

CHRISTIE®

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ProAV Technical News

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Welcome to the Christie® ProAV Technical News, your one stop shop to keep up to date with the latest firmware, technical bulletins, manuals, tech news, tips, and tricks.

In this issue, we're taking a closer look at Christie RealBlack™ for our Griffyn® and M 4K RGB Series projectors, the importance of optical alignments after optical assembly replacements, a new TruLife+™ card cage featuring CAVE-LP, and our Pureformity Color Technology. You'll also find our holiday hours for tech support and customer care, plus dates for in-person training sessions.

Know a member of your team who'd like to get this newsletter in their inbox?
Share our [signup link](#) so they can subscribe.

HOLIDAY HOURS

With the holidays right around the corner, we want to remind you that some Christie offices and services will be temporarily closed so our teams can take some time to recharge. You can still count on our support during the holidays, and you'll find all closure dates and contact details in our 2025 holiday schedule for tech support and customer care.

[Download the holiday
schedule](#)

SOFTWARE UPDATES

Inspire Series 1DLP

4K80-iS [V.1.4.0](#) | [Notes](#)

DWU760-iS [V.1.9.0](#) | [Notes](#)

DWU860-iS [V.1.9.0](#) | [Notes](#)

3DLP

Boxer® [V.1.8.2](#) | [Notes](#)

Crimson HD25 & WU25 [V.1.3.6](#) | [Notes](#)

Crimson HD31 & WU31 [V.1.3.7](#) | [Notes](#)

NEW Griffyn® Series [V.1.3.7](#) | [Notes](#)

DWU960-iS [V.1.9.0](#) | [Notes](#)

1DLP Jazz Series

DWU1800-JS [V.1.3.0](#) | [Notes](#)

DWU2400-JS [V.1.3.0](#) | [Notes](#)

NEW 4K1600-JS [V.1.3.0](#) | [Notes](#)

NEW 4K2100-JS [V.1.3.0](#) | [Notes](#)

NEW M 4K RGB Series [V.1.3.9](#) | [Notes](#)

Sapphire® 4K40-RGBH [V.1.1.0](#) | [Notes](#)

Other

Twist™ [V.2.12](#) | [Notes](#)

Mystique™ [V.2.12](#) | [Notes](#)

Hawkeye ProVenue Version 1.5.2
(Contact technical support for download)

PROJECTION

RealBlack for Griffyn and M 4K RGB Series projectors

The latest Christie Griffyn Series software (Version 1.3.7) and M 4K RGB Series (Version 1.3.9) now contain our new RealBlack feature.

What is RealBlack?

RealBlack is a projector feature that can be enabled to reduce light output to zero when the projector detects that the video source content has full black frames. No light is emitted from the lens, meaning there's no light viewable on screen.

Traditionally, when displaying full black frames from a projector, light still transmits out of the lens, and this "video black" light can be seen onscreen. This is no longer the case if RealBlack is enabled.

Should I enable the RealBlack Feature on my projector?

Yes, only for applications where complete darkness is preferred on the projected surface when the content goes to full black. It's ideal when the content being played back includes fade-to-black sequences where you really want to have total darkness on screen, or for applications where the content is toggled to black for prolonged periods of time.

Does the RealBlack feature provide dynamic contrast?

No, RealBlack requires full black content to reduce the light output to zero. When the content being displayed is very dark but still contains non-black pixels, the projector provides excellent contrast within the on/off contrast specifications without triggering the RealBlack feature.

How do I set it up?

There are three menu selections:

1. **Enable RealBlack (On/Off):** Toggle to enable or disable.
2. **RealBlack Lights Out Timer (Seconds):** Select how long full black frames must be displayed before enabling RealBlack (choose between 0 to 2.5 seconds).
3. **RealBlack Lights Out Signal Level:** Specify black content level tolerance that triggers RealBlack (choose between 0–255).



Technical bulletin: The importance of optical alignments after optical component replacement in RGB projectors

Our recent [technical bulletin](#) provides key information about the optical alignments required after performing an optical assembly replacement or preventative maintenance. By following the instructions in this bulletin, you not only ensure that you get the most from your projector optics to maintain maximum brightness, you also avoid putting your projector at risk, including potential damage to DMDs.

