

## Monitor Problems Solved Quickly

If your screen stays black after switching on your computer, the fault is either with your PC or the monitor itself. Use this checklist to solve the problem yourself:

Symptom	Solution
No picture, monitor LED is off.	Check the power cable connected to your monitor and make sure that the data cable between your monitor and PC is securely connected. If possible, try attaching a different monitor to your computer. If it works, your original monitor is faulty and needs to be replaced.
No picture, monitor LED flashes.	Check the data cable connecting your PC to your monitor and make sure that the correct type of cable is used. There are many different cable standards available including the 15 pin D-SUB plug (VGA), there are also HDMI, DVI, BNC and the new DisplayPort connection. If your monitor has several different ports, you can usually switch between the active port using a button on the front (check the monitor manual for the correct button to use).
Check cable or No video signal message displayed on screen.	Check the connection port your monitor is using. If an error message is shown on screen even though the monitor is connected using the correct cable, check to see the monitor source is set correctly. Many monitors have a button labelled <b>Source</b> which you can use to switch the input signal source.
BIOS and welcome screen shown, but Windows desktop doesn't load.	If, after switching on your PC, you see the BIOS logo shown on screen briefly, the Windows welcome screen is shown and your monitor only goes blank once you've logged on to Windows, then the screen resolution setting is probably incorrect. To fix this, start your PC in Safe Mode by pressing <b>F8</b> ( <b>Shift</b> )

Symptom	Solution
	<p>+ <b>(F8)</b> in Windows 10/8.1/8) and working through the menu options to select <b>Safe Mode</b>. Once you have, proceed as follows:</p> <p>Windows 10: Press <b>(Windows)</b> + <b>(I)</b>, then click on <b>System</b>. Click on <b>Display</b>, then use the <b>Resolution</b> drop-down list to set a resolution supported by your monitor.</p> <p>Windows 8.1: Press <b>(Windows)</b> + <b>(X)</b> and click <b>Control Panel</b>. Click on <b>Display</b>, then click on <b>Adjust resolution</b> in the left-hand column. Use the <b>Resolution</b> drop-down list to set a resolution supported by your monitor.</p> <p>Windows 7: Click on <b>Start &gt; Control Panel</b>. Click on <b>Display</b>, then click on <b>Adjust resolution</b> in the left-hand column. Use the <b>Resolution</b> drop-down list to set a resolution supported by your monitor.</p>
<p>Monitor displays with just 16 colours.</p>	<p>This problem usually happens when you've installed a new graphics card driver which isn't supported. Install the correct graphics card driver, then set the correct resolution and colour settings in the <b>Display Control Panel</b> or <b>Display</b> section of the <b>Settings App</b>.</p>
<p>Monitor displays at basic resolution.</p>	<p>Even monitors need their own driver to be able to function properly. If the default Windows monitor driver is not working, install the driver supplied by the manufacturer:</p> <p>Open <b>Control Panel &gt; Device Manager &gt; Monitors</b> then double-click on the installed monitor. Click on the <b>Driver</b> tab then click <b>Update Driver</b> and follow the on screen prompts to install the latest driver.</p>