Some Help With

How to Fix 'Waiting for Image' or Black Screen Issue on Devices without a Display

“I’m only seeing a black screen or ‘Waiting for image’!”

Are you trying to connect to a device without a display or one that’s turned off?

Unfortunately, when no monitor is detected, the display drivers turn off, leading to the “Waiting for image” message or a black screen as AnyDesk continuously tries to pull information from it. If you prefer not to connect a monitor, a workaround would be to connect a headless display adapter to the device. This will prompt the computer to detect that a display is connected and keep the display drivers on.

However, our developers are currently working on a feature to bypass the display drivers completely and allow images to be transmitted on headless devices. Nevertheless, we cannot provide an exact date for when this feature update will be available.