

ChamSys

MagicQ Quick Start Manual

Care of your console

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

- q Keep liquids away from the console. Drinks spilt over a console may cause irreparable damage.
- q Keep the console out of direct sunlight – place the console in the shade. Excess heat from the sun may cause damage to the touch screens and to the plastic bezel.
- 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 block the ventilation grills on the rear panel and underneath the console.
- q Do not use the console outside its operating temperature range.
- q Handle the console with care when moving or transporting it. The console contains components that may be damaged by shock such as a hard drive. 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 touch-screen and panels.

Safety Information

- q Do not open the front, rear or lower panels of the console unless you have electrical expertise. The console contains components with voltages that may shock.
- q Do not use the console 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 console then remove power immediately, and seek advice from your authorised service representative.
- q When transporting the console ensure that there are sufficient people to carry the console.

Quick Start Guide to using MagicQ consoles

Introduction

This document is intended to enable you to get up and running with MagicQ consoles. It is designed to introduce the layout of the console 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 the console. The manual is available from ChamSys website at www.chamsys.co.uk. The manual is also available on the console - simply press the Help button and use hyperlinks to navigate to the topic you are interested in.

MagicQ software is being continually improved – please use the information in this manual as a guide only – detailed information on new features and changes are available in the software changes logs on our web site.

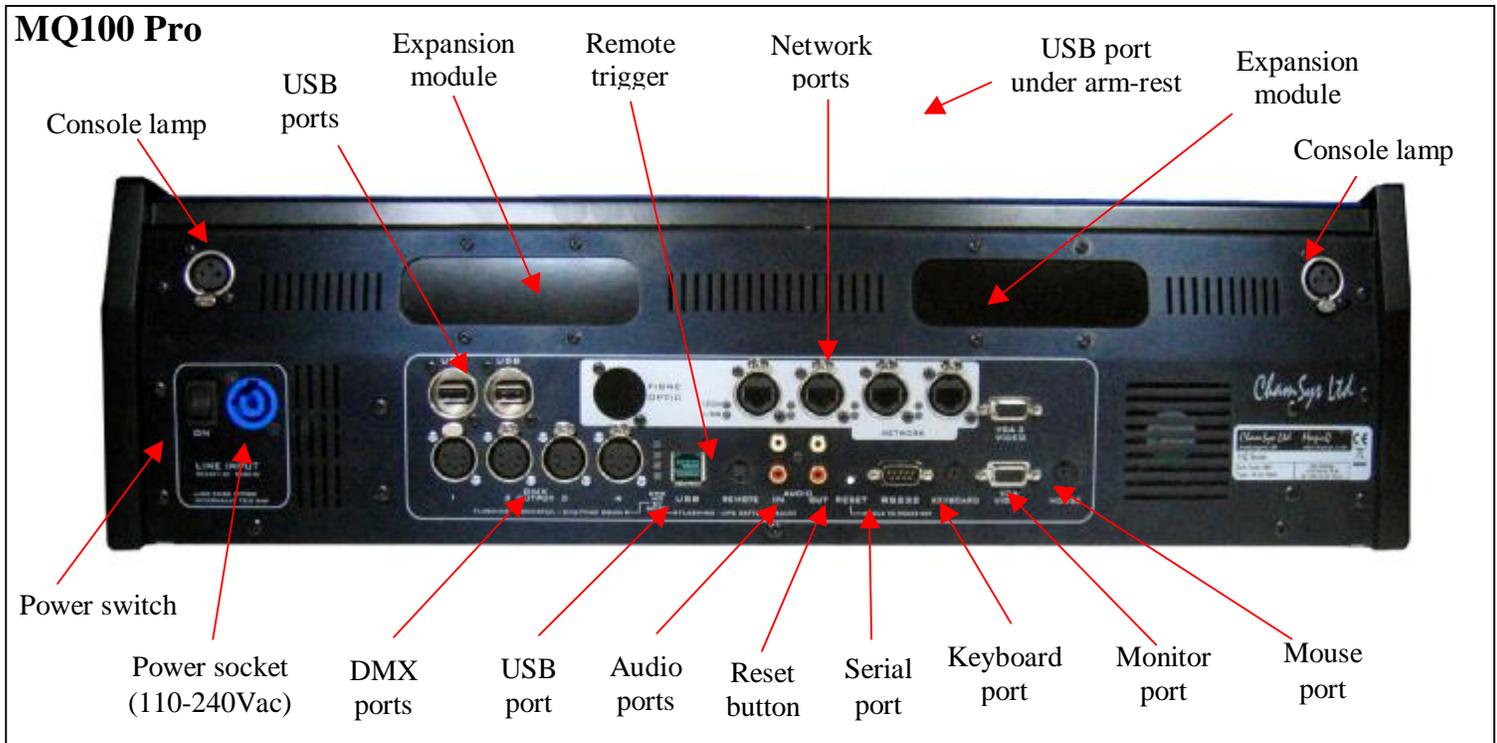
MagicQ Consoles

The MagicQ range of consoles includes the MagicQ MQ100 Pro, MagicQ MQ200 Pro, MagicQ MQ300 Pro, Magic MQ100 Xpert and the MagicQ MQ50. All the consoles run the same operating system and MagicQ software – they just vary in styling, number of faders and buttons, and choice of internal or external screen.

