

The background of the page features a repeating pattern of hexagons in various shades of blue and cyan, arranged in a staggered, non-uniform grid that spans the entire width of the page.

Technical Reference
020-103441-03

Enterprise 4K

Troubleshooting

CHRISTIE[®]

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For the most current technical documentation and office contact information, visit <https://www.christiedigital.com/>.

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Products are warranted under Christie's standard limited warranty, the details of which are available at <https://www.christiedigital.com/help-center/warranties/> or by contacting your Christie dealer or Christie.

PREVENTATIVE MAINTENANCE

Preventative maintenance is an important part of the continued and proper operation of your product. Failure to perform maintenance as required, and in accordance with the maintenance schedule specified by Christie, voids the warranty. For preventative maintenance schedules, refer to www.christiedigital.com.

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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. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

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The product is designed and manufactured with high-quality materials and components some of which can be recycled and reused. This symbol means 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, separate collection systems are for used electrical and electronic products.

If printing this document, consider printing only the pages you need and select the double-sided option.

Please help us to conserve the environment we live in!

Notation

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

Danger messages indicate a hazardous situation which, if not avoided, results in death or serious injury.

Warning messages indicate a hazardous situation which, if not avoided, could result in death or serious injury.

Caution messages indicate a hazardous situation which, if not avoided, could result in minor or moderate injury.

Notice messages indicate a hazardous situation which, if not avoided, may result in equipment or property damage.

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

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Introduction

This guide provides information and procedures for resolving common projector and laser issues. If an issue cannot be resolved or you cannot find the issue in this guide, contact Christie Technical Support.



The illustrations in this document are for representation only and may not depict your model exactly.

Models

The following models are supported for the Enterprise projectors.

- Christie M RGB Series
- Griffyn® Series
- Sapphire® 4K40-RGBH

What's new in the guide?

The following updates have been made to the guide.

- Updated the time for manually exercising the DMDs to 10 minutes in the *Exercising the DMDs* (on page 12) topic.

Related information

Use this guide in conjunction with the Enterprise Installation and Setup, Service, User, Serial API Commands, and Status System guides available on the Christie website (<https://www.christiedigital.com/products/projectors/all-projectors/>). In addition, product interconnect and line drawings are available on the website.

- *Christie M RGB Series Installation and Setup Guide* (P/N: 020-103483-XX)
- *Christie M RGB Series Service Guide* (P/N: 020-103484-XX)
- *Griffyn Series Installation and Setup Guide* (P/N: 020-103314-XX)
- *Griffyn Series Service Guide* (P/N: 020-102960-XX)
- *TruLife+ User Guide* (P/N: 020-103315-XX)
- *TruLife+ Serial Commands Guide* (P/N: 020-103316-XX)
- *TruLife+ Status System Guide* (P/N: 020-102975-XX)
- *Christie M 4K15 RGB Series Interconnect drawing* (P/N: 020-103776-XX)
- *Christie M 4K15 RGB Series Line drawing* (P/N: 020-103855-XX)
- *Christie M 4K25 RGB Series Interconnect drawing* (P/N: 020-103308-XX)
- *Christie M 4K25 RGB Series Line drawing* (P/N: 020-103552-XX)

- Griffyn Series Interconnect drawing (P/N: 020-103640-XX)
- Griffyn Series Line drawing (P/N: 020-103647-XX)

Accessing product documentation

For installation, user, and service information, see the product documentation available on the Christie website. Read all instructions before installing, using, or servicing this product.

1. Access the documentation from the Christie website:
 - Go to this URL: <http://bit.ly/3powZic> or <https://www.christiedigital.com/products/projectors/all-projectors/>.
 - Scan the QR code using a QR code reader app on a smartphone or tablet.



2. Select the projector series and then the projector model.
3. To access service information, sign into the Partner Portal.
4. On the product page, switch to the **Downloads** tab.

Downloading interconnect and line drawings

The interconnect diagram illustrates the path of electrical connections between modules. Manufacturer's part numbers are included. Part numbers are subject to change.

Line drawings provide product dimensions and sizes for installation.

To download the latest interconnect diagram or line drawings:

1. Go to www.christiedigital.com.
2. Sign into the Partner Portal.
3. Navigate to your model.
4. Switch to the **Downloads** tab and expand **Line drawings** section.



If the interconnect diagram or line drawings are not available on the Christie website, contact Christie Technical Support.

Downloading preventative maintenance schedules

Preventative maintenance is an important part of the continued and proper operation of your product. Failure to perform maintenance as required and according to the maintenance schedule specified by Christie voids the warranty.

If you require more information, contact Christie Technical Support.

To download the latest preventative maintenance schedule:

1. Go to www.christiedigital.com.
2. Sign into the Partner Portal.

3. Navigate to your model.
4. Switch to the **Downloads** tab and expand **Service manual** section.

Projector lens calculator tool

Use Christie's projector lens calculator tool to calculate the lens, the throw distance, or your projected image/screen dimensions.

To learn more and use the tool, go to <https://projection-calculator.christiedigital.com/>.

Viewing Christie University product training videos

Christie University provides select product training videos that are helpful for understanding and using your product.

To view the available videos for your product:

1. Go to Christie University: <https://training.christiedigital.com>.
2. Select **I'm a Christie partner or customer**.
3. Log into your profile.
4. Select **Catalog**.
5. Select **Videos**.
6. Select **Product Training Videos**.
7. Navigate to the folder for your product.

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
- Asia Pacific (support.apac@christiedigital.com):
 - China: +86 10 6561 0240 or tech-supportChina@christiedigital.com
 - India: +91 (80) 6708 9999 or tech-India@christiedigital.com
 - Japan: 81-3-3599-7481
 - Singapore: +65 6877-8737 or tech-Singapore@christiedigital.com
 - South Korea: +82 2 702 1601 or tech-Korea@christiedigital.com

Details to provide to Technical Support

Have the following information ready when contacting Technical Support.

- Projector model
- Serial number of the projector
- Detailed description of the problem
- Who did you purchase the equipment from

- Contact information, including phone number
- Troubleshooting performed and results
- Date and time the issue occurred, including the time zone
- Setup configuration
- Interrogator log files
- Picture of the issue

Running the Enterprise interrogator

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

1. If saving the interrogator file to a USB flash drive on the projector, insert a USB flash drive in the USB port on the projector.
The USB flash drive must be formatted using the FAT 32 (restricted to key sizes of 32 GB or less) and exFAT file systems.
2. Select **MENU > Admin > Interrogator**.
3. Select **Run**.
 - If on the projector, the interrogator file is stored at the root directory on the USB flash drive.
 - If running Enterprise interrogator from the web interface, a message appears indicating the interrogator file was successfully created.
4. From the web interface to download the interrogator file to the computer, select **Download File**.
The interrogator file is downloaded to the default location on the computer.
5. If on the projector, at the completion prompt, select **OK**.

