

# 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.

Want to invite other members of your team to join? Share the link to our signup and archive page.  
<https://www.christiedigital.com/lp/cinema-tech-newsletter-archive/>

## FIRMWARE UPDATES

Click to download:

CineLife v2.7.1  
CineLife+ v1.8.4  
IMB-S2 v1.8.11

## How to resolve an unresponsive control application issue

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

**Affected model:** Christie CineLife™ electronics

### Details:

The projector can boot into the control application if the SID harness isn't connected properly to the card cage.

### Resolution:

- Try to reseat the SID harness
  - Refer to the projector's service guide for more details
- Reboot the projector and check if the issue has been resolved

## Christie technical support email:

[cinema.support@christiedigital.com](mailto:cinema.support@christiedigital.com)

## Training center

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

## Online training courses:

Projector Maintenance

Laser Safety Awareness

Photon LOS Alignment

Booth Safety (webEx)

- If the issue remains, manually launch the Fusion user interface
  - Connect a computer mouse to one of the USB ports on the F-Main.
  - Select "Close" in the upper-right corner to close the control application
  - A black Christie screen will appear
  - Right-click on the black Christie screen and select "Fusion UI".
  - The projector will now boot into the Fusion standard user interface and you can control the projector
- Download the interrogator logs and send them to Christie Technical Support for review.

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## Difficulties regarding content playback due to hard disk going into sleep mode

**Affected model:** Christie NAS-S2 and NAS-S3

### Resolution:

Use Christie login credentials to access the user interface of a Christie NAS-S2 or Christie NAS-S3

Go to Control Panel. Select System Settings. Click "Hardware". This will allow you to configure the hardware functions of the NAS.

You will need to disable the "Enable hard disk standby mode". This feature activates when there is more than 30 minutes between shows. It causes buffer underrun errors when playing back content from QNAP NASes. The QNAP NAS has a default "hard disk standby mode" that comes into effect after the NAS has been idle for more than 30 minutes. It can take 5-10 seconds for the NAS to become fully responsive after being in standby mode. It is recommended that you disable this feature on the QNAP NAS.

To turn off the hard disk standby mode on the QNAP NAS, access the administration screen on the NAS, and log in. Then go to system administration -> hardware and uncheck the "enable hard disk standby mode" check box. Be sure to press "Apply" at the bottom of the screen to have this change take effect.

Christie NAS-S3

RealLaser Light Source

RealLaser Safety

Solaria 4K

and many more

## 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.

[Environments with higher than normal contaminants levels](#)

[Replacing a harness when performing LOS RMA due to TEC or red laser error](#)

[Incompatibility of CAVE software following card cage replacement](#)

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## How to fix a CP42LH that shut down due to the interlock failure

**Affected model:** CP42LH

**Additional details:**

An interlock failure can happen due to a software or hardware failure that prevents the light from shining.

**Resolution:**

1. If a software issue caused the interlock failure, press the reset button on the laser rack.
2. If this does not resolve the issue, isolate the affected laser module by interchanging 9 pin interlock cable with the rest of the modules.
3. Refer to the service manual to understand how to isolate the affected laser modules.
4. Please contact Christie technical support for more information and troubleshooting if the issue persists.

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## SM error while updating to CineLife software v2.6.1

**Affected model:** CineLife electronics

**Additional details:**

While upgrading to CineLife software v2.6.1 there may be an SM error with Security Manager failure and/or warning.

**Resolution:**

Follow the below workaround to resolve the SM error:

- Access the projector software with the service login credentials.
- Navigate to the Preferences menu
  - Select IMB
  - Click Type
  - Select None

[CineLife+ User Guide](#)

[CineLife+ Technical Reference](#)

[CP4445-RGB and CP4455-RGB Service Guide](#)

[C4445-RGB and CP4455-RGB Installation and Setup Guide](#)

[Cinema 2K-RGB Installation and Setup](#)

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

[CineLife+ 4K-RGB Service Guide](#)

[CineLife+ 4K-RGB Installation and Setup Guide](#)

[CP4425-RGB and CP4435-RGB Installation and Setup Guide](#)

[CP4425-RGB and CP4435-RGB Service Guide](#)

[Focus adjuster upgrade for CP2315-RGB and CP2320-RGB](#)

[Focus adjuster upgrade kit](#)

[Replace harness when performing LOS RMA due to TEC or Red Laser Error](#)

[Brightness degradation troubleshooting guide instructions sheet](#)

[OPAL tool workbook](#)

[OPAL reader workbook](#)

- This will prompt a reboot
- After successfully rebooting, perform the software upgrade one more time.

This will fix the SM error.

If the error persists, contact Christie technical support for further troubleshooting.

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## The controller crashes and the projector reboots when the channel is changed

**Affected model:** CineLife+ electronics

**Details:**

A rare issue can occur in CineLife+ electronics when the channel is changed that causes the controller to crash and/or the projector to reboot.

**Resolution:**

The failure is caused by the MCGS change applied at nearly the same time as the video content being detected.

Adding black spacer clips to the start and end of the playlist works as a temporary solution.

The permanent solution is corrected CineLife+ software revisions 1.8.X

It is always recommended to keep the projector updated to the latest software revision.

Please contact Christie technical support for more information and troubleshooting if the issue persists.

## FYI: The coolant color has changed for Solaria projectors.

**Affected model:** Solaria projectors

**Please note:**

New orders to supply coolant for Solaria projectors will receive pink coolant instead of blue. Please see the part numbers below when placing new orders for Solaria projector coolant.

**Part numbers:**

- Coolant P/N: 003-103148-01 Coolant Propylene Glycol 702 LIQ-702YL-B
- Coolant P/N: 163-130105-01 Coolant Propylene Glycol 702 LIQ-702YL-10L

Both coolants share the same combination of chemical bonding. It is safe to mix the new and old coolant.

**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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