# ChamSys

## MagicQ MQ50, MQ70 and MQ80 Console
## Installation, Software manual and Warranty Certificate

# Edition Notes

This Compact series User guide includes a description, safety precautions, installation, programming, operation and maintenance instructions for the MQ50, MQ70 and MQ80 consoles as of the release date of this edition.

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**Intended Audience**

Any person installing, operating, and/or maintaining this product should completely read through the guide that shipped with the product, as well as this manual, before installing, operating, or maintaining this product.

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## Care of Your Console

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

- Keep liquids away from the console. Drinks spilt over a console may cause irreparable damage.
- 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 overlays.
- 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.
- Do not block the ventilation grills on the rear panel, side and underneath the console.
- Do not use the console outside its operating temperature range.
- 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.
- 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 panels. Do not put water on the touch screen as this may get inside it and make it unusable.

## Safety Notes

- Do not open the console unless you are a skilled person authorised and trained by ChamSys in console maintenance and repair. The console contains components with voltages that may shock.
- CAUTION: Compact consoles incorporate a replaceable coin cell processor battery. These batteries can cause a serious burn hazard if ingested. Do not place battery into the mouth. Keep out of reach of small children. If accidentally ingested the battery it is imperative to seek immediate medical help.
- Do not use the console if the power cables are damaged in any way.
- Repairs should only be undertaken by authorised service representatives. There are no user serviceable parts inside the console.
- If liquids are spilt over the console then remove power immediately, and seek advice from your authorised service representative.
- 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.

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 Stadium series and MagicQ Compact consoles. All consoles run the same MagicQ software – they just vary in number of faders and buttons, size of screen and number of universes output from the console.

MagicQ Stadium and MagicQ Compact consoles manufactured from 2013 onwards use the same operating system utilising the same installer .cdc extension files. Other older MagicQ consoles use the Pro2010 or Pro/Expert operating system. MagicQ Stadium and MagicQ Compact consoles have a solid state drive instead of a traditional magnetic rotating hard drive.

The MagicQ MQ50 and MQ70 compact consoles feature a Micro SD card for show data storage rather than a solid state drive.

## Uninterruptable Power Supply's (UPS)

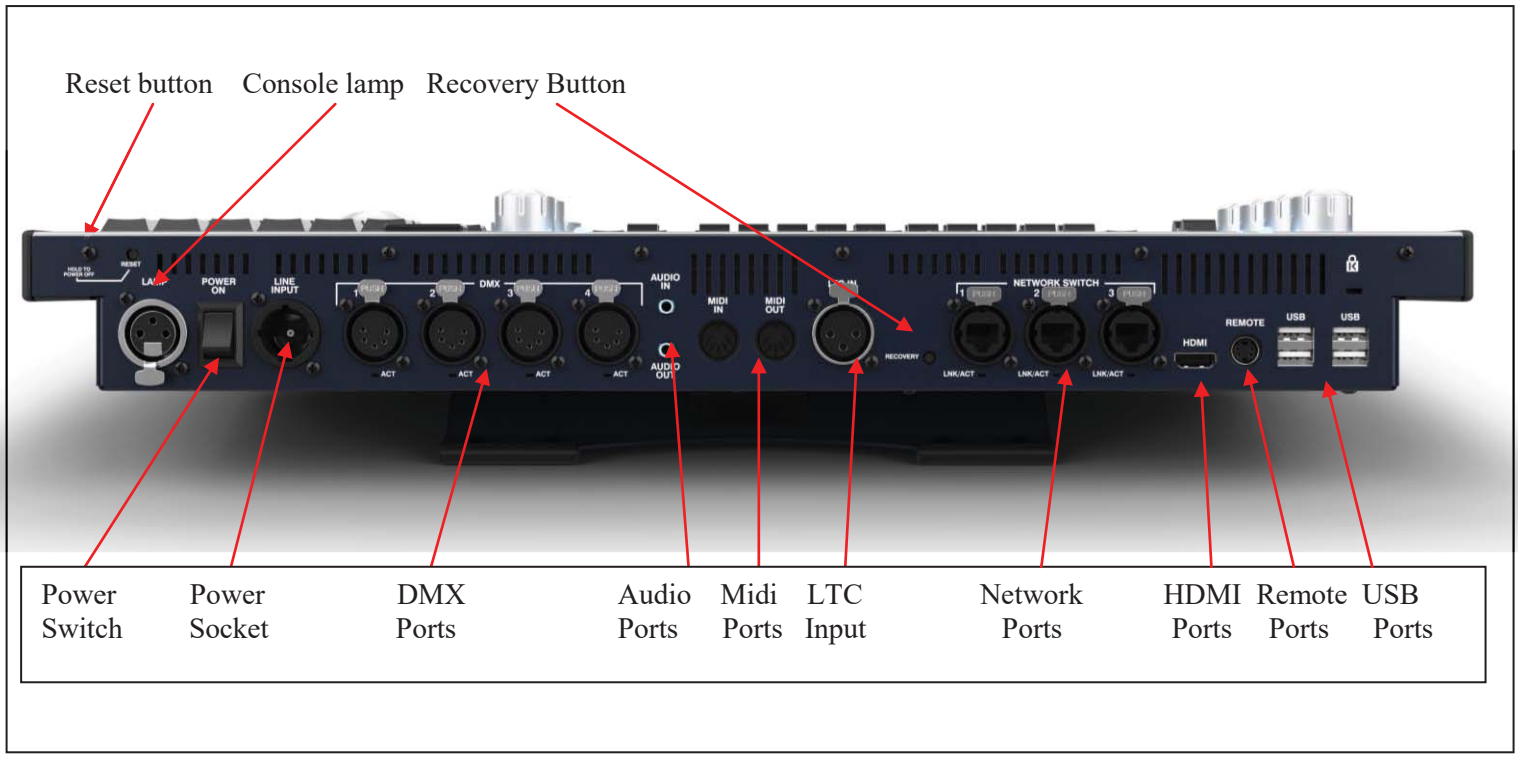
The MagicQ MQ70 and MQ80 Compact consoles feature an inbuilt UPS, this protects the console and its hardware in the event of power failure. The desk will run for around ~15 minutes on the backup battery.
The UPS is designed as a power fail backup system only.

The console UPS battery must remain charged at all times. The battery charges while the console is powered on, the console must be powered on and running MagicQ for the battery to charge. To maintain battery life and UPS performance the console should be run for at least a 12 hour constant period every 2 months to ensure the battery is kept charged and in the best condition.

