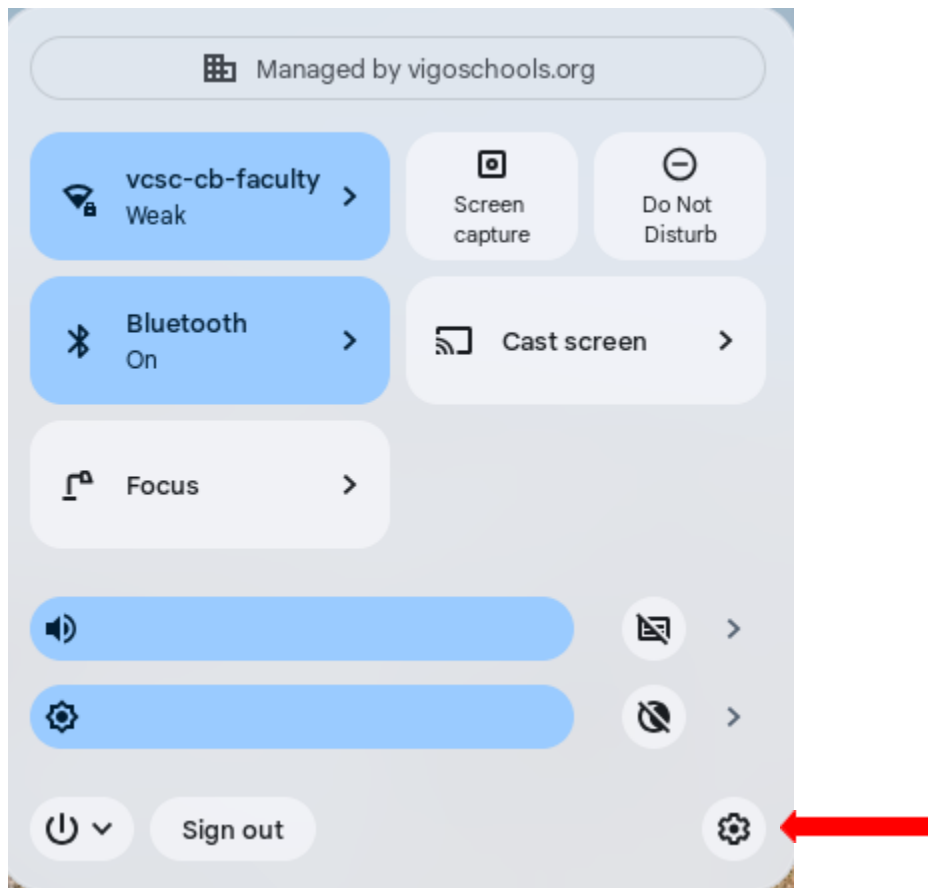
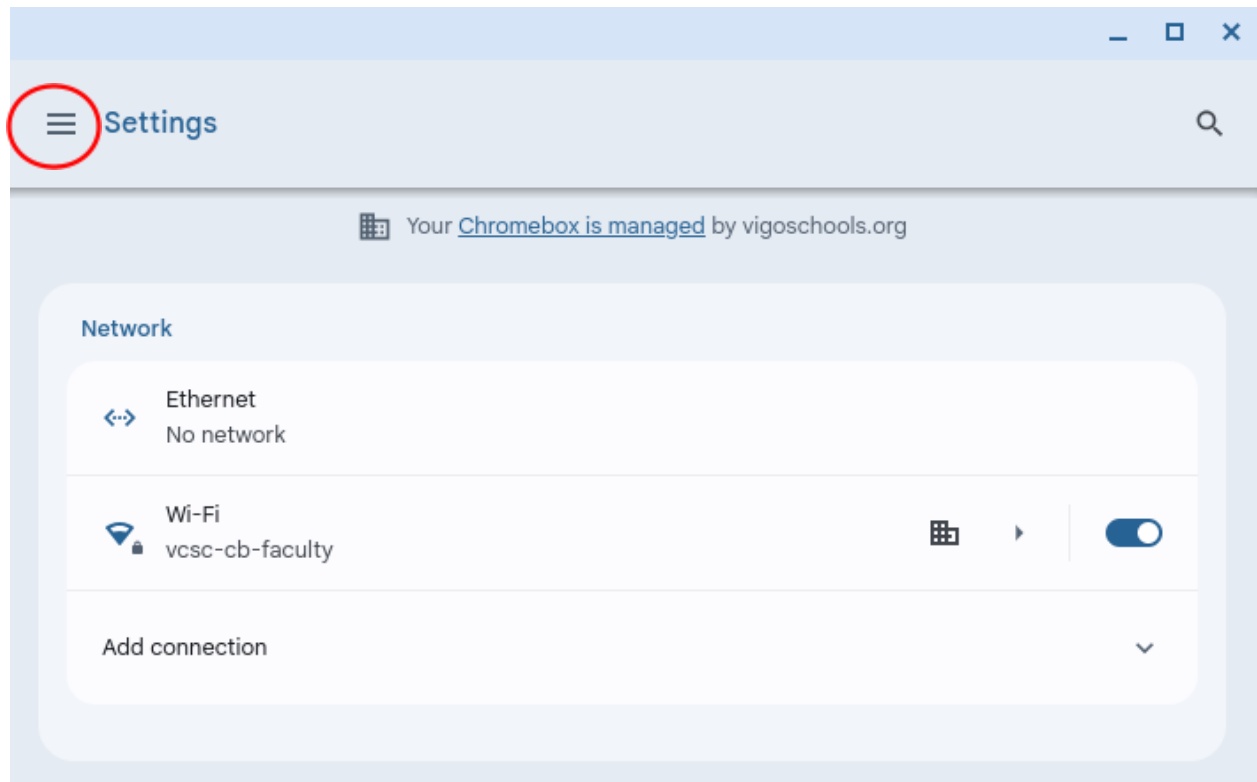


