
INFORMATION BULLETIN

Christie IMB-S2 Hard Drive Tray Connectivity

Applies to the Following Products	Prepared For
• Christie IMB-S2	Internal and External Operators and Service Technicians

Content provided by a distributor is sent on a hard drive contained in a tray or sled. The tray is connected directly to the Christie IMB-S2 ingest port with a USB or eSATA connection. When an eSATA connection is used, the Christie IMB-S2 can fail to start when the hard drive is removed and the empty tray is not turned off. These are the symptoms of this issue:

- The IMB icon in the projector touch panel controller (TPC) taskbar is grey.
- The menus are unavailable when you tap **Menu > Christie IMB** on the projector TPC.
- The SMS Run and Alarm LEDs on the Christie IMB-S2 faceplate are yellow.

Empty hard drive trays connected to the Christie IMB-S2 with a USB connection are unaffected by this issue.

Resolution

When removing a hard drive from a tray connected to the Christie IMB-S2 with an eSATA connection, turn the tray power off.

Technical support

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