



PURPOSE

This document provides an overview of operating the Dolby Cinema systems. Only associates who have completed Laser Safety Training may operate Dolby Cinema projectors. Dolby provides the release date, feature, and file format (DVis or Atmos) online at <https://www.dolby.com/us/en/cinema/theatrical-releases.html>.

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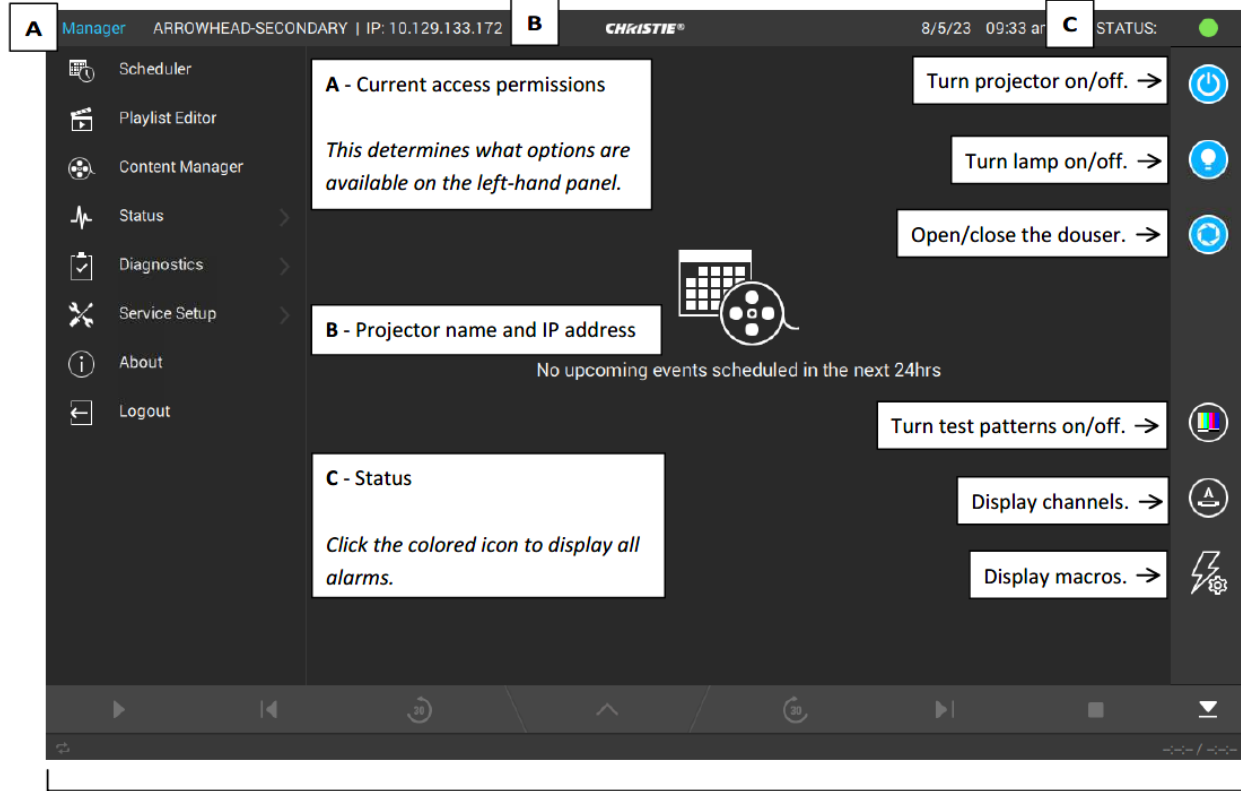
LASER SAFETY

1. Ensure that all associates follow Laser Safety regulations.
2. Ensure that the Laser Safety notebook includes the following:
 - Laser Safety training materials (training only to be performed by a qualified technician).
 - Laser Operation Training Report signed by everyone who has been trained.
 - Laser Service and Operation Log signed by anyone who operates/services the Dolby Cinema projectors.



PLAYBACK CONTROLS

1. Log into the Primary panel using the user name: **manager** and password: **manager**
2. Review the Touch Panel reference below to familiarize yourself with the playback controls.



Playback Controls

3. Review the icon reference chart.

	The content is presented in flat format.	2K	2K content identifier.
	The content is presented in scope format.	4K	4K content identifier.
2D	2D content identifier.	ATMOS	The content includes a Dolby Atmos audio file.
3D	3D content identifier.		High frame rate identifier.
	A subtitle file is included with the content.	EDR	Enhanced Dynamic Range (EDR) content.
	A closed captioning file is included with the content.		

4. Review this Dolby DCP example:

HeartOfTheSea_FTR-DVis_F_EN-EN-CCAP_OV_71-HI-VI-Atmos-Dbox_4K_WR_20151203_DLB_SMPTE_OV

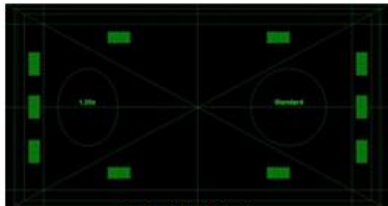
- DVIs or EDR or HDR identifies the content as Dolby Vision.



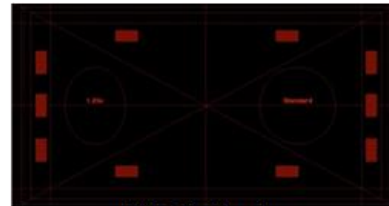
MORNING STARTUP

Follow the steps below to execute the morning startup for your Dolby Cinema projector.

