Technical Reference

Christie Link

Status System

CHRISTIE®

NOTICES

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GENERAL

Every effort has been made to ensure accuracy, however in some cases changes in the products or availability could occur which may not be reflected in this document. Christie reserves the right to make changes to specifications at any time without notice. Performance specifications are typical, but may vary depending on conditions beyond Christie's control such as maintenance of the product in proper working conditions. Performance specifications are based on information available at the time of printing. Christie makes no warranty of any kind with regard to this material, including, but not limited to, implied warranties of fitness for a particular purpose. Christie will not be liable for errors contained herein or for incidental or consequential damages in connection with the performance or use of this material. Canadian manufacturing facility is ISO 9001 and 14001 certified.

WARRANTY

Products are warranted under Christie's standard limited warranty, the complete details of which are available by contacting your Christie dealer or Christie. In addition to the other limitations that may be specified in Christie's standard limited warranty and, to the extent relevant or applicable to your product, the warranty does not cover:

a. Problems or damage occurring during shipment, in either direction.

b. Problems or damage caused by combination of a product with non-Christie equipment, such as distribution systems, cameras, DVD players, etc., or use of a product with any non-Christie interface device.

c. Problems or damage caused by misuse, improper power source, accident, fire, flood, lightning, earthquake, or other natural disaster.

d. Problems or damage caused by improper installation/alignment, or by equipment modification, if by other than Christie service personnel or a Christie authorized repair service provider.

e. Problems or damage caused by use of a product on a motion platform or other movable device where such product has not been designed, modified or approved by Christie for such use.

f. Except where the product is designed for outdoor use, problems or damage caused by use of the product outdoors unless such product is protected from precipitation or other adverse weather or environmental conditions and the ambient temperature is within the recommended ambient temperature set forth in the specifications for such product.

g. Defects caused by normal wear and tear or otherwise due to normal aging of a product.

The warranty does not apply to any product where the serial number has been removed or obliterated. The warranty also does not apply to any product sold by a reseller to an end user outside of the country where the reseller is located unless (i) Christie has an office in the country where the end user is located or (ii) the required international warranty fee has been paid.

The warranty does not obligate Christie to provide any on site warranty service at the product site location.

PREVENTATIVE MAINTENANCE

Preventative maintenance is an important part of the continued and proper operation of your product. Please see the Maintenance section for specific maintenance items as they relate to your product. Failure to perform maintenance as required, and in accordance with the maintenance schedule specified by Christie, will void the warranty.

REGULATORY

The product has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the product is operated in a commercial environment. The product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of the product in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at the user's own expense.

CAN ICES-3 (A) / NMB-3 (A)

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ENVIRONMENTAL

The product is designed and manufactured with high-quality materials and components that can be recycled and reused. This symbol means that electrical and electronic equipment, at their end-of-life, should be disposed of separately from regular waste. Please dispose of the product appropriately and according to local regulations. In the European Union, there are separate collection systems for used electrical and electronic products. Please help us to conserve the environment we live in!

Content

Christie Link status system

This guide contains information about the values and fault conditions that can be reported by the status system on Christie Link devices.

The status system provides an overview of the device at the current point in time. It contains a number of groups, which contain a set of status items. Each status item represents a component or sub-component of the system. Obtain specific details regarding a warning or error for a status item using the log system.

The numbers next to the status items in this guide correspond directly to the status item index within each group.

Status system states

The status system has three states to indicate the health of the device.

	OK	No known issue
!	Warning	A problem with this item should be addressed.
✕	Error	A problem with this item prevents the device from working correctly or turning on the device.

Alarm Group (SST+ALRM?)

Displays any status items in the warning or error state. This group contains a dynamic number of status items. If everything in the projector is OK, this group is empty.

Configuration Group (SST+CONF?)

The Configuration Group provides values and fault conditions for configuration-related items in Christie Link.

#	Status	State	Value	Description
0	Device Model		Christie Link	Displays the model for the Christie Link device.

#	Status	State	Value	Description
			Unknown	Could not retrieve the model information.
1	Device S/N		<serial number>	Displays the serial number of the device.
			Unknown	The storage device containing the information is inaccessible or the data on the device is corrupted.
3	Device Build Date		<YYYY>/<MM>/<DD>	Displays the build date of the device.
			Unknown	The storage device containing the information is inaccessible or the data on the device is corrupted.

System Group (SST+SYST?)

The System Group provides values and fault conditions relating to the system and its health for Christie Link.