# Connections

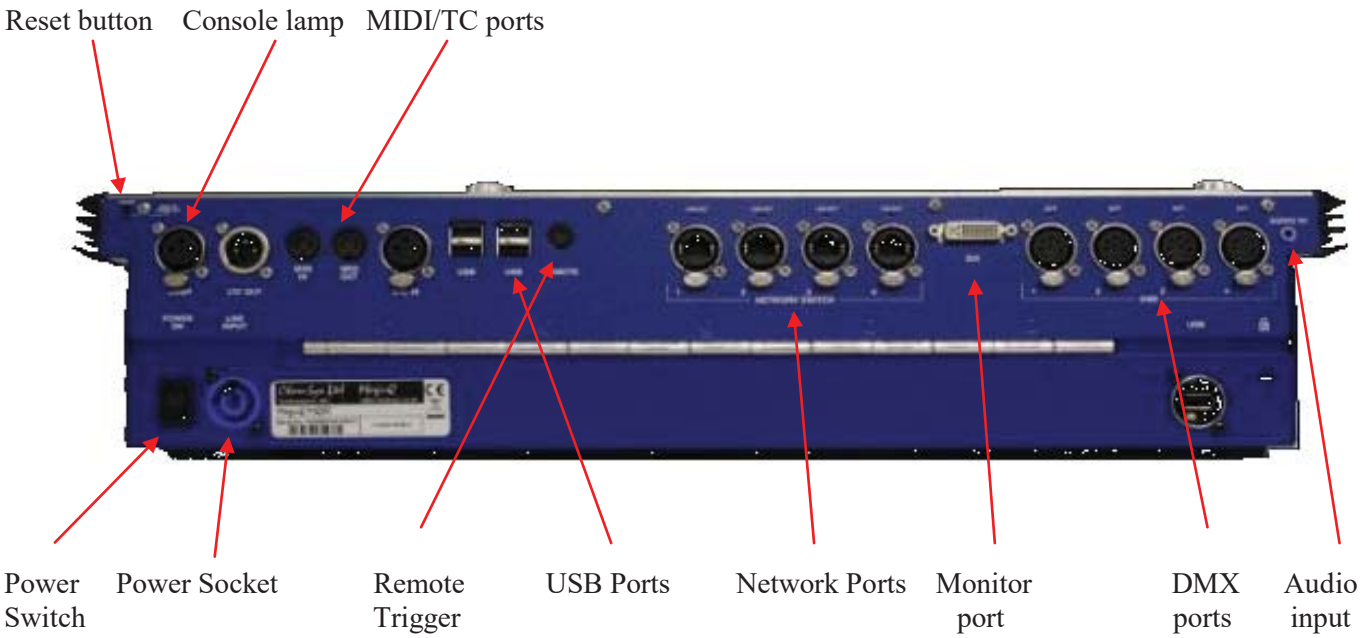
## MQ50/70 Console

The picture below shows the connections on the MQ70 Compact console.



# MQ80 Console

## The picture below shows the connections on the MQ80 Compact console.




## Plugging Up

- Connect the power lead to the power socket labelled LINE INPUT.
- Put the console lamp into the console lamp sockets

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

## DMX Connections

The MagicQ 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 our range of SnakeSys Ethernet to DMX Interfaces. Connect the Interface to the console Network port via a network cable.

## Powering Up

To power up the console press the power switch on the back panel. The blue LEDs around the left and right of the display should light, after a few seconds the screen will come to life and you will see the operating system loading.

## 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 force the console to power off 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 hold SHIFT and press RESET. This performs an immediate soft reset of the console - the MagicQ application will be running the show again within about 2-3 seconds.

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.

The reset switch is recessed behind the rear panel metalwork. A small screwdriver/end of a pen can be used to gently press the button. Press and hold the button for 5 seconds to reset the front panel.

## Forcing the Console to power off

If for any reason the hardware reset does not work, it may be necessary to perform a hard reset.

Switch off the console at the mains supply and press and hold the reset until it powers off completely (about 10 seconds).

## Console Layout

All MagicQ consoles layout are very similar - the programming interface is consistent across the entire range of consoles.

The MagicQ MQ50 and MQ70 console do not have the physical 'S' buttons directly below the display, pressing on the touch screen above the fader has the same effect as using the 'S' buttons on these consoles.

### *Touch Screen & Encoders*

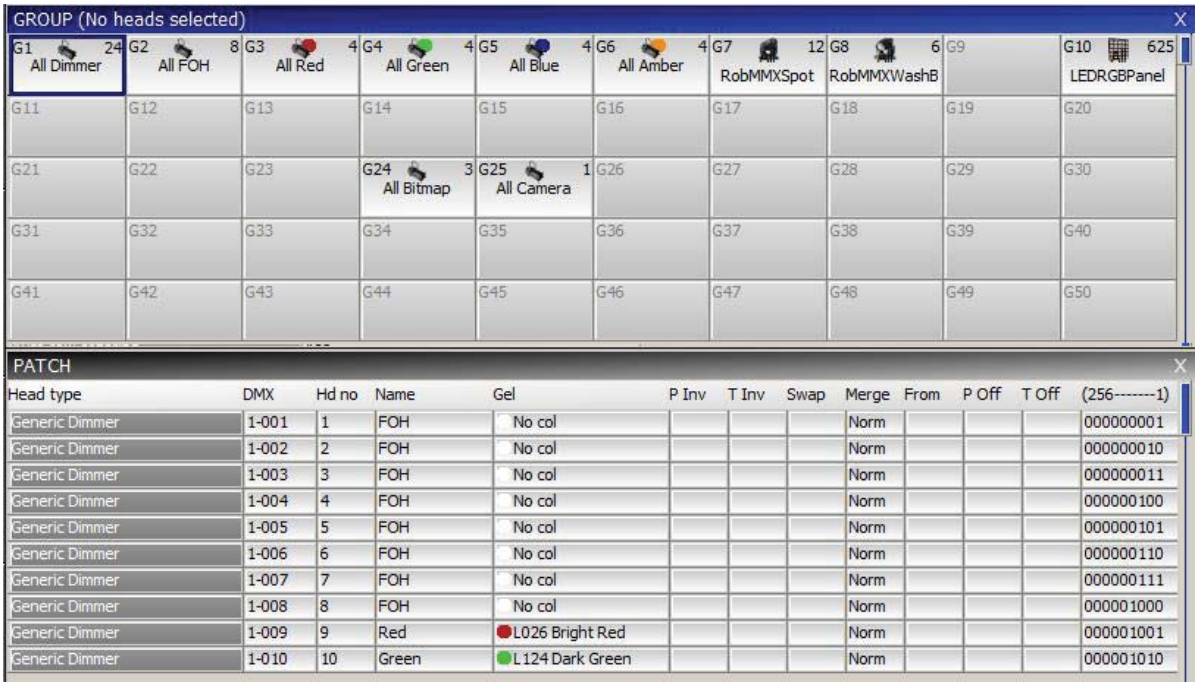
Around the central screen area there are 8 rotary encoders and soft buttons.
The buttons around the display referred to as soft buttons since their function changes according to the active window on the touch screen. The current function of a soft button is displayed on the touch screen adjacent to the 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.

The SHIFT and CTRL buttons on the console 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.




A window is displayed by pressing the appropriate window button. Changing window does not affect programming or playback.
On Compact consoles (MQ40N, MQ60, MQ80) The top right window keys have secondary functions, to access these hold the 'ALT' key to access the additional function.

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. Layouts can also been recorded and quickly recalled using the Lay1,2,3 keys on the console.

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

a) By pressing the touch screen over the appropriate part of the window
b) By moving the cursor to the appropriate position and pressing the ENTER button.
c) 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. (ALT + Cursor keys on Compact consoles)

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.

