

TROUBLESHOOTING GUIDE:

Preview image not showing on touchscreen

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Questions

Is your image showing up on the big screen behind you?

If yes:

- On the touchscreen, try selecting a **different source**, then switching back – this fixes the preview image sometimes
- On the touchscreen, try toggling the preview image to **full-screen and then back** – this fixes the preview image sometimes
- If neither of these work, then the likely solution is to **reset the DGE**, which means you need to send a co-pilot to the room 🚨





If no:

- It's **probably a bigger issue than just the touchscreen preview**. The in-room AV system may not be receiving the image correctly at all.
- Follow the troubleshooting steps on the KB page for: [No image from user device on big screen](#)

Keywords: #touchscreen #mini #front #screen #can't #see #missing #empty #blue #blank #my #laptop

Preview image not showing up changelog

[See all](#)


Description of ...	Date Updated: ↓	Updated by: ↓
Made page closer to new "model" format	5/1/2023	 Ian Swain
Built beta version on Talkmaster KB site	11/15/2022	 Ian Swain
Added lots of their own notes	8/15/2022	 Alex Werden  Michael Duffield

Properties

Verify after:

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Page owner(s)

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