

DMX-TOUCH-CW4 DMX-TOUCH-KE2

Wall-mounted touch sensitive DMX controller

Pannelli di controllo DMX con touch capacitivo. Gestione di massimo 1.024 indirizzi DMX. Interfaccia wireless WiFi ed Ethernet. Gestione di massimo 200 scene e 5 zone. Installazione a parete.

DMX control panels with capacitive touch. Management of up to 1.024 DMX addresses. WiFi and Ethernet wireless interface. Management of up to 200 scenes and 5 zones. Wall installation.



DMX-TOUCH-CW4



DMX-TOUCH-KE2

Modelli | Models

Model	Code	Description
DMX-TOUCH-CW4	ZQ22-00R0	Wall-mounted touch sensitive DMX-RDM controller. 1.024 DMX addresses. 1 zone, 36 scenes. WiFi.
DMX-TOUCH-KE2	ZQ22-01R0	Wall-mounted touch sensitive DMX controller. 1.024 DMX addresses. 5 zones, 200 scenes. Ethernet.

Specifiche tecniche | Technical specifications

	DMX-TOUCH-CW4	DMX-TOUCH-KE2
Input Power	5-15 Vdc	5-6 Vdc
DMX channels	1.024	1.024
Output Protocol	DMX-RDM	DMX
Ethernet	-	yes
WiFi	yes	-
Number of zones	1	5
Number of scenes	36	200
Clock / calendar trigger	yes	yes
Digital inputs	8	8
Housing	Plastic IP20, 106x146x11 mm	

Maggiori informazioni | Further information

DMX-TOUCH-CW4..... Pag. 2-5

DMX-TOUCH-KE2 Pag. 6-11

DMX-TOUCH-CW4

Smart Touch Sensitive Intelligent Control Keypad



Overview

This DMX controller is aimed at architectural lighting installations requiring an advanced level of programming (color changing effects, specific colors etc). The controller provides a clean and user-friendly panel. Featuring an on/off button, 6 scene buttons and a color wheel, the controller is ideal for hotels, homes and public environments. With 1024 DMX channels, Wi-Fi for remote network control and scene calendar triggers, the CW4 model features many advanced features. USB programmable from a PC or Mac, up to 36 scenes can be stored within the controller and directly recalled via 6 touch sensitive buttons.

Key Features

- DMX stand alone controller
- Compatible with any DMX fixture or DMX LED driver
- Ready-to-use (pre-loaded with 8 scenes and 170 RGB fixtures)
- Sleek, black glass design which sits 11mm from the wall
- Color palette (can also be used for scene selection)
- 12 touch-sensitive buttons. No mechanical parts
- Touch-sensitive wheel allows for accurate color selection
- Built-in flash memory for storing programs
- Up to 36 dynamic or static scenes
- 1024 DMX channels. Control 340 RGB fixtures
- Clock and calendar with Sunrise/Sunset triggering
- Wi-Fi network communication. Control lighting remotely
- USB connectivity for programming and control
- 8 dry contact trigger ports
- OEM customization of the color palette and logo
- Windows/Mac software to set dynamic colors/effects

Technical Data

Input Power	5-15V DC 0.6A
Output Protocol	DMX512 (x2)
Programmability	PC, Mac
Available Colors	Black
Connections	USB, 8 dry contact ports, open drain output (for relay)
Memory	In-built flash
Temperature	-10 °C - 45 °C
Battery	LIR1220
Mounting	Single or double-gang wall socket
Dimensions	146x106x11mm
Weight	200g
Standards	EC, EMC, ROHS

Optional Accessories

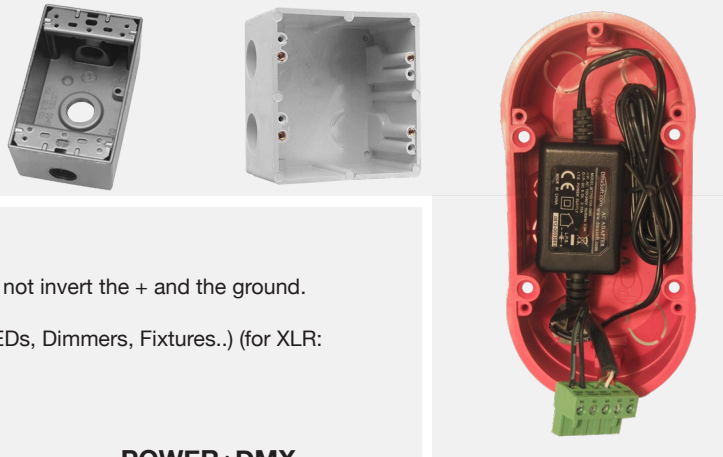
- RJ2BLOCK** RJ45 to connector block converter for POWER+DMX socket
- POWER4M** 5-10v ACDC power supply

DMX-TOUCH-CW4

EASY INSTALLATION

1. Mount an electrical box inside the wall

The controller can be installed in a standard electrical backbox. This box is usually 60mm high and wide, except in Japan and America where it is 83.5mm/3.29 inches high. You can insert the AC/DC adapter inside or outside the backbox.



