

User Guide
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Christie Conductor

CHRISTIE®

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Notation

Learn the hazard and information symbols used in the product documentation.



Caution messages indicate a hazardous situation which, if not avoided, could result in permanent loss of data.



Notice messages indicate a hazardous situation which, if not avoided, could impact the application.



Information messages provide additional information, emphasize or provide a useful tip.

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Getting started with Christie Conductor

Christie Conductor allows control, monitoring, and management of up to 256 projectors using a hosted web interface connected to the same network.

Read this guide to help understand the requirements and procedures for getting started.

What's new in the guide?

The following updates have been made to the guide.

-07 updates:

- Updated the Windows 10 software requirement to Windows 11 in the *Computer and software requirements* (on page 6) topic.
- Added information about exercising the DMDs for the Griffyn Series and Sapphire 4K40-RGB projectors in the *Turning on or off a projector* (on page 9) topic.
- Added the *Turning on Griffyn Series or Sapphire 4K40-RGBH projectors with the exercising DMD function on start up* (on page 9) topic.
- Added the *Turning off Griffyn Series or Sapphire 4K40-RGBH projectors with the exercising DMD function on cool down* (on page 9) topic.
- Indicated the Sequential Power ON Command Delay (Seconds) option can be set up to 600 seconds in the *Christie Conductor preferences* (on page 16) topic.

-06 updates:

- Added the Christie Eclipse G3 projector to the list of *Supported projectors* (on page 5).

Supported projectors

Use Christie Conductor with at least one of the following supported projectors.

- 4K40-RGB Series
- Boxer® Series
- Christie Eclipse
Manual operation required to power on and off the projection system.
- Christie Eclipse G3
- Christie M RGB Series
- Crimson Series

- Griffyn® Series
- Mirage SST
Manual operation required to power on and off the projection system.
- Sapphire® 4K40-RGBH

Computer and software requirements

Learn the hardware and software recommendations for running Christie Conductor.

Computer requirements

- Intel® Core i7-4700 or higher
- 10 GB of free disk space
- 16 GB RAM
- A true color (32 bit) display with a minimum resolution of 1920 x 1080 and support for Open GL 3.3 or later
- 1 Gbps Ethernet port and network

Software requirements

- Microsoft® Windows® 11 64-bit

Installing Christie Conductor

To use Christie Conductor, install the software on the computer to gain access to projector controls.

1. Download the **InstallConductor.exe** file.
2. Before beginning the installation, close all open applications on the computer.
3. Browse to the Christie Conductor installation media.
4. Double-click the **InstallConductor.exe** file.
5. Follow the install wizard to complete the installation.
Some installed Christie applications, such as Christie Twist™, may show an alert about Bonjour Service at some point during the installation. This service is used by Christie applications, including Christie Conductor, to scan your local area network for Christie products.
6. If the Bonjour service alert appears, to finish the installation, select **Ignore**.

Logging into Christie Conductor

Log into Christie Conductor to control, monitor, and manage multiple projectors on the same network.

1. Launch Christie Conductor.
2. Enter the username and password.
 - Projectors running Christie firmware released after January 1, 2020, log into Christie Conductor with username and password: **user, user**.

- Projectors running Christie firmware released before January 1, 2020, log into Christie Conductor with username and password: **service, service**.

Using Demo/Training mode

Use the Demo/Training mode when no projectors are available to connect.

1. Launch Christie Conductor.
2. When the Add Device dialog appears, select **Cancel**.
3. To access the Preferences screen, select the **Gear** icon at the top right of the screen.
4. Locate Demo/Training mode and select **Activate**.

After a brief delay, 256 simulated projectors are created. You can execute all commands and service functions on these simulations as if they are real projectors. Some have simulated errors and warnings to give you a better idea of the types of projector states that can be displayed.

When finished with the Demo/Training mode, the simulated projectors may be deleted. They can be recreated anytime.

Technical support

Technical support for Christie Enterprise products is available at:

- North and South America: +1-800-221-8025 or Support.Americas@christiedigital.com
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or Support.EMEA@christiedigital.com
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Managing projectors

Learn how to manage projectors using Christie Conductor.

Connecting a projector to a computer

When you connect a projector to a computer, both must be connected to the same network and share the same subnet.

The first three octets in an IP address represents a subnet. Depending on the number of available ports on this subnet, you can connect one or more projectors to a computer running Christie Conductor, up to a maximum of 256.

Christie does not recommend using WiFi connections.

1. Connect one end of an Ethernet cable to the Ethernet port on a computer and the other end to a network switch.
2. Connect a second Ethernet cable to the same network switch and the other end to the Ethernet port on a projector.
3. To connect additional projectors to a computer, repeat step 2.