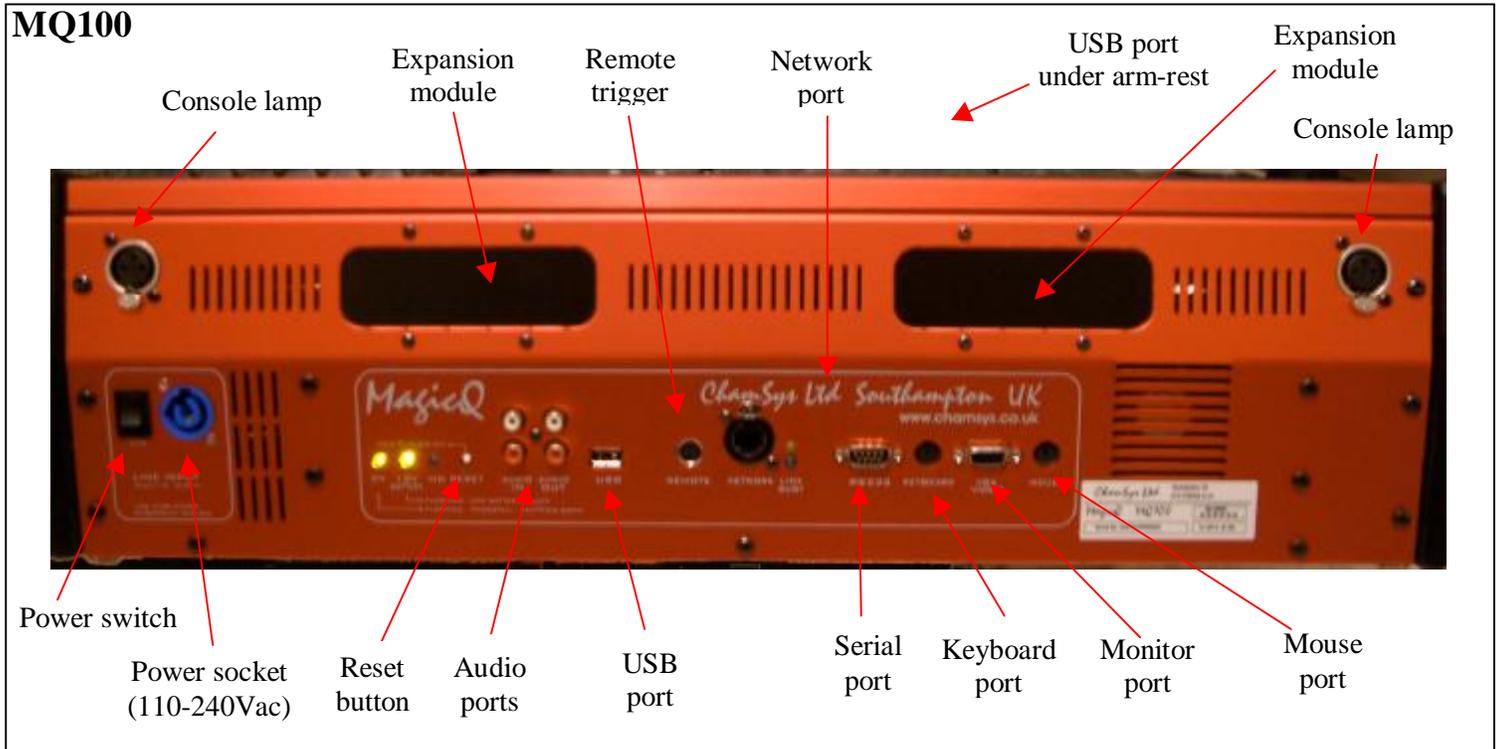
Connections

The picture below shows the connections on a MQ100 Pro console. The MQ200 Pro and MQ300 Pro have the same connectors with the addition of extra console lamp sockets.

The expansion module slots can be fitted with MagicQ expansion modules such as the twin DMX512 output module, and other future expansion modules.



The original MQ100 (MQ100 Xpert) has the following connections.



The rear panel of the MQ50 is similar but with a slightly different layout of the connectors. The MQ50 power connector is an IEC connector.

Plugging up

- Connect the power lead to the power socket labelled LINE INPUT.
- Put the console lamps into the console lamp sockets
- Connect the keyboard to the socket on the back panel marked KEYBOARD

It is not necessary to connect the mouse. The mouse is only required if the touch screen becomes damaged.

DMX connections

The MagicQ Pro series of consoles have 4 direct DMX outputs on the rear of the panel so you can connect your DMX cables direct to the console.

Alternatively you can use Ethernet and an external Ethernet to DMX converter box such as the ChamSys 3 Universe Ethernet to DMX converter. Connect the DMX converter to the console Network port via the network cable provided. When making a direct connection in this way an "inverted" network cable must be used.

To connect multiple Ethernet to DMX converters to the console, use a network hub or network router using standard network cables.

Powering up

To power up the console press the power switch on the back panel. On the MQ50 press the red button in the top right of the front panel. The blue LEDs on the ten S buttons will light up in turn. After a few seconds the screen will come to life and you will see the operating system quickly performing self tests. Once the self tests are completed the MagicQ application is started.

Powering down

To power down the console it is necessary to quit the MagicQ application. The console operating system then performs an automatic shutdown and turns itself off when complete. To quit the MagicQ application, press the SETUP button and then the QUIT soft button. When asked for confirmation, press the YES.



Note that just removing the power cord to the console will not have the desired effect since the internal UPS continues to provide power.

If for some reason you are unable to power off the console then you may need to reset it as below.

Resetting the console

Under rare circumstance it may be necessary to reset the console.

To reset the console, press SETUP to go to the Setup Window and press SHIFT and QUIT. This performs an immediate soft reset of the console - the MagicQ application will be running the show again within about 2-3 seconds.

If for some reason the console does not respond to button presses then try pressing CTRL BREAK on the external keyboard (hold CTRL whilst pressing BREAK).

If this has no effect then a hard reset may be required. Hard resets should be avoided as they bypass the operating system shutdown procedures and may cause problems with the file system. To perform a hard reset, press and hold the reset button on the back panel for 5 seconds.

To force the console to power off completely, press and hold the reset button on the back panel until it powers off (approximately 10 seconds.)

Console Layout

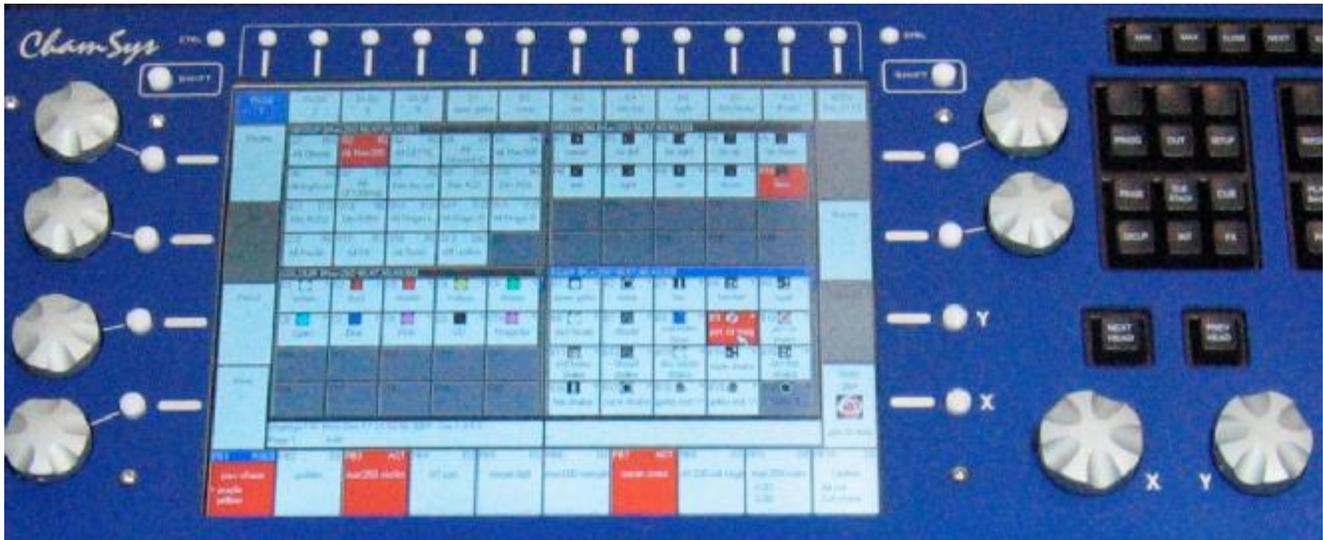
All MagicQ consoles are very similar - they differ only in the number of playback faders. The programming interface is consistent across the entire range of consoles.