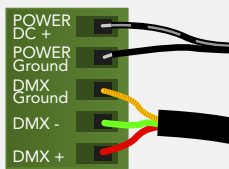
2. Connect the wires

POWER: Connect a 5-10V 0.6A ACDC supply. Be sure to not invert the + and the ground.

DMX: Connect the DMX cable to the lighting receivers (LEDs, Dimmers, Fixtures..) (for XLR: 1=ground 2=dmx- 3=dmx+)

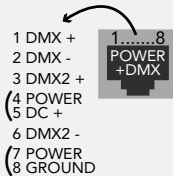
There are 2 ways to connect the power and DMX:

POWER+DMX WITH THE CONNECTOR BLOCK



OUTPUT DMX UNIVERSE #1 ONLY

POWER+DMX WITH THE RJ45 CABLE



OUTPUT DMX UNIVERSE #1 & #2

CHECK PIN CONFIGURATIONS. APPLYING POWER TO THE DMX INPUT WILL DAMAGE THE CONTROLLER

MAKE SURE THE CONTROLLER IS MOUNTED FLAT WITHOUT OBSTRUCTIONS FROM BEHIND AS THIS CAN PUSH APART THE GLASS

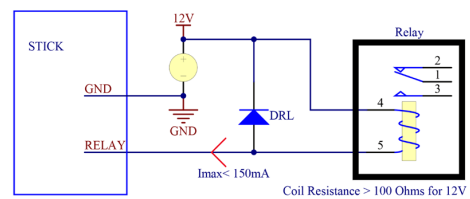
3. Mount the interface on the wall

First, mount the backside of the interface on the wall with 2 or more screws. Secondly, connect the DMX and power (connector block or RJ45).

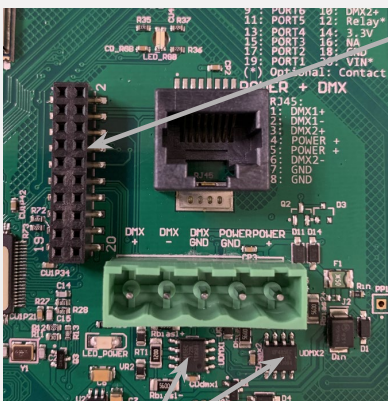
Take note of the location of the Wi-Fi aerial (see pg3 photo) and install front panel with care. The front panel is mounted by pressing it against the back plate and then sliding down. Two screws should then be attached underneath to hold the controller in place.

BLACKOUT Relay (energy saving)

A relay can be connected between the RELAY (pin 12) and GND sockets of the 20 pin extension socket. This is an open drain output that allows current to flow only when the controller is on. It can be used to turn off other equipment such as lighting drivers to save power.



Other Connections



DMX CHIPS
To replace, solder the DMX chips to the 8 pin connectors.

HE10 EXTENSION socket

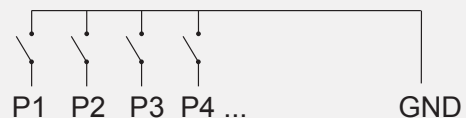
NC	1	2	GND_DMXX
NC	3	4	DMX1-
PORT8	5	6	DMX1+
PORT7	7	8	DMX2-
PORT6	9	10	DMX2+
PORT5	11	12	Relay
PORT4	13	14	3.3v
PORT3	15	16	NC
PORT2	17	18	GND
PORT1	19	20	VIN*

* VIN (pin 20) is not protected and should not be used

- Compatible header connectors:**
 WURTH ELEKTRONIK ref: 61301021121
 MOLEX ref: 10-89-7202
 TE Connectivity ref: 1-87227-0
 FCI ref: 77313-101-20LF
 HARWIN ref: M20-9981046
 SAMTEC ref: TSW-110-xx-T-D
 FARNELL ref: 1841232
 RS ref: 763-6754 673-7534 251-8165
 MOUSER ref: 538-10-89-7202
 DIGIKEY ref: WM26820-ND

