

June 2026

ProAV Technical News

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

In this issue:

- The difference between “Reset Factory Defaults” and “Reset Projector Defaults” on 3DLP projectors
- Jazz Series eLearning course
- Fan speed profiles for TruLife+ projectors
- Christie warranty status checker

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

SOFTWARE UPDATE



1DLP Inspire Series

4K860-iS [V.1.5.0](#) | [Notes](#)

3DLP

Boxer® [V.1.8.2](#) | [Notes](#)

DWU760-iS [V.1.10.0](#) | [Notes](#)

DWU860-iS [V.1.10.0](#) | [Notes](#)

DWU960-iS [V.1.10.0](#) | [Notes](#)

1DLP Jazz Series

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

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

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

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

1DLP Korus Series

4K1000-KS [V.1.1.0](#) | [Notes](#)

4K1400-KS [V.1.1.0](#) | [Notes](#)

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

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

NEW Griffyn® Series [V.1.3.9](#) | [Notes](#)

NEW M 4K RGB Series [V.1.3.10](#) | [Notes](#)

NEW Sapphire® 4K40-RGBH [V.1.1.1](#) | [Notes](#)

Eclipse G3 [V.1.1.0](#) | [Notes](#)

Other

Twist™ [V.2.13.1](#) | [Notes](#)

Mystique™ [V.2.13.1](#) | [Notes](#)

Hawkeye ProVenue Version 1.5.3
([Contact technical support for download](#))

PROJECTION

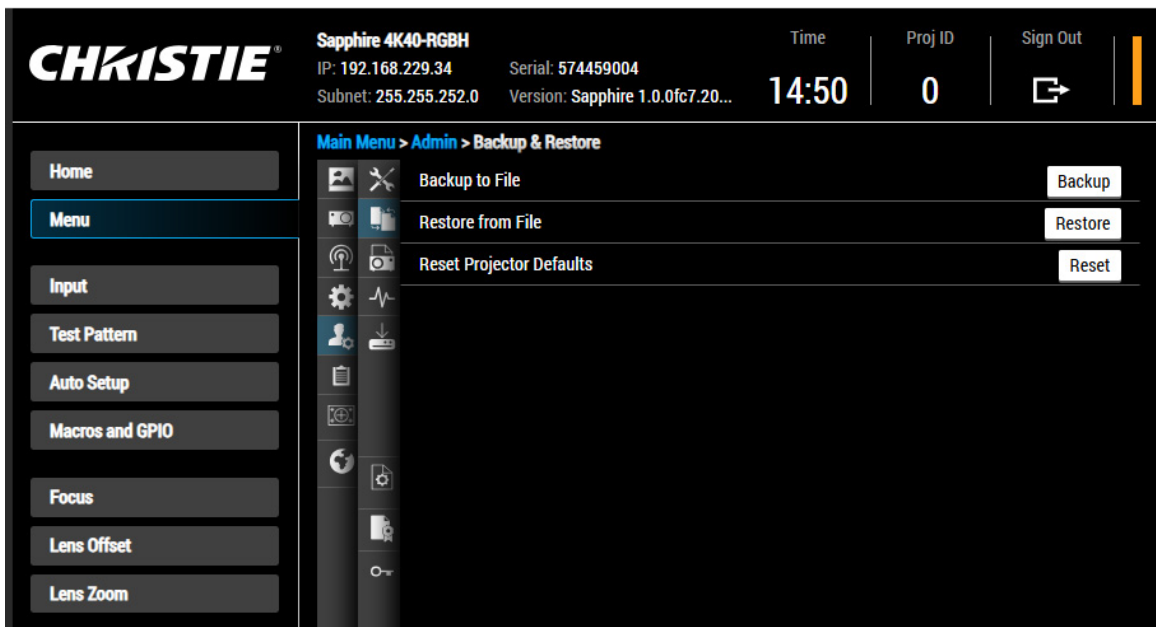


What's the difference between “Reset Factory Defaults” and “Reset Projector Defaults” on 3DLP projectors?

In the user interface for Christie 3DLP projectors (Christie Griffyn® Series, Sapphire® 4K40-RGBH, and M 4K RGB Series), you have the option to choose the feature “Reset Projector Defaults” by selecting “Main Menu > Admin > Backup & Restore” or “Reset Factory Defaults” when you select “Main Menu > Admin > Service”.

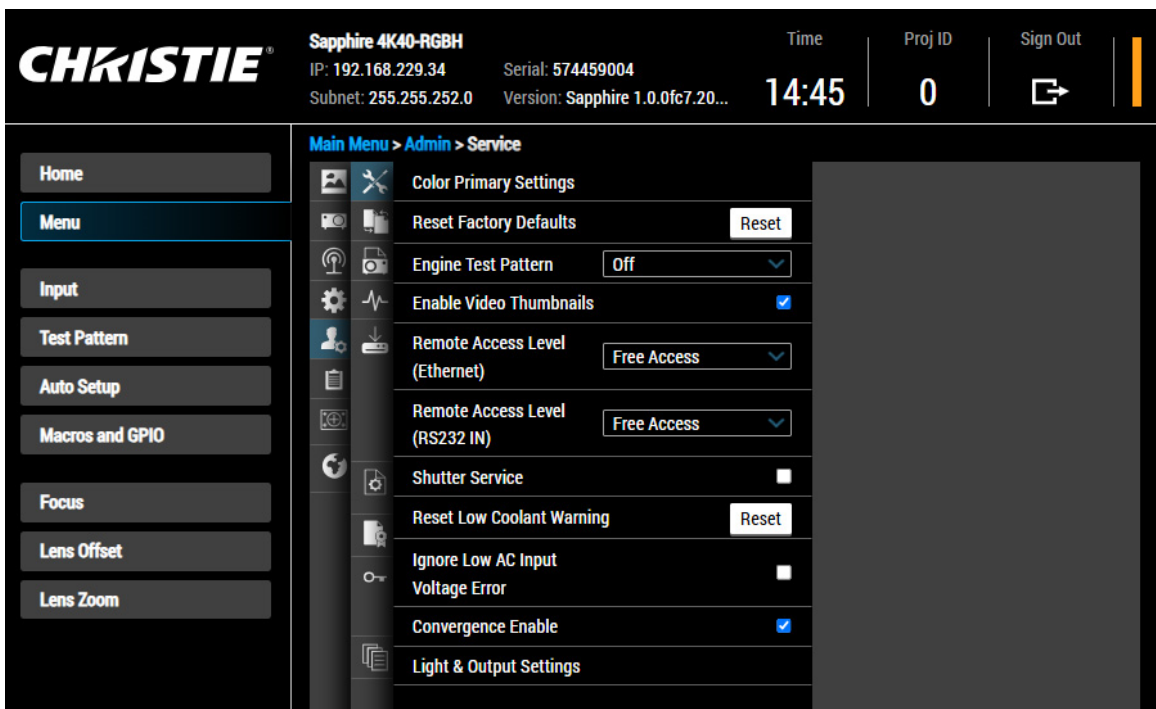
So which one should you choose? The following can help you decide based on your scenario:

Reset projector defaults:



This restores all customizable settings in the menus back to their original factory default values. After this reset is performed, the projector will maintain keystone adjustment, blending files, local profiles, communication setup, and more.

Reset factory defaults:



This feature is like a true full reset of the projector back to its original factory configuration. It restores all customizable settings in the menus to their factory values, deleting all keystone adjustments, blending files, local profiles, and communication setup. It also eliminates all previous user adjustments.

New Jazz Series eLearning course on Christie University



Are you interested in learning more about Jazz Series 1DLP projectors?

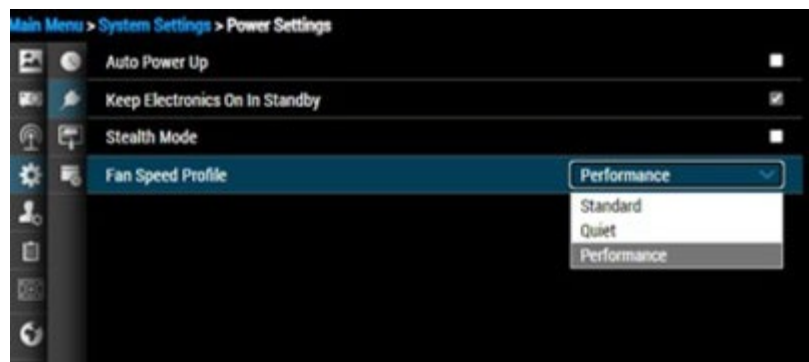
Look no further than our new Jazz Series eLearning course available on Christie University!

In this new course, you'll master the differences and similarities between all four Jazz Series models (DWU1800-JS, DWU2400-JS, 4K1600-JS, and 4K2100-JS), as well as gain the confidence to speak about the performance of Jazz Series, how it can be used for different applications, and so much more.

There are no prerequisites for this training, and it's highly recommended for anyone interested in learning more about Jazz Series projectors.

[Click here to enroll!](#)

Fan speed profiles for TruLife+ projectors



Did you know there are three different fan profiles that can be found in the TruLife+™ user interface under “Main Menu > System Settings > Power Settings”?

Here are the three different profiles you can choose from:

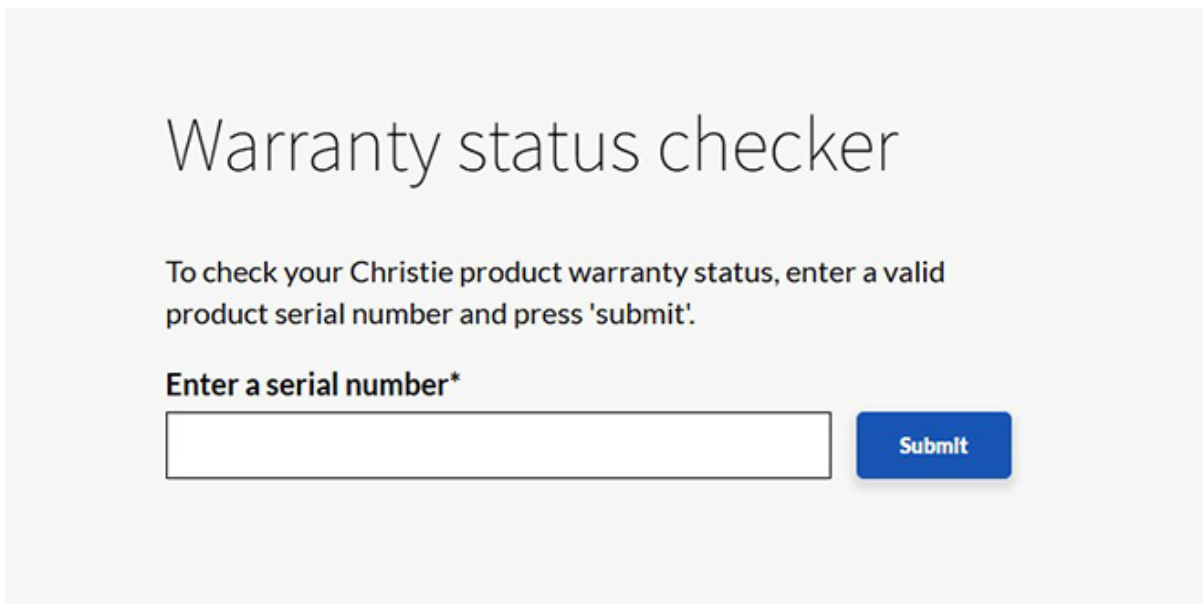
- **Quiet:** Fans operate between approximately 0–60% RPM speed.

- **Performance:** Fans operate at full speed.
- **Standard:** Fan speed fluctuates depending on the amount of cooling that is required for the projector based on ambient temperatures. In most conditions, this profile is recommended, so the projector can determine the best fan speed.

Having these profiles to select from can be helpful in choosing the mode that works best for your application. For example, if you know that you're using minimal brightness output from a TruLife+ projector, you can operate in "Quiet" mode since less cooling is required.

Check your warranty online

Have you ever wanted to check your warranty without contacting Technical Support or Customer Care?

A screenshot of a web interface for checking warranty status. The title "Warranty status checker" is centered at the top in a large, light gray font. Below it, a paragraph of text reads: "To check your Christie product warranty status, enter a valid product serial number and press 'submit'." Underneath this text, the label "Enter a serial number*" is positioned to the left of a white rectangular input field. To the right of the input field is a blue rectangular button with the word "Submit" in white text.

There's also an option to "Print a Warranty Certificate" that allows you to download a PDF validating the warranty status of your serial number.

The warranties page is also a great resource for any warranty-related information you need.

[Explore our Warranties page](#)

TRAINING



Training Center

Ready to start your training? Here's how!

Register for our in-person training sessions on [Christie University](#). To register for a session, click "enroll" on any available class, and our training team will confirm your enrollment.

If you're new to Christie University, you can [create your free account](#) to register for in-person and online training.

Earn AVIXA renewal units with our upcoming training session for Griffyn Series, M 4K RGB Series, and Sapphire 4K40-RGBH!



Upcoming in-person training sessions

North America

Allen, TX

- M 4K RGB Series (TruLife+):
July 7–9

Kitchener, ON

- Griffyn Series (TruLife+):
August 25–26
- M 4K RGB Series (TruLife+):
August 27–28

Phoenix, AZ

- [Spyder-S](#)
July 8–9

EMEA

Cologne, Germany

- *New sessions will be scheduled soon. Check Christie University*

Wokingham, UK

- Griffyn Series (TruLife+):
June 11–12

for dates.

- October 13–14
- M 4K RGB Series (TruLife+):
October 15–16

Enroll today

Training videos

Check out our most recent videos uploaded to Christie University:

- [e-Convergence: ProAV projectors](#)
- [Mechanical color convergence with adjustment extensions](#)
- [LOS replacement: Projectors with pivot pin](#)

PROAV RESOURCES

Downloads

Korus Series documentation

- [Korus Series user manual](#)
- [Korus Series service guide](#)
- [Korus Series installation and setup guide](#)
- [Korus Series line drawing](#)
- [Korus Series Revit file](#)

More helpful instructions:

- [Replacing an enterprise card cage](#)
- [Packing the light engine](#)

Helpful technical bulletins:

- [Inactive pixels in a multi-projector setup](#)
- [Required optical alignments after optical assembly replacement \(3DLP projectors\)](#)
- [Replacing a harness when performing LOS RMA due to TEC or red laser error](#)



Technical Support

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