Common Problems and Solutions for Displays

Identify the Problem	Probable Causes	Possible Solutions
Display has power but no image on the screen.	Video cable is loose or damaged.	Reconnect or replace video cable.
Display has power but no image on the screen.	The computer is not sending a video signal to the external display.	Use the Fn key along with the multi-purpose key to toggle to the external display.
The display is flickering.	Images on the screen are not refreshing fast enough.	Adjust the screen refresh rate.
The display is flickering.	The display inverter is damaged or malfunctioning.	Disassemble the display unit and replace the inverter.
The image on the display looks dim.	The LCD backlight is not properly adjusted.	Check the repair manual for instructions about calibrating the LCD backlight. Adjust the LCD backlight properly.
Pixels on the screen are dead, or not generating color.	Power to the pixels has been cut off.	Contact the manufacturer.
The image on the screen appears to flash lines or patterns of different color and size (artifacts).	The display is not properly connected.	Disassemble the display to check the connections.
The image on the screen appears to flash lines or patterns of different color and size (artifacts).	The GPU is overheating.	Disassemble and clean the computer, checking for dust and debris.
The image on the screen appears to flash lines or patterns of different color and size (artifacts).	The GPU is faulty or malfunctioning.	Replace the GPU.
Color patterns on a screen are incorrect.	The display is not properly connected.	Disassemble the display to check the connections.
Color patterns on a screen are incorrect.	The GPU is overheating.	Disassemble and clean the computer, checking for dust and debris.
Color patterns on a screen are incorrect.	The GPU is faulty or malfunctioning.	Replace the GPU.

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Identify the Problem	Probable Causes	Possible Solutions
Images on a display screen are distorted.	Display settings have been changed.	Restore display settings to the original factory settings.
Images on a display screen are distorted.	The display is not properly connected.	Disassemble the display to a point where you can check the display connections.
Images on a display screen are distorted.	The GPU is overheating.	Disassemble and clean the computer, checking for dust and debris.
Images on a display screen are distorted.	The GPU is faulty or malfunctioning.	Replace the GPU.
The display has a "ghost" image.	The display is experiencing burn-in.	Power off the display and unplug it from the power source for a few hours.
The display has a "ghost" image.	The display is experiencing burn-in.	Use the degauss feature if it is available.
The display has a "ghost" image.	The display is experiencing burn-in.	Replace the display.
The images on the display have distorted geometry.	The driver has become corrupted.	Update or reinstall the driver in safe mode.
The images on the display have distorted geometry.	The display settings are incorrect.	Use the display's settings to correct the geometry.
The monitor has oversized images and icons.	The driver has become corrupted.	Update or reinstall the driver in safe mode.
The monitor has oversized images and icons.	The display settings are incorrect.	Use the display's settings to correct the geometry.
The projector overheats and shuts down.	The fan has failed.	Replace the fan.
The projector overheats and shuts down.	The vents are clogged.	Clean the vents.
The projector overheats and shuts down.	The projector is in an enclosure.	Remove the enclosure or ensure proper ventilation.
In a multiple monitor setup, the displays are not aligned or are incorrectly oriented.	The settings for multiple monitors are not correct.	Use the display control panel to identify each display and set the alignment and orientation.
In a multiple monitor setup, the displays are not aligned or are incorrectly oriented.	The driver has become corrupted.	Update or reinstall the driver in safe mode.

Identify the Problem	Probable Causes	Possible Solutions
The display is in VGA mode.	The computer is in Safe Mode.	Reboot the computer.
The display is in VGA mode.	The driver has become corrupted.	Update or reinstall the driver in safe mode.

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