ChamSys

MagicQ PC Quick Start Manual

Care of your Wing

To keep your Wing in best condition please observe the following recommendations:

- q Keep liquids away from the Wing. Drinks split over a Wing may cause irreparable damage.
- **q** Keep the Wing out of direct sunlight place the console in the shade. Excess heat from the sun may cause damage to the screens and plastic components.
- **q** Do not use sharp objects on the touch-screen. If you wish to use an object other than your finger, then use a blunt object that will not damage the surface.
- **q** Do not use the Wing outside its operating temperature range.
- q Handle the Wing with care when moving or transporting it. The console contains components that may be damaged by shock. Always use a padded flight case wherever possible.
- **q** Do not use solvents or cleansers to clean the console. Do not rub firmly on the metal or plastic surfaces this may cause the paint or lettering to be removed. Gently use a damp cloth to clean the panels.

Safety Information

- **q** Do not open the front, rear or lower panels of the console unless you have electrical expertise.
- **q** Do not use the Wing if the power cables are damaged in any way.
- **q** Repairs should only be undertaken by authorised service representatives.
- **q** If liquids are spilt over the Wing then remove power immediately, and seek advice from your authorised service representative.

Quick Start Guide to using MagicQ PC Wings

Introduction

This document is intended to enable you to get up and running with MagicQ PC Wings, through plugging up and installation of the software on your PC. It is designed to introduce the layout of the MagicQ PC software along with the key functions. It then runs through patching a show, recording Cues and Cue Stacks and show playback.

This guide is not a substitute for the MagicQ manual. The manual provides detailed information on all the standard and advanced features of MagicQ PC. The manual is available from ChamSys website at www.chamsys.co.uk. The manual is also available on MagicQ PC - simply press the Help button and use hyperlinks to navigate to the topic you are interested in.







PC Wing



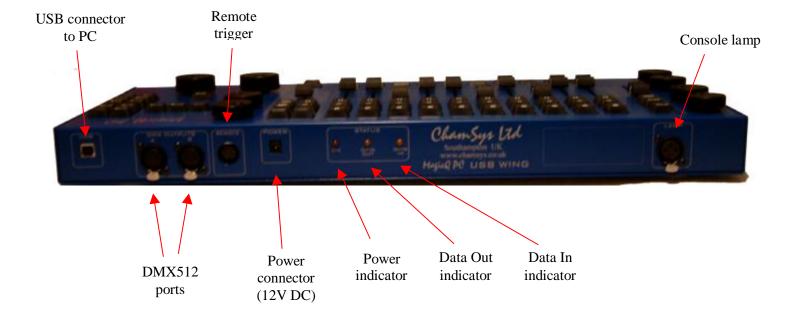
MaxiWing



Extra Wing

Connections

The picture below shows the connections on a MagicQ PC Wing. The MagicQ MaxiWing has similar connectors, but with four DMX512 outputs. The MagicQ MiniWing has only a USB connector and a single DMX output connector.



Plugging up

- Connect the Wing to the PC using the USB cable provided.
- Put the console lamp into the console lamp socket
- Connect the power to the PC Wing (12V DC power supply unit)

The MagicQ MiniWing, PC Wing and MaxiWing MQ50 have DMX512 outputs on their rear or side panels for direct connection to DMX512 compliant equipment.

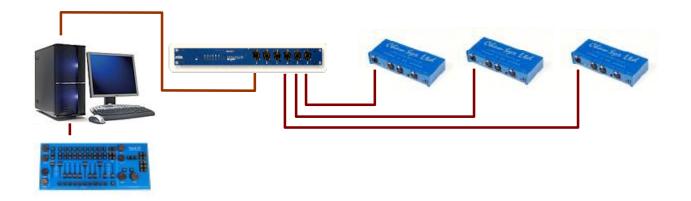
The MagicQ MaxiWing and MagicQ ExtraWing use power supplies with locking connectors – ensure the connector is inserted the correct way up.

Additional Universes

It is possible to use add additional universes via Ethernet. To use an external Ethernet to DMX converter box such as the ChamSys 3 Universe Ethernet to DMX converter connect the DMX converter to the network port of the PC using a network cable. When making a direct connection (no router or hub) in this way an "inverted" network cable must be used.



To connect multiple Ethernet to DMX converters to MagicQ PC use a network hub or network router using standard network cables.



Installing MagicQ PC Software

To use the MagicQ PC wing with a PC follow the instructions below. Exact sequence of events may vary according to version of Windows running on the PC.

