USER MANUAL

TROUBLESHOOTING

V.1.4.4

This user guide contains detailed information about all the software and hardware troubleshooting and how to deal with any problems.

This guide assumes you have a basic working knowledge of your operating system, including using a mouse, selecting items in menus and dialog boxes and opening and closing files. For information about these and other basic techniques refer to   your operating system manual.

DMX512

Light shows designed with the software are fully DMX512 compatible for use with all DMX professional lights. Traditionally, in order to design a DMX light show you needed to have a lighting control console and highly specialized knowledge of the DMX512 protocol. Now, however, you can use the software's intuitive, optimized drag and drop interface to design professional quality, DMX compatible shows directly on your computer.

SYSTEM REQUIREMENTS

Windows	**Macintosh**
Windows 98, ME, 2000, XP, Vista 32/64, Seven	Mac OS X 10.4 (Tiger) or greater
1 Ghz CPU	1 GHz CPU
512 MB RAM	512 MB RAM
150 MB free disk space	150 MB free disk space
1 CD Rom drive	1 CD Rom drive
1 or more USB 2.0 port(s)	1 or more USB 2.0 port(s)
Video 1024 x 768 screen definition or higher	Video 1024 x 768 screen definition or higher

Green USB Interface Led
The green Led is for the USB. The green USB Led is on when the interface is connected to the computer and the software is closed. The green USB Led flashes slowly when communication is operating effectively between the software and the device. It indicates the software has detected the hardware and has started reading it.
Red DMX Interface Led
The red Led are for the DMX. The red DMX Led are off when the interface is connected to the computer and the software is closed. The red DMX Led is on when the software is has been opened, has detected the device and is communicating with it. The speed of the DMX affects the red DMX Led and at a slow speed the led will start flashing.

The Green USB Led is on and the Red DMX Led is off when the software is running.

Your interface has not been detected by the software.	Close the software, connect again the interface et restart the software. The interface must be connected to the computer before starting the software. Check if the latest driver has been correctly installed and the system has detected the connected device.
If the interface has not been detected, check the drivers installation and if the system recognize the QT DMX512 DEVICE.	Turn off your anti-virus and other applications than could be using the same system resources as the software. Read the installation and update driver procedure (MAC + PC).
If the drivers are fine and devices detected.	Check if the hardware is compatible with the software and refer to your dealer or manufacturer's web site for compatibility instructions.

The green USB Led and Red DMX Led are flashing quickly when the interface is connected.

Your interface has a problem and do not work properly.	You need to return the hardware to your dealer or to the manufacturer for repair or exchange.

The Green USB Led and Red DMX Led are off when the interface is connected.

Your interface has a problem and do not work properly.	Check the USB cable and the power. You need to return the hardware to your dealer or to the manufacturer for repair.

The Green USB Led is flashing slowly and Red DMX Led is on but there is no DMX signal when the device is connected and detected by the software.	
The light do not respond to the DMX commands.	Check the software DMX Patch and if the DMX address match with the Patch and the light itself. Check the DMX universe assignation from the TOOL/OP-TIONS/DEVICE menu of the software.
The light do not respond to the DMX commands.	Check your DMX cable. Check the XLR connector to make sure it is connected properly.
The light do not respond to the DMX commands.	A DMX line cannot support more than 25 fixtures per line and 200 meter of cable without losing the DMX signal. We recommended using a DMX amplifier, DMX booster or DMX splitter to extend your DMX line and increase the DMX signal level.
The light do not respond to the DMX commands.	Open the interface and check the fuses that protect the DMX line located on F1, F2, F3 and F4. You may need to replace them.
The light do not respond to the DMX commands.	Check your fixture using another controller to see if it is merely a problem with your light.
The Green USB Led is flashing slowly and the Red DMX Led is off when the device is connected and detected by the software.	
If you don't have a DMX signal.	Check if the interface is connected well and detected by the software. Check the red LED and the DMX drivers located on U2 and U3 position on the PCB. You may need to replace them. Check the DMX cable and the XLR.
If you have a DMX signal.	Check the red LED of the interface.
There is no DMX Output Signal on the line and the fixtures are not responding.	
The green LED is flashing slowly and the red LED are on. The interface is connected and detected. Drivers are fine.	Check your USB cable and make sure that it is a shielded cable and that it is in line with all USB 2.0 specifications. We recommend using the cable supplied with the package. It is possible that one of your DMX cables is faulty. Double check each cable and test them one by one if necessary. Some DMX cables have the Pin 2 and 3 inverted, make sure that the Data – is connected to Pin 2 of the XLR and the Data + is connected to Pin 3 and the Ground to Pin 1 of the XLR. 1 faulty cable can disturb the entire DMX line. Make sure that your cable has the Ground, Data + and Data – connected separately on each Pin of the XLR and make sure that the housing (ground/earth) of the XLR cable is not connected to Pin 1 of the XLR. Add a DMX booster, Splitter or amplifier.

