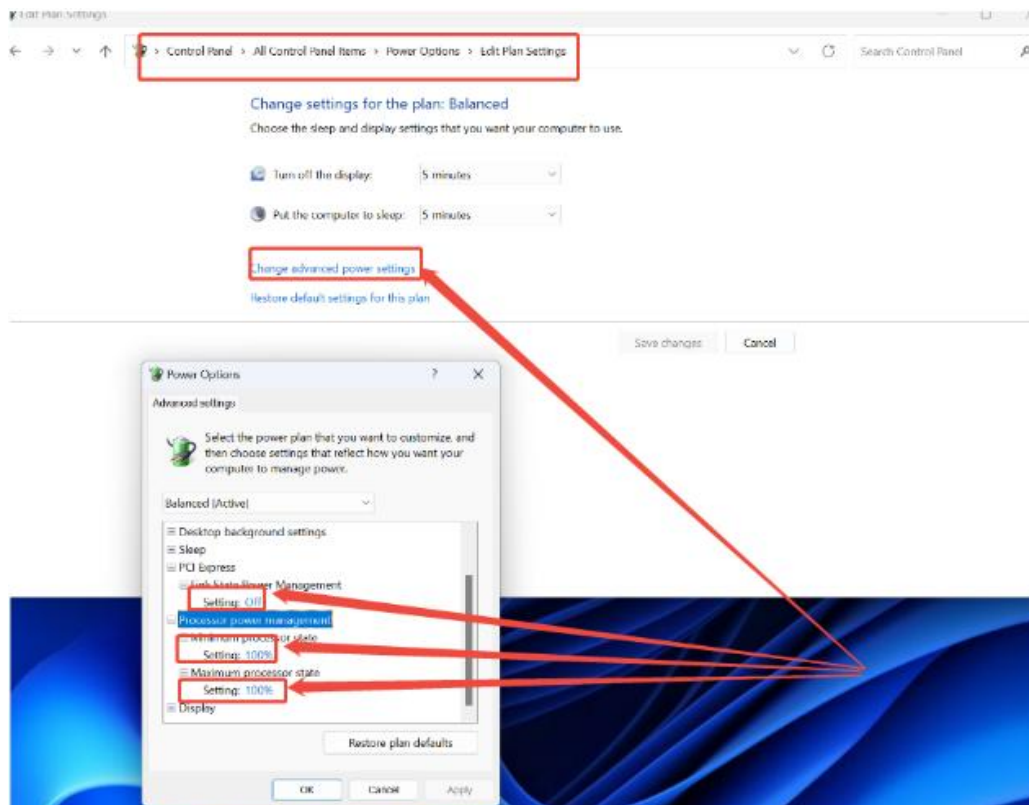
2. Graphics Driver Error/ Unable to Connect Mouse, Keyboard, Microphone, Camera and Other USB Devices Properly Solution.

- 1: Search for Registry List Editor or press WIN+R and type regedit to open Registry List Editor.
- 2: Copy the address to the address bar:
`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Power\PowerSettings\501a4d13-42af-4429-9fd1-a8218c268e20\ee12f906-d277-404b-b6da-e5fala576df5`
- 3: Confirm whether there are Attributes, and the data is 0x0000002. if there is a direct exit
- 4: If not, please click the right mouse button - new: DWORD32 - named: Attributes - value: 2
- After the above operation. Open the control panel - open the power management options - select the high energy - change the schedule settings -

