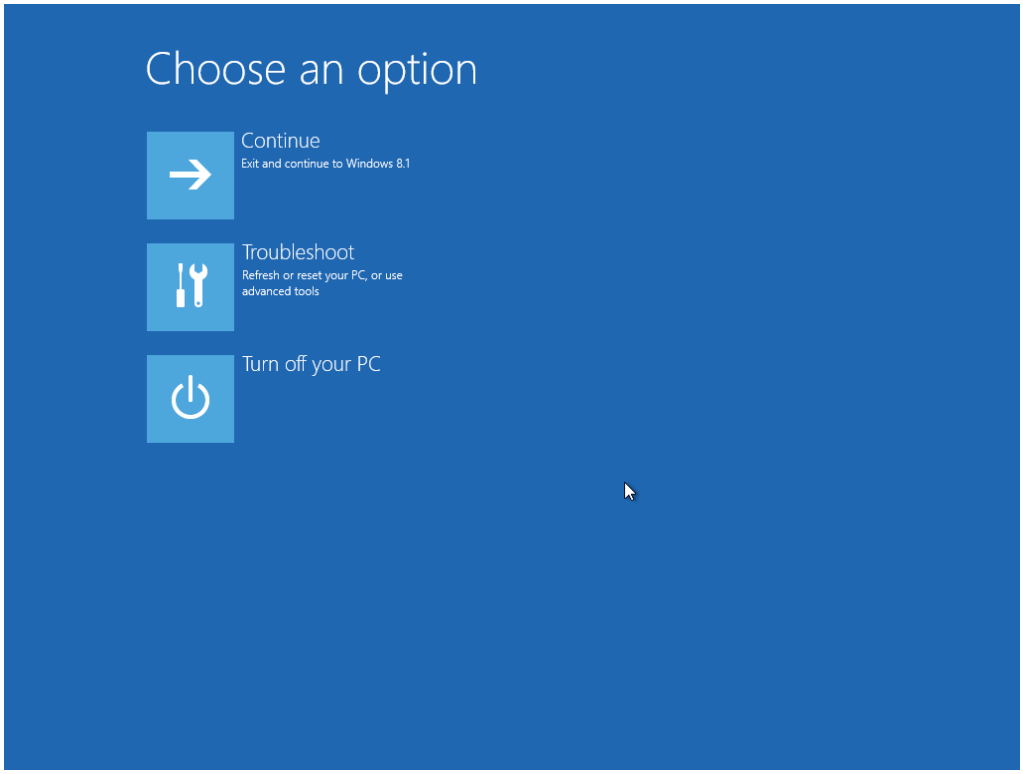
MSI Notebook FAQ

Prepared by MIS NB FAE Team | Version: 1.0 | Date: 2013/10/23

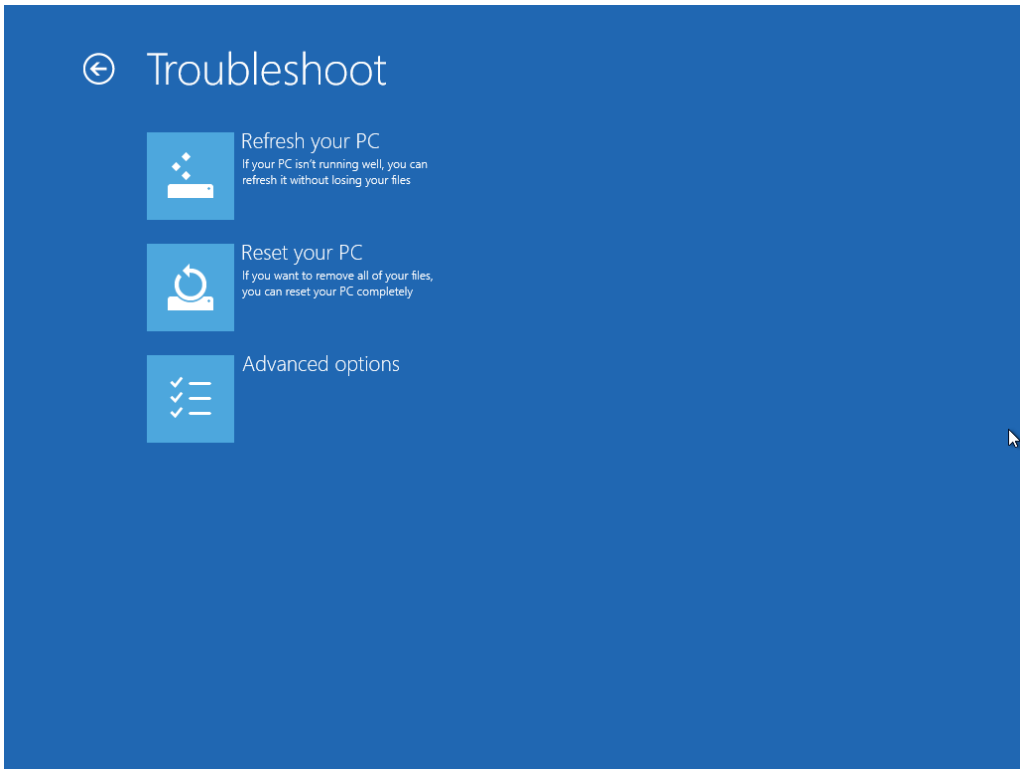
Q: After upgrading to Windows 8.1, system starts up in a black screen.