The Interface cannot output more than 10 DMX channels.	
Only the 10 first channels are active.	Update the software and contact your dealer or the manufacturer.

I've got a bad DMX signal without a constant signal and my fixture is frequently losing the DMX signal.	
Light loose the DMX signal for a short time.	You need to check your firmware version in the TOOLS/OPTIONS menu and then in the DEVICE section. You can find the firmware version and update it if necessary. You must have a firmware version superior to V.1.0.0.3 to correct a bad DMX signal. Check your computer minimum requirement.

How do I update the Firmware of the interface?
A Firmware is a kind of small software embedded in the hardware interface. It can be updated to improve general functioning or offer additional functions. The update procedure is only possible on Windows systems and allows you to update the firmware easily. You must connect the interface to your computer and make sure the drivers are installed correctly. Select OPTIONS in the TOOLS menu of the software and go to the Device board. If the interface is detected properly the features will appear in the window. Check the current firmware version and update it with the new version if necessary. To get the latest firmware version you must install the latest software version.

My device is detected by the software but disconnects frequently and loses the USB communication after a short time.	
After a short time the USB communication may stop and the GREEN LED will not flash anymore and remaining ON.	You need to return the hardware to your dealer or to the manufacturer for repair or exchange.

The software will not start.	
Windows : Check if the driver is installed correctly. Check if the same application is already running in the task or application manager of your system. Turn off your anti-virus and other applications than could be using the same system resources as the software. Restart your computer. Reinstall the software completely.	MAC OS X : Check if the driver is installed correctly with the Terminal. Application won't start without the driver installed. Check the software and drivers installation manual. Reinstall the software completely.

The software starts but cannot detect the interfaces.	
Software cannot detect the interface.	Check if the latest driver has been correctly installed and the system has detected the connected device. Turn off your anti-virus and other applications than could be using the same system resources as the software. check if the hardware is compatible with the software and refer to your dealer or manufacturer's web site for compatibility instructions.

How do I update the drivers?	
Windows : You must update the driver manually and refer to the user manual "How to install software and drivers". Also refer to your operating system manual to learn how to update a driver. You have the "Driver" folder in the installation directory.	MAC OS X : The installation package (file .PKG) will automatically install or reinstall the new driver for you. You must use the ROOT or ADMIN password to complete the software and driver installation correctly.
How do I update the software?	
Uninstall your current version. We recommend saving all your shows and profiles in a different folder beforehand. Then download the latest version from the web site and proceed to a normal installation. The new installation will replace the principal and system files only.	
What do I need to do before contacting my resale merchant or the manufacturer?	
Note the serial number of the device, the version of the firmware, the version of the software, the system used and the version of your system. Read the entire troubleshooting manual and attempt all of the solutions.	

If you have a problem not listed above simply contact your official dealer or the manufacturer directly to report your problems and receive a solution. Each product has a 24 month international guarantee.