


Title	Sapphire Console Main Screen Not Working		 Defining The Future
Product	Sapphire Media Console		
Date/Author	31/07/13	Marc Evans	
Level	Easy/Medium		
Estimated Time	15 minutes		

**Background:**

Occasionally Sapphire Console main screens will seem to not work correctly when connected to the Ai server.

Connect the Sapphire Media console via USB and ensure the outputs from your Ai media server are set up as follows:

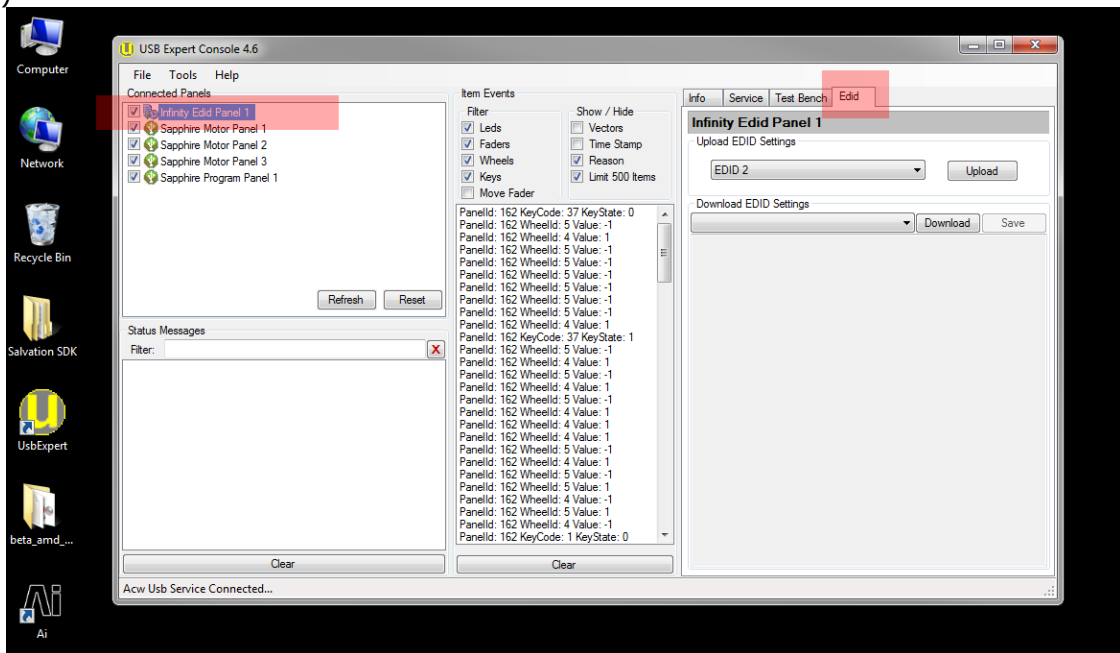
- Output 1 (Infinity) to Left input (Sapphire)
- Output 2 (Infinity) to Right input (Sapphire)
- Output 3 (Infinity) to 1 input (Sapphire)
- Output 4 (Infinity) to 2 input (Sapphire)
- Output 5 (Infinity) to 3 input (Sapphire)
- Output 6 (Infinity) to 4 input (Sapphire)
- Output 7 (Infinity) to 5 input (Sapphire)
- Output 8 (Infinity) to 6 input (Sapphire)

Open USB Expert.

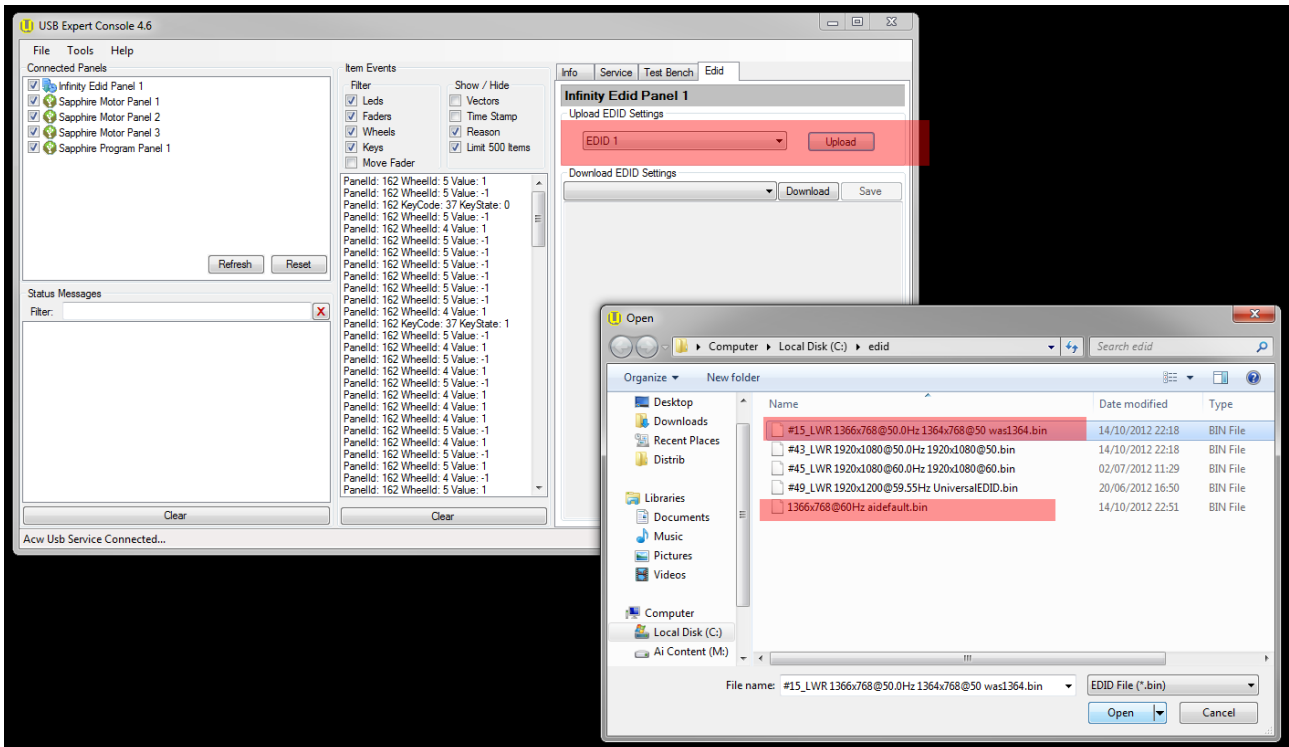
Click on the Tools menu/ACW Service/Start

Wait a moment and the controller should then be connected. Test this by moving a fader or pressing a button – you should then see values appear in the central panel.

In the right-hand panel, you should see **Infinity Edid Panel 1** – click on this and then the panel on the right-hand side should change. Select the Edid tab on the panel. (See picture below)



From the drop down menu on the right-hand side, select EDID 1, then click on the Upload button. This should open a Windows dialog. If you navigate to C Drive/Master/Edid you should find some .bin files. You need to load up either the [LWR\\_1366x768@50was1364.bin](#) (for 50Hz mode) or [1366x768@60Hzaidefault.bin](#) (for 60Hz mode)



This should give you the correct resolution for the 2 main display screens on the Sapphire Media Console.

For any other problems, please contact [support@avolitesmedia.com](mailto:support@avolitesmedia.com)