

Connecting your laptop at City Hall

Bookable desks are available throughout City Hall.

Available Configurations

There are a variety of equipment configurations available to use at City Hall:

- 24" monitors – Philips 243B Hub monitor and Philips 242B monitor with webcam
- 27" monitors – Philips 275B x2, one with webcam
- 27" monitors – Philips 276B Hub monitor and Philips 275B with webcam

Note – the 27" monitors are high resolution displays which require more powerful hardware to run. You may experience issues if you try using 27" monitors on standard corporate laptops. Please only use the 27" monitors if you have a 'power/workstation' laptop, such as the ThinkPad P53, P15 or P16.

All workstations should include a keyboard and mouse, as well as a USB-C cable to connect to the displays. Please raise a call with ICT if any of this equipment is missing or faulty, ensuring the desk number is quoted in the call.



Your laptop will connect to the workstation using a single USB-C cable, pictured to the left. This cable is like your laptop charger, or other ThinkPad docking station cables, and one should be present at every workstation.

There may be an additional blue USB connector attached to the cable. Do not connect this to your laptop – it is only an adapter and will not do anything.

Please avoid bending the cable at particularly sharp angles or putting undue stress on the cable or connectors – the wires internally can be quite fragile and can cause connection issues if damaged.

Connecting your laptop

1. Check the monitors are powered on – a slow blinking white light at the bottom right of the monitor indicates the monitor is powered on and waiting for a connection.
2. Turn on your laptop and log in. Wait until it reaches the main desktop, and you get the ICT policy popup at the right-hand side.

3. Connect the USB-C cable pictured above. The power button on your laptop should blink, the screen may flash and you may hear the Windows device connected sound.
4. After a few seconds, the right-hand monitor should connect, followed by the left monitor.
5. If any issues are encountered, please scroll down to the **Troubleshooting** section.

Configuring the monitors

After connecting your laptop, especially if you have never used that workstation before, you may notice that all or some of the screens are showing the same contents. To resolve this:

1. Right click on a blank area on your desktop, and select 'Display settings'

Display

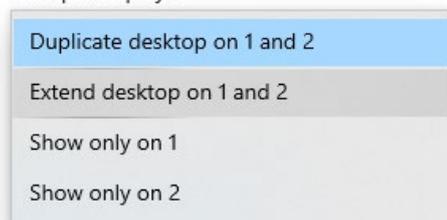
Rearrange your displays

Select a display below to change the settings for it. Press and hold (or select) a display, then drag to rearrange it.