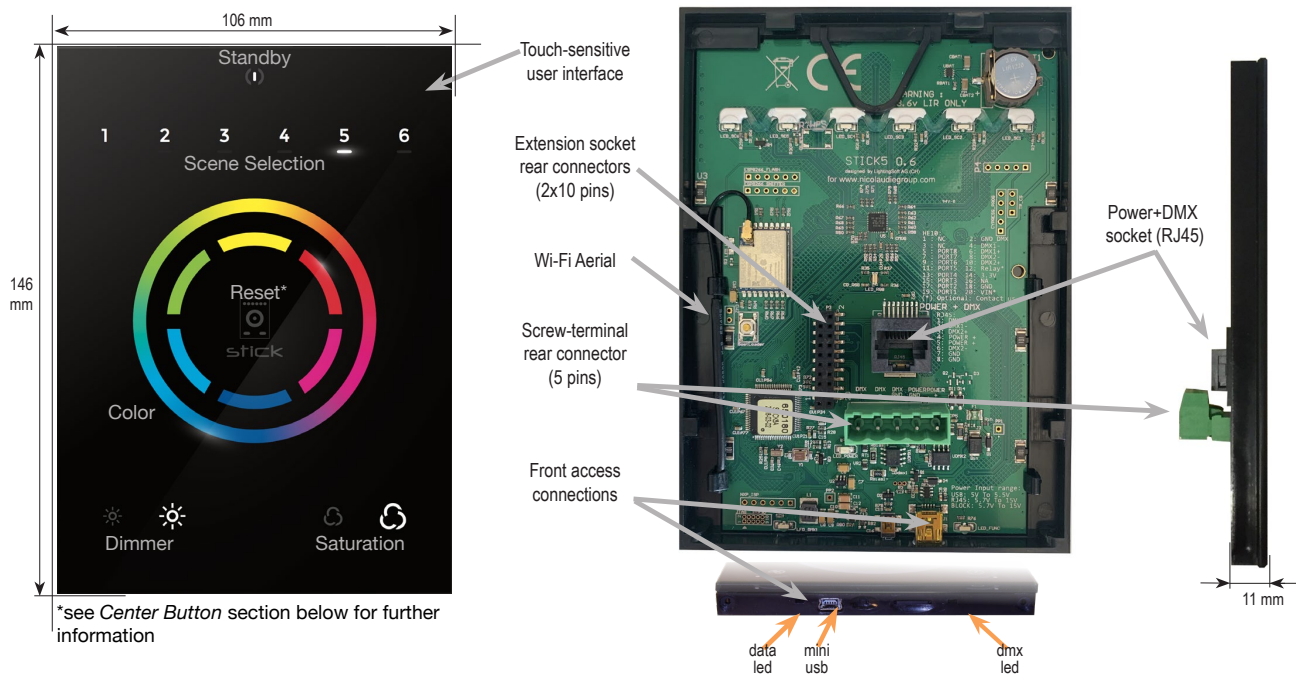
Dry Contact Port Triggering

It is possible to start scenes using the dry contact input ports available on the HE10 extension socket. To activate a port, a brief contact of at least 1/25 second must be established between the ports (1...8) and a ground (GND) pin. Note: the scene will not be switched off when the switch is released.



DMX-TOUCH-CW4

Connections & Hardware Operation



Center Button

There are several operation modes for the button in the center of the palette. These can be set within Hardware Manager.

Reset color : the color set on the wheel will be cleared and the default scene will be restored.

Play next scene : the currently selected scene will stop and the next scene will play.

Select next bank : If more than 6 scenes are stored, you can select a scene on another scene bank. 1) press the centre button one or more times to select a scene bank number. The selected bank will flash. 2) Quickly, press a scene number to select a scene from the selected bank. If no scene is selected, it will continue playing the original scene.

Toggle wheel color/scene mode : the wheel can be used to select a color or a scene, depending on the mode. Tapping the button will toggle between scene selection and color selection mode. The center LED will blink when the wheel is set to scene mode.

Disable button : the button will have no function.

Other Settings

There are several other settings which are available within the Hardware Manager.

Miscellaneous:

Name : a custom name for the controller. Useful if you have several controllers connected.

Parameters:

Color/Dimmer : determines whether the color/dimmer will be reset when a new scene is recalled and whether color/dimmer changes are stored globally, or per scene.

Re-select scene : determines what happens when a playing scene is re-selected.

Reset color : clear any color changes and reset to the scene's color values.

Reset dimmer : clear any dimmer changes and reset to the dimmer values of the scene.

Reset saturation : clear any saturation changes and reset to the saturation values of the scene.

Starting mode (L) : change the language of the text which appears on the screen.

Re-select scene : settings related to the LEDs on the controller.

Scene LED light level : sets the brightness of the LEDs.

RGB LED enable (Live Ch. 1-3) : when enabled, the RGB LED in the center of the wheel will change color depending on the live DMX output of channels 1-3. Only active in live mode (i.e. when connected to software)

RGB LED enable (Standalone) : enables and disables the RGB LED in the center of the wheel.

Serviceable Parts

- Battery - used to store the clock/calendar
- DMX Chips - used to drive the DMX (see p2.)

*To replace the Li-Ion rechargeable battery :

1. You need a rechargeable 3.6v LIR 1220 replacement battery
2. Remove the back panel by pulling down and sliding it out
3. Gently pull the battery release wire and the battery will pop out

Setting up the Controller

Programming the Controller

The DMX controller can be programmed from a PC or Mac using the software available on our website. Refer to the corresponding software manual for more information which is also available on our website. The firmware can be updated using the Hardware Manager which is included with the programming software.

ESA2 Software (Windows/Mac)

<http://www.nicolaudie.com/esa2.htm>

Network Control

The controller can be connected directly from a computer/ smartphone/tablet (Access Point Mode), or can be connected to an existing local network (Station Mode). The controller is set to work in Access Point (AP) Mode by default.

