



E23504

FIRST EDITION / AUGUST 2024



ROG ALLY X

GAMING HANDHELD

MORE INFO:



COPYRIGHT INFORMATION

No part of this manual, including the products and software described in it, may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form or by any means, except documentation kept by the purchaser for backup purposes, without the express written permission of ASUSTeK COMPUTER INC. ("ASUS").

ASUS PROVIDES THIS MANUAL "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL ASUS, ITS DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF PROFITS, LOSS OF BUSINESS, LOSS OF USE OR DATA, INTERRUPTION OF BUSINESS AND THE LIKE), EVEN IF ASUS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES ARISING FROM ANY DEFECT OR ERROR IN THIS MANUAL OR PRODUCT.

Products and corporate names appearing in this manual may or may not be registered trademarks or copyrights of their respective companies, and are used only for identification or explanation and to the owners' benefit, without intent to infringe.

SPECIFICATIONS AND INFORMATION CONTAINED IN THIS MANUAL ARE FURNISHED FOR INFORMATIONAL USE ONLY, AND ARE SUBJECT TO CHANGE AT ANY TIME WITHOUT NOTICE, AND SHOULD NOT BE CONSTRUED AS A COMMITMENT BY ASUS. ASUS ASSUMES NO RESPONSIBILITY OR LIABILITY FOR ANY ERRORS OR INACCURACIES THAT MAY APPEAR IN THIS MANUAL, INCLUDING THE PRODUCTS AND SOFTWARE DESCRIBED IN IT.

Copyright © 2024 ASUSTeK COMPUTER INC. All Rights Reserved.

LIMITATION OF LIABILITY

Circumstances may arise where because of a default on ASUS' part or other liability, you are entitled to recover damages from ASUS. In each such instance, regardless of the basis on which you are entitled to claim damages from ASUS, ASUS is liable for no more than damages for bodily injury (including death) and damage to real property and tangible personal property; or any other actual and direct damages resulted from omission or failure of performing legal duties under this Warranty Statement, up to the listed contract price of each product.

ASUS will only be responsible for or indemnify you for loss, damages or claims based in contract, tort or infringement under this Warranty Statement.

This limit also applies to ASUS' suppliers and its reseller. It is the maximum for which ASUS, its suppliers, and your reseller are collectively responsible.

UNDER NO CIRCUMSTANCES IS ASUS LIABLE FOR ANY OF THE FOLLOWING: (1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES; (2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR (3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF ASUS, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY.

SERVICE AND SUPPORT

Visit our multi-language website at <https://rog.asus.com/support/>.

MyASUS offers a variety of support features including troubleshooting, products performance optimization, ASUS software integration, and helps you to organize personal desktop and increase storage space. For more details, please visit <https://www.asus.com/support/FAQ/1038301/>.

Table of Contents

About this manual.....	6
Conventions used in this manual	7
Icons	7
Typography.....	7
Safety precautions.....	8
Using your ROG Handheld Console	8
Caring for your ROG Handheld Console.....	9
Proper disposal.....	10
Battery safety information.....	11

Chapter 1: Hardware Setup

Getting to know your ROG Handheld Console.....	14
Front View.....	14
Rear View	14
Top View.....	15

Chapter 2: Using your ROG Handheld Console

Getting started	18
Using Armoury Crate.....	21
Launching the Armoury Crate app	21
Gamepad shortcuts	22
Command Center	24
Navigation view	25
Game Library.....	26
Settings	28
Content.....	32
Media Gallery	34
User Center	35
Using a Bluetooth device with your ROG Handheld Console	36

Chapter 3: Working with Windows

Starting for the first time.....	38
Start menu	39
Action Center	40
Connecting to wireless networks	42
Wi-Fi.....	42
Bluetooth.....	43
Airplane mode.....	44

Chapter 4: Troubleshooting and Tips

The Power-On Self-Test (POST).....	46
Using POST to access BIOS and Troubleshoot.....	46
BIOS	46
Accessing BIOS	47
Recovering your system.....	48
Performing a recovery option.....	49
Useful tips.....	51

Appendices

Legal information	54
USB-IF Trademark	54
Regulatory statements	55
Federal Communications Commission Interference Statement	55
FCC RF Exposure Information.....	56
FCC RF Caution Statement.....	57
FCC 5.925-7.125 GHz Caution Statement	57
ISED 5.925-7.125 GHz Caution Statement.....	57
ISED SAR Information.....	58
Radio Frequency (RF) Exposure Information	59
Informations concernant l'exposition aux fréquences radio (RF)	59
Caution	59
Mise en garde.....	59

Compliance Statement of Innovation, Science and Economic Development Canada (ISED)	60
Déclaration de conformité de Innovation, Sciences et Développement économique Canada (ISED)	60
UL Safety Notices	61
Power Safety Requirement.....	62
TV Notices	62
Macrovision Corporation Product Notice	62
Prevention of Hearing Loss	62
Nordic Lithium Cautions (for lithium-ion batteries).....	63
Declaration of Compliance for Product Environmental Regulation.....	64
EU REACH and Article 33.....	64
EU RoHS.....	64
Japan JIS-C-0950 Material Declarations	64
India RoHS.....	64
Coating Notice	65
ASUS Recycling/Takeback Services	65
Rechargeable Battery Recycling Service in North America.....	65
Vietnam RoHS	65
Türkiye RoHS	65
Regional notice for Singapore	66
Notices for removable batteries	66
Avis concernant les batteries remplaçables.....	66
Wi-Fi Network Notice	66
Simplified PSTI Statement of Compliance.....	66
USB PD Fast Charging	67
Simplified EU Declaration of Conformity	67
Simplified UKCA Declaration of Conformity	67

About this manual

This manual provides information about the hardware and software features of your ROG Handheld Console, organized through the following chapters:

Chapter 1: Hardware Setup

This chapter details the hardware components of your ROG Handheld Console.

Chapter 2: Using your ROG Handheld Console

This chapter shows you how to use the different parts of your ROG Handheld Console.

Chapter 3: Working with Windows

This chapter provides an overview of using Windows on your ROG Handheld Console.

Chapter 4: Troubleshooting and Tips

This chapter shows you how to use POST to change the settings, and presents some recommended tips you can refer to for maintaining and fixing common issues with your ROG Handheld Console.

