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# Technical Bulletin

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## Replacing the QSFP+ AOC fiber cables on a MicroTiles LED wall

This bulletin provides information about replacing a QSFP+ AOC fiber cable on a MicroTiles LED wall. A typical MicroTiles LED wall has two QSFP+ fiber cables.

- If the cables have the AOC transceiver molded with the fiber cable and one of the cable fails, both cables must be replaced.
- If the faulty cable has a de-teachable AOC transceiver, only the faulty component must be replaced.

After replacing the QSFP+ fiber cables, various communications issues can result when using the new AOC transceiver with older versions of the MicroTiles LED software; therefore, you must upgrade the software to version 1.4.0 or above.

### Affected products

The following products are affected:

- MicroTiles LED

### Technical support

Technical support for Christie Enterprise products is available at:

- North and South America: +1-800-221-8025 or [Support.Americas@christiedigital.com](mailto:Support.Americas@christiedigital.com)
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or [Support.EMEA@christiedigital.com](mailto:Support.EMEA@christiedigital.com)
- Asia Pacific ([support.apac@christiedigital.com](mailto:support.apac@christiedigital.com)):
  - Australia: +61 (0)7 3624 4888 or [tech-Australia@christiedigital.com](mailto:tech-Australia@christiedigital.com)
  - China: +86 10 6561 0240 or [tech-supportChina@christiedigital.com](mailto:tech-supportChina@christiedigital.com)
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  - Singapore: +65 6877-8737 or [tech-Singapore@christiedigital.com](mailto:tech-Singapore@christiedigital.com)
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