#	Status	State	Value	Description
9	Built-In Self Test		N/A	The built-in self test has not been executed.
			Passed	The built-in self test completed successfully.
		!	Failed	The built-in self test failed.
10	System ID Board		OK	The device has been properly detected and initialized.
			Unknown	The status of the device is unknown.
		✗	Communication fault	Cannot communicate with the device.
		✗	Invalid data	The information on the device is missing or corrupted.
12	Keypad Display		Auto Detect	Christie Link is attempting to detect the presence of the keypad display device.
			Programming	Programming the device with the correct firmware.
			OK	The device has been properly detected and initialized.
		!	Detection Fault	Cannot detect the keypad display device.
		!	Unexpected Behavior	The device is not responding correctly.

#	Status	State	Value	Description
		!	Upgrade Failed	The device failed to upgrade properly.
30	Main Control Board	☐	OK	The main control board has been initialized at least once and is known to be OK.
		☐	Unknown	The main control board status is unknown because it has not been powered up yet.
		✕	Initialization Fault	The main control board failed to be programmed successfully.
59	QSFP+	☐	OK	The QSFP+module has been properly detected, initialized, and the link is up.
		☐	Unknown	The status of the QSFP+ module and link is unknown.
		☐	Not Present	The QSFP+ module is not installed.
		!	Device Error	The QSFP+ module is not working properly.
		✕	Device Error	The QSFP+ module is not working properly and it is required by the current video path configuration.
		☐	Link Down	The QSFP+ module is working properly but the link is not detected.
		✕	Link Down	The QSFP+ module is working properly but the link is not detected and it is required by the current video path configuration.

Signal Group (SST+SIGN?)

The Signal Group provides values and fault conditions relating to the video signal status for Christie Link.

#	Status	State	Value	Description
1 2	DisplayPort Input 1 HDMI Input 1	☐	No signal	No signal is detected.
3 4	DisplayPort Input 2 HDMI Input 2	☐	\<active window> @ \<v-sync rate>	Where \<active window> : \<columns>x\<rows> \<v-sync rate> : the input frame rate, in Hz (##.##Hz)
		☐	Unavailable	The input is not available.

Version Group (SST+VERS?)

The Version Group provides values and fault conditions related to software and hardware versions for Christie Link.

#	Status	State	Value	Description
0	Main Control Board SW Version	☐	<version>	Displays the software version running on the controller board.
		⚠️	Unknown	Cannot determine the software version information.
1	Main Control Board HW Version	☐	<name>.<level>.<mod>	<name> = Short name of the board <level> = Version of the board <mod> = Modification level of the board
		❌	Detection Fault	Failed to read the board type information.
19	Keypad Display HW Version	☐	<name>.<level>.<mod>	<name> = Name of the board (such as IKB) <level> = Hardware version of the board <mod> = Modification level of the board
		☐	Unknown	The board is not ready yet so the hardware version has not been retrieved.

Temperature Group (SST+TEMP?)

The Temperature Group provides values and fault conditions for temperature-related items in Christie Link.

#	Status	State	Value	Description
4	Main Control Board Temperature	☐	<value> °C	Displays the current temperature of the sensor.
		☐	Unknown	Temperature reading is unavailable.
		❌	Communication Fault	Failed to retrieve the temperature from sensor.
		⚠️	<value> °C - High Temperature	Temperature is sitting inside warning band.
		❌	<value> °C - Too Hot	Temperature is exceeding the error threshold.

#	Status	State	Value	Description
		⚠	\<value\> °C - Low Temperature	Temperature is sitting inside warning band.
		✖	\<value\> °C - Too Cold	Temperature is exceeding the error threshold.

Cooling Group (SST+COOL?)

The Cooling Group provides values and fault conditions related to cooling and fans for Christie Link.

#	Status	State	Value	Description
0 51	Intake fan Main Control Board Blower	☐	\<tach\> RPM	Displays the current tachometer reading.
		☐	Off	Fan is off.
		☐	Unknown	The tachometer reading is unavaible.
		⚠	\<tach\> RPM - Low RPM	Fan tachometer reading is lower than the minimum recommended speed.
		⚠	Off - Overridden	Fan is off. The fan speed has been changed from its default recommended value.
		⚠	\<tach\> RPM - Overridden	Fan is on. The fan speed has been changed from its default recommended value.

Serial Group (SST+SERI?)

The Serial Group provides values and fault conditions related to hardware serial numbers for Christie Link.

#	Status	State	Value	Description
0	Main Control Board S/N	☐	\<serial number\>	Displays the electronic serial number of the board.
		⚠	Missing S/N	Failed to retrieve the value because the serial number was not programmed into the board correctly.

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