

Products Affected:

CTI# 6500 Neo PDS-750 TRX

Overview:

Units with serial numbers listed below may have been programmed with incorrect MAC Address and RDM UID

Details:

Due to a programming error, CTI # 6500 Neo PDS-750 TRX units manufactured in one batch (Serial Numbers listed below) in Sept 2011 may have been programmed with the wrong MAC Address and/or RDM UID. If you have any of these units you can check the Mac Address and RDM UID and enter the correct numbers (listed on page 2) by following the instructions below:

With Unit on:

1. Press and hold UP button for 2 seconds, then press RIGHT, LEFT, DOWN. This will enable Configuration features and allow editing the MAC Address and RDM UID
2. MAC Address
 - a. Navigate to the Input Setup menu and select a network input protocol
 - b. Press DOWN until Network Settings is displayed and ENTER
 - c. Press DOWN until MAC Address is displayed Press ENTER to edit
 - d. Adjust MAC Address using LEFT and RIGHT buttons to select character and UP and DOWN buttons to change value.
 - e. Press ENTER to record selection
 - f. Exit menu

1. RDM UID
 - a. Navigate to the RDM Menu
 - b. Enter the menu and navigate to the RDM UID
 - c. Press ENTER to edit
 - i. Adjust RDM UID using LEFT and RIGHT buttons to select character and UP and DOWN buttons to to change value.
 - ii. Press ENTER to record selection
 - iii. Exit menu

2. Power Down unit to lock Configuration features.

6500 Neo SERIAL	RDM UID	MAC Address
13611	4354:0000167F	001E4B000A67
13612	4354:00001680	001E4B000A68
13613	4354:00001681	001E4B000A69
13615	4354:00001684	001E4B000A6C
13616	4354:00001686	001E4B000A6E
13625	4354:00001691	001E4B000A79
13626	4354:00001692	001E4B000A7A
13627	4354:00001693	001E4B000A7B
13628	4354:00001694	001E4B000A7C
13629	4354:00001695	001E4B000A7D
13630	4354:00001697	001E4B000A7F
13631	4354:00001699	001E4B000A81
13633	4354:0000169B	001E4B000A83
13634	4354:0000169C	001E4B000A84
13635	4354:0000169D	001E4B000A85
13636	4354:0000169E	001E4B000A86
13637	4354:0000169F	001E4B000A87
13638	4354:000016A2	001E4B000A8A
13639	4354:000016A4	001E4B000A8C
13641	4354:000016A8	001E4B000A90
13642	4354:000016A9	001E4B000A91
13643	4354:000016AA	001E4B000A92
13644	4354:000016AB	001E4B000A93
13646	4354:000016AD	001E4B000A95
13647	4354:000016AF	001E4B000A97
13655	4354:00001682	001E4B000A6A
13658	4354:000016A3	001E4B000A8B
13659	4354:000016A5	001E4B000A8D

Contact City Theatrical for more details.