

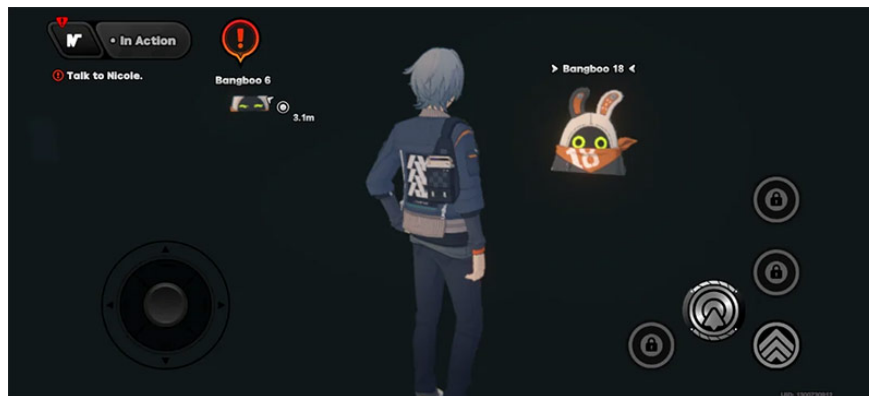
Fix Zenless Zone Zero black background error, fix ZZZ black screen error

Many people who play Zenless Zone Zero on mobile experience the background loading error, also known as black screen, and causes the screen to appear a black blank space when trying to play Zenless Zone Zero. Let's find out how to fix it with the methods below.

How to fix black screen error in Zenless Zone Zero

Since many players encounter this error, this may be miHoYo's problem rather than the user's. Newly released games often encounter problems because the server is overloaded with new players, putting pressure on the server and errors may appear around it.

If you experience the environment not loading while playing the game, try the following methods. You should also start by optimizing your settings.



Adjust the configuration to suit your device's hardware

Before completely confirming that this is miHoYo's error, please make sure that your phone can run the game. At least your device must meet ZZZ's hardware requirements, so you won't encounter errors related to the game's image.

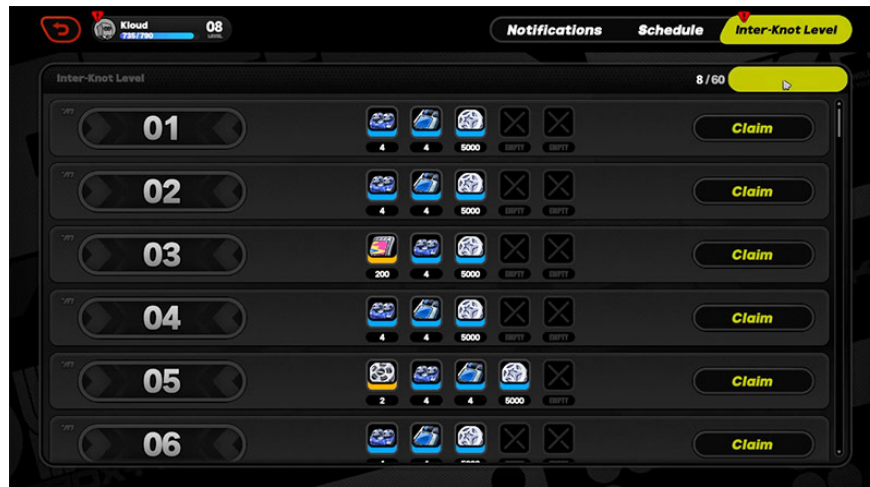
Configuration of ZZZ on iOS

Request	Minimum configuration	Recommended configuration
Operating system	iOS 14.0	iOS 14.0 or later
iOS devices	iPhone Xs, iPad A12	iPhone 11 Pro, iPad A13 and above
RAM	4 GB	4 GB
Free memory capacity	20 GB	20 GB

Configuration of ZZZ on Android

Request	Minimum configuration	Recommended configuration
Operating system	Android 11.0	Android version 11.0 or higher
CPU	SnapDragon 855, Dimensity 1200, Kirin 990	SnapDragon 888, Dimensity 8200, Kirin 9000
RAM capacity	RAM 8 GB	RAM 8 GB
Requires free memory	15 GB free space	15 GB free space

If your phone has one or more incompatible hardware, it is possible that you are facing this problem due to the hardware. Zenless Zone Zero is a very heavy game on mobile, and this will put pressure on your device.



Leave extra free space

Having enough free memory helps your phone and applications run smoothly. If your phone's free space is too low, you may experience performance problems.

Zenless Zone Zero is a game with rich content and top-notch graphics, of course this requires a lot of free space so you can store ZZZs. If there is just enough capacity, it may be enough now, but later if the game updates more content, it will not have enough capacity. Not to mention it will cause lag when playing.



If you have met the above two conditions, now do the following:

Make sure your Internet is working properly

Because downloading game resources will rely on the internet, you also need to let the network operate stably. If while downloading map resources your Wifi connection is unstable, it can cause image display errors because the resource is not fully loaded.

Now restart your Wi-Fi and your Wi-Fi router will eliminate any problems that may have been caused by your connection. Test the Wi-Fi, and if it works, simply return to Zenless Zone Zero to play games.

Wait for the developer to fix the error

Tr??c khi ra m?t, d? nhiên ZZZ c?ng ?ã tung ra nh?ng b?n th? nghi?m ?? ng??i ch?i tr?i nghi?m. ??ng th?i tìm ra nh?ng l?i có th? g?p ph?i tr??c khi ??a ??n tay ng??i ch?i chính th?c.

Nh?ng v?i s? l??ng ng??i ch?i t?ng ??t bi?n, có th? máy ch? c?a game không k?p thích h?p. Và trong nh?ng ngày ??u khi m?i ra m?t này, có th? server g?p l?i do quá nhi?u ng??i ch?i tham gia. Trong tr??ng h?p này thì chúng ta ch? còn bi?t ch? nhà phát hành game s?a l?i ?ó mà thôi.

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