Appendices

This section includes notices and safety statements for your ROG Handheld Console.

Conventions used in this manual

To highlight key information in this manual, some text are presented as follows:

IMPORTANT! This message contains vital information that must be followed to complete a task.

NOTE: This message contains additional information and tips that can help complete tasks.

WARNING! This message contains important information that must be followed to keep you safe while performing tasks and prevent damage to your ROG Handheld Console's data and components.

Icons

The icons below indicate the devices you can use for completing a series of tasks or procedures on your ROG Handheld Console.



= Use the touch screen panel.



= Use the right stick (default) as a mouse.

Typography

Bold = This indicates a menu or an item that must be selected.

Italic = This indicates sections that you can refer to in this manual.

Safety precautions

Using your ROG Handheld Console



This device should only be used in environments with ambient temperatures between 5°C (41°F) and 35°C (95°F).



Refer to the rating label on the bottom of your device and ensure that your power adapter complies with this rating.



Your device can get warm to hot while in use or while charging the battery pack. Do not leave your device on your lap or near any part of your body to prevent injury from heat. When working on your device, do not place it on surfaces that can block the vents.



Do not use damaged power cords, accessories, and other peripherals with your device.



While powered on, ensure that you do not carry or cover your device with any materials that can reduce air circulation.



Do not place your device on uneven or unstable work surfaces.



You can send your device through x-ray machines (used on items placed on conveyor belts), but do not expose your device to magnetic detectors and wands.



Contact your airline provider to learn about related in-flight services that can be used and restrictions that must be followed when using your device in flight.

Caring for your ROG Handheld Console



Disconnect the AC power and remove the battery pack (if applicable) before cleaning your device. Use a clean cellulose sponge or chamois cloth dampened with warm water. Remove any extra moisture from your device using a dry cloth. Keep any liquids from entering the chassis to prevent short circuit or corrosion.



Do not use strong solvents such as alcohol, thinners, benzene, or other chemicals on or near your device.



Do not place objects on top of your device.



Do not expose your device to strong magnetic or electrical fields.



Do not use or expose your device near liquids, rain, or moisture.



Do not expose your device to dusty environments.



Do not use your device near gas leaks.



Do not place active electronic devices close to your device to avoid electromagnetic wave interference to the display panel.



Do not use this device for cryptocurrency mining (consuming a vast amount of electricity and time to gain convertible virtual currency) and/or related activities.

Proper disposal



Do not throw your device in municipal waste. This product has been designed to enable proper reuse of parts and recycling. The symbol of the crossed out wheeled bin indicates that the product (electrical, electronic equipment and mercury-containing button cell battery) should not be placed in municipal waste. Check local regulations for disposal of electronic products.



Do not throw the battery in municipal waste. The symbol of the crossed out wheeled bin indicates that the battery should not be placed in municipal waste.

Battery safety information

Battery protection

- Frequently charging a battery under high voltage may shorten the battery life. To protect the battery, once the battery is fully charged, the system may stop charging when the battery power is between 90% and 100%.

NOTE: The level at which the battery resumes charging is usually set between 90% and 99%. The actual value may vary by model.

- Charging or storing a battery in high ambient temperatures may result in permanent damage to the battery power capacity and rapidly shorten battery life. If the battery temperature is too high, the system may reduce the battery power charging capacity or even stop charging to protect the battery.
- Battery power capacity may drop even when your device is powered off and disconnected from the AC power. This is normal as the system still draws a small amount of power from the battery.

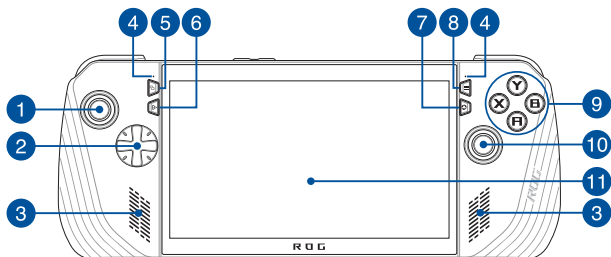
Standard battery care

- If you are not using your device for a long period of time, ensure to charge the battery power to 50% then power off your device and disconnect the AC power adapter. Recharge the battery power to 50% every three months to avoid over-discharging and prevent damage to the battery.
- Avoid charging the battery at high voltage for a prolonged period of time to extend the battery life. If you are constantly using AC power for your device, ensure to discharge the battery power to 50% at least once every two weeks. You can also adjust the settings from Battery Health Charging in MyASUS to help extend the battery life.
- It is recommended to store your battery at temperatures between 5°C (41°F) and 35°C (95°F) with the battery power at 50%. You can also adjust the settings from Battery Health Charging in MyASUS to help extend the battery life.
- Do not leave your battery in damp environments. Exposure to damp environments may increase the battery over-discharging rate. Low temperature environment may damage the chemicals inside the battery while high temperature or overheating may result in a risk of explosion.
- Do not place your device or battery pack near radiators, fireplaces, furnaces, heaters, or any sources of heat with temperature exceeding 60°C (140°F). High temperature surrounding environment may result in an explosion or leakage that may cause fire.

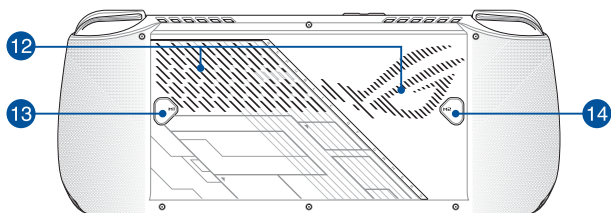
Chapter 1: ***Hardware Setup***

Getting to know your ROG Handheld Console

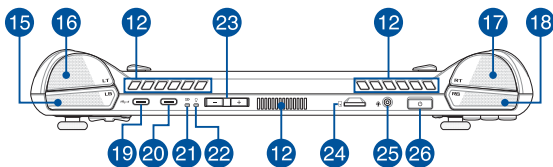
Front View



Rear View



Top View



- | | |
|--------------------------|---|
| 1. Left stick | 14. Macro 2 button |
| 2. Directional buttons | 15. Left bumper |
| 3. Audio speakers | 16. Left trigger |
| 4. Array microphones | 17. Right trigger |
| 5. View button | 18. Right bumper |
| 6. Command Center button | 19. USB4®/DisplayPort 1.4/Power Delivery
combo port |
| 7. Armoury Crate button | 20. USB 3.2 Gen 2 Type-C®/DisplayPort 1.4/
Power (DC) input combo port |
| 8. Menu button | 21. Two-color battery charge indicator |
| 9. A/B/X/Y buttons | 22. Power indicator |
| 10. Right stick | 23. Volume buttons |
| 11. Touch screen | 24. microSD card slot (supports up to UHS-II) |
| 12. Air vents | 25. Headphone/Headset/Microphone jack |
| 13. Macro 1 button | 26. Power button/Fingerprint reader |