Touch Screen & Encoders

There are 24 buttons and 8 rotary encoders placed around the touch screen.

The buttons are referred to as soft buttons since their function changes according to the active window on the touch screen. The current function of a soft button is displayed on the touch screen adjacent to the button. To select the function you can either press the screen or the soft button itself.



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 touch screen there are SHIFT and CTRL buttons. Pressing these buttons selects alternate functions for the soft buttons and encoders.



Windows

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.

GROUP (Mac500 63,64,65,66)										
G1 (45)	G2 (5)	G3 (4)	G4 (8)	G5 (4)	G6 (4)	G7 (3)	G8 (9)	G9 (12)	G10 (6)	
All Dimmer	All Mac250	All CF7HE	All SBeamPC	All Mac500	All StgScan	All CF1200HE	Dim No col	Dim R27	Dim R59	
G11 (12)	G12 (6)	G13 (12)	G14 (12)	G15 (12)	G16 (4)	G17 (1)	G18 (4)	G19 (36)	G20	
Dim R312	Dim R356	All Finger L	All Finger M	All Finger R	All Pacific	All S4	All Spots	All Ledion		
G21	G22	G23	G24	G25	G26	G27	G28	G29	G30	
G31	G32	G33	G34	G35	G36	G37	G38	G39	G40	

PATCH										
Head type	DMX	Hd no	Name	Gel	P Inv	T Inv	Swap	Merge	From	
Generic Dimmer	1-001 (000000001)	001	Spots	No col				Norm		
Generic Dimmer	1-002 (000000010)	002	Spots	No col				Norm		
Generic Dimmer	1-003 (000000011)	003	Spots	No col				Norm		
Generic Dimmer	1-004 (000000100)	004	Spots	No col				Norm		
Generic Dimmer	1-005 (000000101)	005	Finger L	R59 Indigo				Norm		
Generic Dimmer	1-006 (000000110)	006	Finger L	R312 Canary				Norm		
Generic Dimmer	1-007 (000000111)	007	Finger L	R356 Middle Lavendr				Norm		
Generic Dimmer	1-008 (000001000)	008	Finger L	R27 Medium Red				Norm		
Generic Dimmer	1-009 (000001001)	009	Finger L	R312 Canary				Norm		

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

- By pressing the touch screen over the appropriate part of the window
- By moving the cursor to the appropriate position and pressing the ENTER button.
- 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 in the Editor area of the console or via the cursor keys on the keyboard. 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.



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.



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.

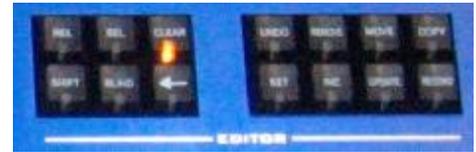
The other buttons control the selection mode; LOCATE, HIGHLIGHT, FAN, SINGLE, ODD/EVEN, and ALL.



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

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, 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 the console

After powering up 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.

The console remembers all windows that were open when the console was last used. To close all windows press SHIFT and CLOSE.

Press SETUP to open the Setup Window.

VIEW SETTINGS	VIEW SYSTEM	VIEW DMX I/O	FILE MANAGER	SAVE SHOW	BACKUP TO USB	SAVE SETTINGS	IMPORT SETTINGS	LOAD SHOW	NEW SHOW	CAL TOUCH	QUIT	
Play Mode Normal	SETUP (show/capture.shw)											
Safe/Normal	Mode	Prog	Keypad Encoders	Windows	Cue Storage	Play Back	Network	Ports	MIDI Timecode	Multi Console	Hardware	All
Prog Mode Custom	Parameter		Setting									
Set Mode	Product type		MQ100+									
	Country		UK									
	Disable programming		No									
	Disable modifications		No									
	Disable test mode		No									
	Disable macros		No									
	Auto backup		On changes									
	Keep a backup archive		Yes									
	Show file path (defaults show)		show									
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Page 1 : Add >												

Calibrating the touch screen

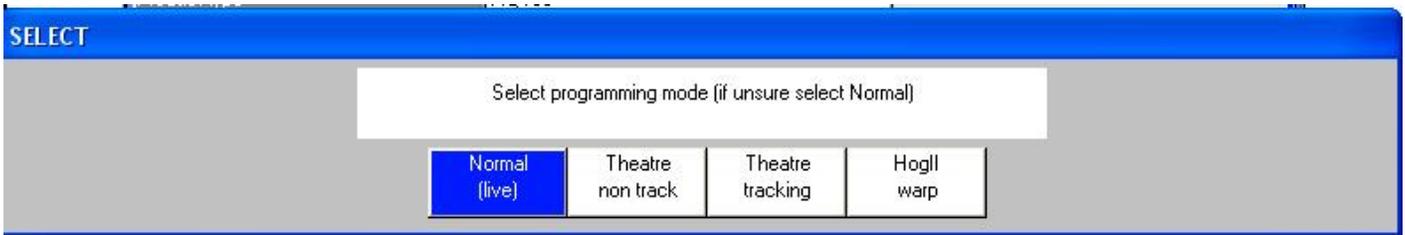
If the touch screen does not seem to be responding to your touch correctly then you may need to calibrate the touch screen.

Press the SETUP button to open the Setup Window. Press the CAL TOUCH soft button. When asked for confirmation press 1 on the keypad or press the CAL TOUCH soft button again.

Calibration works by finding the bottom left and top right corners of the screen. First press the bottom left of the touch screen and then the top right. You may wish to use a fine but blunt object.

