

# Dimmer Products

## 5942/5943 Firmware Update

To install a firmware update:

Download the new firmware .zip file from the CTI Website. It can be found in the download section of the product page.

You will need a PC or Mac to plug into the dimmer's USB micro B connector. When in boot load mode, the dimmer's USB port will act as a flash drive for you to copy the files to.

1. Enter boot load mode on the dimmer by applying power while holding down the dimmer "E" button. Keep it pressed until the Signal Quality LEDs chase with a 1 second step rate. It is easiest to use the USB connector to power the dimmer.
2. Delete any files that already exist on the dimmer's flash drive when it shows up on your computer
3. Un-zip the downloaded file and transfer all firmware files to the root directory of the dimmer's drive.
4. Press the dimmer "A" button after all files have been copied to begin the update process
5. Wait for all firmware files to be programmed as indicated below:
  - a. Signal Quality Low: Solid green followed by rapid flashing (Host CPU)
  - b. Signal Quality Mid: Slow flash followed by rapid flashing (2.4GHz Radio)
  - c. Signal Quality Hi: Slow flash followed by rapid flashing (900MHz Radio, 5942 only)
6. Once complete, if successful, the dimmer will re-boot into normal mode, otherwise the errors will be indicated as below.

Errors:

Status Red, Signal Quality Low Flashing = Host update failure

Status Red, Signal Quality Mid Flashing = 2.4GHz update failure

Status Red, Signal Quality Hi Flashing = 900MHz update failure

Unique solution ID: #1009

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