ChromeBox Resolution Conflict Solution

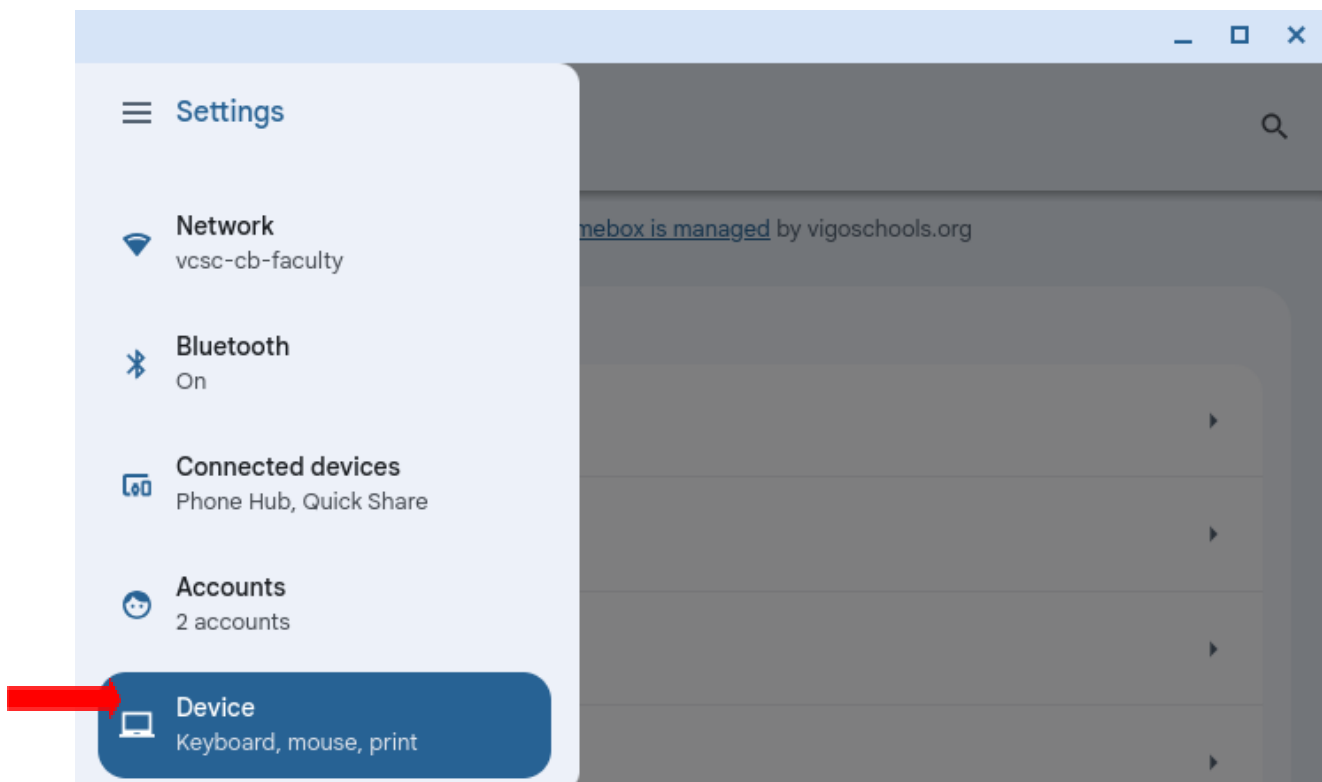
1. Click **Settings** on your ChromeBox



