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# Technical Bulletin

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## 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

### Technical support

Technical support for Christie Enterprise 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 ([support.apac@christiedigital.com](mailto:support.apac@christiedigital.com)):
  - Australia: +61 (0)7 3624 4888 or [tech-Australia@christiedigital.com](mailto:tech-Australia@christiedigital.com)
  - China: +86 10 6561 0240 or [tech-supportChina@christiedigital.com](mailto:tech-supportChina@christiedigital.com)
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