
Technical Bulletin

Resolving an unresponsive Control application issue

This bulletin provides information on what to do if the projector boots into the Control application and it stops responding.

Details

The projectors can boot into the Control application if the SID harness is not connected properly to the card cage.

Resolution

1. Try to reseat the SID harness.
For more details, refer to the projector's Service guide.
2. Reboot the projector and check if the issue has been resolved.
 - If the issue is resolved, disregard the remaining steps.
 - If the issue persists, proceed to step 3.
3. Manually launch the Fusion user interface:
 - a. Connect a computer mouse to one of the USB ports on the F-MAIN.
 - b. To close the Control application, in the upper-right corner select **Close**.
A black Christie screen is displayed.
 - c. Right-click on the black Christie screen and select **Fusion UI**.
The projector now boots into the Fusion standard user interface and you can now control the projector.
 - d. Download the interrogator logs and send them to Christie Technical Support for review

Affected products

The following products are affected:

- All projectors running CineLife software

Technical support

Technical support for Christie Cinema products is available at:

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