Graphing logs in Excel

The log files can provide useful information about the ambient temperature, drive currents, and color sensor board readings, which will help provide insight into projector issues.

1. *Download the Interrogator file* (on page 7) from projector.
2. For the zip file, **Extract All**.
3. Go to log folder and look for the Sensor data files (organized by date).
Christie keeps 30 days of logs.
4. Select one of the Sensor data files.
5. Open Excel.
6. Select **Open**.
7. Navigate to the log folder and select **All files**.
8. Open the sensor data txt file you want.
9. Select **Open** and follow these steps to create a table.
 - a) When asked, select **Delimited**.
 - b) Select **Next**.

- c) Select **Tab and Comma**.
- d) Select **Next**.
- e) Select **Finish**.

A table is created and the first column is the table stamp and rows one and two provide the header information for the fields.

10. Review the columns of the table.

Christie recommends reviewing the following columns: AirIn[°C] (ambient temperature) LOS 1 Health Status Red, LOS 1 Health Status Green, and LOS 1 Health Status Blue. Every laser string is represented by a bit (0). If an failure has occurred, the bit turns to a 1; you want to see all zeros.

The following shows an example of the sensor data in Excel.

| 1 | 2023-07-27 00:00:00.353 INF AirIn[°C] | LOS 1 Health Status Red | LOS 1 Health Status Green | LOS 1 Health Status Blue | Ambient Temperature |
|------|---------------------------------------|-------------------------|---------------------------|--------------------------|---------------------|
| 1463 | 2023-07-27 12:16:56.628 INF | 22.19 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1464 | 2023-07-27 12:17:26.629 INF | 22.12 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1465 | 2023-07-27 12:17:56.650 INF | 22.12 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1466 | 2023-07-27 12:18:26.651 INF | 22 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1467 | 2023-07-27 12:18:56.656 INF | 21.88 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1468 | 2023-07-27 12:19:26.651 INF | 22 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1469 | 2023-07-27 12:19:56.649 INF | 21.94 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1470 | 2023-07-27 12:20:26.659 INF | 21.88 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1471 | 2023-07-27 12:20:56.656 INF | 21.88 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1472 | 2023-07-27 12:21:26.645 INF | 21.94 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1473 | 2023-07-27 12:21:56.644 INF | 22 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1474 | 2023-07-27 12:22:26.650 INF | 21.88 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1475 | 2023-07-27 12:22:56.647 INF | 21.94 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1476 | 2023-07-27 12:23:26.644 INF | 22.12 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1477 | 2023-07-27 12:23:56.656 INF | 22.29 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1478 | 2023-07-27 12:24:26.656 INF | 22.38 0x00000000 | 0x00000000 | 0x00000000 | 22 |
| 1479 | 2023-07-27 12:24:56.650 INF | 22.62 0x00000000 | 0x00000000 | 0x00000000 | 23 |
| 1480 | 2023-07-27 12:25:26.649 INF | 22.79 0x00000000 | 0x00000000 | 0x00000000 | 23 |
| 1481 | 2023-07-27 12:25:56.659 INF | 22.94 0x00000000 | 0x00000000 | 0x00000000 | 23 |
| 1482 | 2023-07-27 12:26:26.655 INF | 23.06 0x00000000 | 0x00000000 | 0x00000000 | 23 |
| 1483 | 2023-07-27 12:26:56.648 INF | 23.19 0x00000000 | 0x00000000 | 0x00000000 | 23 |
| 1484 | 2023-07-27 12:27:26.655 INF | 23.38 0x00000000 | 0x00000000 | 0x00000000 | 23 |
| 1485 | 2023-07-27 12:27:56.644 INF | 23.44 0x00000000 | 0x00000000 | 0x00000000 | 23 |

11. Check the the laser strings show zeros.

12. Hide the columns not needed so the columns you want to see are close to one another.

See step 10 for the most useful columns.

13. Create a graph and select the columns you want to graph.

For example, you can graph the ambient temperature (AirIn[°C]) column against a LOS Voltage column and it should be consistent. If the ambient temperature remains the same but voltage raises, it can indicate a poor connection exists between the LOS and the cold plate.

14. Select **Insert > Line**.

15. Edit to switch the X and Y axes.

Make the X axis the ambient temperature and the Y axis the LOS voltage.

16. Add or remove information as needed.

Decoding errors reported in the user interface

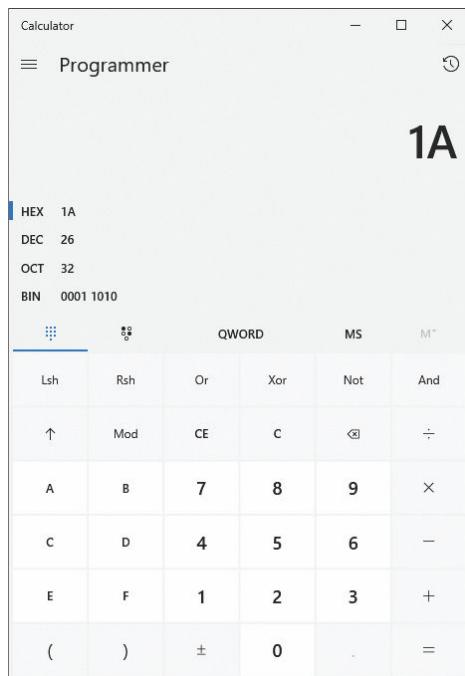
The status of the red, green, blue, and Griffyn 4K32-RGB TEC devices is reported in a hex string. To decode the hex value, you must convert it to binary. The ones in the binary version indicate the failed strings.

To see the binary representation of a hex value, complete the following steps.

1. Open the Microsoft® calculator.
2. Select **Open Navigation** in the upper-left corner and select **Programmer**.

3. To set the calculator to accept hex values, select **HEX**.
4. Enter the hex value reported in the user interface.
For example, enter **1A**.
5. Read the **BIN** string.

For a hex value of **1A**, the binary value is **0001 1010**.



6. Decode the binary value by mapping ones to string numbers.
For example, **1A** maps to strings **5**, **4**, and **2**.

| Hex value | Binary equivalent | | | | | | |
|------------------------|-------------------|----------|----------|---|----------|---|--|
| 1A | 0 | 1 | 1 | 0 | 1 | 0 | |
| Out of service strings | — | String 5 | String 4 | — | String 2 | — | |

Enterprise troubleshooting

Learn about issues that can occur with an Enterprise 4K projector and their solutions.