1. Schedule the *Dolby Cinema Daily Startup* 2-3 hours before the first show is scheduled to start. This daily startup playlist includes a power up of both projectors and a “warm up” of the lasers. The newest version of Qalif software takes one hour to align.
2. Verify that the red/right and green/left alignment patterns create a yellow or white single alignment pattern on screen. Use included binoculars to ensure precise alignment.
 - Qalif will not have an alignment pattern on screen. If Qalif fails, open a DSSP ticket.



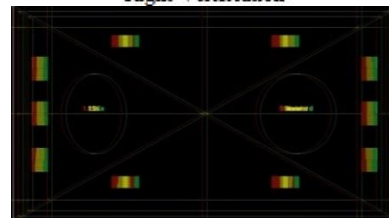
Left Verification



Right Verification



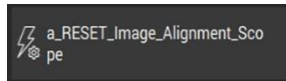
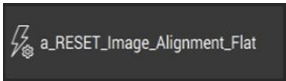
Aligned



Not Aligned

If Projectors are Not Aligned

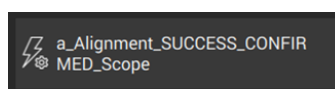
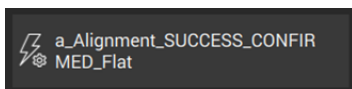
1. Select the Macro Button  at the DCAA projector touch panel and select proper Reset Image Alignment matching the selected aspect ratio. Lights will dim, and the DUO align process will begin.



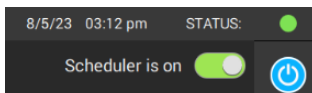
2. **Do not** interact with the projector until alignment has completed. Once complete, the alignment patterns will reappear, if they are still not aligned, repeat the complete alignment process.

When Projectors are Properly Aligned

1. Proceed to the Primary projector and select the macro button .
2. Select the proper Alignment SUCCESS_CONFIRMED macro. Match the aspect ratio to the ratio of the first scheduled show.



3. Verify the schedule is populated and Auto-Playback is on.



Failure to confirm alignment prior to preshow will result in preshow not playing on screen.



MANAGING PLAYLISTS

Follow these instructions to build playlists for Dolby Cinema if you are **NOT** connected to Screenwriter.

Create a Playlist

1. Select Playlist Editor on the touch panel of the Primary projector (projector on the right).
2. Press the New Playlist  icon in the right panel
 - a. Type a name for the playlist
 - b. Press Create.
3. Select the Local Content tab to add content
4. Select a piece of content in the playlist
 - The content list can be searched by title.
 - To add a macro, select the Automation tab.
5. Select the content or automation event. Adding a macro provides the following options:
 - Before Clip Start
 - After Clip Start
 - Before Clip End

*Example: To add the credit light cue, select **From Clip Start** and enter the provided offset time.*

6. Press the Save icon . Loading the SPL on the Primary projector will also load it on the Secondary projector. *If content in the SPL is missing from the Secondary, it will show an error when attempting to load.*

Reorder Playlist Content

1. Select Playlist Editor.
2. Select a playlist in the upper right panel.
3. Select content or a macro in the playlist.
4. Press the down arrow icon to select a position for the content or macro.
5. Press the Save icon .

Replace or Remove Playlist Content

1. Select Playlist Editor.
2. Select a playlist.
3. Select content in the playlist.
4. Press the Replace Content  or the Remove Content icon , as appropriate.
5. Select applicable content.
6. Press Replace or Remove.
7. Press the Save icon .

1	Policy 00:00:00-00:00:05 Black MOS 5sec
	 Proj_Laser_On After Clip Start: 00:00:00
	 Proj_Douser_Open After Clip Start: 00:00:01
	 Qsys_Mode_Atmos After Clip Start: 00:00:02
2	Policy 00:00:05-00:00:10 Black MOS 5sec
	 Proj_Channel_Scope After Clip Start: 00:00:01
	 Audio_5_1_Atmos After Clip Start: 00:00:02
	 Preshow_Off After Clip Start: 00:00:03
	 Lights_House_Mid After Clip Start: 00:00:04
	 Lights_Speaker_Off After Clip Start: 00:00:05
3	Policy 00:00:10-00:01:19 AMCPreShowPart1_POL...
4	Trailer 00:01:19-00:02:49 AMC-A-GodsOfEgypt-Trl2...
5	Trailer 00:02:49-00:05:03 AMC-A-Warcraft-Trl1R-2D...
6	Trailer 00:05:03-00:07:35 AMC-B-5thWave-Trl1-2D2...
7	Trailer 00:07:35-00:09:48 AMC-A-IndependenceDa-T...
8	Trailer 00:09:48-00:12:19 AMC-B-KungFuPanda-TrlC...
9	Trailer 00:12:19-00:14:48 AMC-D-BatmanVSuperma...
10	Trailer 00:14:48-00:17:21 AMC-B-Zootopia-Trl3-2D2...
11	Trailer 00:17:21-00:19:51 AMC-B-CaptAmericaCiv-Tr...
12	Policy 00:19:51-00:20:54 AMCPreShowPart2_POL...
	 Audio_Fader_6_0 Before Clip End: 00:00:00
	 Lights_House_Down After Clip Start: 00:00:00
	 Audio_7_1_Atmos Before Clip End: 00:00:01
	 Qsys_Butticker_On After Clip Start: 00:00:01
13	Feature 00:20:54-02:36:04 SWForceAwakens_FTR-3-...  Key Missing Or Invalid
	 Lights_House_Mid After Clip Start: 02:06:58
	 Lights_Speaker_On After Clip Start: 02:07:00
14	Policy 02:36:04-02:36:09 Black MOS 5sec
	 Lights_House_Up After Clip Start: 00:00:00
	 Audio_Non_Sync After Clip Start: 00:00:01
	 Qsys_Butticker_Off After Clip Start: 00:00:02
	 Preshow_On After Clip Start: 00:00:03
	 Proj_Channel_Preshow After Clip Start: 00:00:04

