

One Projector or Display Connected to the SMART Hub PE260 isn't Displaying Output

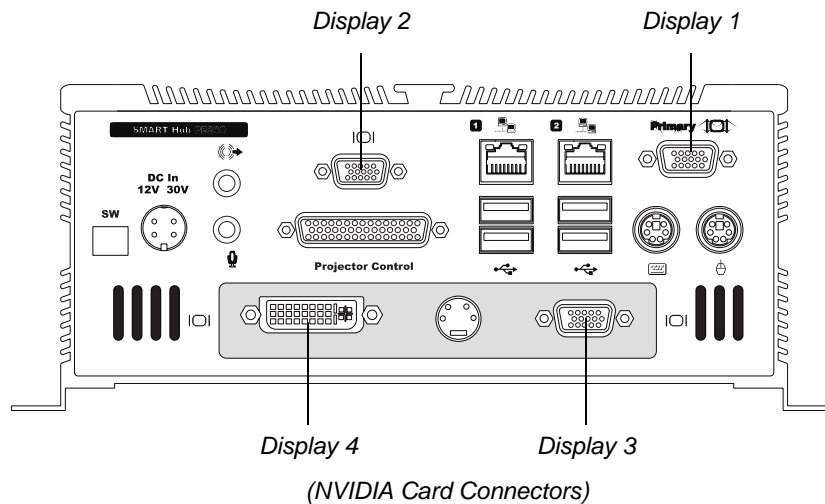


Applies to: The SMART Hub PE260

Issue

You've connected four projectors or displays to your SMART Hub, but the third or fourth projector or display doesn't show output despite the fact that you:

- entered a four-display activation key
- configured the projectors or displays as described in the *SMART Hub PE260 Configuration Guide* ([document 127260](#))



Symptoms

In the *Display Properties* dialog box (available from the Windows® Control Panel), the third or fourth projector or display has a resolution of 640 × 480. If you attempt to change the resolution, it reverts back to 640 × 480 and the third or fourth projector or display continues to not show output.

Solution

Configure the third and fourth displays using the NVIDIA control panel.

To configure the third and fourth displays using the NVIDIA control panel

1. Enter **Configuration** mode.
2. In the *SMART Configuration Tools* dialog box, press **Add Displays**.

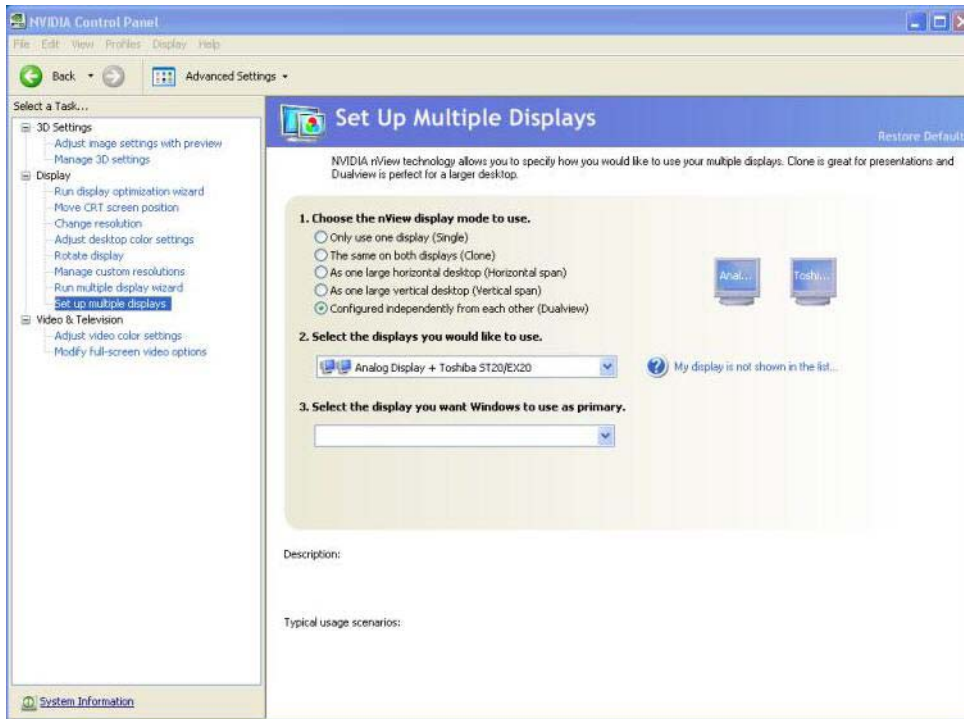
The *Display Properties* dialog box appears.