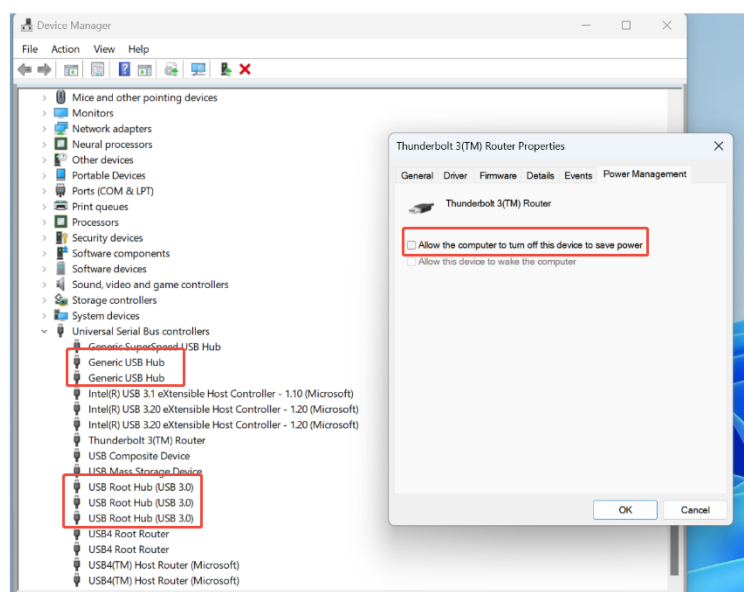
click on the advanced power settings - select the PCIE settings: will be inside the two settings are all changed to the off state (some only one) and finally click on the application to save!

- See the following figure for detailed operation diagram





- In the device manager interface select USB hub and thunderbolt manager, find power management, uncheck the allow computer to turn off this device to save power option, check all the options that have the power management option unchecked.



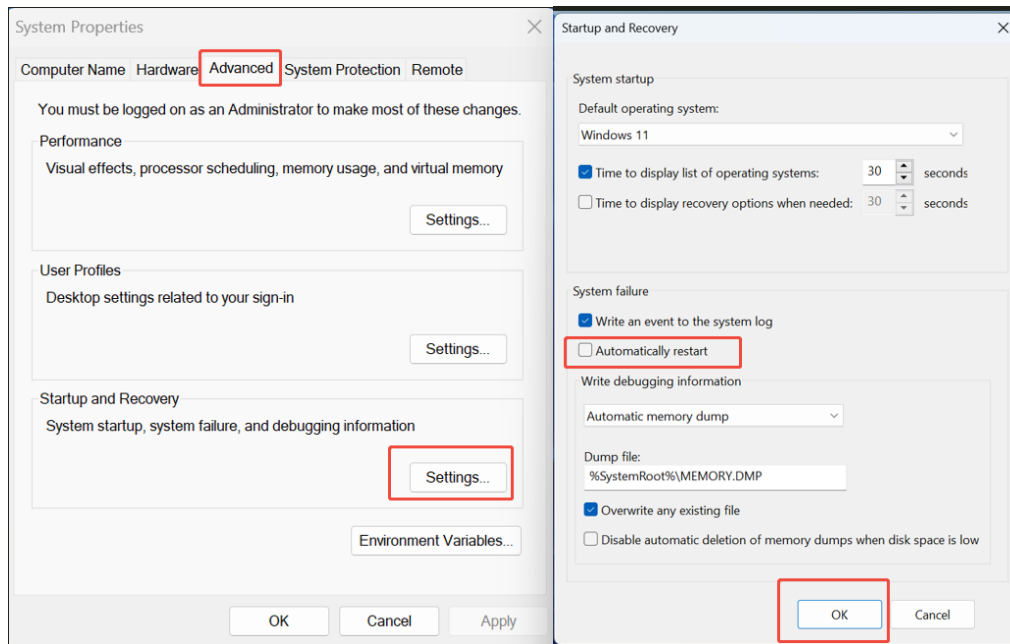
This setting can solve the problem of G1 disconnecting and automatically restarting. It can also solve the problem of mouse, keyboard, microphone and other devices freezing and disconnecting when connected to G1.

If the above operation cannot solve the problem of restart disconnection, please reinstall the Microsoft system.

