



Bypassing the Wallplate & trying new Cabling

You will need a new, or known to be working HDMI cable & DisplayPort (DP) to HDMI cable.

The aim is to bypass the wallplate/input plate with new cables to rule these out as being the problem. Please note your cabling may not be exactly the same; you may have a slightly smaller or larger adapter and it may be white instead of black.

Example of what the wallplate/inputplate may look like.

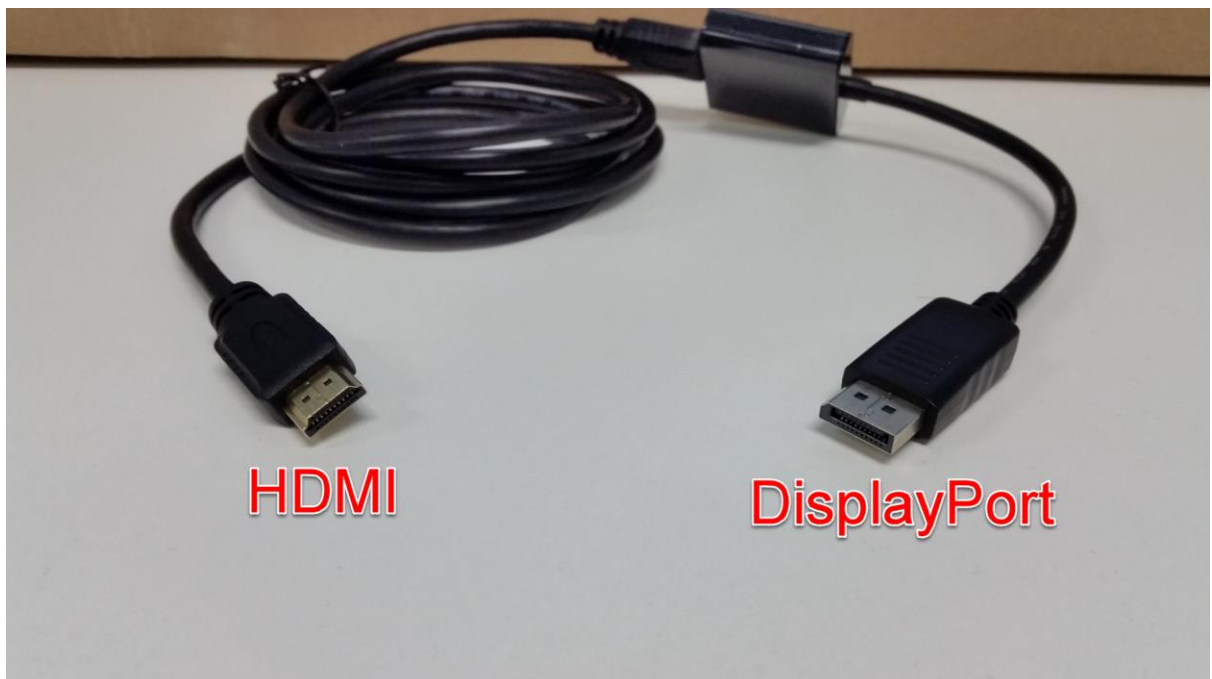


Steps:

1. Get your HDMI cable + DP to HDMI adapter. Plug one end of the HDMI cable into the HDMI input of the DP to HDMI adapter.



Two cables plugged in together.



2. Plug in the DisplayPort end into your computer. You may need to remove the current DisplayPort cable plugged in whilst you perform this test.



DisplayPort cable plugged in.

