Some Help With

# Waiting for image

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**Error**

Waiting for image

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## Cause

If you see a **Waiting for image** message or a **black screen** for an extended time after connecting, the display drivers on the remote device may be disabled or turned off.

This issue is common with modern hardware, as display drivers often deactivate when no monitor is detected. Without active display drivers, AnyDesk cannot retrieve visual data, resulting in a black screen.

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## Solution

If you encounter this issue, try the following steps to restore the remote display:

### 1. Ensure a monitor is connected

- Plug a monitor into the remote device to ensure the display drivers remain active.

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- If a monitor is already connected, check that it is turned on and not in sleep mode.

## 2. Use a headless display adapter (If no monitor is available)

- If you don’t want to keep a monitor connected, consider using a headless display adapter. This small device tricks the computer into thinking a monitor is attached, keeping the display drivers active.

## 3. For remote windows server connections

- Ensure there is an active RDP (Remote Desktop Protocol) session on the Windows Server account you are trying to connect to.
- Do not minimize the RDP window, as this may disable the display output.