Chapter 2: ***Using your ROG Handheld Console***

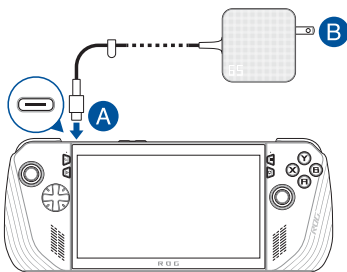
Getting started

1. Charge your ROG Handheld Console

- A. Connect the DC power connector into the ROG Handheld Console's power (DC) input port.
- B. Plug the AC power adapter into a 100V~240V power source.

IMPORTANT! Use only the bundled power adapter to charge the battery pack and supply power to your ROG Handheld Console.

NOTE: The power adapter may vary in appearance, depending on model and your region.



IMPORTANT!

Power adapter information:

- Input voltage: 100-240Vac
 - Input frequency: 50-60Hz
 - Rating output current: 3.25A (65W)
 - Rating output voltage: 20V
-

IMPORTANT!

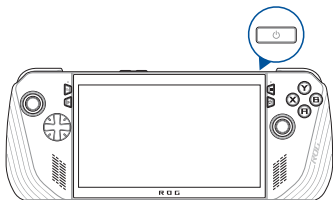
- Locate the input/output rating label on your device and ensure that it matches the input/output rating information on your power adapter. Some models may have multiple rating output currents based on the available SKU.
 - Ensure that your device is connected to the power adapter before turning it on for the first time. Always plug the power cord into a wall socket without using any extension cords. For your safety, connect this device to a properly grounded electrical outlet only.
 - The socket outlet must be easily accessible and near your device.
 - To disconnect your device from its main power supply, unplug your device from the power socket.
-

WARNING!

Read the following precautions for your device's battery:

- Only ASUS-authorized technicians should remove the battery inside the device (for non-removable battery only).
 - The battery used in this device may present a risk of fire or chemical burn if removed or disassembled.
 - Follow the warning labels for your personal safety.
 - Risk of explosion if battery is replaced by an incorrect type.
 - Do not dispose of in fire.
 - Never attempt to short-circuit your device's battery.
 - Never attempt to disassemble and reassemble the battery (for non-removable battery only).
 - Discontinue usage if leakage is found.
 - The battery and its components must be recycled or disposed of properly.
 - Keep the battery and other small components away from children.
-

2. Press the power button to turn on your ROG Handheld Console



NOTE:

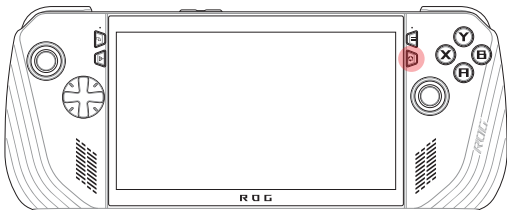
- When you start your ROG Handheld Console for the first time, follow the onscreen steps to set up your Windows operating system. For more details, refer to the *Working with Windows* chapter in this manual.
 - The power button is also a fingerprint reader. You may use it as the biometric authentication for signing in to Windows. Set up your fingerprint recognition under **Sign-in options** in Windows Settings.
-

Using Armoury Crate

NOTE: The following screenshots and menus may vary depending on the software version, country or region.

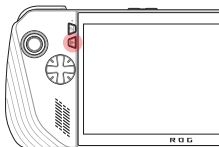
Launching the Armoury Crate app

When the Windows Desktop appears, press the Armoury Crate button or any control buttons to launch the app.



Gamepad shortcuts

Command Center button



Single press

Shows or hides the Command Center

Long press

Sends Ctrl+Alt+Delete command

Armoury Crate button



Single press

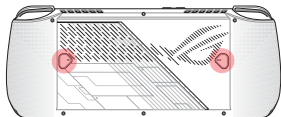
Maximizes or minimizes Armoury Crate

Long press

Shows Controller Overview

M1 (Macro 1 button)/M2 (Macro 2 button) combinations

M1/M2 + Directional buttons



+



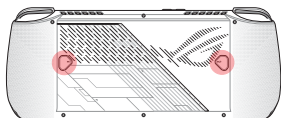
Macro key + up
Shows keyboard

Macro key + down
Opens Task Manager

Macro key + left
Shows Desktop

Macro key + right
Opens Task Viewer

M1/M2 + A/B/X/Y buttons



+



Macro key + A
Takes a screenshot

Macro key + B
Shows Windows
Notification Center

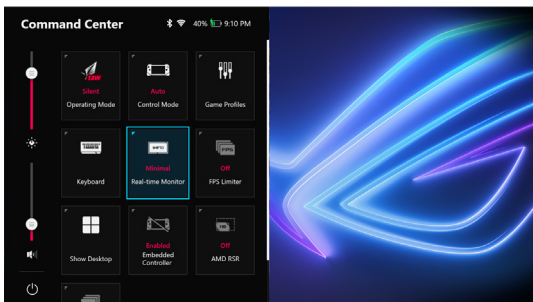
Macro key + X
Shows projection
settings

Macro key + Y
Starts/Stops screen
recording

Command Center

Press the Command Center button to show or hide the Command Center. This allows you to have a quick overview of your ROG Handheld Console, or to adjust settings without exiting the game or app that you are currently running.

NOTE: You can edit the items in the Edit Command Center section. For more details, refer to the *Settings* section in this manual.



Navigation view



1. **Navigation bar**

Toggle between the Game Library, Settings, Content, Media Gallery and User Center tabs using the left and right bumpers.

