

Dual Monitor Problems

Hi All:

I'm having trouble running two monitors from my new computer.

The one with the VGA plug works fine.

When I plug the second monitor into the DVI plug, it works for a while, then stops. I get a message either to check the cable, or that there is no signal to the ports.

Any ideas what is causing it? I've had several monitors on the DVI and it happens with all of them. The cable is fine.

I really want to run 2 monitors, so if I need to make changes, should I get a new graphics card in the computer, or one of those things that plugs in.

We run word on one monitor and everything else on the other.

Thanks.

Is that computer a Dell by any chance? Do you happen to know if that DVI connector on the computer is an add-in card or if it's integrated into the machine?

Disclaimer: Still never been a lawyer at Microsoft or any other company

Ben M. Schorr, Washington

Not a Dell and I don't think it is an integrated card, but haven't checked.

It was purchased locally, I think the local company assembles them.

Michael D. Caccavo, Vermont

You don't mention the video stats on new computer. You may need a dedicated video card with support for multiple monitors.

Darrell G. Stewart, Texas

Download and run Belarc Advisor to see what you have. Likely you don't have a dedicated video card.

Darrell G. Stewart

Most modern computers (i.e. made in the last 5 years) have neither VGA ports nor DVI plugs--external monitors are instead connected by HDMI or

USB. (DVI was superseded by HDMI in 2003, and VGA, while capable of high definition output, is analog rather than digital). Perhaps it's time to consider a hardware upgrade.

Kevin W. Grierson, Virginia

Interesting Kevin. It was a new computer last year.

Michael D. Caccavo

That is interesting. Do you have HDMI outputs for external video?

Kevin W. Grierson

As I posted earlier, I'm having trouble with my new computer driving 2 monitors.

When I look online for dual monitor video cards, I get lots of listing for cable to adapt to dual monitors and for USB to video cables, as well as actual video cards to install in the computer.

Does anyone have any recommendations as to which is best? We use one monitor (plugged into the VGA outlet that is working well) and have most of our programs on that monitor, the other monitor we use primarily for Word to run on.

Thanks for your thoughts.

Michael D. Caccavo

I asked Ben Schorr a similar question when I set up my system with dual monitors. He suggested I use a USB 3.0 connected dock, like this one:

<http://amzn.to/2sqCKyb>.

It was a painless set up and now everything is plugged into the dock instead of the laptop. The dock has both a standard monitor connection and an HDMI port. Both monitors are connected to my laptop through the dock no cards, no internal installations, just plug and play. Traveling (or even moving to the dining room to work) is so much easier. All I do is unplug the laptop from the dock and go.

Pamela (the Paralegal) J. Starr

There might be a problem with the bios setting which, if you haven't poked around a BIOS, might be a bit much to figure out. If it's a relatively new system, the motherboard and processor should run two monitors just fine (Intel started adding video processors to their CPUs).

If you download `cpu-z/cpu-id` we can identify the motherboard, chipset and CPU.

https://www.cpuid.com/downloads/cpu-z/cpu-z_1.81-en.exe

Joseph D. Dang, California

If you buy a dedicated video card, with two outlets, it will be better than cable adapters. For example, Nvidia Geforce cards starting with 210 (regardless of manufacturer) have the capability and are under \$30 pretty commonly. Capabilities and available plugs grow as category and price increases. For example, the 710 series are \$40 or so, the 730 series are \$50 or so and so on.

Darrell G. Stewart

I'm not a huge fan of the cable setups - though of course they work for lots of people. I tend to prefer the dual monitor capable video cards.

That said, Joseph is right that it MIGHT just be a BIOS setting or update issue. I may have missed it but a call to the PC vendor's support line might be a good idea. It may be a known issue or something they can walk you through fairly quickly.

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Ben M. Schorr

Thanks all.

It is strange. Both monitors worked the first day. And of course, both ports worked when I took it to the shop. Now, when we turn on the computer in the morning, both monitors come on, showing the Win 10 logo and open to the desk top, then the one will give message 'monitor going to sleep' and go black. Playing with it gets a message 'no input'. To me it seems like the port is 'shorting out' or something.

Michael D. Caccavo

IIRC, early in this thread you said that the computer was built by a local company. Why not just call them, or bring it in and let them look at it?

Scott I. Barer, California