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| **Category** | **Questions** | **Answers (N/A if not applicable)** |
| **Description** | Provide a detailed description of the issue | Second screen blinks (flickers black for 1-2 sec) when using internet browser (Edge, Chrome). Also when using MS Office applications (Excel, Powerpoint) but less often. Switching the display to second screen only makes it better but still some black screens and internet browsing is unusable. This does not happen on MacOS so it’s not hardware-related.  |
| Please place an X to the right of the option showing how often you see this issue using specific steps. (Ex: 'Every few times a game is started it flickers.' <- This would be "Often") | Often |
| **Hardware (HW)** | Brand and Model of the system. | Apple Inc. MacBookPro14,2 |
| Hybrid or switchable graphics system?ie Does it have AMD or NV graphics too? | Intel® Iris® Plus Graphics 650 (no AMD or NV second card) |
| Make and model of any Displays that are used to see the issue **(see note2 below).LFP**= Local Flat Panel (Laptop panel)**EFP** = External Flat Panel (Monitor you plug in) | Second screen that flickers is the LG Ultrafine 5K. |
| How much memory [RAM] in the system (**see note2 below).** | 16 Go |
| Provide any other hardware needed to replicate the issue.ie: Cables&brand, cable type [vga, hdmi, DP, etc], dock, dongles/adapters, etc | USB-C cable by used to connect to the display is the original LG one and later an Apple manufactured USC-V cable 50 cm long (short) with no improvement. |
| Hardware Stepping (**see note1 below**). | Apple Inc. MacBookPro14,2Motherboard Product Mac-CAD6701F7CEA0921BIOS Version204.0.0.0.0Date16/12/2019SMBIOS Version3.0 |
| **Software (SW)** | Operating System version (**see note2 below).** | Windows 10 1809 10.0.17763 |
| VBIOS (video BIOS) version. This can be found in “information page” of CUI (right click on Desktop and select “Graphics Properties”. | SMBIOSBIOSVersion204.0.0.0.0 |
| Graphics Driver version; for both integrated Intel and 3rd party vendors (**see note2 below).** | Intel corp 26.20.100.7985 |
| SW or Apps version used to replicate the issue. | Edge / Chrome |
| **Configurations** | Single display, clone, or extended (**see note2 below).** | Extended / second screen only |
| Display resolution & refresh rate setting of each display (**see note2 below).** | Internal laptop screen: 2880 x 1800External Screen: 5120 x 2880 |
| AC or DC mode, i.e. is power cable plugged in or not? | AC (cable plugged in) |
| **How to repro** | Please provide steps to replicate the issue. These **steps** are very crucial to finding the root cause and fix.A screenshot to illustrate the issue is a huge plus. A video of the failure is even better! Attach to the post or provide the YouTube link. | 1. Connect to the LG Ultrafine 5K external monitor2. Choose either extended display or display or second screen only3. open a web browser and navigate4. See screen flashing blackn. |

**Additional system information**

* Indicate your computer make/model, or if it is a Desktop the motherboard make/model.
* Attach the [DxDiag.txt](https://www.intel.com/content/www/us/en/support/articles/000022556/graphics-drivers.html) and [SSU.txt](https://downloadcenter.intel.com/download/25293/Intel-System-Support-Utility-for-Windows-) reports (these are very useful as they can tell most of the computer configuration details)