

# CINEMA TECHNICAL NEWS

Welcome to Cinema Technical News, designed to keep you up-to-date with the latest firmware, technical bulletins, manuals, tech news, tips, and tricks.

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<https://www.christiedigital.com/lp/cinema-tech-newsletter-archive/>

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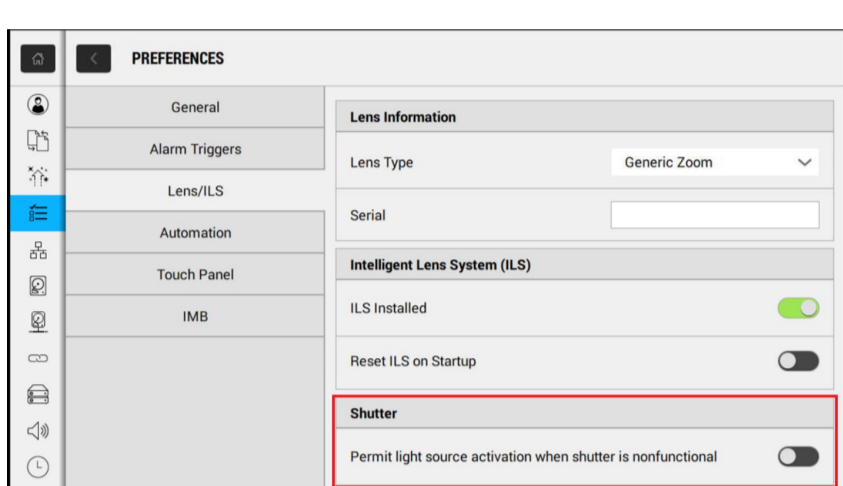


## Important notice: Shutter function error on Series 3 CineLife projection

We want to make you aware of a shutter failure that occurs on Series 3 CineLife projectors that prevents the laser light source from activating. Replacing the shutter is the only way to resolve this issue fully.

In the interim, you can continue to operate the projector by following these steps:

- Login to the projector with service or marriage login credentials.
- On the touch panel, navigate to: Service Setup -> Preferences -> Lens/ILS -> and enable "Permit Light Source activation when shutter is non-functional".



## IMB-S3 certificate fix

If incorrect certificate chain dates are causing difficulties when issuing KDMs on the IMB-S3, please update your projector to the latest software version.

If you see an "INVALID DATE RANGE" error warning at SM Certificate status, please go to the About tab and download the Certificate Signing Request file. Please send the file to technical support, and we'll assist you from there with a Certificate Update file.

Please refer to [020-200524-XX IMB-S3 Invalid Certificates technical bulletin](#) or contact technical support for more details.

## How to fix the "Root Free Disk Space" warning message

If you receive the warning message "Root Free Disk Space", this means the software doesn't have enough space to save new interrogator logs. This could cause an issue in analyzing further logs.

To fix this, you need to delete unnecessary files to create more memory space.

Deleting old versions of software packages and other unnecessary files from the F-main should clear enough memory to resolve this message. To complete this step, follow these instructions:

- Log in to the projector with service login credentials
- On the touch panel, navigate to: Service Setup -> System Upgrade
- Select an old version of software package and click Trash Bin to delete it.

To know how much free memory space is available, access the Touch Panel, click Menu -> Status -> System. The available disk space on F-Main can be found here.

## How to manually launch Fusion UI when the projector boots up in the control app

If you need to launch Fusion UI manually on a Series 3 CineLife projector, follow these instructions:

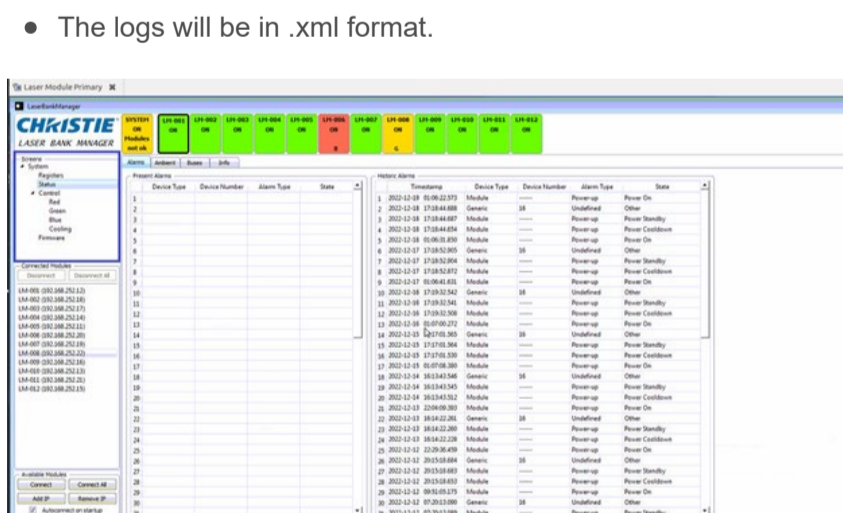
- Connect a computer mouse to one of the USB ports on the F-MAIN
- Close the Control app by clicking close with the mouse
- This should now display a black Christie screen
- Right-click with the mouse and select "Fusion UI",
- The projector should now boot into the Fusion UI (standard projector interface).

