![CHRISTIE logo]

Technical Bulletin

Card cage software version

This bulletin provides information about the replacement card cage software version for the Christie Eclipse, Christie M RGB Series, Griffyn® Series, and Sapphire® 4K40-RGBH projectors.

After you have replaced the card cage, make sure to do the following:

- The replacement card cage (P/N: 003-200964-XX, 003-200074-XX, or 003-201520-XX) comes with pre-installed Griffyn software regardless of the projector model the card cage is planned to be used in. Once the card cage is installed in the projector, Christie recommends upgrading the software for the appropriate model.

- If a Mirage license was installed on the projector, re-apply the license.

- Redo the sensor-to-screen calibration as the projector is reset to the factory defaults.

Affected products

The following products are affected.

- Christie Eclipse
- Christie M RGB Series
- Griffyn® Series
- Sapphire® 4K40-RGBH

Upgrading to the latest software version

Follow these steps to upgrade to the latest software version for the projector model.

1. Refer to the Christie website (*https://www.christiedigital.com/products/projectors/all-projectors/*).
2. From the Projectors page, select the projector family.
3. If appropriate, select the projector model.
4. Switch to the **Downloads** tab.
5. Expand the **Software downloads** section and download the latest version of software and save it to either a USB or to a location on your computer.
   The upgrade file must be located at the root of the USB key.
6. If using the display panel to upgrade the software, insert a USB key that contains the software upgrade file.
7. Select **MENU** > **Admin** > **Software** > **Upgrade**.
8. Select the upgrade file.

   - On the projector, select the upgrade file from the root of the USB and select **Enter**.
   - From the web interface, in the Open dialog, navigate to the file and select **Open**.

Once the upgrade is complete the web interface and display panel should offer the option to restart now.

9. Select **Restart Now**.

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*
    - South Korea: +82 2 702 1601 or *tech-Korea@christiedigital.com*