

Products Affected:

CTI# 5720 & 5740 D2/D4 Dimmers

Overview:

A firmware bug has been found in the D2/D4 dimmers causing units to re-address themselves to DMX start address 001. This bug is NOT present in wireless dimmers.

Details:

On power up, if DMX is present or if DMX is applied by plugging in the DMX cable, memory corruption occurs causing the dimmer to appear locked up. On subsequent power cycles, the dimmer address may get changed to start address 001.

This corruption erases any factory set options such as the RDM UID, making RDM discovery impossible.

Units that are paired with a wireless module (5722/5742) and powered from the same source will not exhibit this issue.

Units that are powered up before DMX is generated at the console or gateway, will also not exhibit this issue.

To correct this issue, install firmware version 0.1.8 or higher (ECO 1194). This firmware has improved low end LED curve response and requires hardware revisions included in ECO 1184 & 1189.

If you encounter this issue, please contact City Theatrical customer service.