CITY THEATRICAL
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475 BARELL AVENUE, CARLSTADT, NJ 07072
800/230/9497 201/549/1160 201/549/1161 FAX
www.citytheatrical.com

TECH BULLETIN
1034

Products Affected:
ETC 4410A1010, 4410A1000 & CTI's SHoW DMX Neo product line.

Overview:
A compatibility issue has been identified with CTI SHoW DMX products, SHoW Baby, SHoW Neo, and wireless QolorFLEX Dimmers with ETC's range of ColorSource Relay products.

Details:
ETC's ColorSource wireless relay system uses 5792 SHoW DMX Neo radio module firmware v3.3.x to be compatible with ETC's RDM network. City Theatrical's SHoW DMX product line uses 5792 firmware 2.13.x. When the two systems are intermixed, compatibility issues may appear. Appearance is triggered by poor signal quality.

Tx Version	Rx Version	Symptom
2.x.x	2.x.x	A, B
2.x.x	3.3.x	A, B, C
2.x.x	3.3.x & 2.x.x	A, B, D
3.3.x	2.x.x	A
3.3.x	3.3.x	E
3.3.x	3.3.x & 2.x.x	A, D

Symptom	Definition
A	DMX Tearing, whole frames of DMX contain both previous and current slot data
B	RDM only works with Enttec RDM controller with no DMX present
C	Loss of DMX on random receivers
D	Loss of DMX on random 3.3.x receivers
E	QolorFLEX Dimmer 5722/5742 Flashing on DMX & Dimmer Output v3.3.x

To correct this compatibility issue, it is recommended to upgrade CTI product to radio 5792 firmware 3.3.x. Not all CTI products are field upgradable. Please follow the instructions below for each product.

5702/7400-5707 SHoW DMX Neo SHoW Baby & Vero Transceiver
Normally this product is not field-updateable, but depending on customer skill level, it can be updated. The 5792 firmware can be obtained by calling CTI support and requesting 5792-v3.3.0.9.0.593. Below are the steps required to update these units the field.
1) Open the 5702/7400-5707 and remove the 5792 radio module. The radio module is the PCB that is connected to the antenna cable. Disconnect the antenna cable by pulling at the brass connector.
2) Open the ColorSource Wireless Relay and remove the 5792 radio module and place to the side as to not mix it up with the module from step 1. You will install this module back when you are done updating.
3) Install the radio module removed in step 1 into the relay. You do not need to screw the module in or connect the antenna cable.

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4) Place the firmware version 3.3.0.9.0.593 in the root of a USB stick and insert into the relay PCB.
5) Re-place the cover of the relay loosely to protect yourself from shock. Power up the relay and let the update take place.
6) Remove the radio from the relay and put back into its original product.
7) If you have more radios to update, repeat steps 1 & 3 thru 6 untill you are finished.
8) Place the original radio from the relay back into the relay and close the unit back up.

5701/5711/7400-5708 SHoW DMX Neo Transceiver/Receiver & Vero Net Transceiver
These products are updated using a USB stick in the rear or internal USB port. The files and instructions can be obtained by calling CTI support and requesting 5701/5711 host v1.4.1 and 5792 radio module v3.3.0.9.0.652.

5722/5742 QolorFLEX Dimmers
These products require both host and radio module firmware. The host firmware requires the use of Microchip debugging tools and special connecting cables from Tag-Connect to re-program. These items should be returned to CTI for updating. Please call CTI support for an RMA.

6500 Neo/6550 Neo
These products are updated using a USB stick in the onboard USB port. The files and instructions can be obtained by calling CTI support and requesting 6500 Neo/6550 Neo host v1.5.2 and 5792 radio module v3.3.0.9.0.593.

7000/7030 QolorPoint Uplighter & Qolorstrip Wireless LED Strip
Due to IP rating these fixtures are difficult to open and maintain. Please call CTI support for an RMA to have the radios updated to v3.3.0.9.0.593.