
Technical Bulletin

HKBG board issues

This bulletin provides information on LOS related software errors. Christie recommends upgrading to software version 1.1.1. This version of software addresses the following errors:

- SPI Communications failures
- LOS over/under temperature

This version of software improves stability of the LOS system and it may address other LOS stability issues, not listed above. All customers with the following products should be upgraded to 1.1.1 for the affected products.

Affected products

The following products are affected.

- Griffyn 4K32-RGB
- Mirage 4K32-RGB

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

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