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 Console Outputs

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

VIEW SETTINGS	VIEW SYSTEM	VIEW DMX I/O		SET UNIVERSES		ZONE	TAKE CONTROL	RELEASE CONTROL	GRAB SHOW	RESET VISUAL	QUIT
Play Mode	SETUP (show/capture.sbk)										
Normal	Uni	Status	Out Type	Out Uni	In Type	In Uni	Visualiser	Hot takeover	Test	Copy	
	1	Disabled	ArtNet	Art 0	ArtNet	Art 0	None	No	No	No	
	2	Disabled	ArtNet	Art 1	ArtNet	Art 6	None	No	No	No	
Safe/Normal	3	Disabled	ArtNet	Art 2	ArtNet	Art 7	None	No	No	No	
	4	Disabled	ArtNet	Art 3	ArtNet	Art 4	None	No	No	No	
Prog Mode	5	Disabled	ArtNet	Art 4	ArtNet	Art 3	None	No	No	No	Scroll Window
Custom	6	Disabled	ArtNet	Art 5	ArtNet	Art 5	None	No	No	No	
	7	Disabled	ArtNet	Art 6	ArtNet	Art 6	None	No	No	No	
	8	Disabled	ArtNet	Art 7	ArtNet	Art 7	None	No	No	No	
Set Mode	9	Disabled	ArtNet	Art 8	ArtNet	Art 8	None	No	No	No	
	10	Disabled	ArtNet	Art 9	ArtNet	Art 9	None	No	No	No	
	11	Disabled	ArtNet	Art 10	ArtNet	Art 10	None	No	No	No	
	12	Disabled	ArtNet	Art 11	ArtNet	Art 11	None	No	No	No	
	13	Disabled	ArtNet	Art 12	ArtNet	Art 12	None	No	No	No	
	14	Disabled	ArtNet	Art 13	ArtNet	Art 13	None	No	No	No	
	15	Disabled	ArtNet	Art 14	ArtNet	Art 14	None	No	No	No	
	16	Disabled	ArtNet	Art 0	ArtNet	Art 0	None	No	No	No	
	17	Disabled	ArtNet	Art 1	ArtNet	Art 1	None	No	No	No	
	18	Disabled	ArtNet	Art 2	ArtNet	Art 2	None	No	No	No	
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Using Direct DMX Outputs

The MagicQ Pro consoles and MagicQ Xpert consoles have DMX outputs directly on the rear panel. Older MagicQ consoles can be upgraded to have DMX on the rear panel via expansion modules.

From MagicQ software version 1.3.4.5 the four DMX outputs on the rear panel automatically output universes 1 to 4 unless they are configured otherwise. The DMX will be output regardless of the “Status” enabled or disabled in the Setup window. On Pro consoles there is a green LED on the rear panel that indicates when DMX is being output.

If you wish to choose alternative universes to be output to the four DMX outputs on the rear panel, or you have software prior to version 1.3.4.5 then you will need to configure the outputs manually. For each of the Universes you wish to output on the rear panel, select Out Type as “MagicQ Direct” and Port 1, Port 2, Port 3 and Port 4.

On Software prior to version 1.3.5.0 select “Cham USB” instead of “MagicQ Direct” and select “Out Uni” to “Mod 1 Port 1”, “Mod 1 Port 2”, “Mod 1 Port 3”, “Mod 1 Port 4” respectively. Enable the Universes.

SETUP (show/robedemo.sbk) last saved 55 mins ago									
Uni	Status	Out Type	Out Uni	In Type	In Uni	Visualiser	Hot takeover	Test	Copy
1	Enabled	MQ Direct	Port 1	ArtNet	Art 0	None	No	No	No
2	Enabled	MQ Direct	Port 2	ArtNet	Art 1	None	No	No	No
3	Enabled	MQ Direct	Port 3	ArtNet	Art 2	None	No	No	No
4	Enabled	MQ Direct	Port 4	ArtNet	Art 3	None	No	No	No
5	Disabled	ArtNet	Art 4	ArtNet	Art 4	None	No	No	No
6	Disabled	ArtNet	Art 5	ArtNet	Art 5	None	No	No	No

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 outputting 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.

Connecting a MagicQ Playback Wing

To connect a MagicQ Playback Wing simply connect the Wing to the MagicQ console via USB. In the Setup Window, View System, View Wings set the first Wing to be type USB Wing.

By default the Playback Wings are set so that the Wings change page when the Next Page / Prev Page button are pressed on the MagicQ console. It is possible to make the Wings operate completely independently of the main MagicQ console by changing the “Lower Bank Tie” and “Upper Bank Tie”.

To use multiple Playback Wings simply connect them and change the type to USB wing.

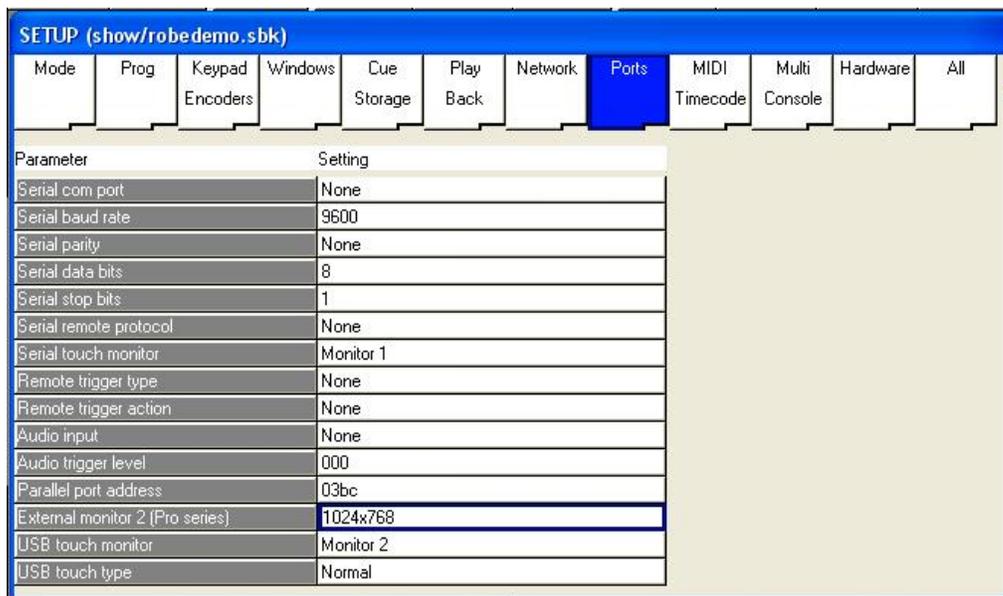
Connecting external monitors

MagicQ has VGA connectors on the rear panel for connecting external monitors. These monitors can be touch screen monitors.

Monitor output 1 is a duplicate of the on board screen. This enables the console to continue to be used should there be a problem with the on board screen. Monitor output 1 always duplicates the on-board screen.

Monitor output 2 can be used for showing extra windows. To enable windows to be moved onto Monitor output 2, enable it in Setup, View Settings, Ports, External monitor 2.

Before turning on the 2nd monitor output, ensure that the monitor card upgrade has been carried out – this requires the fitting of a monitor card inside the rear panel. Note that the presence of the 2nd VGA connector does NOT indicate that that the monitor card has been fitted. It is recommended to turn off the 2nd monitor output when a monitor is not connected as this will improve performance slightly.



The 2nd monitor output can be a touch monitor. To connect a serial touch monitor, simply connect the serial cable to the serial port on MagicQ. Then select the appropriate protocol in Setup, View Settings, Ports, Serial remote protocol and set Serial touch monitor to Monitor 2.

