

?OBS? Black screen appears when using monitor capture?



I. Problem Examples:

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● Reason: It may be due to incorrect graphics card configuration. Laptops usually have two graphics cards, and you need to switch to the default graphics card in the graphics card settings.

II. Solutions

The first method: Switch the default graphics card.

Step 1: Determine if the computer has dual graphics cards

Right - click on 'This PC' on the desktop, select 'Properties' from the pop - up window, and then select 'Device Manager' on the left side of the pop - up system page.

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On the Device Manager page, click on 'Display adapters' to check if there are two graphics cards.

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Step 2:If the user's computer uses an NVIDIA graphics card: Right - click on the blank area of the desktop and select 'NVIDIA Control Panel'.

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Step 3:In the opened NVIDIA Control Panel, click on 'Manage 3D settings' under the 3D settings on the left side. Then, in the 'Program settings' on the right side, change the option under 'Preferred graphics processor' to 'Integrated Graphics'. After selection, click 'Apply' at the bottom to complete the switch.

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If the user's computer uses an AMD graphics card: Right - click on the desktop and select 'Configure Switchable Graphics'.

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Step 4:Find the browser used for live streaming in the recently used applications. Click the button behind the browser bar, select 'High performance' from the pop - up drop - down box, and then click the 'Save' button at the bottom to complete the switch successfully..

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If the browser used for live streaming is not in the recently used applications, you can choose to add it manually. Click the 'Browse' button, select the browser used for live streaming, and the addition will be successful.

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The second method:

Step 1: Open Settings -> Display -> Graphics settings;

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Step 2: Click 'Browse', find the installation location of OBS, and add OBS;

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Step 3: Click 'Options', select 'Power saving mode', save the settings, and restart OBS.

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06.png

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