My monitor cannot display proper resolution

My monitor cannot display proper resolution

Do I need to install a driver of monitor?

Basically, LCD monitor is NOT required to install any driver. Monitor is just sending out the signals from PC, it won't rearrange the display nor remember the position of screen.

Abnormal display of blur or flickering problems mostly comes from the Graphic Card and its driver's limitation.

Check and update the driver version:

A. DirectX Diagnostic Tool

1. Adopted System: **Windows 8, Windows 7, and Vista**.

In Windows 8, if you're in Metro mode, choose Desktop, then open the Search bar and type in dxdiag.

2. Choose Start, type " **dxdiag** " in the Search text box, press Enter and then execute this tool.

3. Switch to the tab " **Display** " to check the Graphic Card's Name and Driver's Version/ Date

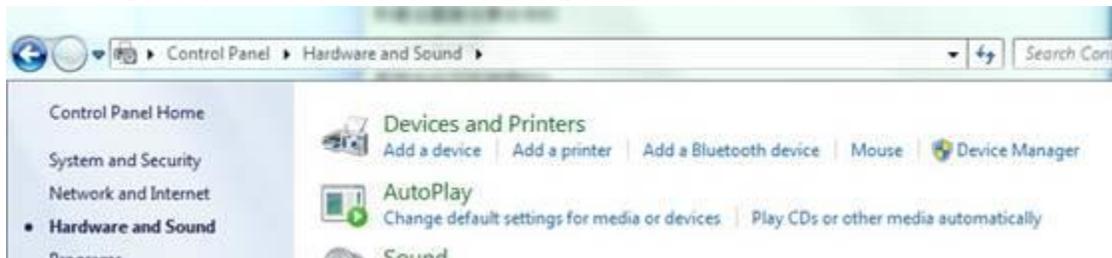4. Go to the Chipset manufacturer's website to download the latest driver

   AMD - http://support.amd.com/en-us/download

   NVIDIA - http://www.nvidia.com/Download/index.aspx?lang=en-us

B. Device Manager

1. Go to **Control Panel** -> **Hardware and Sound** -> **Devices and Printers** -> **Device Manager**

2. Check your graphic card under " **Display adapters** " item

3. Switch to tab " **Driver** " to check the Driver Version and Date, click " **Update Driver…** " if

the driver is not the latest version. (Network should be well-connected)

After updating the driver, check whether the abnormal display problem is solved. If not, please contact with ASUS Service Center.

LCD Monitor Troubleshooting – No display after turning monitor ON

LCD Monitor Troubleshooting - No display after turning monitor ON

No display after turning monitor ON (screen is black but power supply lights is ON)

- Make sure if the operating system had entered **hibernation**, **sleep or power-save mode**. Press any key (Enter key / Power key) or move the mouse to wake it up.

- Check if the signal cable (VGA / DVI / HDMI / DisplayPort) is well connected , and confirmed another end of the output cable has been firmly connected to computer input port (graphics card). Unplug and plug 2-terminals again to ensure all pins aren't bent.

-
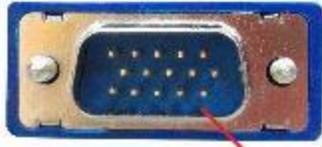
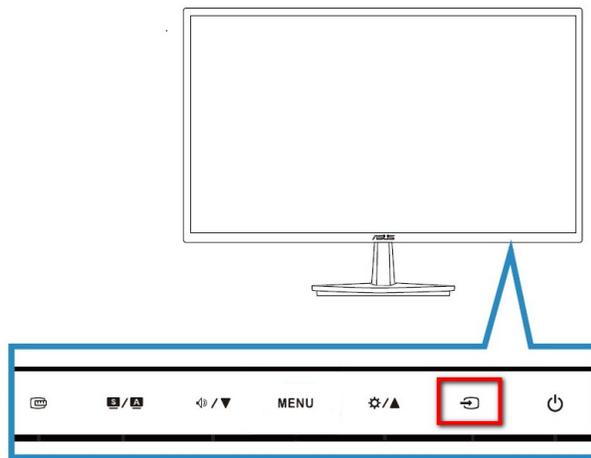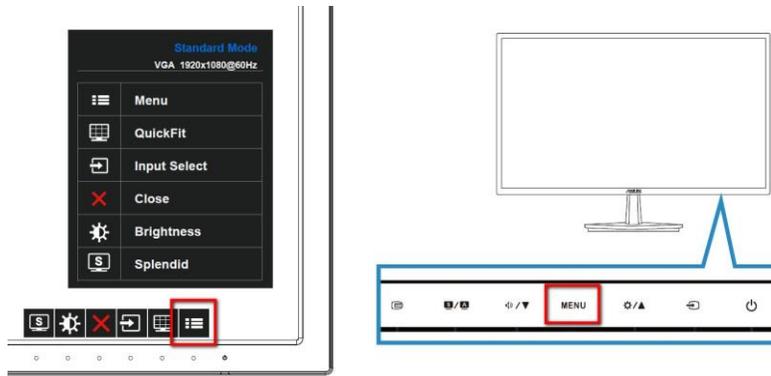| VGA	DVI	HDMI	

