

Device checking before the return merchandise agreement (RMA)

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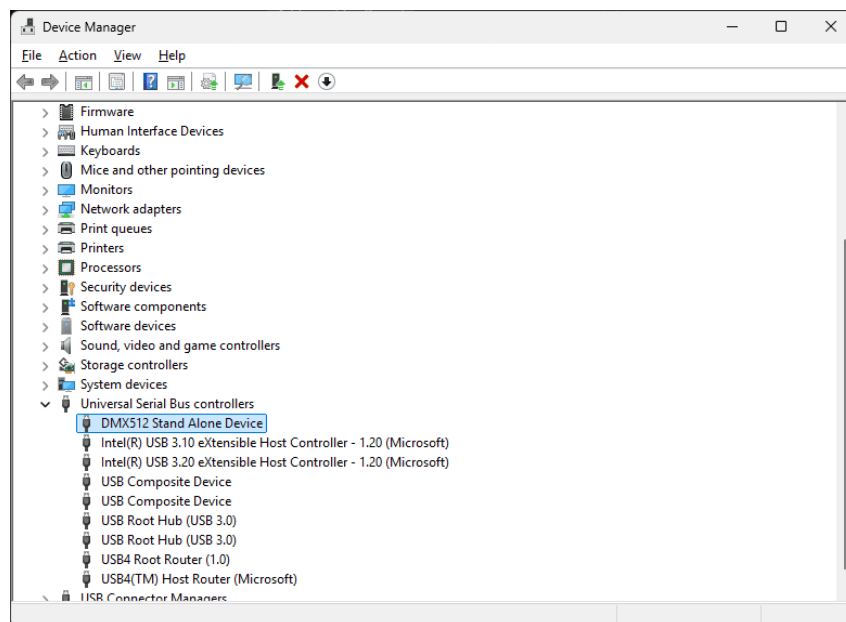
Preliminary Check of the interface's operation

When using your DMX controller, if you have any of the following problem please follow instructions below to quickly know if it is possible to fix it on site without returning the product for repair to the manufacturer.

- LED doesn't turn ON when powered
- Display or LED are ON when powered but not possible to open it by software
- LED flash fast when power on

Disconnect everything from the interface and keep the USB connected to a computer with the latest version of Chromateq software installed.

Check the interface in the Windows Device Manager



Once connected by USB (type 1) to a computer with USB drivers installed (installed with Chromateq software installation), check in the Windows device manager in the USB part if the device "**DMX512 Stand Alone Device**" is displayed and is without a yellow warning.

- If Yes continue to Device Tool Part
- If No, need to return the product for repair:
Contact the Chromateq support service, give the serial number and explanations and details of the problems and ask the RMA form for return.

Chromateq support contact : <https://www.chromateq.com/contact/>

Check the interface with the Device Tool

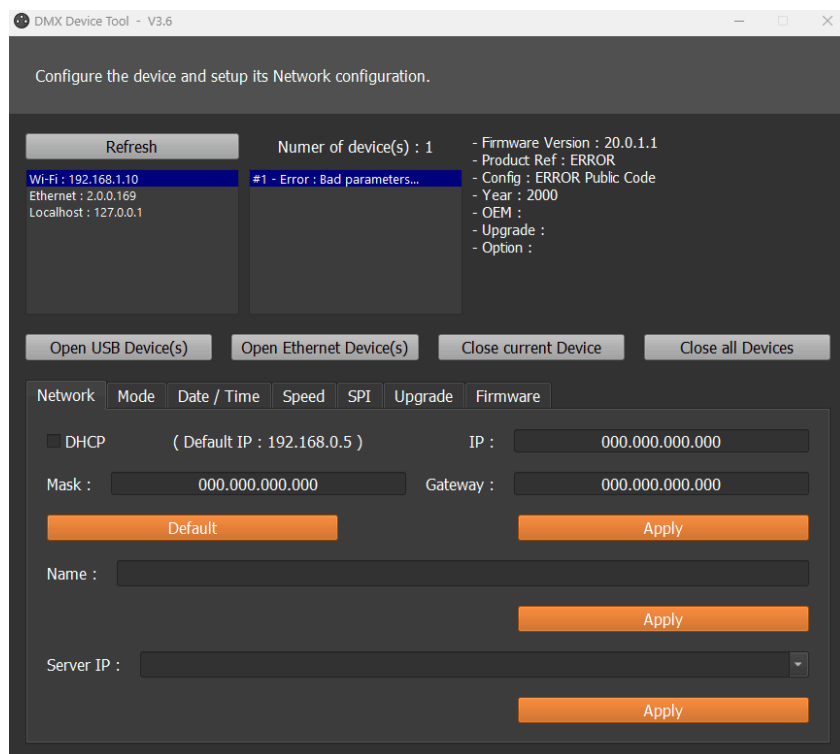
Search the DEVICETOOL in the software installation directory (C:/Chromateq) or download the tool from the following links:

Windows : http://filedownload.chromateq.com/Setup_install/Win/DeviceTool.zip

MAC : http://filedownload.chromateq.com/Setup_install/Mac/DeviceTool.zip

Start the DEVICETOOL and click to Open USB Devices :

Error : Bad parameters...