Delete a Playlist

1. Select Playlist Editor.
2. Select a playlist.
3. Press the Garbage Can. 
4. Press Delete.

Copy a Playlist

1. Select Playlist Editor
2. Select the playlist to copy. 
3. Press the Save As icon.
4. Type a new name for a playlist.
5. Press the Save icon.



Dolby Cinema User Guide

AMC ☒ AMC Classic ☒ AMC Dine In ☒

PLAYLIST BREAKDOWN

2D Flat Feature with NCM Preshow in Screenwriter - Simplified Dolby Automation			
Placeholder/Content	Macro	Cue Offset	Start or End of CPL
	2D:F1 Flat	N/A	N/A
NCM Preshow			
	Performance Begin	N/A	N/A
NCM Postshow			
	Start - Trailers	N/A	N/A
Trailer Content			
	Start - Feature	N/A	N/A
Feature Content	Credit Offset	Credit Offset	Start
	End - Playlist	N/A	N/A

2D Scope Feature with NCM Preshow in Screenwriter - Simplified Dolby Automation			
Placeholder/Content	Macro	Cue Offset	Start or End of CPL
	2D:F2 Scope	N/A	N/A
NCM Preshow			
	Performance Begin	N/A	N/A
NCM Postshow			
	Start - Trailers	N/A	N/A
Trailer Content			
	Start - Feature	N/A	N/A
Feature Content	Credit Offset	Credit Offset	Start
	End - Playlist	N/A	N/A

2D Flat Feature with ScreenVision Preshow in Screenwriter - Simplified Dolby Automation			
Placeholder/Content	Macro	Cue Offset	Start or End of CPL
	2D:F1 Flat	N/A	N/A
EPS			
LPS			
	Performance Begin	N/A	N/A
	Start - Trailers	N/A	N/A
Trailer Content			
	Start - Feature	N/A	N/A
Feature Content	Credit Offset	Credit Offset	Start
	End - Playlist	N/A	N/A

2D Scope Feature with ScreenVision Preshow in Screenwriter - Simplified Dolby Automation			
Placeholder/Content	Macro	Cue Offset	Start or End of CPL
	2D:F2 Scope	N/A	N/A
EPS			
LPS			
	Performance Begin	N/A	N/A
	Start - Trailers	N/A	N/A
Trailer Content			
	Start - Feature	N/A	N/A
Feature Content	Credit Offset	Credit Offset	Start
	End - Playlist	N/A	N/A

2D Flat Feature with Non-Integrated Preshow Player			
Content	Macro	Cue Offset	Start or End of CPL
Black 5 Sec	Proj_Douser_Open	00:00:01	Start
	Qsys_Mode_Atmos	00:00:02	Start
	Qsys_Butticker_Off	00:00:03	Start
	Proj_Channel_Flat	00:00:04	Start
Black 5 Sec	Lights_Speaker_Off	00:00:01	Start
	Audio_Fader_5_5	00:00:02	Start
	Preshow_Off	00:00:03	Start
	Audio_7_1_Atmos	00:00:04	Start
	Lights_House_Mid	00:00:05	Start
WelcomeInt2024			
Trailers			
FeaturePres2024	Lights_House_Down	00:00:01	Start
AMC Spot			
Dolby Eclipse	Audio_Fader_6_5	00:00:01	Start
	Qsys_Butticker_On	00:00:02	Start
	Lights_House_Down	00:00:03	Start
Feature Content	Lights_House_Mid	Credit Offset	Start
Black 10 Sec	Lights_House_Up	00:00:01	Start
	Audio_Non-Sync	00:00:02	Start
	Qsys_Butticker_Off	00:00:03	Start
	Preshow_On	00:00:04	Start
	Proj_Channel_PreShow_Flat	00:00:05	Start
	Audio_Fader_4_5	00:00:06	Start

2D Scope Feature with Non-Integrated Preshow Player			
Content	Macro	Cue Offset	Start or End of CPL
Black 5 Sec	Proj_Douser_Open	00:00:01	Start
	Qsys_Mode_Atmos	00:00:02	Start
	Qsys_Butticker_Off	00:00:03	Start
	Proj_Channel_Scope	00:00:04	Start
Black 5 Sec	Lights_Speaker_Off	00:00:01	Start
	Audio_Fader_5_5	00:00:02	Start
	Preshow_Off	00:00:03	Start
	Audio_7_1_Atmos	00:00:04	Start
	Lights_House_Mid	00:00:05	Start
WelcomeInt2024			
Trailers			
FeaturePres2024	Lights_House_Down	00:00:01	Start
AMC Spot			
Dolby Eclipse	Audio_Fader_6_5	00:00:01	Start
	Qsys_Butticker_On	00:00:02	Start
	Lights_House_Down	00:00:03	Start
Feature Content	Lights_House_Mid	Credit Offset	Start
Black 10 Sec	Lights_House_Up	00:00:01	Start
	Audio_Non-Sync	00:00:02	Start
	Qsys_Butticker_Off	00:00:03	Start
	Preshow_On	00:00:04	Start
	Proj_Channel_PreShow_Flat	00:00:05	Start
	Audio_Fader_4_5	00:00:06	Start



