

## DMXcat Tips and Tricks

Tip #	Question	Answer
Tip 1: 	<b>How do I connect to a fixture without internet access?</b>	When you “Favorite” a fixture in your DMXcat app, it saves that fixture’s personalities to your smartphone. Once your preferred fixture is a “Favorite”, fixtures are not only easier to access, they also become available to you even when you cannot access the internet. (See image above.)
Tip 2:	<b>How do I reconnect to my DMXcat?</b>	Simply click the chain link icon, which is in the lower left corner of the main screen, to start up a new connection; no need to go into your app’s settings.
Tip 3:	<b>How do I add a fixture to the fixture database?</b>	Use the “Report Problem” option in the settings menu to contact our support and development team with the fixture you’d like to add.
Tip 4: 	<b>How do I delete a preset from the DMX Controller app?</b>	Simply swipe it left and press “Remove”.
Tip 5:	<b>Why does my fixture move when connected to DMXcat?</b>	The fixture database in the Fixture Controller app has default values for every attribute of each fixture, such as pan and tilt at 50%, which will cause your fixture to move once connected. If you want your fixture to remain static, you can turn off this default setting in the main settings menu through “Load Default Values”. Once off, every attribute will load at 0%. If you find a default value that needs to be updated, please submit it with the contact option in the menu.
Tip 6: 	<b>How do I set my moving light to the home position?</b>	Use the 3-dot menu in the Fixture Controller app to reset all the DMX values for your moving light to their default home positions. This menu also offers easy access to your fixture’s user’s manual and a contact option to send corrections and feedback to City Theatrical.

**Tip 7:**



**Which DMXcat app will help diagnose issues with fixtures in a DMX line?**

The **Analyze DMX** function in the **DMX Tester app** can give you valuable information about the data coming from your lighting controller that can help diagnose the problem. The three sections that are of the most immediate help are “Number of Slots”, “Update Rate”, and “Received Start Codes”.

1. The “**Number of Slots**” tells you how many DMX values the lighting controller is sending from a maximum of 512. This can help you determine how many unique devices your controller can address.

2. The “**Update Rate**” is helpful for identifying why fixtures might be misbehaving. The maximum speed is typically 44Hz (it can be faster if fewer than 512 slots are being sent.) If a fixture periodically flashes, or goes out and comes back, then it may not be able to keep up with the full specifications of DMX.

3. In the “**Received Start Codes**” you will usually only see two possible values: 0x00 (for a regular DMX packet) and 0xCC (when RDM traffic is present). If any other values are present, then there is likely a bad connection or broken cable in the DMX line somewhere. There are some lighting manufacturers that use other start codes for their equipment but running across these is rare.

If you have problems with a fixture flashing every few seconds, it may not be responding appropriately to RDM on the DMX line. Make sure that RDM is off at all consoles, gateways, and wireless receivers until the 0xCC doesn't show up in a new scan.

**Tip 8:**



**How do I test individual fixtures in the DMX Tester app?**

You can test individual fixtures with DMXcat by setting the **Transmit Speed Preset** to “**Max**” in the **Transmit DMX** screen of the **DMX Tester app**. This will send DMX at the fastest rate the DMX512 specification allows. If the fixture misbehaves, slow the speed down until you get consistent control. Most lighting consoles and DMX gateways can have their DMX speeds adjusted. Slowing down the DMX rate rarely affects any output on stage.

Sometimes turning on the “**Hold Last Look**” feature of the lighting fixture can compensate for the issue. If you need additional help using DMXcat to diagnose problems in your system, please use the “**Report Problem**” button in the app's settings screen to send an email, or call 800-230-9497.

**Tip 9:**

**Do you use DMXcat on your Amazon Fire?**



The Amazon App Store requires a connection to the internet every 30 days or it will block apps with the message "License Expired". If you receive this message, please connect the Fire tablet to the internet and open the DMXcat app. (Available for download [here](#).)

**Tip 10:**

**Need to organize your RDM devices?**



Most fixtures will let you assign a custom label that will be displayed in the RDM list. You can also sort your RDM devices by Manufacturer, Model, Label, or DMX Address by clicking the 3-dot menu in the upper right of the RDM Controller.

**Tip 11:**

**Need to identify which fixture you are setting up with RDM?**



Most RDM fixtures will flash the intensity attribute or their displays when they get an RDM Identify command. You can use the Identify button on the main RDM Controller screen, or use the light bulb icon in the upper right, when already configuring RDM for a specific fixture.

