

Technology QuickTip

Resolving a Distorted Screen

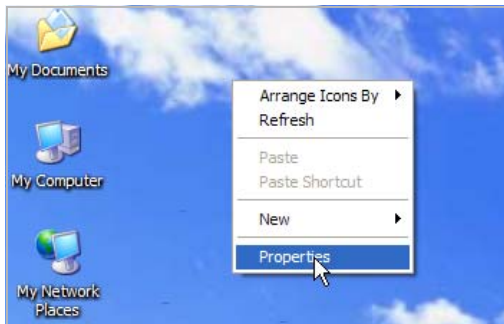
Many members experience the similar technology challenges when using the Vacation.com online resources. We have compiled step-by-step instructions to save you some frustration and help you resolve these issues yourself. If you try these steps and are not able to successfully resolve your issue, please feel free to contact Member Services at (800) 843-0733, Monday-Friday from 9am-6pm.

In AgentNet, my screen is distorted or buttons are missing.

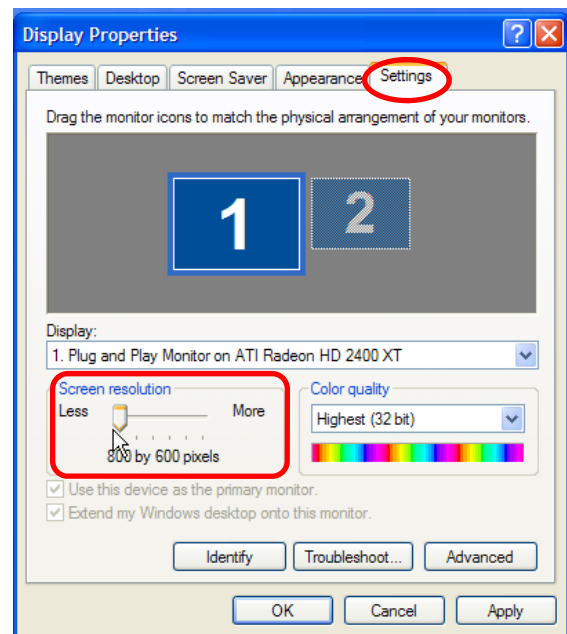
This is usually caused by the screen resolution and the default text size being incorrect. For optimum performance, we recommend a screen resolution of 1024 X 768 and a default text size of "Normal." Follow the instructions below to learn how to adjust these settings.

Adjusting Screen Resolution

1) Right click an open area of the desktop and select "Properties."



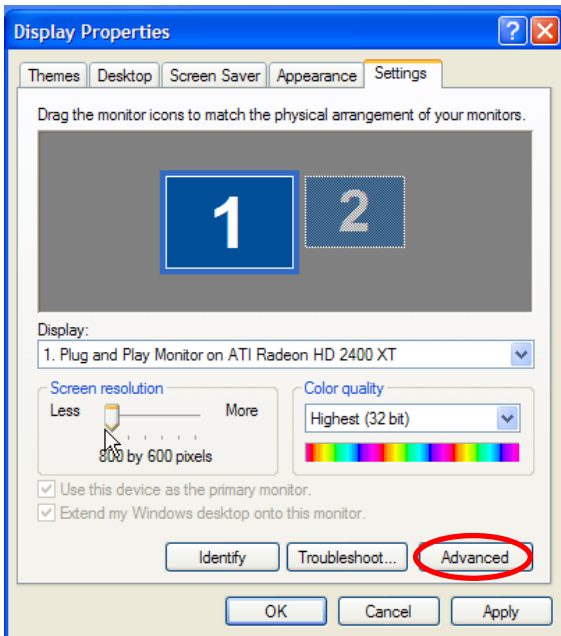
2) The Display Properties window opens. Click "Settings." In the Display Properties dialogue box, there is the Screen Resolution slider. This tells you what your screen resolution is set at. To adjust your resolution to the recommended value move it to the right, or toward "More" until the display underneath reads at least "1024 x 768."



Moving the arrow right will increase screen resolution, which will increase the amount of space that will be shown on the desktop. Increase this space will make the desktop items look smaller. Different size monitors will have different resolution capabilities, based on their height and width.

Adjusting the text size.

1) In the “Display Properties” dialogue box, under the “Settings” tab, click “Advanced.”



2) A new pop-up loads with your monitor’s name at the top. Select the “General” tab. From the DPI drop down, click , “Normal.” If you are making a change, click “Apply the new setting without restarting [my computer].” Then click “Apply.”