2. **System tray**

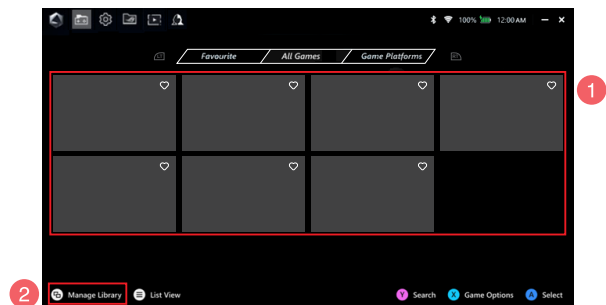
This area shows icons for system status and connected devices.

3. **Control Assistance**

Available options vary based on the tab or item you select.

Game Library

All of your installed games from different game platforms and added apps are here. You can browse your collection or start playing your favorite game now.



1. **Library collection**

View all of your installed games and added apps. Your installed games will be added to the library collection automatically.

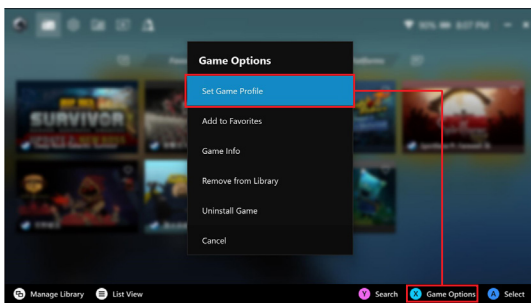
2. **Manage Library**

Manage your Game Library by adding items and customizing the layout and visual design. Various sort orders and the search function are also available.

Game Profile

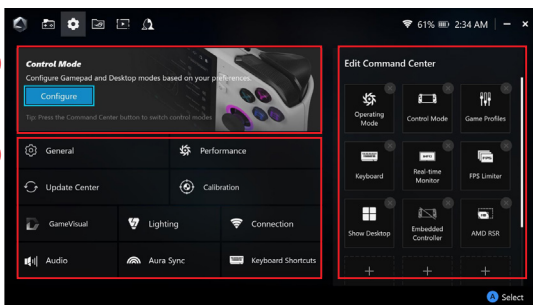
Setting up your Game Profile allows you to choose specific settings for each game or app. Once your Game Profile is ready, it will automatically apply your preferred settings when you open the corresponding game or app.

To set up your Game Profile, select a game or an app in the Game Library, then press the **X** button (or select **Game Options**) > **Set Game Profile** to start the setup.



Settings

This is a dashboard to configure and customize your ROG Handheld Console settings for optimal performance.



1. Control Mode

Select **Configure** to enter and configure the Gamepad Mode or Desktop Mode according to your preferences for global settings. Select the function you wish to configure and modify the settings:

- Key Mapping (for the primary and secondary key functions)
- Left/Right stick (for the dead zone and outer threshold range)
- Left/Right trigger (for the valid threshold range)
- Vibration (for vibration intensity)
- Gyro (for enabling the gyroscope movement as a mouse, left or right stick)

2. **Settings Menu**

Select the setting you wish to configure or modify:

- General
- Performance
- Update Center
- Calibration
- Operating Mode
- GameVisual
- Lighting
- Connection
- Audio
- Aura Sync
- Keyboard Shortcuts

NOTE: To connect a Bluetooth device to your ROG Handheld Console, refer to the *Using a Bluetooth device with your ROG Handheld Console* section in this manual.

3. **Edit Command Center**

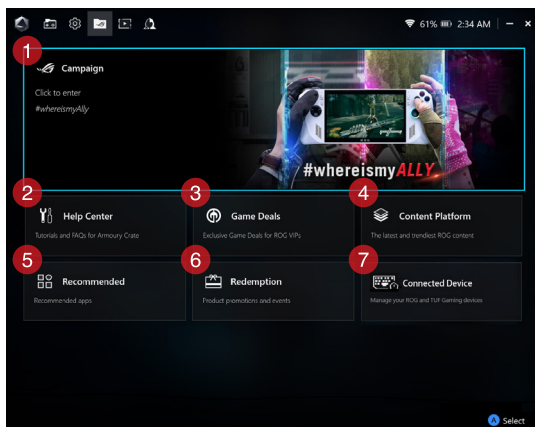
Add or delete the following functions in the Command Center. To rearrange your Command Center layout, long press a function and drag it to the desired position.

- Airplane Mode: Turns the Airplane Mode on or off.
- AMD RIS: Turns the AMD RIS on or off.
- AMD RSR: Turns the AMD RSR on or off.
- Aura: Toggles between Aura lighting effects.
- Control Mode: Toggles between different control modes.
- Embedded Controller: Enables/Disables embedded controller.
- FPS Limiter: Toggles between FPS limit options.
- Game Library: Redirects to the Game Library.
- Game Profile: Redirects to the Profile setup.
- GameVisual: Toggles between GameVisual modes.
- Keyboard: Opens/Closes the onscreen keyboard.
- LED Brightness: Toggles between LED brightness options.
- Microphone: Turns the microphone on or off.
- Operating Mode: Toggles between different fan modes.
- Record Screen: Starts/Stops recording your screen.
- Real-time Monitor: Shows/Hides the real-time monitor widget.
- Resolution: Toggles between resolution options.
- Refresh Rate: Toggles between refresh rate options.
- Show Desktop: Minimizes all open windows and shows desktop.

- Take Screenshot: Captures an image of your current screen.
- CPU Boost: Turns the CPU boost on or off.
- AFMF: Turns the AMD Fluid Motion Frames on or off.
- End Task: Closes the foreground active window.

Content

More information of your ROG Handheld Console can be found here.

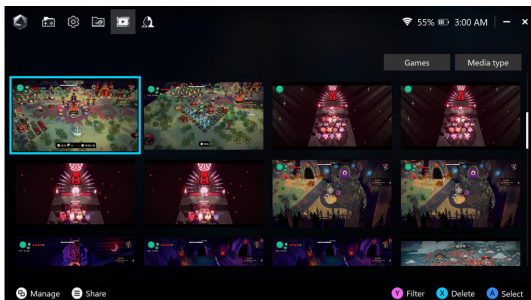


1. **Campaign**
View ROG Ally's campaign information.
2. **Help Center**
Find Armoury Crate tutorials, the FAQ section and the Feedback Hub.
3. **Game Deals**
Find exclusive game deals for ROG VIPs.
4. **Content Platform**
Quickly access various game platforms to browse and download games.
5. **Recommended**
View the recommended apps.
6. **Redemption**
Find all the product promotions and events.
7. **Connected Device**
Manage your connected ROG and TUF Gaming devices.