Caution! If not avoided, the following could result in minor or moderate injury.

- Only Christie qualified technicians are permitted to open product enclosures.
- Only Christie qualified technicians who are knowledgeable about the hazards associated with laser use, high-voltage, and high temperatures generated by the product are authorized to assemble, install, and service the Christie Laser Projection System.
- **SHOCK HAZARD!** Do not touch the power supply when the power is on.
- Hazardous voltages are present at power system inputs. The DC output, though not dangerous in voltage, has a high short-circuit current capacity that may cause severe burns and electrical arcing.



The illustrations in this document are for representation only and may not depict your model exactly.

Projector best practices

Christie recommends the following best practices for the Enterprise projectors.

General best practices

- Let the projector and its components acclimatize to the environment.
- Partially thread screws into their holes to ensure they are properly aligned and positioned but do not fully tighten until all screws are in place.
- All components must be re-installed before powering on the projector.
- If you return a part to Christie under Return Material Authorization (RMA), make sure it is properly packaged in the new part packaging material. If the part includes a printed circuit board (PCB), make sure it is packed in the ESD bag.

Maintenance best practices

- *Update software* (on page 11) when new software updates are available.
- *Perform maintenance* (on page 5) as required and according to the preventative maintenance schedule.
- After replacing an optical component, complete the recommended adjustments listed in the procedure while the projector is running at a minimum brightness.
- If edge blending is enabled, *exercise the DMDs* (on page 12).

- If the projector has filters, replace or clean the filters according to the projector's Service guide.
- Top up coolant according to the projector's Service guide.

Electrical best practices

- Use high caliber cables to ensure the quality of the content (signals). Poor quality cables can affect the performance of the cable and quality of the video.
- Make sure cables are properly strain relieved so they do not apply unnecessary force on the board connectors.
- Take precautions to secure all harnessing properly, especially in high voltage circuitry areas.
- Replace any wire that appears to have damaged insulation.
- If handling electronic components and the projector is powered off/unplugged from the wall, use an electrostatic discharge (ESD) strap to avoid damaging the board.
- If the issue is not resolved after replacing an electrical component, the removed component may still be functional. Try reinstalling the part to further troubleshoot the issue and document the issue for further analysis.

Upgrading the Enterprise software

When a new version of the software is released, the Enterprise projector must be upgraded.

Christie recommends backing up your files before installing an upgrade package.

1. Turn off the lasers before proceeding with the upgrade.
2. Download the latest software version from the Christie website:
 - a) Navigate to <https://www.christiedigital.com/products/projectors/all-projectors/>.
 - b) Select the projector series.
 - c) On the product page, select the model and switch to the **Downloads** tab.
 - d) Expand the **Software downloads** section.
 - e) Download the software upgrade file.
3. If using the display panel to upgrade the software, insert a USB key that contains the software upgrade file.
The USB flash drive must be formatted using the FAT 32 file system.
The upgrade file must be located at the root of the USB key.
4. Select **MENU > Admin > Software > Upgrade**.
5. Select an upgrade file.
 - On the projector, select the upgrade file from the root of the USB and select **Enter**.
 - From the web interface, in the Open dialog, navigate to the file and select **Open**.
6. To automatically restart Enterprise, select **Restart Now**.
If you decide to restart Enterprise at a later date (**Restart Later**), you cannot perform another upgrade until the Enterprise is restarted.

Exercising the DMDs

If you enable edge blending, Christie requires exercising the DMDs with the laser modules on for 10 minutes daily. Follow these steps to manually exercise the DMDs:

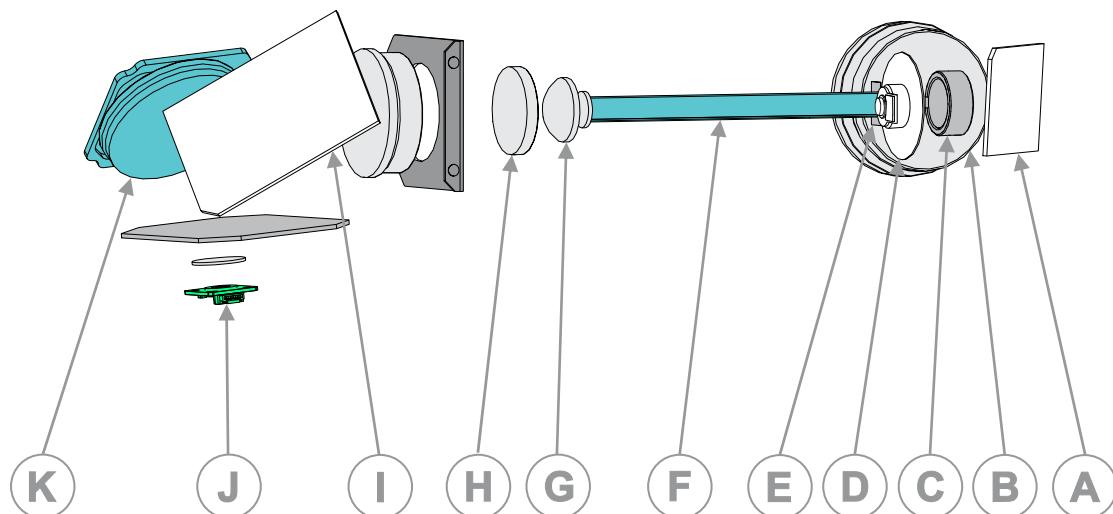
1. Update the automated script to leave the lasers on for 10 minutes before or after the normal content playback has ended.
2. During the 10 minute period, display the 50% Gray test pattern.
If displaying the 50% Gray test pattern through a media server, make sure to display the entire resolution of the DMDs so all the micromirrors are being exercised.
3. If the image is geometrically corrected using tools such as **Mystique™** or **Twist™**, disable the geometry correction during the 10 minute period.
Make sure to re-enable the geometry corrections at the end of the 10 minutes.

TruLife+ models also have the Enhanced DMD Healing mode feature that automatically enables the healing function. Currently the feature uses 20 minutes and not 10 minutes like described above for exercising the DMDs. The time will be updated to 10 minutes the next software releases. For more details on the Enhanced DMD Healing mode feature, see the *TruLife+ User guide* (P/N: 020-103315-XX).

