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# Technical Bulletin

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## Zoom motor controls disabled on Boxer

This bulletin provides information for resolving disabled zoom motor controls on the Boxer suite or projectors.



This bulletin only applies to zoom lenses. Disabled zoom controls are normal behavior for fixed lenses.

## Affected products

The following products are affected.

- Boxer 4K models
- Boxer 2K models
- Boxer 30
- Mirage 304K

## Issue

The zoom motor controls are disabled on the Boxer suite. The motor cannot be controlled using any of the user interfaces (side-panel display, on-screen display, web UI, or serial API commands) and the projector does not show any warnings or errors.

## Details

This issue is most likely caused by the lens not having any calibration data programmed in it and the lens being inserted prior to the projector having AC power.

## Resolution

Follow these steps to resolve the issue.

1. If the user has physical access to the projector and lens:
  - a. Place the projector in standby mode.
  - b. Remove the current lens.
  - c. Wait for the Lens ID to read `Not Detected`.
  - d. Re-insert the lens.
2. If the user does not have easy access to the project and lens:

- a. Run a lens calibration from any of the user interfaces (projector side-panel display, on-screen display, or web UI).
  - b. If step 1 does not resolve the issue, send the (LCB+ZOOM1) serial API command to the projector.
3. If steps 1 and 2 do not resolve the issue, inspect the lens connector board projector (LCBP) for damage.

## Technical support

Technical support for Christie products is available at:

- North and South America: +1-800-221-8025 or [Support.Americas@christiedigital.com](mailto:Support.Americas@christiedigital.com)
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or [Support.EMEA@christiedigital.com](mailto:Support.EMEA@christiedigital.com)
- Asia Pacific: +65 6877-8737 or [Support.APAC@christiedigital.com](mailto:Support.APAC@christiedigital.com)