### *Programmer 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

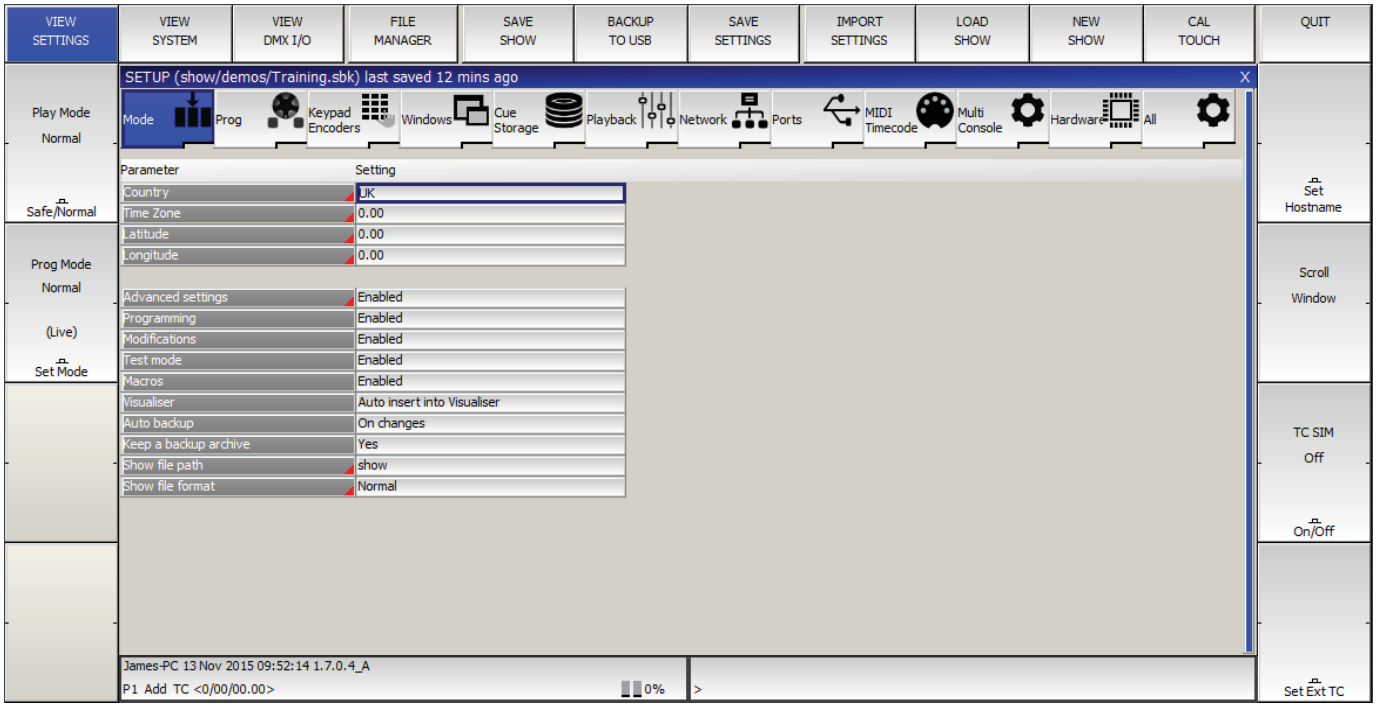
## *Starting up the Console*

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.




## *Calibrating the Touch Screen*

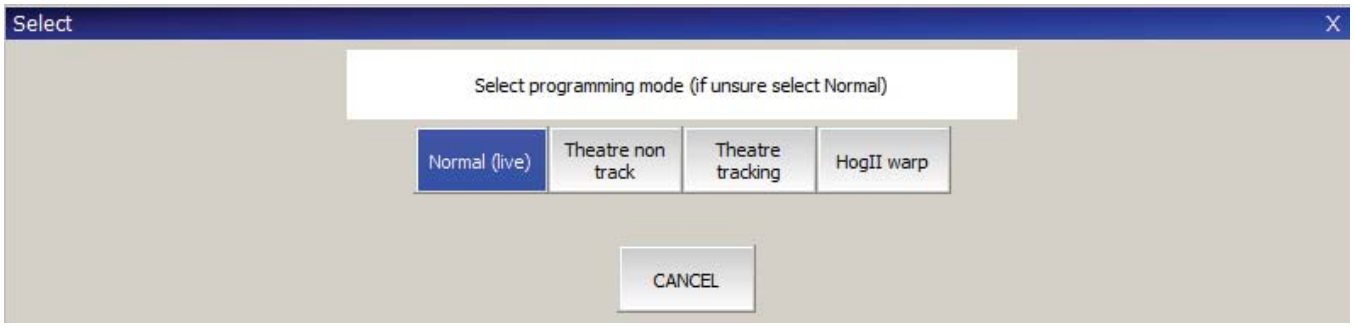
If the touch screen does not seem to be responding to your touch correctly then you may need to calibrate the touch screen.

To calibrate the touch screen hold CTRL and press the 'Set' key. If the touch screen is not responding you can press 1 on the console keypad to confirm and enter the touch screen calibration mode.

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, open the Setup window using the Setup key, toggle to 'view settings' using the top left soft button. Then 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.

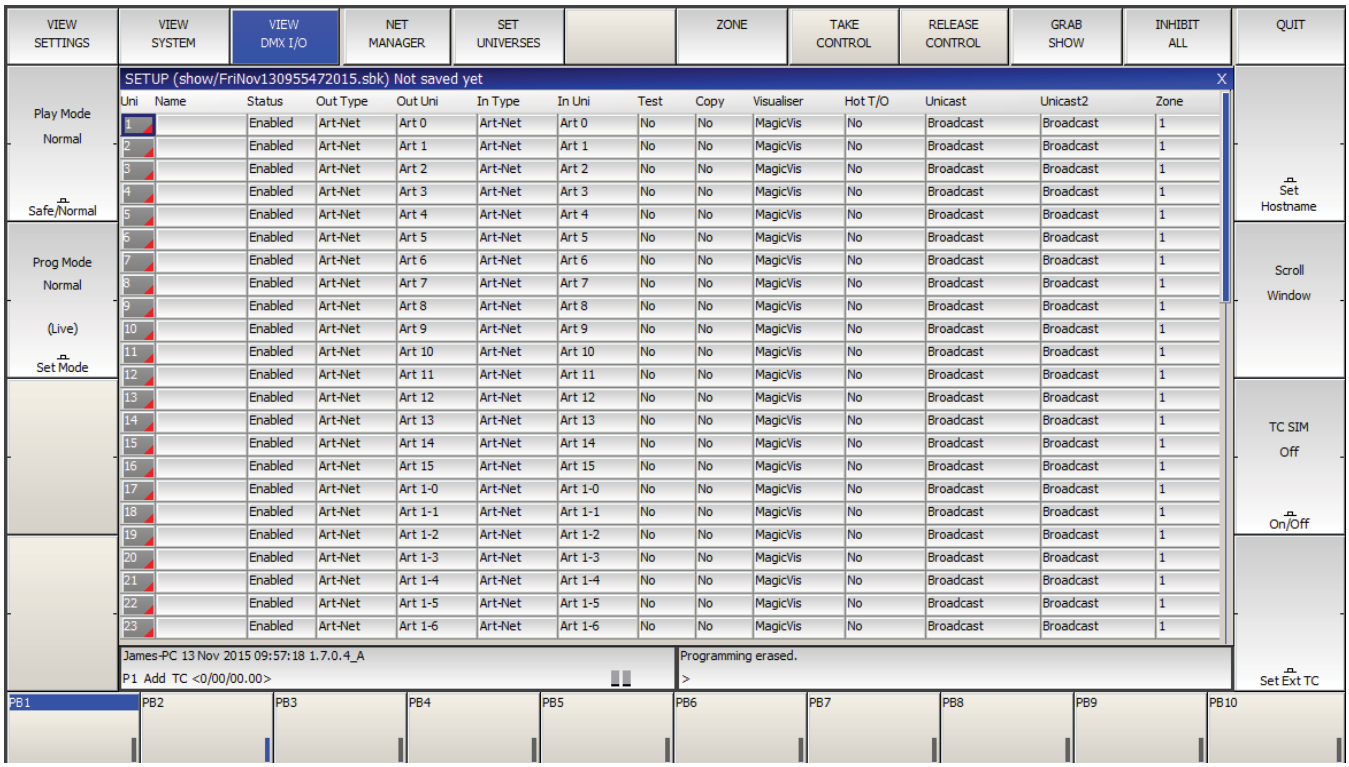
In Theatre modes, fixtures return to their default values when under control of a playback or the programmer. The keypad is set up to enable selection of Palettes using Palette numbers, and Cue Stack timing defaults to being stepped timing rather than chase timing.