Optical components

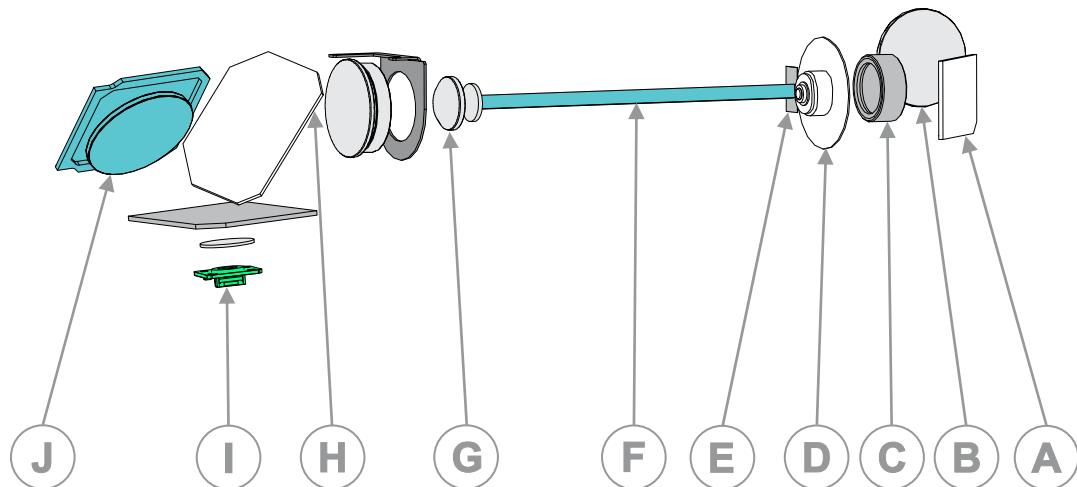
The following shows the optical components in the Griffyn® Series and Christie M RGB Series projector models.

Griffyn Series models optical components



| | | | | | |
|---|----------------------|---|-----------------|---|--------------------|
| A | Coupling fold mirror | E | Static diffuser | I | Fold mirror |
| B | Condenser lens | F | Integrator rod | J | Color sensor board |
| C | Depolarizer | G | Focus lens | K | Lens #5 |
| D | Rotating diffuser | H | Zoom lens | | |

Christie M RGB Series models optical components



| | | | | | |
|---|----------------------|---|-----------------|---|--------------------|
| A | Coupling fold mirror | E | Static diffuser | H | Fold mirror |
| B | Condenser lens | F | Integrator rod | I | Color sensor board |
| C | Depolarizer | G | Focus lens | J | Lens #5 |
| D | Rotating diffuser | | | | |

Failures related to optical components

The following provides information on failures related to the optical components.

| Component | Symptoms | Failure mode | Corrective actions |
|-------------------|---|---|--|
| Coupling mirror | <ul style="list-style-type: none"> Poor color uniformity Excessive red deficiency causing lower overall system brightness | Out of alignment after laser optical subsystem (LOS) or illumination optical system (IOS) replacement | Refer to the Service manual and training documentation for the alignment procedure. The new LOS assembly ships with a replacement mirror. |
| | Significant brightness drop (not seen in the field) | Cracked, burnt, or both | Replace and adjust the coupling mirror. |
| Condenser lens | Spots of contamination on the glass | Minor brightness loss | Clean the lens with a lens cleaning cloth/microfibre. |
| | Cracked, damaged lens | Significant brightness drops | Contact Christie Technical Support. |
| Depolarizer | Minor brightness loss | Hazy, spotted/dashed blemishes on the glass | Replace the depolarizer. |
| Rotating diffuser | Cannot turn on the laser | Speed (RPM) is outside of specs. | Replace the rotating diffuser. |
| | Significant brightness drops | Motor spins but the diffuser is cracked, burnt, or both. | Replace the rotating diffuser. |

| Component | Symptoms | Failure mode | Corrective actions |
|--------------------|--|---|--|
| Static diffuser | Significant brightness degradation | Cracked, burnt, or both | Replace the static diffuser. |
| Integrator rod | Gradual and potentially significant brightness drop | Integrator rod moves closer to the rotating diffuser | Replace the integrator rod assembly. |
| Focus lens | Shadow around the edge of the screen | Light is not focused on the surface of the digital micromirror device (DMD) | Refer to the Service manual and training documentation for the adjustment procedure. |
| Zoom lens | Significant brightness degradation | Light is overfilling the surface of the DMD. Running the projector for extended period at high laser power while overfilling the DMD can damage it. | Refer to the Service manual and training documentation for the adjustment procedure. |
| | Shadows around the edge of the screen | Light is underfilling the surface of the DMD. | Refer to the Service manual and training documentation for the adjustment procedure. |
| Fold mirror | Dark section around the edge of the screen or missing parts of the image | If the light is not aligned to the DMD, sections of the DMD may not be illuminated. | Refer to the Service manual and training documentation for the adjustment procedure. |
| Color sensor board | LiteLOC™ is not achievable | Hardware failure | Replace the color sensor board. |
| | Color calibration is missing | Calibration is missing. | Perform color calibration. |
| DMD | Significant brightness degradation | Light is overfilling the surface of the DMD. Running the projector for extended period at high laser power while overfilling the DMD can damage it. | Refer to the Service manual and training documentation for the adjustment procedure. |
| Projection lens | Minor brightness loss | Spots of contamination on the glass | Cleans the lens with a lens cleaning cloth/microfibre. |
| | Significant brightness drops | Cracked, damaged lens | Contact Christie Technical Support. |



Fold mirror, zoom lens, and focus lens adjustments interact with one another. All three adjustments are usually done over a few iterations by rotating between the three adjustments.