- Install MagicO PC onto the PC from the CD.
- The latest version of MagicQ PC can be downloaded from the ChamSys web site www.chamsys.co.uk.
- Power up and connect the MagicQ PC Wing the blue LEDs should come on in turn and then flash.
- Windows should detect the ChamSys PC wing and ask for drivers. Point it at the drivers in the MagicQ PC Wing/MagicQ Wing Drivers directory on the CD and complete driver installation.
- If Windows does not asks you for drivers but installs them itself then you will need to force it to install the correct drivers by selecting MagicQ PC Wing in Device Manager and updating the driver.
- Start up MagicQ PC software.
- Turn on the PC programming wing option Setup Window, View Settings, Interface Settings, near the end of the options list.
- The blue flashing LEDS on the MagicQ PC wing should stop flashing and the faders and encoders should have control.
- To output DMX from the MagicQ PC wing, configure Universes 1 and 2 in Setup, View DMX I/O to PC Wing and enable them (press ENTER or double-click to change options).

MagicQ PC and touch screens

MagicQ PC can be used with touch screens in the same way that any other Windows application can be used with touch screens. Install your touch screen on your Windows system according to the instructions relevant to the touch screen. If you are able to use the touch screen to select items on the desktop instead of using a mouse, then MagicQ will respond in a similar way.

MagicQ PC Layout

The MagicQ PC layout is designed to be as similar to the MagicQ console layout as possible to make it easy for users to transfer between the two. The central windows are exactly the same on MagicQ PC as on the consoles; the only difference is the emulation of the encoders, faders and buttons.



There are several different modes which can be selected in the top right of the screen. The picture above shows "Normal Mode" which contains an emulation of the faders and encoders from a MagicQ console. "Normal Mode" is useful for programming and playing back shows when you do not have a MagicQ Wing attached. In this mode some of the buttons found on the console are available through the PC keyboard – such as the cursor keys and the keypad.

"Normal Mode" looks slightly different depending on the screen resolution of your PC. If your PC has screen resolution greater than 1024 by 768 then the buttons will become more spaced out and the encoders will be round rather than ellipses. The 1024 by 768 resolution is the minimum screen resolution that MagicQ supports.

"Touch mode" is designed for use with touch screens when you have a MagicQ Wing connected. In this mode the buttons are large so that they are easy to use with a touch screen.

"Reduced mode" is designed for use when you wish to run MagicQ PC and a visualiser on the same PC with only a single monitor. We recommend the use of dual monitors when using visualisation – however, it is possible on a single monitor using this mode.



Screen & Encoders

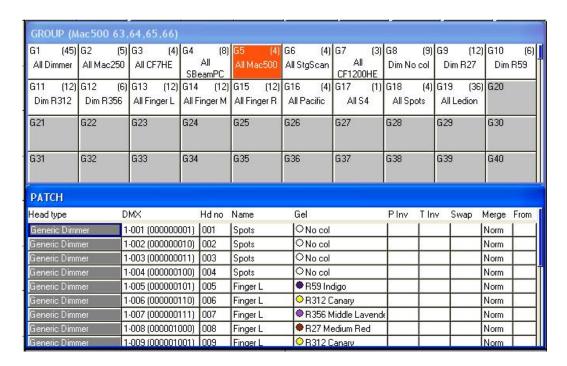
On MagicQ PC the main operation is controlled through the central window. Around the edge of the central window are 24 soft buttons and 8 rotary encoders. There are 12 soft buttons along the top and 4 down each side.

The buttons are referred to as soft buttons since their function changes according to the active window on the touch screen. On the MagicQ MaxiWing there are physical buttons for each of the soft buttons – when using MagicQ MiniWing or MagicQ PC Wing the functions are available by clicking the button on the screen.

The function of the rotary encoders also changes according to the active window with the current function being displayed adjacent to the encoder.

At the top left and top right of the central window there are SHIFT and CTRL buttons. Pressing theses buttons selects alternate functions for the soft buttons and encoders. SHIFT and CTRL on the keyboard have the same function.

The area in the centre of the screen is the windows section in which the various control windows are displayed. There are two main types of windows – boxes style windows which have large boxes such as the Group Window and spreadsheet style editing windows such as the Patch Window.



A window is displayed by pressing the appropriate window button. Changing window does not affect programming or playback.

Multiple windows can be displayed at one time by sizing the windows appropriately. In addition a complete configuration of windows – i.e. a complete view can be selected using CTRL and the top soft buttons. For example, to select the Palettes view (Groups, Positions, Colours and Beams) press CTRL and the first top soft button.

Palettes	Prog	Cue Stacks	Outputs				

When a window button is pressed, that window becomes the active window. The active window is on the top of the screen and is easily identified as the window with the highlighted title bar at the top. It is also the window with the cursor in it.

An item in a window can be selected either

- a) By moving the cursor to the appropriate position and pressing the ENTER button.
- b) By moving the mouse to the position and pressing the left mouse button.

The cursor can be moved around the active window using the cursor keys on your keyboard. On MagicQ MaxiWing there are sadditional buttons - PG UP, PG DN, PG LEFT and PG RIGHT can be used to scroll the window in the appropriate direction. HOME and END can be used to get to the start and end of the window respectively.