In order to connect USB touch screen monitors to MagicQ it is necessary to upgrade the Linux kernel. This can be carried out by copying the kernel file into the main MagicQ folder on MagicQ consoles and then in the Setup Window typing updatelinux and pressing QUIT. To enable a USB touch monitor, set Setup, View Settings, Port Settings, USB Touch to Monitor 2

When you start a new show, the pre-programmed layout views include views for the 2nd Monitor - the Outputs Info, Cue Stack Info and Programmer Info windows now default to the 2nd monitor. There is also an “Ext Palettes” layout view which puts the Group, Pos, Colour, Beam windows onto the 2nd monitor.

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.

VIEW HEADS	VIEW CHANS	VIEW DMX	CHOOSE DIMMER	CHOOSE HEAD	EDIT HEAD	PATCH IT	RENUM HEAD NOS	AUTO GROUPS	COPY HEAD PRG	MORPH HEAD	SORT
------------	------------	----------	---------------	-------------	-----------	----------	----------------	-------------	---------------	------------	------

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.

Solar	abstract	ac lighting	Aome	Arista	alicate	Alpha One	American DJ	Amplown	apollo
atone	ark.ac	av	ayfon	boeak	cameleon	canix	capture	chameleon	Charvet
chroma q	Chronlech	cira	city theat	Clay Poly	ds	coel	conair	colours	columbus
compute	constella	coolux	ce	d4ek dim	devish	dha	discolech	diversiton ic	DTS
eee	effect conc34	elation	elita	ETC	eucooleu2	eurolite	eurolite euo	eurolite	evl
expolite	fal	fly	futurelight	G-Lites	genetic	gen	glp	given	high end
hippo	hq power	hubbell	hungerfor: h	ipx	isideon	ip systems	JB	jam	ing
labscan	lamp	lardini	laserage	le naitre	led	licht technik	light curtain	light sky	lighting inov

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

PATCH (Martin Mac 250m4)										
Head type	DMX	Hd no	Name	Gel	P Inv	T Inv	Swap	Merge	From	
Martin Mac250m4	2-001 (000000001)	001	Mac250	○ Wheel	no	no	no	Norm		
Martin Mac250m4	2-014 (000001110)	002	Mac250	○ Wheel	no	no	no	Norm		
Martin Mac250m4	2-027 (000011011)	003	Mac250	○ Wheel	no	no	no	Norm		
Martin Mac250m4	2-040 (000101000)	004	Mac250	○ Wheel	no	no	no	Norm		
Martin Mac250m4	2-053 (000110101)	005	Mac250	○ Wheel	no	no	no	Norm		

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.

PATCH										
Head type	DMX	Hd no	Name	Gel	P Inv	T Inv	Swap	Merge	From	
Generic Dimmer	1-001 (000000001)	001	Spots	○ No col				Norm		
Generic Dimmer	1-002 (000000010)	002	Spots	○ No col				Norm		
Generic Dimmer	1-003 (000000011)	003	Spots	○ No col				Norm		
Generic Dimmer	1-004 (000000100)	004	Spots	○ No col				Norm		
Generic Dimmer	1-005 (000000101)	005	Finger L	● R59 Indigo				Norm		
Generic Dimmer	1-006 (000000110)	006	Finger L	● R312 Canary				Norm		
Generic Dimmer	1-007 (000000111)	007	Finger L	● R356 Middle Lavendk				Norm		
Generic Dimmer	1-008 (000001000)	008	Finger L	● R27 Medium Red				Norm		
Generic Dimmer	1-009 (000001001)	009	Finger L	● R312 Canary				Norm		
Generic Dimmer	1-010 (000001010)	010	Finger L	● R27 Medium Red				Norm		
Generic Dimmer	1-011 (000001011)	011	Finger L	● R59 Indigo				Norm		
Generic Dimmer	1-012 (000001100)	012	Finger L	● R312 Canary				Norm		
Generic Dimmer	1-013 (000001101)	013	Finger L	● R356 Middle Lavendk				Norm		
Generic Dimmer	1-014 (000001110)	014	Finger L	● R27 Medium Red				Norm		
Generic Dimmer	1-015 (000001111)	015	Finger L	● R312 Canary				Norm		
Generic Dimmer	1-016 (000010000)	016	Finger L	● R27 Medium Red				Norm		
Generic Dimmer	1-017 (000010001)	017	Finger M	● R59 Indigo				Norm		
Generic Dimmer	1-018 (000010010)	018	Finger M	● R312 Canary				Norm		
Generic Dimmer	1-019 (000010011)	019	Finger M	● R356 Middle Lavendk				Norm		
Generic Dimmer	1-020 (000010100)	020	Finger M	● R27 Medium Red				Norm		

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.

VIEW PROG	VIEW PRESETS	ALL TO ZERO	SQUARE OFF	ALL TO FULL	SELECT ALL	SELECT ACTIVE	DESELECT ALL	SET NAME	SET GEL	CLEAR ALL	REMOVE CURSOR		
Head Type	INTENSITY (Programmer) No heads selected											Cursor	
All	No col	No col	No col	No col	R59	R312	R356	R27	R312	R27	R59	R312	No col
Next head	H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	0%
Gel	Spots	Spots	Spots	Spots	Finger L	Finger L	Finger L	Finger L	Finger L	Finger L	Finger L	Finger L	100-50-0%
All	R356	R27	R312	R27	R59	R312	R356	R27	R312	R27	R59	R312	Scroll
Next gel	H13	H14	H15	H16	H17	H18	H19	H20	H21	H22	H23	H24	Window
Head Name	R356	R27	R312	R27	R59	R312	R356	R27	R312	R27	R59	R312	Dim
All	H25	H26	H27	H28	H29	H30	H31	H32	H33	H34	H35	H36	mode
Next name	Finger M	Finger M	Finger M	Finger M	Finger R	Finger R	Finger R	Finger R	Finger R	Finger R	Finger R	Finger R	No selected
View	R356	R27	R312	R27	No col	No col	No col	No col	No col	Mac250	Mac250	Mac250	Heads
All	H37	H38	H39	H40	H41	H42	H43	H44	H45	H46	H47	H48	100-50-0%
Next name	Finger R	Finger R	Finger R	Finger R	Pacific	Pacific	Pacific	Pacific	S4	M250	M250	M250	
View	WiggleLapXP Sat Jan 19 20:07:15 2008 Ver 1.3.4.6						Show loaded						
All	Page 1 : Add						>						

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.