3.G1 Automatic Restart Solution

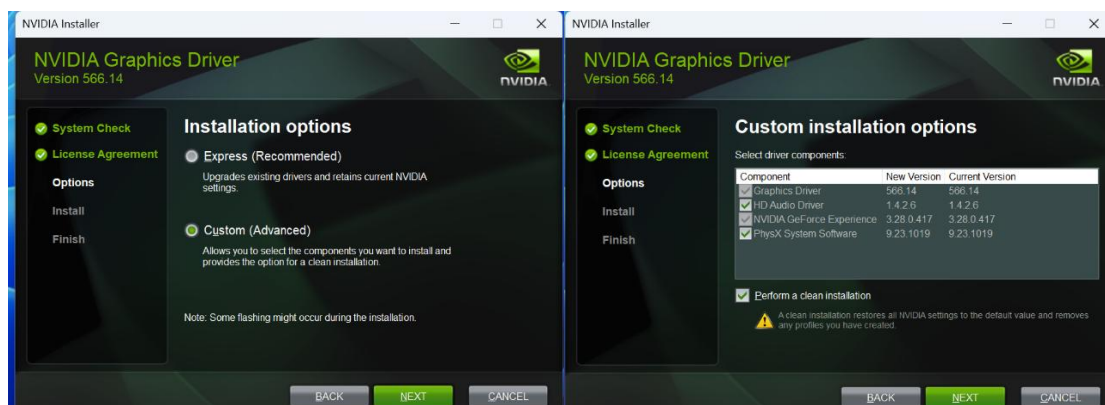
- For automatic restart, please refer to the driver installation error/USB device disconnection solution. If the problem cannot be solved, please try the following steps:

- Search for advanced system settings.
- 1: Advanced
- 2: Settings
- 3: Turn off automatically restart
- 4: Click Confirm to save



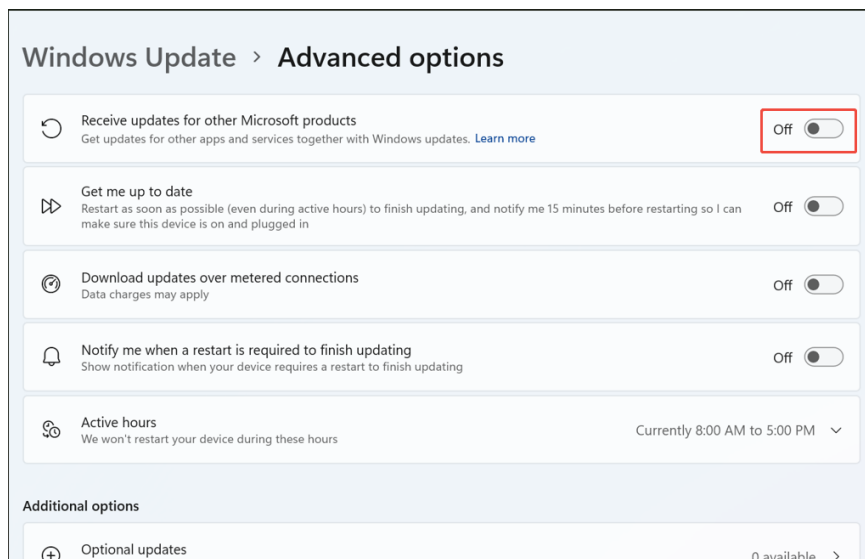
4. Reinstall the Driver, the Driver Installation Failed

- 1: Please download the driver file and DDU first, unzip them to the desktop, and disconnect the graphics dock.
- 2: Enter Windows safe mode (please search for online tutorials on how to enter safe mode) open DDU to uninstall the graphics driver, and restart to enter the desktop normally.
- 3: Disconnect the network connection, connect the graphics dock, reinstall the graphics dock driver, and perform a clean installation.



5. Solution to Blue Screen When Installing Driver

Before connecting to G1, please turn off windows auto update, after downloading the driver, please disconnect from the internet, and then connect to install the video card driver.