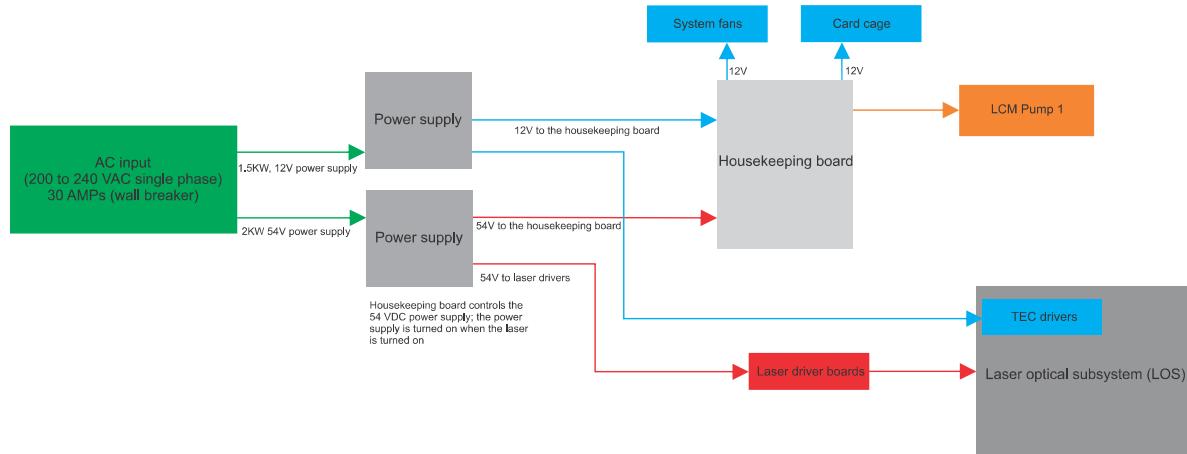
Projector does not have power and is not operational

The projector does not have power and is not operational. Pushing the **Power** button does not turn on the projector.

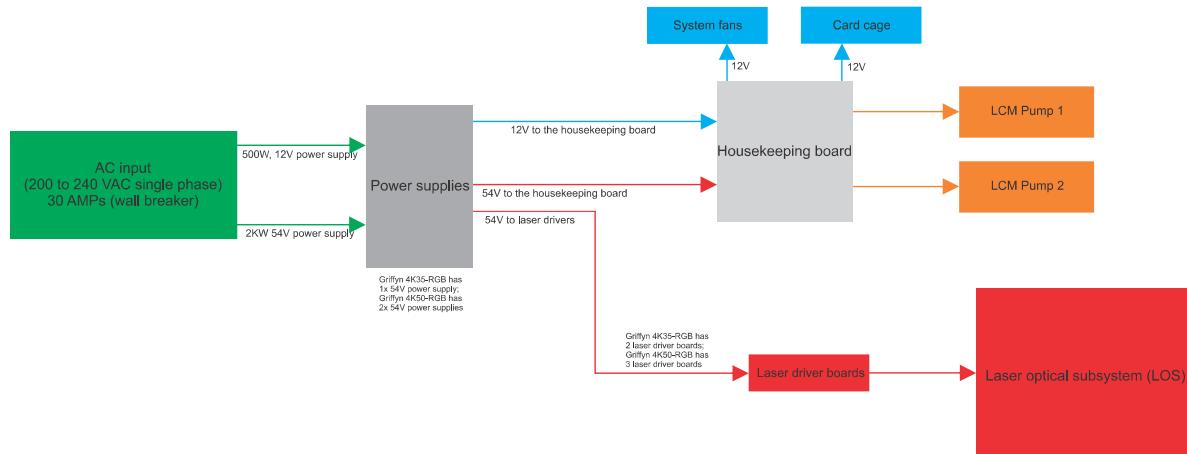
Details

The following images detail the power distribution workflows for the 12V and 48 V/54 V power supplies. For more details including port numbers, harnesses, and board numbers, refer to the product's Interconnect drawing.

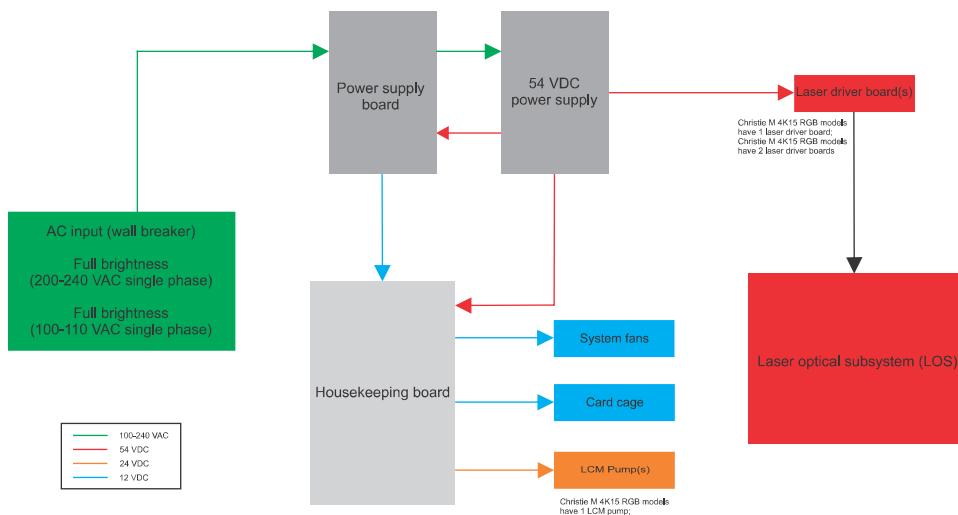
Griffyn® 4K32-RGB power distribution workflow:



Griffyn® 4K35-RGB and Griffyn® 4K50-RGB power distribution workflow:



Christie M RGB Series power distribution workflow:



Possible causes include:

1. The breaker switch is not on.
2. Power supplies are not functioning.
3. Issue with the housekeeping board.
4. If the projector does not enter standby mode, nothing appears on the display panel, which can indicate an issue with the display panel, keypad, or the power supply.



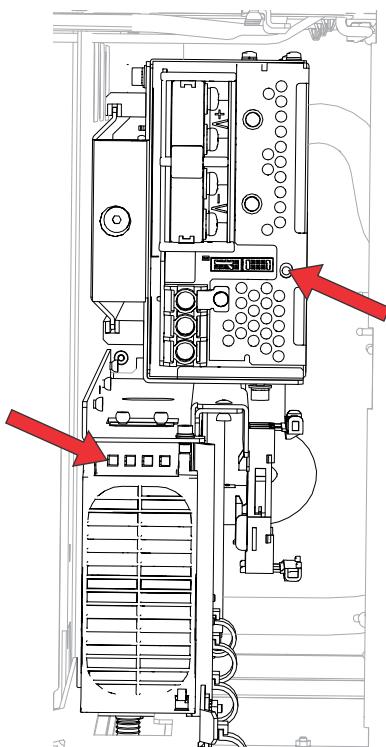
When enabled, the Stealth mode feature does not turn off the display panel only the status and shutter LEDs and the heartbeat feature on the display panel **Enter** key.

Resolution

1. Check the breaker switch is on or the breaker is not damaged.
 - If the breaker switch is not on, turn it on.
 - Check the line cord for damage and proper connection.
 - If the breaker switch is on and the line cord is connected, contact a certified electrician to confirm the rated projector power is available at the wall breaker.
2. Confirm the rated projector power is reaching the power supplies and 12 VDC is being output by the 12V power supply.

