

# OWC Mercury Helios FX

## External Graphics under Windows 10



### IMPORTANT:

External Graphics using AMD and NVIDIA graphics cards are supported on some, but not all Windows computers.

- A Thunderbolt™ 3 PC with 64-bit Windows 10 is required.
- 32-bit Windows 10, Windows 7 and Linux are not supported.

### Compatibility List

<b>Acer</b>	<b>Dell</b>
Acer Aspire R 13	Dell Latitude 7280
Acer Aspire Switch 12	Dell Precision 3520
Acer Aspire V15 Nitro	Dell Precision 7510
Acer Aspire V17 Nitro	Dell Precision 7520
	Dell Latitude 7280
<b>ASUS</b>	Dell Precision 3520
ASUS ROG G501VW	Dell Precision 7510
ASUS ROG GL502VM	Dell Precision 7520
ASUS ROG G701VI	Dell Precision 7720
ASUS ROG GL702VM	Dell XPS 13 9350
ASUS ROG G752VL	Dell XPS 13 9360
ASUS ROG G752VM	Dell XPS 13 9365
ASUS ROG G752VS	Dell XPS 15 9550
ASUS ROG G752VT	Dell XPS 15 9560
ASUS ROG G752VY	Dell XPS 9250
ASUS ROG GX800VH	
ASUS Transformer 3 Pro T303UA	<b>Gigabyte</b>
ASUS Transformer 3 T305CA	Aero 14
ASUS UX501VW	Aero 15
ASUS ZenBook Pro UX490UA	Aero 15x
ASUS ZenBook Pro UX501VW	Aero P56XT
ASUS ZenBook Pro UX550VD	
ASUS ZenBook Pro UX550VE	

<b>HP</b>	<b>MSI</b>
HP EliteBook x360 G2	MSI GS43VR Phantom Pro (7th Gen)
HP Spectre 13-ac076nr	MSI GS63 Stealth Pro (7th Gen)
HP Spectre 13-w063nr	MSI GS63VR Stealth Pro (7th Gen)
HP Spectre 13-v011dx	MSI GS73 Stealth Pro (7th Gen)
HP Spectre x360	MSI GS73VR Stealth Pro (7th Gen)
HP Spectre x360 (2nd Generation 2017)	
HP ZBook 15 G2 without dGPU	<b>Razer</b>
HP ZBook 15 G3 without dGPU	Razer Blade (All Gens with Thunderbolt 3)
HP ZBook 17 G3 without dGPU	Razer Blade Pro (All Gens with Thunderbolt 3)
HP ZBook Studio G3	Razer Blade Stealth (All Gens with Thunderbolt 3)
HP ZBook Studio G4	
<b>Intel</b>	
Intel NUC6i7KYK NUC	
Intel NUC7i5BNH NUC	
Intel NUC7i5BNK NUC	
Intel NUC7i7BNH NUC	
<b>Lenovo</b>	
Lenovo Thinkpad P50	
Lenovo ThinkPad X1 Carbon (5th Gen 2017)	
Lenovo X1 Yoga 720	
Lenovo Yoga 920	

## Installation Process

1. Update Windows. We strongly recommend Windows 10, 64-Bit Version 1703 (OS Build 15063) or newer. To check the version number, enter 'winver' in the search bar and press Enter.
2. Update your computer's BIOS to the latest version. If you need help updating your BIOS, contact your computer manufacturer for further information. [Acer](#), [ASUS](#), [Dell](#), [Gigabyte](#), [HP](#), [Intel](#), [Lenovo](#), [MSI](#), [Razer](#)
3. Update your Thunderbolt Bus Driver to the latest version. Version 16.3.61.275 or newer is required. To check your driver version, go to Settings > Apps> Thunderbolt Software and you will see the version number. Check with your computer manufacturer for an update (see Step 2 for links).
4. Install your NVIDIA or AMD card into the Helios FX using the included guide, then connect the Helios FX to your computer. You should see a message asking if you want to connect the Thunderbolt peripheral. Select "Connect Always." (You may get an additional message from Windows alerting you that External Graphics is not supported on this computer. Click OK and continue.)

5. Download and install the driver software. Go to the [AMD](#) or [NVIDIA](#) website to find, select, download and install the appropriate graphics driver for your system. If the installer fails to recognize a graphics card, then restart your computer. If the installer still does not recognize the card, then you either have a computer that has not been fully updated or else it is not compatible with external graphics.

**There are a few additional things to consider:**

- You may not be able to hibernate your computer while using the Helios FX.
- You should not unplug the Helios FX while your computer is sleeping.
- When you disconnect the Helios FX, you may need to wait for Windows to recognize the disconnection (two beeps) before you plug external graphics back in again.
- You should close applications running on the external GPU before unplugging the Helios FX. If not, applications may migrate to your PC's internal graphics, display an error message, or crash.