
Technical Bulletin

Auto White Balance (AWB) calibration issue

This bulletin provides information about an issue occurring after running the Auto White Balance (AWB) calibration. After applying the AWB calibration, CP23xx-RGBBe/C projectors output unexpected colors.

Resolution

To resolve this issue, clear the AWB calibration and the projector returns to its previous state.

1. Identify the projector model from the About page and select the correct laser firmware file.
 - CP2306-RGBBe/C: `jmst_main_v293_CP2306_RGBBe.hex`
 - CP2308-RGBBe/C: `jmst_main_v293_CP2308_RGBBe.hex`
 - CP2310-RGBBe/C: `jmst_main_v293_CP2310_RGBBe.hex`
2. Upgrade the CP23xx-RGBBe/C laser firmware using the process outlined in the *Upgrading the CP23xx-RGBBe/C laser software instruction sheet (P/N: 020-103665-XX)*.
3. Reboot the projector after the CP23xx-RGBBe/C laser firmware upgrade.
4. Verify the CP23xx-RGBBe/C laser firmware version reports version 2.9.0.
If the firmware is not version 2.9.0, check the laser firmware upgrade process.
5. Turn on the light source and wait for five minutes.
6. Turn off the light source.
7. Upgrade to the latest CinELife projector software `001-115100-07-Cinelife-v2.7.5(7).zip`.
This software upgrade installs the latest CP23xx-RGBBe/C laser firmware version 3.0.0.

Affected products

The following products are affected:

- CP23xx-RGBBe
- CP23xx-RGB/C

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