

Products Affected:

CTI# 6500 PDS-750 TRX and PDS-375 TRX produced before Apr 6, 2011

Overview:

PDS units shipped before April 6, 2011 may be provided with boot loader version 1.03, which is not compatible with some USB memory devices (“thumb drive”, “memory stick”, etc).

Details:

the USB firmware update is executed by the internal boot loader application. The earlier versions of Bootloader (1.03 and earlier) will not work with USB devices that are identified as using over 100mA of USB power during operation. This includes some larger capacity devices and may be associated with older devices

If your USB memory device is not compatible, the unit will not complete the update and will display “Bootloader 1.0x 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.

Also, the Bootloader application in your PDS can be permanently upgraded to 1.04 (or higher), which will correct the issue. Contact City Theatrical for details.