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 64 universes on the Pro2014, 24 universes on the MQ80 and 12 universes on the Expert and MQ60/70. The MagicQ consoles support DMX directly from the console or via an external Ethernet to DMX convertor.




## Using Direct DMX Outputs

MagicQ consoles have 4 DMX outputs directly on the rear panel.

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. All consoles have either a DMX status LED or individual Port status LED's which show if the port is currently active.

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.

SETUP (show/FriNov130955472015.sbk) Not saved yet

| Uni | Name | Status | Out Type | Out Uni | In Type | In Uni | Test | Copy | Visualiser | Hot T/O | Unicast | Unicast2 | Zone |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | | Enabled | Art-Net | Art 0 | Art-Net | Art 0 | No | No | MagicVis | No | Broadcast | Broadcast | 1 |
| 2 | | Enabled | Art-Net | Art 1 | Art-Net | Art 1 | No | No | MagicVis | No | Broadcast | Broadcast | 1 |
| 3 | | Enabled | Art-Net | Art 2 | Art-Net | Art 2 | No | No | MagicVis | No | Broadcast | Broadcast | 1 |
| 4 | | Enabled | Art-Net | Art 3 | Art-Net | Art 3 | No | No | MagicVis | No | Broadcast | Broadcast | 1 |
| 5 | | Enabled | Art-Net | Art 4 | Art-Net | Art 4 | No | No | MagicVis | No | Broadcast | Broadcast | 1 |
| 6 | | Enabled | Art-Net | Art 5 | Art-Net | Art 5 | No | No | MagicVis | No | Broadcast | Broadcast | 1 |
| 7 | | Enabled | Art-Net | Art 6 | Art-Net | Art 6 | No | No | MagicVis | No | Broadcast | Broadcast | 1 |
| 8 | | Enabled | Art-Net | Art 7 | Art-Net | Art 7 | No | No | MagicVis | No | Broadcast | Broadcast | 1 |
| 9 | | Enabled | Art-Net | Art 8 | Art-Net | Art 8 | No | No | MagicVis | No | Broadcast | Broadcast | 1 |
| 10 | | Enabled | Art-Net | Art 9 | Art-Net | Art 9 | No | No | MagicVis | No | Broadcast | Broadcast | 1 |

## 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 Art-Net subnet and Art-Net universe. With SnakeSys B4 Ethernet to DMX boxes you need to place the device into Art-Net mode by setting dip switch 4 into the up position and all others down, and then set up the two rotary switches to the correct values – the left one for Art-Net subnet and the right one for Art-Net universe. The interface will then decode the four Art-Net universes starting from that Art-Net subnet and universe.

In most networks the Art-Net subnet is set. In Setup DMX I/O the Output and Input universes use subnet 0 unless specifically set to an Art-Net universe greater than 15 or set using the notation X-Y where X is the subnet and Y the universe. 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 SnakeSys B4 Ethernet Interfaces set the first Interface to Art-Net Universe 0 and the second one to Art-Net Universe 4.

## *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 by default in versions 1.6.0.6 and above all wings are set to Playback/Extra so the wing should be automatically configured.

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”.

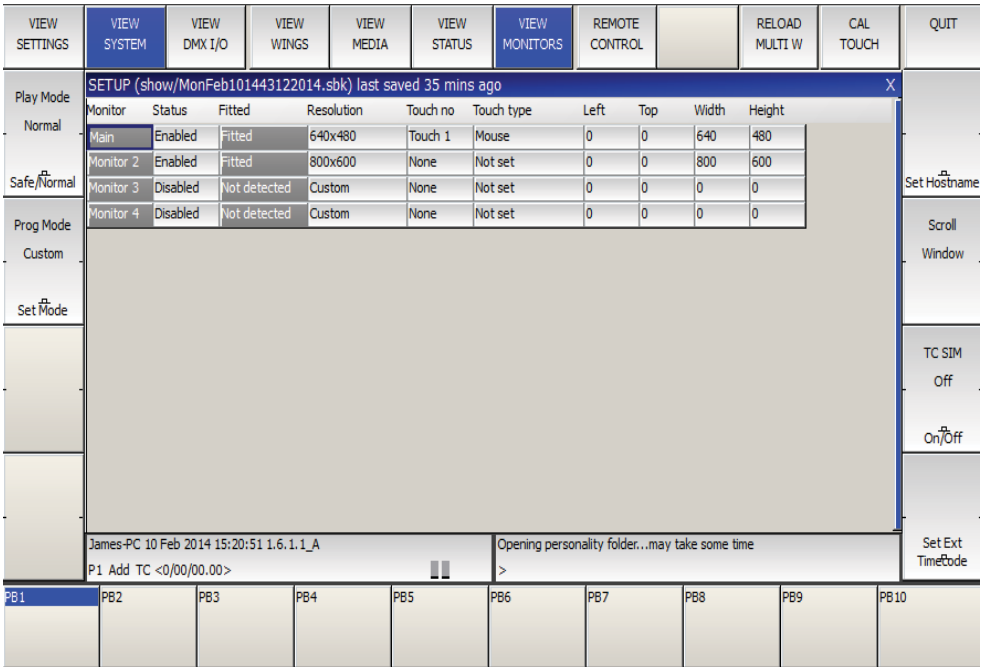
## *Connecting External Monitors*

MagicQ compact consoles have HDMI connectors for External monitor connection. These monitors can be touch screen monitors on MQ70 or MQ80 Compact consoles

The monitor output is used for showing extra windows. To enable windows to be moved onto external monitors, enable it in Setup, View System, View Monitors.

In this menu set Monitor 1 to the required resolution in the Resolution column, and enable it. You will be asked to restart – select yes.

When you start a new show, the pre-programmed layout views include views external displays- 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 external display.




To Calibrate external touch monitors go to: Setup > View Settings and select CAL TOUCH, press 1 to confirm. Then press the 4 points on the external monitor, do not press on the internal display during this time.
External USB touch monitors are shown in the Setup > View system > View Monitors window.

### *Supported touch monitors*

For the MQ70 & MQ80 consoles we have tested and recommend the iiyama Prolite T2336MSC, Hanns G HT225HPB, Asus VT207N and Dell S2240T Touch monitors. Note these are not supported on MQ60 console.