A: Please power off your laptop and follow below steps to access safe mode.

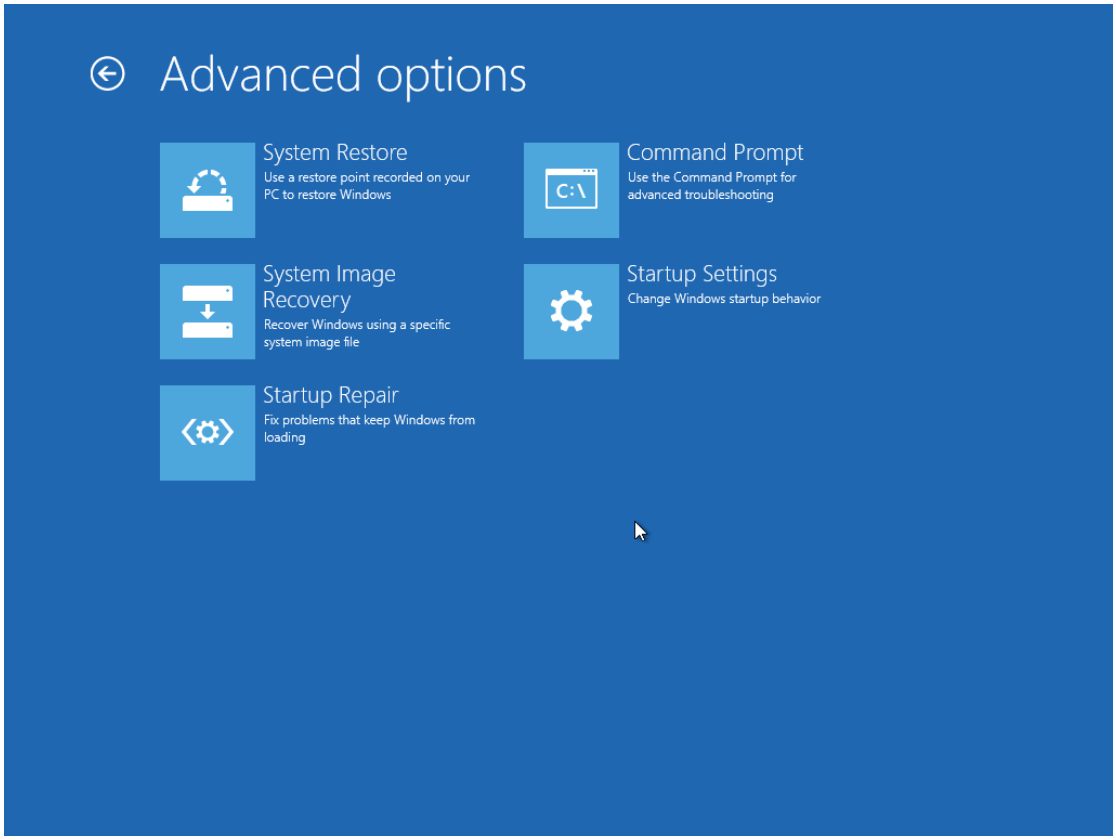
1. Power on laptop and press F3 key when prompted by MSI logo screen.
2. You should see on-screen message “Preparing Automatic Repair”.
3. There are three options available, please click **Troubleshoot**.



