

Fix your device when it is stuck in Stand Alone mode and could not establish the software communication.

It is possible to have problem to detect the interface by the software if you write in the device memory with an old show with an old software or the wrong software version. Your device is well detected by the system (windows device manager), but the software cannot open and communicate with the interface.

In this case the interface switch into Stand Alone mode but cannot return into PC mode as soon as it run the Stand Alone mode.

The interface is stuck in a stand alone loop and cannot exit from this loop.

Don't worry and don't panic, you can easily fix this problem. Just follow the instructions bellow.

It just need to be connected with the software BEFORE the device switch into Stand Alone mode.

First check the led and indicators of the device when it is power on:

Device with display

When working properly: The display indicates « ON » when connected to the computer, then it shows « SA » and « 00 » (or a scene number).

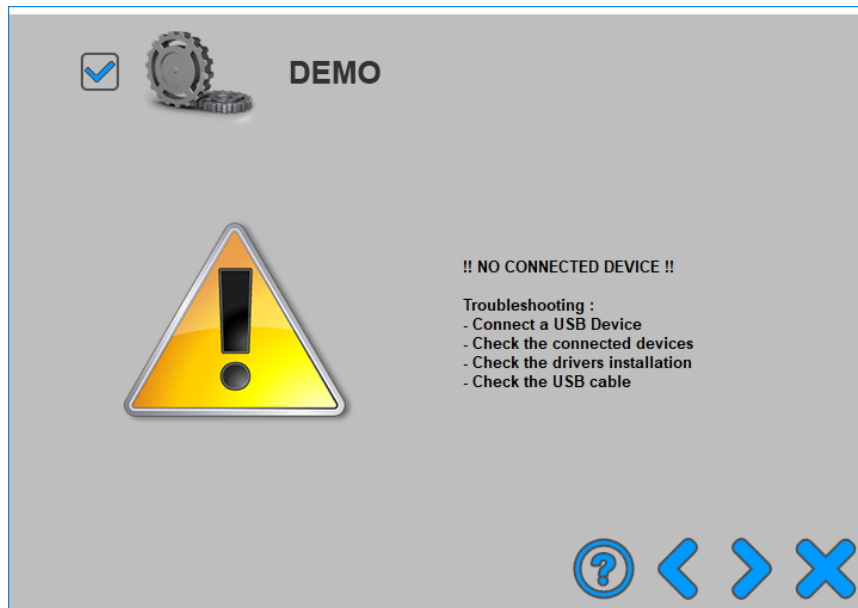
When you start the software and the interface is well detected then you should see « PC ».

But if you can't detect the interface when you start the software (device not detected) then just follow instructions below :

Device without display

When working properly: the green LED (USB) is ON when the interface is connected. If the green led start to flash fast after 4s, that means the interface switch into stand alone mode.

But if you can't detect the interface when you start the software then just follow instructions below :