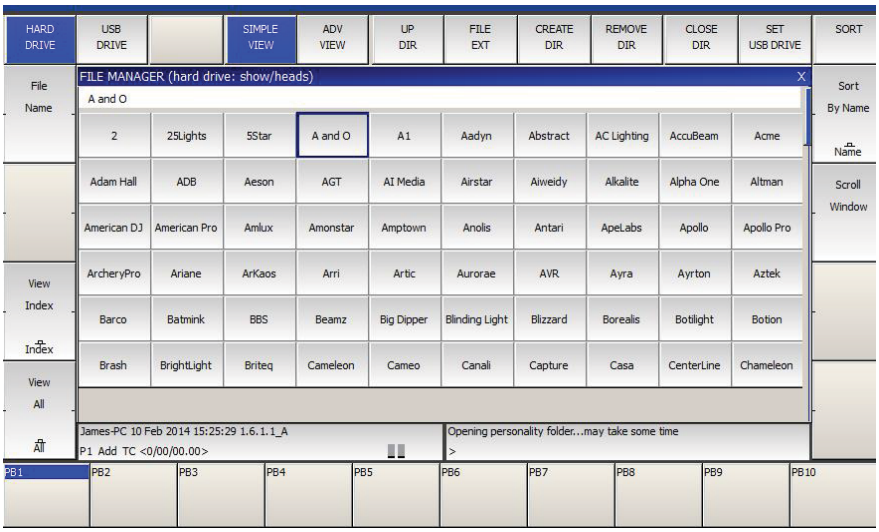
MagicQ consoles have support for the following USB communication protocols:

- Elo 15 * E271-2210 10-byte protocol
- Elo legacy E281A-4002 6-byte protocol
- Elo 16 * legacy E271-140 4-byte protocol
- Elo legacy E261-280 3-byte protocol
- eGalax Touchkit
- eTurboTouch CT-410/510/700
- 3M/Microtouch EX II series
- ITM
- PanJit TouchSet
- eTurboTouch
- Gunze AHL61
- DMC TSC-10/25
- IRTOUCHSYSTEMS/UNITOP
- IdealTEK URTC1000
- General Touch
- GoTop Super_Q2/GogoPen/PenPower tablets
- JASTEC USB touch controller/DigiTech DTR-02U
- Zytronic capacitive touchscreen
- NEXIO/iNexio

## 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.

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.



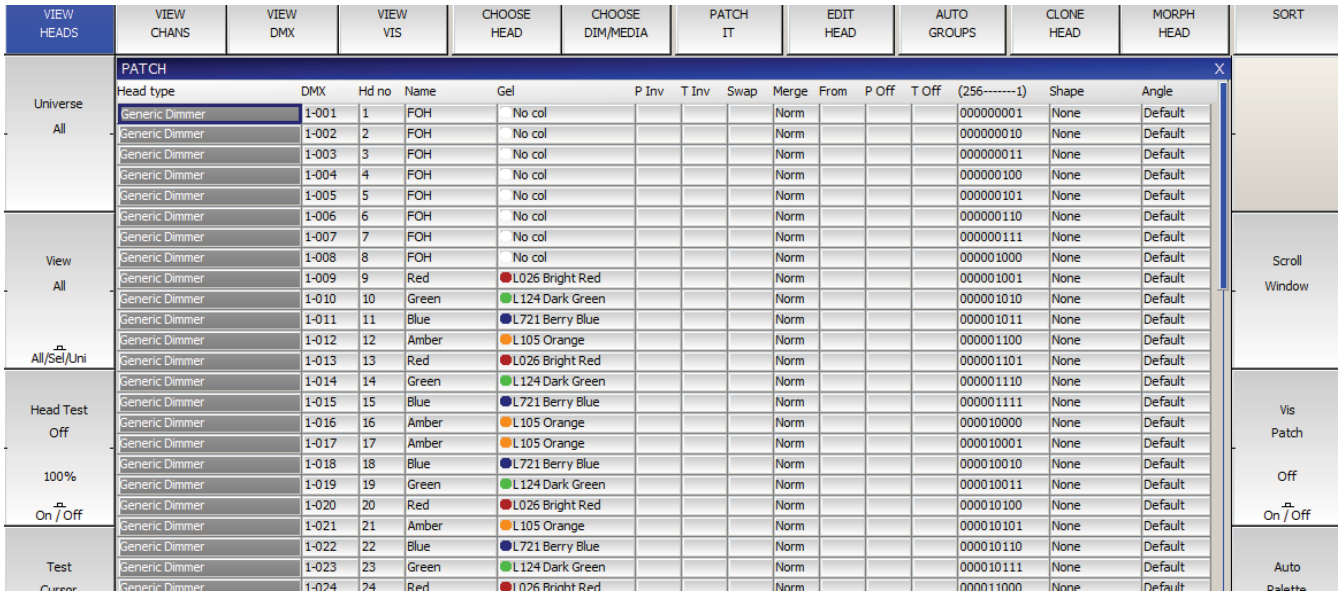

Once you have chosen a head you will be returned to the Patch Window. Press the PATCH IT soft button to patch the head. You will be prompted for the number you wish to prompt and the address where you wish to patch the heads. Use @ to patch at a specific address.

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




| Head type | DMX | Hd no | Name | Gel | P Inv | T Inv | Swap | Merge | From | P Off | T Off | (256-------1) | Shape | Angle |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Generic Dimmer | 1-001 | 1 | FOH | No col | | | | Norm | | | | 000000001 | None | Default |
| Generic Dimmer | 1-002 | 2 | FOH | No col | | | | Norm | | | | 000000010 | None | Default |
| Generic Dimmer | 1-003 | 3 | FOH | No col | | | | Norm | | | | 000000011 | None | Default |
| Generic Dimmer | 1-004 | 4 | FOH | No col | | | | Norm | | | | 000000100 | None | Default |
| Generic Dimmer | 1-005 | 5 | FOH | No col | | | | Norm | | | | 000000101 | None | Default |
| Generic Dimmer | 1-006 | 6 | FOH | No col | | | | Norm | | | | 000000110 | None | Default |
| Generic Dimmer | 1-007 | 7 | FOH | No col | | | | Norm | | | | 000000111 | None | Default |
| Generic Dimmer | 1-008 | 8 | FOH | No col | | | | Norm | | | | 000001000 | None | Default |
| Generic Dimmer | 1-009 | 9 | Red | L026 Bright Red | | | | Norm | | | | 000001001 | None | Default |
| Generic Dimmer | 1-010 | 10 | Green | L124 Dark Green | | | | Norm | | | | 000001010 | None | Default |
| Generic Dimmer | 1-011 | 11 | Blue | L721 Berry Blue | | | | Norm | | | | 000001011 | None | Default |
| Generic Dimmer | 1-012 | 12 | Amber | L105 Orange | | | | Norm | | | | 000001100 | None | Default |
| Generic Dimmer | 1-013 | 13 | Red | L026 Bright Red | | | | Norm | | | | 000001101 | None | Default |
| Generic Dimmer | 1-014 | 14 | Green | L124 Dark Green | | | | Norm | | | | 000001110 | None | Default |
| Generic Dimmer | 1-015 | 15 | Blue | L721 Berry Blue | | | | Norm | | | | 000001111 | None | Default |
| Generic Dimmer | 1-016 | 16 | Amber | L105 Orange | | | | Norm | | | | 000010000 | None | Default |
| Generic Dimmer | 1-017 | 17 | Amber | L105 Orange | | | | Norm | | | | 000010001 | None | Default |
| Generic Dimmer | 1-018 | 18 | Blue | L721 Berry Blue | | | | Norm | | | | 000010010 | None | Default |
| Generic Dimmer | 1-019 | 19 | Green | L124 Dark Green | | | | Norm | | | | 000010011 | None | Default |
| Generic Dimmer | 1-020 | 20 | Red | L026 Bright Red | | | | Norm | | | | 000010100 | None | Default |
| Generic Dimmer | 1-021 | 21 | Amber | L105 Orange | | | | Norm | | | | 000010101 | None | Default |
| Generic Dimmer | 1-022 | 22 | Blue | L721 Berry Blue | | | | Norm | | | | 000010110 | None | Default |
| Generic Dimmer | 1-023 | 23 | Green | L124 Dark Green | | | | Norm | | | | 000010111 | None | Default |
| Generic Dimmer | 1-024 | 24 | Red | L026 Bright Red | | | | Norm | | | | 000011000 | None | Default |

