

CINEMA TECHNICAL NEWS

WELCOME

Welcome to the third issue of the Christie® Cinema Technical News, designed to keep you up-to-date with the latest firmware updates, technical bulletins, technical news, hints, tips and tricks.

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Be sure to check the latest versions of our firmware for all Christie Cinema products on the righthand column. You can also find additional information from Christie University, latest technical bulletins and manuals, with some extra Christie tips and tricks below.

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CineLife+ subtitles enabled "false" error

Series 4 projectors do not support "projector-rendered" subtitles - subtitles must be rendered by the IMB.

This error occurs when you attempt to use the projector to render subtitles during IMS3000 playback:

1. In the Device Manager, find the "Projector" device.
2. Set the "Enabled subtitles" radio button to "No". This will disable projector rendered subtitles. Note this option only controls if the IMB expects the projector to render the subtitles and should never be set to "Yes" with a CinelifePlus+ projector.

To enable IMS rendered subtitles, the user must add a "Subtitle Engine" device. If this device is present and enabled, it will automatically disable the projector rendered subtitles.

When displaying closed captions as subtitles, the developers made the following comments:

- The option to display Closed Captions as Open Captions is present in the "Subtitle Engine" properties.
- The checkbox "Process closed caption data if no subtitle content is detected" should cause the IMS to start drawing the closed captions on screen so long as the content has no subtitles.

How to hook-up a projector to send Serial API commands.

1. Go to the Touch Panel and click Menu. Login as a service level user.
2. To identify the projector IP address, Go to Menu => Administrative setup => communication configuration. On this page you can configure as per your requirement for the API command control.
3. You can connect either on the Ethernet port 5000 on PIB-S2 for sending your API commands or RS-232.
4. [Download the API command of Series-2 projectors.](#)
5. Should you have further quires please write to cinema.support@christiedigital.com

New design for Vane switch

Do you have trouble with the 'AC Blower interlock' on CP2220/2230/4220/4230?

If you are often struggling with the AC blower interlock issue on the CP2220/2230/4220/4230, please check the exhaust air flow is enough first.

Low air flow in the exhaust may result in the low air circulation in the projector body and AC blower interlock. It must be at least 450 CFM (600 CFM in projection rooms with ambient temperature above 25°C)

If the exhaust air flow and the AC blower fan are good and you still have the problem, please check with the local Christie engineers if you can replace your AC blower vane switch with a redesigned part.

TIPS AND TRICKS

Rental Mode Rollback Detection alarm appearing on Series 3 RGB Projectors after a date adjustment even though Rental Mode hasn't been enabled?

A fix has been added for the CP2315-RGB / CP2320-RGB projectors in software version 2.5.2.

The situation will resolve itself on its own if the date and time were only adjusted by a few hours. When the time on the projector catches up to the date adjustment, the "clock rollback" alarm will cease.

If the projector is still experiencing the "rental mode clock rollback" alarm, there is a fix that can be applied. That is to actually put the projector into Rental Mode by applying a commission file, installing a rental license file, and then applying the decommission file. To acquire the files please contact technical support.

What to do if ingest from FTP server is unsuccessful on your IMB-S2

In some circumstances we're experiencing ingest failed from the FTP server. If it happens, in most of the cases ingest will be successful from local source.

This is a known issue, and engineering is working on a solution.

FIRMWARE UPDATES

Christie Solaria main software v4.8.1

Christie NAS-S2 main firmware v4.3.3

Christie IMB-S2 main software v1.8.7

CineLife™ main software version v2.5.3

CineLife+™ software version v1.3.0

TRAINING CENTER



Find the courses you need in the Christie University [Course Catalog](#)

Access our online training courses:

Projector Maintenance

Laser Safety Awareness

Photon LOS Alignment

Booth Safety (webEx)

Christie NAS-S3

RealLaser Light Source

RealLaser Safety

Solaria 4K

And many more

WATCH OUR USEFUL VIDEOS



Log into [Christie University](#) and search for these helpful videos:

Configuring a Christie NAS-S2 for GDC SR-1000 IMB

CP2309/2315/2320-RGB LOS removal

CP2309/2315/2320-RGB Optical adjustment

CP4415-RGB & CP4420-RGB Filter replacement

CP4440-RGB & CP4450-RGB LOS removal

CP4450-RGB Chiller Setup

TECHNICAL BULLETINS



Download the latest Technical Bulletins. Log into our website to download the software directly from the browser.

020-103244-04-Christie-LIT-GUID-SET-Core5-RGB.pdf

020-200485-01 Technical Bulletin for RMA'ing the SR-1000

020-200255-03 BUL TECH LPS Electrical Tests.pdf

020-102710-07-Christie-LIT-GUID-SET-Cinema-4K

020-102770-02-Christie-LIT-MAN-SERV-Cinema-2K-RGB

020-102772-04-Christie-LIT-GUID-SET-CP2315-RGB

020-102773-04-Christie-LIT-GUID-SET-CP2320-RGB

020-103078-02-Christie-LIT-GUID-SET-CP2309-RGB

020-103169-02-Christie-LIT-INST-SHT-Netgear-GDC

HAVE ANY QUESTIONS OR NEED MORE INFORMATION?

Please contact Christie technical support via email at support.cinema@christiedigital.com or call 1-877-334-4267.



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