

Installing drivers

Drivers can be found in the support section of our website for all registered products. There is a Drivers and Manuals link below every registered product as seen below.

HD 6850 775M 1GB DDR5 DP HDMI DUAL DVI PCI E
(Edit)
Serial: M1Y007882
Product Code: HD-685X-ZNFC
Reg Code: 4W6R7ETJYH

 [Drivers and Manuals](#)  [Support Tickets](#)  [Help Guides](#)

You can alternatively get drivers for AMD/ATI video cards from <http://support.amd.com/us/Pages/AMDSupportHub.aspx> and drivers for NVIDIA video cards from <http://www.nvidia.com/Download/Find.aspx>.

Drivers are simple to install. Download the latest driver package from the XFX site or from AMD or NVIDIA. Double click the file after it is done download and follow the prompts. For most users, you can click Next through the entire process and use the express settings to get up and running. Advanced users can select a custom install to only install specific components of the driver and control panel.

If you have problems during the driver installation then write down the error message or take a screenshot of it to tell support the exact error that you are having. Most driver installation problems can be resolved by uninstalling any current display drivers through the Windows Control Panel\Uninstall a program menu and then using a utility like Driver Sweeper to ensure that all of the files have been removed and then reinstalling the current driver.

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Both AMD and NVIDIA display drivers should easily uninstall by selecting them in the Windows Control Panel\Uninstall a program menu and clicking Change at the top of the screen and then following the prompts to do the express uninstall. After this has finished you can visit http://driver.xfxsupport.com/public/Utility/DriverSweeper_3.2.0.zip to download the Driver Sweeper utility and install it.

Windows should be in Safe Mode to properly use Driver Sweeper. When you restart your computer, you can tap F8 on your keyboard while booting to get the Windows Advanced Boot menu. Select Safe Mode from this menu.

After Windows has started in Safe Mode, run the Driver Sweeper utility and select either AMD Display or NVIDIA Display or both if the computer has had both installed at some point and click Clean. The system may become unresponsive for a few minutes while it analyzes and cleans. Once it is finished, a prompt will pop up telling you that Windows must restart to finish the process. Click OK.

Once you are back in Windows, run the latest driver installer. If you have any problems then contact support with the message from the installer and let the support team know in your message that you have already run Driver Sweeper.