

# RESOLVING THE INABILITY OF "WINDOWS 8 PRE-BETA" TO CONNECT TO A SECOND MONITOR OR A VGA PROJECTOR

## HIGH-LEVEL EXECUTIVE SUMMARY:

When you run "Windows 8 Pre-beta" from a bootable "Windows To Go" external USB hard drive, "Windows 8 Pre-beta" often fails to allow you to connect to a second monitor or a VGA projector. This is a step-by-step procedure that usually resolves this issue.

## SECOND MONITOR IN "WINDOWS 8 PRE-BETA"

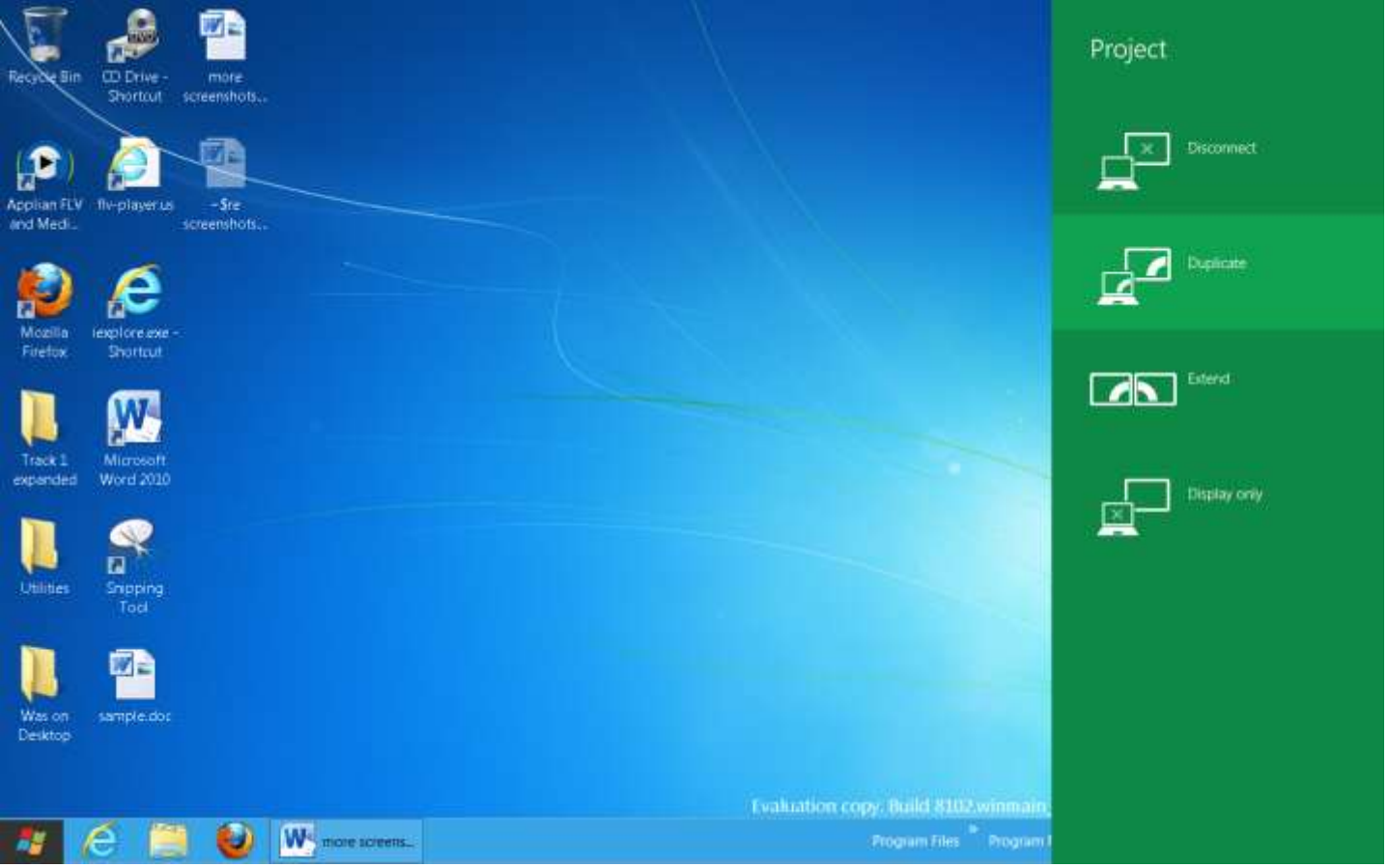
When you connect a second monitor or a VGA projector to a "Windows 8 Pre-beta" computer, "Windows.." is supposed to automatically recognize the second monitor or VGA projector.

