

Christie Phoenix

Frequently Asked Questions (FAQs)

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Christie Phoenix FAQs

What is Christie Phoenix™?

Christie Phoenix is an open content management system designed for control room applications that lets you easily access and control your display wall data securely from anywhere, at any time via standard IP networking technology. It consists of one or many hardware nodes and a PC with client software that operates on a standard Ethernet network. Phoenix nodes encode, decode, and display information simultaneously – all from the same unit.

Does Christie Phoenix operate on a standard network?

Yes. A Christie Phoenix system operates on standard networking equipment. The primary network requirements include Gigabit Ethernet, IPv4 and IGMP v2. Additionally, if the Phoenix system must traverse subnets, Protocol Independent Multicast (PIM) or other routing configuration may be required. Most modern networks support these requirements, and if the customer's network does not have the right equipment, Christie Phoenix can run on a parallel network.

What applications does Christie Phoenix support?

Christie Phoenix can be used in a variety of applications, but it is typically used in control rooms. It is applicable to any installation that requires capture and display of video and audio content on one or more display walls and one or more user desktops. This includes control rooms in utilities, network operations centers, and public safety or military tactical operations centers, among many others. Christie Phoenix can power single screen and multi-screen displays in one room or many rooms.

Does a Christie Phoenix system require software licensing?

No. Christie Phoenix does not require licensing and users of the system can be added as needed. There is a one-time software charge at time of purchase, based on the number of Christie Phoenix nodes in the system.

Is there a minimum requirement for nodes in a Christie Phoenix system?

A single node can capture and encode two DVI inputs, transcode two VNC or Remote Desktop clients, decode RTSP sources and drive two outputs. Additionally, a network switch is required and a PC to configure the system and run the client software.

What is the maximum number of nodes in a Christie Phoenix system?

Phoenix systems can be designed to support a very large number of displays and sources. A single Phoenix controller can manage a system with up to 128 displays using 64 nodes. Larger system configurations can be designed. It is best to contact Christie to review designs and requirements for large systems.

How does a Christie Phoenix system drive a video or display wall?

Using a simple and intuitive web-based configuration, Christie Phoenix nodes can be clustered together to drive a display wall. Phoenix nodes are connected together via CAT6 cables that distribute a reference signal that is used to synchronize the outputs.

Does Christie Phoenix support multiple display walls?

Yes, you can create and manage multiple display walls in a Christie Phoenix system.

Can the outputs of a Christie Phoenix display wall have different resolutions?

No, the resolution of each output in a display wall configuration should be the same resolution. However, each display wall in a Phoenix system can be configured to use a different output resolution.

What is the maximum output resolution that can be supported?

Each Christie Phoenix node supports DL-DVI outputs, up to 2560x1600 pixels. Outputs can be portrait or landscape oriented. Support for bezel compensation and overlap for blended applications is also available.

What is the maximum input resolution?

Christie Phoenix currently supports input resolutions up to 1920x1080.

Does Christie Phoenix support analog input or output signals?

Aside from audio signals, which are analog stereo only, the video inputs and outputs on a Phoenix node are digital-only (DVI-D).

Why does a Christie Phoenix node offer DVI-I connectors for input and output?

DVI-I connectors are used on Phoenix nodes for convenience of cable choice. The analog connectors in a DVI-I cable are non-functional with Christie Phoenix inputs and outputs.

How does a Christie Phoenix node handle audio?

Audio input signals use 3.5mm analog plugs and they are associated with the DVI video inputs. However, it is not necessary for a video signal to be present to capture audio. Audio can be listened to at a user's desktop without requiring video to be displayed. A single audio source can be output at each display wall, using the audio output connector on the node.

Does Christie Phoenix support IPv6?

Christie Phoenix currently supports use of IPv4. Phoenix nodes are upgradable, and a future software release will add support for IPv6.

Does Christie Phoenix support Apple Devices?

Apple devices can serve as sources to a Phoenix system using DVI signals and the Phoenix Web Manager can be accessed using compatible browsers from Apple devices. The Phoenix Desktop Client does not offer native support for use from Apple operating systems and must operate from a Windows platform.

Does Christie Phoenix support HDCP?

Yes, Christie Phoenix supports use of HDCP encrypted sources. However, it's only available when the system is set up to enable stream encryption. Christie Phoenix does not currently support presenting HDCP-encrypted content on the desktop client.

Does Christie Phoenix support use of IP video and streaming sources?

Yes. Christie Phoenix supports decoding of IP cameras and AV streaming encoders that use MPEG-4 Part 10 AVC/H.264 video and AAC audio. Supported vendors of cameras and systems include Axis, Sony, Panasonic, Bosch, and other RTSP cameras and streaming encoders.

What mounting options are there for Christie Phoenix hardware?

Christie Phoenix nodes are 19" rack mountable and delivered with rack ears. Other options include a wall/table mount, a VESA adapter to mount to the rear of a flat panel, and a VESA sandwich mount that secures a Phoenix node between a flat panel mounting system and the flat panel display.

What types of sources are supported?

The Christie Phoenix system supports Digital Video (DVI), Remote Desktop, TightVNC, MPEG-4 Part 10, Advanced Video Coding (H.264), as well as BMP, JPEG, PNG, and TIFF still images.

Can the Christie Phoenix system be controlled by a third-party controller?

Christie Phoenix includes a transparent Application Protocol Interface (API) for controlling it from third-party devices.

How is user access managed in a Phoenix system?

Configuration of users and passwords is managed from the Phoenix Web Manager or from an Active Directory (AD) server.

Does the Christie Phoenix system support Active Directory?

Yes, Active Directory (AD) is supported using the Lightweight Directory Access Protocol (LDAP) over a Secure Socket Layer (SSL) (LDAPS). The Christie Phoenix system requires a user (and corresponding password) with enough permissions to query the AD server. There are two types of users:

- Users with access to the desktop client only.
- Administrators with access to the desktop client and the Web Manager.

Are DNS names supported?

Yes, DNS names are supported within the Christie Phoenix system.

Is controller redundancy supported?

Yes, the Christie Phoenix system is designed with a redundant controller feature that assigns a backup controller when activated. If the primary Phoenix controller node fails, system control will switch over to the backup node.

How is content transported between Phoenix nodes?

The default method for delivering video and audio content between Phoenix nodes is multicast transport. Unicast transport can be applied selectively based on network requirements. Please contact Christie to review system requirements if it appears that use of unicast transport is appropriate.

Does the Christie Phoenix system support use of international languages?

Yes, the Christie Phoenix interfaces (Phoenix Web Manager and the Desktop Client) support international languages including: English, German, Spanish, French, Italian, Russian, Japanese, Chinese, and Korean.