

FAQs for PRO and PRO2

My scroller is dead. No display, no LED is on.

Check if the scroller is connected to the PSU via XLR4 cable.
Check if the PSU is powered up.
Check if the motor has power by slightly trying to move the gel by hand.

My scrollers is working, but the display is not.

Check if the display turns on, when you press a button, the display might be switched off in the menu (tool menu, dsp.0= off, dsp.1=on).

My scroller moves to a position after powering up the system, but does not react to position changes via the console.

Check if the green LED beneath the display is on (a valid DMX signal is recognized by the scroller).

If the green LED is on, check in the Spd.x menu, if the speed is set to Spd.L (limited) or Spd.d (speed is on a separate control channel).

If the green LED is off, check if the XLR4 cable is the right way around (the female XLR connector must be plugged into the scroller). Check if the PSU receives a valid DMX signal. Otherwise, the XLR4 cable or the scroller PCB or the PSU is defective.

I cannot enter the menu functions of my scroller.

Check if the scroller is "Locked" (Loc). To lock or unlock the scroller, keep the right arrow button pressed during powering up the scroller, until the display shows Loc or ULoc.

My scroller does not work and the display is flickering.

Check if the XLR4 cable is soldered the wrong way around (data + and data - changed?) or check PSU (Maxi PSU: check the Micro – data -fuses).

My scroller is working, but the fan is not.

Check if the fan is switched off in the menu (Fan.0) or on a separate DMX channel (Fan.d). If not, measure fan output voltage on the PCBs fan output socket.

My scroller is set to "frame by frame" but does not work accurate.

Go into the menu, to the "load" function. Check by pressing the cicle button once if the amount of colours is right. If yes, check your gelstring, if one or more colours are shrinkled too much. Otherwise, try to re-calibrate the scroller. If this happens with a brandnew gelstring, try the recalibration more then one time.

My scroller looses tension on the gelstring.

Check if there is any slack between the upper pulley of the left roll and the roll. Also check if there is any slack between alloy roll ends and carboured roll bodies (valid for both rolls).

Control the upper belt, renew if broken.

My scroller goes stagnant to desired position, showing[bloc] during staging.

Check the length of the XLR cables to the PSU. Have you used a "return cable"? Check the scroller for rolling resistance / mechanical problems/gelstring damage. In doubt, measure power consumption and report to service. Also check the motorcabeling and the motorpack itself.

My scroller works fine but runs into gelstrings end/start, tries to rip the gelstrings end of the roll.

Check if the gelstring is damaged or folded (specially at the beginning/end of the gelstring).

Check the scroller for rolling resistance/ mechanical problems. In doubt, measure power consumption and report to service. Also check the motorcabeling and the motorpack itself.