Some Help With

How to Fix AnyDesk Black Screen Issues: Step-by-Step Solutions

If you're encountering a black screen when trying to open AnyDesk, there are several solutions you can explore to resolve this frustrating issue. Such problems are often related to hardware or software configurations on your computer.

1. **Update Your Drivers**: Ensure that your graphics card drivers are up to date. Black screen issues are frequently caused by outdated or incompatible drivers. Visit the website of your graphics card manufacturer to download the latest version of the drivers.

2. **AnyDesk Performance Settings**: Navigate to the settings in AnyDesk. If you can access them, look for the option related to performance and ensure that "Hardware Acceleration" is disabled. This setting can cause issues on certain systems.

3. **Firewall and Antivirus**: Review your firewall and antivirus settings to make sure they're not blocking AnyDesk. Sometimes, antivirus software can interfere with the operation of remote desktop applications. Be sure to add AnyDesk to the list of allowed programs.

4. **USB Wi-Fi Adapter**: Since you mentioned that you've switched to a connection via a USB adapter, check that this adapter is functioning correctly and isn't causing the black screen. Occasionally, an unstable connection can affect the quality of the transmission.

5. **Uninstall and Reinstall**: If the previous steps haven't resolved the problem, try completely uninstalling AnyDesk and then reinstalling the latest version from the official website. This can help reset any configuration that may be causing the issue.

If you continue to face challenges after taking these steps, consider contacting AnyDesk's technical support directly for more specific guidance. They will be happy to assist you in troubleshooting any difficulties you may encounter. Remember that using remote assistance software should always be secure and reliable.