

DMXcat

**When updating my DMXCat 6000 I receive this message
“Update Error! Timeout” “HVVersionGet Error 10”
Is there a bypass for this?**

You can try the following:

- 1) Exit DMXcat app and turn off dongle
- 2) Hold the flashlight button while powering up, the LED should go solid green
- 3) Start application, it should start an update, if not connect to a device called CTIDFU_6000xxxxx

If the update fails and the secondary FW is still all 0s, the unit will need to come in for repair. We will need the serial number and return shipping address.

Unique solution ID: #1197

Author: Jannelle VanEtten

Last update: 2024-01-23 15:10