- Press   to select corresponding mode (If this model has a variety of input ports) ->
  Select the correct input port
  NOTE: If this model doesn't have the button, please press **"MENU"** to enter OSD menu. The
 MENU button's position depends on different models

MENU Key：

- Replace other identical signal cable (VGA / DVI / HDMI / DisplayPort) to take cross-test

- Connected LCD monitor to the other computers (PC / Notebook) to confirm whether it is normal

- If you press the **OSD button** and menu shows , please use **[Reset]** function to return to the initial value of screen

    Press and hold the **"MENU"** key and select **MENU** > **System Setup** > **Restore factory mode (Reset)**> select **"Yes"**
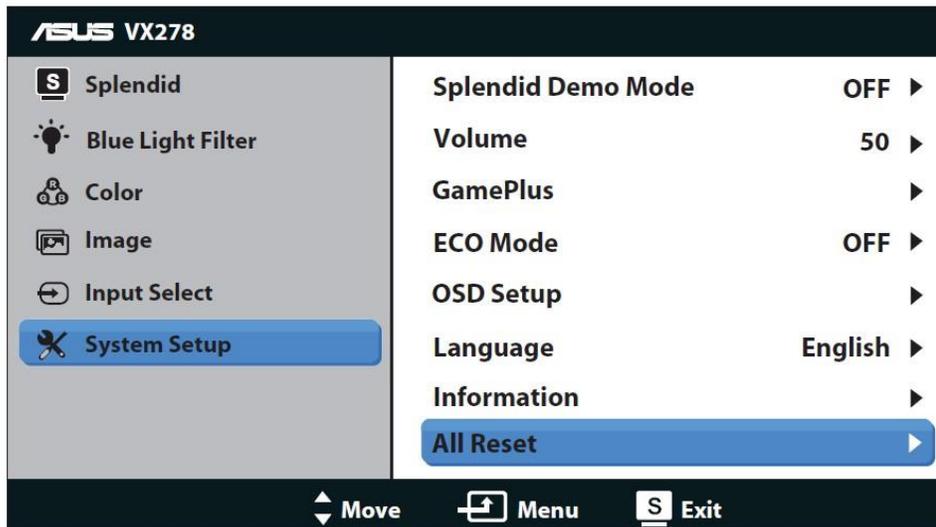
- Enter **safe mode** to adjust resolution or refresh rate which the other LCD can support

No display after turning monitor ON (not boot, black screen & no power lights)

- Make sure the power button on the front panel is normal for boot

- Check if the signal cable (VGA / DVI / HDMI / DisplayPort) is well connected and confirmed another end of the output cable has been firmly connected to computer input port (graphics card). Unplug and plug 2-terminals again to ensure all the pins aren't bent.

-
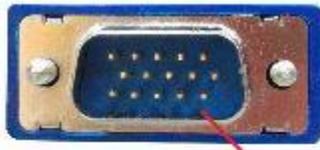
VGA	DVI	HDMI	

- Please check whether power cord is connected or not , or you can use the same power cord attached in another product.