The subnet 255.255.255 is reserved within Christie Conductor for the simulated projectors used in Demo/Training mode. Physical projectors on this subnet cannot be added to Christie Conductor.

Adding a projector to Christie Conductor by scanning

Use the scan feature to add a projector.

1. Select the plus sign (+) located near the top-left of the home screen.
2. Select **SCAN NETWORK FOR PROJECTORS**.
All projectors found on the local area network subnet are added.

Adding a projector manually to Christie Conductor

A projector IP address is required to add it manually to the configuration.

1. Select the plus sign (+) located near the top-left of the home screen.
2. Enter the projector IP Address.
3. Select **ADD**.

Removing a projector from Christie Conductor

If a projector is not needed in Christie Conductor, remove it.

1. From either the status map or projector list, select the projector to remove.
2. To remove the projector, select **Delete** .

Turning on or off a projector

For projectors that have an internal light source, use Christie Conductor to turn on or off a projector.

For projectors that use an external light source, the projection system must be turned on manually prior to using Christie Conductor for remote control.

1. On the home screen, select one or more projectors.
2. In the Power area, select and hold the **ON** or **OFF** button for 1 to 2 seconds until the digital dial turns blue.

A timer is displayed for the projector warm up or cool down.



Warm up and cool down times depend on the projector model. For Griffyn® Series and Sapphire® 4K40-RGBH projectors warm up and cool down times are further affected by the Enhanced Exercise DMD mode feature. During the Enhanced Exercise DMD process, a full screen grey image is projected from the projector.

Turning on Griffyn® Series or Sapphire® 4K40-RGBH projectors with the exercising DMD function on start up

For Griffyn® Series and Sapphire® 4K40-RGBH projectors, the Enhanced Exercise DMD mode feature when enabled increases the warm up time.

Only applies to: Griffyn® Series, Sapphire® 4K40-RGBH

1. To exercise the DMDs on warm up, in the projector web user interface, select **MENU** > **System Settings** > **Power Settings** > **Enhanced Exercise DMD Mode** and select **Warming Up**.
For more details on exercising the DMDs, see the *TruLife+ User guide (P/N: 020-103315-XX)*.
2. On the home screen, select one or more projectors.
3. In the Power area, select and hold the **ON** or **OFF** button for 1 to 2 seconds until the digital dial turns blue.

A timer is displayed for the projector warm up. 10 minutes is added to the warm up time. During the exercising the DMD time, the Power column displays `DMD Exercise Warm Up`.

Turning off Griffyn® Series or Sapphire® 4K40-RGBH projectors with the exercising DMD function on cool down

For Griffyn® Series and Sapphire® 4K40-RGBH projectors, the Enhanced Exercise DMD mode feature when enabled increases the cool down time.

Only applies to: Griffyn® Series, Sapphire® 4K40-RGBH

1. To exercise the DMDs on cool down, in the projector web user interface, select **MENU > System Settings > Power Settings > Enhanced Exercise DMD Mode** and select **Cooling Down**.

For more details on exercising the DMDs, see the *TruLife+ User guide (P/N: 020-103315-XX)*.

2. On the home screen, select one or more projectors.
3. In the Power area, select and hold the **ON** or **OFF** button for 1 to 2 seconds until the digital dial turns blue.

A timer is displayed for the projector cool down. 10 minutes is added to the three minute cool down time, increasing the time to 13 minutes. During the exercising the DMD time, the Power column displays `DMD Exercise Cool Down`.

Opening or closing a projector shutter

Open or close the shutter on selected projectors.

The command buttons are disabled until at least one projector is selected.

1. On the home screen, select one or more projectors.
2. In the Shutter area, select and hold the **OPEN** or **CLOSE** button for 1 to 2 seconds until the digital dial turns blue.

Displaying a projector test pattern

Display a test pattern on screen for one or more selected projectors.

1. On the home screen, select one or more projectors currently turned on.
2. In the TEST PATTERN/COLOR list, select a test pattern and/or color.
3. To turn off a color filter, from the color palette, select **White**.
4. To turn off a test pattern, from the top left corner, select the **Off** pattern.
5. Select **APPLY**.

When the Off pattern is selected, the White (off) color pattern is automatically selected.

Opening the web user interface

Use the web user interface to control a projector through the default browser.

1. On the home screen, from the user interface table or the status map, double-click a projector. The web user interface window opens and automatically logs into the projector using the same username and password used to log into Christie Conductor.
2. To use the Windows default browser instead of the built-in web user interface window, on the Preferences screen, select **Open Web Interface in External Browser**. The automatic login feature does not work with an external browser.
3. Use the **Back**, **Forward**, **Refresh**, and **Stop** buttons located at the top of the web user interface window for page loading and navigation.