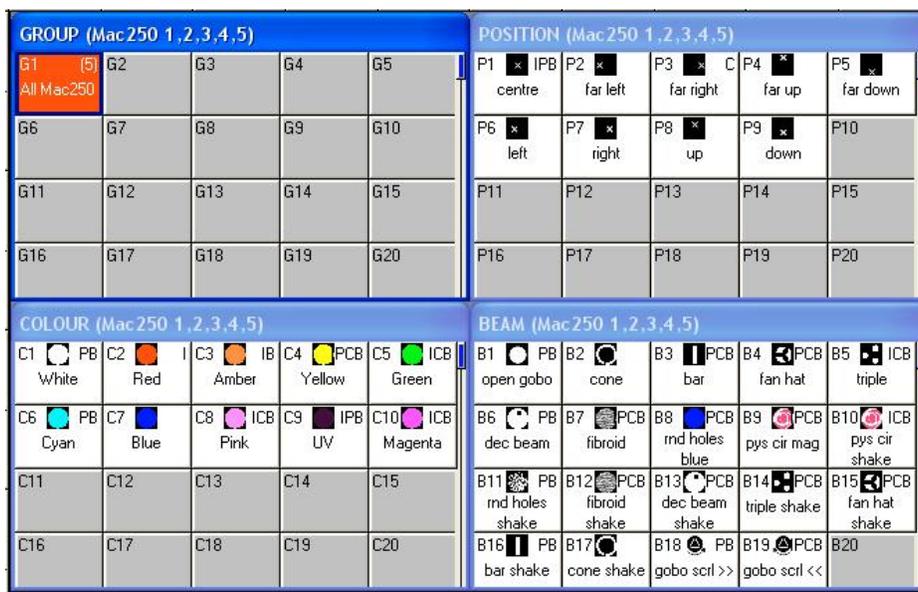
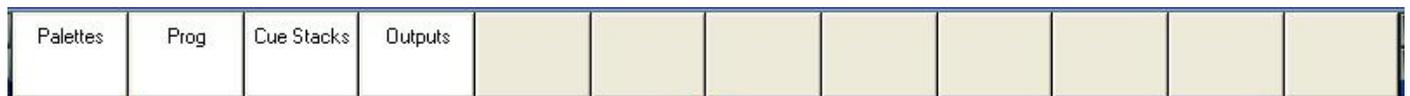
If the heads enable DMX control of the striking of the lamp then you may need to “Lamp On” the head in order to see the beam. Select the heads and then press SHIFT LOCATE. This runs the "Lamp On" macro.

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.



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.

PAGE 1	PAGE 2	PAGE 3	PAGE 4	B31 bar i	B32 fan i	B33 thin bars i	B34 grid ball i	B35 grid ball r	B36 thin bars r	B37 fan r	VIEW PALETTE
Shutter 034  open	BEAM (Mac500 63,64,65,66)										Rotate 128
	B31 bar i	B32 fan i	B33 thin bars i	B34 grid ball i	B35 grid ball r	B36 thin bars r	B37 fan r	B38 bar r	B39 triangle r	B40 dots	
Iris 100  wide > narrow	B41 lotus	B42 bricks	B43 cloud	B44 machine	B45 bamboo	B46 threads	B47 pling	B48 pling shake	B49 threads shake	B50 bamboo shake	Rotate1
	B51 machine shake	B52 cloud shake	B53 bricks shake	B54 lotus shake	B55 dots shake	B56 Dots (G1)	B57 Dots2 (G2)	B58 Tri (G3)	B59 Cir (G4)	B60 Star (G2)	
Focus 128	B61 Swirl (G3)	B62 Tri (G4)	B63 gobo rotation	B64 gobo rot	B65	B66	B67	B68	B69	B70	Gobo2 065  triangle i
	B71	B72	B73	B74	B75	B76	B77	B78	B79	B80	
Prism 000  OFF prism off	B81	B82	B83	B84	B85	B86	B87	B88	B89	B90	Gobo1 001  open gobo
	B91	B92	B93	B94	B95	B96	B97	B98	B99	B100	
WiggleLapXP Sun Jan 20 19:03:19 2008 Ver 1.3.4.6											
Page 1 : Add											

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.

COL ATTRIBS	0 No col	1 Wheel	2 Mix	3 Maroon	4 SaddleBrown	5 DarkRed	6 Sienna	7 Brown	8 Firebrick	9 Crimson	COL TYPE
Cyan ..	COLOUR MIXS STD (CF7HE 51,52,53,54)										Col4
											
Magenta ..	0 No col	1 Wheel	2 Mix	3 Maroon	4 SaddleBrown	5 DarkRed	6 Sienna	7 Brown	8 Firebrick	9 Crimson	Col3
	10 Red	11 OrangeRed	12 IndianRed	13 Tomato	14 Chocolate	15 Coral	16 LightCoral	17 DarkSalmon	18 Salmon	19 LightSalmon	
	20 SandyBrown	21 Peru	22 DarkGoldenrod	23 DarkOrange	24 Amber	25 Orange	26 Goldenrod	27 DarkKhaki	28 BurlyWood	29 Tan	
	30	31	32	33	34	35	36	37	38	39	

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.

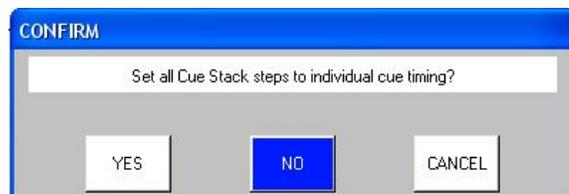
When you record more than one Cue onto a Playback the Cue Stack controls the transition from one Cue to another. In Normal mode by default the Cue Stack operates like a chase - i.e. each Cue is executed in turn, with timing being handled by a Chase Speed for the whole Cue Stack.