- In AP Mode, the default network name is Smart DMX Interface XXXXXX where X is the serial number. The default password is 00000000 (8 zeros).
- To connect using Station Mode, use HardwareManager to set the Wifi settings to Station or Dual mode. Then connect your controller to your network by selecting your Wifi router from the Network List. The controller is set, by default, to get an IP address from the router via DHCP. If the network is not working with DHCP, a manual IP address and subnet mask can be set on the Ethernet options screen. If the network has a firewall enabled, allow port 2430.

iPhone/iPad/Android Control

Easy Remote Pro (iPad/iPhone. Android coming soon)

Create an entirely customized remote control interface for your tablet or smartphone. Easy Remote Pro is a powerful and intuitive app, allowing you to add buttons, faders, color wheels and more. Connect to a Wi-Fi network and the app will find all compatible devices on the local network. Available for iOS and Android.

Lightpad

Designed to work seamlessly with the controller, Lightpad provides an easy way to control your lights over a local Wi-Fi network. Connect and you will see a representation of your controller on the screen. Use the on-screen controls as you would the controller in real life.

Troubleshooting

All 7 LED's on the controller are blinking

The controller is in bootloader mode. This is a special 'startup mode' which is run before the main firmware loads.

- Check that there is nothing metallic touching the back of the controller
- Try re-writing the firmware with the latest Hardware Manager software

Contact us if you see the following errors

Center LED Red, cycling pattern on 6 LEDs - Error1
Center LED Green, cycling pattern on 6 LEDs - Error2
Center LED Blue, cycling pattern on 6 LEDs - Error3

The controller is not detected by the computer

- Be sure the latest software version is installed (use the beta, if available)
- Connect by USB and open the Hardware Manager (found in the software directory). If it is detected, try to update the firmware
- Try another USB cable, port and computer
- Bootloader Mode
Sometimes the firmware update may fail and the device may not be recognised by the computer. Starting the controller in 'Bootloader' mode forces the controller to start at a lower level and, in some cases, allows the controller to be detected and the firmware to be written. To force a firmware update in Bootloader Mode :
 1. Power off your interface
 2. Start HardwareManager on your computer
 3. Press and hold the button on the back of the circuit board labelled BootLoader and connect the USB cable at the same time. If successful, your interface will appear in HardwareManager with the suffix _BL.
 4. Update your firmware

The 6 scene LED's are blinking

No showfile has been detected on the controller.

- Download the latest software
- Update to the latest firmware using the included Hardware Manager
- Try re-writing the show file

The lights are not responding

- Check the DMX +, - and GND are connected correctly
- Check that the driver or lighting fixture is in DMX mode
- Be sure that the DMX address has been set correctly
- Check there are no more than 32 devices in the chain
- Check that the DMX LED is flickering to the right of the SD card
- Connect with the computer and open Hardware Manager (found in the software directory). Open the DMX Input/Output tab and move the faders. If your fixtures respond here, it is possibly a problem with the show file

Trouble connecting over a network

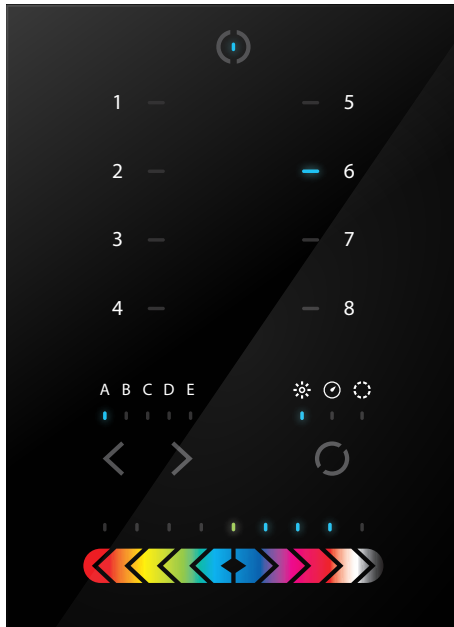
- Try disabling any firewalls on your computer (e.g. Windows Firewall)
- Update firmware using the latest HardwareManager from our website
- Allow port 2430 on your network
- Check controller is connected to the same Wi-Fi network
- Close / kill all other dmx software / apps
- Check that you are not connecting to STICK through a VPN. VPNs are not compatible with our network discovery process

Calendar trigger problems

- If scenes are not triggering or are doing so at the incorrect time, check the time stored on the controller using HardwareManager > Clock
- If the controller forgets the time set, replace the battery (see pg2)
- If scenes start triggering 1 hour early/late, check Clock > DST settings
- Sunset / Sunrise triggers not matching the real world? Check the controller is set to the correct location. Default is Montpellier, France.

DMX-TOUCH-KE2

Smart Touch Sensitive Intelligent Control Keypad



Overview

This truly simple controller features an on/off button at the top, 8 buttons to choose from up to 200 lighting scenes (25x8), 2 buttons to cycle between pages and a horizontal fader to instantly adjust dimmer, speed and color. Along with a state of the art design, the product comes with amazing features such as 1024 DMX channels, touch sensitive panel, clock/calendar, Ethernet facilities, and much more

The lighting levels, color and effects can be programmed from a PC, Mac, Android, iPad or iPhone using the included software.