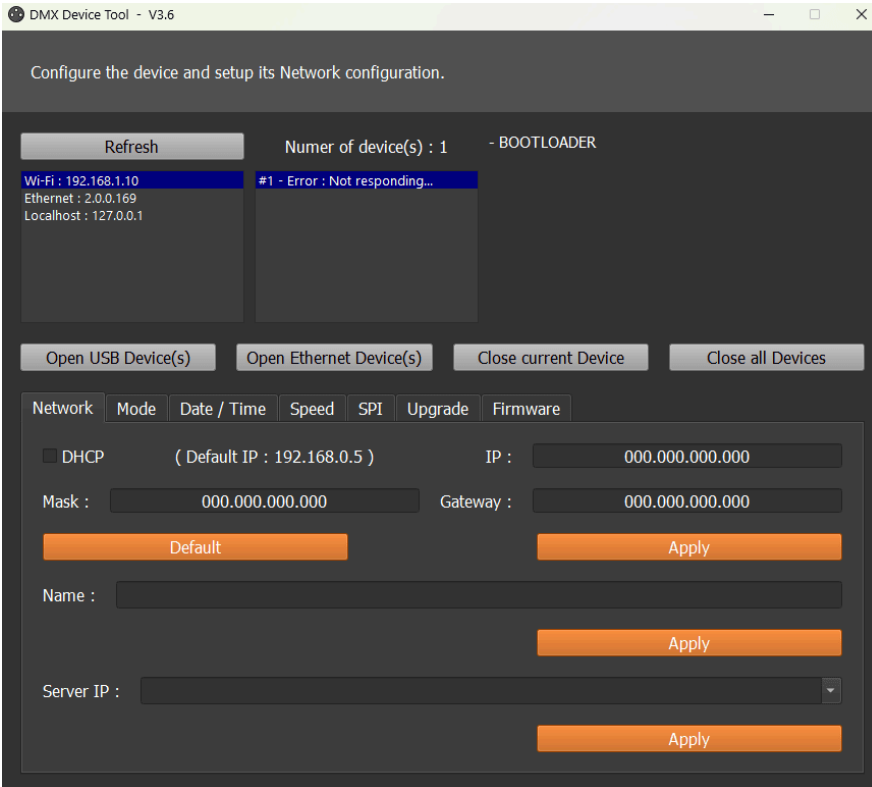


The DMX controller is open in Device Tool but it display **Error : Bad parameters...**
The interface lose it product code and configuration.

Take a screenshot of the Device tool and contact Chromateq support with the screenshot and the serial number of the defective DMX controller to receive a file that can flash and repair the interface.

Chromateq support contact : <https://www.chromateq.com/contact/>

BOOTLOADER mode

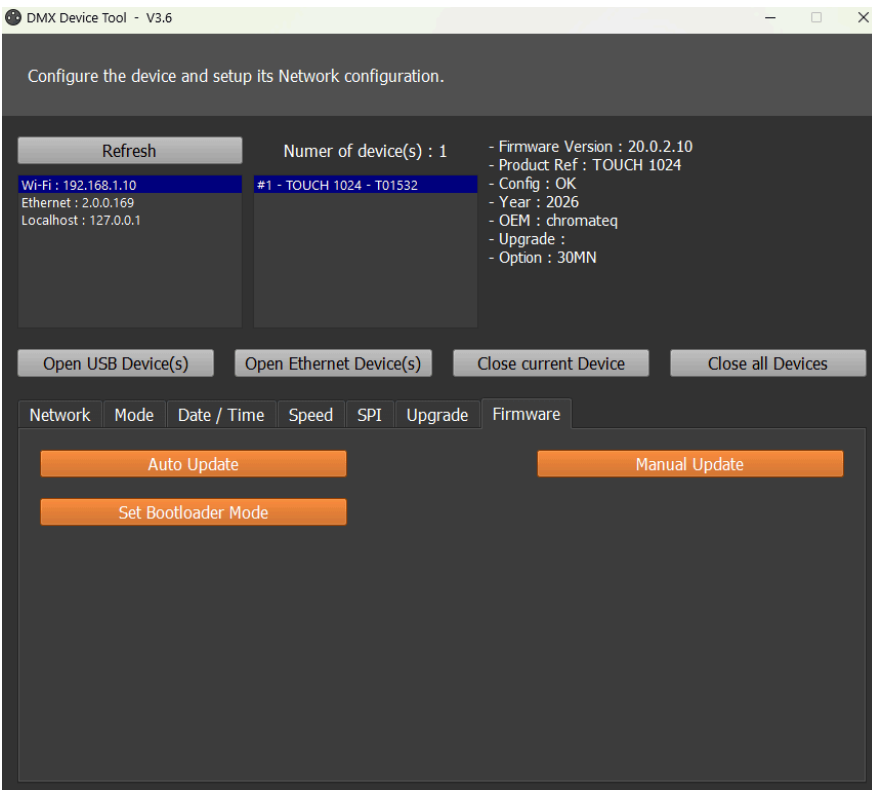


The DMX controller is open in Device Tool but it display **Error : Not responding... - BOOTLOADER**

The Dmx Controller is waiting for a complete firmware.

Go to the **Firmware** tab in Device tool, select **Auto Update** and follow instructions to complete the firmware update process.

Correct DMX Controller opened in Device Tool



When a DMX controller is working normally, the product reference is well displayed in the DEVICETOOL with its serial number, firmware version. There is no ERROR message.