NOTE: This item only appears when an ROG or TUF Gaming device is connected.

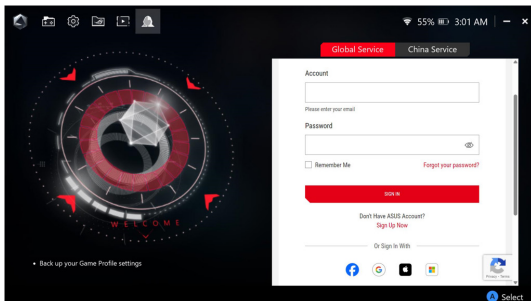
Media Gallery

All of your screenshots and video recordings can be found here.



User Center

Log in to your ROG Elite Reward account (or your ASUS account) here. You can also edit your profile and check your notifications in the User Center.



Using a Bluetooth device with your ROG Handheld Console

Connecting a wireless keyboard, mouse, headset, or other device

1. Turn on your Bluetooth device and place it near your ROG Handheld Console.
2. Ensure your Bluetooth device is in pairing or discovery mode.
3. Open the Armoury Crate app, then go to **Settings > Connection > Bluetooth**, and turn on **Bluetooth**.
4. Select your Bluetooth device from the list and connect the device to your ROG Handheld Console.

NOTE:

- Press the **X** button (or select **Scan**) to scan for available Bluetooth devices manually if necessary.
 - Position your Bluetooth device at least 20 cm away from other wireless hardware to avoid interference.
-

Chapter 3: ***Working with Windows***

Starting for the first time

When you start your ROG Handheld Console for the first time, a series of screens appear to guide you in configuring your Windows operating system.

To start your ROG Handheld Console for the first time:

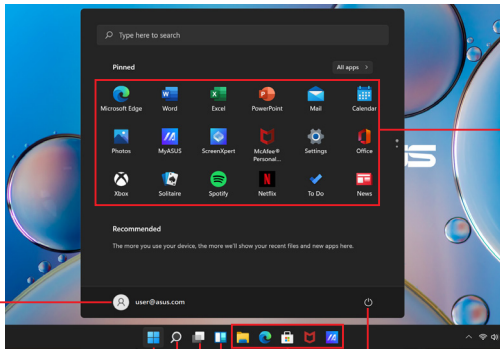
1. Press the power button on your ROG Handheld Console. Wait for a few minutes until the setup screen appears.
2. From the setup screen, pick your region and a language to use on your ROG Handheld Console.
3. Carefully read the License Agreement. Select **Accept**.
4. Follow the onscreen instructions to configure the following basic items:
 - Personalize
 - Get online
 - Settings
 - Your account
5. After configuring the basic items, Windows proceeds to install your apps and preferred settings. Ensure that your ROG Handheld Console is kept powered on during the setup process.
6. Once the setup process is complete, the Desktop appears.

NOTE: The screenshots in this chapter are for reference only.

Start menu

Change account settings, lock, or sign out from your account

Launch an app from the Start menu



Launch the Start menu

Launch Search

Launch Task view

Launch Widgets

Shut down, restart, or put your ROG Handheld Console to sleep

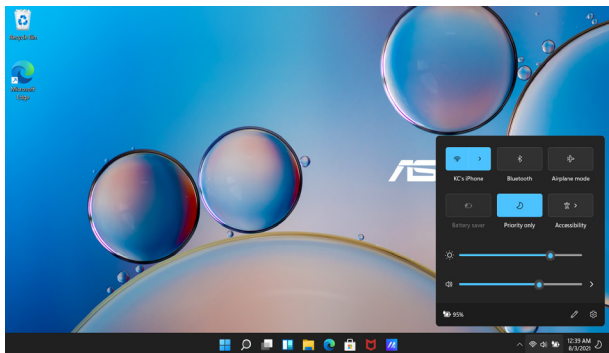
Launch an app from the taskbar

You can use the Start menu to do these common activities:

- Start programs or Windows apps
- Open commonly used programs or Windows apps
- Adjust system settings
- Get help with the Windows operating system
- Turn off your ROG Handheld Console
- Log off from Windows or switch to a different user account

Action Center

Action Center consolidates notifications from apps and presents a single place where you can interact with them. It also has a really useful Quick Actions section.



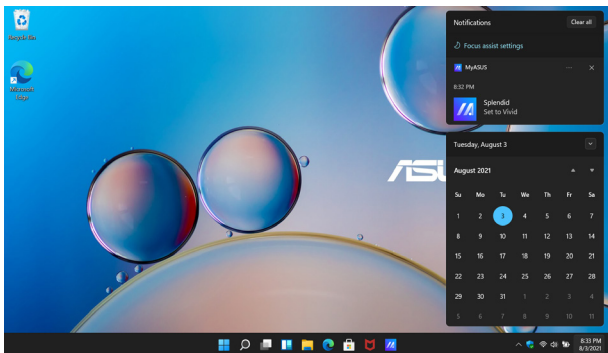
Launching Quick Actions



Tap the status icons on the taskbar.



Position your mouse pointer over the status icons on the taskbar, then use the right trigger button (default) to left-click it.



Launching Notifications



Tap the date and time on the taskbar.



Position your mouse pointer over the date and time on the taskbar, then use the right trigger button (default) to left-click it.

Connecting to wireless networks

Wi-Fi

Access emails, surf the Internet, and share applications via social networking sites using your ROG Handheld Console's Wi-Fi connection.

IMPORTANT! Airplane mode disables this feature. Ensure that **Airplane mode** is turned off before enabling the Wi-Fi connection of your ROG Handheld Console.

Connecting to Wi-Fi

Connect your ROG Handheld Console to a Wi-Fi network by using the following steps:

1. Launch **Action Center** from the taskbar.
2. Click/Tap the **Wi-Fi** icon to enable Wi-Fi.
3. Select an access point from the list of available Wi-Fi connections.
4. Select **Connect** to start the network connection.

NOTE: You may be prompted to enter a security key to activate the Wi-Fi connection.

Bluetooth

Use Bluetooth to facilitate wireless data transfers with other Bluetooth-enabled devices.

IMPORTANT! **Airplane mode** disables this feature. Ensure that **Airplane mode** is turned off before enabling the Bluetooth connection of your ROG Handheld Console.