Towards the bottom of the touch screen are two small windows, the Status Display and the Input Display. The Status Display shows the current date and time, the ADD / SWAP status of the console and other relevant status information.

WiggleLapXP Sun Jan 20 18:40:39 2008 Ver 1.3.4.6 Page 1 : Add

The Input Display shows the data that has been currently entered through the keypad and the keyboard. Note that text is not entered into the main Windows until ENTER is pressed. This allows the user to choose whether the keyboard data is SET into fields in the windows or onto Playbacks.



After a command has been entered it also confirms that the command has been accepted and shows any error messages when a command is not possible.

Selected GROUP 6 >

Head Control

The area around the two large rotary encoders is referred to as the head control area. It is used to alter the parameters of individual heads and apply effects such as fans over groups of heads.

The NEXT HEAD and PREV HEAD buttons are used to select an individual head to modify.

The other buttons control the selection mode; LOCATE, HIGHLIGHT, FAN, SINGLE, ODD/EVEN, and ALL.



Editor buttons

The Editor buttons are used to modify program data. The 8 buttons on the right hand side are the action buttons which are used to modify show data. The action buttons are

UNDO REMOVE MOVE COPY
SET INCLUDE UPDATE RECORD



The buttons on the left:

BLIND and CLEAR affect the programmer. REL and SELECT affect playbacks. SHIFT selects alternate functions

<-- undoes keyboard input and clears actions

Note that the PC Mini Wing and PC MaxiWing have a reduced set of Editor buttons – the same functions can be carred out by using buttons on the Screen.

Playback

The Playback area is situated directly below the touch screen and consists of 10 playbacks each with a fader and four buttons (FLASH, GO, STOP, SELECT). The area above each of the playbacks on the touch screen is used to provide information about the status of the playback.



The playback area also contains a Grand Master, a Sub Master (MaxiWing only), Page Select buttons and a Manual Playback for taking control of Cue Stacks.

The cross fade section contains a GO, STOP. FWD, BCK buttons, a cross fader and a master GO button. The cross fade section controls the current playback selected with the S button.

Getting going

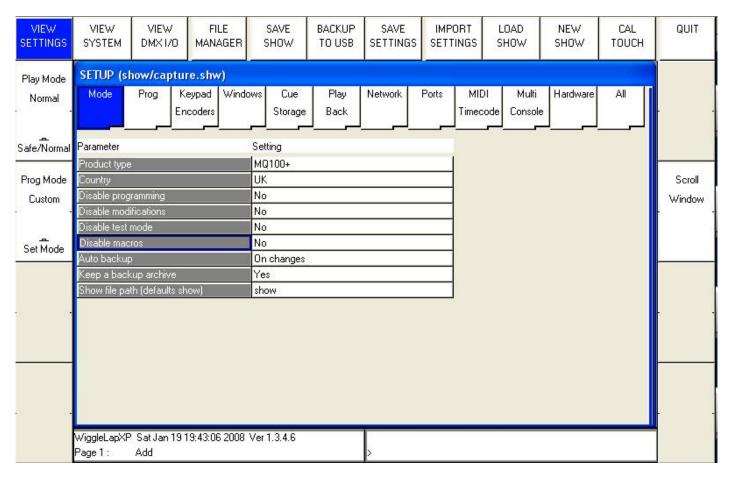
Starting up MagicQ PC

After starting MagicQ PC you are presented with the introductory Help Window. Choose Continue Show.

You can revert to the Help Window by pressing the HELP button at any time.

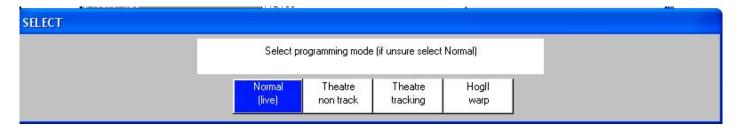
MagicQ PC remembers all windows that were open when MagicQ PC was last used. To close all windows press SHIFT and CLOSE.

Press SETUP to open the Setup Window.



Starting a New Show

To start a new show, go to the Setup Window and press the NEW SHOW soft button. This will clear the current show from memory – shows that have been previously saved to disc will not be affected. You will be asked to confirm by selecting YES.



There is a choice of four modes.

- Normal faders activate Cue Stacks. When recording, all data in the programmer is stored in recorded cues
- Theatre non-track faders operate levels only. When recording, all data in the programmer is stored in recorded cues
- Theatre tracking faders operate levels only. When recording only data in the programmer that has changed since the last record is stored in recorded cues
- Hog II warp like Theatre Tracking but with some extra features to make the programming more familiar to Hog II users.