When use the keyboard to press

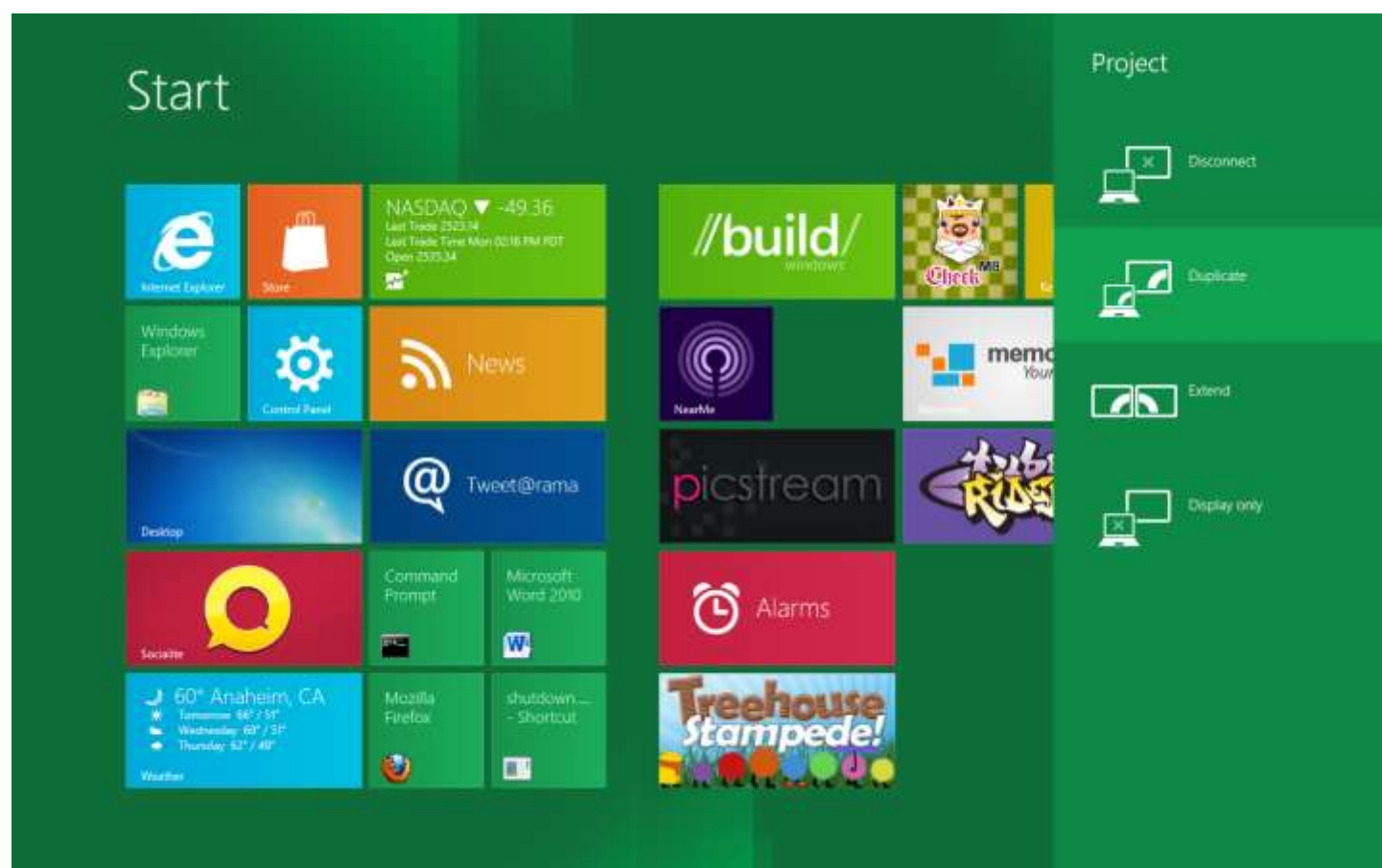
"Windows key" + p

a "sidebar" appears on the right of the "primary" monitor that lets you select between the various monitor configurations such as "mirrored" or "extend".

If you press "Windows key" + p while in the Desktop View of "Windows 8..", the (right) sidebar is supposed to look like this:



If you press "Windows key" + p while in the Metro "Start" screen of "Windows 8.", the (right) sidebar is supposed to look like this:



## SIDEBAR OPTIONS

The "sidebar" options are:

"Disconnect" to disconnect the second monitor, if it is already connected.

"Duplicate" to have the second monitor mirror the first monitor.

"Extend" to have the second monitor provide you with additional desktop space.

and

"Display only" to have the second monitor act as the only monitor, with the original, first monitor not in use.

# FAILURE OF "WINDOWS 8 PRE-BETA" TO CONNECT TO A SECOND MONITOR

About 40 percent of our installations of "Windows 8 Pre-beta" have resulted in the failure to "recognize" a second monitor. These failures look like this:



When we use the keyboard to press

"Windows key" + p,

the (right) sidebar states:

"Your computer cannot use an external display".

In all of these cases, we have been able to resolve this problem as follows:

# STEP-BY-STEP PROCEDURE FOR RESOLVING THE FAILURE OF "WINDOWS 8 PRE-BETA" TO CONNECT TO A SECOND MONITOR

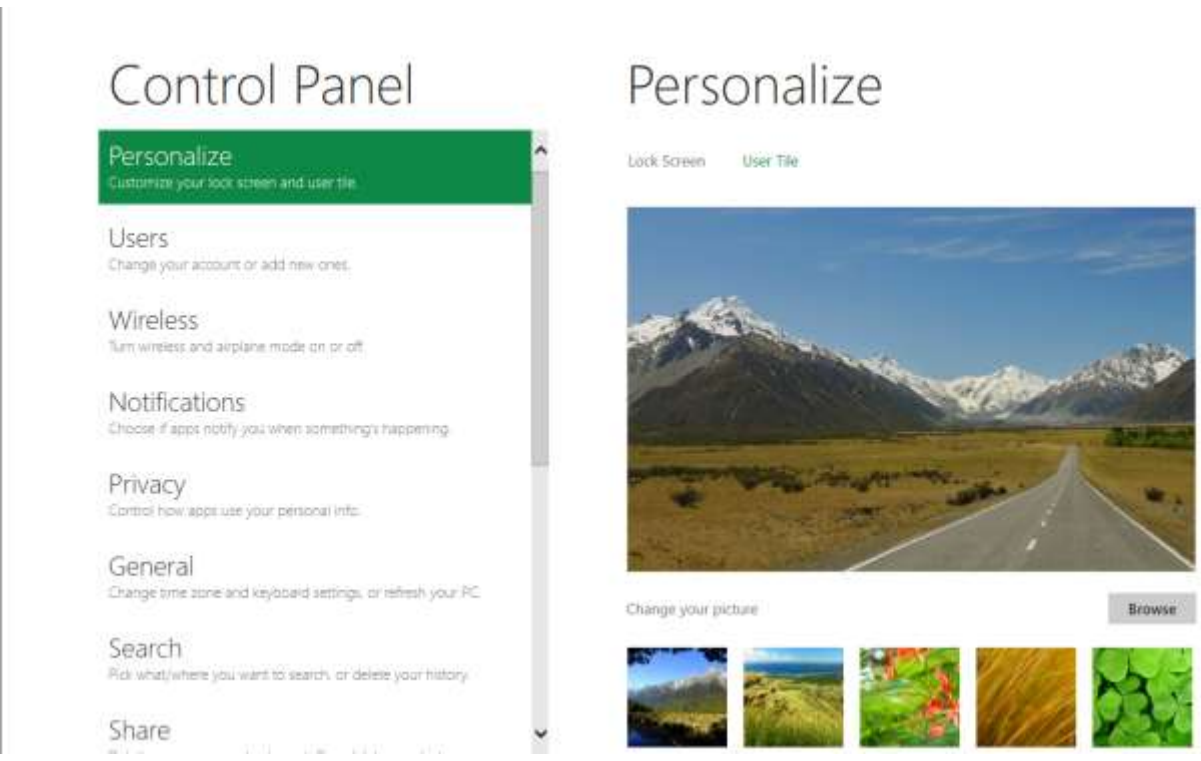
Step 1:  
Start in the Metro "Start" screen of "Windows 8":



