Smarter technology for all

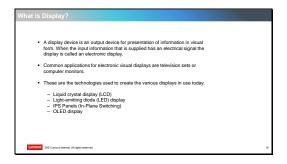
DISPLAY ISSUES

Participant Guide

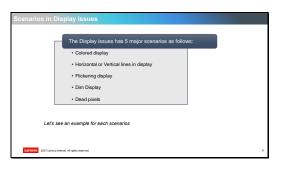




- The display issues in computer monitor is a relatively common computer fault, which is generally more common in monitors that have been in use for a long time.
- There are only two reasons for the abnormal color of the display - One is a hardware failure, and the other is a software problem.
- Although there are only these two major aspects, there are still a lot of details involved.



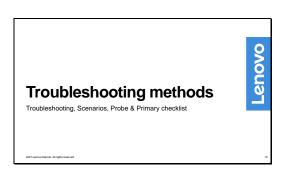
- A display device is an output device for presentation of information in visual form.
 When the input information that is supplied has an electrical signal the display is called an electronic display.
- Common applications for electronic visual displays are television sets or computer monitors.
- These are the technologies used to create the various displays in use today.
 - Liquid crystal display (LCD)
 - Light-emitting diode (LED) display
 - IPS Panels (In-Plane Switching)
 - OLED display

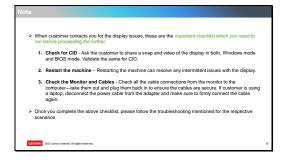


The Display issues has 5 major scenarios as follows:

- Colored display
- Horizontal or Vertical lines in display
- Flickering display
- Dim Display
- Dead pixels

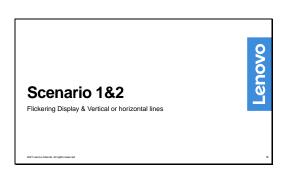






- When customer contacts you for the display issues, these are the important checklist which you need to run before proceeding the further.
 - Check for CID Ask the customer to share a snap and video of the display in both, Windows mode and BIOS mode. Validate the same for CID.
 - 2. **Restart the machine** Restarting the machine can resolve any intermittent issues with the display.
 - 3. Check the Monitor and Cables Check all the cable connections from the monitor to the computer—take

them out and plug them back in to ensure the cables are secure. If customer is using a laptop, disconnect the power cable from the adapter and make sure to firmly connect the cable again.

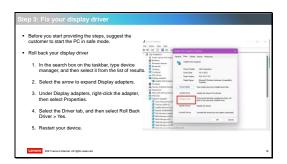




- We need to establish what might be causing the flickering screen.
- To do this, open Task Manager by pressing Ctrl + Shift + Esc simultaneously.
- Alternatively, right-click your taskbar and select Task Manager.
- Now, see if Task Manager flickers. If it does, along with everything else on the screen, the problem is likely caused by your hardware or a faulty display driver. On the other hand, if everything except Task Manager flickers, the issue is likely due to an application.



- Access BIOS
- · Check if the screen flickering still occurs.
- If yes, then it is a problem with LCD panel.
 Check the warranty for more information.
- If no, then it is the problem with Windows drivers.



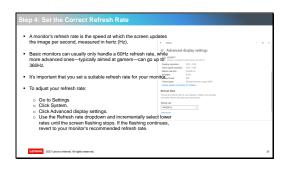
Update your display driver

In the search box on the taskbar, type device manager, and then select it from the last of results.
Select the arrow to expand Display adapters.
Under Display Adapters, right-click the adapter, then select Update.
Uninstall your display driver
In the search box on the taskbar, type device manager, and then select throm the list of results.
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Select the Delate the driver software for this device check box, and then select OK.
Restart your device and Windows will attempt to

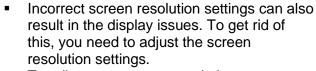
- Before you start providing the steps, suggest the customer to start the PC in safe mode.
- Roll back your display driver
 - In the search box on the taskbar, type device manager, and then select it from the list of results.
 - 2. Select the arrow to expand Display adapters.
 - 3. Under Display adapters, right-click the adapter, then select Properties.
 - 4. Select the Driver tab, and then select Roll Back Driver > Yes.
 - 5. Restart your device.
- Update your display driver
 - In the search box on the taskbar, type device manager, and then select it from the list of results.
 - 2. Select the arrow to expand Display adapters.
 - 3. Under Display Adapters, right-click the adapter, then select Update.
- Uninstall your display driver
 - 1. In the search box on the taskbar, type device manager, and then select it from the list of results.
 - 2. Select the arrow to expand Display adapters.

3. Under Display adapters, right-click the adapter, then select Properties.

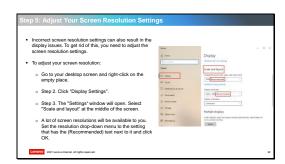
- Select the Delete the driver software for this device check box, and then select OK.
- 5. Restart your device and Windows will attempt to reinstall the driver.



