
Technical Bulletin

Core II brightness issue

This bulletin provides information about a brightness issue with the Christie Core II video wall systems recently installed in the field. Although this issue does not cause a malfunction in the video wall, Christie Technical support recommends upgrading the firmware to resolve it.

All participating Christie Dealers, who have installed the Core II series video wall components, must apply a firmware update for the video wall system to ensure an even brightness adjustment using the LED controller or LED controller software.

To apply the firmware update, two methods can be employed:

- Christie Technical Support will provide a link for on-site technical staff to obtain the updated firmware and download it to the Core II video controller under the supervision of Christie technical staff
- Dispatch a Christie technical representative from the participating Dealer to the site who can perform the firmware update under supervision of Christie technical staff

Affected products

The following Core II pixel pitches may experience this issue and require the upgrade.

- 0.9 mm
- 1.2 mm
- 1.5 mm
- 1.8 mm
- 2.5 mm

Upgrade firmware requirements

The following equipment is required to download and install the upgrade firmware.

- PC with Windows 10 or Windows 11 operating system (PC with built-in Ethernet or USB port)
- CAT5e Ethernet cable or V2.0 USB cable (to connect PC to LED controller)
- Controller software
- Firmware



Christie recommends updating the firmware during off hours to ensure uninterrupted service.

Upgrading the firmware

Follow these steps to upgrade the firmware.

1. Download the firmware file to a computer to be connected to the controller for the upgrade or to a USB key.

2. Unzip the downloaded firmware file.
3. Connect an HDMI or Ethernet cable between the computer running the controller software and the controller.
4. Launch the 600 controller software and log in as the administrator.
 - a) Select **User > Advanced User Login**.
 - b) Login with the password `admin`.
5. In the blank area beside the Monitoring icon, right-click and enter `666888`.
6. In the Program Path area, browse to the location of the unzipped download and select the firmware upgrade folder.
7. Select **Update**.
8. In the confirmation message, select **Yes**.

As the firmware upgrade is installed, the controller screen and controller software both display a progress indicator. After the upgrade is complete, the controller reboots.

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):
 - Australia: +61 (0)7 3624 4888 or tech-Australia@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
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