6. The Device Cannot Recognize G1

- First, make sure whether the device manager recognizes the new display device
- Check if there is a Thunderbolt manager on the computer with

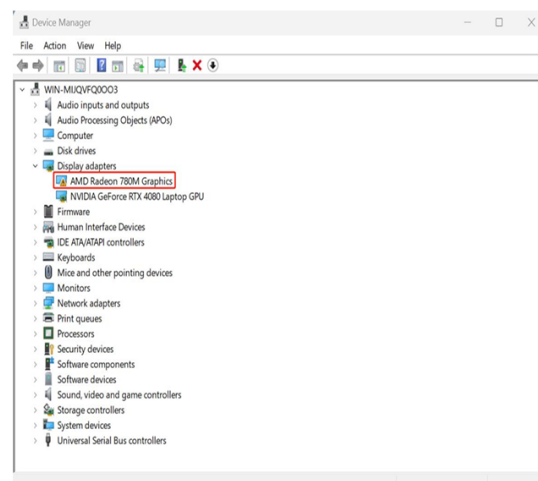
Thunderbolt/USB4 devices. Open it to see if there is a new device. Check if the device is approved to connect. If there is no Thunderbolt manager, open the device manager, find the Universal Serial Bus controller, and see if there is anything related to Thunderbolt 3 (the name is different)

- Replace the Thunderbolt cable or replace the OCU module to connect G1 to see if G1 can be recognized

- Reinstall the Thunderbolt module, and then check if the device can recognize G1
- If the above method still fails to recognize it, please reinstall the Microsoft system. There is an incompatibility problem with the OEM system.

7. Solution to Abnormalities in the Integrated Graphics Driver

- The integrated graphics card is abnormal after installing the external graphics card driver:
- 1: Use DDU to uninstall the integrated graphics driver.
- 2: Download the latest integrated graphics driver from the CPU official website.
- 3: Reinstall the integrated graphics driver
- Note: When using DDU, it must be done in safe mode.
- Please search for relevant tutorials on how to enter safe mode