- A monitor's refresh rate is the speed at which the screen updates the image per second, measured in hertz (Hz).
- Basic monitors can usually only handle a 60Hz refresh rate, while more advanced ones—typically aimed at gamers—can go up to 360Hz.
- It's important that you set a suitable refresh rate for your monitor.
- To adjust your refresh rate:
 - o Go to Settings
 - o Click System.
 - Click Advanced display settings.
 - Use the Refresh rate dropdown and incrementally select lower rates until the screen flashing stops. If the flashing continues, revert to your monitor's recommended refresh rate.



- To adjust your screen resolution:
 - Go to your desktop screen and rightclick on the empty place.
 - Step 2. Click "Display Settings".
 - Step 3. The "Settings" window will open. Select "Scale and layout" at the middle of the screen.
 - A lot of screen resolutions will be available to you. Set the resolution drop-down menu to the setting that has the (Recommended) text next to it and click OK.





If the app came from Microsoft Store, check updates for apps from Microsoft Store.

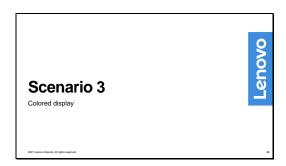
- 1. Open the MS Store.
- 2. Click on Library.
- 3. Check whether the application has pending updates.
- If the app didn't come from Microsoft Store, check the manufacturer's site for updates.



- Uninstall an app
 - Some apps may not be compatible with Windows version and can cause a flickering or scrambled screen.
 - > Try uninstalling the app, here's how:
 - Select the Start button, then select Settings > Apps > Apps & features. It'll take a moment for your apps to appear.
 - 2. Scroll down the list and find the app you want to uninstall.
 - Select the app, and then select Uninstall > Uninstall. If you're asked to confirm your choice, select Yes.
 - After you uninstall the first app, restart your device and check if the screen flickering or scrambled issue is resolved or not. If it's not, uninstall each app one by one until the issue is resolved.



- Reinstall an app
 - 1. Select the Microsoft Store icon on the taskbar.
 - 2. Select More > My Library.
 - 3. Select the app you want to reinstall, and then select Install.
- If your app isn't in Microsoft Store, reinstall it from the manufacturer's site.

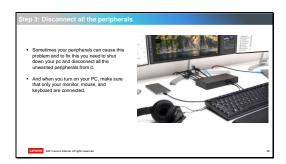




- Most of the monitors have a Menu button beside the power button and you can scroll through the options using arrow keys.
- Refer the manual for OSD(On Screen Display) button.
- You can reset it to the factory settings and check whether the pink color has gone.



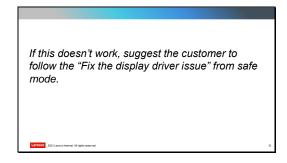
- Go to Settings
- Click on "Personalization"
- Change the background from picture to solid color.
- Ask the customer to change it to RGB colors and some bright color.
- Ask the customer to share the image and verify if the issue persists.

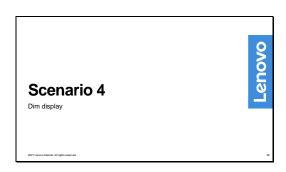


- Sometimes your peripherals can cause this problem and to fix this you need to shut down your pc and disconnect all the unwanted peripherals from it.
- And when you turn on your PC, make sure that only your monitor, mouse, and keyboard are connected.



- One of the best ways to get the most out of your PC is to make sure you have the latest version of Windows installed.
- When you check for updates, your PC will also search for the latest device drivers, which can also help improve your PC's performance.

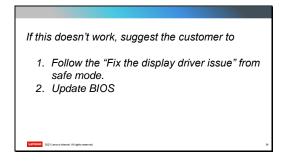


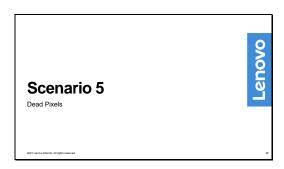


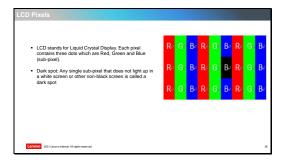


Some computers are designed in a way that some sensors are placed, and it will check the ambient light in a room. If suddenly light changes in a room, then automatically sensors think it changed and it will adjust the brightness of the screen.

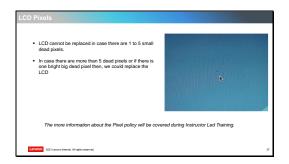
- 1. Select the Start button, then enter settings. Select Settings > System > Display.
- 2. In Display settings, select Brightness, then clear the Help improve battery by optimizing the content shown and brightness check box. You can select the check box to turn this back on any time.







- LCD stands for Liquid Crystal Display. Each pixel contains three dots which are Red, Green and Blue (sub-pixel).
- Dark spot: Any single sub-pixel that does not light up in a white screen or other nonblack screen is called a dark spot



- LCD cannot be replaced in case there are 1 to 5 small dead pixels.
- In case there are more than 5 dead pixels or if there is one bright big dead pixel then, we could replace the LCD



Always remember to use the Lenovo Diagnostic tool to capture the issue in detail

