

Plasma Resolution

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2005-08/msg01024.html>

- *From:* Jaybob <Jaybob@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 10 Aug 2005 07:28:04 -0700
-

Hey friends....

I wish I had a better way to put this, but I want to fully express my frustration with this situation, and the only way to do it is with this transcript....

LiveAssist Chat

Top of Form

Problem: Resolution on Samsung 42 inch widescreen Plasma TV seems to be maxed out at 1024x768 it is attached with a male to male VGA

End Session

user Jay has entered room

analyst Howard_ has entered room

Howard_>

Welcome to Sony Online Support. I will be glad to assist you.

Jay>

all right howard

Howard_>

Hi Jay.

Jay>

proud owner of a brand new Vaio

Jay>

but I have some plasma issues

Howard_>

I am sure you will enjoy using your Sony VAIO. However, the VAIO computer will not work with Plasma TV.

Jay>

that's a very broad statement

Jay>

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it works but not at full resolution

Howard_>

Please stay online while I check this information.

Howard_>

There will be a difference in refresh rate and scan rate. This may cause the issue.

Jay>

refresh rates from 60 to 75 it will only let me select 1024x768

Jay>

there doesn't seem to be a driver for the monitor on the Samsung website

Jay>

it may be a video card issue, but honestly that ATI site scares me

Howard_>

What is the Operating System of the Desktop?

Jay>

Win xp media center

Jay>

I just got the thing yesterday

Jay>

the desktop not the plasma

Howard_>

I suggest that you reinstall the video driver and check.

Howard_>

I will forward a link where you can download and install the Video Driver.

Howard_>

http://esupport.sony.com/perl/swu-download.pl?mdl=VGCRB44G&upd_id=1852&os_id=16

Howard_>

Please click on the link.

Howard_>

Are you able to view the page?

Jay>

yes

Jay>

thanks howard

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Howard_>
You are welcome.

I should be all set, right?

I have replaced the video driver as Howard has suggested here in our chat transcript, (after surprisingly telling me without knowing anything about my brand new Vaio s setup that it would not work with Plasma tv) and after the reinstall, it let me go widescreen and bump my resolution up to 1280 x 768. Nothing was distorted, my screen was filled the glory of the Microsoft Windows Media Center Edition Operating System. This seemed great. I went into the Media Center and did all the tests to set up your tv, adjusting contrast and picture position, and checking the color. When I exited the media center and went back to the desktop, (one can t goof around all day) my res had reverted back to 1024 x 768, it was immediately apparent, all of my icons were had become stretched rectangles.

I m using a wireless mouse and keyboard. it s CAT5 connected to my home network. its hooked up to my Hughes Directv Sat receiver, through audio component cables , and an S-Video cord. The plasma is connected Male to Male VGA. (BTW I can t get the Sony remote to change the channels in the Media Center either).

That s it. There s no added software on the machine, no other peripherals attached. It s less than 3 days old.

Thanks for sticking with me.

Jay

• ***Follow-Ups:***

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- ◆ ***RE: Plasma Resolution***
 ◇ *From: Richard Kunz*
- ◆ ***Re: Plasma Resolution***
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