Pairing with other Bluetooth-enabled devices

You need to pair your ROG Handheld Console with other Bluetooth-enabled devices to enable data transfers. Connect your devices by using the following steps:

1. Launch **Settings** from the Start menu.
2. Select **Bluetooth & devices** > **Add device** to search for Bluetooth-enabled devices.
3. Select a device from the list to pair your ROG Handheld Console with the device.

NOTE: For some Bluetooth-enabled devices, you may be prompted to key in the passcode of your ROG Handheld Console.

Airplane mode

Airplane mode disables wireless communication, allowing you to use your ROG Handheld Console safely while in flight.

NOTE: Contact your airline provider to learn about related in-flight services that can be used and restrictions that must be followed when using your ROG Handheld Console in flight.

Turning Airplane mode on/off

1. Launch **Action Center** from the taskbar.
2. Click/Tap the **Airplane mode** icon to enable or disable Airplane mode.

Chapter 4: ***Troubleshooting and Tips***

The Power-On Self-Test (POST)

The POST (Power-On Self-Test) is a series of software-controlled diagnostic tests that run when you turn on or restart your ROG Handheld Console. The software that controls the POST is installed as a permanent part of the ROG Handheld Console's architecture.

Using POST to access BIOS and Troubleshoot

During POST, you can access the BIOS settings or run troubleshooting options using the function keys of your ROG Handheld Console. You may refer to the following information for more details.

BIOS

The BIOS (Basic Input and Output System) stores system hardware settings that are needed for system startup in the ROG Handheld Console.

The default BIOS settings apply to most conditions of your ROG Handheld Console. Do not change the default BIOS settings except in the following circumstances:

- An error message appears onscreen during system bootup and requests you to run the BIOS Setup.
- You have installed a new system component that requires further BIOS settings or updates.

WARNING! Using inappropriate BIOS settings may result to system instability or boot failure. We strongly recommend that you change the BIOS settings only with the help of a trained service personnel.

Accessing BIOS

Enter the BIOS settings by using any of the following methods:

- Restart your ROG Handheld Console, then press and hold the volume down button during POST.
- Launch the Start menu, and choose **Settings > System > Recovery**, then select **Restart now** under Advanced startup. When you enter the Advanced startup screen, select **Troubleshoot > Advanced options > UEFI Firmware Settings > Restart**.

Recovering your system

Using recovery options on your ROG Handheld Console allows you to restore the system to its original state or simply refresh its settings to help improve performance.

IMPORTANT!

- Backup all your data files before doing any recovery option on your ROG Handheld Console.
 - Note down important customized settings such as network settings, user names, and passwords to avoid data loss.
 - Ensure that your ROG Handheld Console is plugged in to a power source before resetting your system.
-

Windows allows you to do any of the following recovery options:

- **Keep my files** - This option allows you to refresh your ROG Handheld Console without affecting personal files (photos, music, videos, documents).

Using this option, you can restore your ROG Handheld Console to its default settings and delete other installed apps.

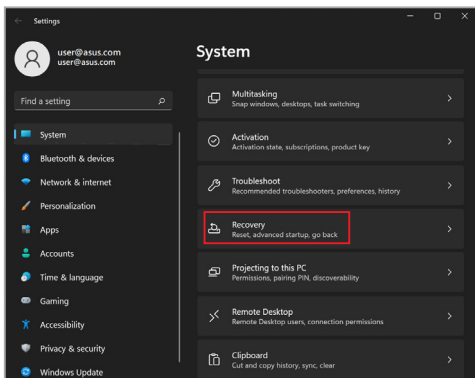
- **Remove everything** - This option resets your ROG Handheld Console to its factory settings. You must backup your data before doing this option.

- **Advanced startup** - Using this option allows you to perform other advanced recovery options on your ROG Handheld Console such as:
 - Using a USB drive, network connection or Windows recovery DVD to startup your ROG Handheld Console.
 - Using **Troubleshoot** to enable any of these advanced recovery options: Startup Repair, Uninstall Updates, Startup Settings, UEFI Firmware Settings, Command Prompt, System Restore, and System Image Recovery.

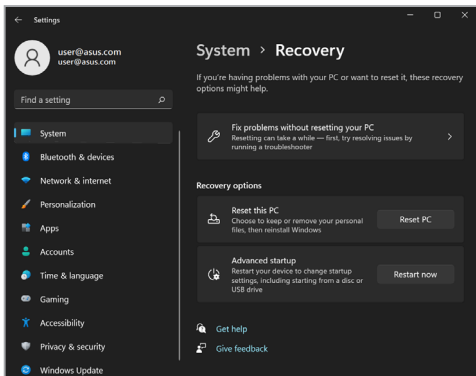
Performing a recovery option

Refer to the following steps if you want to access and use any of the available recovery options for your ROG Handheld Console.

1. Launch **Settings** and select **System** > **Recovery**.



2. Select the recovery option you would like to perform.



Useful tips

To help you maximize the use of your ROG Handheld Console, maintain its system performance, and ensure all your data are kept secured, here are some useful tips that you can follow:





- Update Windows periodically to ensure that your applications have the latest security settings.
- Update MyASUS and Armoury Crate SE to ensure that you have the latest settings for ASUS exclusive applications, drivers, and utilities.
- Use an anti-virus software to protect your data and keep this updated too.
- Unless absolutely necessary, refrain from using force shutdown to turn off your ROG Handheld Console.
- Always backup your data and make it a point to create a backup data in an external storage drive.
- If you are not using your ROG Handheld Console for a long period of time, ensure to charge the battery power to 50%, then power off your ROG Handheld Console and disconnect the AC power adapter.
- If you are constantly using AC power for your ROG Handheld Console, set the Battery Health Charging to Balanced mode in MyASUS.

- Disconnect all external devices and ensure you have the following items prior to resetting your ROG Handheld Console:
 - Product key for your operating systems and other installed applications
 - Backup data
 - Log in ID and password
 - Internet connection information
- Visit our support site for troubleshooting and view some of the most frequently asked questions at <https://rog.asus.com/support/>.

Appendices

Legal information

USB-IF Trademark

-  The USB 5Gbps Port Logo is a trademark of the USB Implementers Forum, Inc.
-  The USB 10Gbps Port Logo is a trademark of the USB Implementers Forum, Inc.
-  The USB 20Gbps Port Logo is a trademark of the USB Implementers Forum, Inc.
-  The USB 40Gbps Port Logo is a trademark of the USB Implementers Forum, Inc.

