A+ Core 1 and Core 2 CertMaster Perform 15.0

4.3.6 Troubleshoot Missing Video Issues

If no image is displayed on the monitor or projector, first ensure the display device is plugged in and turned on. Verify that the monitor is not in standby mode by pressing a key or cycling the power.

Use the monitor's controls to adjust the image or select the **correct input source**. An incorrect input source is a common issue; for example, if there is no image, make sure the monitor is set to the HDMI port connected to the computer, not an empty DVI port. These settings are accessible via the on-screen display (OSD) menus, operated by buttons on the monitor case, where you can also adjust brightness, color/contrast, and power-saving settings.

Physical Cabling Issues

If the display is powered on and the input source is not the issue, check the **cable and connectors** between the video card and monitor. Ensure the cable is securely connected at both ends and is not loose, stretched, or crimped. Verify that the cable specification matches the application requirements; for instance, a basic HDMI cable may not support 4K resolution, which requires a High-Speed rated cable.

Another common issue is cable and port compatibility, especially with newer technologies like HDMI 2.1, DisplayPort 1.4, or USB-C. Using the appropriate cable and port can help avoid connection issues and ensure optimal display performance.

> To rule out cable problems, use the "known good" technique by substituting with another cable. Alternatively, test the monitor with a different PC to determine whether the issue lies with the display unit or the input source.

Burnt-Out-Bulb Issues

A video projector is a large-format display device used for presentations and meetings, projecting images onto a screen or wall through a lens system. Projectors use various imaging technologies such as cathode ray tube (CRT), liquid crystal display (LCD), and digital light processing (DLP). Unlike

PC monitors that use small backlights or LED arrays, projectors rely on high-intensity bulbs to project images.

A DLP projector

Image ©123RF.com

Projector bulbs have a limited lifespan and will eventually need to be replaced. Signs of a failing bulb include dimming images and a possible bulb health warning on the projector. A completely failed bulb, known as a "**burnt-out bulb**," may produce a popping sound and show visible scorch marks or a broken filament.

> Projector bulbs get extremely hot during use and become fragile when heated. Always allow the projector to cool down fully before attempting to handle or replace the bulb to avoid damage or injury.

Modern projectors increasingly use **LED** or **laser light sources**, which last significantly longer and reduce the need for frequent bulb replacements, making "burned-out bulb" issues less common in newer models.

Intermittent Projector Shutdown Issues

Intermittent projector shutdown is typically caused by overheating. To troubleshoot, ensure the fan is working properly, verify that the ventilation system is clear of dust and debris, and confirm that the vents are not blocked. Also, check that the ambient temperature is within the projector's operating range.

If overheating is not the issue, check for loose connector cables that may disrupt power or signal, and ensure the bulb is securely installed, as an improperly installed bulb can cause unexpected shutdowns. Additionally, make sure the projector's firmware is up to date, as some models may have software-related shutdowns that can be resolved with updates.