

Troubleshooting



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Troubleshooting

If you experience trouble with your monitor, check the following items before contacting technical support. The most common problems usually involve an incorrect connection from the graphics card to the monitor. We recommend that you also consult your graphics card user's manual during the troubleshooting procedure. Do not exceed the maximum refresh rate recommended for the monitor.

<i>Problem</i>	<i>Corrective Action</i>
Blank Screen	Check that the monitor is turned on.
	Check that the video signal cable from the monitor is securely and correctly connected.
	Check that the graphics card is firmly seated in the card slot of the computer motherboard.
	Check that the video input from the graphics card falls within the timing range of the monitor.
Unexpected Image	Check that the video input from the graphics card falls within the timing range of the monitor.
	Check that the video signal cable from the monitor is securely and correctly connected to the video connector of the computer.
Unexpected Color	Check that the video cable from the display is securely and correctly connected to the video connector of the computer.
Garbled Image	Check that the video input from the graphics card falls within the timing range of the monitor
	Check that the video signal cable from the monitor is securely and correctly connected to the video connector of the computer.
Unresponsive Touch	Verify the USB cable is correctly attached and functional.