

PSA update 10/24/2025 to HDMI Integrest and BYOD issue on Core Gen 2

Thank you all for your patience as we worked through the HDMI ingest / black screen issues on Core Gen 2. I know that the recent issues have been frustrating, and I appreciate you all hanging in there as we work through them. I'm happy to say that as of early this week, Microsoft's software cloud fix has reached 100% of units in the field, and the issue should be resolved.

This cloud fix takes effect automatically after a nightly reboot, and there is no interaction needed from the customer to enable it. If you are still experiencing issues, please contact our support or Lenovo Representative

- *The issue itself was caused by the update from MTR v5.2 to MTR v5.3 and is a known Microsoft issue. It is not only occurring on the ThinkSmart Core Gen 2, but also on other manufacturers devices.*
- *We have been experiencing an issue where a black screen appears when attempting to share content via HDMI on the Core Gen 2. Microsoft has successfully reproduced the problem and is currently working on a fix as quickly as possible. This issue is a high priority for Microsoft, and as a result, they are postponing the release of MTR v5.4.*
 - *We are currently urging Microsoft to*
 - *Resolve the issue as quickly as possible. (SOLVED)*
 - *Post the issue on the public MS known issues list. We have escalated this to our leadership team as well, and they are helping to escalate it with MS. (TBD)*

The issue is posted as a [TIP](#) on eSupport.