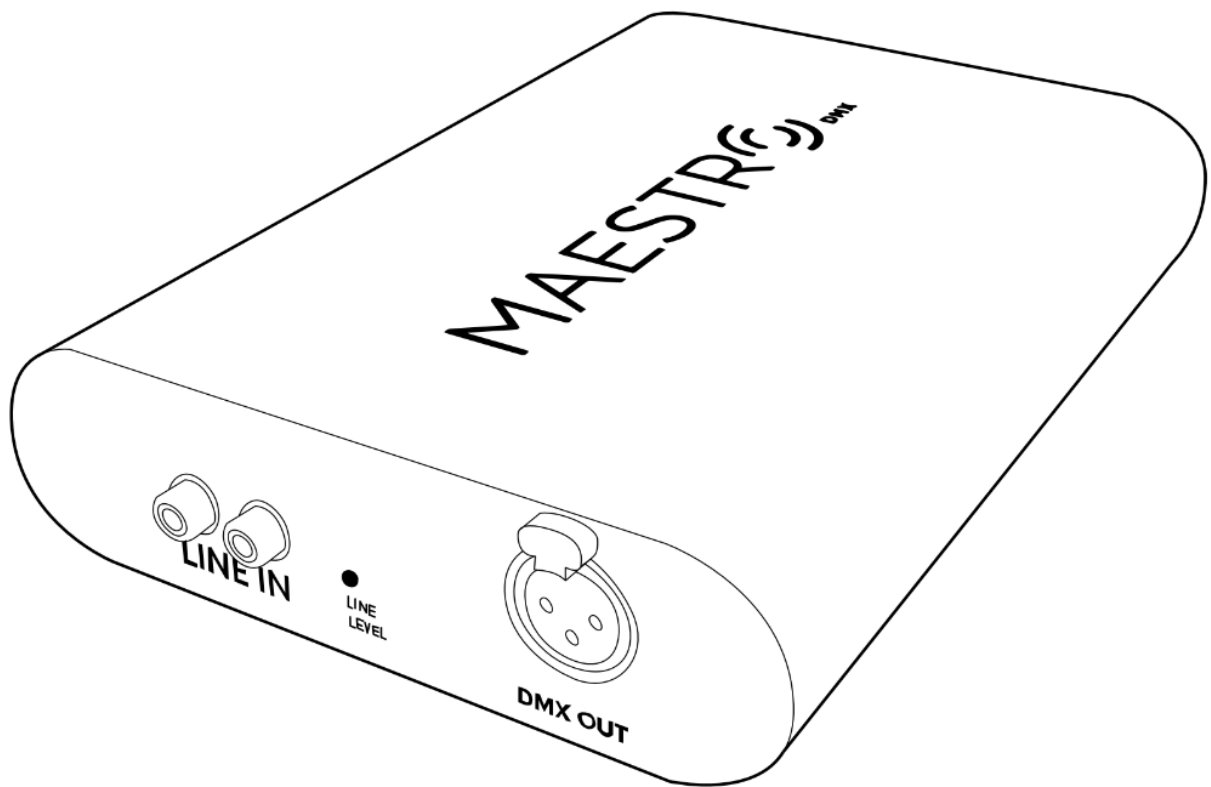


MaestroDMX™

FAQ Consumer

Release 12/25 (Software V1.5)



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My fixture is not listed on MaestroDMX™ / My fixture has issues:

1. Fastest and most effective solution: Search for the fixture in the MaestroDMX™ fixture database (CHECK SOFTWARE AND FIXTURE VERSION!): <https://fixtures.maestrodmx.com/>
2. Create a fixture manually. Key points to consider:
 - For RGBWAUV LED fixtures, set the “MASTER DIMMER” DMX attribute to 100% and “Shutter/Strobe” to open.
 - For conventional dimmer fixtures (e.g., with a color wheel), use the “Dimmer” DMX attribute and ensure “Shutter/Strobe” is open.
 - Fixtures that share a channel for dimmer and shutter: use “Brightness” as DMX attribute and restrict output range to dimmer range via Edit.
 - Do not confuse Zoom and Focus.
 - Assign fixed values for prisms (e.g., Prism ON, OFF, Rotation SLOW/FAST).
 - Rotations can be set as “Rotation” or “Activity”; limit Activity to e.g., clockwise only to increase speed with audio activity.
 - PAN/TILT speed must be set to maximum speed.
 - For choppy motion, smooth PAN/TILT movements in Edit section with a value between 0.5–1.
 - Disable macros/auto programs using the “Static Value” DMX attribute.
 - For laser patterns or other auto programs, use the “Gobo” attribute to create a virtual gobo wheel and define allowed patterns.
 - For fixtures without discrete RGBWAUV mixing, which use predefined colors as a color wheel, assign colors and gobos carefully.
 - For standard fog machines use the “Fog ON/OFF” DMX attribute. For hazers/fazers: use “Fog Volume” for output and “Fog Speed” for fan.
 - The “Effect” trigger button can be freely assigned (e.g., strobes, special effects). ON/OFF values are editable.
 - “Blinder” attribute is best used for actual blinder fixtures.
3. Request a fixture profile (still available) at Eventtechnik Oberland, or submit a request via: https://maestrodmx.freshdesk.com/support/tickets/new?ticket_form=fixture_profile_request

How can I create custom colors gradients or color groups?

Since version 1.4.1, this can be done via the three dots next to the Color Pallets section.

Where can I find my home-language documentation?

Quick-start guides and safety instructions in English, German, French, and Spanish are available upon request and are included in the delivery. Additional languages will follow. A complete operating manual is currently only available in English. It is also advisable to take a look at social media -> some tutorials and/or product videos are posted there.

How can I control front lighting independently from the generated show?

A future software update will allow the control of one dimmer DMX attribute within the “Show” tab independently of the auto-generated show (like the Global Dimmer).

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Currently, we have two possibilities, the best method is to assign the front lighting Dimmer channel as "MASTER DIMMER/STATIC VALUE" and adjust brightness via: Control tab → Fixture selection → Changing the Default Settings. The second method is to put all the frontlights in one fixture group without show light and then change the overall dimmer value of the group via MIDI or in "Show".

Which MIDI controllers are compatible?

In general, any USB-A MIDI controller can be used, provided it can be configured on a PC to send MIDI-CC/Notes on the desired MIDI channel. An MIDI-Input table is available on the MaestroDMX support page. MIDI and TouchOSC values are displayed in the web interface for easier setup (since V1.4.1).

An upcoming update will allow MIDI value mapping directly in the MaestroDMX™ interface for full controller compatibility.

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I no longer have access to my MaestroDMX™:

Three main causes:

- Device was connected before to a existing WIFI network that is now unavailable
- Password forgotten
- Network has changed the IP address / IP-Mode has changed

Solution: Perform a software update with network reset via USB-Stick (WIFI dongle must be inserted). Default password after reset: "mymaestro" Access the web interface by entering maestro.local in any browser.

If that fails also, check the WIFI dongle or send it in for repair.

I want to save multiple moving light positions or static values as cues:

Available since version 1.4 via Control → Add Snapshot

Only DMX channels highlighted in blue are stored in the snapshot. Unchanged values are used as usual in the show. To preview snapshot changes live, activate the eye icon (top right). Apply the Snapshot via "Add FX Pallet" in the Live Control section.

How can I create a backup of my MaestroDMX™?

Individual fixture profiles, stages, and shows can be exported/imported via the three dots next to each selection.

A full system backup (including colors, snapshots, and FX pallets) is possible via:

System → Backup and Restore → Download User Backup. Here you can also upload backups or reset to factory settings.

Are there pre-made shows for MaestroDMX™?

Yes. Free pre-made shows are available for download at:

<https://maestrodmx.freshdesk.com/support/solutions/articles/153000241005-free-maestrodmx-curated-shows>

After an update or after changing network settings, my MaestroDMX™ no longer works correctly:

A restart (disconnect power → wait 30 seconds → reconnect power) resolves both issues.