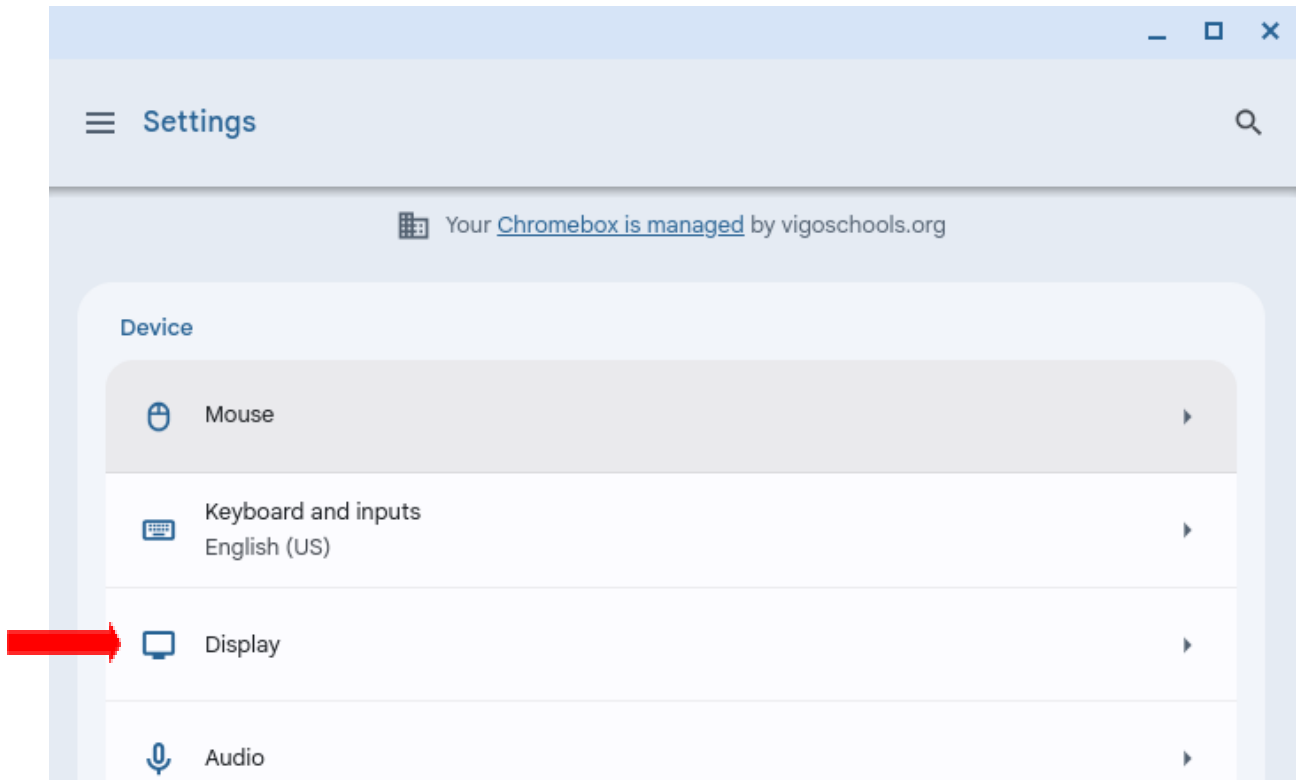
2. Click the **Three Horizontal Bars** next to **Settings**



