

When I press anywhere on the screen, only the bottom left corner lights up. How do I fix it?

Question:

When I press anywhere on the screen, only the bottom left corner lights up. How do I fix it?

Answer:

1. Shut down the unit properly - Press power button, wait 20 seconds, then press the power button a second time
2. Disconnect the cables from behind the monitor
3. Reconnect the cables and verify they are secure then power on unit
4. When able, open the on-screen keyboard and press any of the letters to verify that this has been resolved

If this is unsuccessful, follow these steps:

1. While the unit is shut down, disconnect power from the unit and wait approximately 30 seconds
2. Reconnect the power then power on unit
3. When able, open the on-screen keyboard and press any of the letters to verify that this has been resolved

Please call technical support if the issue has not been resolved.

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