The 12 VDC power supply has one LED.

 - If the LED is green, the 12V power supply is good. Proceed to step 3.
 - If the LED is not green, an issue exists with the 12V power supply. Contact Christie Technical Support.



3. If confirmed the projector has power out of the 12V power supply but the system does not boot, check the LEDs on the housekeeping board.
 - If no light on the housekeeping board, make sure the 12V harness (J112) from the LVPS to the housekeeping board is properly seated and connected.
 - If the housekeeping board boots but the two LEDs are not blinking, make sure the power (J6) and communication (J8) harnesses between the housekeeping board and card cage are properly seated and connected. If the display panel is on, it indicates a functioning card cage.
 - If the harnesses are connected and properly seated between the two boards, replace the housekeeping board.
4. Check the display panel and keypad are functional.
 - Check to make sure the harness from the card cage (J4) to the display panel (J30) is connected and properly seated, or is not damaged. If damaged, replace the harness.
 - Check to make sure the harness (J34) from the integrated keypad board (IKB) to the display screen is connected and properly seated, or is not damaged. If damaged, replace the harness.
 - Check the card cage. Turn on the projector and from the web interface check for any errors on the Status page. If an error is listed, correct the error.
 - If the display panel and/or keypad are not functional, replace the user interface module.

Projector is in Standby mode but cannot turn on the lasers

The lasers do not turn on while the projector is in Standby mode.

Details

Possible causes include:

- Rotating diffuser is not spinning.
- 54V power supply is down.

The 54V power supply requires control signal from the housekeeping board. If the communication harness from the housekeeping board to the 54V power supply is removed or not seated correctly, the power supply does not output power.

For Christie M RGB Series, when the 54V power supply is down, the projector is not operational.

- Bad laser communication for the laser driver board due to damaged or improperly connected harnesses.
- Other potential issues include the following:
 - Problems programming the CAVE or VOM FPGAs
 - Problems detecting and programming the formatter boards

To understand the power workflow, refer to the diagram in the Projector does not turn on topic.

Resolution

1. Check the status system for any status items indicating an error (red) to determine the issue to resolve.
2. Check the 54V power supply LED.

To determine where the 54V power supply LED is located, refer to the diagram in the Projector does not turn on topic. Use the power supply status table to help determine a resolution.

| LED status | Output status | Action |
|---------------------|--------------------------------------|---|
| Solid green | DC Output OK | Indicates power to the power supplies. Proceed to step 3. |
| Solid orange | DC Output OK, in remote control mode | Check the communication (CN2) harness into the power supply is fully seated and connected. |
| Slow blinking green | Output Not Enabled | There is power but the supply is not enabled. Check the communication (CN2) harness into the power supply is fully seated and connected. |
| Fast blinking red | Over Voltage | Too much power is coming into the power supply. Make sure a certified electrician checks the line voltage and supply from the wall. |
| Solid red | Over Loaded | A potential short in the output of the power supply occurred. |

| LED status | Output status | Action |
|-----------------------------|---------------------|--|
| | | <p>Inspect the DC (secondary) harnesses are fully seated and connected.</p> <p>Inspect the boards to make sure they are functioning.</p> |
| Slow blinking red | Over Temperature | <p>The power supply has over heated.</p> <p>Potential air blockage. Inspect the air intake to the power supply and clear any blockages.</p> <p>Check if the projector is operating in the specified projector temperature range.</p> |
| Intermittent blinking red | Fan Fail | The power supply fan failed. Replace the power supply. |
| Short and long blinking red | AUX Standby Failure | <p>Check the power into the power supply.</p> <p>Replace the 54V power supply.</p> |
| No light | — | Use a multimeter to measure the voltage out of the power supply. If no power is measured, replace the 54V power supply. |

3. Check the following harness connections to make sure they are not loose or damaged. If damaged, replace the affected harness.
 - Harness (J129) from the housekeeping board to the laser driver board
 - Power (J170 and J171 for Griffyn® 4K32-RGB and J141 and J142 for Griffyn® 4K35/50-RGB and Christie M RGB Series) and communication (J164 for Griffyn 4K32-RGB and J144 for Griffyn 4K35/50-RGB and Christie M RGB Series) harnesses from the laser driver board to the laser optical subsystem (LOS):
If the communication harness from the laser driver board to the LOS is removed, loose, or partially seated and the system cannot read the LOS information, the lasers do not turn on.
 - Communications harness (J113) from the housekeeping board to the 54V power supply
 - Communications harness (J110) from the housekeeping board to the 12V power supply
 - Power harness (J114) from the laser driver board to the 54V Input connection on the housekeeping board
 - Power harness (J112) from the 12V Input connection on the housekeeping board to the 12V power supply
4. Check if the housekeeping board has two blinking green LEDs.
If the housekeeping board boots, the two LEDs should move from solid green to blinking. If not blinking, check the following:
 - Check the harness (J8) between the housekeeping board and card cage is properly seated and connected.
 - Make sure the proper version of software is installed on the projector.
To view the installed version of software, select **MENU > Admin > About**. To download the latest version of software, go to <https://www.christiedigital.com/products/projectors/all-projectors>, select the model, and switch to the **Downloads** tab.
 - Check the housekeeping board. If faulty, replace the board.

5. Check the LOS serial number and run the interrogator, which captures the subtype ID. If the LOS is programmed with the wrong subtype ID, it does not allow some or all lasers to turn on.
6. Provide the information to Christie Technical Support.

Blemishes appearing on the screen

Blemishes or color blotches are appearing on screen.

Details

Possible causes include:

- Contamination on the light engine or other topical surfaces that light passes through after the lens.
- A broken diffuser can cause color blotches.

Resolution

1. Clean the optical surfaces.
2. If the issue persists, an optics failure may be indicated. Contact Christie Technical Support.

Colors on the screen not stable or accurate

The colors on the screen are not as stable or as expected.