From there, you should be able to control the projector.

## How to download Laser Module Logs on the CP42LH

To download Laser Module Logs on the CP42LH, follow these instructions:

- Log in to the Laser Bank Manager using service login credentials. Please contact technical support if you don't have these credentials.
- Connect to the Laser Module.
- Select the laser module you'd like to download from the Laser Module logs and navigate to: Status > Alarms.
- To download logs for a specific failure, set the start date and end date to capture the time of the failure.
- Click "Get Logs". This will generate and save the Laser Module logs.
- To download entire modules, click "Get Logs All Modules"
- The logs will be in .xml format.



**FIRMWARE UPDATES**  
 Christie Solaria v4.8.1  
 Christie NAS-S2 v4.3.3  
 Christie IMB-S2 v1.8.8

CineLife v2.6.1  
 CineLife+ v1.8.1

**Customer service regional emails:**

[cinema.orders.americas@christiedigital.com](mailto:cinema.orders.americas@christiedigital.com)

[cinema.orders.emea@christiedigital.com](mailto:cinema.orders.emea@christiedigital.com)

[cinema.orders.apac@christiedigital.com](mailto:cinema.orders.apac@christiedigital.com)

[cinema.orders.china@christiedigital.com](mailto:cinema.orders.china@christiedigital.com)

**Tech support contact:**

[Contact us by email](#)

## TRAINING CENTER



Find the courses you need in the Christie University [Course Catalog](#)

**Access our online training courses:**

Projector Maintenance

Laser Safety Awareness

Photon LOS Alignment

Booth Safety (webEx)

Christie NAS-S3

RealLaser Light Source

RealLaser Safety

Solaria 4K

and many more

**WATCH OUR USEFUL VIDEOS**



Log into [Christie University](#) and search for these helpful videos:

[Configuring a Christie NAS-S2 for GDC SR-1000 IMB](#)

[CP2309/2315/2320-RGB LOS removal](#)

[CP2309/2315/2320-RGB Optical adjustment](#)

[CP4415-RGB & CP4420-RGB Filter replacement](#)

[CP4440-RGB & CP4450-RGB LOS removal](#)

[CP4450-RGB Chiller Setup](#)

## TECHNICAL BULLETINS



Download the latest Technical Bulletins.

Log into our website to download the software directly from the browser.

[Screen file cropping when playing HFR content on 4K Series 3 projectors](#)

[F-IMB invalid certificates](#)

[IMB-S3 invalid certificates](#)

[Brightness degradation troubleshooting](#)

[Maximum frame rate capabilities for cinema projectors](#)

[7kW and 8kW Lamp Power Supply Electrical Tests](#)

[Cinema 4K-RGB Installation and Setup](#)

[Cinema 2K-RGB Service Guide](#)

[Configuring the Netgear Ready NAS 2100 for the GDC SR-1000 IMB](#)

[Configuring the GDC SR-1000 IMB to use the Series 2 PIB Ethernet Port](#)

[Recovering a faulty projector intelligence board](#)

[Service manual for CP2309-RGB, CP2315-RGB, and CP2320-RGB](#)

[Service manual for CP2308](#)

[Service manual for CP4445-RGB and CP4455-RGB](#)

[RGBe user manual](#)

[RGBe installation and setup guide](#)

[Line drawings for CP4455-RGB and CP4445-RGB](#)

[CineLife+ software release notes 1.8.1\(15\)](#)

[PM schedule for CP2420-Xe and CP4420-Xe](#)

[PM schedule for CP2415-Xe](#)

## HAVE ANY QUESTIONS OR NEED MORE INFORMATION?

Please contact Christie technical support via email at [support.cinema@christiedigital.com](mailto:support.cinema@christiedigital.com) or call 1-877-334-4267.



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