

Change Screen Resolution and Rotation on WYSE Thin Clients

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Acronym List

eHS	eHealth Saskatchewan
SHA	Saskatchewan Health Authority

Review History

Reviewed by	Review Date	Reason

Version History

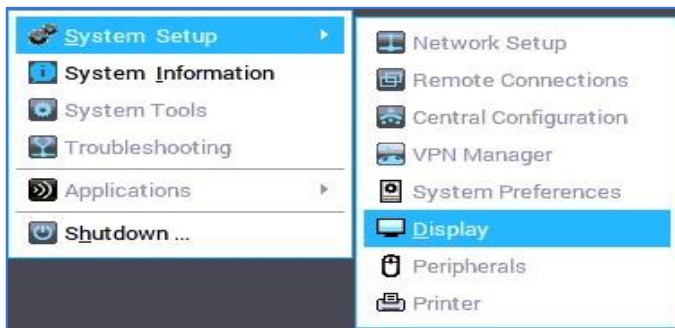
Version	Implemented by	Revision Date	Approval	Reason
1.1	KBA – Nikki Zwirsky	June 3, 2021		To create for fSHR Change Screen Resolution and Rotation

Important Pre-Requisites

- The models include WYSE model 5070 (Provincial/fSunrise) as well as WYSE models 3040/5010 [aka D10D/DP] and 5040 [aka 5212/5213] (fSunrise).
- These instructions **do not apply** for WYSE Zero [model 5030] clients as they have a different method to change resolution.
- If the WYSE thin client is shared, this could impact other people who use it. You are responsible for making sure all people are ok with the change.
- Not all resolutions are supported by published applications (such as WinCIS or SCM) so changing resolution could impact other applications that are used.

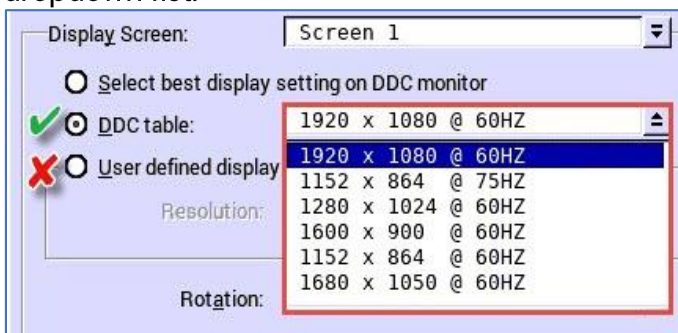
Change Screen Resolution and Rotation

1. If logged into the VDI, disconnect from the VDI by removing smartcard or by pressing the **[Ctrl] + [Alt] + [F12]** keys simultaneously to return to the WYSE thin client login screen.
2. Left click on the WYSE thin client desktop and select **System Startup > Display**.



NOTE: If you do not see these options, you may be in the wrong group or using the wrong Firmware version. Contact **eHealth Saskatchewan** at **1-888-316-7446**.

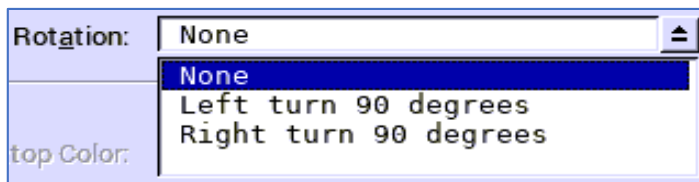
3. On the **General** tab, select the **DDC Table** radio button and a resolution from the dropdown list.



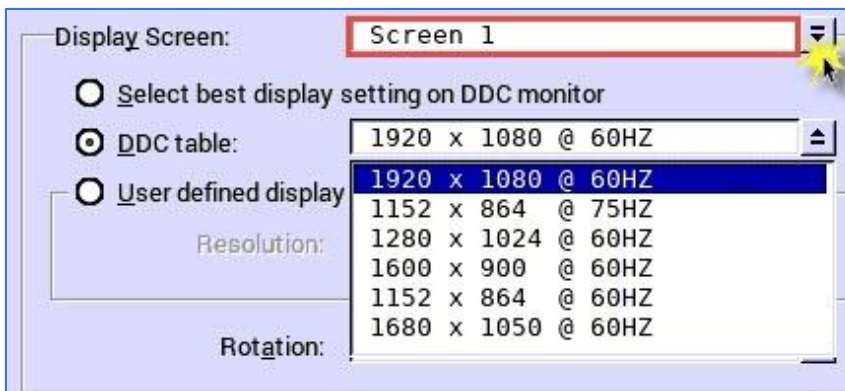
It is **NOT** recommended to select a resolution from the **User defined display** list.

When changing resolution the typical resolution it's adjusted to is **1600x900**.

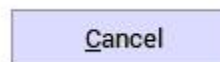
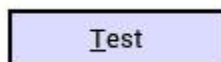
- To rotate the screen, use the dropdown menu next to **Rotation** under the **General** tab. Select how you want the screen rotated and keep in mind this will **only** rotate the currently selected **Display Screen**.



- If the Wyse thin client being used has two screens, select **Screen 2** from the dropdown menu next to **Display Screen** and repeat the previous steps to select the resolution and/or rotation.



- Click **Test** at the bottom of the window when finished.



- Once the test is complete, click **OK** within 20 seconds to accept the new settings.

NOTE: If the new resolution causes the screen to go blank, the WYSE thin client will revert to the previous settings after 20 seconds.

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