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# Software Release Notes

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## Phoenix System 1.7.6

This document describes the updates from version 1.7.5 to version 1.7.6. Christie recommends reviewing these release notes and upgrading to this software. If needed, contact support for additional assistance.

- i** **Compatibility Note: Version 3 hardware can be used with version 1 and 2 hardware; but all nodes must be upgraded to version 1.7.5 software.**

## Affected Products

The following products are affected:

- Christie Phoenix System

## Upgrade Instructions

Before upgrading software, it is strongly recommended to perform a backup of the system data using the backup feature of the Phoenix Web Manager.

To download the Christie Phoenix System Software, complete the following steps:

1. Copy link:  
<http://downloads.christiedigital.com/website/Documents/Christie-Phoenix-Software-1-7-6.zip>
2. Paste the link in your web browser.
3. Save the file to the preferred location on your computer.
4. Un-install all current versions of the Phoenix Desktop Client software using the Windows Programs and Features *Uninstall or change a program* in the Windows control panel.
5. Do one of the following:
  - If the Phoenix system is running a software version later than 1.4.2, skip to step 6.
  - If the Phoenix system is currently running a software version earlier than version 1.4.2, a specific upgrade path is required to upgrade to version 1.7.6:
    - 1) Upgrade to version 1.4.2.
    - 2) Upgrade to version 1.5.0.6.
    - 3) Upgrade to version 1.7.6.
6. Install version 1.7.6 and log into the controller.

## New Features and Enhancements

- Improved flexibility in handling RTSP audio sources to support a wider range of devices, including igolgi tuners.
- Added compatibility for Phoenix EP UHD982-P.

## Corrected Issues

- Eliminated the appearance of a “Low Memory” message on Phoenix EP units observed when using 50Hz Quad-T sources.
- Prevents “HDCP Server Encoder” message from appearing on Phoenix EP outputs.
- Improved discovery of Phoenix EP devices.

## Known Issues

- Audio is not routing via JSON API command until the associated source has been placed on the wall. Once the source is placed on a wall, the audio is routed.
- Grid Align tool does not operate effectively when using a cropped source. A cropped source floats free.
- While connected with KVM reachback into a source, (ctrl-alt-del) send key does not pass from the desktop simulator.
- When the VNC source loses connection, the last frame persists rather than presenting a Check Signal message.

## Technical Support

Technical support for Christie products is available at:

- North and South America: +1-800-221-8025 or [Support.Americas@christiedigital.com](mailto:Support.Americas@christiedigital.com)
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or [Support.EMEA@christiedigital.com](mailto:Support.EMEA@christiedigital.com)
- Asia Pacific: +65 6877-8737 or [Support.APAC@christiedigital.com](mailto:Support.APAC@christiedigital.com)

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# Software Release Notes

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## Phoenix System 1.7.5

This document describes the updates from version 1.7.4 to version 1.7.5. Christie recommends reviewing these release notes and upgrading to this software. If needed, contact support for additional assistance.

- i** **Compatibility Note: Version 3 hardware can be used with version 1 and 2 hardware; but all nodes must be upgraded to version 1.7.5 software.**

## Affected Products

The following products are affected:

- Christie Phoenix System

## Upgrade Instructions

Before upgrading software, it is strongly recommended to perform a backup of the system data using the backup feature of the Phoenix Web Manager.

To download the Christie Phoenix System Software, complete the following steps:

1. Copy link:  
<http://downloads.christiedigital.com/website/Documents/Christie-Phoenix-Software-1-7-5.zip>
2. Paste the link in your web browser.
3. Save the file to the preferred location on your computer.
4. Un-install all current versions of the Phoenix Desktop Client software using the Windows Programs and Features *Uninstall or change a program* in the Windows control panel.
5. Do one of the following:
  - If the Phoenix system is running a software version later than 1.4.2, skip to step 6.
  - If the Phoenix system is currently running a software version earlier than version 1.4.2, a specific upgrade path is required to upgrade to version 1.7.5:
    - 1) Upgrade to version 1.4.2.
    - 2) Upgrade to version 1.5.0.6.
    - 3) Upgrade to version 1.7.5.
6. Install version 1.7.5 and log into the controller.

## New Features and Enhancements

- Made improvements to API response handling.

## Known Issues

- Audio is not routing via JSON API command until the associated source has been placed on the wall. Once the source is placed on a wall, the issue is resolved.

## Corrected Issues

- Resolved an issue with Backchannel Master node showing green or frozen frames.

## Technical Support

Technical support for Christie products is available at:

- North and South America: +1-800-221-8025 or [Support.Americas@christiedigital.com](mailto:Support.Americas@christiedigital.com)
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or [Support.EMEA@christiedigital.com](mailto:Support.EMEA@christiedigital.com)
- Asia Pacific: +65 6877-8737 or [Support.APAC@christiedigital.com](mailto:Support.APAC@christiedigital.com)

# Software Release Notes

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## Phoenix System 1.7.4

This document describes the updates from version 1.7.3 to version 1.7.4. Christie recommends reviewing these release notes and upgrading to this software. If needed, contact support for additional assistance.

## Affected Products

The following products are affected:

- Christie Phoenix System

## Upgrade Instructions

Before upgrading software, it is strongly recommended to perform a backup of the system data using the backup feature of the Phoenix Web Manager.

To download the Christie Phoenix System Software, complete the following steps:

1. Download the software from the Christie ShareFile:  
<https://christiedigitalsystems.sharefile.com/Authentication/Login>  
Shared Folders→ Customer Downloads→ Phoenix→ Release→ Archive→ Version 1.7.4 (09-06-2019)
2. Save the file to the preferred location on your computer.
3. Un-install all current versions of the Phoenix Desktop Client software using the Windows Programs and Features *Uninstall or change a program* in the Windows control panel.
4. Do one of the following:
  - If the Phoenix system is running a software version later than 1.4.2, skip to step 5.
  - If the Phoenix system is currently running a software version earlier than version 1.4.2, a specific upgrade path is required to upgrade to version 1.7.4:
    - 1) Upgrade to version 1.4.2.
    - 2) Upgrade to version 1.5.0.6.
    - 3) Upgrade to version 1.7.4.
5. Install version 1.7.4 and log into the controller.

## New Features and Enhancements

- Improved H264 Decoder handling.
- Improved VNC logging and handling.

## Known Issues

- Audio is not routing via JSON API command until the associated source has been placed on the wall. Once the source is placed on a wall, the issue is resolved.

## Corrected Issues

- Corrected an issue with decoding SPS/PPS that could cause Phoenix nodes to consume high amounts of memory.
- Corrected an issue that could cause nodes to hang during firmware updates.

## Technical Support

Technical support for Christie products is available at:

- North and South America: +1-800-221-8025 or [Support.Americas@christiedigital.com](mailto:Support.Americas@christiedigital.com)
- Europe, Middle East, and Africa: +44 (0) 1189 778111 or [Support.EMEA@christiedigital.com](mailto:Support.EMEA@christiedigital.com)
- Asia Pacific: +65 6877-8737 or [Support.APAC@christiedigital.com](mailto:Support.APAC@christiedigital.com)