

# **CITY**

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# **THEATRICAL**

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## **Installing a firmware update in the CTI 6500 PDS-750 TRX or CTI 6550 PDS-375 TRX**

To install a firmware update:

Download the new firmware .zip file from the City Theatrical website:

<https://citytheatrical.com/docs/default-source/firmware-updates/updating-6500-6550-firmware.zip>

1. Un-zip the compressed file and transfer to root directory of a FAT (16 or 32) formatted USB memory stick (both PDS-750 TRX firmware and PDS-375 TRX firmware are included)
2. Plug the stick into the USB jack of the PDS unit you wish to update (the PDS unit will automatically recognize the correct file, so you can keep both PDS-750 TRX and PDS-375 TRX firmware on the same memory stick)
3. Browse to “Misc->Firmware->Update” or hold down the “Up” key when powering up the unit. (the display will indicate that it is programming)
4. Wait for unit to reboot with new firmware
5. Once complete, remove USB stick

Note, the USB firmware update is executed by the internal boot loader application. Units shipped before April 6, 2011 may be provided with boot loader version 1.03 or lower, which is not compatible with some USB memory sticks. If your USB memory device is not compatible, the unit will not complete the update and will display “Bootloader 1.03 Insert USB Drive”. If this happens, you can contact CTI for help and we will loan you a compatible memory device or help you identify a suitable replacement. (See Tech Bulletin 1019 for more details)

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