- If the model had attached with the power supply (AC-adapter), make sure the power supply has connected to the screen. Please check if the light of power supply is ON. If the light is NOT ON, change another power supply to test.

- Plug other electrical equipment into the power outlet to check if the outlet normally work.

- Connect to the other computer (PC / Notebook) to check if it can work.

- Are there **any regional differences in power specifications that ASUS LCD monitor supported (for example: If monitor was bought in Taiwan, can it be used in China or other countries?)**

ASUS LCD monitor can support power specification: AC 100-240V. As long as within this voltage range, the display can work properly. However, please be noted that if you bought a monitor from another region, the power cord is not necessarily compatible to power outlet. Customer should replace the appropriate power cord or plug adapter in order to ensure normal power supply of the display.

If above steps didn't solve the problem, please contact ASUS Customer Center for help.

Please provide the product model and S/N for helping us to deal with it.

LCD Monitor Troubleshooting - Picture or Text blur／Display Position or Resolution not correct／Screen color is abnormal or random jitter

LCD Monitor Troubleshooting - Picture or Text blur／Display Position or Resolution not correct ／Screen color is abnormal or random jitter

Picture or Text blur / Display Position or Resolution not correct

1. Automatic calibration (Auto Adjust): Press and hold the SPLENDID key

 , , about 4 seconds for automatic correction

NOTE: i. "Auto Adjust" is valid only when the input is analog signal (VGA).

ii. Not every model has Auto Adjust hotkey.

2. Please adjust the current resolution to the correct setting and refresh rate according to different sizes:

　[4:3] 17": 1280x1024/ 60Hz

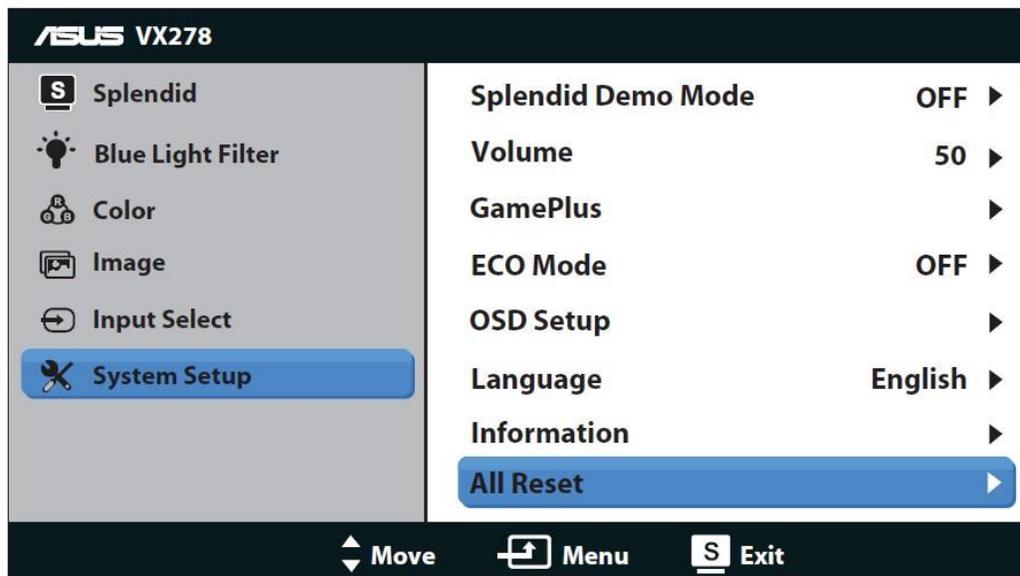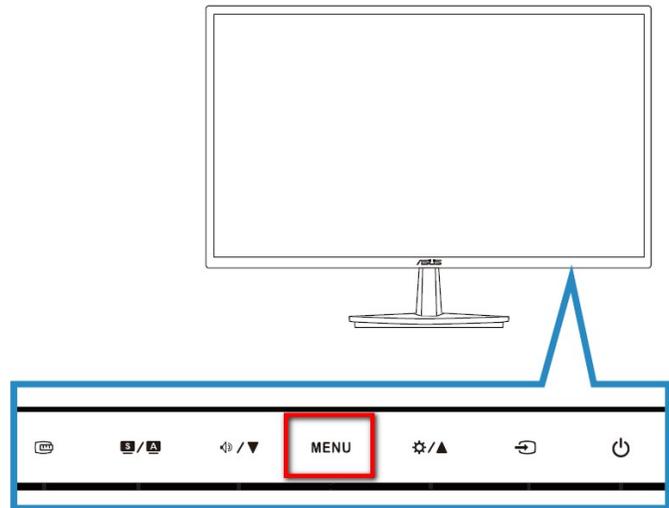　[16:9] 23"-46": 1920x1080/60Hz, 65": 1920x1080 / 120Hz