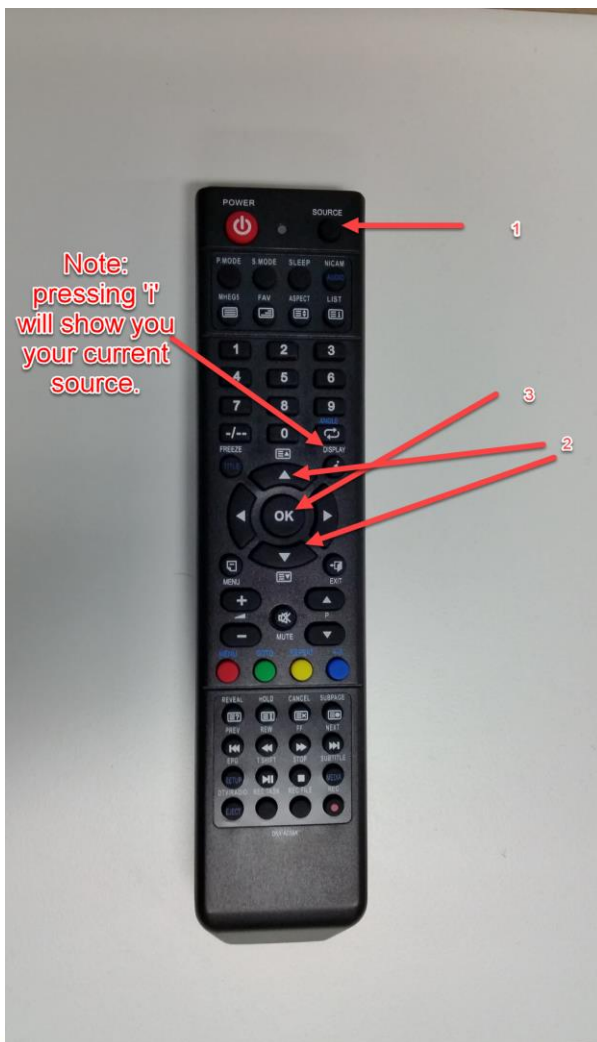


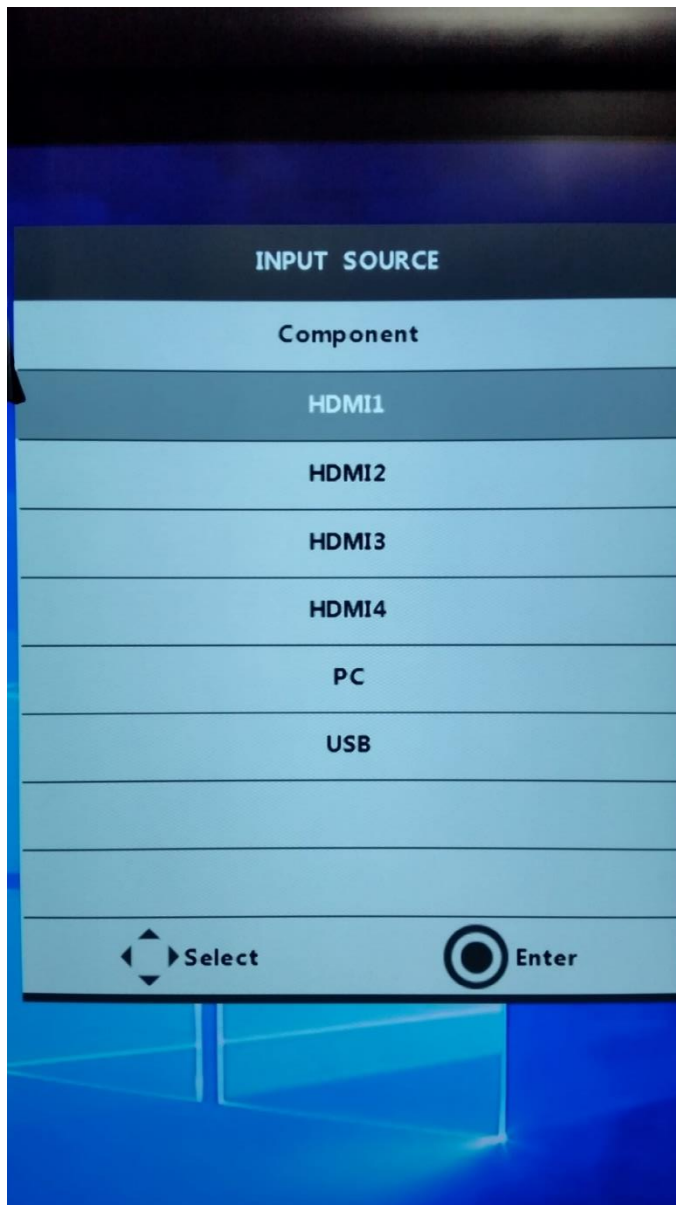
3. Plug the other end of the cable (the HDMI end) into your CommBox HDMI 1 port.





4. Press Source on your remote & use the arrows to navigate to HDMI 1. Press Enter to change source to HDMI 1. If it's already on HDMI 1 then you can skip this step. The menu will auto-hide after 5-10 seconds.





5. Once you have your computer displaying on the CommBox, continue to test this way and check to see if previous display issues are now resolved.
If the issue is resolved, there is something wrong with the wallplate/inputplate, HDMI cable or DisplayPort to HDMI adapter that was previously in use. Speak to support about having these replaced.