

## **[Troubleshooting] SteelSeries Engine**

This document applies to all MSI Notebook which supports SteelSeries Engine.

To know whether the product supports SteelSeries Engine or not, please visit [MSI website](#) and find the Overview page (Control) of your product.

This document provides basic troubleshooting instructions for SteelSeries Engine and its common Q&A. Refer to the troubleshooting [instructions](#) if SteelSeries Engine doesn't work properly, stops responding or crash unexpectedly. The common [Q&A](#) provides useful information when using SteelSeries Engine.

Find the latest features, updates and fixes in SteelSeries Engine [release note](#) and follow the clean installation/update [guide](#) to perform the update.

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## 1. Basic Troubleshooting

### 1.1. Confirm the Software Support

Make sure that your notebook supports SteelSeries Engine by visiting the product Overview page (Control) on MSI website.

### 1.2. SteelSeries Engine Update

Refer to the general [update guide](#) to perform a clean installation of the latest SteelSeries Engine release on MSI website.

### 1.3. BIOS, EC Update & EC Reset

Follow the [update guide](#) to update the latest BIOS, EC firmware and do the EC reset. This may help re-initializing multiple settings such as OC, keyboard and other power related setups.

*P.S. BOIS and EC update file can be found under product's driver download page from MSI website.*

### 1.4. System Restore

If the problem still remains after going through all steps above, try to restore the system back to the factory setting by using [F3 recovery](#), [Recovery Media](#) created by MSI BurnRecovery tool or Windows 10 [recovery function](#).

### 1.5. Problem Report on Customer Support System

If the problem still remains after the system restore, create a ticket for the problem on the [online customer support system](#). Provide the system information exported by using [MSI Help Desk](#), detail problem symptom description and the clear problem replication steps.

*P.S. Provide the complete information (screen captures, recorded video, system information and the clear problem replication steps) can help shorten the troubleshooting time.*

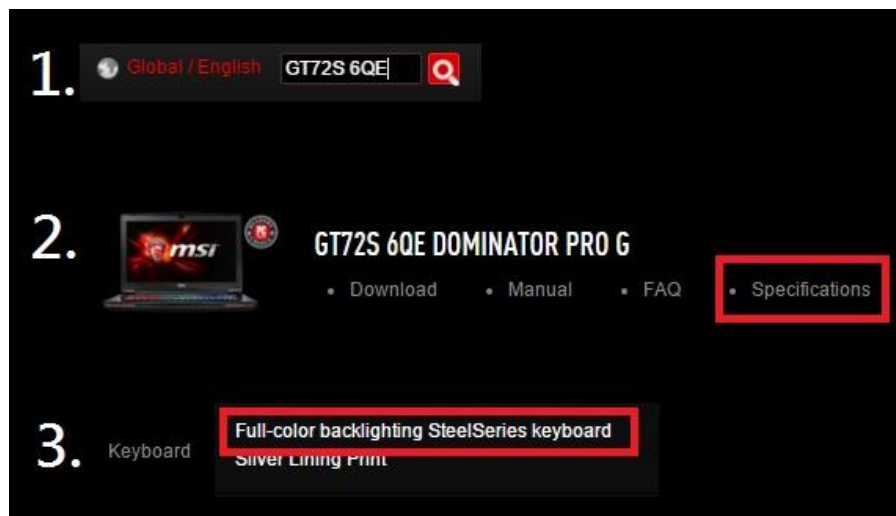
## 2. Common Q&A

### Q: How to know if my notebook supports keyboard backlight adjustment?

Visit the Specifications page of your product on MSI website, notebook which bundled with “Full-color backlighting SteelSeries keyboard” supports keyboard backlight adjustment via SteelSeries Engine.

*\*Note 1: Some old models support Keyboard Backlight Manager(KLM) for the keyboard backlight adjustment function instead of SteelSeries Engine.*

*\*Note 2: 18" series (e.g. GT80) doesn't support the keyboard backlight adjustment even though it supports SteelSeries Engine, because it has only “Single color backlighting (red) SteelSeries keyboard”.*



### Q: How can I enable the Audio mode for my keyboard backlight in SteelSeries Engine?

When set the keyboard layout to Audio mode in SteelSeries Engine (SSE), the keyboard backlight only works when there is an audio signal playing (e.g. playing music, video...) from the speakers of the laptop with the volume 30% or above.