LiteLOC™ is crucial for ensuring color stability and accuracy. Before doing any of the following troubleshooting options, verify LiteLOC™ has been done on site using the actual projection surface and projection screen.

| Possible causes | Resolutions | Notes |
|---|--|--|
| Colors on screen not stable | | |
| This behavior is normal if you change the brightness or are using an older version of LiteLOC™. | Wait for stabilization after making brightness adjustments. | — |
| The color sensor board is faulty. | Replace the color sensor board. | For details, see the projector's Service guide. |
| Colors on screen not accurate | | |
| The color correction modes were not selected to match the content playing on the screen. | Verify the selected Color Correction mode matches the source content color gamut. | For more details, see the <i>TruLife+ User Guide</i> (P/N: 020-103315-XX). |
| Running an older version of LiteLOC™ could be the cause of two projectors not holding the same color point. | Redo LiteLOC™ or If your projector model supports upgrading to a new version of LiteLOC™, upgrade to the latest | For more details, see the <i>TruLife+ User Guide</i> (P/N: 020-103315-XX). |

| Possible causes | Resolutions | Notes |
|--|--|--|
| | <p>software version and redo LiteLOC™ . Contact Christie Technical Support to see if the projector model can be upgraded.</p> | |
| <p>The meter does not match the LiteLOC™ white point setting or the measured coordinates are outside the specified LiteLOC™ tolerance.</p> | <p>Verify the selected Color Correction mode matches the white point of the light source setting and redo the LiteLOC™ calibration.</p> | <p>For more details, see the <i>TruLife+ User Guide</i> (P/N: 020-103315-XX).</p> |
| <p>A color mismatch can occur between two or more projectors.</p> | <ol style="list-style-type: none"> 1. Validate the custom colors are not setup, set color correction mode to Max Drives (MENU > Image Settings > Color & Gamma > Color Correction Mode > Max Drives) and disable Pureformity Color Technology (PCT) (MENU > Configuration > Horizontal 1D Color Uniformity > Color Uniformity Mode). If you do step 1 and see the same white on the screen (the projector is doing what it is supposed to do), proceed to step 2. If you do step 1 and the projector models do not match, the steps 2 and 3 may not solve the issue due to differences in light sources. 2. Make sure the same white point is selected for all the projectors. 3. Select a custom color gamut to use the smallest one between the projectors. | <p>For more details, see the "Selecting the color correction mode" topic in the <i>TruLife+ User Guide</i> (P/N: 020-103315-XX).</p> |

Projector brightness lower than expected

Why is the projector output not as bright as expected.

Check the projector for any errors displayed in the Status System and correct the issues before following the troubleshooting options below. For details, refer to the *TruLife+ Status System Guide* (P/N: 020-102975-XX).

Visual perception

| Possible causes | Resolutions | Notes |
|---|--|---|
| Projection lenses | | |
| Depending on the projector model, ultra high contrast lenses can drop brightness by up to 35%. | Check for issues with the projection lens: <ol style="list-style-type: none"> 1. Try using a different lens to see if brightness increases. 2. If there are manual adjustments on the lens, make sure the aperture is fully open. 3. Look into the lens to see if any elements are cracked or have other damage to them and replace the lens if required. | This is expected performance with ultra high contrast and ultra short throw lenses. |
| Aperture or filter | | |
| An aperture or filter was added to the product. | Remove the aperture or filter from the optical and check the projector brightness. | — |
| Projection screen | | |
| The type, condition, and size of the screen or projection surface can affect the brightness of the image. | <ol style="list-style-type: none"> 1. Try a different surface. 2. Validate the measurement by using a calibrated puck at the center of the screen and take measurements. | — |
| The age of the projector and its components can affect brightness. | Check the number of laser hours and see the projector's specification page on the Christie website to determine Illumination performance. <ol style="list-style-type: none"> 1. Go to www.christiedigital.com. 2. Search the website for the product. 3. On the product page, switch to the Specs tab. | — |

Meter measurement

| Possible causes | Resolutions | Notes |
|--|---|--|
| The optical meter used to evaluate brightness or calibrate LiteLOC™ is not set up or functioning properly. | If using an optical measuring device, make sure it is set up correctly. | For details on using the optical measuring device, see the measuring device's documentation. |

| Possible causes | Resolutions | Notes |
|--|---|-------|
| or issues with the calibration process occurred. | | |
| A non-Christie approved optical meter. | Use one of the following optical meters approved by Christie: <ul style="list-style-type: none"> • CR250 • CR300 • Qalif Spectro | — |

LiteLOC™ not achievable

| Possible causes | Resolutions | Notes |
|--|---|--|
| Environmental limits: Airflow issues | | |
| Clogged filters reduce air flow. | Check the filters and replace as required. | For details on how to replace the filter, see the projector's Service guide. |
| Harsh Environment kit is installed but wrong Fan Speed Profile is enabled. | If Performance mode is not enabled, the airflow is reduced, temperature rises, and brightness degrades. Change the Fan mode (MENU > System Settings > Power Settings > Fan Speed Profile) from Quiet or Standard to Performance . | For more details, see the <i>TruLife+ User Guide</i> (P/N: 020-103315-XX). |
| Environmental limit: Software settings | | |
| Quiet mode is enabled in the Fan Speed Profile. | Change the Fan mode (MENU > System Settings > Power Settings > Fan Speed Profile) from Quiet to Standard . | For more details, see the <i>TruLife+ User Guide</i> (P/N: 020-103315-XX). |
| Color correction or color matching settings | Set the Color Correction mode (MENU > Image Settings > Color & Gamma > Color Correction Mode) to Max Drives to turn off all color adjustments and allow the projector to run at maximum brightness. | For more details, see the <i>TruLife+ User Guide</i> (P/N: 020-103315-XX). |
| Target white point differs from the light source white point setting. | Change the white point setting to the projector's rated white point—typically this is D65 (x=0.3127, y=0.329). | — |
| White point setting is different from the projector's nominal white point. | | — |
| The Christie M 4K25 RGB or Christie M 4K+25 RGB projector is running in Low Brightness mode. | When enabled the Low Brightness mode feature disables a number of laser devices to allow for lower brightness operation. | For more details, see the <i>TruLife+ User Guide</i> (P/N: 020-103315-XX). |