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.

| Head type | DMX (256-------1) | Hd no | Name | Gel | P Inv | T Inv | Swap | Merge | From | P Off | T Off |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Generic Dimmer | 1-001 (000000001) | 001 | DSN 105 | No col | | | | Norm | | | |
| Generic Dimmer | 1-002 (000000010) | 002 | DSN 105 | No col | | | | Norm | | | |
| Generic Dimmer | 1-003 (000000011) | 003 | DSN 105 | No col | | | | Norm | | | |
| Generic Dimmer | 1-004 (000000100) | 004 | DSN 105 | No col | | | | Norm | | | |
| Generic Dimmer | 1-005 (000000101) | 005 | PAR 64 | Indigo | | | | Norm | | | |
| Generic Dimmer | 1-006 (000000110) | 006 | PAR 64 | R312 Canary | | | | Norm | | | |
| Generic Dimmer | 1-007 (000000111) | 007 | PAR 64 | R356 Middle Lavende | | | | Norm | | | |
| Generic Dimmer | 1-008 (000001000) | 008 | PAR 64 | L027 Medium Red | | | | Norm | | | |
| Generic Dimmer | 1-009 (000001001) | 009 | PAR 64 | R312 Canary | | | | Norm | | | |
| Generic Dimmer | 1-010 (000001010) | 010 | PAR 64 | L027 Medium Red | | | | Norm | | | |
| Generic Dimmer | 1-011 (000001011) | 011 | PAR 64 | Indigo | | | | Norm | | | |
| Generic Dimmer | 1-012 (000001100) | 012 | PAR 64 | R312 Canary | | | | Norm | | | |
| Generic Dimmer | 1-013 (000001101) | 013 | PAR 64 | R356 Middle Lavende | | | | Norm | | | |
| Generic Dimmer | 1-014 (000001110) | 014 | PAR 64 | L027 Medium Red | | | | Norm | | | |
| Generic Dimmer | 1-015 (000001111) | 015 | PAR 64 | R312 Canary | | | | Norm | | | |
| Generic Dimmer | 1-016 (000010000) | 016 | PAR 64 | L027 Medium Red | | | | Norm | | | |
| Generic Dimmer | 1-017 (000010001) | 017 | PAR 64 | Indigo | | | | Norm | | | |
| Generic Dimmer | 1-018 (000010010) | 018 | PAR 64 | R312 Canary | | | | Norm | | | |
| Generic Dimmer | 1-019 (000010011) | 019 | PAR 64 | R356 Middle Lavende | | | | Norm | | | |
| Generic Dimmer | 1-020 (000010100) | 020 | PAR 64 | L027 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

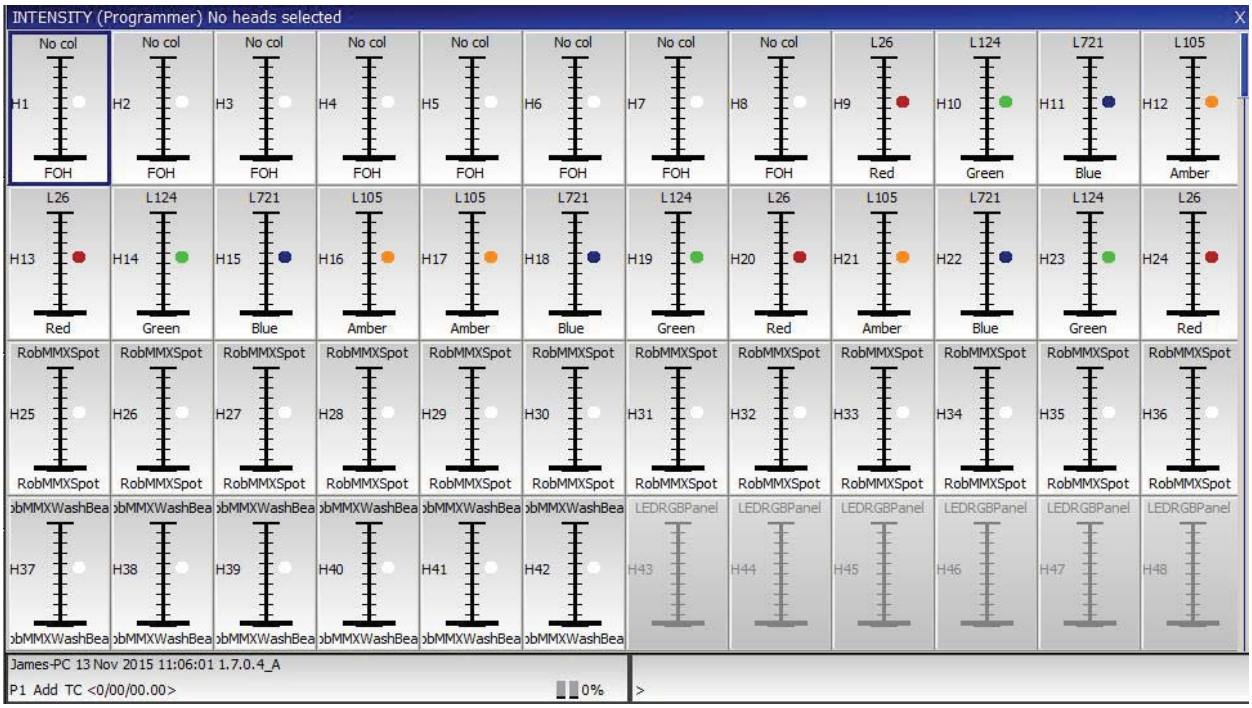
It is also possible to use the Intensity Window by pressing the INT button. This window displays a fader for each dimmer and head patched onto the console. Pressing the slider part of the fader sets the appropriate level. When a fader is moved from 0 the channel in the programmer is activated – and the 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.