Regulatory statements

Federal Communications Commission Interference Statement

This device complies with FCC Rules Part 15. Operation is subject to the following two conditions:


- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING! The use of a shielded-type power cord is required in order to meet FCC emission limits and to prevent interference to the nearby radio and television reception. It is essential that only the supplied power cord be used. Use only shielded cables to connect I/O devices to this equipment. You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

(Reprinted from the Code of Federal Regulations #47, part 15.193, 1993.
Washington DC: Office of the Federal Register, National Archives and Records
Administration, U.S. Government Printing Office.)

FCC COMPLIANCE INFORMATION	
Per FCC Part 2 Section 2.1077	
	
Responsible Party:	Asus Computer International
Address:	48720 Kato Rd., Fremont, CA 94538
Phone/Fax No:	(510)739-3777/(510)608-4555
 hereby declares that the product	
Product Name :	Handheld Console PC
Model Number :	RC72LA
 compliance statement:	
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.	
<small>Ver. 180620</small>	

FCC RF Exposure Information

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. The exposure standard employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the EUT transmitting at the specified power level in different channels. The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid.

FCC RF Caution Statement

WARNING! Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC 5.925-7.125 GHz Caution Statement

Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

ISED 5.925-7.125 GHz Caution Statement

RLAN devices:

Devices shall not be used for control of or communications with unmanned aircraft systems.

Les dispositifs ne doivent pas être utilisés pour commander des systèmes d'aéronef sans pilote ni pour communiquer avec de tels systèmes.

ISED SAR Information

This EUT is compliant with SAR for general population/uncontrolled exposure limits in IC RSS-102. This equipment should be installed and operated with a minimum distance of 0 cm between the radiator & your body. This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. The end user must follow the specific operating instructions to satisfy RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The portable device is designed to meet the requirements for exposure to radio waves established by the ISED. These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body.

Cet EUT est la conformite avec SAR pour la population generale / les limites d'exposition incontrolées dans IC RSS-102. Cet équipement doit être installé et utilisé à une distance minimale de 0 cm entre le radiateur et votre corps. Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. L'utilisateur final doit suivre les instructions spécifiques pour satisfaire les normes. Cet émetteur ne doit pas être co-implanté ou fonctionner en conjonction avec toute autre antenne ou transmetteur.

Radio Frequency (RF) Exposure Information

The radiated output power of the Wireless Device is below the Innovation, Science and Economic Development Canada (ISED) radio frequency exposure limits. The Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

This device has been evaluated for and shown compliant with the ISED Specific Absorption Rate ("SAR") limits when operated in portable exposure conditions.

Informations concernant l'exposition aux fréquences radio (RF)

La puissance de sortie rayonnée du dispositif sans fil est inférieure aux limites d'exposition aux radiofréquences d'Innovation, Sciences et Développement économique Canada (ISED). Le dispositif sans fil doit être utilisé de manière à minimiser le potentiel de contact humain pendant le fonctionnement normal.

Cet appareil a été évalué et montré conforme aux limites de DAS (Débit d'Absorption Spécifique) de l'ISED lorsqu'il est utilisé dans des conditions d'exposition portables.

Caution

(i) The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Mise en garde

(i) Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement à une utilisation en intérieur afin de réduire les risques d'interférence préjudiciables aux systèmes de satellites mobiles utilisant les mêmes canaux.

Compliance Statement of Innovation, Science and Economic Development Canada (ISED)

This device complies with *Innovation, Science and Economic Development Canada* licence exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

CAN ICES-003(B)/NMB-003(B)

Déclaration de conformité de Innovation, Sciences et Développement économique Canada (ISED)

Le présent appareil est conforme aux CNR d'*Innovation, Sciences et Développement économique Canada* applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

La bande 5150–5250 MHz est réservée uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

CAN ICES-003(B)/NMB-003(B)

UL Safety Notices

Required for UL 1459 covering telecommunications (telephone) equipment intended to be electrically connected to a telecommunication network that has an operating voltage to ground that does not exceed 200V peak, 300V peak-to-peak, and 105V rms, and installed or used in accordance with the National Electrical Code (NFPA 70).

When using the device's modem, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- DO NOT use the device near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- DO NOT use the device during an electrical storm. There may be a remote risk of electric shock from lightning.
- DO NOT use the device in the vicinity of a gas leak.

Required for UL 1642 covering primary (non-rechargeable) and secondary (rechargeable) lithium batteries for use as power sources in products. These batteries contain metallic lithium, or a lithium alloy, or a lithium ion, and may consist of a single electrochemical cell or two or more cells connected in series, parallel, or both, that convert chemical energy into electrical energy by an irreversible or reversible chemical reaction.

- DO NOT dispose the device battery pack in a fire, as they may explode. Check with local codes for possible special disposal instructions to reduce the risk of injury to persons due to fire or explosion.
- DO NOT use power adapters or batteries from other devices to reduce the risk of injury to persons due to fire or explosion. Use only UL certified power adapters or batteries supplied by the manufacturer or authorized retailers.

Power Safety Requirement

Products with electrical current ratings up to 6A and weighing more than 3Kg must use approved power cords greater than or equal to: H05VV-F, 3G, 0.75mm² or H05VV-F, 2G, 0.75mm².

TV Notices

Note to CATV System Installer—Cable distribution system should be grounded (earthed) in accordance with ANSI/NFPA 70, the National Electrical Code (NEC), in particular Section 820.93, Grounding of Outer Conductive Shield of a Coaxial Cable – installation should include bonding the screen of the coaxial cable to the earth at the building entrance.

Macrovision Corporation Product Notice

This product incorporates copyright protection technology that is protected by method claims of certain U.S.A. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only *unless otherwise authorized by Macrovision Corporation*. Reverse engineering or disassembly is prohibited.

Prevention of Hearing Loss

To prevent possible hearing damage, do not listen at high volume levels for long periods.