| Possible causes | Resolutions | Notes |
|--|---|---|
| | <p>Disable Low Brightness mode to increase the brightness:</p> <ol style="list-style-type: none"> 1. From the display panel, select MENU > Admin > Service. 2. Enter the service password. 3. Select Light & Output Settings. 4. Clear the Enable Low Brightness option. | |
| The projector is running in Limited Brightness mode. | Run the projector in Full Power mode. | Limited Brightness mode is enabled automatically when the projector is connected to 110V power. When Limited Brightness mode is enabled, the status is displayed in the header of the user interface. |
| Pureformity Color Technology (PCT) was done for one lens and another projection lens is used in the projector. | Disable the Pureformity Color Technology (PCT) settings (MENU > Configuration > Horizontal 1D Color Uniformity > Color Uniformity Mode > Color Uniformity Off). | For more details, see the <i>TruLife+ User Guide</i> (P/N: 020-103315-XX). |
| Phosphor Ratio mode is set to something other than the Nominal Phosphor Ratio mode option. | Set the Phosphor Ratio mode to the Nominal Phosphor Ratio mode option | For more details, see the <i>TruLife+ User Guide</i> (P/N: 020-103315-XX). |
| Other non-LiteLOC errors | | |
| Ambient environment (such as temperature, humidity, and altitude) is above the projector's nominal performance conditions. | <p>See the projector's specification page on the Christie website.</p> <ol style="list-style-type: none"> 1. Go to www.christiedigital.com. 2. Search the website for the product. 3. On the product page, switch to the Specs tab. | — |
| Optical failure | | |
| Optical component misalignments such as LOS coupling mirror and IOS zoom | Perform optical alignments. | For details, see the "Aligning the image" section in the projector's Service guide. |
| LiteLOC calibration was not performed after making an IOS or LOS adjustment. | Redo the LiteLOC calibration. | For details on performing a LiteLOC calibration, see the <i>TruLife+ User Guide</i> (P/N: 020-103315-XX). |

| Possible causes | Resolutions | Notes |
|--|--|--|
| Contaminants such as dust and dirt in the optical components | Clean the optical components. | For details, see the "Maintenance and cleaning" section in the projector's Service guide. |
| Degraded or faulty optical components such as cracked optics, damaged projection lens, faulty laser devices, and so on are in the projector. | Replace the suspected optical component. | See <i>Failures related to optical components</i> (on page 13) for additional information about the projector optical components and failures that can occur. For details, see the projector's Service guide. |

Switching between light and dark content causes focus drift

When using the ultra short throw lens with higher brightness and switching between dark and bright content, focus drift occurs.

Details

Focus drift is more noticeable when using the ultra short throw lens with higher brightness but can be seen with any shorter throw lens with any level of brightness depending on the mix of content.

Resolution

Christie recommends one of the following options:

- Christie recommends reducing brightness and focusing the content on what you primarily want the projector to focus on.
- Focus on a mid-range test pattern (50% grey).
- Create different profiles for dark and light content.

Projector noisier than expected

How do I make the projector quieter?

Details

The speed and noise of the fans changes with the following:

- Ambient temperature
- Brightness (laser power)

Use the fan speed profile to balance noise compared to brightness depending on projection needs.

Resolution

- Select **MENU > System Settings > Power Settings > Fan Speed Profile**.

2. Select the appropriate fan speed profile:

- **Standard**—The projector attempts to achieve a balance between low noise and brightness performance by adjusting fan speed with regards to ambient temperature and requested brightness. (Default)
- **Quiet**—The projector achieves the lowest noise at the possible expense of brightness performance.
- **Performance**—The projector brightness is not restricted by fan speed.
Only applies to: Christie M RGB Series, Griffyn® 4K35-RGB, and Griffyn® 4K50-RGB

LOS Dewpoint - Approaching Limit warning

Received a LOS Dewpoint - Approaching Limit warning during calibration.

Only applies to: 4K40-RGB Series and Griffyn 4K32-RGB

Details

The projector is reacting to humidity to prevent damage in the laser optical subsystem (LOS). Due to the laser power eventually being reduced, the brightness and color may be impacted.

Resolution

1. Operate the projector in a less humid environment.
2. If a new setup, the humidity levels inside the LOS may need 24 hours to normalize with the environment.
For example, if the projector came from a hot, humid environment (outdoors, shipment) and then brought into a cold, dry operating environment.
3. Increase the **Maximum Expected Ambient** setting in the LiteLOC™ feature.

Formatter Fault error has occurred

One of the following Formatter Fault errors appear in the Status tab of display panel for either the red, green, or blue formatter boards

- Formatter Detection Fault
- Formatter Initialization Fault
- Formatter Runtime Fault

Resolution

Follow these steps to determine the cause of the Formatter Fault error.



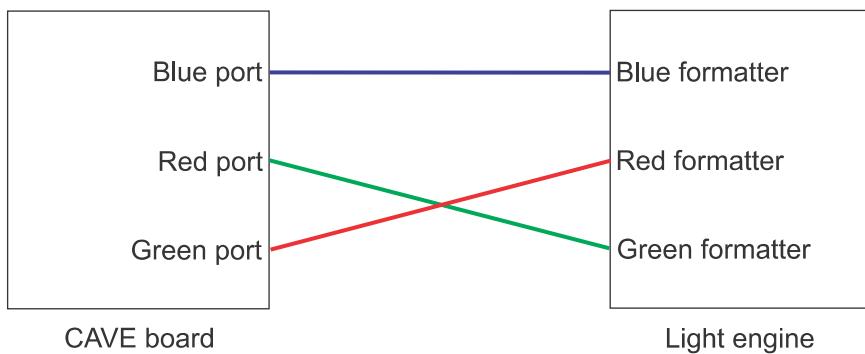
The examples used in the steps below are based on a Formatter Detection Fault error on the red formatter board and use the cables labeled as red and green.

1. Remove top cover.
2. Disconnect and reconnect the cable for the affected formatter board on the high-speed imaging processing board CAVE board.

Make sure a click sounds when you connect the cable. For example, disconnect and reconnect the red cable.

3. Re-install the top cover.
4. Turn on the projector and look at the error messages displayed in the display panel.
 - If the Formatter Fault error is still displayed, continue to the next step.
 - If the error is not reported, the formatter board is working as expected. Disregard the remaining steps.
5. Remove the top cover.
6. From the CAVE board side, swap the CAVE port cables from the formatter board having issues with one of the two other formatter board cables.

For example, swap the red formatter cable with the green formatter cable from the CAVE side ports.



7. Re-install the top cover.
8. Turn on the projector and look at the error messages displayed in the display panel.
 - If the Formatter Fault error stays with the initial board, the issue is with the CAVE board. Change the cables to their original positions and confirm the error still persists. If it does, replace the CAVE.
 - If the Formatter Fault error moved from the one formatter board to the other (for example, moved from the red formatter board to the green formatter board), the issue is with the cables or the formatter board. Proceed to the next step.
9. Remove the top cover.
10. On the light engine side, swap the same formatter cables you swapped in step 6 on the CAVE board side.

For example, swap the red cable for the green cable. For more information on the light engine, see the Service guide for the projector model.



11. Re-install the top cover.
12. Turn on the projector and look at the error messages displayed in the display panel.
 - If the Formatter Fault error is displayed for the other formatter board (for example, the green board), the issue is with the initial cable (for example, the red cable). Replace the affected cable.
 - If the original Formatter Fault is still reported, the issue is with the formatter board. Replace the light engine.