
Technical Bulletin

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
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or Support.EMEA@christiedigital.com
- Asia Pacific (support.apac@christiedigital.com):
 - Australia: +61 (0)7 3624 4888 or tech-Australia@christiedigital.com
 - China: +86 10 6561 0240 or tech-supportChina@christiedigital.com
 - India: +91 (80) 6708 9999 or tech-India@christiedigital.com
 - Japan: 81-3-3599-7481
 - Singapore: +65 6877-8737 or tech-Singapore@christiedigital.com
 - South Korea: +82 2 702 1601 or tech-Korea@christiedigital.com
- Christie Professional Services: +1-800-550-3061 or NOC@christiedigital.com