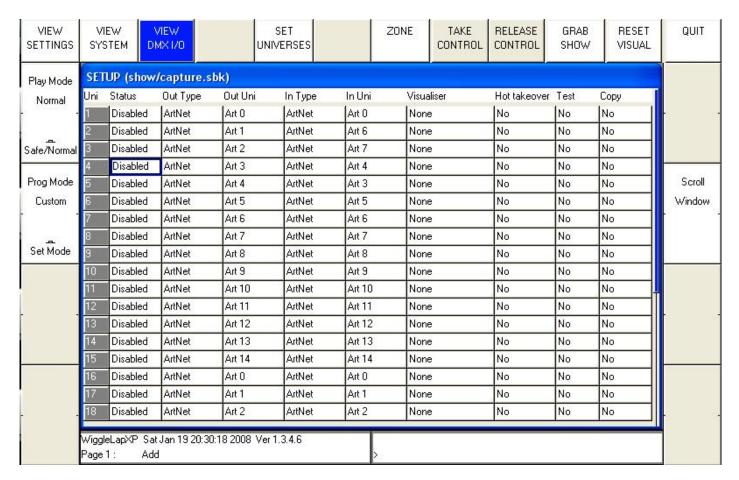
In Theatre modes, fixtures return to their default values when under control of a playback or the programmer. The keypad is set up to enable selection of Palettes using Palette numbers, and Cue Stack timing defaults to being stepped timing rather than chase timing.

The mode can be changed at any time by using the Programming Mode soft button in the Setup Window. In addition each individual option / default value can be customised by the user and saved as their personal settings file.

Starting a show clears all patching, all programming and all palettes. It does not clear console specific options such as the configuration of the DMX outputs or the calibration of the touch screen.

Enabling DMX Outputs

To enable output of channel data select the DMX IO VIEW in the Setup Window. This windows enables modification of the inputs and outputs for the 18 universes. The MagicQ Wings support DMX directly from the Wing or via an external ArtNet to DMX convertor.



To output DMX from the MagicQ PC wing, configure Universes 1 and 2 in Setup, View DMX I/O to PC Wing and enable them (press ENTER or double-click to change options). The MagicQ MaxiWing supports up to 4 direct outputs, whilst the MagicQ MiniWing supports 1 direct output.

Using ArtNet and ArtNet to DMX interfaces

To output ArtNet on a Universe enable it and ensure that the output type is set to ArtNet. Choose which ArtNet Universe you wish to Output the MagicQ Universe on. MagicQ defaults to outputing MagicQ universe 1 on the first ArtNet Universe (Art 0).



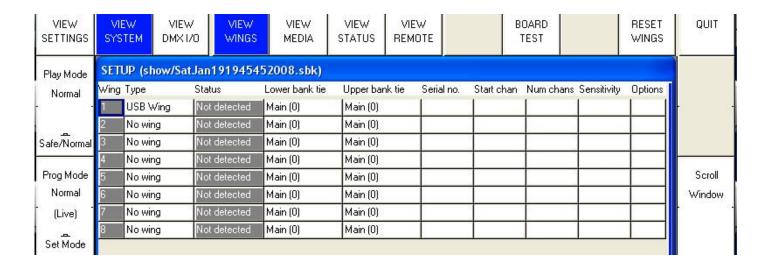
If you are using Ethernet to DMX512 conversion boxes then you will need to configure the boxes to respond to the correct ArtNet sub-net and ArtNet universe. With ChamSys 3 Universe Ethernet to DMX boxes you need to set up the two rotary switches to the correct values – the left one for ArtNet sub-net and the right one for ArtNet universe. The interface will then decode the three ArtNet universes starting from that ArtNet subnet and universe.

In most networks the ArtNet sub-net is set to 0 (you can change this on MagicQ in the DMX I/O View of The Setup Window by paging right). The ArtNet universe is the same as the Universe set in "Out Uni" and "In Uni" DMX I/O above – if you are using only one Ethernet to DMX512 interface then you can use Universe 0.

If you are using multiple Ethernet Interfaces then you will need to set each Ethernet Interface to a different Art-Net Universe – for example when using two ChamSys 3 Universe Ethernet Interfaces set the first Interface to ArtNet Universe 0 and the second one to ArtNet Universe 3.

Enabling ExtraWings

To enable an ExtraWing set Wing 1 in Setup, View System, View Wings to USB Wing.

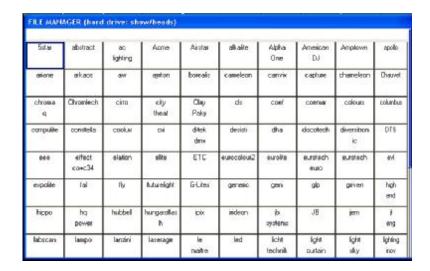


Patching

Open the Patch Window by pressing the PATCH button. The Patch Window has three views, VIEW HEADS, VIEW CHANS and VIEW DMX. In this section we describe patching in VIEW HEADS.