Projector states

Identify the projector state colors and meaning on the status map.

Color	Description
Light Green	The projector is connected and fully powered on with no errors or warnings. The shutter is open.
Blinking Dark Green	The projector is warming up.
Dark Blue	The projector is on standby mode.
Blinking Light Blue	The projector is cooling down.
Orange	The projector is in a warning state and the problem should be resolved. Failure to resolve warnings may result in poor equipment performance or failure.
Blinking Yellow	Christie Conductor is attempting to connect to the projector.
Red	An error with the projector exists and it should be resolved before continuing to operate it.
Purple	The projector is connected and fully powered on with no errors or warnings. The shutter is closed.
Grey	The projector is disconnected and not available.

The Warning (orange) and Error (red) states take priority and obscure all other states such as power and shutter. Hovering the mouse over a projector in the status map shows detailed state information in a popup window.

For more information when encountering a projector issue, select the **command** tab.

Reconnecting to a projector

Reconnect a projector that has become disconnected from the network.

A projector can disconnect from the network due to scenarios such as a network outage or a disconnected cable. The disconnected projector shows as grey in the status map, and a connection error button appears in the status column of the table.

1. To reconnect a projector, correct the network problem.
2. Locate the projector in the user interface table and select **Connection Error**.

Christie Conductor attempts to reconnect to the projector. If the network problem has not been corrected, the reconnection attempt fails after 30 to 40 seconds.

Filtering projectors

Use the filter feature to isolate a select group of projectors from the whole group.

The filter field applies to any of the columns and any characteristic (such as partial IP address or name) or status (such as error, fault, connecting, open, and so on). The projectors can be filtered based on these characteristics or statuses. To the right of the filter field is a counter showing how many projectors are currently displayed in the table based on the filter term. To clear the filter, select the **X** on the right side of the filter field.

Grouping projectors from a larger list

This example has 30 projectors online but five are running an older software version requiring an upgrade.

1. Make sure all projectors are listed in the table (the filter field is clear) and none are currently selected.
2. In the filter field, enter text identifying the outdated software such as the version number. The filter counter should display 5/30.
3. Review the filtered table results to make sure the projectors shown are the only ones to receive the upgrade.
4. From the top-left column, select the **Select All** checkbox.
Only projectors shown in the table can be selected or deselected. Filtered out projectors are not affected by the **Select All** checkbox. The selection counter should now show 5/30 selected.
5. Select **SERVICE COMMANDS** and then **UPGRADE** to upgrade the selected projectors.

Excluding projectors from the list

This example has a mix of 30 different projector models online: eight projectors are model A and 22 projectors are various models. The user wants to remove projectors that are not model A.

1. From the top of the top-left column, select the **Select All** checkbox.
The selection counter should now show 30/30 selected.
2. In the filter field, enter `model A`.
The filter counter should now show 8/30 shown. The filter field is not case sensitive.
3. To deselect the list of model A projectors shown, clear the **Select All** checkbox.
The selection counter should now show 22/30 selected.
4. To delete all projectors not model A, select **Delete**.
5. To clear the filter, select the **X** in the filter field.
Eight model A projectors should be in the unfiltered list.

Displaying a projector ID

Display a projector ID to help identify the projectors.

1. Use the web user interface to verify the on-screen display (OSD) is enabled and not hidden.
The OSD must be enabled to display a projector ID.
2. On the home screen, select one or more projectors currently turned on with the shutters open.
3. Select **Show Proj ID**.
4. If the projector ID fails to display, select **Show Proj ID** a second time.
The projector ID is displayed on screen for each selected projector, then disappears after a few seconds.

Service commands

Use the service commands to upgrade projectors and help with diagnosing issues.

Upgrading projectors

When a new version of software is released, upgrade one or more projectors.

1. On the home screen, select one or more projectors.
2. Select **SERVICE COMMANDS**.
3. Select **UPGRADE**.
4. To navigate to the upgrade file, select **BROWSE**.
5. Select **UPGRADE**.

Christie Conductor uploads the upgrade file to a fixed number of projectors at a time as specified by the **Simultaneous File Transfers** setting under **Preferences**. Once each upgrade file is uploaded, the upgrade process for that projector begins. A small window at the bottom of the home screen indicates the upgrades are in progress. During the process, the selected projectors are locked out; they cannot be deselected or respond to any other commands.

6. To abort uploads and upgrades currently in progress, select **CANCEL** on the bottom window. If after a few moments (8 to 10 seconds) one or more upgrade processes fail to cancel, select **CANCEL** again.

