

## DMXcat Common Technical Support Questions

### Crashes

Update your app to the latest version through the PlayStore or Apple App Store.

If it still crashes, please go to the settings and enable the debug logging.

After the app has crashed, when you open it up again, it will ask you to send City Theatrical a report.

The report will help us understand the reason for the crashes.

### Doesn't Support BT LE

Please go to the settings of your iPhone, select the DMXcat app, and allow access to the Bluetooth hardware.

### Fixture Profiles

You can create custom personalities with the personalities editor. You can either start from scratch (Fixture Controller -> 3 dots menu -> Personality editor) or modify an existing one (save it as a favorite -> load it -> 3 dots menu -> personality editor).

### Pairing Issues / Bluetooth

The first thing to do is to make sure that your DMXcat dongle is not paired with your phone. Open your phone's Bluetooth settings and remove the pairing to your DMXcat if it is paired. The next thing to do would be to make sure that the app has access to location. To do that, open your phone settings and go to the apps menu. Find the DMXcat app, open the permissions screen, and deny access to location. Once you open the app again, it will ask you to allow access to location. Go to the settings screen and tap on "Connect to device..." If your DMXcat dongle is powered up and in range, it should show up in the list of devices ready to connect.

### Sharing Setup Via DMXcat

Yes, it is possible, but currently, due to some Android restrictions, it is a bit convoluted if you (or the person you're sharing it with) have a phone running Android 10 or later.

You would need a file explorer capable of opening system directories like CX File Explorer.

Once you have that, you will find the Multi Fixture Setup files in the  
Android/data/com.citytheatrical.DMXcat/diles/Documents/City Theatrical/DMXcat/dmx patches/ folder.

You can transfer the files with your favorite file transfer method to another phone, and then copy the files in the same path on the other phone and the setups will appear in the list of saved setups in the application.

In the case of iOS devices, you can use the Files applications that come standard with iOS devices and you can browse into the DMXcat folder to find the same files.

### DMX Connection

If iOS

If the device is paired in phone settings, forget the device.

Make sure Bluetooth is allowed for the DMXcat app

Make sure the device has location & file permissions turned on

If Android

If paired in phone settings, forget the device.

Deny all permissions to the DMXcat app, run the app, and allow them when asked

---

If none of the above works, delete and reinstall the app.

If you are trying to use a Fire Tablet or a device that requires an Amazon Store download we do not support it and we recommend using a different device.