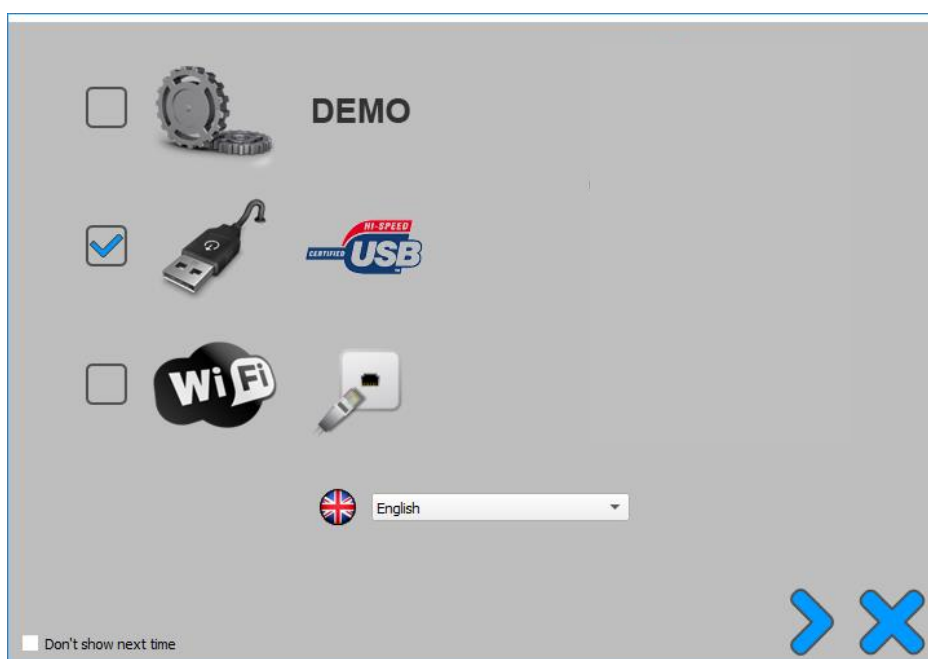


Recover device Instructions :

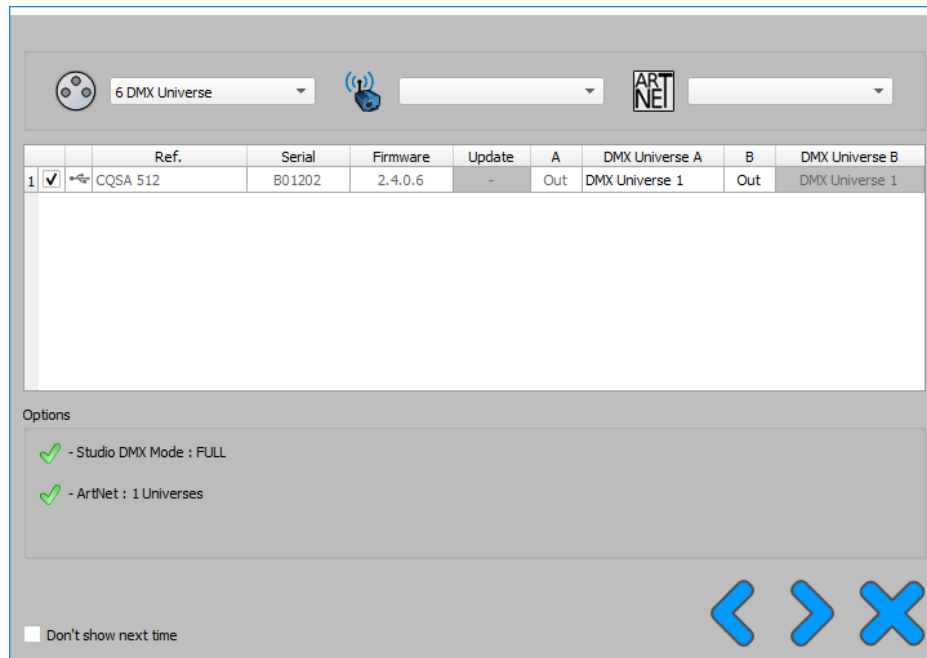
This recovery process must be done very fast and under 5s time.

So it's important to do all actions quickly (before the interface turn in stand alone (4 to 5s)).

- 1) Create a small show with one scene (in demo mode) and close the software after saving the show. (optional)
- 2) Unplug the interface.
- 3) Start the software and wait with the software at the 1st page of the wizard with USB device selected (this can save few seconds).

