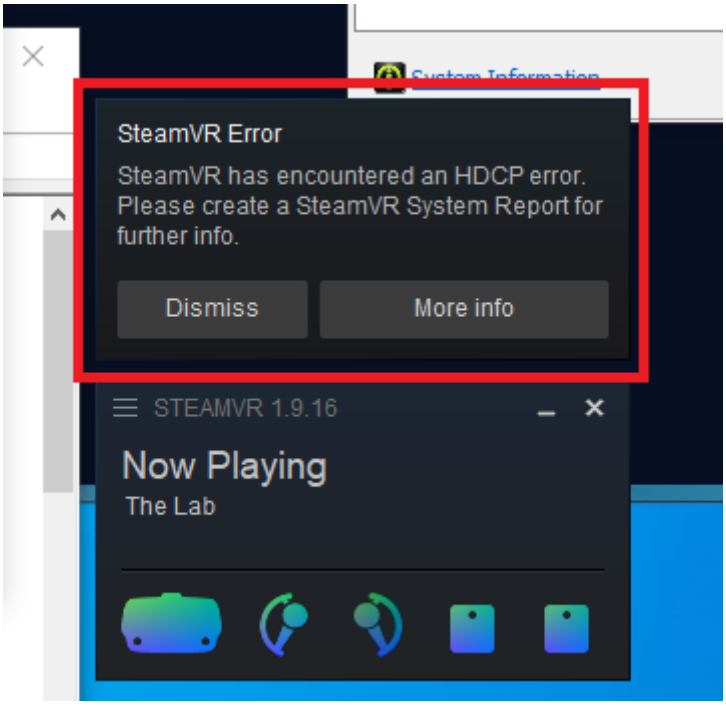
[Troubleshooting] Black screen with Valve, Oculus, HTC VR headset

Please follow the below steps and suggestions to confirm if your laptop supports for specific VR headset or perform the troubleshooting if your laptop has some abnormal behaviors or issues while connecting to the VR headset device.

- Black screen on the VR headset display
- HDCP error while launching the VR software (E.g., Steam VR)



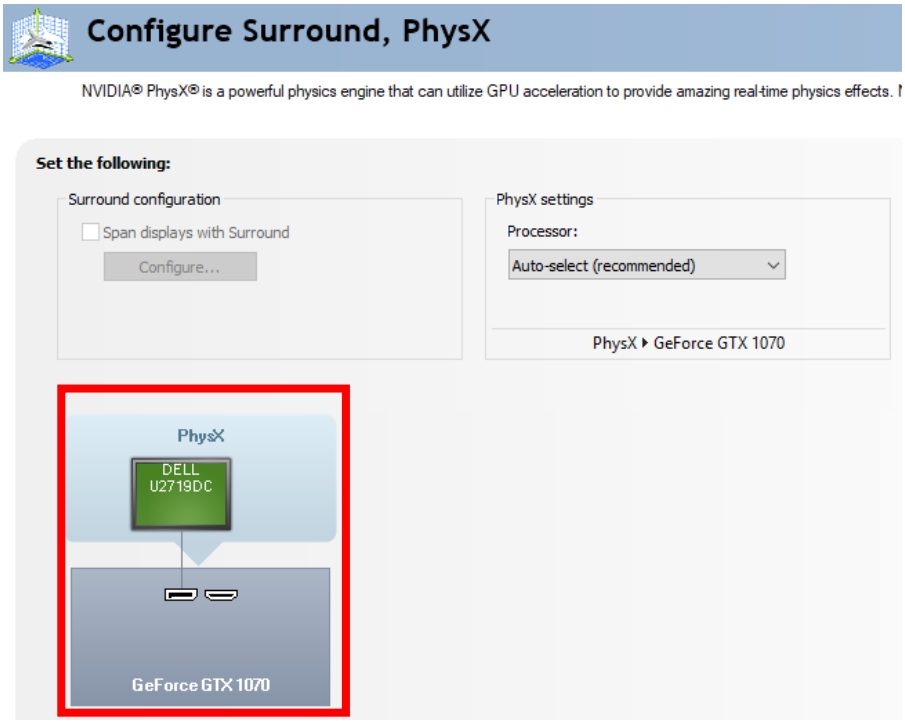
1. **Make sure the laptop meets the below requirments**
   a. GPU should be GeForce GTX 1060 and above

   *MSI laptops follow NVIDIA's GeForce GTX VR Ready program's requirement for virtual reality ready Notebook. Refer to NVIDIA's article for detail information.

   b. Display Port directly connected to discrete GPU*

   Please follow the below steps to confirm whether your display port is connected to discretet GPU.