3. Click **Device**



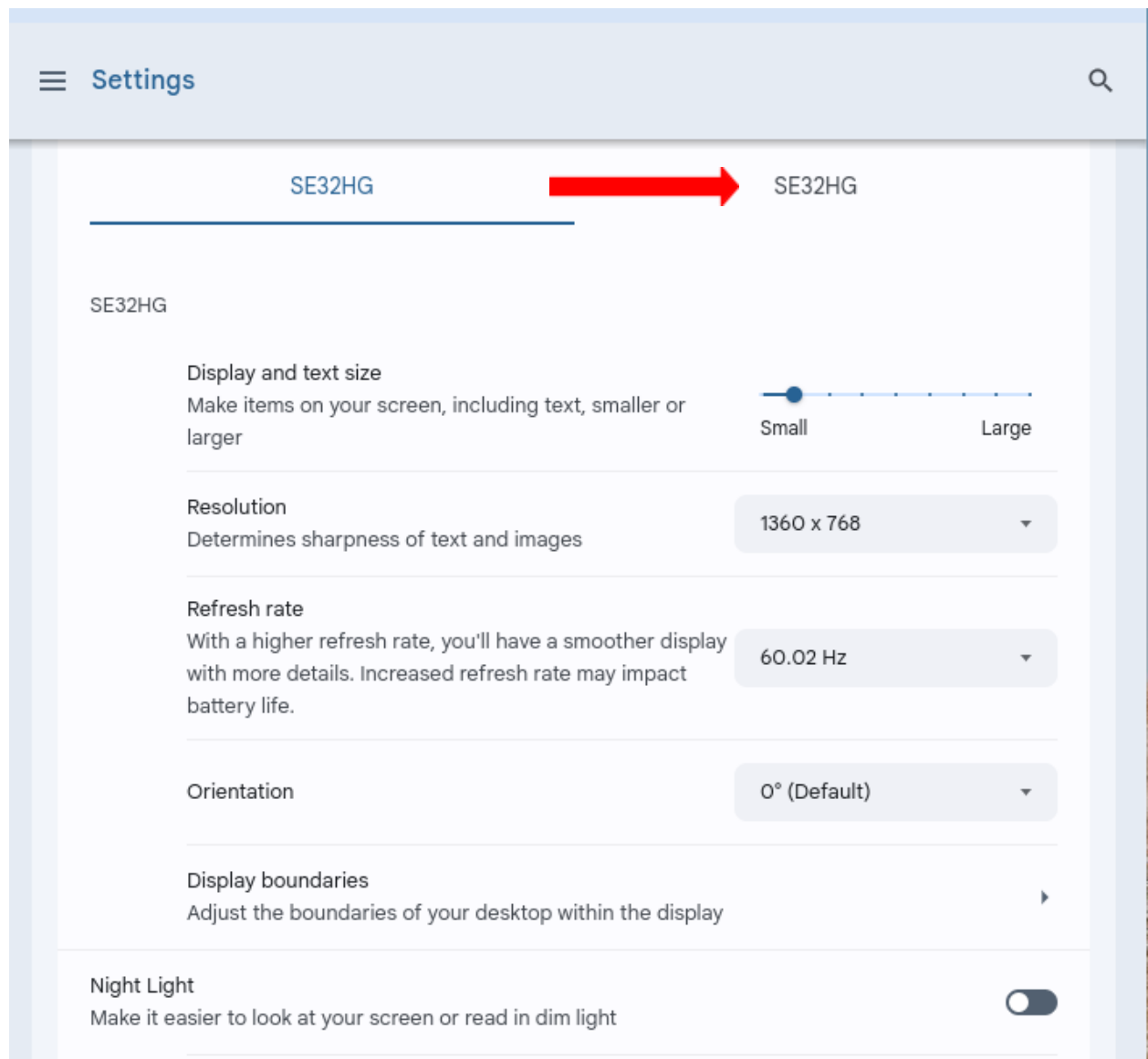
4. Click **Display**



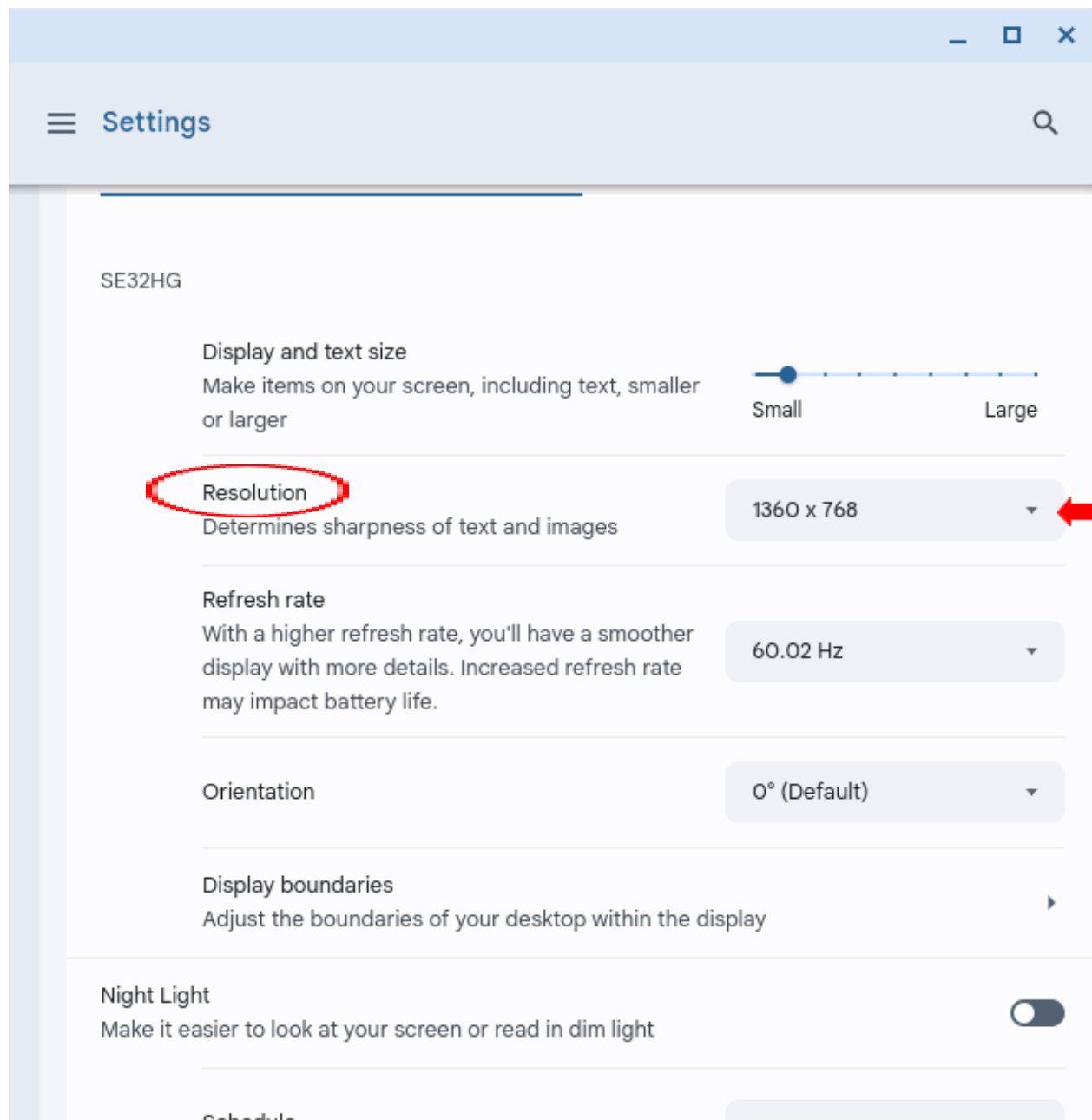
5. Click to toggle the *Mirror* option **Off** (white dot to left is considered off).