*\*Note: If the speakers are muted or the audio is output from external devices via HDMI/DP connection, then the keyboard backlight won't work.*

### Q: Why does the keyboard backlight or the LED light on the front (e.g. GT72) isn't lighting up?

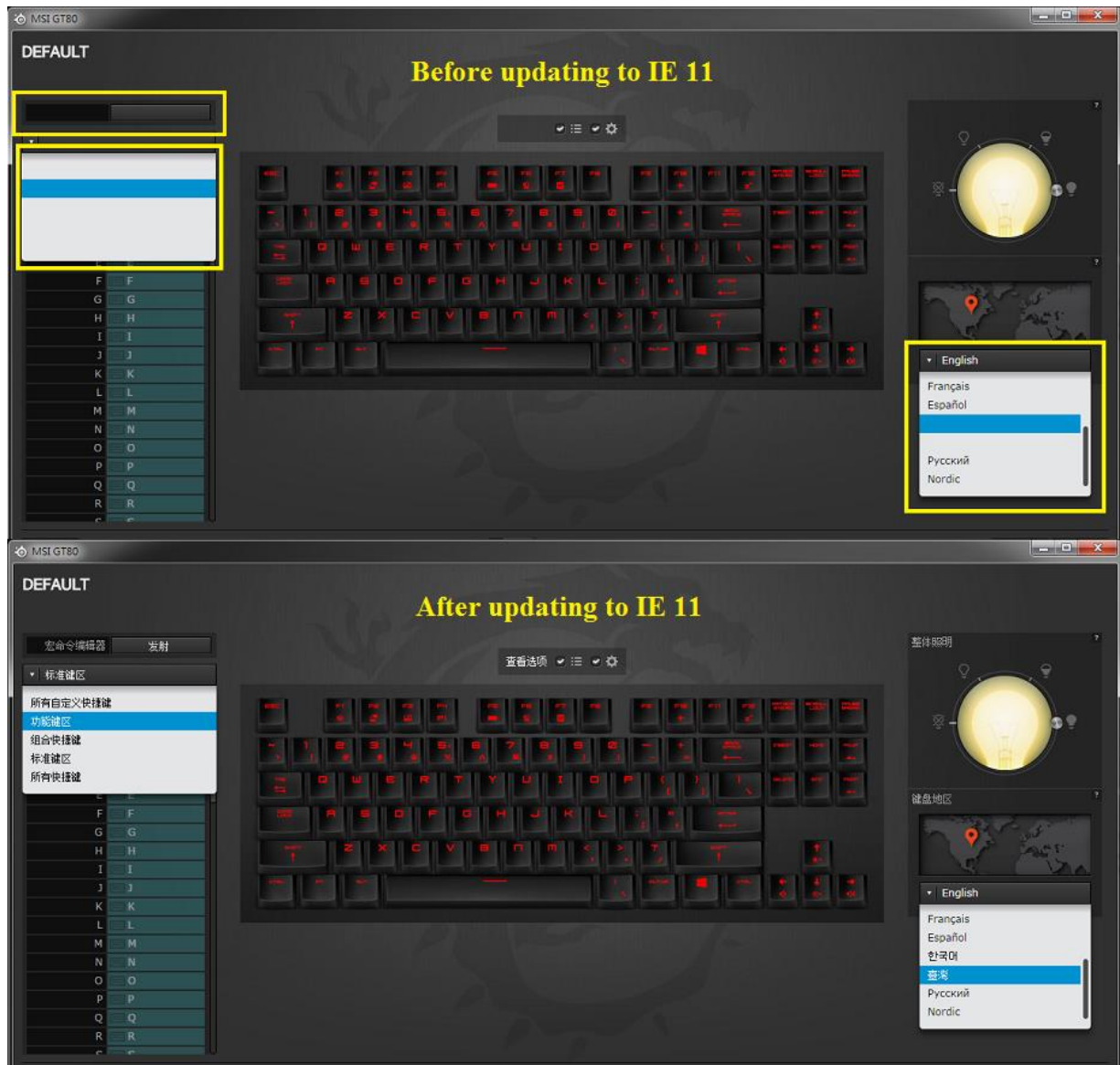
The keyboard backlight and the LED lights are controlled by the SteelSeries Engine.

