
Technical Bulletin

Solaria Main software v4.7.2 critical power errors

Issues have been found when using Solaria Main software v4.7.2 on Series 2 projector models. Various scenarios can cause unexpected operation of the projector, including spontaneous lamp strikes and displaying DC Power Critical Error and AC Power Critical Error messages on the touch panel controller.

The result is that the projector cannot play content and shows may be lost.

Affected products

The following products are affected.

- Christie CP2208
- Christie CP2210
- Christie CP2215
- Christie CP2220
- Christie CP2220U
- Christie CP2230
- Christie CP2230U
- Christie CP4220
- Christie CP4230
- Christie Solaria One
- Christie Solaria One+

Resolution

Christie has implemented fixes and recommends installing Solaria Main software v4.8.0 or higher on any projector that is currently running Solaria Main software v4.7.2.

Technical support

Technical support for Christie products is available at:

- North and South America: +1-800-221-8025 or Support.Americas@christiedigital.com
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or Support.EMEA@christiedigital.com
- Asia Pacific: +65 6877-8737 or Support.APAC@christiedigital.com
- Christie Managed Services: +1-800-550-3061 or NOC@christiedigital.com