Choose the head you wish to patch by pressing the CHOOSE HEAD soft button. The Window will change to give you a list of manufacturers and heads. Select a head by pressing the touch screen. Alternatively scroll around the Window using the cursor keys, and press ENTER when the cursor is over the correct head.



Once you have chosen a head you will be returned to the Patch Window. Press the PATCH IT soft button to patch the head. You will be prompted for the number you wish to prompt and the address where you wish to patch the heads. Use @ to patch at a specific address.

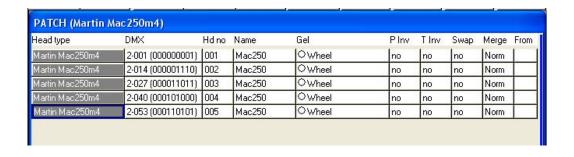


For example to patch 5 Mac250 mode 4 to Universe 2 channel 1 enter

5@2-1

If you wish to patch multiple channels at fixed offsets e.g. five Martin Mac250s at DMX channels 1,21,41,61,81 then enter

5 @ 2 - 1 / 20



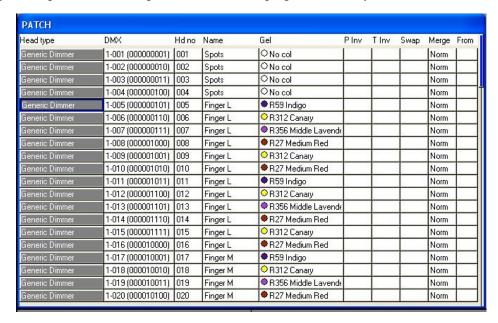
To patch a dimmer, simply press CHOOSE DIMMER rather than CHOOSE HEAD and then patch one or more dimmers as above.

In the Patch Window all the lighter coloured fields can be configured. To modify a field, first move the cursor to the field, then input the new value using the keypad and keyboard, and finally press ENTER.

In this way you can modify DMX address, head number, head name and gel for each of your patched heads.

Naming and Numbering Heads

Once you have patched all the heads you can then name and number them as you wish. It is recommended that you name the dimmer or the head based on its location (e.g. front wash / back truss SL). For dimmers you may wish to configure the gel. This makes programming easier – enabling the console to auto program cues for you.



The gel field uses gel numbers. For Lee colours enter the gel number directly (e.g. 181 for Lee 181). For Rosco colours enter the gel number preceded by dot (e.g. .14 for Rosco 14). For no colour enter 0. If you would prefer to use colour names rather than gel numbers then simply enter the colour name.

To test a patched head or dimmer, simply press the TEST MODE soft button (soft button encode C) and the head which the cursor is over will be tested. For heads it locates the fixture; for dimmers it sets the dimmer to 100%. Press the TEST MODE soft button again to turn test mode off.

Controlling Heads

Selecting Heads

In order to control intelligent heads it is necessary to be able to select which heads to use. The MagicQ console keeps track of the currently selected heads to enable it to determine which heads to apply changes to. The operator can select head individually or can use groups to recall configurations of heads that are used frequently.

In "Hog Warp" mode or when the Setup option "Keypad always selects head is set" you can select heads from the keypad – for instance to select heads 1 through 4.

1 THRU 4 ENTER

In other modes, you can select the heads using

1 THRU 4 @@

Selecting heads from the Group/Heads Window

The console automatically generates a group for all the heads of a particular head type. In addition new groups can easily be recorded.

The Group Window has two views. VIEW GROUPS enables selection of heads using groups whilst VIEW HEADS enables individual selection of heads.

In VIEW GROUPS, pressing the touch screen for a particular group selects all the heads associated with that group. All other heads are deselected. To select multiple groups, press SHIFT and a group to toggle the group in and out of selection.

In VIEW HEADS, individual heads are selected / deselected by pressing the touch screen. Use PG UP and PG DN to scroll through the heads.

Recording a Group

Select the heads you want in a group using keypad selection or in the VIEW HEADS view of the Group Window.

Change to the VIEW GROUPS view.

Press RECORD and then select the group you wish to record either by pressing the touch screen or by using the cursor keys and then pressing ENTER.

Naming a Group

When recording a group, if you key in a name before pressing the touch screen (or pressing ENTER) then the group will be named at the same time as it is recorded.

You can name a group at any time by keying in the name, pressing SET, and pressing the touch screen.

If you do not have a keyboard then press SET and select the group to name by pressing the touch screen (or using cursor keys and ENTER). A keyboard window will be displayed for you to enter the name on screen.

Recalling a Group

Once a group has been recorded then pressing the touch screen for the group will make all the heads in the group selected. All other heads will be deselected. Use SHIFT to select multiple groups. There is a Setup option to allow the user to default to selecting multiple groups.