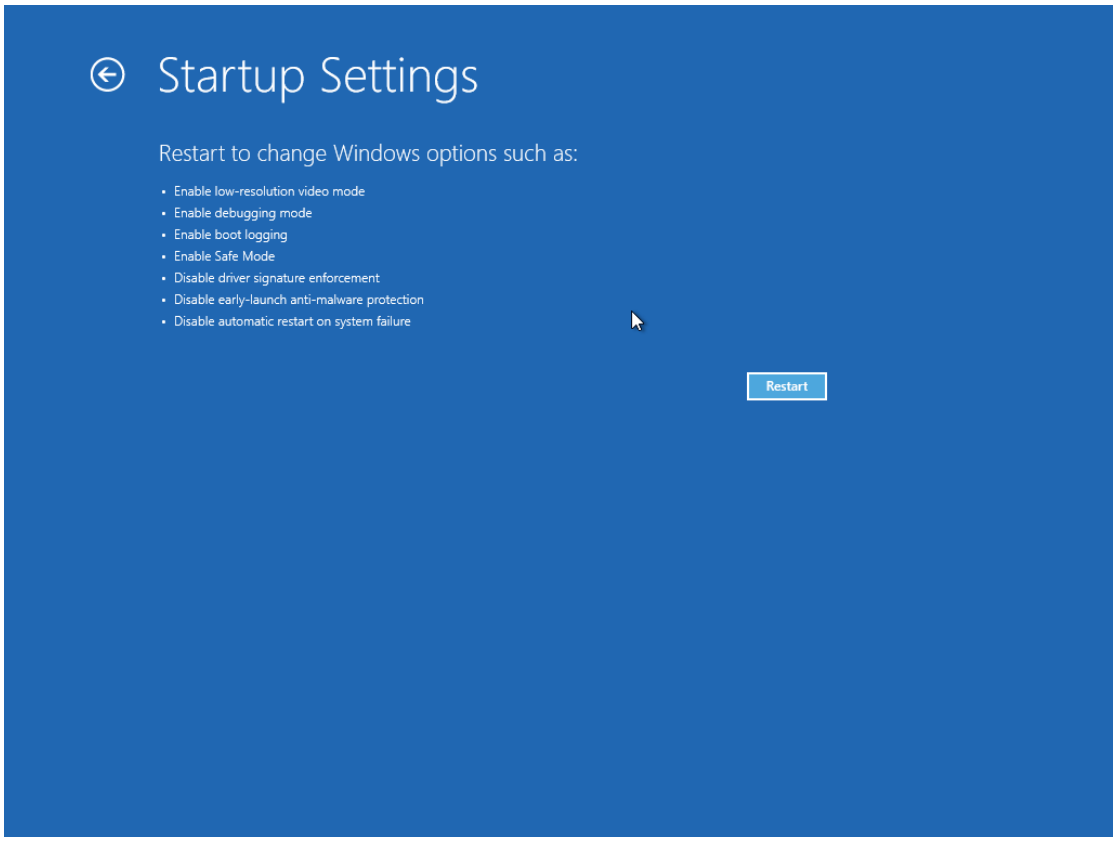
4. Click **Advanced options**.



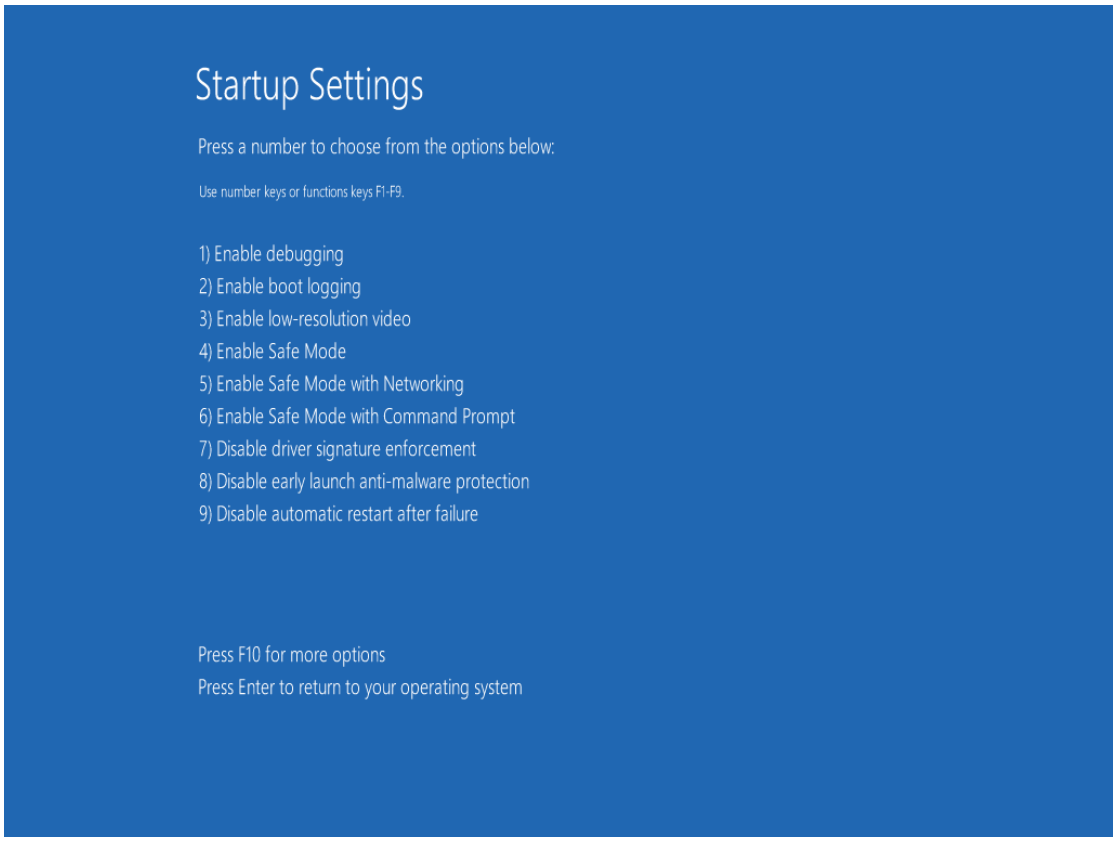
5. Click **Startup Settings**.