6. Select your Samsung or TV model to display its settings



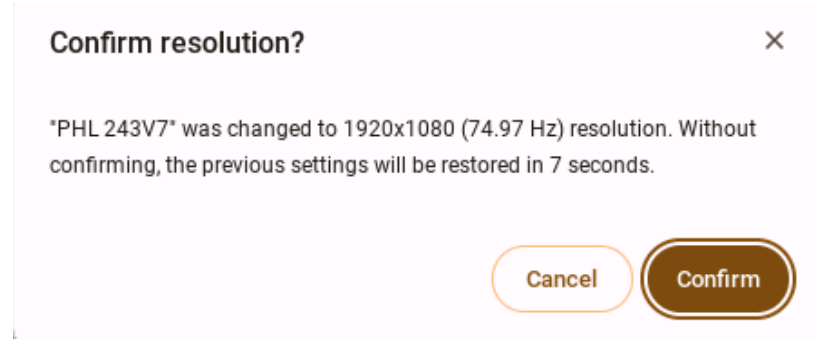
7. Click the Resolution **Dropdown Arrow**



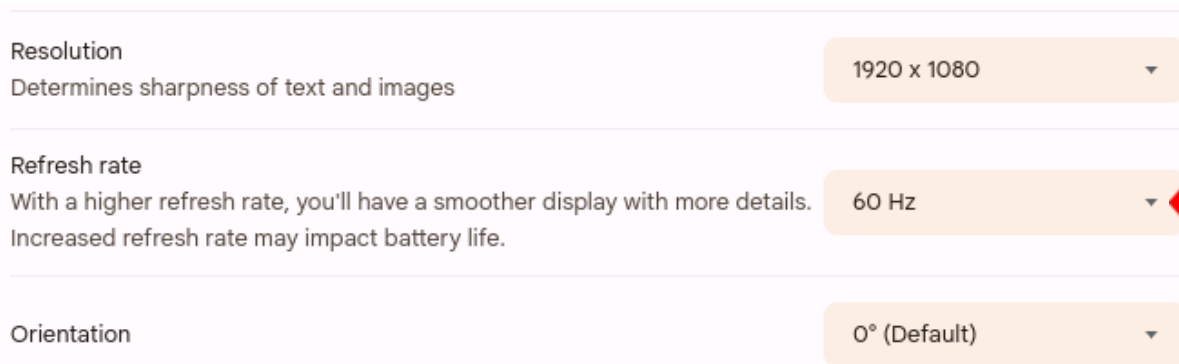
8. Select **1920 x 1080** from the **Dropdown Menu**



9. Click **Confirm** on the *Confirm resolution?* dialog box that follows



10. Click the **Dropdown Arrow** for *Refresh Rate* and select **60 Hz**



11. After you have completed the above steps, **Select** the *Main Display* of the Chromebox.

12. Make sure that the *Resolution* and the *Refreshing rate* match that of the T.V. If they do not match, make the adjustments so that they do.

You have just completed the resolution conflict repair. If the issue persists, it is possible that there is a damaged cable and it will need to be replaced.

[Click Here to Submit a Help Desk Ticket](#)
to begin the process of troubleshooting and/or cable replacement.