

Windows laptops & PCs | Medium | 2 min read

External monitor or second screen not detected

When you plug in a monitor, TV or projector and nothing appears, the fault is usually the cable, the input setting on the screen, or a Windows display mode.

Quick fixes to try first

- Check both ends of the cable are pushed in firmly.
- Use the buttons on the monitor or TV to choose the right input, such as HDMI 1 or HDMI 2.
- Try another cable or another port on the laptop if you have one.
- Make sure the monitor is switched on and plugged in.
- Restart the laptop with the screen connected.

Step by step

1. Hold the Windows key and press P. A small menu appears.
2. Choose **Extend** to use the screen as an extra desktop, or **Duplicate** to show the same thing on both.
3. If nothing appears, open **Settings** with the Windows key and I, then choose **System**, then **Display**.
4. Windows 11: scroll to **Multiple displays** and click **Detect**. Windows 10: scroll down and click **Detect**. If **Detect** is not there, the wording may differ slightly.
5. If the screen shows but looks blurry, choose the monitor in the list and pick the **Recommended** resolution.

If that did not work

- Open **Windows Update** and install updates, which often include graphics updates, then restart.
- If you use a dock or adapter, unplug it and plug it back in, and try connecting the screen directly.
- Some laptop USB-C ports do not carry video. The exact symbol varies by maker, so check the laptop's manual.
- Do not download graphics driver tools from unfamiliar websites.

When to get more help

Stop and email us if the monitor works on another device but never on this laptop, the port feels loose or damaged, or the picture flickers or shows lines. Tell us the make and model of both the laptop and the monitor, and what kind of cable or adapter you are using.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.