



How to get USB-C Monitor to work on iMac

21.5" Retina 4K Display (2017)

Apple is aware of an issue causing some iMac's logic board to come loose resulting in the USB-C connection not being able to seat properly.

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INTRODUCTION

PLEASE FOLLOW AT YOUR OWN DISCRETION

Some iMacs are shipping with an issue where the logic board partially comes loose resulting in USB-C cables not being able to make a full connection to the computer. The guide below is for those experiencing this issue, however it is not a fix to re-secure the logic board it only allows access to the USB-C ports.

1. Unplug the iMac from all power sources.
2. Make sure you can fully see the ports located on the back of your iMac unplugging all connected cords.
3. Insert the USB-C cable into the port and lightly push the cable up and down resulting in enough pressure to pull the logic board back into place.
4. You should audibly hear a click when the logic board goes back in place, and you should be able to see the ports move within the computer.
5. Attempt to plug in the USB-C device again and you should have a solid connection this time allowing for use of the ports!



PARTS:

- [HDMI to USB-C](#) (1)

Step 1 — Unplug the iMac



- Unplug the device from all power sources, and remove any accessories that may also be plugged in.

Step 2 — Make sure you can see the ports!



- Before we get to fixing the issue make sure you have an unobstructed view of the iMac's rear ports.

Step 3 — Insert a USB-C connector into the port



- So this is where things get tricky. In order to get the logic board back into its proper seated position without opening the device we must insert a USB-C cable into one of the ports and gently apply pressure up and down until you hear a click and visually see the ports change position.

Step 4 — Plug it in!



- Now it's time for the fun part. Testing it out to make sure it works! Plug the power supply back into the computer and boot into Mac OS. After booting into the OS plug in the USB-C device you are trying to access. This time you should be able to easily insert the connector into the port and the computer should recognize with no issue!

Step 5 — Problem Solved!



- Although this should fix your issue, it is only to be considered a temporary fix and may need completed again if the device is relocated.

After following the above directions you should hear an audible click and movement inside the Mac as the logic board goes back into place.