Setting levels for Dimmers

From the keypad you can enter commands such as

1 @ 50 ENTER

1 THRU 4 @ FULL ENTER

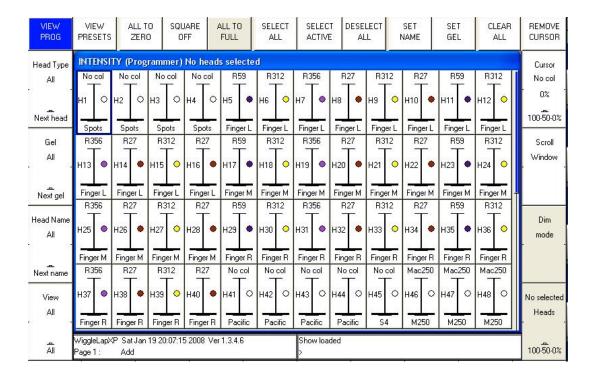
It is also possible to use the Intensity Window by pressing the INT button. This window displays a fader for each dimmer and head patched onto the console. Pressing the slider part of the fader sets the appropriate level. When a fader is moved from 0 the channel in the programmer is activated – and the fader will turn red.

The Window has 2 views, View Prog and View Preset – faders changed in the Prog View affect the intensity levels in the programmer and are recorded into Cues. Faders changed in the Preset View are like traditional "one per channel" preset faders on older lighting consoles – this enables levels on channels to be set without affecting programming. This is equivalent to "Parking" on other consoles.

The SQUARE OFF soft button enables fast programming of intensities. Using the touch panel select the channels you wish to have at full and at zero – but don't bother being exactly accurate with the level of the selection. Pressing SQUARE OFF finishes the job by setting all channels that are less than 50% to 0 whilst setting channels above 50% to full.

Use the ALL TO FULL and ALL TO ZERO buttons to change the level of all the channels.

Press the CLEAR soft button to clear the programmer.



Locating Heads

The first action you are likely to want to do is to locate the heads -i.e. to put them into a starting position. Select the required heads and then press the LOCATE button. Locating a head brings all the attributes for that head into the programmer.

If the heads enable DMX control of the striking of the lamp then you may need to "Lamp On" the head in order to see the beam. Select the heads and then press SHIFT LOCATE. This runs the "Lamp On" macro.

Modifying Attributes

Intelligent heads have several different attributes typically including pan and tilt, colour, gobo and iris. When the MagicQ lighting console patches an intelligent head it maps the head parameters to standard attributes to enable easy access of the features of the head.

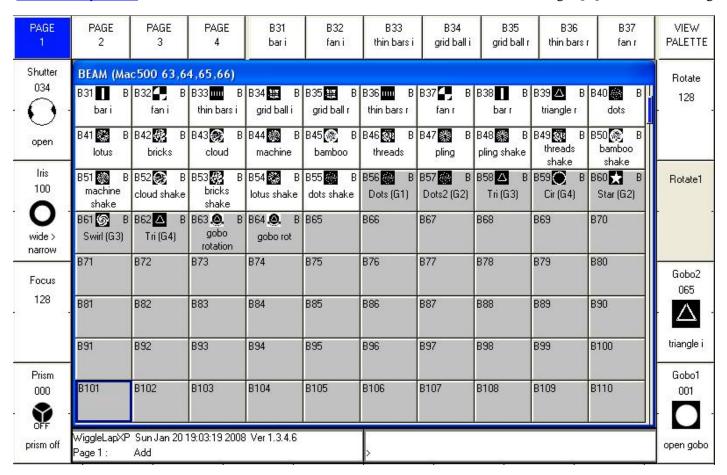
Attributes are categorised into four types – Intensity, Position, Colour and Beam. On the MagicQ there is a window for each of these attribute types. Select the required heads, then open the required window.

You can quickly open all the Palette Windows by holding CTRL and pressing the top soft button marked Palettes – this opens the windows in the layout below.

		Palettes	Prog	Cue Stacks	Outputs								
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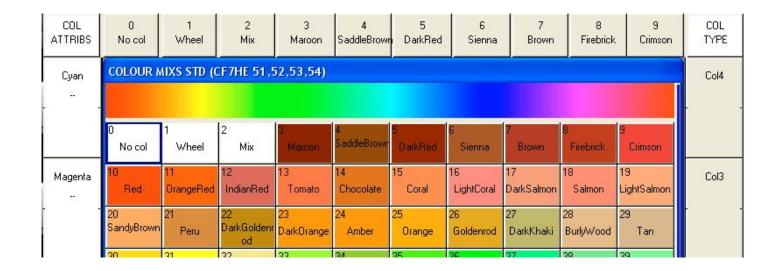
The highlighted window enables controls the soft buttons and rotary encoders. In each of the Windows the X and Y encoders control the most important attributes – Pan and Tilt in Position Window, Col Wheel 1 and Col Wheel 2 in the Colour Window and Gobo Wheel 1 and Gobo Wheel 2 in the Beam Window. In the Beam Window there are more than eight attributes to be controlled – these are accessed using multiple pages of encoders – by pressing the NEXT PAGE soft button.