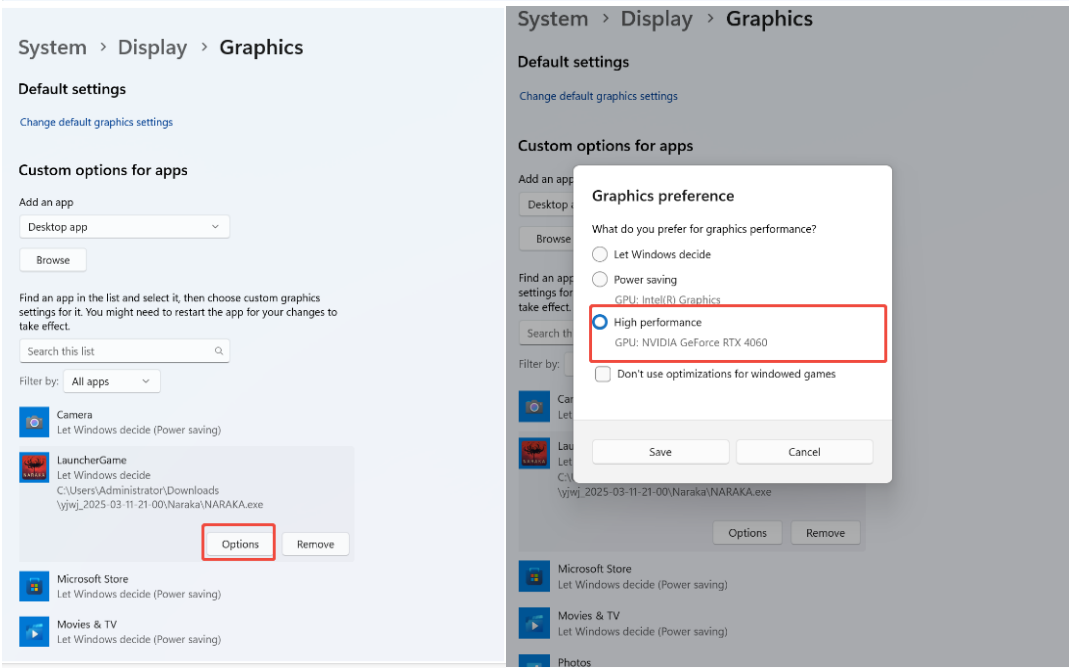
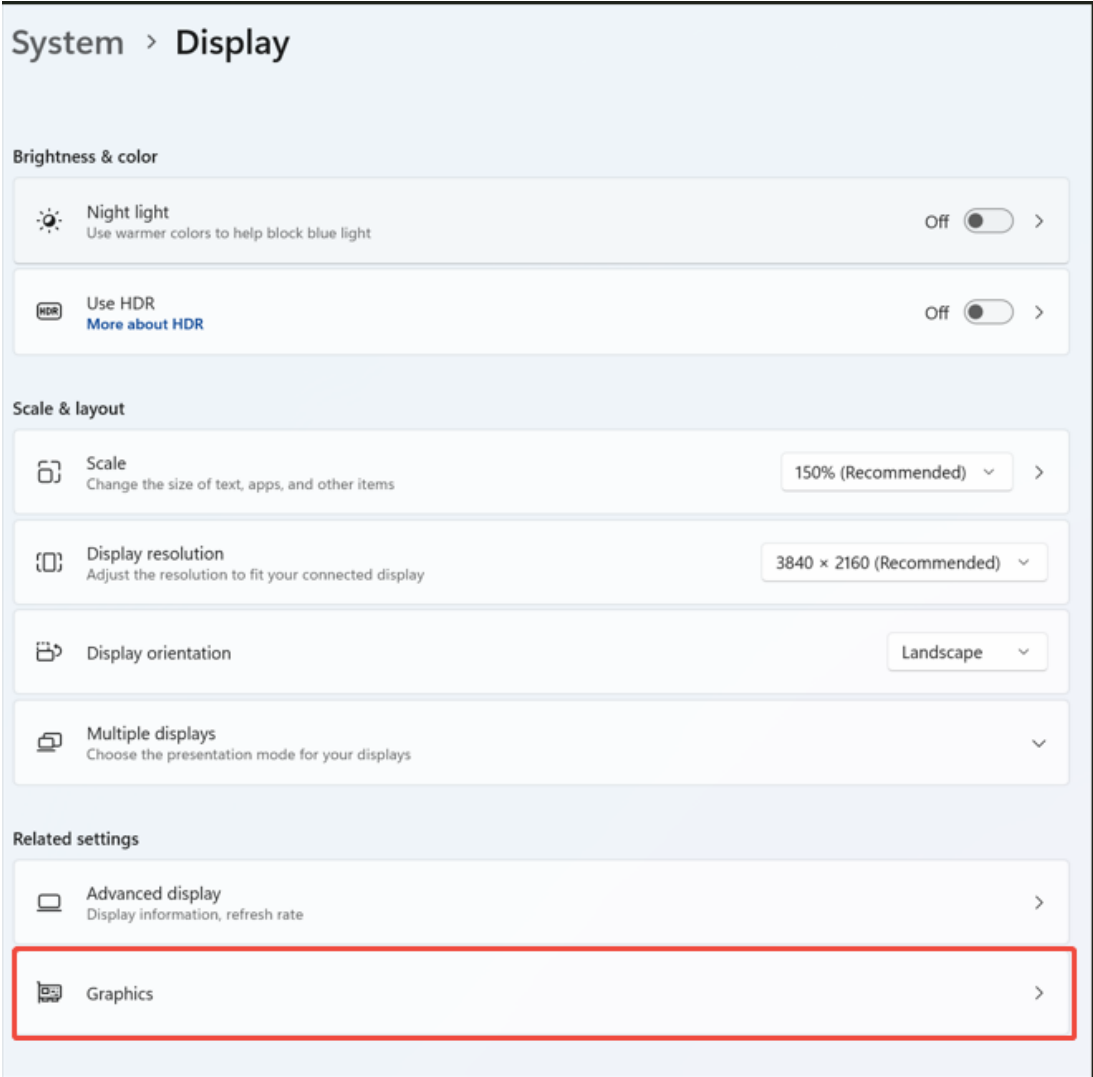
8. Method 1 for Calling G1 Graphics Card

- How to call an external graphics card

Select System Settings - Display - Graphics, select the corresponding game, and choose to use a specific

GPU. The GPU you are connected to is the default graphics card.

- The chart below is an example of Wasteland 2:



Method 2 for Calling G1 Graphics Card