   Connect the laptop to an external monitor and launch the NVIDIA Control Panel > Select Configure Surround, PhysX to confirm whether the laptop's display ports are connected to discrete GPU or not.



2. **For the following laptops, please visit MSI website to download the latest VBIOS**

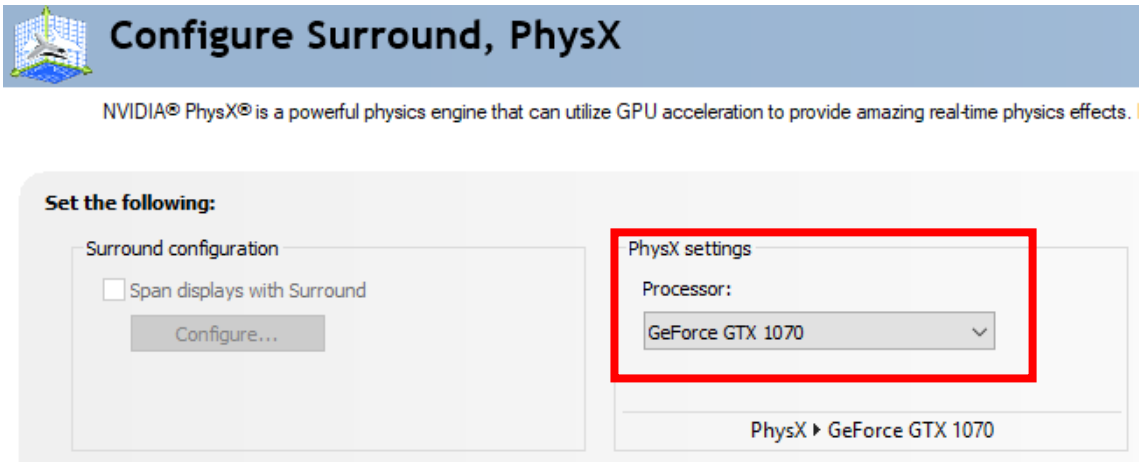
   Please contact to MSI if your laptop enconters the same issue but not in the below list.

Marketing Name	NVIDIA Graphics
GS63 STEALTH 8RE	GeForce GTX 1060
GS73 STEALTH 8RE	GeForce GTX 1060
GE63VR 7RF RAIDER	GeForce GTX 1070
GE63VR 7RE RAIDER	GeForce GTX 1060
GE73VR 7RF RAIDER	GeForce GTX 1070
GE73VR 7RE RAIDER	GeForce GTX 1060
GE63 RAIDER RGB 8RF	GeForce GTX 1070
GE63 RAIDER RGB 8RE	GeForce GTX 1060
GP63 LEOPARD 8RF	GeForce GTX 1070
GP63 LEOPARD 8RE	GeForce GTX 1060
GL63 8RE	GeForce GTX 1060
GE73 RAIDER RGB 8RF	GeForce GTX 1070
GE73 RAIDER RGB 8RE	GeForce GTX 1060
GP73 LEOPARD 8RF	GeForce GTX 1070
GP73 LEOPARD 8RE	GeForce GTX 1060
GL73 8RE	GeForce GTX 1060
GS65 STEALTH THIN 8RE	GeForce GTX 1060

P65 CREATOR 8RE	GeForce GTX 1060
GE75 RAIDER 8RF	GeForce GTX 1070
GE75 RAIDER 8RE	GeForce GTX 1060

Set the PhysX settings to discrete GPU

It's highly recommended to adjust the PhysX setting to use NVIDIA graphics in the NVIDIA Control Panel, refer to FAQ_3129 for detail information.



If your laptop still encounter the same issue after following the above steps, please contact to MSI directly for further help.