For indexed attributes such as colour wheels and gobo wheels, the button associated with each encoder can be used to bump the attribute value to the next range. Pressing SHIFT and the button bumps back to the previous range.

In addition the window enables selection of palette values for the attribute type using the touch screen. When heads are recorded the system automatically generates palettes for each attribute type. You can record new palette entries, or modify existing ones as you see fit.

In the Colour Window pressing the COL MIX / COL ATTRIBS button changes to the colour picker. Press COL TYPE to select standard colours, Lee colours, Rosco colours or HIS model.



Recording a Palette

To record a favourite combination of attributes into a palette (e.g. a rotating triangle with a prism on a MAC500), first modify the attributes to the values you wish to record. Then press RECORD and select the palette entry you wish to record. By default only selected heads get recorded into a palette (this can be changed by pressing SHIFT + RECORD and choosing Record options).

To name the palette, key in the name on the external keyboard, then press SET and select the palette entry you wish to name. To use the on screen keyboard, first move the cursor over the palette entry, then press SET and key in the name followed by ENTER.

Adding in FX

To add a FX to some heads, select the heads then from the Group Window or the Prog Window press the ADD FX soft button. Choose the FX to add.

Once you have chosen a FX you are returned to the Prog Window. Use the encoders to modify the parameters of the FX such as the speed, size and spread between heads.

You can add multiple FX to a head, provided that the FX uses different attributes - e.g. you can mix a Pan Sine with a Tilt Sine.

Recording a Cue

To record a look onto a Cue, first set up the look, then press RECORD and press the SELECT button of the Playback to record the Cue onto.

To test the Cue, first clear the programmer by pressing CLEAR then raise the Playback fader or press the Playback flash button.

Note that recording a Cue onto a Playback, generates a Cue Stack with a single Cue. However, as there is only one step, it behaves as though it is just the Cue on the Playback.

To view a recorded Cue, press the SELECT button for the Playback, and then press CUE to open the Cue Window.

To configure options when recording, press SHIFT + RECORD and a toolbar of record options will be displayed. Choose the options you require then press the SELECT button of the Playback as above.



Recording a Cue Stack (Chase or Theatre Stack)

Recording a Cue Stack is the same as recording a Cue - you simply record multiple Cues onto a Playback and you end up with a Cue Stack.

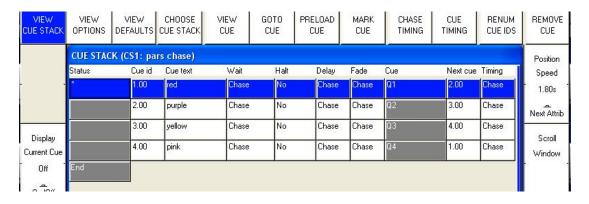
So, for example to record a stack of two looks, the first yellow dots, the second blue triangles:

- Generate the yellow dots look.
- Press RECORD and press the SELECT button of the playback.
- Generate the blue triangles look.
- Press RECORD and press the SELECT button of the playback.

To test the Cue, clear the programmer by pressing CLEAR then raise the Playback fader or press the Playback flash button.

View the Cue Stack by selecting the Playback and pressing CUE STACK to open the Cue Stack Window.

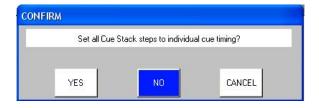
When you record more than one Cue onto a Playback the Cue Stack controls the transition from one Cue to another. In Normal mode by default the Cue Stack operates like a chase - i.e. each Cue is executed in turn, with timing being handled by a Chase Speed for the whole Cue Stack.



In Theatre Modes the default timing is Cue Timing – individual Fade times on each step with GO stepping from one step to the next.

Status	Cue id	Cue text	Wait	Halt	Delay	Fade	Cue	Next cue	Timing
×	1.00		Follow	Yes	0.00s	3.00s	Q14	2.00	Cue
e e	2.00		Follow	Yes	0.00s	3.00s	Q18	3.00	Cue
	3.00		Follow	Yes	0.00s	3.00s	Q19	1.00	Cue

The timing mode can be changed, so that the Cues play back in a theatre style using the ${\rm GO}$ / ${\rm STOP}$ buttons. Select the VIEW OPTIONS view and press the CUE TIMING and CHASE TIMING soft buttons to modify the timing mode.



Saving your show

The MagicQ PC utilises the hard disk to enable storage of a virtually infinite number of shows. When you are programming a show the show is stored in memory. In order to store your show on the disk you need to press the SAVE SHOW soft button in the Setup Window.

Whilst programming, you should regularly save your show, so that if the unexpected happens and the power fails your show data is not lost. You can chose any filename - MagicQ PC will automatically set the file extension to .shw.

By default, MagicQ PC periodically saves a backup of your show to disk. It uses the same show name but with the file extension .sbk.

