
Technical Bulletin

Connecting to a display panel using an active DisplayPort input

If you connect a DisplayPort cable with a Pin 20 connection to a discrete display panel or the first display panel to receive signal in the array, the panel cannot be turned on and becomes unresponsive after an AC power cycle.

The other display panels in the array operate as expected.

Affected products

The following products are affected.

- FHD492-XV
- FHD552-XV

Resolution

To resolve the issue, do one of the following.

- Remove the DisplayPort feed by unplugging the DisplayPort cable from the affected display panel, or by unplugging the cable at the source.
- Use the DisplayPort cable that was supplied with your display panel, or a DisplayPort cable that does not have Pin 20 connected.

Technical support

Technical support for Christie products is available at:

- North and South America: +1-800-221-8025 or Support.Americas@christiedigital.com
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- Asia Pacific: +65 6877-8737 or Support.APAC@christiedigital.com