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# Technical Bulletin

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## Brightness not restored and warning message not cleared

This bulletin provides information about an issue in CineLife+ software version 1.7.2-9 . The issue occurs after bringing the ambient temperature back below the maximum ambient temperature from a high ambient temperature, the *LiteLOC not reachable* warning does not clear and the brightness is not fully recovered.

The LiteLOC warning should disappear after the ambient temperature is below the maximum limit and brightness should be restored.

### Workaround

Once the ambient temperature is below the limit, enter and exit the Laser Power page (**Laser Settings > Laser Power**).



Christie does not recommend performing this workaround during a running show.

### Resolution

A fix will be provided in CineLife+ software version 1.8.0. Christie recommends upgrading to this software version when it is available.

## Affected products

The following products are affected.

- Christie CP2415-RGB
- Christie CP2420-RGB

## Technical support

Technical support for Christie Cinema products is available at:

- [Support.cinema@christiedigital.com](mailto:Support.cinema@christiedigital.com)
- +1-877-334-4267
- Christie Professional Services: +1-800-550-3061 or [NOC@christiedigital.com](mailto:NOC@christiedigital.com)