

4.4 Video Troubleshooting

As you study this section, answer the following questions:

- What components comprise the video system in a PC?
- What can cause no output on a video monitor?
- The output on a video monitor is displayed in VGA mode. What could cause this?
- A monitor suddenly shuts off during use. What could cause this?
- What can cause the output of an LCD to look pixilated and chunky?
- What are some causes of a dim LCD screen?
- What setting can be changed to stop an LCD from flickering?
- How can you remove image retention on a plasma display?
- An LCD monitor has dead and stuck pixels. How can you fix this issue?
- What setting can affect the size of images and icons?

In this section, you will learn to:

- Troubleshoot monitors with no display
- Troubleshoot monitors displaying in VGA mode
- Troubleshoot monitor thermal shutdown
- Determine the native resolution for an LCD monitor
- Troubleshoot backlight issues on LCD monitors
- Fix dead or stuck pixels on an LCD monitor
- Reduce remote image retention (burn-in)

Key terms for this section include the following:

Term	Definition
Artifact	Part of an image that stays on-screen after the rest of the image has left.
Burn-in	Also known as image retention (IR), burn-in is when an image is displayed on a screen for too long and becomes permanently stuck.
Codec	A file format.
Video Graphics Array (VGA) mode	A simplified startup mode that can help you troubleshoot video card issues that interrupt Windows OS functions.

This section helps you prepare for the following certification exam objectives:

Exam	Objective
TestOut PC Pro	2.1 Install, update, and configure an operating system 2.1.5 Configure and optimize video adapter settings
CompTIA 220-1101	3.6 Explain the purposes and uses of various peripheral types.

- Projector
 - Lumens/brightness

5.4 Given a scenario, troubleshoot video, projector, and display issues.

- Common symptoms
 - VGA mode
 - No image on screen
 - Overheat shutdown
 - Dead pixels
 - Artifacts
 - Incorrect color patterns
 - Dim image
 - Flickering image
 - Distorted image
 - Distorted geometry
 - Burn-in
 - Oversized images and icons
 - Multiple failed jobs in logs

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