　[16:10] 20": 1680x1050/ 60Hz, 24": 1920x1200/ 60Hz

3. Update the graphic card driver:

My monitor cannot display proper resolution

4. Monitor Reset: Back to the initial value of display
   Hold down the MENU key and select MENU > System Setup > Reset > select " Yes "

5. Check if the signal cable (**VGA / DVI / HDMI / DisplayPort / USB**) is connected well, and confirmed another end of the output cable has been firmly connected to computer input port (graphics card). Unplug and plug 2-terminals again and make sure all the pins aren't bent.

Pins

VGA	DVI	HDMI	DisplayPort (DP
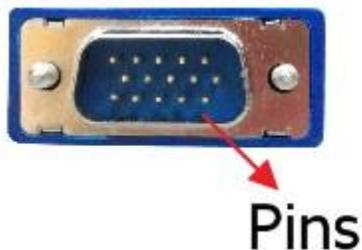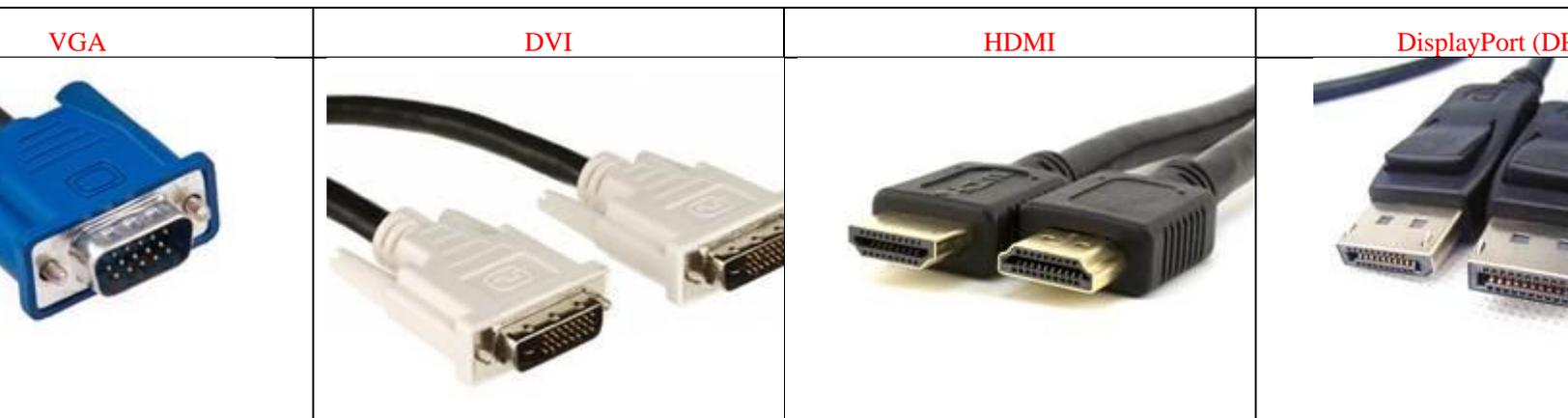
6. Replace other identical signal cable (**VGA / DVI / HDMI / DisplayPort / USB**) and try again, and make sure the cable version is suitable for the monitor's port.

If there is other screen or PC, try it to confirm whether the screen is normal. That can help us identify the symptom more efficiently.

Screen color is abnormal (reddish, greenish, yellowish, etc.) / Screen color random jitter (e.g.: sometimes normal, sometimes reddish)

Please follow the **step 1, 4~6** as above to do troubleshooting as well.