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How do I get the second DMX universe?

Since version 1.5, the second DMX universe can be output via Art-Net. Currently, one universe is output via the built-in DMX port and the second via an external Art-Net node. Instructions for setting up an Art-Net node via Discover Mode are provided in a separate guide.

Future outlook:

One of the upcoming software-versions will allow both universes to be output via a single Art-Net node.

The lighting show occasionally stutters briefly:

This should be resolved with version 1.5. If the issue persists, please contact us briefly.

What do the Advanced Settings do?

Advanced Settings – Maestro Patterns (same effect for all patterns, configurable per group):

- **Brightness:** Overall brightness
- **Excitement:** Accelerates or slows sequence flow and influences selected sequences (more/less pixel and movement effects)
- **Background:** Background lighting and influence on the dimmer ramp curve
- **Mover Range:** Limits the size of movement patterns
- **Mover Speed:** Accelerates or slows moving head movements
- **Allow Music-Based Blackouts:** Individual fixture groups blackout during quieter song parts (not all groups blackout)
- **Blackout On Silence:** All groups blackout when no music is playing
- Trigger ON/OFF for each available trigger button

Advanced Settings – Core Patterns (partially different effects, configurable per group):

Solid Color (not audio-reactive, single color or gradient):

- Brightness: Overall brightness
- Speed: Pulse/fade speed
- Color Select: Color sequence selection when using gradients/multiple colors
- Depth: Background brightness / effect on dimmer ramp curve
- Phase: Phase shift of pixel/pulse effects at 50%
- Shape: Effect direction

Wash (audio-reactive optional):

- Brightness: Overall brightness
- Speed: Audio-reactive – audio sensitivity (100% = fully audio-reactive); non-audio-reactive – wash speed
- Color Shift: Audio-reactive – base color selection from gradient; non-audio-reactive – fade time
- Color Smoothing: Fade time for color changes

Spectrum (audio-reactive optional):

- Brightness: Overall brightness
- Speed: Chase speed
- Energy: Brightness and color mood variation
- Contrast: Background brightness / dimmer ramp curve
- Attack: Audio-reactive only – effect response speed
- Decay/Wave Width: Non-audio-reactive – wave speed; audio-reactive – wave speed on audio peaks
- Shape: Effect direction

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Starry Sky (audio-reactive optional):

- Brightness: Overall brightness
- Speed: Chase speed
- Energy: Brightness and color mood variation
- Contrast: Background brightness / dimmer ramp curve
- Attack: Audio-reactive only – response speed
- Decay/Wave Width: Non-audio-reactive – wave speed; audio-reactive – effect speed on audio peaks
- Shape: Effect direction

Twinkle (audio-reactive optional):

- Brightness: Overall brightness
- Speed: Non-audio-reactive only – chase speed
- Energy: Non-audio-reactive – number of pulses; audio-reactive – brightness and color mood variation
- Contrast: Background brightness / dimmer ramp curve
- Decay: Fade-out speed of the twinkle effect
- Shape: Effect direction

Chase (audio-reactive optional):

- Brightness: Overall brightness
- Speed: Speed of new light impulses
- Trigger: Non-audio-reactive – frequency of new chases; audio-reactive – instrument selection
- Contrast: Background brightness / dimmer ramp curve
- Attack: Pulse frequency
- Width: Number of pixels used
- Shape: Effect direction

Flash Bang (audio-reactive optional, controllable strobe/pulse effect – Sparkle W colors recommended):

- Brightness: Overall brightness
- Speed: Audio-reactive – audio sensitivity; non-audio-reactive – pulse speed
- Energy: Pulse/strobe intensity
- Contrast: Background brightness / dimmer ramp curve (100% = strobe effect)
- Decay: Fade time of pulse effect / influence on dimmer ramp curve

Mapping Test (not audio-reactive, pixel mapping test – white only):

- Speed: Test speed
- Width: Pixel count (0% = single pixel, 100% = multiple pixels)

All Black: Complete blackout