IMPORTANT



If the *Display Properties* dialog box does not include an icon for each of the projectors or displays connected to your SMART Hub, reconnect the projectors or displays and then restart your SMART Hub.

3. For the third and fourth displays, select the display's icon, select the **Extend my Windows desktop onto this monitor** check box, and then press **Apply**.
4. Select the third or fourth display's icon, and then press **Advanced**.
The *Default Monitor and NVIDIA GeForce FX 5200 Properties* dialog box appears.
5. Press the **GeForce FX 5200** tab, and then press **Start the NVIDIA Control Panel**.
The *NVIDIA Control Panel* window appears.
6. In the *Select a Task* frame, select **Display > Set up multiple displays**.
7. Select the **Configured independently from each other (Dualview)** option button.
8. Select the display types you want to use in the **Select the displays you would like to use** drop-down list.
Select a display type that does not include a TV component.



9. Press **Apply**.
10. Close the *NVIDIA Control Panel* window and *Default Monitor and NVIDIA GeForce FX 5200 Properties* dialog box.

If this solution doesn't resolve the issue, temporarily change your SMART Hub's BIOS to use the NVIDIA® card as the initial display output. Then set up the projectors or displays connected to the NVIDIA card connectors and reset the BIOS to its default configuration.

IMPORTANT



Only complete the following procedures if you have experience modifying a computer's BIOS. Otherwise, refer this document to an IT professional in your organization.

To temporarily change your SMART Hub's BIOS

1. If your SMART Hub is turned on, turn it off by pressing and holding the **Power** button.
2. Connect projectors or displays to all four video connectors on your SMART Hub, and a keyboard to the keyboard PS2 connector or one of the USB connectors.
3. Turn on the SMART Hub, and then press DELETE when the initial startup screen appears.
The *Phoenix - AwardBIOS CMOS Setup Utility* screen appears.
4. Press the down arrow key to select **Advanced BIOS Features**, and then press ENTER.
The *Phoenix - AwardBIOS CMOS Setup Utility Advanced BIOS Feature* screen appears.
5. Press the down arrow key until you select the toggle to the right of **Init Display First**.
6. Press the + or - key on the number pad of the keyboard to change the selected toggle from **Onboard** to **PCI Slot**.
7. Press F10.
A confirmation message appears.
8. Press Y, and then press ENTER.

Your SMART Hub restarts. The first and second displays are temporarily disabled. The main video output appears on the third or fourth display.

NOTE: The third and fourth displays are labelled as displays 1 and 2 in the *Display Properties* dialog box until you reset your SMART Hub's BIOS to its default configuration.

To configure projectors or displays connected to the NVIDIA card connectors

1. Enter **Configuration** mode.
2. In the *SMART Configuration Tools* dialog box, press **Add Displays**.
The *Display Properties* dialog box appears.
3. Move the **Screen resolution** slider to the left or right to change the resolution.
4. Select the appropriate value in the **Color quality** list.
5. Press the icon that represents the next projector or display, select the **Extend my Windows desktop onto this monitor** check box, and then repeat steps 3–4.

TIP



To determine the number of the projectors and displays, press **Identify**. Each projector or display shows its number for approximately three seconds.

6. Rearrange the icons to represent the actual configuration of the third and fourth displays in your room.

To reset your SMART Hub's BIOS to its default configuration

1. Perform steps 1–5 of "To temporarily change your SMART Hub's BIOS".
2. Change the **Init Display First** toggle back to **Onboard**.
3. Press F10.

A confirmation message appears.

4. Press Y, and then press ENTER.

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