

Upgrading a Crimson projector with a Mirage license

These instructions explain how to upgrade a Crimson projector with a Mirage license.

Affected products

The following products are affected:

- Crimson HD25
- Crimson WU25
- Crimson HD31
- Crimson WU31

Required components

The following components are required to upgrade a projector with a license.

- Crimson HD/WU to Mirage HD/WU Upgrade kit (P/N: 165-102104-XX)
- Computer running Christie Twist v2.3 or above.
- License file (.key) provided by Christie Technical Support.
The license file (.key) is only valid for the unit serial number(s) specified at the time of order.

Upgrading the projector

The upgrade license is added to the projector using the Christie Twist v2.3 or higher.

1. Before proceeding, confirm the serial number of the projector(s) matches the unit(s) specified on your purchase order.
2. Unzip the license file (.key) to a known location on your computer.
3. Power on the projector.
4. Ensure the latest software version is installed.
If necessary, upgrade to the latest software.
5. Connect both the projector and the computer running Christie Twist to the same network using Ethernet.

6. From the Start menu of the Christie Twist computer, select **Christie > Twist 2.x > Christie Projector License Utility**.
7. In the Christie Projector License Utility dialog, click **Browse**.
8. Navigate to the location of the unzipped license file (.key), supplied by Christie Technical Support and select it.
9. From the Projectors list, select the projector you want to apply the upgrade to.
10. To upgrade the projector, click **Apply**.
11. Reboot the projector.
12. For each additional projector, repeat steps 3 to 11.

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
- Christie Professional Services: +1-800-550-3061 or NOC@christiedigital.com