VIEW CUE STACK	VIEW OPTIONS	VIEW DEFAULTS	CHOOSE CUE STACK	VIEW CUE	GOTO CUE	PRELOAD CUE	MARK CUE	CHASE TIMING	CUE TIMING	RENUM CUE IDS	REMOVE CUE																																																												
CUE STACK (CS1: pars chase)											Position																																																												
<table border="1"> <thead> <tr> <th>Status</th> <th>Cue id</th> <th>Cue text</th> <th>Wait</th> <th>Halt</th> <th>Delay</th> <th>Fade</th> <th>Cue</th> <th>Next cue</th> <th>Timing</th> </tr> </thead> <tbody> <tr> <td>*</td> <td>1.00</td> <td>red</td> <td>Chase</td> <td>No</td> <td>Chase</td> <td>Chase</td> <td>Q1</td> <td>2.00</td> <td>Chase</td> </tr> <tr> <td></td> <td>2.00</td> <td>purple</td> <td>Chase</td> <td>No</td> <td>Chase</td> <td>Chase</td> <td>Q2</td> <td>3.00</td> <td>Chase</td> </tr> <tr> <td></td> <td>3.00</td> <td>yellow</td> <td>Chase</td> <td>No</td> <td>Chase</td> <td>Chase</td> <td>Q3</td> <td>4.00</td> <td>Chase</td> </tr> <tr> <td></td> <td>4.00</td> <td>pink</td> <td>Chase</td> <td>No</td> <td>Chase</td> <td>Chase</td> <td>Q4</td> <td>1.00</td> <td>Chase</td> </tr> <tr> <td></td> <td colspan="9">End</td> </tr> </tbody> </table>											Status	Cue id	Cue text	Wait	Halt	Delay	Fade	Cue	Next cue	Timing	*	1.00	red	Chase	No	Chase	Chase	Q1	2.00	Chase		2.00	purple	Chase	No	Chase	Chase	Q2	3.00	Chase		3.00	yellow	Chase	No	Chase	Chase	Q3	4.00	Chase		4.00	pink	Chase	No	Chase	Chase	Q4	1.00	Chase		End									Speed
Status	Cue id	Cue text	Wait	Halt	Delay	Fade	Cue	Next cue	Timing																																																														
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	3.00	yellow	Chase	No	Chase	Chase	Q3	4.00	Chase																																																														
	4.00	pink	Chase	No	Chase	Chase	Q4	1.00	Chase																																																														
	End																																																																						
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											Next Attrib																																																												
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Display																																																																							
Current Cue																																																																							
Off																																																																							

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

CUE STACK (CS34: mac 250 cues)										
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	
	2.00		Follow	Yes	0.00s	3.00s	Q18	3.00	Cue	
	3.00		Follow	Yes	0.00s	3.00s	Q19	1.00	Cue	
	End									

The timing mode can be changed, so that the Cues play back in a theatre style using the GO / 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 utilises a large 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 - the console will automatically set the file extension to .shw.

By default, the console 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 the console through the QUIT soft button in the Setup Window, the console automatically saves a backup copy of your show with a .sbk extension. When you subsequently restart the console this file will be re-loaded. This ensures that the console 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!

Note that if you have a large show file you may wish to turn auto backups off during playback. Remember to turn them back on when you are programming.

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

Hints for Operators used to other consoles

Users familiar with Hog II consoles

Choose “Hog II Warp Mode” or “Theatre Tracking Mode”

<i>Feature</i>	<i>MagicQ</i>	<i>Hog II</i>
Universes	18	4 (7 in overdrive)
Channels	9216	2048 (3584 in overdrive)
Alternate functions	SHIFT	PIG
Playback select	SEL (S)	CHOOSE (C)
Include for editing	INC	LOAD
Position control	Position button	Position button
Colour control	Colour button	Colour button
Beam control	Beam button	Beam button
Programmer	Prog button	Prog button
Naming items	Enter text followed by enter	SET, enter text followed by enter
Clear programmer	Clear button	Clear button
Release playback	Select playback (S) then Release	Release
Release all	SHIFT RELEASE	PIG RELEASE
Close all windows	SHIFT CLOSE	PIG CLOSE
Record Options	SHIFT RECORD	RECORD
Active	Hold SET + soft button of attribute	Active
Knockout	Hold REMOVE + soft button of attribute	Knockout

Common Problems for Hog II users

Keypad won't select heads in Normal and Theatre modes

On MagicQ it is possible to edit the on screen windows directly using the keypad without pressing SET, just like you would do with a spreadsheet on a computer. This means that unlike the Hog the keypad does not support direct entering of head numbers to select heads – instead to select heads from the keypad you must add @@ after the head numbers, e.g.

1 THRU 4 @ @

Note it is possible to force selection of heads from the keypad, but this in turns means that you have to press SET to edit data in windows and restricts the live features of the console. If you want this option then set the “Keypad always selects head” option in Setup.

Users familiar with Avolites consoles

Choose “Normal Mode”

MagicQ operates most like a Avolite console when you set it into “Normal” mode rather than “Tracking mode”. You can choose the mode when you start a show, and also at any time via “Prog Mode” on Soft Button B in the Setup Window.

“Normal mode” automatically sets the following Setup options

Programmer Tracking	No
Unused chans return to defaults	No
Select heads on keypad intensity set	No
Select heads and palettes from keypad	No
Highlight mode	Normal
Select Multiple Groups	No

It also sets the defaults for multi-step Cue Stacks to Chases rather than Theatre Stacks.

Step controlled as chase	Yes
Step halts before executing	No

Cue Stacks are set to auto activate and release when the fader is moved:

Fader activates stack	Yes
Fader releases stack	Yes

Users familiar with Strand Consoles

Choose “Theatre Tracking”

Channels

Unlike Strand consoles MagicQ does not distinguish between intensity channels and attribute channels. MagicQ consoles support 9160 channels of any type – e.g. you could patch 9160 dimmers, or you could patch 9160 channels of moving lights, or any combination.

Moving lights are patched as one entity – it is not necessary to patch intensity and attributes separately. On MagicQ we refer to all fixtures as “heads” regardless of the number of attributes – so “generic dimmer” is a head with 1 channel, “Martin Mac500 mode 2” is a head with 14 channels. A “generic dimmer” has only 1 attribute, “Intensity” whereas a “Martin Mac500 mode 2” has multiple attributes including Intensity, Pan, Tilt, Colour 1, Colour 2, Gobo1, Gobo2 etc...

Control of channels

At any time, channels can be controlled by one of three entities

Presets

These are stand alone virtual faders which can be set at any time. Channels set in this way are not used in programming. Preset channels are accessed through the View Preset soft button in the Intensity Window.

Programmer

Channels that are in the programmer over-ride any values for these channels that may be present from Playbacks (Subs). Channels in the programmer get recorded into new Cues and Palettes. Channels are set in the programmer using the keypad or from the Intensity, Group, Beam, Colour or Position windows.

Playbacks

Channels that are present on an active playback (Sub). Channels are normally first set in the Programmer, before they are recorded into a Cue on a Playback. It is also possible to record a channel directly to a Cue on a Playback without using the programmer.

Troubleshooting

No outputs

Check whether the desk 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?
- Is test mode for the Universe in DMX I/O on?

If the Outputs Window shows correct values. Look at the View Chans, View DMX view in the Outputs Window – this shows the real values that are being output in the DMX 512 or ArtNet stream.

Check the Outputs are configured and enabled correctly in the View DMX I/O view of the Setup Window. If you are using an Ethernet convertor box check that it is receiving data correctly. Check:

- Outputs are configured correctly
- Outputs are enabled
- 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 the console correctly
- Ethernet box is configured correctly (typically uses ArtNet Universe 0-0)

Desk not responding

Is the time changing in the status window? If the time is not changing then a reset is required (see Resetting the Console). If the time is changing then the main processor and software are 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 flashing blue? This indicates that the front panel is not communicating with the main processor board. Try:

- Pressing CTRL 9 on the external keyboard – this resets the front panel.
- Pressing CTRL 0 on the external keyboard – this resets the MagicQ application.
- Pressing CTRL BREAK on the external keyboard – this shuts down the console.