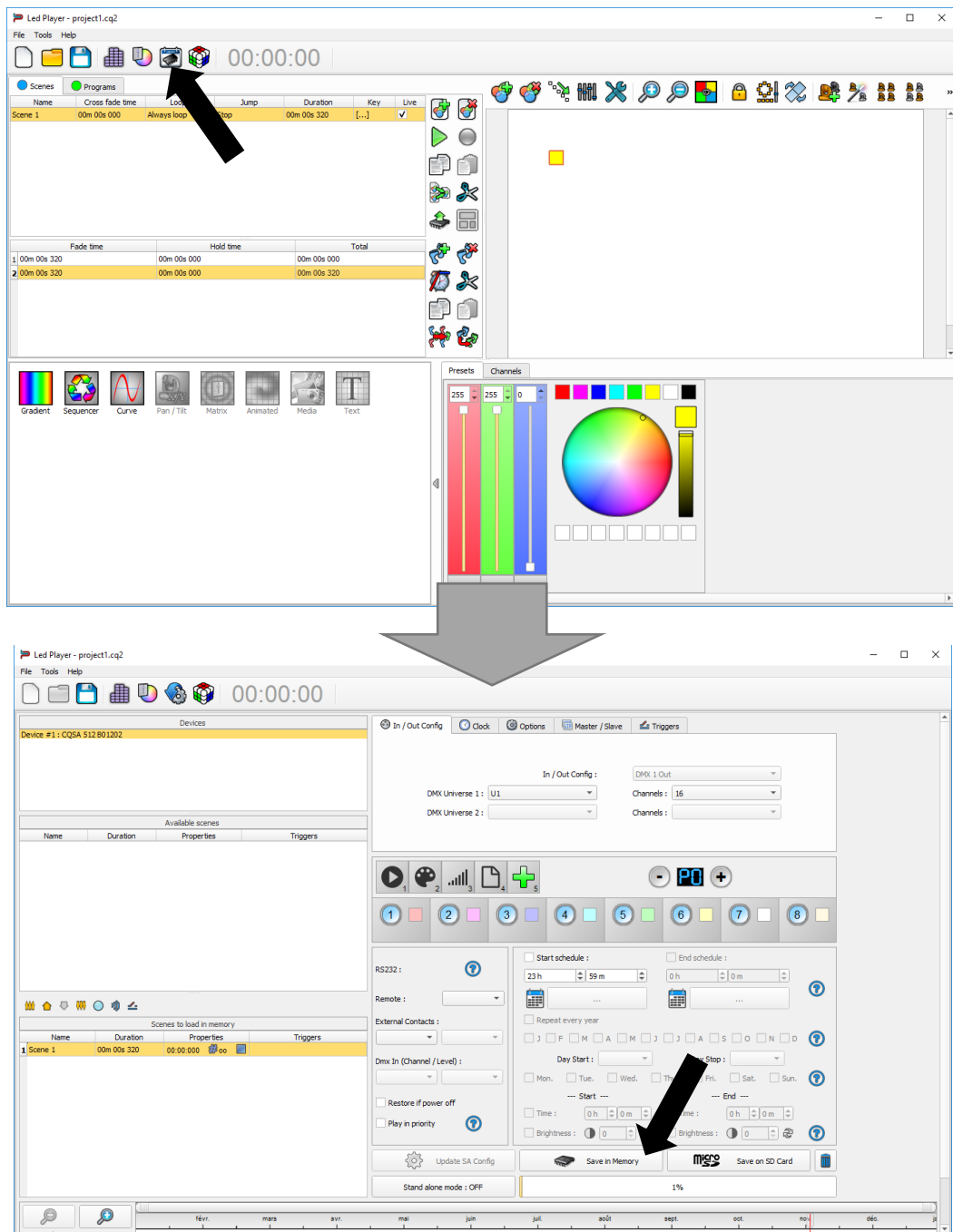


- 4) Plug the interface and start IMMEDIATELY the software quickly. Just confirm quickly all the steps of the wizard.
You should see the interface well detected and listed in the wizard.



Don't wait more than 4s between each steps of the wizard or the interface will move into Stand Alone mode and be stuck again.
If you wait too long, then you need to restart the recovery process from its beginning.

5) Open the software and write quickly the small show in memory.



Write a new scene will clean the memory and wont allow the infinite loop to come again.

Now the problem is fixed the interface will leave the stand alone mode automatically when the software is opened.

Make sure your interface firmware and software are well updated after all.