MANUALLY LOADING AND PLAYING CONTENT

1. Press and hold the Load Content icon  located on the bottom right. If content is already loaded, select the eject icon first.
2. Select the Playlists tab to load a playlist.
3. Select the Local Content tab to load an individual piece of content.
4. Select the playlist or content to play and press Load.
5. Press and hold the Play icon  until the content starts playing.

To Manually Select a Channel – Go to the **Channel** icon and select the needed channel. The standard channels are:

Flat: MB-Flat_Auto-7FL (or 14FL)	Scope: MB-Scope_Auto-7FL (or 14FL)
Preshow (Flat Feature): PreShow-Flat	Preshow (Scope Feature): PreShow-Scope

VIEWING REMAINING NAS STORAGE CAPACITY

1. Select 'Content Manager.'
2. View the Drive Space on the 'Local Content' tab in the top left.

FILTERING CONTENT BY TYPE

1. Select 'Content Manager.'
2. Select the content type in the Show list on the 'Local Content' or 'Ingestible Content' tab.



INGESTING CONTENT AND KEYS

All content will need to be on both projectors and in the Library Server (LMS). For content received on hard drives or thumb drives:

1. Select 'Content Manager' on the Primary projector.
2. Select the 'Ingestible Content' tab.
3. Select the Source from the drop-down menu and select 'LMS,' 'Kencast,' or 'USB.'
4. Content can be ingested from the Library Server or from a hard drive plugged into the projector. Select the content type in the Show list (this includes KDMs).
5. Select the check box to the left of the content to ingest. Content in green is already ingested. After the content is ingested on the Primary projector, it will sync to the Secondary projector. A status of the sync will be represented in the Progress tab. The tab will turn green when sync is completed.
6. Ingest keys for both projectors to allow content to play. KDMs will have a "Primary" or "Secondary" designation below them denoting on which projector they will activate the content. Keys can be ingested on the Primary and they will automatically push to the Secondary. Keys will auto ingest if you are connected to Screenwriter.
7. Select '**Ingest**;' ingest progress can be viewed on the **Progress** tab.

DELETING CONTENT AND KEYS

1. Select 'Content Manager.'
 - Select the 'Local Content' tab for content.
 - Select the 'Keys' tab for Keys.
2. Select the check box to the left of the content to delete and press 'Delete.' Content and keys must be deleted from both projectors separately.

VERIFYING KEY DATES AND TIMES

1. Select 'Content Manager.'
2. Select the 'Keys' tab.
3. Scroll to the keys matching the content to verify. The active times for keys will be listed to the right.

INVESTOR SCREENINGS

Investor Screening SPLs will always show an Error for the Secondary projector (see below) indicating the keys aren't present on the projector, even if they are ingested. This is normal and will typically appear up through the morning of the screening.

The error disappears once the key becomes active, usually at noon the day of the screening. If the correct key is present on the Secondary projector, there will not be any issue with unlocking the feature come screening time.





SCHEDULING (If not using Screenwriter)

Create a Schedule

1. Log in with the Manager username.
2. Select Scheduler.
3. Select the Scheduler slider if it is off to enable scheduled events. The color of the slider will change to green to indicate it is active.
4. Press the Calendar icon to select a date for the selected event.
5. Press the square below the date and next to the time that the event should run; the options are in 15-minute intervals and may be adjusted.
6. Press New Event.
7. Select Playlist, Content or Automation.
8. Select the item to be scheduled.
9. Adjust the start time and a start date, if necessary.
10. Repeat the event daily, weekly, or monthly:
 - a. Press the Recurrence slider. Select the frequency of the recurrence: daily, weekly, or monthly.
 - b. Select the days or months that the playlist, content, or automation should play.
 - c. Press the Calendar icon to select an end date for the schedule.
11. Press the Lock Event slider to prevent the scheduled event from being overwritten.
12. Press Create Event; upcoming events will be shown on the Home screen of the Primary projector only.

Opening and Closing

- **Opening:** Schedule the Morning Startup SPL every day two hours before the first show time. It is imperative that this runs as it includes the necessary dual alignment.
 - At the end of the Startup there is an image verification that must be verified.
 - Verify the alignment before the first show using the Alignment Success Confirmed macro.

Note: Failure to confirm the alignment prior to preshow will result in preshow not playing on screen.

- **Closing:** Schedule the Closing Shutdown SPL 10 minutes after the last show has ended.

Edit a Scheduled Event

1. Press 'Scheduler.'
2. Select the scheduled event in the calendar view.
3. Press 'Edit.'
4. Edit the scheduled event settings.
5. Press 'Update Event.'

Note: The scheduler starts on Sunday.

