

Tech Bulletin: Video Support for Zero Clients Using PCoIP Technology

Products Addressed

This Tech Bulletin addresses zero clients using PCoIP technology.

Overview and Environment

Optimal video performance for ClearCube zero clients and host cards is achieved when

- Supported monitor refresh rate is set, and
 - DVI video cables are connected to zero client DVI inputs without adapters.
-

Recommendations

Monitor refresh rate

PCoIP processors can support all single-link DVI specification resolutions at 60 Hz up to 1920 × 1200.

Single-link DVI support

PCoIP devices support single-link DVI video connections. Attaching VGA adapters to DVI cables produces sub-optimal video performance, and EDID transmission can be unreliable.

Contacting Support

The table below shows how to contact ClearCube Support.

Web	www.clearcube.com/support/
E-mail	support@clearcube.com
Toll-free	(866) 652-3400
Direct	(512) 652-3400