It is a good idea to save your show to different file names so that you have various points you can back-track to if things go wrong. For example, save the show as myshow-patch.shw after you have patched and then as myshow-final.shw after you have finished programming.

When you shut down MagicQ PC through the QUIT soft button in the Setup Window, MagicQ PC automatically saves a backup copy of your show with a .sbk extension. When you subsequently restart MagicQ PC this file will be reloaded. This ensures that MagicQ PC starts up as it was when the QUIT soft button was pressed.

Playing back your show

Now you have Cues and Cue Stacks recorded you can play back your show using the Playback faders and buttons. You can control how each Cue Stack is played back using the Cue Stack options – for example you can set the fader to control LTP fades or FX size and speed.

Make sure the master faders are raised!

Remember if you get stuck at any point, just press the HELP button!

Troubleshooting

No outputs

Check whether MagicQ PC is operating correctly by opening the Outputs Window and looking at the channel data. If channels are not at their correct levels then check:

- Are the Grand Master and Playback Master (Sub Master) faders up?
- Are Playback faders raised?
- Is there channel data recorded in the Cues on the playbacks?
- Is BLIND mode on?
- Are heads and dimmers patched to the correct universe?

If the Outputs Window shows correct values then check the Outputs are configured and enabled correctly in the View DMX I/O view of the Setup Window. Check:

- Outputs are configured correctly
- Outputs are enabled

If you are using an Ethernet converter box check that it is receiving data correctly.

- TCP/IP address and sub net mask are configured correctly (Setup View, Settings). Typically IP address should be 2.9.200.1 and sub net mask should be 255.0.0.0.
- Ethernet box is powered up and connected to MagicQ PC correctly
- Ethernet box is configured correctly (typically uses ArtNet Universe 0-0)

MagicQ Wing not responding

Check the LEDs on the rear (side on MiniWing) of the Wing. If the Power LED is not lit, then check the power supply. MagicQ Wings require 12V DC at between 1 to 2 Amps.

When connected correctly to the PC the yellow TX and RX LEDs on the rear flash every few seconds. If this is not occurring, remove and replace the power to the Wing.

Windows should show the Wing detected as a "ChamSys Wing" in Windows, System, Device Manager. If Windows does not detect the Wing at all then there may be a problem with the USB cable, or the USB connector on the PC or Wing.

If Windows detects the device as an "unknown device" or as a "FTDI device" then an incorrect driver has been loaded. Remove the driver and force Windows to use the driver from the MagicQ CD / ChamSys web site.

MagicQ PC software not responding

Is the time changing in the status window? If the time is not changing then a reset is required. Use CTRL, ALT, DEL to shut down MagicQ PC. If the time is changing then the software is running fine. Check

- Master faders up
- Correct playback pages selected

- Playback has a Cue stored on it
- The desk is not locked (CTRL top left soft button)
- Is button test mode on? (hold top left SHIFT button and press top right SHIFT button)

Are all the Select buttons on the Wing flashing blue? This indicates that the Wing panel is not communicating with the main processor board. Try removing and reapplying the power to the MagicQ Wing.

Strange key presses, unexpected window changes

Enter board test mode to determine the cause of the fault (hold top left SHIFT button and press top right SHIFT button)

Check a button has not become stuck down Check nothing is accidentally leaning on the keyboard or other buttons

Exit button test mode (hold top left SHIFT button and press top right SHIFT button)

Backup Archives

By default MagicQ PC stores an archive of the show files for every quarter of an hour of the day, and for every day of the week. This enables the user to revert to a previous copy of their show.

Archive files are only made when MagicQ PC auto saves – so if auto saves are disabled then no archive files will be generated. If MagicQ PC is set to "auto save on changes" then archive files will only be stored when changes are made. To revert to an archived file press SHIFT and LOAD SHOW in the Setup Window.

Archive files are stored in a special directory that should not be modified by the user. When the user re-loads an archived backup file, the backup file is restored into the standard show directory.

Archive files have the name "backup0530.sbk" to indicate the show file that was recorded just before 5.30am. Daily files are also stored – "backupfri.sbk" indicates the show file that was recorded at the start of Friday. Archive files are overwritten every 24 hours, except for the daily files which are overwritten every 7 days.

Reporting problems

MagicQ stores diagnostic information about keys pressed, strange events and resets in log files. If you notice a problem then please send us the show file and the log file for the time the problem occurred and we will investigate and fix the problem in the next version of software.

Log files are stored in the log folder and are named according to the time and date the session was started – a new log file is started each time MagicQ PC re-starts. The time and date of the file is the time that the session ended.

Please email the log files and show files to support@chamsys.co.uk.

Upgrading MagicQ PC software

To upgrade MagicQ PC software first remove the old software (Control Panel, Add/Remove Programs). Then install the new software. Your show files will not be affected by the upgrade.