Delete a Scheduled Event

1. Select 'Scheduler.'
2. Select the scheduled event in the calendar view.
3. Press 'Delete.'



ADJUSTING VOLUME

Dolby recommends that volume for the Dolby Cinema presentations be played at the preset level to maximize presentation quality and deliver the movie the way the filmmaker intended it to be seen and heard. However, when noise concerns arise in Dolby Cinema auditoriums, follow the specific instructions below to raise or lower the Dolby Cinema volume.

1. Listen to the audio level from inside the Dolby Cinema auditorium.
2. From the projection booth, identify the Dolby Atmos Cinema Processor CP850 or CP950 as shown.



3. Locate the fader knob on the left side; use it to adjust the audio level inside the Dolby auditorium.
4. Verify the change displayed on the LCD screen as pictured below.



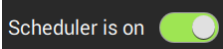
Note: The volume will revert to standard settings at the end of each show. Monitor the volume during each showing.

GENERAL TROUBLESHOOTING

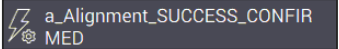
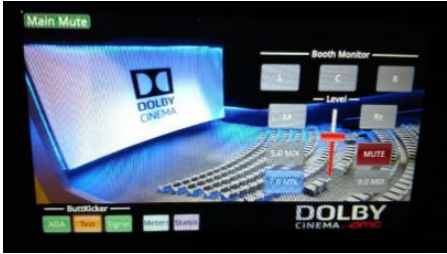
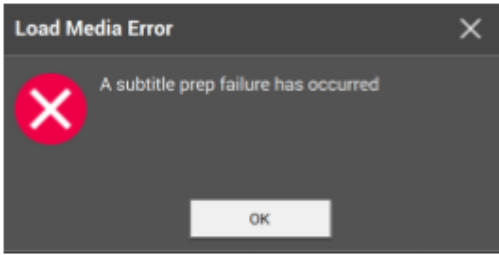
The chart below contains some common issues for Dolby Cinema systems and troubleshooting tips.

Dolby Cinema Issue	Solution
Projector is Not Getting Power	1. Check the breaker and the power cable on the right side of each projector. 2. Check the UPS in each pedestal for power.
Projector is Displaying an Interlock Error	1. Check that the E-Stop for the laser racks and projectors is not engaged. 2. Press the "Manual Reset" for the projector(s) that has the interlock error.
Resolve Image Alignment Problem While the Feature is Playing	1. Close one douser by pressing and holding  and verify if the remaining image is aligned on screen. If the image is not aligned, reopen the closed douser and close the other projector's douser. 2. Create a DSSP ticket stating that alignment is failing on the [Primary/Secondary] projector and that the Dolby Cinema system is currently playing on one projector. 3. Perform the "Alignment Recovery Procedure" after the scheduled feature has completed.



Rebooting the System (Approx. 15 Minutes)	1. Turn off the lasers by pressing and holding the lamp icon.  2. Perform the following as the projectors are cooling down: a. Turn on house lights and switch sound processor channel to 3 (non-sync). This can be done by executing the "END_SHOW" macro on the Primary projector. 3. Perform the following once the projector cool down has finished: a. Turn off the main power switch on each projector and wait 10 seconds. b. Turn on the main power switch on each projector. c. Wait for the Security Manager to complete start up. Once SM starts up, a complete list of errors will appear. d. Press the "Manual Reset" button on each projector or the laser rack. e. Verify the Laser Interlock status light is white at the rear of each projector. f. Turn on the lasers on each projector; the douser closes by default when the laser is engaged. g. Load the correct playlist (SPL). Press and hold this icon: . h. Once loaded, advance through content as needed using the player functions:  i. Once at correct position in the playlist, open the douser by pressing and holding this icon:  j. When ready, press the play icon to start playback:  k. Verify the lights go down and the sound is in the proper channel. Use the appropriate Macros on the Primary projector to make these changes. l. Ensure Scheduler is enabled: 
Screen Dirty and/or Damaged	1. Open a DSSP ticket reporting the damage. 2. Email pictures of the dirt/damage to TOC@amctheatres.com. 3. Await Christie Digital Services' review of the issue. The TOC will dispatch a cleaning company and/or order a screen replacement, as deemed necessary.



Alignment Recovery Procedure: (approx. 10 Minutes)	1. Close the empty auditorium to the public. 2. Open the automation drawer by pressing . 3. Press the appropriate macro to match the aspect ratio: • Reset_Image_Alignment_Scope • Reset_Image_Alignment_Flat 4. Do not perform any other actions in this auditorium for the next 7 minutes. • After 7 minutes, visually confirm that the red and green patterns are properly aligned on screen. • If the red and green patterns are not aligned (creates a yellow/white image), finish this procedure and proceed with playback in single projector mode (leaving the mis-aligned projector off). 5. Complete the alignment. Press the macro . 6. Report the success or failure of the process to the TOC.
No Audio	1. View the status of the Main Mute button on the Q-SYS TPC. Proper audio should be Main Mute in green. 2. If Mute All is displayed in red, press it to toggle back to a Main Mute status (shown below).  3. To mute the booth monitor, use the mute button under the “Booth Monitor” section of the Q-SYS application (and not the Main Mute button). 4. If the issue persists, call the TOC immediately.
Subtitle Prep Failure Error 	1. Contact Deluxe for a new KDM. 2. When the key is created, the “Assume Trust”, “Trust Any” and “Trust All Devices” variables must be set to create the correct key. 3. Ingest the new key. 4. Test the content. 5. If the issue persists, call Deluxe and report it.



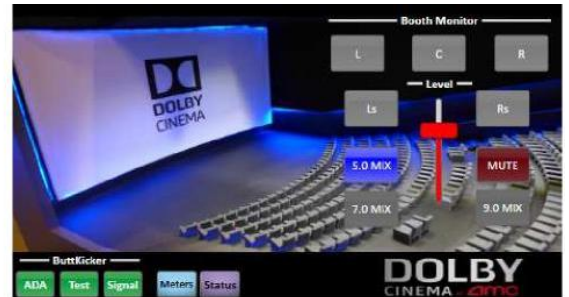
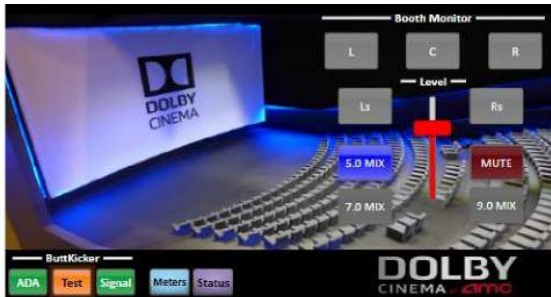
Dolby Cinema User Guide

AMC ☒ AMC Classic ☒ AMC Dine In ☒

BUTTKICKER TESTING AND TROUBLESHOOTING

The in-seat subwoofer, also known as the “ButtKicker” (BK) device, is an important part of the Dolby Cinema experience and must be tested weekly.

1. Set aside 15-30 minutes to test the Dolby Cinema seating; proceed to the booth.
2. Locate the QSC Touchscreen mounted on the sound rack next to the Dolby Cinema projectors.



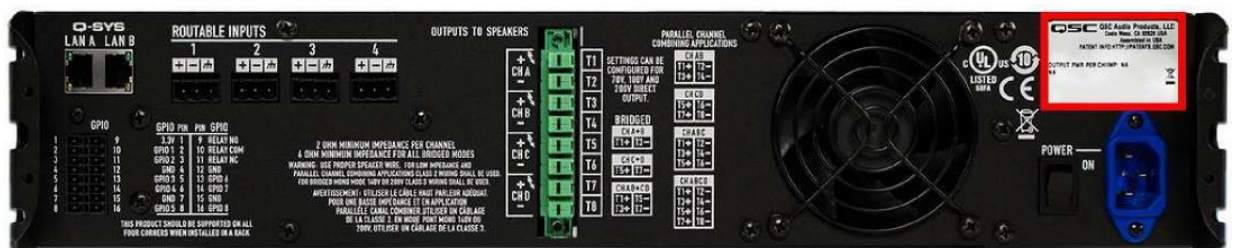
3. Select the **Test** button from the bottom left. **Orange** indicates the test is off; **green** indicates it is on.
 - The ADA button indicates whether the ADA pads are active or not. (**Green** = Active; **Red** = Inactive).
 - During the test, all chairs are active.
4. Look at each of the amplifiers and note any that do not have all four channels lit up in blue.



5. Write down which channels, if any, do not light up blue. In the example below, channel A is inoperable. This indicates the amplifier needs to be replaced.



6. Record the model and serial number printed on the label in the top right corner of the back of the amplifier.

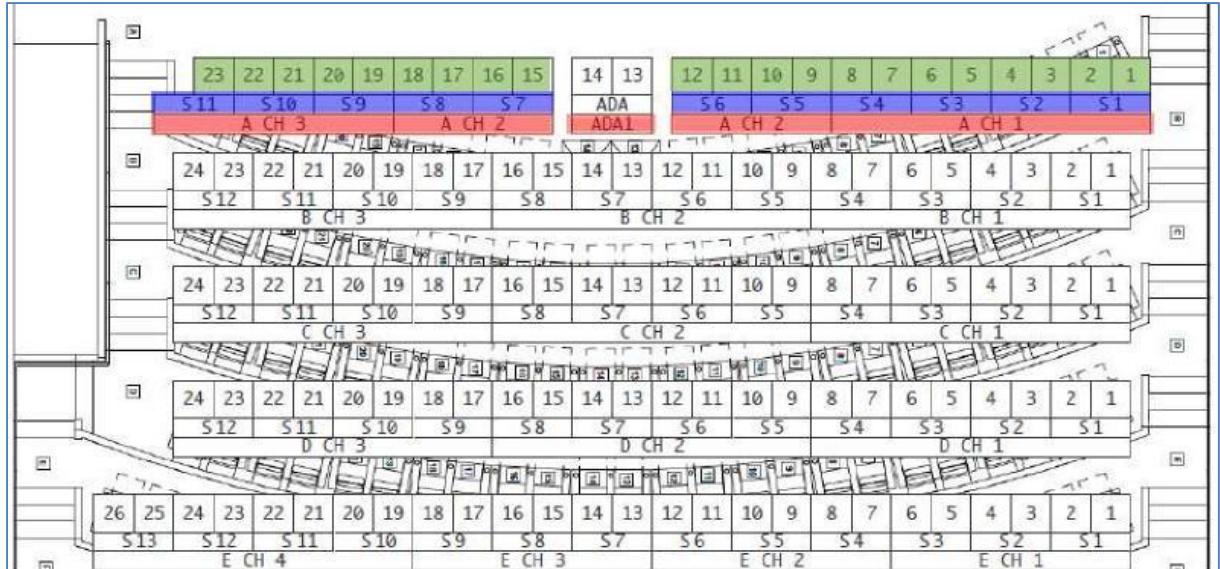


7. Open a DSSP ticket stating “*Dolby Cinema auditorium – no output channel __. Model __. Serial # __.*”



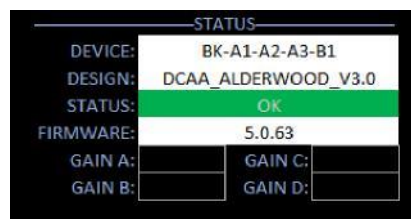
8. Review the amplifier-auditorium layout below and note the following:

- Each site has its own unique layout which is shown in the large black panel mounted near the audio racks.
- Each chair is listed numerically beginning with the front right seat in the auditorium.
- Loveseats (2 chairs each) are designated with an S and a seat number (shown in blue).
- Row and amp channels are designated with the letter and channel number (shown in red).
 - Row A is closest to the screen.
 - There is no row "i" to avoid confusion with the number 1.



9. Review channel and amplifier info.

- Each row has multiple channels, each amp powers multiple channels.
- The maximum number of chairs on one channel is 8 single seats/4 loveseats.
- Each 4-channel amplifier has a unique device name. The device name for every BK amplifier starts with "BK" followed by the row and channel number.
- In the example shown below, the amplifier powers row A channels 1, 2, 3 and row B channel 1

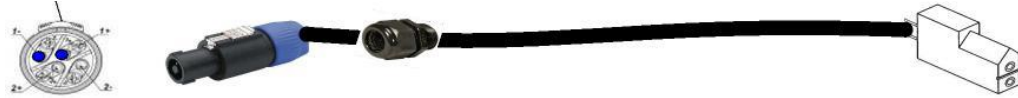


10. Physically check the seats in the Dolby Cinema auditorium.
11. Walk each row and feel the back of each chair to determine if it is vibrating or not.
12. Note any inoperable seats by row and seat number.
13. Compare the location of the seat and determine if it is due to a bad amplifier channel that was noted while in the booth at the QSC touch panel. Note this next to the seat.
14. Review the two cables as outlined on the following page – loose cable connections are the most common cause of ButtKicker issues. Verify the connection on both ends of each cable.



Signal Cable

- The number one cause of ButtKickers not working is this cable being disconnected or damaged.
- This cable is secured inside the wall (or the ground) and the other end has a white connector that plugs into the harness in the back of the seat towards the bottom.
- If the signal cable is disconnected, that entire section of seats will not function.



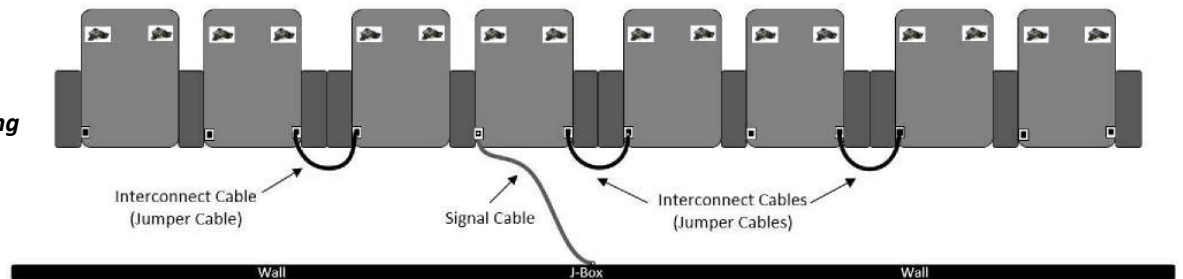
Interconnect/Jumper Cable

- This cable connects two seats together.
- If a jumper cable is disconnected, any seat beyond the break will not function.

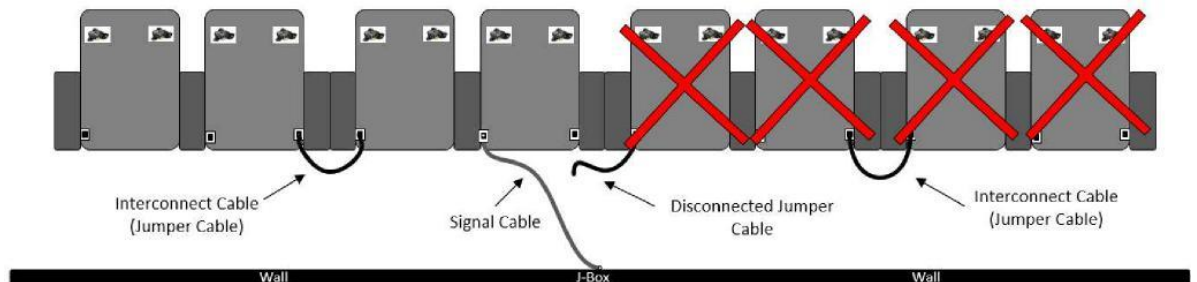


The figure below shows the external wiring of a single ButtKicker section (channel) of 8 chairs using one signal cable and 3 interconnect cables.

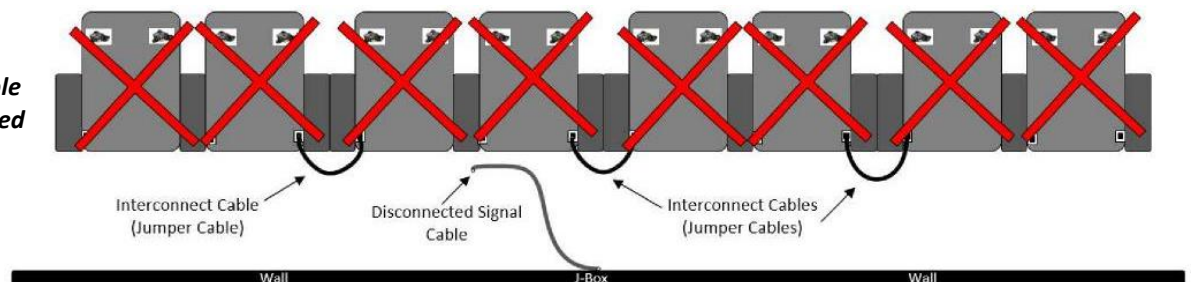
All seats functioning properly.



Four seats inoperable due to disconnected Jumper Cable.



All seats inoperable due to disconnected Signal Cable.





ENTRANCE SIGN CLEANING & MAINTENANCE

The steps that follow are for cleaning and maintaining the powder coated Dolby Cinema auditorium entry sign and surrounding fabric.

1. Gather the necessary materials (available on Cinema Solutions via ICS):
 - For basic cleaning: 5-gallon bucket and microfiber cloths
 - For deep cleaning, as needed: Hand nail brush and Armor All cleaning wipes only; do not use protectant or other types of wipe solutions



2. Fill the bucket with hot water.
3. Dip a clean microfiber cloth into the water and slightly ring out water so excess water does not drip across signage or carpet.
4. Visualize the signage as separated into four separate quadrants and clean each section thoroughly before moving to the next section.

Wiping in sections improves overall cleaning and drying performance so please clean from top left, top right, bottom left, bottom right.

5. Wipe down each section, starting at the top and working across and down. When cleaning around letters and numbers, use a dry microfiber cloth or cooled damp cloth to **gently clean** signage illuminated areas.
6. Rinse the rag for each section and ensure the water is still hot for each area.
7. Allow water to evaporate off sign. As sign dries, wipe down each section with a clean dry cloth to eliminate any excess damp areas.
8. Repeat steps one through seven, as needed, for a clean finish.
 - Use new clean cloths and clean hot water as repeated.
 - The entry sign has a powder coat surface which could result in tiny particle buildup within the coated finish; scrubbing may be required to eliminate deep scratches or scuffs.
 - If further cleaning is required, continue to step 9.



9. Fold a fresh Armor All cleaning wipe in half twice and place under brush. Ensure wipes are wet out of the container.
10. For deep cleaning, vary scrubbing techniques at different angles with light pressure.
11. Use additional wipes as needed over tougher markings.
12. Soap residue will form as cleaning wipes are applied. After cleaning all powder coat surface areas, **repeat** steps 1-7 for a final clean and dry finish.
13. Vacuum dust and dry debris from the direct-applied fabric surrounding the entry signage.
14. Blot fresh spills immediately with a cleaning cloth or paper towels.

Major staining and spills may require vendor assistance. Contact the theatre's Facilities Engineer for guidance.





DIGITAL DISPLAY CLEANING & MAINTENANCE

Follow these steps to clean and maintain the digital display located in many Dolby auditorium entrances.

1. Gather the Clipso Cleaner and cleaning cloths/gloves (available on [Cinema Solutions](#) via ICS).

Never use any other cleaning substances on the screen area, as this can void the warranty from Clipso.



2. Apply the Clipso cleaning solution to the cleaning cloth/glove. **Do not** spray the cleaner directly on the screen.
3. Wipe the cleaning glove with gentle even pressure until clean. Persistent issues may require multiple applications.
4. Blot any fresh spills immediately using the cleaning glove or a microfiber cloth.



3D OPERATIONS

Perform the following procedures for 3D presentations in Dolby Cinema.

3D Content Playback

Unlike traditional projectors, the Dolby Cinema system allows 3D content playback in the exact same way as 2D.

- 3D content is played back using the same channels and cues used for 2D.
- SPLs require no additions or modifications to play 3D content.
- 2D and 3D content can be mixed into a single SPL without any change in the SPL or other settings.

Glasses Maintenance

1. Ensure that Dolby 3D glasses are being retrieved after every show.
 - Ensure that crew are at the auditorium entrance prior to shows ending to collect glasses.
 - Dolby 3D glasses cost \$30/pair and replacements are at the theatre's expense.
2. Follow proper procedures for washing, distributing, and collecting Dolby 3D glassesⁱ.
 - a. Wash Dolby glasses using the Dolby glasses dishwasher. Use of the IMAX glasses dishwasher for Dolby glasses is prohibited.
 - b. Use of IMAX cleaning chemicals are approved for use with Dolby 3D glasses if chemicals recommended for cleaning Dolby 3D glasses are unavailable.
 - c. Order Dolby 3D glasses cleaning chemicals through [Cinema Solutions](#) in the Royal Paper - Booth/IMAX/Assistive Listening Guide order guide.

Security System

Create a DSSP ticket for any problems with the Dolby Cinema 3D glasses Security system. A TOC analyst will contact the theatre to provide troubleshooting steps or assist with setting up a service call.

ⁱ [SS-5-15 -- 3D Glasses User Guide](#)