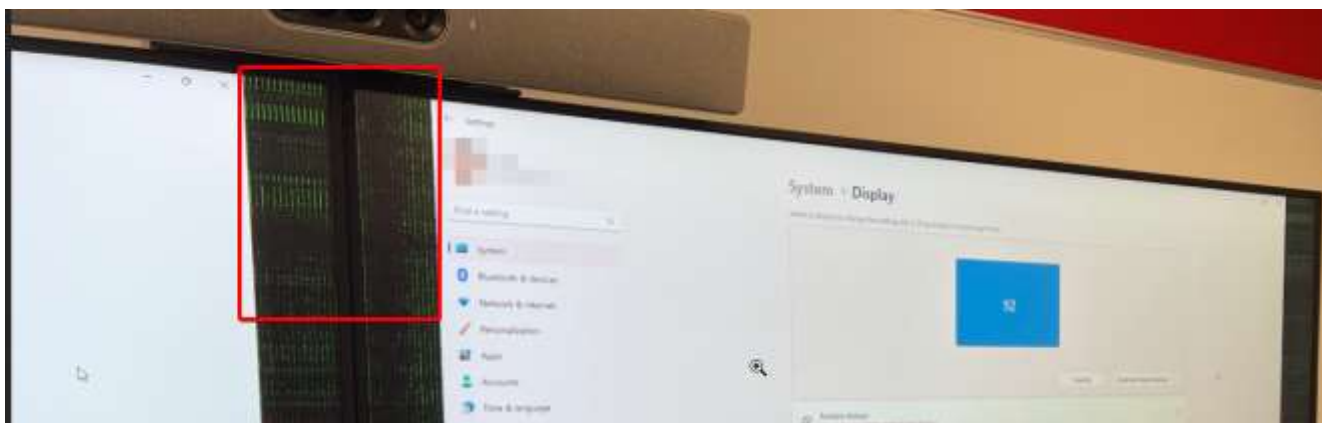


Dear colleagues,

亲爱的同事们，

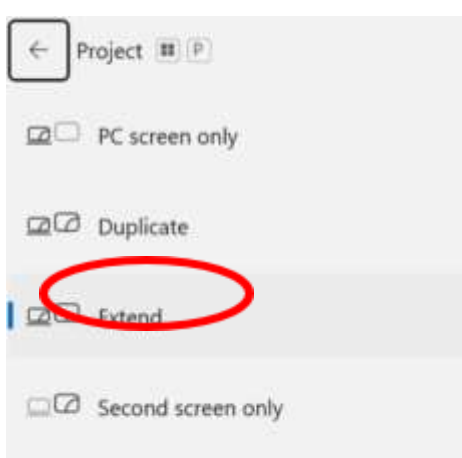
您好，很抱歉给您带来的困扰。本地 IT 同事已确认 Ninjago Cisco 会议室在使用 HDMI 线投屏时在部分电脑上存在兼容性问题，主要影响戴尔 9430 等默认 16:10 分辨率(1920x1200)的笔记本电脑，如下图所示。一旦您留意到发生这种故障，请先使用下面的三种临时解决方案解决此问题。我们正在就此问题进行调查，并将在取得结果后再次回复此邮件。

Hello, we apologize for the inconvenience. Our local IT colleagues have confirmed that Ninjago Cisco meeting room has some compatibility issues when using an HDMI cable for screen projection, mainly affecting laptops like the Dell 9430 that default to a 16:10 resolution (1920x1200), as shown in the picture below. Once you become aware of this malfunction, kindly utilize the three temporary solutions listed below to rectify the issue. We are investigating this issue and will provide another response to this email once we have obtained the results. We appreciate your understanding and patience.



✚ **解决方式一：** 通过 Windows 徽标键+P 切换到扩展显示模式

✚ **Solution One:** Switch to extended display mode using the Windows logo key + P.



✚ **解决方式二：** 电脑静音加入 Teams 会议并分享桌面

✚ **Solution Two:** Join the Teams meeting with your computer on mute and share your desktop.

✚ 解决方式三:

✚ Solution Three:

1、单击桌面空白处右键，选择——>显示设置

Right-click on an empty space on your desktop and select --> Display Settings.

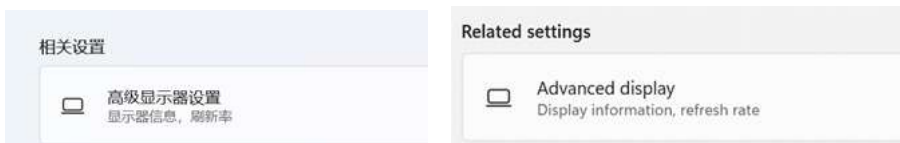
2、找到显示器分辨率，更改为 **1920*1080**

Locate the Display Resolution and change it to 1920*1080.



3、点开高级显示设置，

Open Advanced Display Settings.



4、选择 **显示器 2** 以及选择刷新率更改为 **60HZ**

Select Display 2 and change the refresh rate to 60HZ.





BR,
End-User Support JIA