

Products Affected:

CTI# 6500 PDS-750 TRX™
CTI# 6500 Neo PDS-750 TRX™
CTI# 6550 PS-375 TRX™
CTI# 6550 Neo PDS-375 TRX™

Overview:

PDS TRX power supply SHoW DMX Neo compatibility

Power supplies shipped before June 1st 2012 are not compatible with SHoW DMX Neo SHoW IDs (IDs 101 - 204) without an upgrade. Firmware version 1.4.0 or higher and SHoW DMX Neo radio hardware are required for SHoW DMX Neo compatibility. Firmware version 1.4.0 or higher is compatible with all power supplies. If 1.4.0 or higher is installed with a SHoW DMX Classic radio, you will get the latest in bug fixes, but will not be able to set any SHoW DMX Neo IDs. There are two upgrade paths, firmware only and firmware with hardware via Cat # 6599 PDS TRX Neo Upgrade Kit. The path required depends on the SHoW DMX radio hardware installed in your power supply.

Details:

Upgrade Paths

Firmware Only

For power supplies shipped between October 1st 2011 and May 31st 2012, the power supply only requires updated firmware, available from our web site (www.citytheatrical.com). If your power supply has any of the below characteristics, you can upgrade using the firmware only path.

Firmware Only Upgrade Verification:

- Model number on bottom of unit is 6500 Neo
- SHoW DMX Neo equipped sticker on face of power supply
- Menu item Misc->Firmware->Radio Type is "Neo (CE)" (Available in firmware version 1.3.4 and above)

Firmware & Hardware

For power supplies shipped before October 1st 2011, both firmware and radio hardware are required to be compatible with SHoW DMX Neo systems. City Theatrical has created an upgrade kit for purchase as Cat # 6599 PDS TRX Neo Upgrade Kit. This kit can be purchased through your dealer. Please check with your dealer for pricing. This kit includes the SHoW DMX Neo radio and a USB drive with the latest firmware along with new labels for your power supply. If you prefer to not install the kit yourself, you can call City Theatrical for a RMA and send the power supply back to City Theatrical for installation at an additional charge. If your power supply has any of the below characteristics, you need Cat # 6599 PDS TRX Neo Upgrade Kit.

Firmware & Hardware Upgrade Verification:

- Model number on bottom of unit is 6500
- Firmware version is 1.3.3 or lower
- Menu item Misc->Firmware->Radio Type is "Classic (CE)" (Available in firmware version 1.3.4 and above)
- Menu item Misc->Firmware->Radio Type is "Classic (NA)" (Available in firmware version 1.3.4 and above)