## 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.

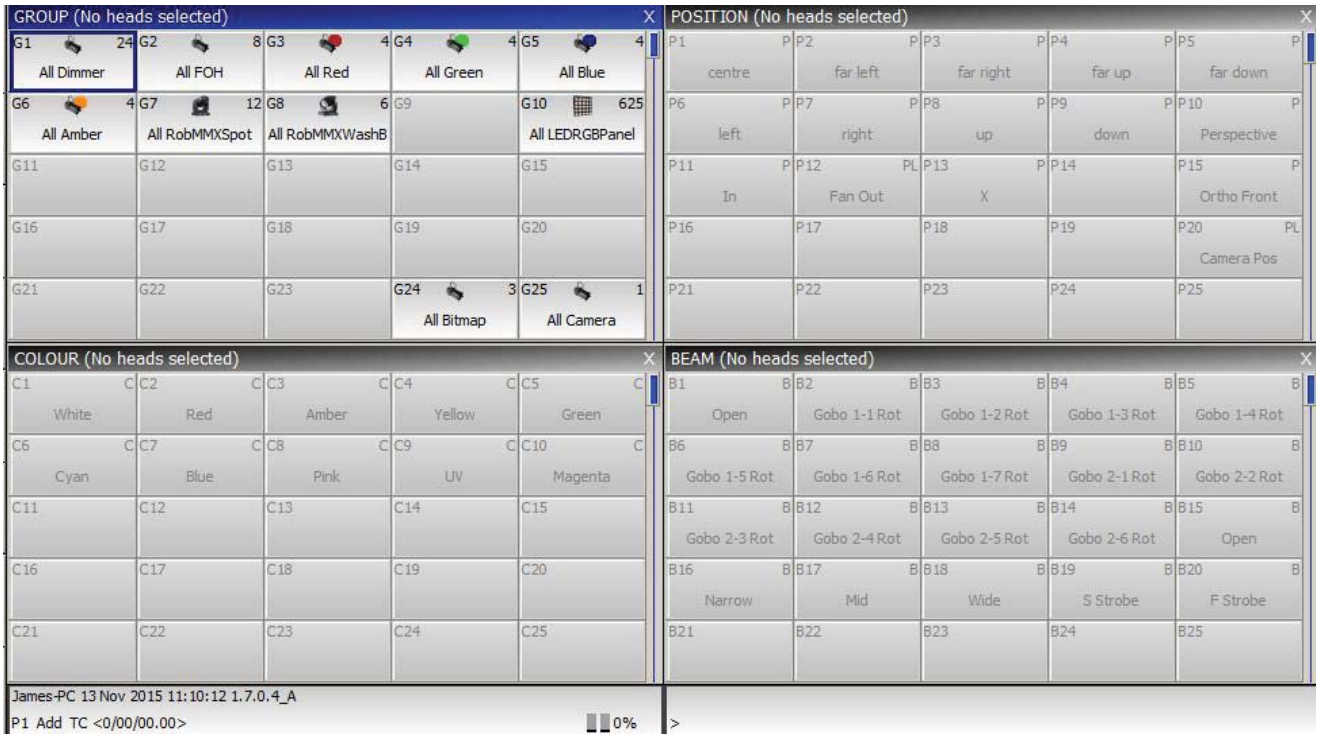
If the heads enable DMX control of the striking of the lamp then you may need to “Lamp On” the head in order to see the beam. Select the heads and then press SHIFT LOCATE. This runs the "Lamp On" macro.

## Modifying Attributes

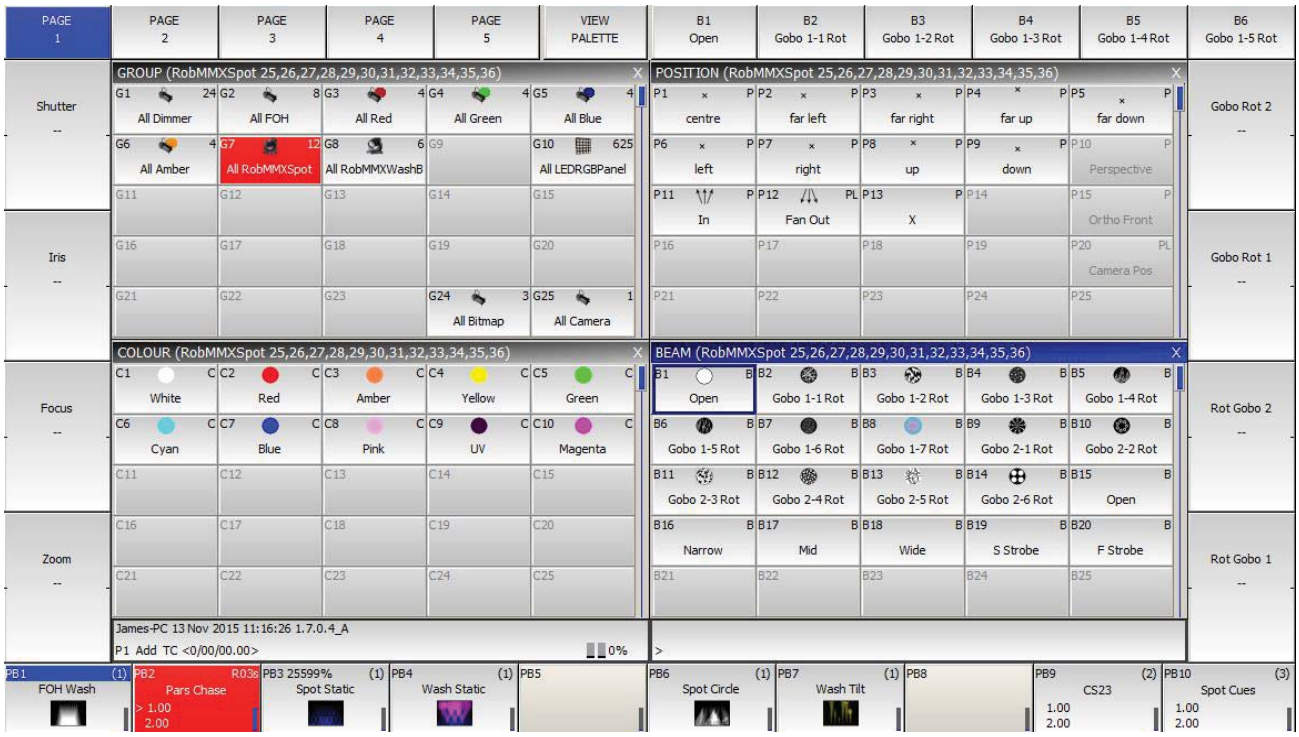
Intelligent heads have several different attributes typically including pan and tilt, colour, gobo and iris. When the MagicQ lighting console patches an intelligent head it maps the head parameters to standard attributes to enable easy access of the features of the head.

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, and 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.



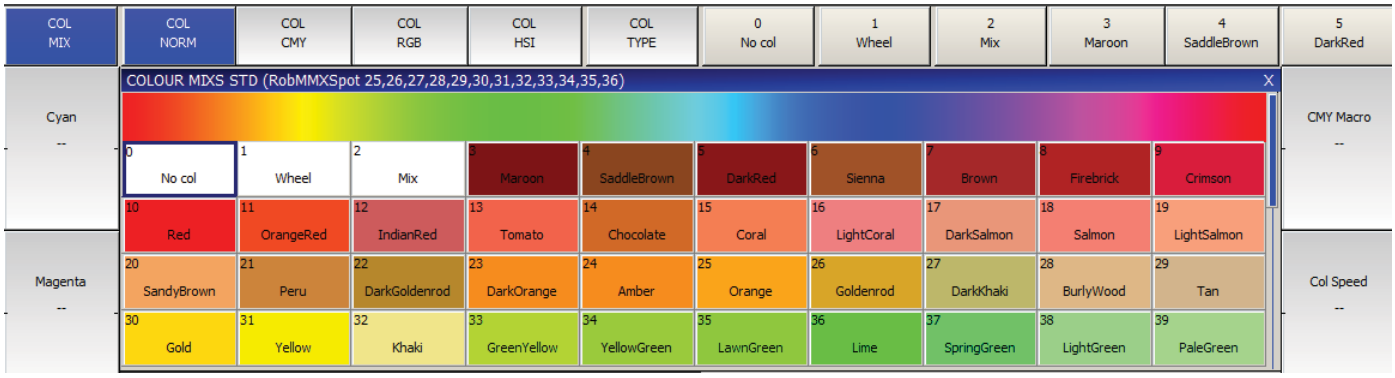

The highlighted window enables controls the soft buttons and rotary encoders. In each of the Windows the X and Y encoders control the most important attributes – Pan and Tilt in Position Window, Col Wheel 1 and Col Wheel 2 in the Colour Window and Gobo Wheel 1 and Gobo Wheel 2 in the Beam Window. In 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.




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.



### *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).

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| REC MERGE | REC REMOVE | CUE ONLY | SELECTED ONLY | ENTIRE STATE | MULTI STEP | REC TYPE | REC INT | REC POS | REC COL | REC BEAM | CLOSE 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.