Key Features

- 8 touch sensitive scene buttons
- Color/dimmer/speed fader
- Touch sensitive buttons. No mechanical parts
- Touch sensitive fader allows for accurate color selection
- Multi-zone microSD memory
- Multi-room control with 200 scenes, 5 zones
- 1024 DMX channels. Control 340 RGB fixtures
- USB & Ethernet connectivity for programming and control
- RS232 and Dry Contact Ports
- Clock and calendar with Sunrise/Sunset triggering
- Network communication. Control lighting remotely
- Windows/Mac software to set dynamic colors/effects
- iPhone/iPad/Android remote and programming apps

Technical Data

Input Power	6-9V DC 0.6A
Output Protocol	DMX512 (x2)
Programmability	PC, Mac, Tablet, Smartphone
Available Colors	Black
Connections	USB, Ethernet, RS232, Clock, 8 dry contact ports, Output Relay
Memory	microSD card 4GB max, FAT16/32
Temperature	-10 °C to 50 °C
Mounting	Single or double gang wall socket
Dimensions	146x106x11mm
Weight	247g
Standards	EC, EMC, ROHS, ETL

Optional Accessories

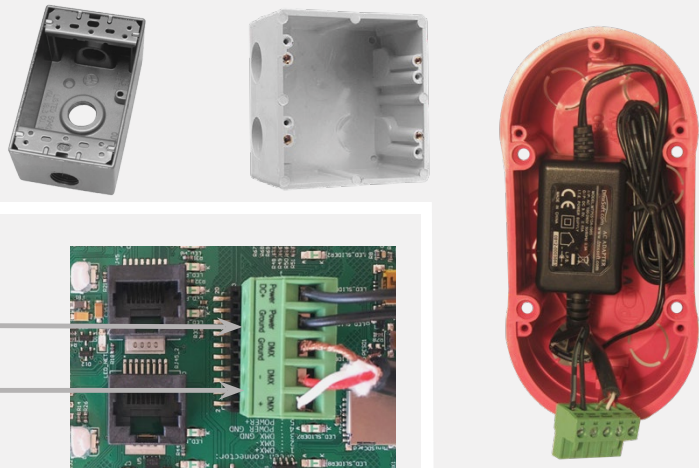
POWER4M 6V ACDC power supply

DMX-TOUCH-KE2

EASY INSTALLATION

1. Mount an electrical box inside the wall

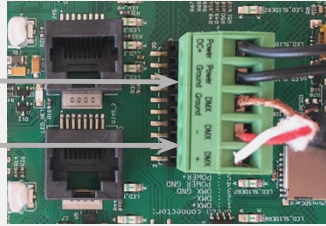
The controller can be installed in any standard electrical backbox. If you use a double size box, you can insert the power supply inside.



2. Connect the wires

POWER: Connect a 6V to 7V DC 0.6A ACDC supply. Be sure to not invert the + and the ground.

DMX: Connect the DMX cable to the lighting receivers (Leds, Dimmers, Fixtures..) (for XLR: 1=ground 2=dmx- 3=dmx+)



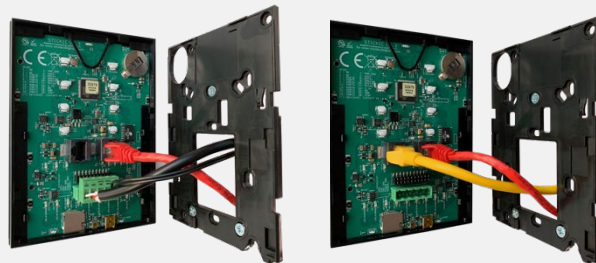
3. Mount the interface on the wall

First, mount the back side of the interface on the wall with 2 or more screws.

Secondly, plug the connectors :

- DMX and power (connector block or RJ45)
- Ethernet cable (allows LAN connection)

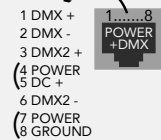
The front panel is mounted by pressing it against the back plate and then sliding down. 2 screws can then be attached underneath to hold the prevent removal.



POWER+DMX WITH THE CONNECTOR BLOCK



POWER+DMX WITH THE RJ45 CABLE



****CHECK PIN CONFIGURATIONS. APPLYING POWER TO THE DMX INPUT WILL DAMAGE THE CONTROLLER****
****MAKE SURE THE CONTROLLER IS MOUNTED WITHOUT TOO MUCH FORCE BEHIND AS THIS CAN PUSH APART THE GLASS****

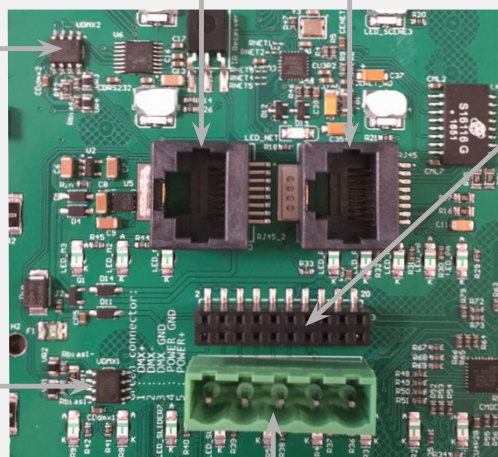
I/O CONNECTIONS

POWER+DMX with RJ45
ETHERNET Network Port

DMX universe #1

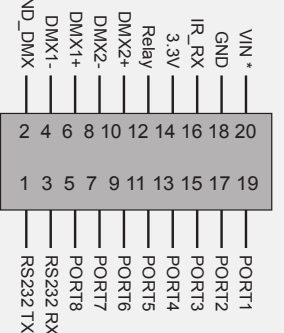
DMX CHIP replacement
Ref: SP485ECN-L
MAX485 CSA

