

- **How do I change from Transmitter to Receiver, or vice-versa?**

Switch the unit off. Press and hold the red button, and while holding, turn the unit back on. Make sure you press the button firmly.

- **My unit is not changing to Transmitter.**

If your unit is an R-512 model, it only has a receiving function. If it's an F model, make sure you press the red button firmly.

- **How do I pair a Receiver to a Transmitter?**

Press the red button on the transmitter for 2 seconds. The LINK LED should start blinking on both transmitter and receiver units. After they blink for 5 seconds, they will pair. Make sure the units are near each other during the pairing process. Beware that, if the receiver is already paired to another transmitter, you should unpair first.

- **How do I unpair a Receiver?**

Press and hold the red button for 5 seconds. After that, the LINK LED should turn off. It's now ready to pair again.

- **Can I unpair several Receivers at once?**

Yes! If you press the Red Button for 5 seconds on the Transmitter, and Release, all connected receivers will unpair.

- **Can I link a Receiver to more than one Transmitter?**

No.

- **Can I unpair one receiver remotely?**

Yes, from the transmitter. But if you do that, you will unpair all receivers connected to that transmitter.

- **Will the units remember the transmitter after I turn them off?**

Yes. All receivers have an internal memory that remembers the Transmitter you connected your Receiver to.

- **Can I transmit several universes?**

Yes! You can transmit up to 4 universes with an F-2 in Double-Up mode. Alternatively, you can have up to 32 transmitters on 2.4 GHz simultaneously.

- **How to I change CTRL Mode?**

Press and hold the red button firmly for 10 seconds. After that, the top 4 LEDs will start chasing. Tap the red button to scroll through the different modes. After selecting the desired mode, press and hold again the red button for 5 seconds to save the mode.

- **Why can't I access all modes through the red button?**

It might be that 5 GHz is turned off. If this is the case, you need the W-DMX™ Dongle to activate 5 GHz and access all other modes. Once you have turned that on, you won't need the dongle again to scroll through the different modes.

- **My boxes don't have G5 modes. Why?**

Make sure you have G5 series products. Then, make sure you have the latest firmware with G5 mode enabled.

- **How can I enable RDM?**

You need the W-DMX™ Dongle to enable RDM. Make sure RDM is enabled on all transmitters and receivers where you need RDM enabled.

- **How can I use the F-2 as a Repeater?**

You need to select Radio **A** as a **Receiver** and Radio **B** as a **Transmitter**.

Link the first transmitter, in G3 Mode, to Radio A of the F-2.

Then, use Radio B as a transmitter, in G3 Mode, to link it to the receivers.

- **Can I use RDM as a Repeater?**

No, currently it is not possible to use RDM as a repeater.

- **My second universe on the F-2 is not working.**

Make sure Radio B is on. During power-up, you can enable or disable Radio B by pressing and holding the red button of Radio B on power-up.

- **I cannot select Double Up mode.**

Double Up Mode is a feature exclusive to G5 products, and only BlackBox, WhiteBox and ProBox F models. Make sure you update the boxes to the latest firmware with Double Up mode.

- **I have connected an ethernet cable to the port, but Art-Net is not working.**

Make sure your transmitter/receiver has the Art-Net extension module. BlackBox and WhiteBox units do not come with Art-Net as a standard, it's a paid upgrade.

- **I have paid for the Art-Net upgrade, and now I'm trying to configure the box.**

Have a look at the latest manual. You should fix your PC's IP address to an identical IP class, and then you can configure the desired IP of the box and the start universe number.

- **Is there a MAC version of the W-DMX™ Configurator?**

Not currently.

- **I cannot link my G5 box to a W-DMX™ compatible receiver.**

Make sure your G5 transmitter is in an earlier mode, like G3 or G4S. The W- DMX™ receiver might be older than G5, so you need to operate the transmitter on an earlier mode.

- **Is W-DMX™ compatible with CRMX, City Theatrical or Di-Fi?**

No, W-DMXTM is only compatible with other W-DMXTM devices.

- **I have several transmitters, but the connection is very poor.**

If you have several Transmitters in the same area, with omni-directional antennas, it's more effective if you mask out the wireless channels into sections for each Transmitter.

For example, use odd channels for one Transmitter, and even channels for another Transmitter. You can do this using our W-DMX™ Dongle.

- **My connection is very poor.**

Make sure all antennas are rightly connected and you have line-of-sight. Make sure you're using G3, G4S or G5 modes. Be sure that Adaptive Frequency Mask is enabled. If you know what channels are more congested, make sure you mask them out with the W-DMX™ Dongle. If the problem persists, try to move your transmission to 5 GHz.

- **How long do the batteries last on the Micro units?**

Up to 8 hours as a receiver and 4 hours as a transmitter.

- **How about rechargeable batteries?**

You can use rechargeable batteries on the Micro units, but they do not recharge if plugged to mains.

- **What is the advantage of your system versus a multiple-universe Transmitter?**

Our boxes establish a unique link with the receivers. This is very different versus other Wireless DMX systems based on multiple-universes, because we do not transmit on a specific wireless channel, but instead we utilize the frequency hopping technology. This means we can actually fit many more universes in the same space than our competition.

- **Is there any advantage using 900MHz?**

Yes and No. 900 MHz is not licensed in Europe, only allowed in the USA, Canada, Brazil, Australia and New Zealand.

- **How about 5.8 GHz? I hear it's a shorter distance?**

Yes, definitely shorter than 2.4 GHz. However, we have successfully done many arena tours and large productions on 5.8 GHz, even penetrating through objects like stage scenery.