

---

# Technical Bulletin

---

## Locking the E400 and E500 controller

Disable the ability to navigate the menu and modify the settings from the front of the controller.

1. To disable access to the controller menu, press and hold the menu dial and back button until the controller screen flashes.
2. To re-enable access to the controller menu, press and hold the menu dial and back button for approximately 15 seconds.

There is no visual indication that the controller is unlocked.

3. Test if the controller is unlocked by using the menu dial to navigate the menu.  
If the controller is still locked, press and hold the menu dial and back button for a longer period of time.

## 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)