If you have the self-installed system, make sure the SteelSeries Engine is installed properly.

*\*Note: Visit the Utility download page of your product to download the latest SteelSeries Engine.*

**Q: How to avoid seeing blank options in SteelSeries Engine (SSE3) when running Windows 7 system with Chinese Traditional or Simplified Chinese language?**

Update IE browser to IE 11 to avoid seeing the blank options in SteelSeries Engine (SSE3).



**Q: What should I do if SteelSeries Engine stops working after performing the F3 system recovery?**

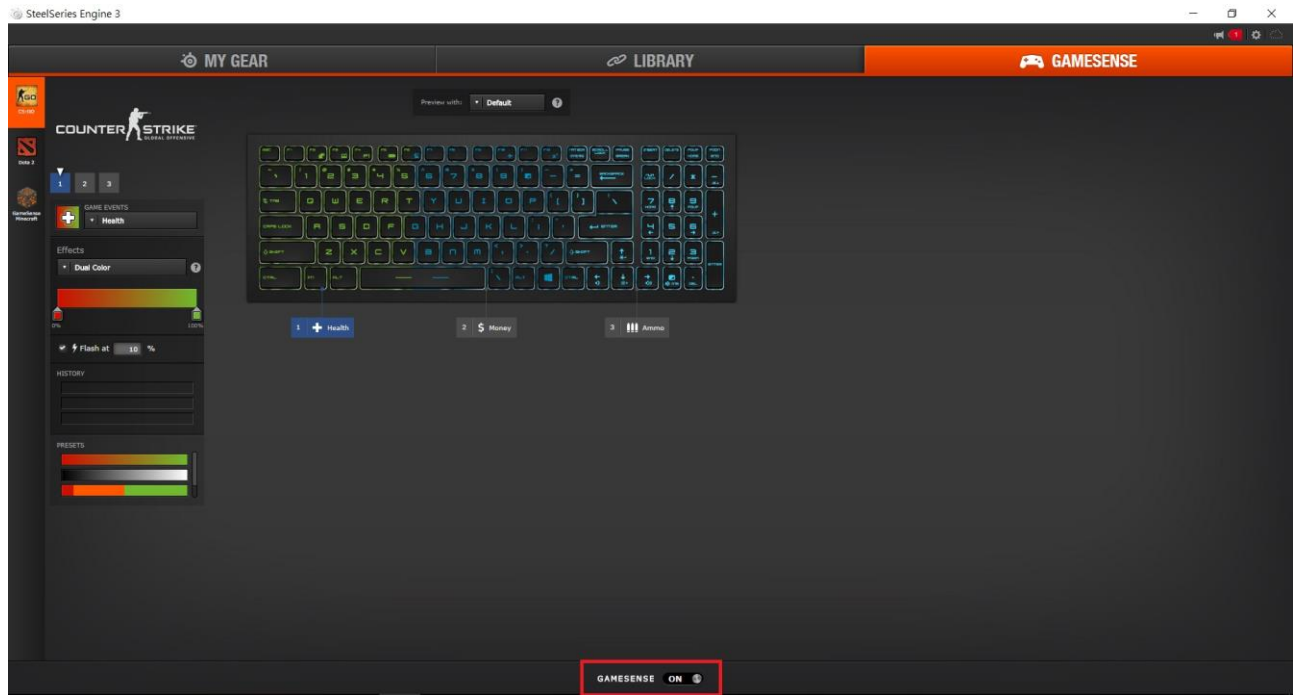
Refer to the [update guide](#) to re-install the latest SteelSeries Engine.

**Q: Why does the keyboard backlight keep flickering when playing games?**

This is a new feature "GAME SENSE" from SteelSeries Engine 3 which presents the game status (e.g. health and kills) of your character via keyboard backlight.

*\*Note 1: Currently GAME SENSE supports DOTA2, CS:GO and MINECRAFT.*

*\*Note 2: Refer to the screen shot below for game settings of GAME SENSE.*



\*Note 3: More SteelSeries Engine 3 introduction, please refer to the [video tutorial](#).