
Technical Bulletin

Resolving image quality issues when using SDVoE

This bulletin provides information about resolving image quality issues (such as image flickering) that can occur when using SDVoE.

Workaround: Downgrade to software version 1.3.4 for Christie M RGB Series projector models and version 1.3.3 for Griffyn® Series projector models. The issue will be resolved in the next firmware releases for the Christie M RGB Series and Griffyn® Series projector models.

Christie recommends using high quality HDMI cables.

Affected products

The following products are affected:

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

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