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)

Screen problems

If the screen is blank – then this may be because of the screen saver. Try pressing SHIFT.

If the screen remains blank even after pressing buttons then try holding CTRL and pressing the bottom right soft button (soft button closest to the large encoder wheels) twice. This attempts to restart the screen back-light.

The screen may have been turned off and locked by a user. Press CTRL and the second soft button down on the left (soft button B). If this does not help then press CTRL and the second soft button a second time.

If the screen still remains blank then try connecting an external monitor.

Screen is slightly blue and pictures (such as the initial start-up picture) are distorted after power up. Shut down the console and restart.

If the screen is white then the processor has stopped running. Press and hold the reset button on the back panel for 15 seconds to power off the console. Then restart the console. If the white screen continues then it may be necessary to unplug and replace the power connection to the processor inside the rear panel.

If the screen shows “Enter system disk” then the main processor has not recognised the hard drive correctly. Press and hold the reset button on the back panel for 15 seconds to power off the console. Then restart the console.

Start up problems

If the console does not start at all – i.e. no LEDs are lit on the rear panel then check the front panel LED under the arm-rest. If no LEDs are lit then there is a failure of the main PSU. Contact your dealer for support.

If the console starts, but fails to boot completely then the power cables or disc cables may have come loose during transport. Contact an electrically competent engineer, to re-seat the cables.

If the console always enters the Software Upgrade Utility then a button is most likely stuck down. Enter 0 or quit to leave the Software Upgrade Utility. Once the console has started then hold one SHIFT button and press another SHIFT button to enter the button test mode. Press SHIFT and SHIFT again to exit button test mode.

Every 3 months the console carries out a disk check of its hard disk to check the integrity of the disc. Normally it will repair errors, but if it unable to repair errors then it may halt and request the root password. If this occurs then it is necessary to contact your dealer to supply you with the password for your console and to guide you through fixing the disk. After entering the password, you will need to check which partition was causing the problem (either /dev/hda1 or /dev/hda3) and enter the command:

```
fsck /dev/hda1
```

or

```
fsck /dev/hda3
```

When prompted to fix items enter “y”.

On completion enter “halt” and the console will shut down. Press and hold the white reset button on the rear, and the console should restart normally. It may be necessary to follow the above procedure on both /dev/hda1 and /dev/hda3.

Backup Archives

By default the console 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 the console auto saves – so if auto saves are disabled then no archive files will be generated. If the console 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 the console 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 console software

New versions of MagicQ console software are made available on the downloads page of the ChamSys website – www.chamsys.co.uk in the form of .cde files.

Ensure you have saved your current show file to a USB memory stick or to an external computer via network before you change software version. Also, ensure any personalities that you have customised have been saved to a different file name of your choice – the new software will install the latest version of the standard personalities.

MagicQ includes a software management utility. From software version 1.3.4.9 this utility can be accessed from within the MagicQ software. In previous versions the utility is accessed by powering off the console and then pressing a key during boot up.

Upgrading systems currently running v1.3.4.9 or above

From a USB stick

- Insert the USB memory stick into the one of the USB sockets on the console (on the rear panel, or on the front inside the arm-rest).
- Select the File Manager from the Setup Window.
- Select USB DRIVE.
- Select the .cde file. You will be prompted whether you wish to continue. Select YES.
- The software will be copied from the USB stick (takes 10 seconds or more) and then MagicQ will automatically restart with the new software running.

From network

- Connect the desk to the host system – typically a PC – either using a direct Ethernet crossover cable or via Ethernet hubs.
- Configure the IP addresses of the host system and the desk so that they are on the same sub-net. For instance if the desk is set to IP address 2.9.200.5, subnet mask 255.0.0.0 then set the host system to IP address 2.9.200.6 subnet mask 255.0.0.0.
- Connect to the file system. Under Windows this can be achieved by selecting Network Neighbourhood in Windows Explorer. The desk should appear as a computer. Log in as user magicq with password magicq. Note that you may need to configure a user magicq with password magicq on the host system.
- Copy the .cde file into the magicq folder.
- On MagicQ select the File Manager from the Setup Window.
- Select UP DIR to go to the root folder.
- Select the .cde file. You will be prompted whether you wish to continue. Select YES.
- The software will be copied from the USB stick (takes 10 seconds or more) and then MagicQ will automatically restart with the new software running.

Upgrading systems currently running older software than v1.3.4.9

Download the software and copy it into the magicq folder on the console either using a USB memory stick or by connecting via network.

To copy using network from a host system to the console:

- Connect the desk to the host system – typically a PC – either using a direct Ethernet crossover cable or via Ethernet hubs.

- Configure the IP addresses of the host system and the desk so that they are on the same sub-net. For instance if the desk is set to IP address 2.9.200.5, subnet mask 255.0.0.0 then set the host system to IP address 2.9.200.6 subnet mask 255.0.0.0.
- Connect to the file system. Under Windows this can be achieved by selecting Network Neighbourhood in Windows Explorer. The desk should appear as a computer. Log in as user magicq with password magicq. Note that you may need to configure a user magicq with password magicq on the host system.
- Copy the .cde file into the magicq folder.

To copy using USB memory stick:

- Insert the memory stick into the one of the USB sockets on the console (on the rear panel, or on the front inside the arm-rest).
- Select the File Manager from the Setup Window.
- Select USB DRIVE. Press the Copy button. Select the .cde file with the upgrade software.
- Select HARD DRIVE. Change to the top folder (use .. or UP DIR) Select . (dot) to copy the file into the folder.

Now activate the software on the console:

- Shut down the console.
- Connect an external keyboard to the console.
- Start the console.
- When the console says "Press a button for software upgrade utility" press ENTER on the external keyboard within 2 seconds.
- You should see the software upgrade menu with software options including the new software. Using the external keyboard select the number (not the version) of the software you wish to run (e.g. 2)
- The console will load the new software and personality library and then restart - the software version is displayed in the status window.

Note that the console removes the file that you copied into the magicq folder and stores it internally. At any time you can go back to the old software by entering the software utility and reselecting the old version.

Restoring Default Console Settings

The console software upgrade utility has 2 other functions – reset to factory defaults and erase console.

“Reset to factory defaults” changes settings back to factory settings but does not erase any user data. It is recommended that the current show is saved to a known file name before carrying out a factory reset. As a consequence of the reset to factory defaults, the console will reload the default show.

“Erase console” erases all user data and reloads the newest software on the system. All show data, custom personalities, and settings will be erased. Ensure all user data is saved before carrying out this action.

It is now no longer necessary to recalibrate the touch screen after a factory reset.