

# Resolve Common Monitor Configuration Issues



DISPLAYFUSION



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Monitor configurations can fail to apply for many reasons. This guide will outline some of the more common reasons and list steps on how to resolve them.

DisplayFusion uses a Windows API to set monitor configurations, so the Windows display settings can be used to confirm if an issue is either with your DisplayFusion configuration or a limitation of your system.

Set the same configuration in the Windows display settings as you're attempting to configure in DisplayFusion. If the Windows display settings fail, the configuration will not work in DisplayFusion.

## Issues Enabling 3 monitors

If you're trying to enable 3 monitors and get an error, it may be that your video card only supports output to 2 monitors simultaneously, even if it has 3 physical outputs.

Perform a web search for your video card model + "triple monitor" or your video card model + "3 monitors" for available information and known issues or limitations.

If your card doesn't support 3 monitors, you can purchase a USB display adapter. They're fairly inexpensive and can be found at most local computer and electronics shops. *We usually recommend purchasing from a store with a liberal return policy, so that if it doesn't work for you, it's an easy return.*

## Only 1 monitor shows up in Monitor Configuration window

If you only see 1 monitor in the Monitor Configuration window, it could be due to missing or faulty video card drivers, unplugged or faulty cables, or a faulty video card or monitor. Here are some things you can check to help narrow it down:

- **The monitors are powered on and set to the correct inputs.** You can usually change the input using a physical button on the monitor. TVs and monitors connected via DisplayPort will "disconnect" from the computer when they're powered off or set to a different input.
- **The Windows display settings.** Do all of the monitors show up there? If so, please send us a support request using the Help > Support Request button in DisplayFusion.
- **The video card drivers are installed and up to date.** You can usually get them from the NVIDIA or AMD websites, or from the website for the manufacturer of your computer.

- **The cables.** Make sure they're plugged in tightly, and if that doesn't resolve it, try swapping them for other known good cables.
- **The computer.** Connecting the missing monitor to another computer.
- **The monitor.** Swap the monitor with another known good monitor.

## Monitor shows as enabled but nothing is on the screen

If the monitor shows up in the Monitor Configuration window, and you can move applications to it, but don't see anything on the physical monitor itself, it could be that the monitor is set to the wrong input, or the monitor is defective.

- Try switching inputs on the monitor. This is usually done with a physical button on the monitor itself.
- Get up close to the monitor and have a look at the screen. If you can see a very faint image of the windows on the monitor, it's most likely that the backlight in the monitor is broken. In this case, the monitor will appear normally to Windows, but without a backlight, it's nearly impossible to actually see what's on the display.

## Other Issues

Some monitors can fail to set correctly when 'eco' mode is enabled. If your monitor supports and 'eco' mode try disabling it and setting your configuration again.

# About DisplayFusion

DisplayFusion gives users power and precision over their multi-monitor setup, with automation and customization options to create the perfect displays, every time.

To learn more about DisplayFusion, visit: <https://www.displayfusion.com>

# About Binary Fortress Software

Binary Fortress has spent 17 years in pursuit of one goal: create software to make life easier. Our software ranges from display management and system enhancement utilities to monitoring tools and digital signage. IT administrators, professional gamers, coffee-shop owners, and MSPs all rely on Binary Fortress to make their days better, and their lives easier.

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