**Tip 12:**

**Android Users: How can I see my DMXcat in the app's device list?**

The Android ecosystem recently moved some of the discovery features of the BLE protocol to "Location Services" in phone settings. If you are discovering a device for the first time, enable this feature for the DMXcat to show up in the app device list. Once the connection has been made, then "Location Services" can be turned back off, as they will not be needed again for subsequent connections to that DMXcat.

**Tip 13:**

**Do I really need a terminator on my DMX line?**

If you have several fixtures in a DMX chain and experience intermittent issues, especially if all the RDM capable devices in the chain are not being discovered, make sure the end of the DMX chain is properly terminated. RDM requires two-way communication, making it susceptible to corruption by data reflections. Reach out to us using the "Report Problem" link in the DMXcat app if you have questions about RDM.

**Tip 14:**

**Not sure if DMX is getting to your fixtures?**

You can use your DMXcat dongle to check for a DMX signal without even opening the smartphone

app. When your DMXcat is turned on and plugged into a DMX line, the power light with flash rapidly if data is present.

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**Tip 15:**                    **How can I get my DMXcat app to work again if there is an “update error” or problem sending / receiving DMX and RDM after I update my app on an Android device?**

There is an occasional conflict between the Bluetooth stack updates that have been implemented in the DMXcat app and the information about the DMXcat dongle that is stored in Android’s Bluetooth Cache. By connecting and forgetting the DMXcat in Android Bluetooth settings followed by a device reboot the cached information is reset.

Steps to resolve:

- Force-close the DMXcat app and turn off the DMXcat dongle
- Turn the DMXcat back on and go into your phone Bluetooth settings.
- If the DMXcat does not show up in your paired devices then click Pair New Device and when the DMXcat shows up connect to it.
- When it is connected go to the pairing settings and click “Forget”
- Restart your phone
- Connect and if it still won’t output try going into settings > DMXcat Update and clicking the 3 dots to do a Force Master Update, followed by a Force Slave Update.

**Tip 16:**                    **How do I use the new Multi Fixture control features?**



First make sure all of your fixture personalities are in your Fixture Controller Favorites list, then click on the Multi Fixture Link. You can then click the "+" icon to start adding fixtures and groups to your setup. Once you have selected the personality you would like to patch you are presented with the fixture setup screen. Click on this [Getting Started with Multi Fixture](#) PDF or visit the [DMXcat Quick Start Guide FAQ](#) to learn more.

**Tip 17:**                    **Want to control every third or fourth channel of an entire universe using your DMXcat?**

Use the personality editor to create a 3- or 4-channel fixture. Using the Multi Fixture Controller ([Getting Started with Multi Fixture](#) PDF), you can setup that fixture to fill a universe. Add it to a group



and then when you control the group you will have simultaneous control of every third or fourth channel.

**Tip 18:**



**When you turn your DMXcat on and try to connect to your dongle, does it continually show that it is updating?**

To get your DMXcat out of an "updating loop", **simply make sure your flashlight button is off.** You'll know this is your issue if your DMXcat goes through an entire 100% update, reboots, and then starts a new reboot cycle. This occurs if your flashlight button is stuck in, in the "on" position. The flashlight button works in conjunction with the power button, such that when it is held in when it is turned on, it automatically enters boot load mode. Simply rotate the button to make sure it clicks back out, and you'll get out of the loop.

**Tip 19:**

**Looking for a quick way to find your favorite fixture in your DMXcat® app?**

Here are the step-by-step instructions to search DMXcat's Fixture Controller fixture database:

1. Open your DMXcat smartphone app and connect to your dongle. Make sure your app is up to date.
2. Click on the "Fixture Controller" app.
3. Click "Database" on the bottom right.
4. Click the Magnifying Glass icon at the top right of the screen, rather than using the dropdown filters for manufacturer, personality, etc.
5. Search by the name of your desired fixture.
6. Select your specified fixture from the results.
7. Select your preferred personality from the dropdown menu at the bottom of the screen, and you're in control.

**Need more help?**

To get a fixture added or corrected in the Fixture Controller database (ref: Tip 19), email: [dmxcatdbreport@citytheatrical.com](mailto:dmxcatdbreport@citytheatrical.com)

To report general DMXcat support issues, email: [dmxcatreport@citytheatrical.com](mailto:dmxcatreport@citytheatrical.com)

For general Technical Support, email: [support@citytheatrical.com](mailto:support@citytheatrical.com) (also accessible via your DMXcat app under Settings>Gear>Report an issue)