DMX universe #2



Phoenix Type Connector Block

EXTENSION socket



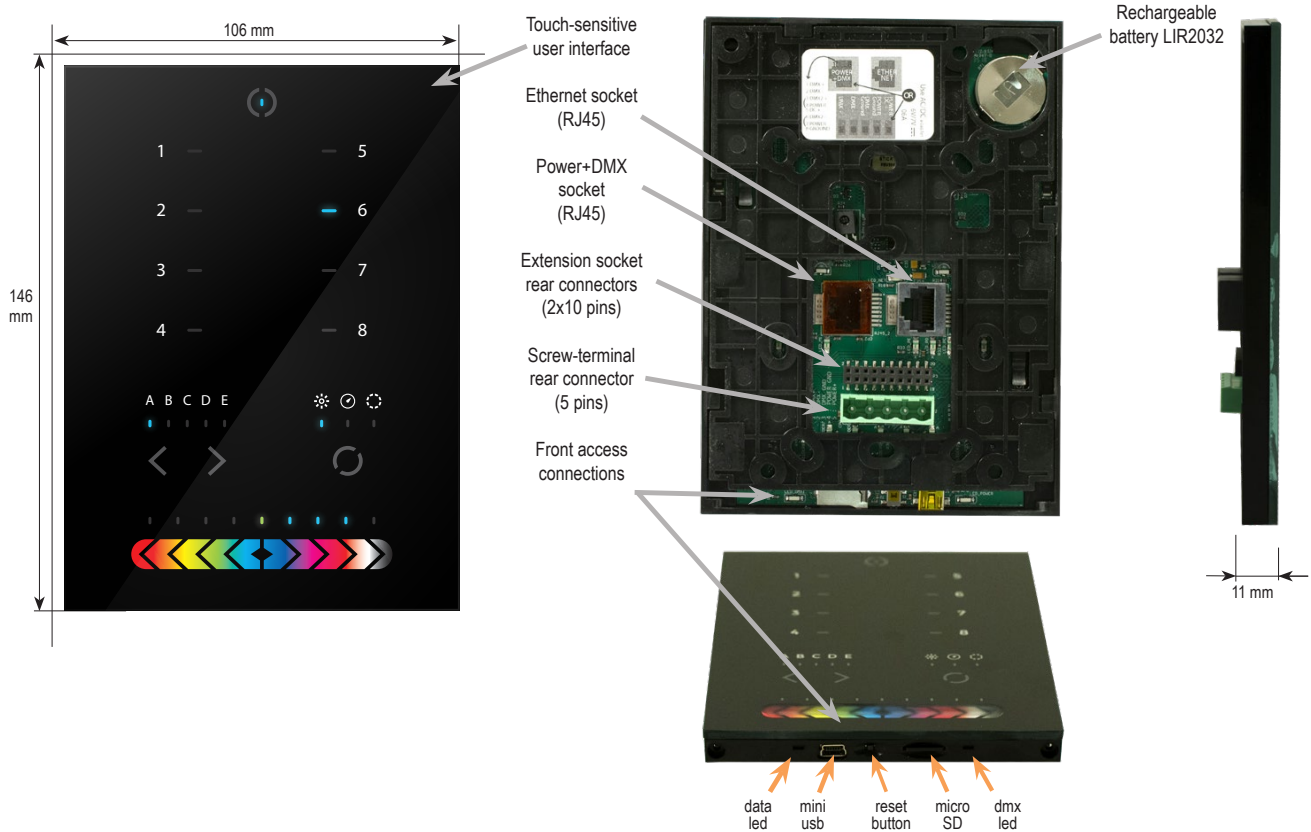
*VIN pin 20 is not protected and should not be used

Compatible header connectors:

- WURTH ELEKTRONIK ref: 61301021121
- MOLEX ref: 10-89-7202
- TE Connectivity ref: 1-87227-0
- FCI ref: 77313-101-20LF
- HARWIN ref: M20-9981046
- SAMTEC ref: TSW-110-xx-T-D
- FARNELL ref: 1841232
- RS ref: 763-6754 673-7534 251-8165
- MOUSER ref: 538-10-89-7202
- DIGIKEY ref: WM26820-ND

DMX-TOUCH-KE2

Connections



SPECIFICATIONS / CONNECTIONS		Built-in features	screw-terminal rear connector (5 pins)	extension socket rear connectors (2x10 pins)	front access connections (open cover)
Power Supply	7V DC 0.65A, supplied		•		USB
DMX Output #1	First universe, 512 channels DMX512 output		•	•	
DMX Output #2	Second universe, 512 channels DMX512 output (*)			•	
USB	USB 2.0 communication for PC/software				•
Ethernet	Advanced networking features	•			
Ports 1 - 8	Contact closure inputs, connect to GND to trigger			•	
User interface	14 buttons, 1 fader, 28 leds (Touch-sensitive keypad)	•			power/data leds
SDCARD	MicroSD card for stand alone memory use (supplied)				•
RESET	Push button for reset operation				•
RS232	RS232 Serial communication for external synchronisation			•	
Output relay	Automatic Stand by 5V signal			•	
Clock	Real time clock and calendar	•			

Service

Servicable parts include:

- Memory card - used to store the scenes
- Battery - used to store the clock/calendar
- DMX Chips - used to drive the DMX (see p2.)