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| REC MERGE | REC REMOVE | CUE ONLY | SELECTED ONLY | ENTIRE STATE | MULTI STEP | REC TYPE | REC INT | REC POS | REC COL | REC BEAM | CLOSE OPTIONS |

## *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.

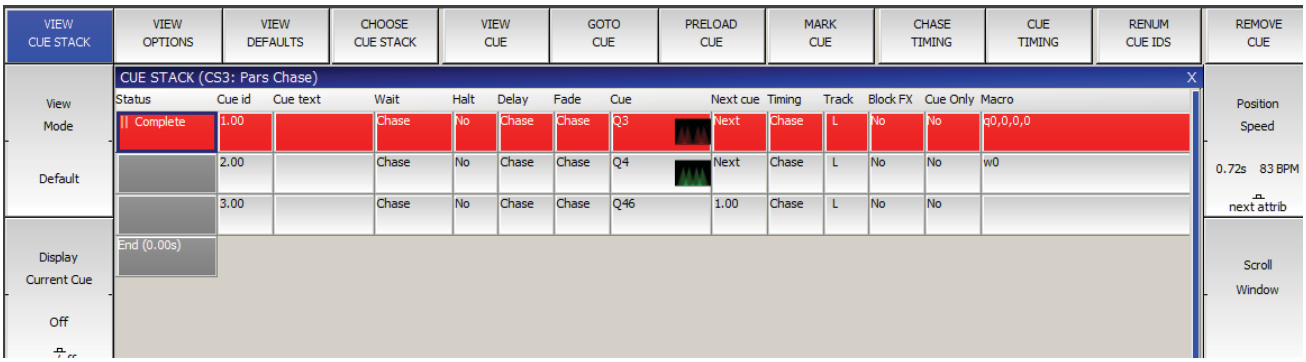
So, for example to record a stack of two looks, the first yellow dots, the second blue triangles:

- 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.

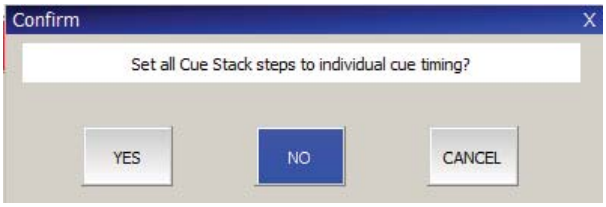
View the Cue Stack by selecting the Playback and pressing CUE STACK to open the Cue Stack Window.

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.




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

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*

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”

| ***Feature*** | ***MagicQ*** | ***Hog II*** |
|---|---|---|
| | | |
| 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 |
| 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. On MQ100 hold top left SHIFT button and press top right SHIFT button. On Compact console hold ALT and CTRL and press SHIFT.

Check a button has not become stuck down
Check nothing is accidentally leaning on the keyboard or other buttons

Exit button test mode by using the same keys as pressed to enter test mode above.

### *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.

If the screen is slightly blue or pictures are distorted after power up then shut down the console and restart. If you cannot see the QUIT button on the screen, then hold the Left, Down and Right cursor keys and press DBO to force a shutdown.

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. Restart the console using the reset button on 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.

If the console fails to start and displays a message asking you to run fsck manually then see disc repair below.

## 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 .cdc 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. This can be accessed from within the MagicQ software from Setup, View Systen, View Status. It can also be accessed on powering off the console and then pressing a key during boot up.

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 file for you console system. Compact consoles use the .cdc 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 .cdc 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.

# 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 not necessary to recalibrate the touch screen after a factory reset. If for any reason the touch screen is not calibrated then press CTRL + SET to calibrate it.

# Appendix

## DMX, Ethernet and ArtNet

### DMX

DMX data is transmitted in a serial form. This means that there is one cable carrying the data, which is sentbit by bit (a bit is a 1 or 0), one after another. The entire transmission of DMX data for a DMX universe is known as a DMX Packet.
The DMX Packet consists of a start code and 512 channel levels.

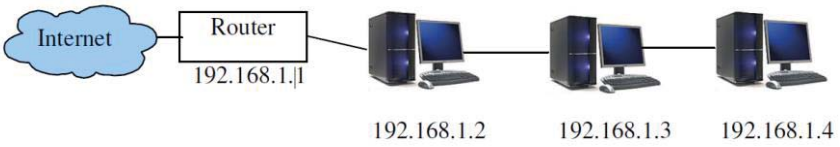
| Start Code | Chan 1 | Chan 2 | Chan 3 | ..... | Chan 512 |
|---|---|---|---|---|---|

The start code for DMX is generally 0. The channel section contains the level for that channel.

### Ethernet

Ethernet is the technology used to connect computers on a network. Most computers use a protocol called TCP/IP (Transmission Control Protocol Over Internet Protocol) to communicate over an Ethernet network. Ethernet transmits the IP address (address of a computer on the network) of the sending computer, followed by the IP address of the receiving computer, followed by the data. The IP addresses allow the data to be routed to the correct computer.

On a typical office network, computers will have an IP address of 192.168.1.x, where x is between 0 and 254 (255 is a reserved address). These IP addresses are generally assigned dynamically by the Router on the network using a protocol called DHCP.




The computers use a subnet mask of 255.255.255.0. This specifies which range of IP addresses are on the local network. In the example above 255.255.255.0 specifies a range of from 192.168.1.0 to 192.168.1.255 which is a total of 256 addresses.

### ArtNet

### What is Artnet?

Artnet is a royalty-free communication protocol (language), developed by Artistic License used to transmit DMX information over a network.
An Artnet network typically uses the 2.x.x.x or 10.x.x.x IP Address scheme using a subnet of 255.0.0.0

It is important to ensure that Art-net data using the Class A IP address scheme is not routed onto the internet.

Ideally a separate lighting network should setup between your QuickQ console and node(s).
Unlike normal office networks, the IP address must be in the range 2.x.x.x or 10.x.x.x, where x is between 0 and 255.
The subnet mask must be set to 255.0.0.0. This means configuring the address of each piece of equipment on the network manually. QuickQ products are typically set to 10.x.x.x. from the factory.

## FCC Part 15 Notice

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference; and
(2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause interference with radio and television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

You may also consult your local ChamSys Ltd dealer or an experienced radio/TV technician for assistance.

NOTICE: The FCC regulations provide that any changes or modifications not expressly approved by ChamSys Ltd could void the user's authority to operate the equipment.

## Disposal and Recycling of unwanted consoles

Please be aware that ChamSys products must be disposed of in accordance with the WEEE disposal and recycling regulations (http://ec.europa.eu/environment/waste/weee/index_en.htm). ChamSys products must not be disposed of through normal household waste.

For non-UK customers please contact your local distributor.

For UK customers, please contact us on +44 (0)23 8023 8666, or email support@chamsys.co.uk.

WEEE Producer registration number WEE/FF5605UX.

## MagicQ Console Warranty Certificate

Thank you for purchasing a MagicQ console. All MagicQ consoles come with a two-year parts and labour warranty which covers the console for component/material failure. This warranty does not cover physical damage caused to the console, damage in transit, or damage to components caused by factors such as liquid damage/spills onto the console.

For Warranty claims please contact the dealer you purchased the console from. If you are based outside of the UK please contact your local dealer. Your local dealer can be located here: www.chamsys.co.uk/contact

This MagicQ console was manufactured on: ……

The warranty is valid for two years from this date.

The Serial Number of this console is:

Before leaving ChamSys this console has completed full testing including:

Full production test of console completed by:

Safety test including PAT test completed by:

Console packed with all accessories by: