



# Martin P3-200™

## DVI 1920x1080 Service Note

### Introduction

We have noticed that some specific combinations of following factors can lead to “Error Getting Frame” messages on the P3-200 System Controller:

- DVI input signal with resolution of 1920x1080
- Frame-rate set to 50Hz or 60Hz progressive
- Certain types of sources / media servers (DVI timings)
- Certain types of content (burst pattern)

The “Error Getting Frame” messages on the P3-200 System Controller indicate that some of the incoming video-frames are not being received correctly and thus frames are being skipped.

It is worth noting that this issue only happens in very specific and isolated cases, and most setups with P3-200 at 1920x1080 are working fine.

### Workaround

If you encounter this type of problem, following workarounds will solve the issue:

- Switch to a lower resolution (if possible)
- Switch to a lower frame-rate (25Hz or 30Hz)

### Extra Information

It is worth noting that the “Error Getting Frame” messages can also appear when the P3 System Controller is unable to correctly receive the DVI input signal for other reasons such as:

- Unstable power supply to the P3 System Controller (bad grounding, earth leakage, ...)
- Bad quality DVI signal and/or bad quality DVI cable

So please check for these items before attempting the workarounds.

### Solution

We are working with the manufacturer of the input card used inside the P3-200 System Controller to find the root cause of this problem and solve it ASAP.



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