

Fixing Windows high-resolution display issues - Advice from Extegrity

Extegrity has received an increasing number of support queries regarding Windows high-resolution displays. You'll see this as a very narrow typing area on a fairly new Windows 8.1 laptop.

Below are some instructions for three settings adjustments that can improve the view. You may need to try several different settings combinations to find the best solution for a particular laptop.

A) Change Display settings

1. Start Menu > Control Panel > Display or search for "Display"
2. Choose **Smaller - 100% (default)**
3. Check the box labeled "Let me choose one scaling level for all my displays"
4. Tap or click **Apply**
5. To see the new text size, close all apps, and then sign out of Windows. The change will take effect at the next sign in.

B) Change the screen resolution

1. Start Menu > Control Panel > Display or search for "Display"
2. Select the Resolution drop-down > choose the lowest setting. (It may be possible to increase this setting, but students must run Exam4 first to confirm the typing screen is displaying fully and correctly.)
3. Tap or click **Apply**

C) When starting an Exam4 exam, choose the large font in the 3rd startup screen to make the typing window larger.

November 26, 2014