

# Dual Monitor Not Showing w/docking station

## DUAL MONITOR NOT SHOWING

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**Cause:**

Connection issue, cold start, driver updates, etc

Result: On boot up one or both monitors do not show up on screen, or only one monitor working

**Resolution/Things to Check:**

1: Power down the laptop

2: Remove from docking station

3: Turn both monitors off

Check all connections from monitor to docking station, confirm all connections are seated properly

4: With the device no on the docking station: Power up laptop/Once on, turn off

5: With both monitors still turned off place laptop back on docking station

6: Turn on device/Laptop

7: Once the laptop boots-login

8: Turn on both monitors