CLEARCUBE

Topic: **Compatibility Between Multi-Video Expander and Universal C/Port**
Component(s) Affected: **All Revisions of Multi-Video Expander (MVX)**
Date: **May 15, 2003**

OVERVIEW / ENVIRONMENT

This bulletin describes the compatibility of various revisions of MVX and Universal C/Port (UCP) assemblies, as well as typical symptoms associated with incompatibility. More information is available under Defect #1104.

DETAILED DESCRIPTION

General Description: The MVX is dependent on certain features of later revision UCP assemblies, in particular the UCP must have revision 29 or later in the socketed PROM in location U6, which is a feature of revision D1 or later UCP assemblies.

Note: With the introduction of the Rev H UCP PCA, the top-level assembly part number of the UCP was changed. As a result, the MVX is guaranteed compatible with all revisions of UCP part number 091024 and revision D1 or later of UCP part number 091009. The MVX may not be compatible with prior revisions of 091009.

Potential Side Effects: Using a prior revision of the UCP may or may not work acceptably. This is a function not only of the graphics resolution and refresh rate selected by the user, but also of the particular revision level of the UCP being used. In some cases, the video quality may suffer slightly due to limitations of older revision UCP units. In other cases, the MVX may actually be incompatible with the UCP and produce erroneous video output.

Such an incompatibility typically results in individual video channel Frame ID fields being lost in the video stream from the UCP to the MVX. As a result, rather than expanding the video signal across multiple monitors, the MVX erroneously routes all video frames to the primary monitor simultaneously. This appears as multiple video images superimposed on the primary monitor with a strobe effect (e.g., in 4x1 mode, four images are superimposed onto one screen).

RESOLUTION

All these issues can be avoided by using a rev D1 or later UCP, either part number 091009 or 091024.. Also, to achieve the very best video quality, use UCP part number 091024, which employs the very latest UCP technology (rev H UCP PCA).

When using prior revisions of 091009, a possible workaround is to try a different graphics resolution and/or refresh rate. In most cases, serious incompatibilities occur only in a few specific combinations of resolution and refresh rate.

For more information, please contact ClearCube technical support.

support@clearcube.com	Email address for ClearCube Technical Support
support.clearcube.com	ClearCube Support Website
(866) 652-3400	Direct line in the US
+1 (512) 652-3400	Direct line from outside the US

TB0055 rev 11/08/2004

ClearCube Technology 8834 Capital of Texas Hwy N Suite 140 Austin, Texas 78759 **voice 512 652 3500 www.clearcube.com**