
INFORMATION BULLETIN

D4K/Mirage 4K Missing Image Quadrant with TDPIC

Applies to the Following Products	Prepared For
<ul style="list-style-type: none">• D4K2560 (P/N: 129-009100-XX)• D4K3560 (P/N: 129-005106-XX)• Mirage 4K25 (P/N: 129-012104-XX)• Mirage 4k35 (P/N: 129-012104-XX)	Internal and External Operators and Service Technicians External Customers Christie Field Application Engineers (FAE)

When Twin DisplayPort Input cards (TDPIC) are used in a Four Port Input configuration using the AMD FirePro™ graphics card as the source, one or more quadrants may be missing.

This issue has been traced to the graphics card failing the DisplayPort link connection, which results in the graphics card driver dropping the signal.

Resolution

The latest AMD driver corrects this issue. Contact your video source vendor for an update or download the driver directly from AMD.

Technical support

North and South America: +1-800-221-8025 or tech-support@christiedigital.com

Europe, Middle East, and Africa: +44 (0) 1189 778111 or techsupport-emea@christiedigital.com

Asia Pacific: tech-asia@christiedigital.com