

<https://www.youtube.com/watch?v=5OQP0uqGmMs>

This video is a step by step process on how to troubleshoot your GPU in the Razer Core that is not detected by your system.

Some of the possible causes of a GPU not being detected are:

1. Improper GPU installation
2. Razer Core has no power
3. The eGPU was disconnected and reconnected while the computer is on.

To ensure that the GPU is installed properly, gently pull the lever to unlock then pull out the compartment from the enclosure.

Check that the graphic card is seated nicely in the PCI-E Port.

Tighten or re-insert the PCI-E thumbscrew.

Check if the 6 pin power connectors are plugged in properly.

Push the compartment back into the enclosure until completely shut and collapse the lever to lock the compartment back in place.

To know that your Razer Core is receiving power, Check the cord, power outlet, and adapter and ensure that all are tightly in place.

To help resolve an issue where the GPU is not detected after disconnecting and reconnecting the eGPU while the computer is on:

Disconnect the Razer Core and shutdown your system.

Reconnect the Razer Core while the system is still turned off.

Turn on your system normally.

The GPU in your Razer Core should now be detected.

To prevent this issue from recurring, refrain from disconnecting your Razer Core while the system is turned on.

And that should do it on troubleshooting your Razer Core not being detected.