



Sanjib: Hi, my name is Sanjib. How may I help you?

Gonzalo Bertazzo: Hello Sanjib, my name is Gonzalo Nice to meet you

Gonzalo Bertazzo: I'm having a little big issue with my 980ti video card

Gonzalo Bertazzo: I just brought a brand new TV, and sometimes the screen splits into two and I can't do anything about it

Gonzalo Bertazzo: then when I switch inputs, it goes back to normal after a few tries or sometimes when I reset several times

Gonzalo Bertazzo: this is what my screen looks like

Gonzalo Bertazzo: <http://imgur.com/a/Ebhzx>

Gonzalo Bertazzo: Sorry if that was too much all at once

Sanjib: I apologize for the inconvenience caused to you.

Sanjib: Please send us a screenshot of NVIDIA Control Panel --> Configure surround, PhysX

Gonzalo Bertazzo: Excuse me, but would you happen to know how configure surround is in spanish? I ahve spanish installed on my PC

Gonzalo Bertazzo: or just give me a little bit of time

Sanjib: Sure,

Gonzalo Bertazzo: Found it

Gonzalo Bertazzo: hold on I'm gonna upload it, right now my screen looks good

Gonzalo Bertazzo: <http://imgur.com/a/Bs2fh>

Gonzalo Bertazzo: There you go

Sanjib: Open NVIDIA control panel-->system information. Save the file and then send it to me.

File attachment upload has started.

The file NVIDIA System Information 10-24-2016 18-05-27.txt (4.36KB) was received.

Gonzalo Bertazzo: There it is

Gonzalo Bertazzo: The TV is the Sony XBR-55x855D if that information works

Sanjib: Do you have any PC monitor that you can test?

Gonzalo Bertazzo: I tried my former TV and it worked just fine

Sanjib: Okay, so the issue is specific to this TV, How many HDMI ports does it have?

Gonzalo Bertazzo: 3 ports, tried them all

Gonzalo Bertazzo: Also, my PS3 and PS4 works fine in all the ports, and a friends computer worked perfectly, no issues

Gonzalo Bertazzo: It wasn't Nvidia, so I used it to test it

Sanjib: Do you have any third party multi monitor or color calibration application?

Gonzalo Bertazzo: No, nothing

Gonzalo Bertazzo: I've noticed something strange though, when I use my PC, my resolution is 3840x2160, but when I check with the TV it says 4096x2160

Gonzalo Bertazzo: If I try to match the resolution, windows goes beyond the boundaries of the TV

Gonzalo Bertazzo: so I can't use that resolution

Sanjib: Yes, that depends on the EDID of the TV and both are 4K resolution.

Sanjib: 1. Bring up the Windows Search option.

2. Type in "msconfig.exe" (without the quotes) and hit ENTER. This should bring up the System Configuration window.

3. Click "Selective startup" option.

4. Uncheck "Load startup items"

5. Click the "Services" tab

6. Check the "Hide all Microsoft services" box

7. Click Disable all

8. Now re-enable only the NVIDIA services

9. Click OK

10. Restart Windows

Gonzalo Bertazzo: Ok, what do I do next?

Gonzalo Bertazzo: I haven't restarted yet, how do I get back in chat?

Sanjib: You can login back to chat similarly you logged in now.

Gonzalo Bertazzo: And if I get someone else?

Sanjib: You can ask him to connect to previous technician.

Gonzalo Bertazzo: Thanks Sanjib, I'll be right back