Nordic Lithium Cautions (for lithium-ion batteries)

CAUTION! Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions. (English)

ATTENZIONE! Rischio di esplosione della batteria se sostituita in modo errato. Sostituire la batteria con un una di tipo uguale o equivalente consigliata dalla fabbrica. Non disperdere le batterie nell'ambiente. (Italian)

VORSICHT! Explosionsgefahr bei unsachgemäßen Austausch der Batterie. Ersatz nur durch denselben oder einem vom Hersteller empfohlenem ähnlichen Typ. Entsorgung gebrauchter Batterien nach Angaben des Herstellers. (German)

ADVARSEL! Lithiumbatteri - Eksplosionsfare ved fejlagtig håndtering. Udskiftning må kun ske med batteri af samme fabrikat og type. Levér det brugte batteri tilbage til leverandøren. (Danish)

WARNING! Explosionsfara vid felaktigt batteribyte. Använd samma batterityp eller en ekvivalent typ som rekommenderas av apparattillverkaren. Kassera använt batteri enligt fabrikantens instruktion. (Swedish)

VAROITUS! Paristo voi räjähtää, jos se on virheellisesti asennettu. Vaihda paristo ainoastaan laitevalmistajan suosittellemaan tyyppiin. Hävitä käytetty paristo valmistagan ohjeiden mukaisesti. (Finnish)

ATTENTION! Danger d'explosion si la batterie n'est pas correctement remplacée. Remplacer uniquement avec une batterie de type semblable ou équivalent, recommandée par le fabricant. Jeter les batteries usagées conformément aux instructions du fabricant. (French)

ADVARSEL! Eksplosjonsfare ved feilaktig skifte av batteri. Benytt samme batteritype eller en tilsvarende type anbefalt av apparatfabrikanten. Brukte batterier kasseres i henhold til fabrikantens instruksjoner. (Norwegian)

標準品以外の使用は、危険の元になります。交換品を使用する場合、製造者に指定されるものを使って下さい。製造者の指示に従って処理して下さい。(Japanese)

ВНИМАНИЕ! При замене аккумулятора на аккумулятор иного типа возможно его возгорание. Утилизируйте аккумулятор в соответствии с инструкциями производителя. (Russian)

Declaration of Compliance for Product Environmental Regulation

ASUS follows the green design concept to design and manufacture our products, and makes sure that each stage of the product life cycle of ASUS product is in line with global environmental regulations. In addition, ASUS disclose the relevant information based on regulation requirements.

Please refer to <https://esg.asus.com/Compliance.htm> for information disclosure based on regulation requirements ASUS is complied with.

EU REACH and Article 33

Complying with the REACH (Registration, Evaluation, Authorization, and Restriction of Chemicals) regulatory framework, we publish the chemical substances in our products at ASUS REACH website at <https://esg.asus.com/Compliance.htm>.

EU RoHS

This product complies with the EU RoHS Directive. For more details, see <https://esg.asus.com/Compliance.htm>.

Japan JIS-C-0950 Material Declarations

Information on Japan RoHS (JIS-C-0950) chemical disclosures is available on <https://esg.asus.com/Compliance.htm>.

India RoHS

This product complies with the "India E-Waste (Management) Rules, 2016" and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls (PBBs) and polybrominated diphenyl ethers (PBDEs) in concentrations exceeding 0.1% by weight in homogenous materials and 0.01% by weight in homogenous materials for cadmium, except for the exemptions listed in Schedule II of the Rule.

Coating Notice

IMPORTANT! To provide electrical insulation and maintain electrical safety, a coating is applied to insulate the device except on the areas where the I/O ports are located.

ASUS Recycling/Takeback Services

ASUS recycling and takeback programs come from our commitment to the highest standards for protecting our environment. We believe in providing solutions for you to be able to responsibly recycle our products, batteries, other components as well as the packaging materials.

Please go to <https://esg.asus.com/en/Takeback.htm> for detailed recycling information in different regions.

Rechargeable Battery Recycling Service in North America



For US and Canada customers, you can call 1-800-822-8837 (toll-free) for recycling information of your ASUS products' rechargeable batteries.

Vietnam RoHS

ASUS products sold in Vietnam, on or after September 23, 2011, meet the requirements of the Vietnam Circular 30/2011/TT-BCT.

Các sản phẩm ASUS bán tại Việt Nam, vào ngày 23 tháng 9 năm 2011 trở về sau, đều phải đáp ứng các yêu cầu của Thông tư 30/2011/TT-BCT của Việt Nam.

Türkiye RoHS

AEEE Yönetmeliğine Uygundur

Regional notice for Singapore

Complies with
IMDA Standards
DB103778

This ASUS product complies with IMDA Standards.

Notices for removable batteries

- Risk of explosion if battery is replaced by an incorrect type.
- The battery and its component must be recycled or disposed of properly.

Avis concernant les batteries remplaçables

- La batterie de l'appareil peut présenter un risque d'incendie ou de brûlure si celle-ci est retirée ou désassemblée.
- La batterie et ses composants doivent être recyclés de façon appropriée.

Wi-Fi Network Notice

IMPORTANT! Wi-Fi 6E network card is available on selected models. The connectivity of Wi-Fi 6E band may vary according to the regulation and certification of each country/region.

Simplified PSTI Statement of Compliance

ASUSTek Computer Inc. hereby declares that this device is in compliance with the security requirements and other relevant provisions of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023.

Full text of the PSTI Statement of Compliance is available at <https://www.asus.com/support/>.

USB PD Fast Charging

The power delivered by the charger must be between min 05 Watts required by the radio equipment, and max 65 Watts in order to achieve the maximum charging speed.



Simplified EU Declaration of Conformity

ASUSTek Computer Inc. hereby declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. Full text of EU declaration of conformity is available at <https://www.asus.com/support/>.

The WiFi operating in the band 5150-5350 MHz shall be restricted to indoor use for countries listed in the table below:

AT	BE	BG	CZ	DK	EE	FR
DE	IS	IE	IT	EL	ES	CY
LV	LI	LT	LU	HU	MT	NL
NO	PL	PT	RO	SI	SK	TR
FI	SE	CH	HR	UK(NI)		



Simplified UKCA Declaration of Conformity

ASUSTek Computer Inc. hereby declares that this device is in compliance with the essential requirements and other relevant provisions of The Radio Equipment Regulations 2017 (S.I. 2017/1206). Full text of UKCA declaration of conformity is available at <https://www.asus.com/support/>.

The WiFi operating in the band 5150-5350 MHz shall be restricted to indoor use for the country listed below:



