

User Manual

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Christie Twist 2.4



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About Christie Twist 2.4

The table below lists the available features of Christie Twist 2.4.

Licenses are required to activate Twist features. To view the features that are active in your software version, in Twist, at the top of the screen, click **Help > View Details**.

An individual projector can be licensed for Twist Pro or Twist Premium, and any computer running Twist can connect to the projector. If you are using multiple licenses, only the features available with the lowest Twist software version are active.

Feature	Twist	Twist Premium	Twist Pro
Maximum number of projectors	6	18	Unlimited
Control points	9 x 9	9 x 9	Unlimited
Brightness uniformity	No	Yes	Yes
Auto blending (wallpaper advanced)	No	Yes	Yes
Auto blending (field of view)	No	No	Yes
Arbitrary point placement	No	Yes - maximum 6	Yes - unlimited

Installing and getting started with Christie Twist

Learn how to install and open the Christie Twist software.

Hardware recommendations

The following is a description of hardware recommendations for Christie Twist.

To connect Twist to a computer or a network, be sure to have the following:

Computer

- An Intel Core i7-4700 processor or higher, or a compatible processor
- At least 220 MB of free disk space
- At least 4 GB of RAM (8 GB is recommended)
- A 32 bit true color display with a minimum resolution of 1024 x 768
- 1 Ethernet port
- 1 free USB port

Network

- 1 network hub
- 1 Ethernet cable to connect the computer to the network hub
- 1 Ethernet cable for each projector

Software recommendations

Understand the software requirements for Christie Twist.

Computer operating systems

- Microsoft Windows 7 64-bit SP 1
- Microsoft Windows 8 64-bit
- Microsoft Windows 10 64-bit

Supported projectors and software

- Christie M Series projectors must have Main Software version 2.3.0 or later installed
- Christie StIM WU projectors must have Main Software version 1.4.5 or later installed
- Christie StIM WQ projectors must have Main Software version 1.2 or later installed
- Christie J Series projectors must have Main Software version 1.1.0 or later installed
- Christie D4K series projectors must have Main Software version 1.4 or later installed
- Christie D4KLH series projectors must have Main Software version 1.2.0 or later installed
- Christie Boxer projectors must have Main Software version 1.3.2 or later installed
- Adobe Reader 11 or later

Installing Christie Twist

Learn how to install Christie Twist.

1. Insert the Twist dongle into the USB port of your computer, or download the latest software from www.christiedigital.com.
2. Run the Twist Setup Wizard.

Opening Christie Twist

Learn how to open the Christie Twist application for the first time.

1. To open the Twist application, on your computer, click **Start > All Programs**.
2. Click **Christie > Twist 2.4 > Twist 2.4**.
3. Click **New**.
4. Enter the projectors you want to add.
For more information on projectors, see the **Managing Projectors** (on page 11) section of this guide.
5. Complete the File Setup Wizard.
6. Click **Finish**.

Opening a new or an existing configuration file

Learn how to open a new or an existing .twistx file.

1. At the top of the screen, click **File**.
2. Do one of the following.
 - To open a new file, click **New**.
 - To open an existing file, click **Open** then browse to a .twistx file.

Saving a configuration file

Learn how to save a file you create or edit in Christie Twist.

1. At the top of the screen, click **File**.
2. Do any of the following.
 - To save the file, click **Save** or **Save As**.
 - To change the name, or to update the memory location of a warp or a blend, click **Properties**.

Modifying the settings for new configuration files

Learn how to modify the settings for new configuration files.

When you update these settings, the settings are saved and applied to each new file you create in Christie Twist. The settings for existing files are not affected.

1. At the top of the screen, click **File > Options**.
2. Update any of the following.
 - **Initial Grid Size**—Choose a default size for the grids that appear on a projector window.
 - **Enable Spring Mode**—Linearly distribute the movement of a point to other points along its vertical and horizontal axes.
 - **Enable Offset Labels**—Show the displacement of a point from its original position in pixels.
 - **Show Selected Points**—Highlight a point when the point is selected.
 - **Auto Draw Test Pattern**—Choose a default test pattern.
 - **Show File Setup Wizard**—Display the File Setup Wizard when you create a new configuration file.

Zooming in to or out on the canvas

Learn how to zoom in or out on the canvas.

1. At the top of the screen, click **View**.
2. Do one of the following.
 - **In**—Zoom in on the canvas.
 - **Out**—Zoom out on the canvas.
 - **Fit**—Fit the canvas and projector windows to the screen.

Managing projectors

Learn how to manage projectors using Christie Twist.

Working with an offline projector

You can work in Christie Twist even if one or more projectors in your configuration are offline.

If a projector is not found when you open a configuration file, a prompt appears with options to replace, remove, or open the projector offline. If you choose to open the projector offline, no communication with the offline projector is attempted by Twist. Online projectors in the configuration continue to function normally.

While an offline projector cannot communicate with online projectors, you can still update its warp, blend, mask, and brightness uniformity settings.

If the configuration file is saved to the offline projector, all original projector communication attributes are maintained and can be used again when the projector is back online.

Connecting a projector to a computer

Learn how to connect one or more projectors to a computer.

When you connect a projector to a computer, both must be connected to the same network and share the same subnet. Depending on the number of available ports, you can connect one or multiple projectors to a computer.

1. Connect one end of an Ethernet cable to the Ethernet port on a computer, and the other to a network hub.
2. Connect a second Ethernet cable to the same network hub, and the other end to the Ethernet port on a projector.
3. To connect additional projectors to a computer, repeat steps 1 and 2.

Adding a projector to a configuration by searching

Learn how to add a projector using the search feature.

1. At the top of the screen, click **Home**.
2. Click **Add**.
3. Click the **Broadcast** tab.

4. Do one of the following:
 - To search for a projector with a default port setting, in the Port Number area, select **Default**.
 - To enter the custom port number for a projector, select **Custom**.
5. Click **Search**.
6. In the Search Results list, select a projector.
7. Click **OK**.

Adding a projector to a configuration manually

To manually add a projector, you must know the IP address and port of the projector you are adding.

If a projector is not detected automatically, or if a projector is not on the same subnet as your computer, you can manually add the projector to a configuration.

1. At the top of the screen, click **Home**.
2. Click **Add**.
3. Click the **Manual** tab.
4. Enter the **IP Address** of the projector.
5. Click **Search**.
6. In the Search Results list, choose a projector and click **OK**.

Identifying projectors on the canvas

Learn how to identify the projectors on the canvas.

1. At the top of the screen, click **Home**.
2. Click **Identify**.

A number appears on the projector window, and also appears as a test pattern on the corresponding projector.

Viewing projector properties

Complete the following to view projector properties.

1. Click anywhere inside a projector window.
2. At the top of the projector window, click the projector name.

Turning a projector on or off

Learn how to use Christie Twist to turn a projector on or off.

1. On the canvas, click a projector name.
2. In the Power area, click **On** or **Off**.

3. Click **OK**.

Opening or closing a projector shutter

Learn how to open or close a projector shutter.

1. On the canvas, click a projector name.
2. In the Shutter area, click **Open** or **Close**.
3. Click **OK**.

Changing a projector window name

Learn how to change a projector window name.

1. On the canvas, click a projector name.
2. In the Projector Name field, type a new name for the projector.
3. Click **OK**.

Displaying a projector test pattern

Learn how to display a projector test pattern.

1. On the canvas, click a projector name.
2. In the Test Pattern list, select a test pattern.
3. Click **OK**.

Customizing test patterns

Learn how to change the pattern, line color, and fill color of a test pattern.

1. At the top of the screen, click **Test Pattern**.
2. Select one of the following.
 - **Pattern**—Select a different test pattern.
 - **Line Color**—Change the color of the lines that appear on the test pattern.
 - **Fill Color**—Change the background color of the test pattern.

Applying warps and blends to a test pattern

Learn how to apply saved warps and blends to a test pattern to see how a configuration will impact a projector.

1. Click **File > Properties** and select a warp and blend memory location.
2. In the Demo view, select the adjustments to apply to the test pattern.
 - **Native**—Display the projector image without warps or blends.

- **Warps & Blends**—Display the configured warps and blends.
- **Warps Only**—Display just the configured warps.
- **Blends Only**—Display just the configured blends.

Activating a color field for color calibration

Learn how to activate a color field for color calibration.

1. On the canvas, click a projector name.
2. In the Color Enable list, select a color to display.
3. Click **OK**.

Moving a projector on the canvas

Learn how to move a projector on the canvas.

1. On the canvas, select a projector.
2. Drag the projector to a new location.

Selecting all projectors on the canvas

Learn how to select all of the projector windows on the canvas.

1. At the top of the screen, click **Home**.
2. Click **Select All**.

Removing a projector from the canvas

Learn how to remove a projector from the canvas.

1. At the top of the screen, click **Home**.
2. On the canvas, click a projector window.
To select multiple projectors, on your keyboard, press and hold **CTRL** then select additional projectors.
3. At the top of the screen, click **Remove**.

Controlling a projector using the virtual remote

Learn how to control a projector using the virtual remote.

The virtual remote cannot be used with Christie D4K2560 projectors.

1. At the top of the screen, click **Home**.
2. Click **Virtual Remote**.

3. To control projector functions, use the buttons on the virtual remote.

Displaying or hiding content in a layer tab

Learn how to display or to hide content in a layer tab.

1. To hide a layer, in the left pane, click the eye icon next to a layer.
2. To display a layer, in the left pane, click the eye icon again.

Sending layer changes to a projector

Learn how to send changes you make to a layer in Christie Twist to a projector.

Using the layer tabs in the left pane, you can select whether to allow changes that you make to Twist settings to be sent to a projector.

1. To allow sending changes to layer to a projector, in the left pane, click the arrow icon next to a layer.
2. To stop sending changes to a layer to a projector, click the arrow icon again.

Copying and pasting a layer from one projector to another

Learn how to copy a layer from a projector and paste it to another projector.

The current layer state can be copied and pasted from projector windows within a single Christie Twist session, or from one Twist session to another. Only manual blends can be copied between projectors. Copying and pasting a layer cannot be undone.

Pasted layer data is scaled up or down when the resolution of the destination projector is different than the resolution of the source projector.

1. Right-click anywhere on the source projector window and select **Copy**.
2. Right-click anywhere on the destination projector window and select **Paste**.

Inverting a projector configuration

Learn how to flip a projector configuration vertically or horizontally.

1. Right-click on a projector window.
2. Select one of the following.
 - **Flip Vertically**
 - **Flip Horizontally**

Uploading a license file to a projector

Learn how to upload a license file to a Christie projector.

1. At the top of the screen, click **Help**.
2. Click **License Utility**.
3. To browse to the location of a license file, click **Browse**.
4. Select a license file, and click **Open**.
5. Select the projectors you want to apply the license to.
6. Click **Apply**.

Managing points

Each point represents a specific location on a projected image.

Moving a single point

Learn how to move points one at a time.

To move a single point, do any of the following.

1. Select a point.
2. Do one of the following.
 - Drag the point to a new location.
 - To move a point one pixel at a time, on your keyboard, select **CTRL + UP, DOWN, LEFT, or RIGHT**.
 - To move a point 10 pixels at a time, on your keyboard, select **ALT + UP, DOWN, LEFT, or RIGHT**.
 - To move a point one-tenth of a pixel at a time, on your keyboard, select **CTRL + ALT + UP, DOWN, LEFT, or RIGHT**.

Moving a line of points

Learn how to move a line of points.

When you move a line of points, the line maintains its shape.

1. To select an entire line, in a projector window, click and hold anywhere on a grid line.
2. Drag the line to a new position.

Moving a group of points

Learn how to move a group of points.

1. To select a group of points, click and drag your mouse over a group of points.
2. When your selection is complete, release the mouse button.
3. Click and drag the group of points to a new location.

Adding a point

Learn how to add a point to a projector window.

1. In a projector window, right-click anywhere.
2. Select **Add Point**.

Removing a point

Learn how to remove a point.

There are some points that cannot be removed. For example, you cannot remove the corner points of a warp mesh.

1. Do one of the following.
 - To remove a single point, in the projector window, select a point.
 - To remove a group of points, click and drag your mouse over a group of points then release the mouse button.
2. Right-click the selection > **Delete Points**.

Moving a point along its vertical or horizontal axes

Learn how to activate Spring Mode.

Spring Mode linearly distributes the movement of a point to other points along its vertical and horizontal axes. This can reduce point grouping and can smooth the image.

Spring Mode is only available when you warp an image and, when enabled, is applied to all projector windows on the canvas.

1. In the left pane, click the **Warp** layer tab.
2. Click **Spring Mode**.
3. In the projector window, select a single point or a group of points.
4. Drag your selection to a new location.

Adjusting interior points

Learn how to activate Keystone Mode.

If you adjust the position of projector window corner points, you can use Keystone Mode to automatically adjust the projector window interior points and maintain their perspective.

When Keystone Mode is selected, you cannot modify the grid resolution. To avoid image distortion, set the warp resolution to 5x5 or higher.

Keystone Mode is only available when you warp an image and, when enabled, is applied to all projector windows on the canvas.

1. In the left pane, click the **Warp** layer tab.

2. Click **Keystone Mode**.
3. Drag a corner point to a new location.

Activating offset labels

Learn how to activate offset labels.

Offset labels display the displacement of a point from its original position in pixels. If Keystone Mode is selected, offset labels only appear in the corners of the projector window.

Offset labels can only be selected when you warp an image and, when selected, are applied to all projector windows on the canvas.

1. In the left pane, click the **Warp** layer tab.
2. Click **Offset Labels**.

Changing the color of selected points

Learn how to change the color of points that are selected in a projector window.

1. Right-click on a projector window.
2. Select **Selected Points Color**.
3. Select a color.

Warping

Use image warping to correct image distortion and make images appear as expected on curved screens.

Changing the warp grid resolution

Learn how to increase or decrease the warp grid resolution.

A significant increase to the resolution can impact the performance of Christie Twist.

1. In the left pane, click the **Warp** layer tab.
2. Select a projector window.
3. In the top-right corner of the projector window, click the **Grid Size** icon.
4. Increase or decrease the **X Resolution** or **Y Resolution** values.
5. Click **OK**.

Warping an image

Learn how to warp an image.

1. In the left pane, click the **Warp** layer tab.
2. Select a projector window.
3. To warp an image, move one or more points.
4. To send the warp to a projector, right-click the projector window then select **Send Warp**.
5. To save the warp as a configuration file, click **File > Save**.

Downloading a warp from projector memory

Learn how to download a warp from the memory of a projector.

1. On the canvas, select a projector window.
2. At the top of the screen, click **File**.
3. Click **Warp**.
4. In the Download from Memory Location list, select the memory location of the warp.
5. Click **OK**.

Blending

Use blending to increase or decrease the borders of an image so it blends with a neighboring image. When you create a blend, you create a single, seamless image from multiple images. Christie recommends that you complete your warp settings before creating a blend.

Creating a simple wallpaper blend

Learn how to create a Wallpaper (Simple) blend.

Use a wallpaper blend when the image overlap between projectors is regular. When this option is selected, stacks imported from Mystique Install are recognized by Christie Twist.

1. In the left pane, click the **Blend** layer tab.
2. Click **Blend Mode**.
3. In the Blend Mode Editor, select **Wallpaper (Simple)**.
4. In the Overlaps area, enter the values for the horizontal and vertical blends.
5. Enable or disable **Smart Undershoot Handling**.
When you perform blend calculations and Smart Undershoot Handling is enabled, the projector undershoot on the image borders is ignored.
6. Click **OK**.
7. On the canvas, move the projector windows to match your configuration.
When you move a projector window on the canvas, the blend is automatically updated.
8. To save the blend as a configuration file, click **File > Save**.

Creating an advanced wallpaper blend

Learn how to create a Wallpaper (Advanced) blend.

Use the Wallpaper (Advanced) blend to define the overlap for each projected image.

1. In the left pane, click the **Blend** layer tab.
2. Click **Blend Mode**.
3. In the Blend Mode Editor, select **Wallpaper (Advanced)**.
4. In the Options table, for each projector, modify the **Left**, **Right**, **Top**, and **Bottom** fields.
5. Enable or disable **Smart Undershoot Handling**.
When you perform blend calculations and Smart Undershoot Handling is enabled, the projector undershoot on the image borders is ignored.
6. Click **OK**.

7. To send a blend to a projector, on the canvas, right-click a projector window then select **Send Blend**.
8. To save the blend as a configuration file, click **File > Save**.

Creating a Fields of View blend

Learn how to create a Fields of View blend.

Use a Fields of View blend if you are creating a configuration for a simulation environment.

1. In the left pane, click the **Blend** layer tab.
2. Click **Blend Mode**.
3. In the Blend Mode Editor, select **Fields of View**.
4. In the Options table, for each projector, modify the **Yaw**, **Pitch**, **Roll**, and **Left FOV**, **Right FOV**, **Top FOV**, and **Bottom FOV** fields.
5. Click **OK**.
6. To send a blend to a projector, on the canvas, right-click a projector window then select **Send Blend**.
7. To save the blend as a configuration file, click **File > Save**.

Creating a Manual blend

Learn how to create a blend manually.

1. In the left pane, click the **Blend** layer tab.
2. Click **Blend Mode**.
3. In the Blend Mode Editor, select **Manual**.
4. Click **OK**.
5. On the canvas, right-click the top, bottom, or sides of a projector window then select **Add Blend**.
6. To modify the blend properties, move a point.
7. To add additional points to a blend, right-click the blend border then select **Add Point**.
8. To send a blend to a projector, on the canvas, right-click a projector window then select **Send Blend**.
9. To save the blend as a configuration file, click **File > Save**.

Importing a blend created in Christie Mystique Install

If you save a blend that you created in Christie Mystique Install, you can import it in to Christie Twist as a .twistx file.

When you import a .twistx file that you created in Mystique Install, you might be unable to make changes to some of its parameters.

1. Click **File > Open**.
2. Browse to the .twistx file you created in Mystique Install then click **Open**.
3. To send a blend to a projector, on the canvas, right-click a projector window then select **Send Blend**.

Downloading a blend from projector memory

Learn how to download a blend from the memory of a projector.

When you save a blend to the projector memory, the file includes blend, mask, and uniformity settings. If you create a Projector Centric blend using Christie Mystique Install, this feature might not work as expected.

1. On the canvas, click a projector window.
2. Click **File > Blend/Mask/B.U.**
3. In the Download Blend dialog, select the memory location of a blend.
4. Click **OK**.
5. To send a blend to a projector, on the canvas, right-click a projector window then select **Send Blend**.

Adjusting a blend drop-off curve

Learn how to adjust the drop-off curve for a blend.

To adjust a drop off curve, Manual blend mode must be enabled.

1. In the left pane, click the **Blend** layer tab.
2. On the canvas, click a projector window then select a blend region.
3. In the left pane, click **Custom Drop-Off**.
4. To make the blend area darker or lighter, adjust the midpoint.
5. To make the transition more linear, adjust the shape.
6. Click **OK**.
7. To send a blend to a projector, on the canvas, right-click a projector window then select **Send Blend**.

Resetting a blend drop-off curve

Learn how to reset a blend drop-off curve.

1. In the left pane, click the **Blend** layer tab.
2. On the canvas, click a projector window then select a blend region.
3. In the left pane, click **Custom Drop-Off**.
4. Click **Reset**.
5. To send a blend to a projector, on the canvas, right-click a projector window then select **Send Blend**.

Editing settings for a blend

Learn how to change the settings for an existing blend.

1. In the left pane, click the **Blend** layer tab.
2. Click **Blend Mode** then select a blend type.
3. Adjust the settings for a blend.
4. Click **OK**.
5. To send a blend to a projector, on the canvas, right-click a projector window then select **Send Blend**.

Removing a blend

Learn how to remove a blend.

1. In the left pane, click the **Blend** layer tab.
2. Click **Blend Mode**.
3. Click **None > OK**.
4. At the top of the screen, click **Home**.
5. Click **Select All**.
6. Click **Blend/Mask/B.U.**

Masking

Use masking to conceal the unused edges of an image.

Adding a mask

Learn how to add a mask.

1. In the left pane, click the **Mask** layer tab.
2. On the canvas, click a projector window.
3. To adjust the shape of a mask, move one or more points toward the center of the projector window.
4. To add a point, right-click a grid line then select **Add Point**.
5. To send a mask to a projector, on the canvas, right-click a projector window then select **Send Mask**.
6. To save the mask as a configuration file, click **File > Save**.

Downloading a mask from projector memory

Learn how to download a mask from the memory of a projector.

When you save a mask to the projector memory, the file includes blend, mask, and uniformity settings.

1. On the canvas, click a projector window.
2. Click **File > Blend/Mask/B.U.**
3. In the Download Blend dialog, select the memory location of a mask.
4. Click **OK**.

Applying a mask to a blend

Use the Blend Mask layer to extend a blend to the blend mask edge rather than to the edge of a projected image.

1. In the left pane, expand the **Blend Mask** layer tab.
2. Click **Blend Mask**.
3. On the canvas, click a projector window.
4. Do any of the following.

- To adjust the shape of a mask, move one or more points toward the center of the projector window.
 - To add a point, right-click a grid line then select **Add Point**.
 - To mask the area inside the mask control points, right-click the projector window then select **Invert Mask**.
5. To view the updates you make to a blend image, in the left pane, click the **Blend** layer tab.

Removing a mask

Learn how to remove a mask.

1. In the left pane, click the **Mask** layer tab.
2. On the canvas, right-click a projector window then select **Reset Mask**.

Brightness uniformity

Learn how to make changes to the brightness uniformity settings so that all areas of an image are equally bright.

You can adjust the value of each point on a blend layer anywhere from 0 to 125%. If you select a value greater than 100%, you do not increase the maximum brightness of a projector, but instead increase the brightness of any dark spots on the blend layer. You can adjust the global brightness value within a range of 0 to 100%.

Adjusting brightness uniformity

Learn how to increase or decrease brightness uniformity.

1. In the left pane, click the **Brightness** layer tab and select **Point Mode**.
2. On the canvas, click a projector window.
3. Select one or more points.
4. Right-click the selection > **Edit Brightness**.
5. To send updated brightness settings to a projector, on the canvas, right-click a projector window and select **Send Brightness Uniformity**.
6. To save the updated brightness settings as a configuration file, click **File** > **Save**.

Downloading brightness uniformity settings from projector memory

Learn how to download brightness uniformity settings from the memory of a projector.

1. On the canvas, click a projector window.
2. At the top of the screen, click **File** > **Blend/Mask/B.U.**
3. In the Download Blend dialog, select the memory location for the brightness uniformity settings.
4. Click **OK**.

Resetting brightness uniformity

Learn how to reset brightness uniformity settings.

1. In the left pane, click the **Brightness Uniformity** layer tab.
2. On the canvas, right-click a projector window then select **Reset Brightness Uniformity**.

Adjusting the brightness of an entire image

Learn how to adjust the brightness setting for an entire image.

1. In the left pane, click the **Brightness** layer tab.
2. On the canvas, click a projector window.
3. In the top-right corner of the projector window, click the **Global Intensity** box.
4. To increase or decrease the brightness of the entire image, move the slider up or down.
5. To close the Global Intensity box, click the projector window.

Adjusting the brightness of a circular area

Use Boundary Mode to adjust the brightness of a small area on a projected image.

1. In the left pane, click the **Brightness** layer tab.
2. On the canvas, click a projector window then click **Boundary Mode**.
3. In the projector window, remove any points that are outside of the region requiring brightness adjustment.
4. In the left pane, in the Circle Diameter field, select the diameter each point should cover relative to the screen height.
The boundary of each point is indicated by a dash.
5. To tune the brightness profile, adjust the intensity value of a point.
6. To achieve the correct brightness level, repeat steps 3 to 5 as necessary on other regions.

Adjusting the brightness of a user-defined area

Learn how to adjust the brightness of an area that you define.

Create a user-defined boundary if a circular boundary does not adequately cover the shape of an area that you want to adjust.

1. In the left pane, click the **Brightness** layer tab.
2. On the canvas, click a projector window then click **Boundary Mode**.
3. In the projector window, remove any points that are outside of the region requiring brightness adjustment.
4. Add or adjust points as necessary.
5. To select points within the boundary, on your keyboard, press and hold **CTRL** then select each point in the sequence.
6. Right-click a selected point then select either **Create Polyline Boundary** or **Create Polygon Boundary**.
7. To tune the brightness profile, adjust the intensity value of a point.

8. To achieve the correct brightness level, repeat steps 4 to 7 as necessary on other regions.

Removing a boundary

Learn how to select and remove an unnecessary boundary.

1. On the canvas, click a projector window.
2. Do one of the following.
 - To select all polyline segments, click the polyline.
 - To select a single polyline segment, click the polyline then click the segment.

If you want to select a single polyline segment, ensure you pause between the first and second click. A double-click does not select a single segment.
3. To remove your selection, right-click then select **Remove Polyline Segment(s)**.

Troubleshooting

Learn how to resolve common issues you may experience when using Christie Twist.

I am unable to download settings from a projector

In some cases, the Energy Efficient Ethernet setting on some network adapters may interfere with the ability to download settings from a projector.

Before you begin, verify that the Energy Efficient Ethernet setting is turned off for all network adapters listed in the Device Manager. This setting might not be available on all network adapters.

1. On your computer, navigate to **Control Panel > Device Manager**.
2. Expand the **Network Adapters** area.
3. Right-click a network adapter and select **Properties**.
4. Disable the **Energy Efficient Ethernet** setting.
This setting might appear on either the Advanced tab or the Power Management tab.

Viewing and exporting diagnostics

Each time you run Christie Twist, a new folder for diagnostics files (such as log files or images) is created.

When helping you troubleshoot issues with Twist, the Christie Technical Support team might ask you to open and read diagnostic files, or to send those files to Christie for further analysis.

View diagnostic files

Learn how to view diagnostic files.

1. Click **Help > Diagnostics > View** and select one of the following:
 - Crash
 - Data
 - Images
 - Logs

Export diagnostic files

Learn how to export diagnostic files.

1. At the top of the screen, click the **Help** tab.
2. Click **Export**.
3. Select a Christie Twist session and click **Export**.
4. Browse to where you want to save the .zip archive file and click **Save**.
5. Find the file on your computer.
6. Send the .zip archive file to the Christie Digital Support team.

I am unable to load Twist on my computer

In some cases, computers running the Windows 7 or Windows 8 operating systems are unable to install the Bonjour Service.

Resolution

Install the following updates, then try loading Twist again.

- If your computer is running Windows 7, install the update located here: <https://www.microsoft.com/en-us/download/details.aspx?id=49093>.
- If your computer is running Windows 8, install the update located here: <https://www.microsoft.com/en-us/download/details.aspx?id=49082>.

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