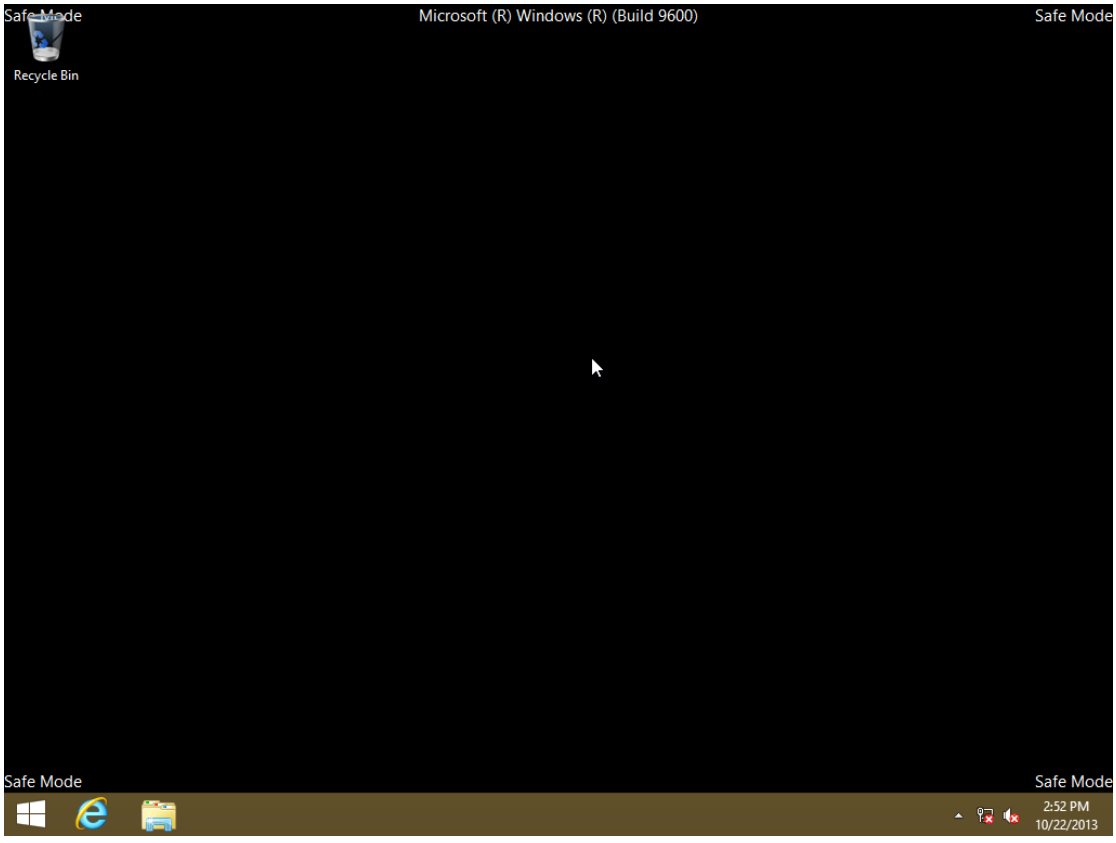
6. Click **Restart** button to restart Windows.



