
Technical Bulletin

Issue connecting to the JNIOR device with the Christie IMB

This bulletin provides information on how to solve the issue of getting the Christie IMB to log into the JNIOR automation device.

Issue

I cannot connect to the JNIOR device with the Christie IMB. When I enter the username `jnior` and password `jnior` to connect, JNIOR is not responding to commands sent by the projector.

The JNIOR device is up-to-date with the latest software package and the username and password are correct.

Solution

The JNIOR login must be disabled and the username and password removed in the Christie software to allow the cues to pass over the network.

When interfacing with the integrated JNIOR using Christie IMB, you must disable the JNIOR login:

1. Disable the JNIOR login following the instructions in the "Disabling the JNIOR login – Three Different Methods" topic in the *Configuring the JNIOR for use with the Christie IMB* document on the Integ website:

<https://jnior.com/download/configuring-the-jnior-for-use-with-the-christie-imb/>

Affected products

The following products are affected:

- CP2308 projectors
- Cinema 2K-RGB series projectors (CP2309-RGB, CP2315-RGB, CP2320-RGB)
- Cinema 4K-RGB series projectors (CP4325-RGB, CP4330-RGB)

Technical support

Technical support for Christie Cinema products is available at:

- Support.cinema@christiedigital.com
- +1-877-334-4267
- Christie Professional Services: +1-800-550-3061 or NOC@christiedigital.com