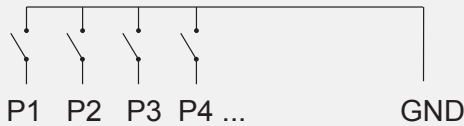
*To replace the Li-Ion rechargeable battery :

1. You need a rechargeable 3.6v LIR 2032 replacement battery
2. Remove the back panel by pulling down and sliding it out.
3. Using a paper clip push the battery from the bottom so it slides out of its cage.
4. Slide the replacement battery in from the top, making sure the positive side is facing up.
5. Replace the back panel by pushing it up into place.

Setting up the Controller

Dry Contact Port Triggering

It is possible to start scenes using the input ports (contact closure). To activate a port, a brief contact of at least 1/25 second must be established between the ports (1...8) and the ground (GND). Note: the scene will not be switched off when the switch is released.



RS232 Triggering

Make a cable using the 3 pins : TX, RX and G (GND)
Set the RS232 parameters to : 9600bds 8 bits, no Parity, 2 Stop bits

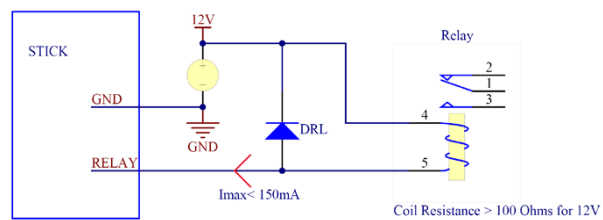
- To play a scene, send 3 bytes : **1 x 255**
- To stop a scene, send 3 bytes : **2 x 255**
- To pause a scene, send 3 bytes : **3 x 255**
- To release a pause, send 3 bytes : **4 x 255**
- To reset a scene, send 3 bytes : **5 x 255**

The scene number (x) can be from 1 to 40. For instance, 11 means Page B Scene #3

Relay

A relay can be connected between the RELAY and GND sockets of the 20 pin extension socket. This is an OPEN COLLECTOR OUTPUT that can drive up to 150mA, 20V. Current flows when the controller is on and is stopped when in standby.

It can be used to turn off other equipment such as lighting drivers to save power (see diagram right).



Example relay : FINDER Ref. 22.23.9.012.4000

iPhone/iPad/Android Control

The controller can be used with one of 3 different apps.

Lightpad

Designed to work seamlessly with the controller, Lightpad provides an easy way to control your lights over a local WiFi network from a tablet or smartphone. Use the slider to change the dimmer, color or speed, and the 8 scene buttons to select scenes and effects just like the wall panel.

www.nicolaudie.com/lightpad.htm

Easy Remote

Create an entirely customized remote controller for your tablet or smartphone. Easy Remote is a powerful and intuitive app allowing you to easily add buttons, faders, color wheels and more. Connect to a WiFi network and the app will find all compatible devices.

www.nicolaudie.com/easy-remote.htm

Arcolis (Android only)

The Arcolis application is a comprehensive tool allowing you to directly control and re-program the controller from your smartphone or tablet. This is a simple application which can be used by just about everyone in any situation. Mobile, easy to use and powerful, Arcolis is the ideal controller for dimming or switching traditional, LED and RGB color mixing DMX lighting fixtures. Program static and dynamic lighting scenes and effects.

UDP Triggering

The dmx controller can be connected to an existing automation system over a network and triggered via UDP packet on port 2430. Use HardwareManager to find IP address of dmx controller. Refer to the remote protocol document for more information.

Stick 1 Remote Protocol (PDF)

www.nicolaudie.com/download.htm

Network Control

The controller can be connected to a local network, allowing it to be controlled from a smartphone or tablet over WiFi.

- Connect the controller to a router or switch with an RJ45 cable
- The controller is set by default to get an IP address from the router via DHCP. If the network is not working with DHCP, a manual IP address and subnet mask can be set using the Hardware Manager
- If the network has a firewall enabled, allow port 2430

Programming the Controller

The controller be programmed from a PC, Mac, Tablet or Smartphone using the software available on our website. Refer to the corresponding software manual for more information. The firmware can be updated using the Hardware Manager which is included with the programming software.