Step 2:  
Click on the "Control Panel" icon:

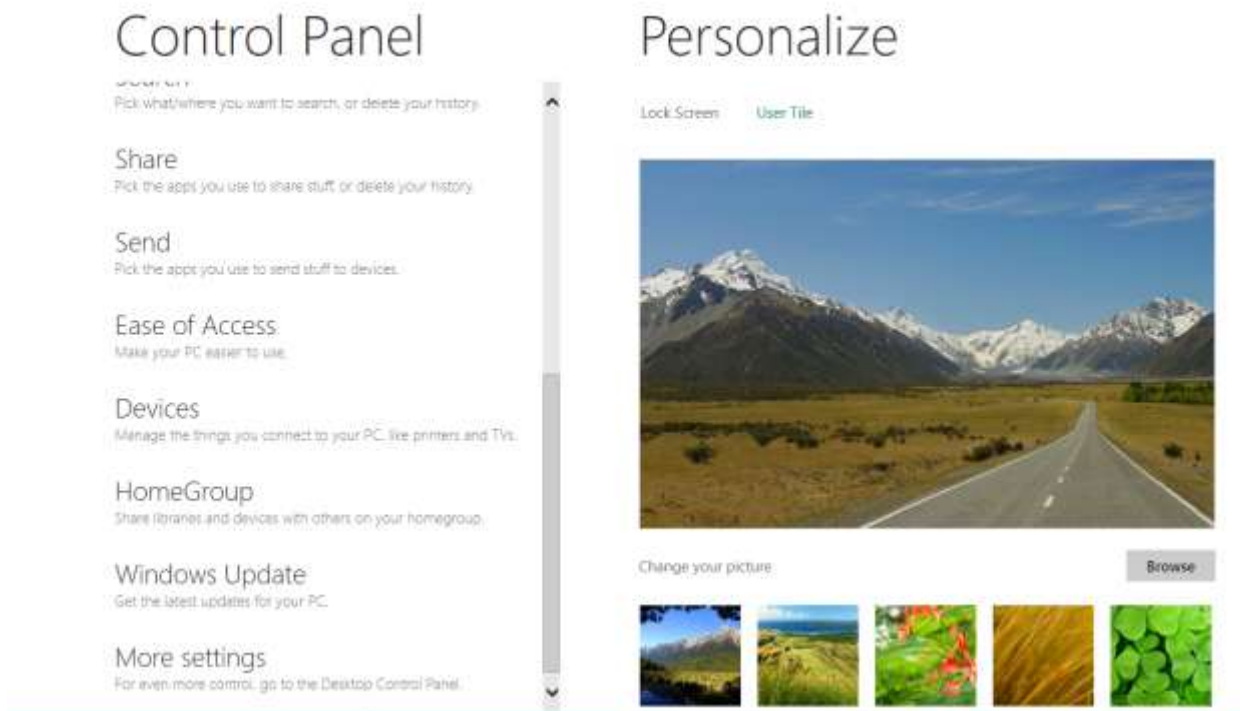


Step 3:  
The "Metro" version of the "Control Panel" will be displayed:



## Step 4:

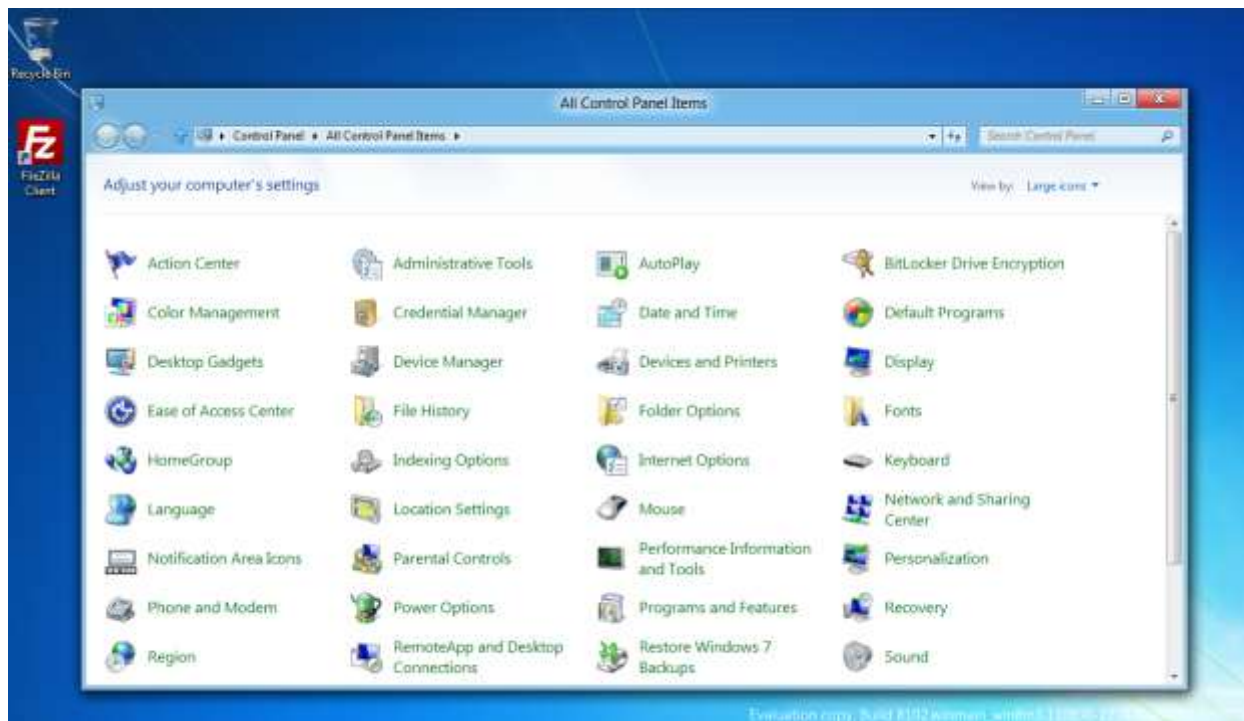
Use the vertical scroll bar to scroll down to the bottom of the "Control Panel".



## Step 5:

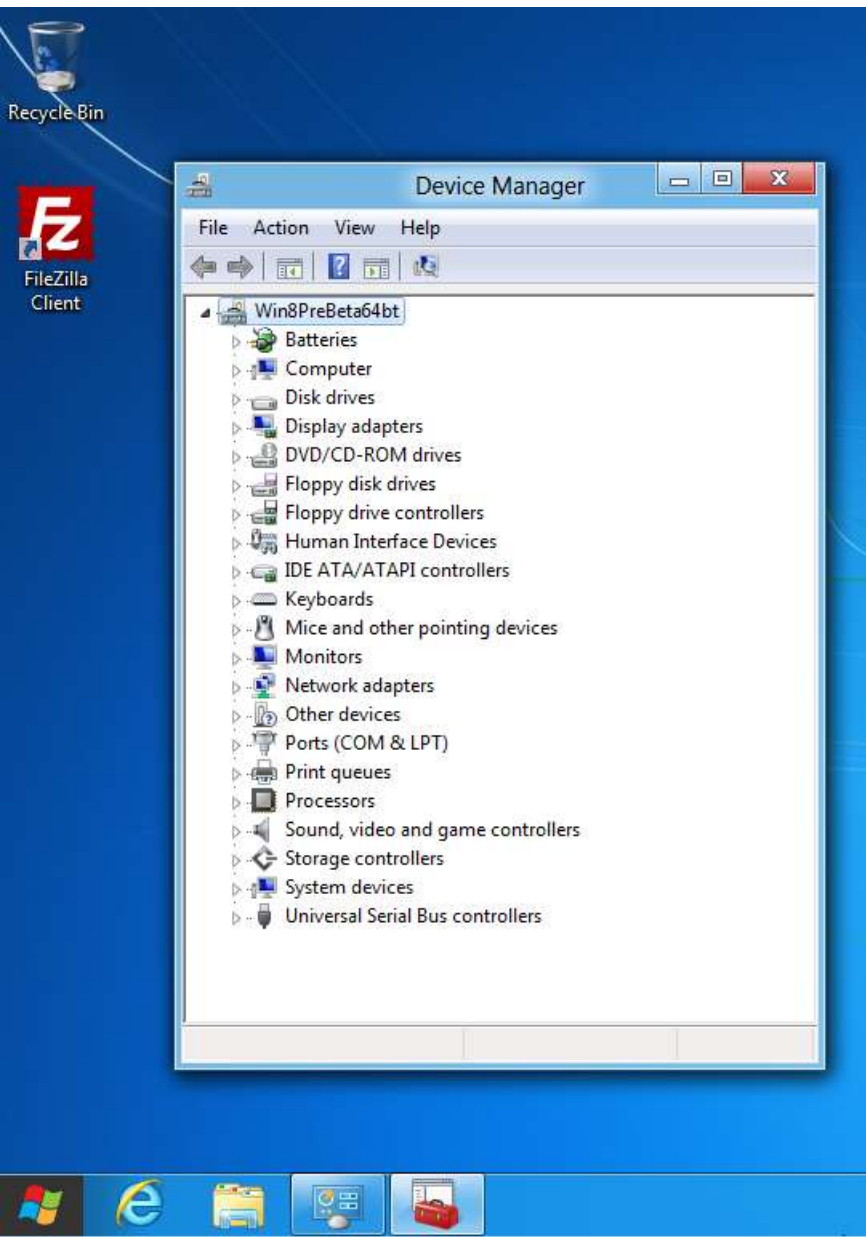
Click on "More settings":

Step 6:  
The "Desktop" version of the "Control Panel" will be displayed:

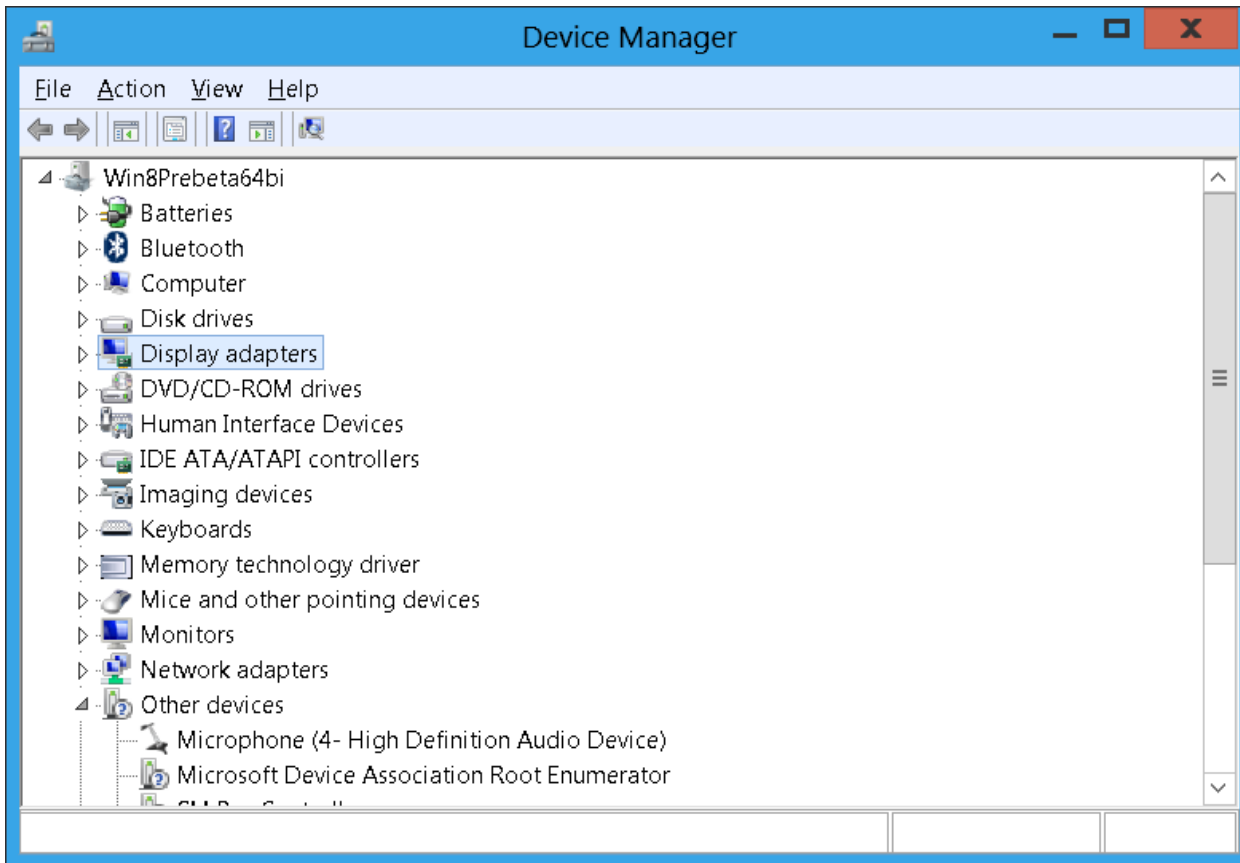


Step 7:  
Double-click on "Device Manager".

Step 8:  
A "Device Manager" window will be displayed:

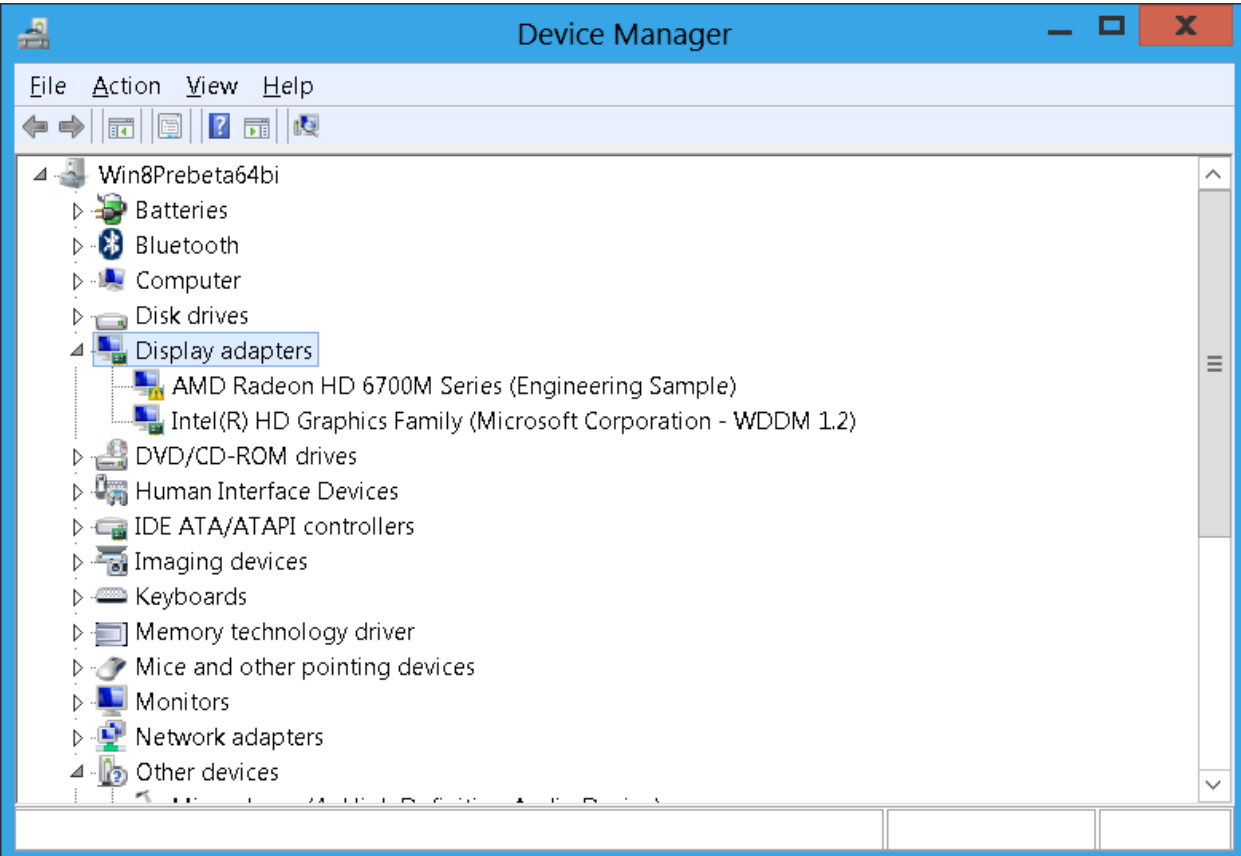


Step 9:  
Double-click on "Display adapters":



Step 10:

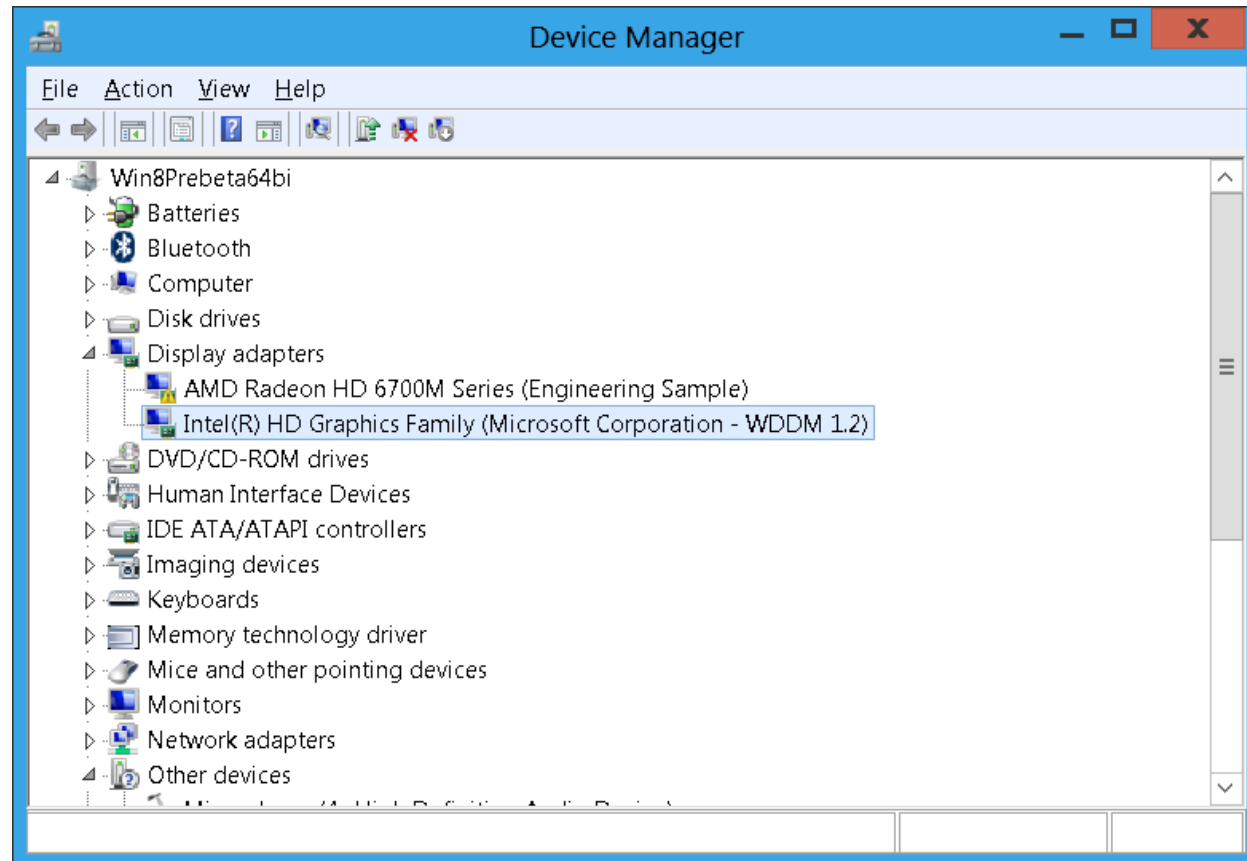
"Display adapters" will expand to show the actual display adapters that are present in the computer:



## Step 11:

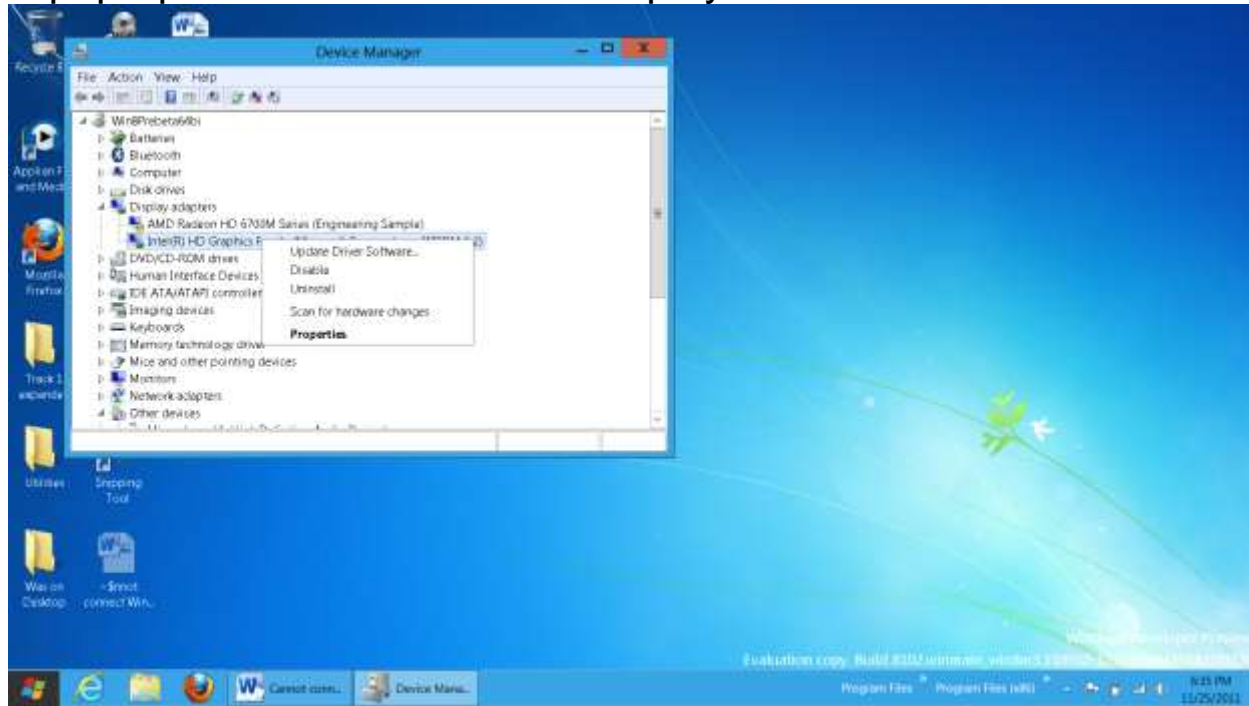
Use the RIGHT mouse button to click on the display adapter that is connected to the "VGA" or "DVI" port that is used to connect the second monitor.

In this example, we used the RIGHT mouse button to click on the "Intel(R) HD Graphics Family.." adapter:



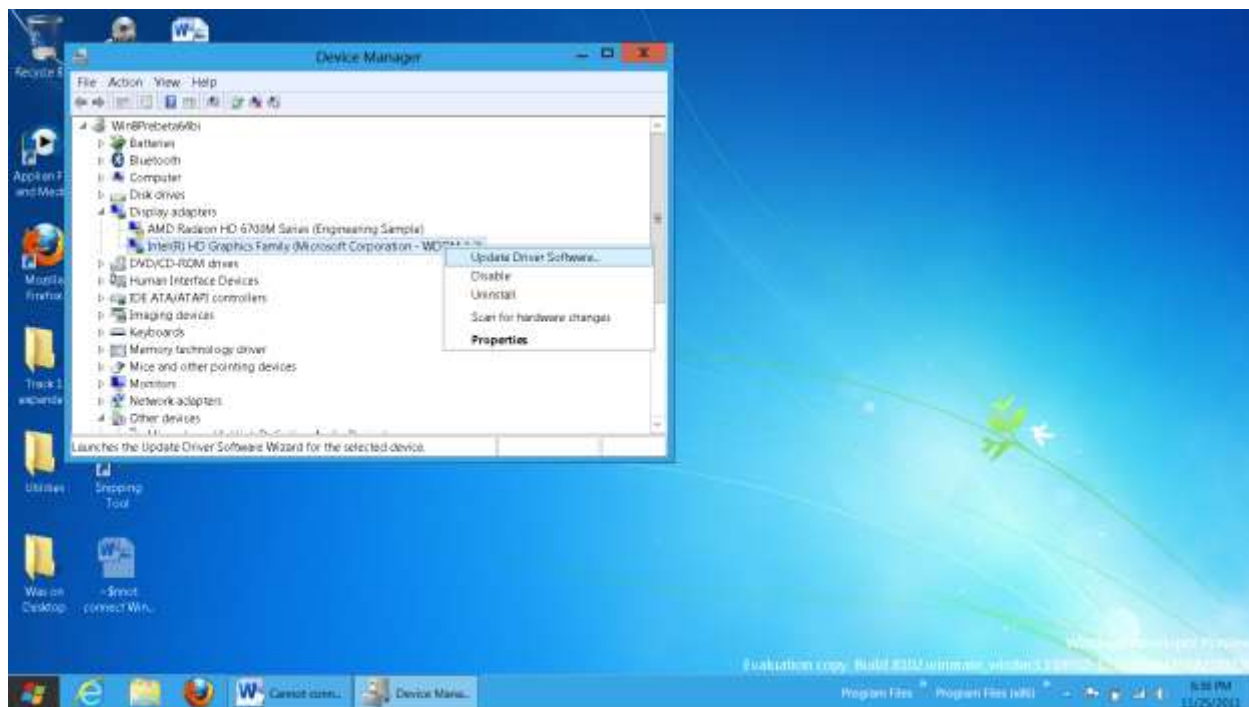
Step 12:

A pop-up context menu will be displayed:



Step 13:

Click on "Update Drive Software.." in the pop-up context menu:

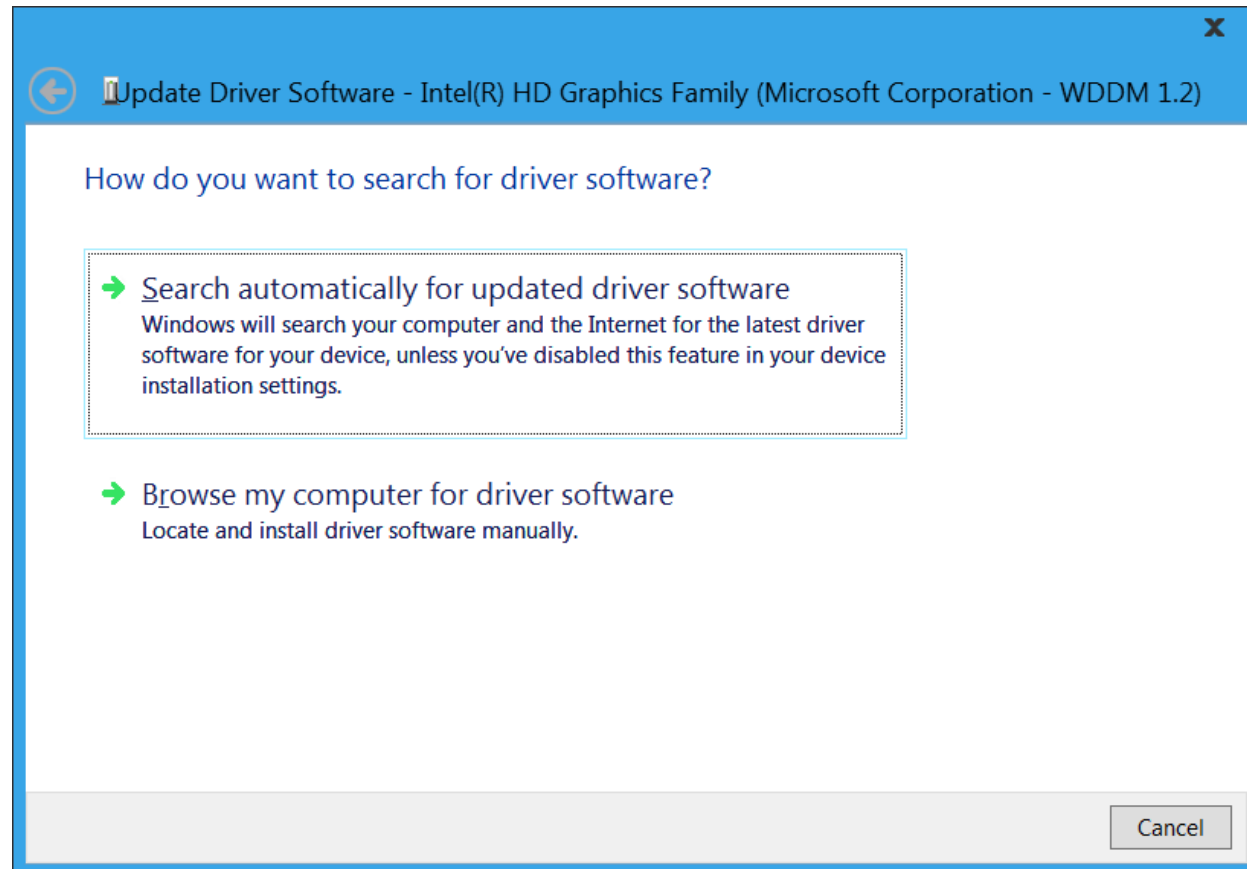


Step 14:

An "Update Driver Software" box will appear.

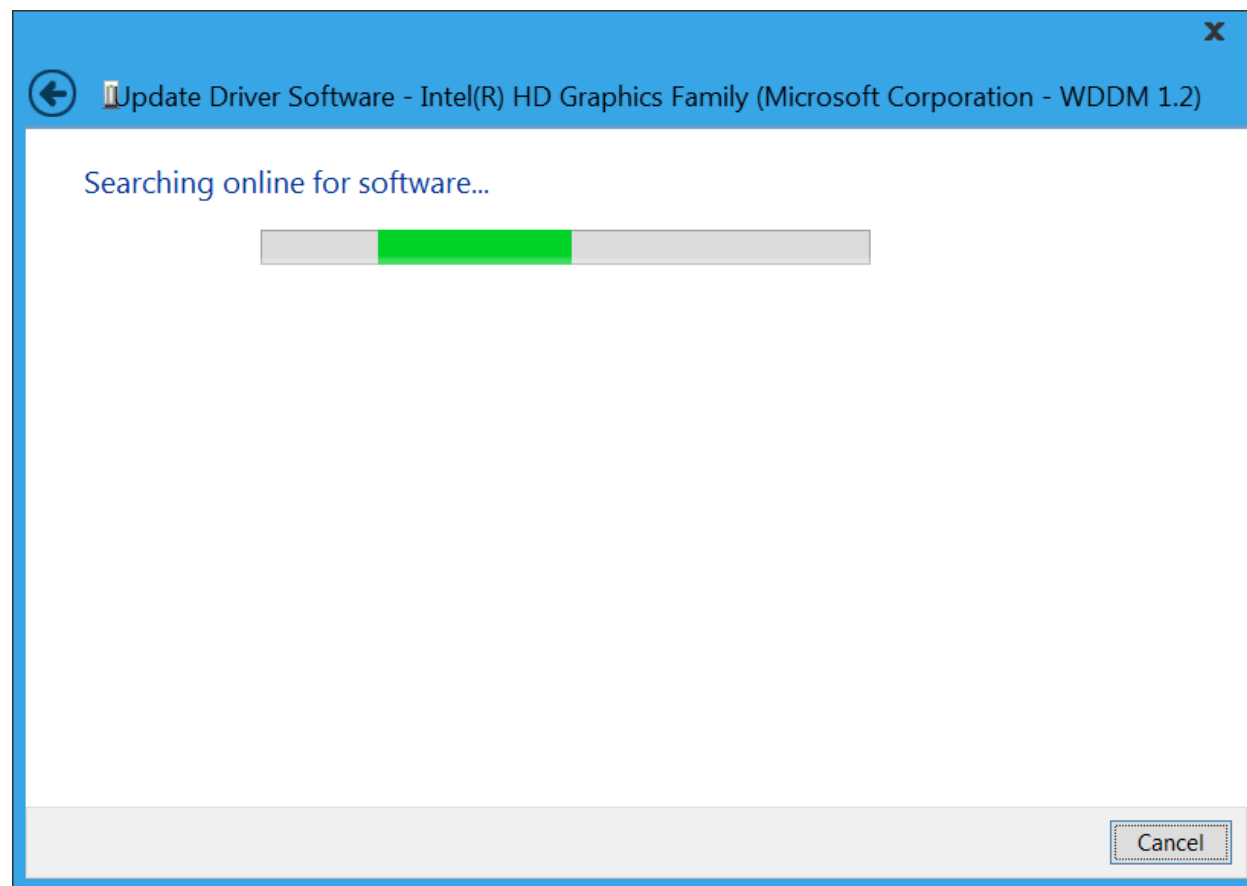
Step 15:

Double-click on "Search automatically for updated driver software:



Step 16:

"Windows 8.." will go out on the Internet and attempt to locate driver software for the graphics adapter:



Step 17:

If updated driver software is found, "Windows 8.." will install it into your computer.

Step 18:

Use the keyboard to press  
"Windows key" + p

**Step 19:**

If a (right) sidebar appears and it looks like this, you can use it to successfully connect to the second monitor or the VGA projector:

