

March 2025

Welcome to Christie ProAV Technical News

Keep up-to-date with the latest firmware, technical bulletins, manuals, tech news, tips, and tricks.

Software updates >

New product >

Projection >

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Welcome to Christie® ProAV Technical News, our newsletter designed to keep you up to date with the latest firmware, technical bulletins, manuals, tech news, tips and tricks, and more.

Want to invite other members of your team to sign up for this newsletter? Share [the link](#) to our signup and archive page.

Latest software packages

1DLP

4K80-iS [V. 1.2.0](#) | [Notes](#)

DWU760-iS [V.1.8.0](#) | [Notes](#)

DWU860-iS [V.1.8.0](#) | [Notes](#)

DWU960-iS [V.1.8.0](#) | [Notes](#)

NEW DWU1800-JS [V. 1.1.0](#) | [Notes](#)

3DLP

Boxer® [V. 1.8.2](#) | [Notes](#)

Crimson HD25 & WU25 [V. 1.3.6](#) | [Notes](#)

Crimson HD31 & WU31 [V. 1.3.7](#) | [Notes](#)

Griffyn Series [V.1.3.5](#) | [Notes](#)

M 4K RGB Series [V. 1.3.7](#) | [Notes](#)



Introducing the world's first RGB hybrid laser projector: Sapphire 4K40-RGBH



We're pleased to announce the launch of the [Sapphire® 4K40-RGBH](#), which combines solid-state RGB pure laser illumination with a dual laser phosphor system into the world's first high-brightness hybrid RGB laser projector. With hybrid illumination, users have a projector that provides maximum flexibility. Sapphire is designed for any 2D application, front or rear projection, all active and passive 3D formats, and any screen type.

Sapphire 4K40-RGBH delivers vibrant DCI-P3 color, 40,000 lumens of brightness, [native 4K clarity](#) in 2D and 3D on all screen types, and front and rear projection. It also offers [high frame rate](#) options, from 4K at 120 Hz to 2K resolution at 480 Hz.

Sapphire sets a new standard with its exclusive [Infitec®](#) color comb 3D solution. Unlike traditional laser phosphor projectors, Sapphire offers superior light efficiency and a wider color gamut for brighter, more immersive 3D experiences making it the ideal choice for 3D dark rides, other media-based attractions, and [visualization powerwalls](#).

IR remote hotkeys



The latest IR remote control has hotkeys that allow you to send specific commands to the projector, enabling primary colors and quickly disabling any warp or geometry corrections. These hotkeys are handy for optical adjustments and color balancing.

Here are the hotkeys for the IR remote control:

- FUNC + 60: All Colors
- FUNC + 61: Red
- FUNC + 62: Green
- FUNC + 63: Blue
- FUNC + 64: Yellow
- FUNC + 65: Cyan
- FUNC + 66: Magenta
- FUNC + HELP: Disable all geometry correction



Did you know you can lock your remote before storing it?

Locking your remote before you store it is a smart way to save battery life. By preventing accidental button presses, locking your remote ensures it's ready to go when you need it most.

Christie Intelligent Camera



Your ideal accessory for 1DLP projectors

The [Christie Intelligent Camera \(CIC\)](#) is specifically designed to work with our 1DLP projectors such as Jazz Series, HS Series, GS Series, and Inspire Series. CIC enhances projector performance by automatically focusing and adjusting colors to ensure sharp and accurate images. It also matches the image color to the screen

and provides consistent visuals, even on different surfaces, making it a versatile tool for your various projection needs.

When used with Christie Mystique™ Lite software, CIC simplifies the setup of multiple projectors by matching their colors and brightness. It also helps blend images from up to three projectors into one seamless picture.

Applications where you need one camera per projector:

- Auto Focus
- Auto Color Uniformity
- Auto Wall Color

Applications where you need only one camera for up to three projectors:

- Auto Color Matching
- Auto Warp and Blend

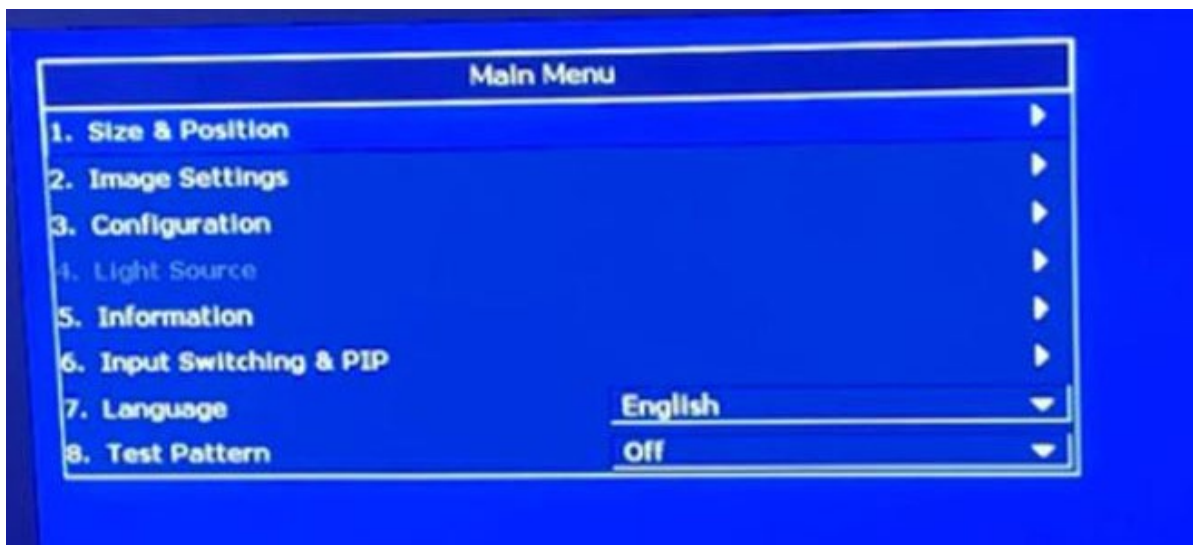
CIC connects to the projector via USB and comes with all the necessary mounting hardware, making it easy to install and use. Christie Intelligent Camera is a handy accessory that helps you get the best performance from your Christie projectors.

[Discover the difference CIC](#) can make for your projection needs today!

Corrective procedure for “greyed out” light source menus

Models affected: DWU880/1100/1400-GS, DWU15/19/23-HS, 4K13/4K22-HS, DWU760/860/960-iS & 4K860-iS

The light source menu on a projector allows operators to set the projector for either constant power or constant intensity mode. If the menu selection is “greyed out” or inaccessible as it appears in the image above, you can follow the corrective procedure below to re-enable the light source menu.



How to re-enable the light source menu:

1. Press MENU on the remote
2. Select “Image Settings” menu
3. Select “Contrast Enhancement”
4. Make sure the dynamic black setting is set to “Disabled” by unclicking the check box. Next, make sure that the Real Black™ setting is also set to “Disabled”.
5. Alternatively, curse down to reset to default setting and press enter
6. The reset setting screen will appear. Select “Ok” then press enter

The Light Source option should now appear in the menu.

Note: By disabling the dynamic contrast setting, you may notice a drop in brightness.

HELPFUL RESOURCES



Training Center

**Ready to start your training?
Here's how!**

Simply click below to be directed to Christie University. Look for “Live Training Sessions” at the bottom right of your screen, where you'll

Upcoming in-person training

Griffyn® Series (TruLife+™)

April 14–16 in Dubai, UAE

June 10–12 in Kitchener, Canada

June 24–26, in Cologne, Germany

M 4K RGB Series (TruLife+)

April 7–9 in Dubai UAE

find upcoming in-person and live training sessions. To register, click enroll on any available class, and our training team will confirm your enrollment.

May 6–8 in Cologne, Germany
August 12–14 in Kitchener, Canada

Get started



Helpful documents

Sapphire 4K40-RGBH

[Data sheet](#)

[Interconnect diagram](#)

Bulletins

[Inactive pixels in multi-projector setup](#)

[Resolving image quality issues when using SDVoE](#)

[Optical alignments after optical assembly replacement](#)

[Performing LOS RMA due to TEC or Red Laser Error](#)

Instructions

[Installing the HS Series and Jazz Series UST lens](#)

[Replacing a Card Cage instruction sheet](#)

Looking for a document or software not posted here? Check out our [website](#) or [contact our technical support team](#).



Technical Support

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Asia Pacific >

China >

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