Any damage resulting from failed alignments after installing an optical part is not covered under warranty, which makes reviewing this bulletin especially important.

Looking to build more confidence in mastering optical alignments? Check out [Christie University](#) for instructional videos or to register for in-person training led by seasoned experts in the field.

Pureformity Color Technology: Now available with Hawkeye

Christie Pureformity Color™ Technology (PCT) blends the words “pure” and “uniformity” to describe our innovative approach to achieving outstanding white-field color uniformity.



Exaggerated to display no white-field uniformity

White-field color uniformity is the projector's ability to display a true white image with matching color coordinates across the image.

PCT plays a key role in a projector's total image quality by ensuring every color value is rendered consistently across the complete image.

While Christie projectors are engineered for accurate color reproduction, variations in applications, screening rooms, or field conditions can introduce image quality anomalies that PCT is designed to address.

PCT provides an unprecedented level of field optimization for color uniformity so that you can achieve image quality perfection regardless of the conditions of your installation conditions.

A PCT calibration can be performed with Hawkeye 1.5.2 software and a supported spectroradiometer.

To download Hawkeye 1.5.2, please contact technical Support.

The new TruLife+ card cage, featuring the CAVE-LP

The two latest TruLife+ projectors (Sapphire 4K40-RGBH and Eclipse G3) feature a new version of the CAVE board: CAVE-LP (Control and Video Electronics – Low Power).

The CAVE-LP has the same purpose as the CAVE, along with updates and added

enhancements. A notable one is the full BNC connection for 12G SDI video inputs.

The CAVE-LP is paired with a VOM-HBI in this new TruLife+ card cage. The VOM-HBI in the card cage maintains connectivity for some of the latest video signal types, such as HDMI 2.0 and DP1.4.

Is it possible to install a CAVE-LP type card cage in the Griffyn Series or M 4K RGB Series projectors, you ask? Yes, as long as the projector software is updated to:

- 1.3.8 or higher for M 4K RGB Series
- 1.3.6 or higher for Griffyn Series



Did you know we have 3D Revit files available for you?

These files provide precise 3D models of our products, complete with technical specifications. With our Revit files, you can easily explore our products in 3D and confirm their fit and functionality in your space - streaming your design process.

You can download Revit files for the following products:

- [Griffyn Series](#)

- [M 4K RGB Series](#)
- [Inspire Series](#)
- [Jazz Series](#)
- [HS Series](#)
- [GS Series](#)
- [MicroTiles LED](#)

TRAINING

Training Center

Ready to start your training? Here's how!

Register for our in-person training sessions on [Christie University](#) by clicking “enroll” on any available class. After you've registered, our training team will contact you to confirm your enrollment.

Upcoming in-person training sessions

North America

Kitchener, ON

- M 4K RGB Series (TruLife+):
February 3–4
- Griffyn Series (TruLife+):
February 4–5

Cypress, CA

- Griffyn Series (TruLife+):
May 12–13
- Sapphire 4K40-RGBH (TruLife+):
May 14–15

Allen, TX

- Griffyn Series (TruLife+):

EMEA

Cologne, Germany

- Sapphire 4K40-RGBH (TruLife+):
February 11–12
- Griffyn Series (TruLife+):
April 7–8
- M 4K RGB Series (TruLife+):
April 9–10

Wokingham, UK

- Sapphire 4K40-RGBH (TruLife+):
March 4–5
- To be scheduled soon:
M 4K RGB Series (TruLife+)

Enroll today

PROAV RESOURCES

Downloads

Harsh Environment kit installation instructions

- [M 4K RGB Series](#)

More helpful instructions:

- [Christie Eclipse G3 pressurized filter installation](#)

- [Sapphire 4K40-RGBH](#)
- [Griffyn Series: Bottom filter](#)
- [Griffyn Series: Side filter](#)
- [Replacing an enterprise card cage](#)
- [Packing the light engine](#)

Helpful technical bulletins:

- [Guidelines for installing 1DLP projectors](#)
- [Required optical alignments after optical assembly replacement \(3DLP projectors\)](#)
- [Inactive pixels in a multi-projector setup](#)
- [Replacing a harness when performing LOS RMA due to TEC or red laser error](#)
- [Guidelines for installing and operating Core Series III LED](#)



Technical Support

Need support or a technical document not included in this newsletter?
Contact us!

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