
SERVICE BULLETIN

Black Image Issue on Entero HB

Applies to the Following Products	Prepared For
<ul style="list-style-type: none">• RPMSP-LED02 (139-001102-xx)• RPMSP-LED02 (No WiFi) (139-001113-xx)• RPMHD-LED02 (139-002103-xx)• RPMHD-LED02 (No WiFi) (139-002114-xx)• RPMSP-LED02 (1.2.1) (139-003104-xx)• RPMHD-LED02 (1.2.1) (139-004105-xx)• RPMWU-LED02 (139-005106-xx)• RPMWU-LED02 (No WiFi) (139-005117-xx)	Internal and External Operators and Service Technicians

Christie has become aware that some Entero HB projectors may intermittently drop the active image and project a black screen. The root cause is voltage fluctuations on the power rail of the main CPU in the electronics module. This document provides the information to resolve the issue.

Resolution

1. Upgrade the projector to Entero HB v1.20 firmware. For more information, see the Entero HB v1.20 FirmWare Software Release Notes (P/N: 020-101141-07).
Projectors with serial number 3544331xxx and later have v1.20 firmware installed.
2. Upgrade the Entero HB bootloader to v2.0. For more information, see the Entero HB Bootloader v2 Software Release Notes (P/N: 020-101618-01).

Technical support

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