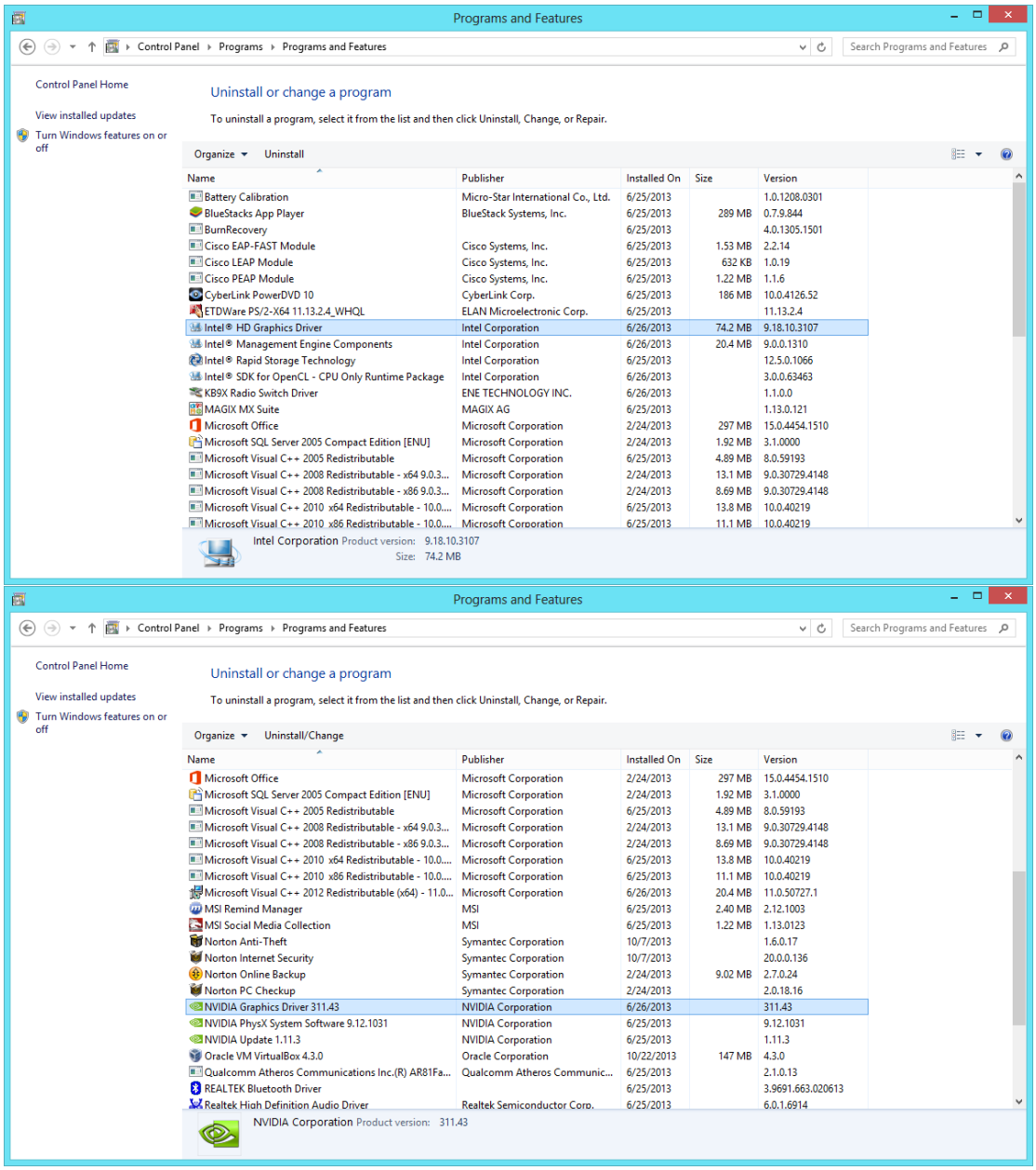
7. After reboot, press F4 key to select option “Enable Safe Mode”. The laptop will reboot again and access safe mode.



8. Now you are in safe mode.



9. Please go to Control Panel to uninstall Intel HD Graphics and NVIDIA Graphics driver. You will need to reboot system.



11. After system reboot, please install Intel HD Graphics driver as well as NVIDIA Graphics driver. You can find the latest version on MSI notebook product download page.