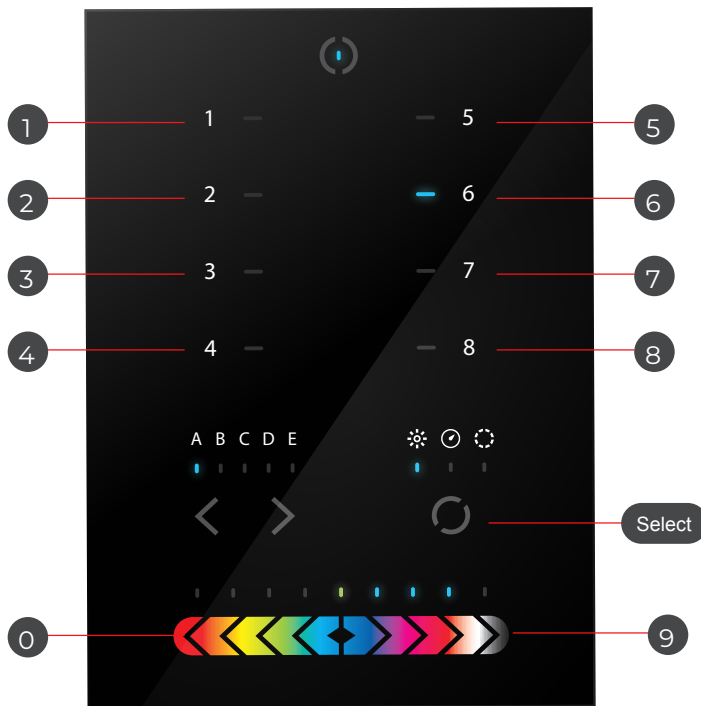
ESA Pro Software (Windows) - Timeline + Multi-Zone
<https://www.nicolaudie.com/esapro.htm>

ESA2 Software (Windows/Mac) - Single Zone
www.nicolaudie.com/esa2.htm

Hardware Manager (Windows/Mac) - Firmware, clock..
www.nicolaudie.com/download.htm

DMX-TOUCH-KE2

Some functions are available directly from the controller keypad using the SELECT button.



Time Format

3:30pm = 15:30

15:30 = **1530**

Date Format

5 DEC 2018 = **051218**

	Function	Examples
Select + 1	View time	view time 2:45pm = 14:45 = 1445
Select + 2	View date	view date 6 Sep 2018 = 060918
Select + 3	Set time	Set time to 3:30pm = 15:30 = press buttons 1530 1 5 3 0
Select + 4	Set date	Set 18 DEC 2018 date = 051218 0 5 1 2 1 8
Select + 5	Set fade time	Set 1m32s fade time = 0132 0 1 3 2
Select + 6	Lock function	This function locks the keypad (disabled by default) Use HardwareManager to enable it and set the 4-digit code
Select + 0	Firmware version	0121 = firmware version 1.21

Troubleshooting

Fixtures / lights not responding

- Check the DMX +, - and GND are connected correctly
- Check that the driver or lighting fixture is in DMX mode
- Be sure that the DMX address has been set correctly
- Check there are no more than 32 devices in the chain
- Check that the DMX LED is flickering to the right of the SD card
- Connect with the computer and open HardwareManager (found in the software directory). Open the DMX Input/Output tab and move the faders. If your fixtures respond here, it is possibly a problem with the show file
- We strongly recommend the use of a DMX Tester with our interfaces with any problem solving
- No DMX output? There could be a faulty DMX chip. The has 2 x DMX chips labelled UDMX1 and UDMX2 which are user-replacable (see pg2). Try swapping the chips over to test if one is faulty. Use a flat head screw driver to pry them gently from the socket

8 scene and standby LEDs flashing

There is no SD card detected

- Check the SD card is properly inserted
- Try formatting the SD card to FAT16/32 in the computer
- Try re-writing the show file
- Try replacing the SD memory card (Max 4Gb)

8 scene LEDs are flashing

There is no show file detected on the SD memory card

- Try formatting the SD card in the computer
- Try re-writing the show file
- Try writing the standalone demo show using HardwareManager
- Try replacing the SD memory card

8 scene LEDs cycling constantly

The interface is constantly restarting. There could be several causes :

- Corrupt show files. Remove SD card and backup contents. Use the HardwareManager Standalone screen to write the demo show. If this solves problem, rewrite your show using the dmX programming software and .arc or .dlm from your backup.
- Corrupt Firmware. Load HardwareManager and update the firmware. If not detected, try Bootloader Mode.
- Faulty power supply. Use a multimeter to check the power supply. The Stick-KE1 and KE2 require 6-7v. The older Stick-KU1, which used a miniSD card rather than a microSD, requires 9v. Power supplies do lose the ability to supply voltage over time. If below specification, replace power supply.

All LEDs on the controller are flickering

The controller is in Bootloader Mode. This is a special 'startup mode' which is run before the main firmware loads.

- Check that there is nothing metallic touching the back of the controller
- Try re-writing the firmware with the latest HardwareManager
- Try slow formatting SD to FAT16/32 or replacing the card

The controller is not detected by the computer

- Be sure that the latest software version is installed
- Make sure you are using Windows 7, 8 & 10 or OS X 10.8+
- Connect by USB and open the HardwareManager (found in the software directory). If it's detected here, try to update the firmware
- If not detected by HardwareManager, the firmware could be corrupted. This can be solved by forcing a firmware update in Bootloader Mode
 - Load HardwareManager
 - Press BootLoader button on the back (see image) and ...
- - Plug-in the USB cable at the same time. If successful the interface will appear in HardwareManager with the suffix '_BL'
- Update the firmware