Each projector reboots to complete the upgrade. If a projector is set to DHCP (dynamic IP address), it may have a different address after it reboots and results in a connection error. If that occurs, remove the projector from the list and re-add from the new address.

Once the upgrade process is complete for all projectors, a notification window indicates the upgrade is complete.

7. To clear the projector upgrade status and unlock the selected projectors, select **CLEAR STATUS**.

Running an Interrogator file

The interrogator captures diagnostic information Christie personnel uses to help diagnose and correct any issues.

Christie Conductor initiates interrogation of all the selected projectors. When each interrogation is complete, the interrogator file is downloaded to the folder selected. The number of interrogator files that download simultaneously is controlled by the **Simultaneous File Transfers** setting under **Preferences**. A small window at the bottom of the home screen indicates the interrogators are in progress. During the process, the selected projectors are locked out; they cannot be deselected or respond to any other commands.

1. On the home screen, select one or more projectors.

2. Select **SERVICE COMMANDS**.
3. Select **INTERROGATOR**.
4. To navigate to the folder to download all the interrogator files, select **BROWSE**.
5. Select **INTERROGATE**.
Once the interrogator process is complete for all projectors, a notification window indicates the interrogation is complete.
6. To clear the interrogation status and unlock the selected projectors, select **CLEAR STATUS**.
Once initiated, interrogations cannot be canceled.

Rebooting a projector

Reboot a projector after a critical settings change or while diagnosing a problem.

1. On the home screen, select one or more projectors.
2. Select **SERVICE COMMANDS**.
3. Select **REBOOT**.
The projector reboots and it may take 30 to 60 seconds for Christie Conductor to reconnect to the projector.
4. If Christie Conductor fails to reconnect, manually select **CONNECTION ERROR** to reconnect.
If a projector is set to DHCP (dynamic IP address), it may have a different address after it reboots and result in a connection error. If that occurs, remove the projector from the list and re-add it from the new address.

Syncing projector date and time




Set the projector date and time to match what is on the computer.

1. On the home screen, select one or more projectors.
2. Select **SERVICE COMMANDS**.
3. Select **TIME SYNC**.
4. Select **OK**.
Christie Conductor synchronizes all of the selected projectors to the date and time currently set on your computer.

Using serial commands

Send serial commands to remotely modify projector settings.

1. On the home screen, select one or more projectors.
2. Select **SERVICE COMMANDS > SERIAL COMMAND**.
Conductor connects to the Serial Command Portal of each selected projector. The connection status appears in the response window header.
If any of the projectors fail to connect, you may still send commands to the projectors that connected successfully.

3. To trigger either a single or repeating command, complete one of the following:
 - For **Single** commands, enter the serial command in the command pane and select **Send**. Acknowledgment from all the selected projectors is shown in the response window.
 - For **Repeating** commands, select the duration and frequency of commands, enter the serial command in the command pane and select **Start** to start logging the responses from all the selected projectors in the response window.
4. To clear the response window, select **Clear Responses**. 
5. To copy the contents of the response window to the Windows clipboard, select **Copy**. 
6. To export the contents of the response window to a CSV (Comma Separated Value) file, select **Export to .cvs File**. 

Christie Conductor preferences

Preferences can be modified to improve the user experience and help optimize different configurations.

Preferences	Description
Demo/Training Mode	Deletes all current projectors and adds 256 simulated projectors on subnet 255.255.255. They react to commands like a real projector.
Display Theme	Switches between the light and dark display themes.
Open Web Interface in External Browser	Opens the projector web interface in an application window, allowing automatic login. When enabled, the web interface opens instead in the default browser installed on the computer.
Connection Timeout (Seconds)	Sets the number of seconds Christie Conductor has to reconnect before timing out. If Christie Conductor fails to reconnect in time after a projector is rebooted, increase the time.
Simultaneous File Transfers	Controls how many simultaneous file transfers occur during upgrade or interrogation. Reduce this value if the network bandwidth is low and transfers are slow.
Sequential Power ON Command Delay (Seconds)	<p>Determines if a delay is required to stagger powering on projectors.</p> <ul style="list-style-type: none"> • If the power circuits can accommodate all the projectors powering up at once, set to zero. • If one or more circuit breakers trip, increase this value (up to 600 seconds). <p>The Sequential Power ON Command Delay time is only applied when the projectors are powered on using the user interface. It is not triggered when a (PWR 1) serial command is sent.</p>
Conductor Log Report	Creates a zip file containing the command log, preference settings, and recent crash reports.
Detailed Command Logging	Records additional diagnostic information when enabled. When several projectors are connected, this adds a substantial amount of data to the command log, which could make it difficult to read.
Preference Defaults	Restores all preference settings to their default values.