Multiple displays

Multiple displays



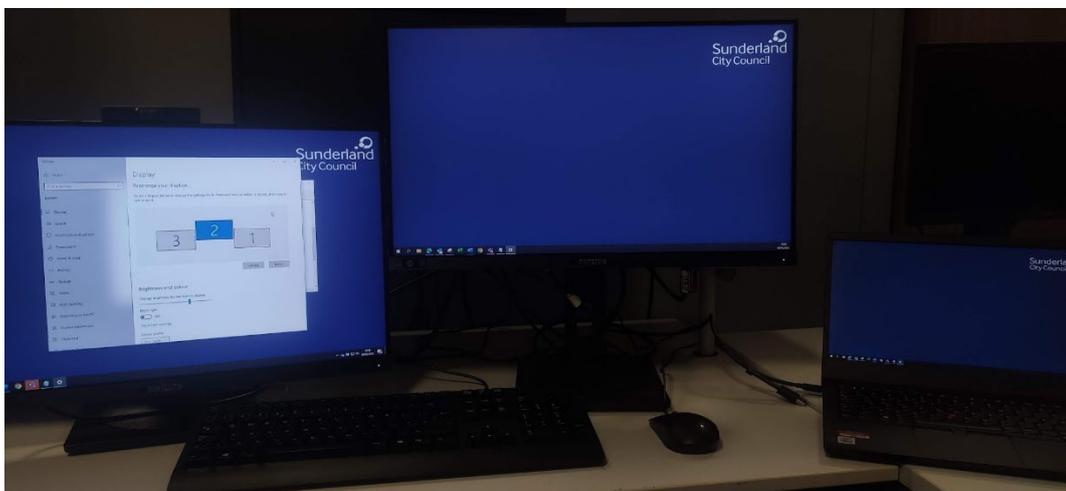
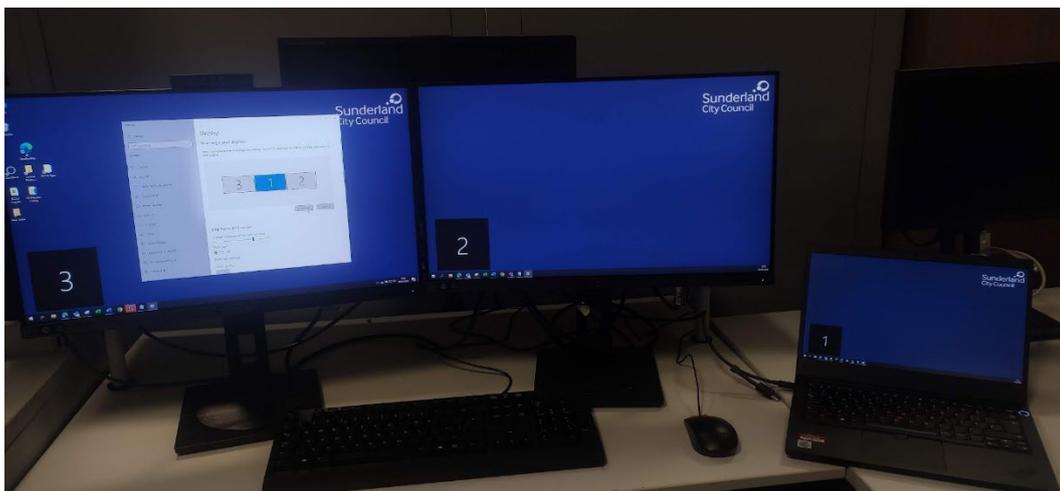
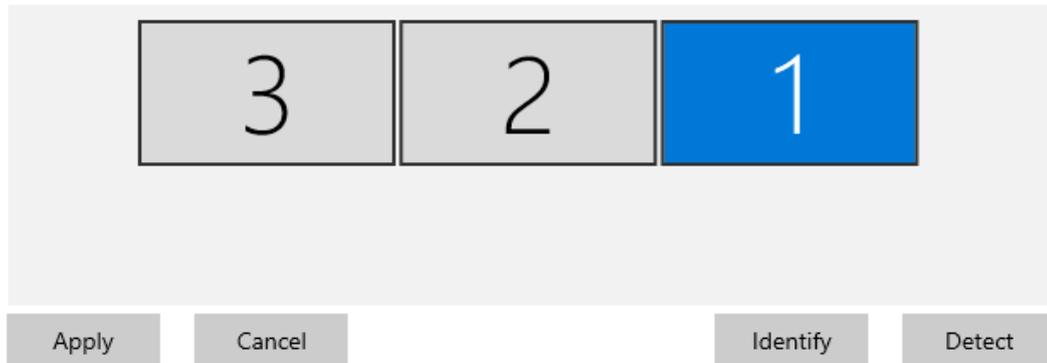
[Graphics settings](#)

4. All three screens (your laptop and both monitors) should now display their own independent content.

Changing the monitor layout

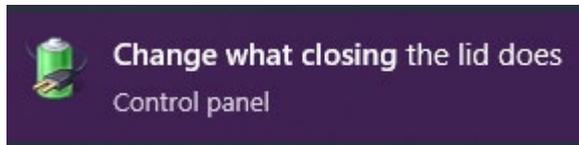
The movement of your mouse cursor may not correspond with how the monitors are physically laid out. To resolve this:

1. Open 'Display settings' by right clicking a blank area of your desktop and selecting the option.



Working using only the monitors (closed laptop)

If you wish to close your laptop and only work using the two monitors, you may need to tweak a setting on your laptop. By default, if you close the lid, your laptop will go to sleep. To resolve this:



3. Click Save Changes, and close the window. You may now close your laptop lid when plugged in, and continue working. Please note you may need to reconfigure your displays using the steps above.
4. Do not change any settings under 'On battery', as this may consume battery life and risk overheating your device if it stays running inside a bag.

If you wish to only use one of the displays, turn off the left-hand monitor by pressing the power button for approximately one second. Windows should detect the left monitor has turned off and re-arrange your displays accordingly. Please note that this will also disable the webcam on that monitor if present.

Charging peripherals



On the left-hand side of the Philips monitors, a yellow USB port is available. This is a higher power port that is ideal for charging other devices such as mobile phones.

Troubleshooting

- One or both monitors are not connecting
 - Please try turning off the right-hand monitor by pressing the power button for one second, wait five seconds, then turn it back on.
 - This should re-establish the connection between your laptop and monitor.
 - If this doesn't work, please try disconnecting the USB-C cable, allow five seconds then re-connect it.

- The webcam isn't working
 - Please ensure the monitor webcam is selected as your main webcam. You may need to tweak a setting in Teams to tell it to use the monitor webcam.
 - To do this, go into Teams, click the three dots near your profile picture in the top right, and select Settings
 - On the left-hand side, select Devices.
 - Scroll down to the Camera section and ensure 'USB2.0 FHD UVC WebCam' is selected.

- I have connected to 27" monitors, but one of the monitors is flickering heavily.
 - This is due to hardware limitations of your device. Please only use the 27" monitors if you have any of the following 'power' laptops:
 - ThinkPad P53
 - ThinkPad P15
 - ThinkPad P16