

Technical Bulletin

Touch panel USB-C connection

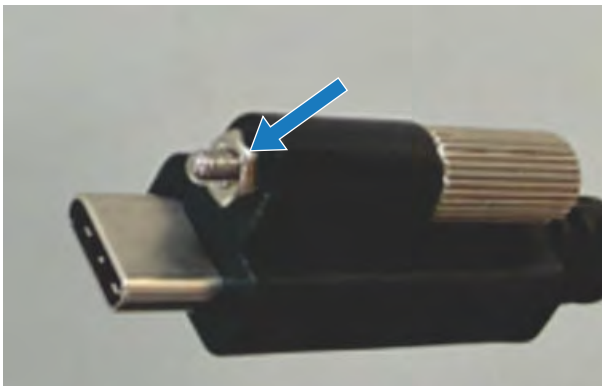
This bulletin provides information on attaching the USB-C cable securely to the touch panel display. For touch panel units with the manufacturing part number VO10B30F-ACP0MA, the USB-C cable is not recessed far enough into the touch panel USB-C port, preventing the connected cable from sitting flush. The manufacturing part number is displayed on the back of the touch panel display.



Resolution

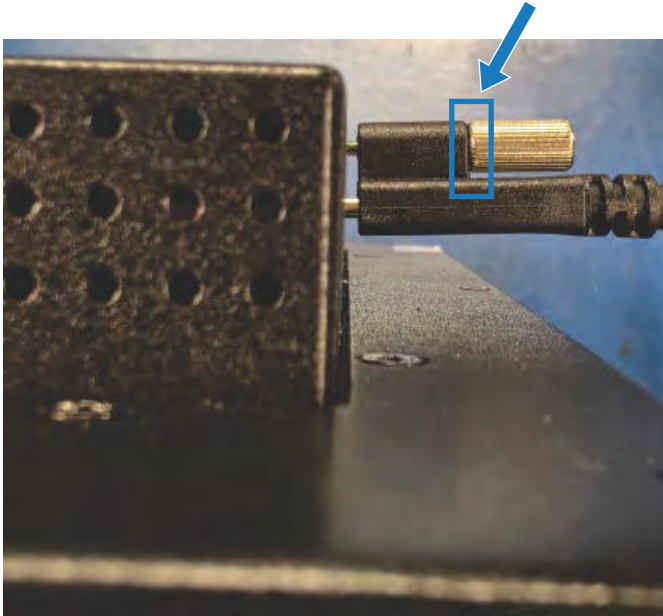
Secure the USB-C cable to the touch panel display.

1. Inspect the USB-C cable for a nut secured on the thumb screw.

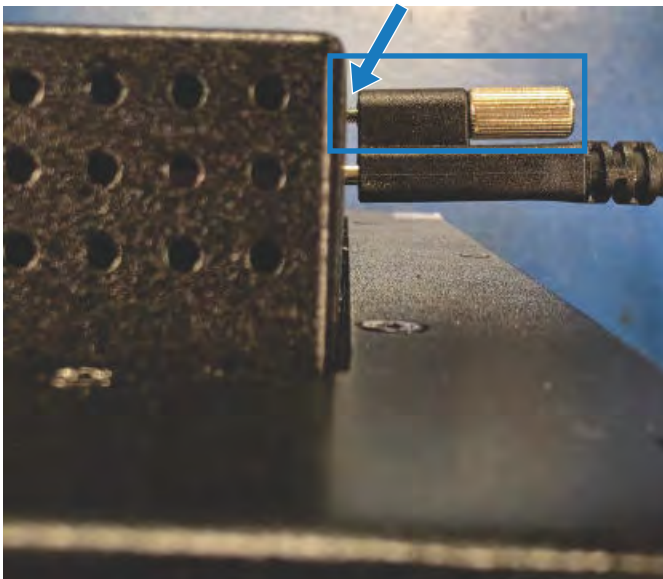


2. If a nut is present, remove it and discard.
3. Connect the cable USB-C connector to the touch panel USB-C port.

4. Tighten the thumb screw until there is no visible gap.



5. To avoid overtightening the thumb screw, leave a 2 mm gap between the USB-C cable connector and the touch panel chassis.



Affected products

The following products are affected.

- | | | | |
|-------------|-------------------|--------------|----------------|
| • CP2415-Xe | • CP4415-RGB | • CP4430-RGB | • H4D3 |
| • CP2420-Xe | • CP4415-RGB Gen2 | • CP4435-RGB | • CP4410m-RGBH |

- CP4420-Xe
- CP4420-RGB
- CP2406-RBe
- CP4415m-RGBH
- CP2415-RGB
- CP4420-RGB Gen2
- CP2409-RBe
- CP4420m-RGBH
- CP2420-RGB
- CP4425-RGB
- CP2411-RBe

Required components

The following components are required.

- Christie Touch Panel Accessory (P/N: 163-151108-02 with manufacturing part number VO10B30F-ACP0MAXXXXXXXXXX)

Technical support

Technical support for Christie Cinema products is available at:

- Support.cinema@christiedigital.com
- +1-877-334-4267