

Fixtures not responding?

If your fixtures and dimmers are not responding to the desk, check:

- Have you plugged the DMX cable into the back of the console?
- Check the DMX cabling for cable faults, and ensure that a DMX terminator is present at the end of the chain.
- If the fixtures do not support RDM, they must be added (or “patched”) manually. Ensure the address and mode on the fixture matches what you've configured on the console.
- Setup > Universes has been correctly configured.
- For FLX users, the green DMX1 and DMX2 LEDs are flickering.
- For FLX S users, if you have a 2 universe console, by default port 1 is universe 1, and port 2 is universe 2.
- Some fixtures require the lamp to be “lamped on”. If this is required, a “Macros” tab will be displayed along to top of the screen when the fixture is selected on FLX S, and on FLX you will be able to press the Macros key. Automatically creating macros may generate a Lamp On macro, for you to use to send a “Lamp On” command.

No intensity output?

If the intensity output levels do not change when you adjust it (via a playback, UDK or the programmer), check:

- Is the Grand Master fader at full?
- Is Black Out off?
- If the selected fixture(s) have a Shutter parameter, check that the shutter is open.
- Some fixtures also have control of the lamp remotely – try sending the Lamp On Macro command to the fixture, if supported.

Forgotten passcode?

If you forget the passcode you've set, please send the serial number of your console to support@zero88.com

Front panel not responding?

- Is the console fully booted (check internal monitor for any errors which may have halted the boot)?
- Are the LEDs in the buttons responding correctly?
- If you tap Z/Shift -> System Information -> System Text, scroll through the text - do you see any errors?

External Touch Screen not responding?

On FLX & FLX S48, if the external touchscreen is not responding, remember these points:

- External Touch Screens require both the USB and DVI-D cables to be connected.
- Have you calibrated the external touchscreen in Setup > Settings ?

MIDI Show Control not working?

(FLX only) We've found that cheaper USB – MIDI devices (often sold as a single cable with USB on one side, two MIDI ports on the other, and a plastic box in the middle) are not designed to the MIDI specification. Although these sometimes work with MIDI Timecode, they do not work with Show Control.

Remote App not connecting?

If the remote app is not connecting to the console, check one of the following things:

- Is the Remote enabled in Setup > Devices?
- Is there a password set in Setup > Devices?
- Are you using a dedicated network, or plugging into a much larger network? On larger networks, firewalls can sometimes block the communications.
- Is the IP address of the console in the same range as the IP address of your remote device? For simple setups where nothing else is using the network apart from the remote, we suggest either enabling DHCP on both devices (which will set the IP address automatically) or use the IP addresses 192.168.1.10 and 192.168.1.20 on your console and remote.

Console does not start correctly?

- Remove all USB storage devices from the console.
- Check internal monitor for any error messages or warning information.
- Try using the Startup Tool. [Click here for more information.](#)

Test Mode



If you boot your console with the Setup key held down, this will boot you into Test Mode.

Test Mode will display a virtual Front Panel of your console. Moving faders, and pressing buttons will be highlighted on the virtual front panel, for you to check faders, buttons and encoders are registering correctly.

Pressing keys will light the LED in that button.

For consoles with 7-segment displays, these will cycle to ensure all parts are displaying correctly.

To exit Test Mode, restart the console. To do this switch the console off and on again.

Reporting a problem

Before reporting a problem to Zero 88, please obtain as many of the following pieces of information as possible:

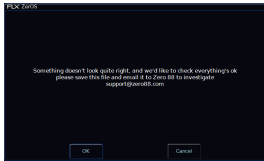
- The console's current software version
- A copy of the current showfile
- Details of what you were doing at the time, or which playback / palette etc is affected.
- If the console has crashed or frozen, the console will offer you a debug file the next time you turn it on.

Support requests can be submitted to support@zero88.com

For more urgent requests, please contact Zero 88 by telephone on +44 (0)1633 838088 – 24 hour answer service available.

If you have reported a problem by email or on the forum, please bear with us as our response may take a few days if your problem is complex. It is also worth checking other posts on the forum to see if the fault is already reported / fixed before contacting Zero 88. If you suspect that your problem is software related, please always check that you are running the latest software version.

This can be found at zero88.com/zeros



In the unlikely event you experience a software issue with ZerOS, upon booting your console, or whilst using the console, you may receive this message.

This message is nothing to worry about, however ZerOS has found something that doesn't look right. If you have a USB stick to hand, please click OK, and then choose to save the debug file (.zdb) to your USB stick.

This debug file contains important information about the behaviour of your desk, and what caused the software issue. Providing this file to the Zero 88 support team can help us to improve the console's performance to ensure that the crashes do not occur in future software releases.

At the next available opportunity, please insert the USB memory stick into your computer and email the file to support@zero88.com with a little information about what you were doing when the issue occurred.

The file written to your memory stick is a .zdb file (ZerOS DeBug) and will have the date and time in the file. You can rename it to something you think is more useful if you wish.

By sending us the file, you'll be helping to improve ZerOS for every user, so thank you!

ZerOS Startup Tool

In the unlikely event your ZerOS console fails to boot, there is a recovery method using the Startup Tool.

Plug in a USB keyboard, and turn your console on. Immediately keep tapping the F1 key.



The Startup Tool screen should then display.

The first thing to do, is remove the current show file on the console. This may have corrupted, and be causing the console to fail to boot.

If you need the current show, first plug in a USB stick, and then click `Backup Desk State to USB`.

Then click `Clear Show Data`, and restart your console.

If you reboot the console and it still doesn't finish booting, switch off the console, and boot into Startup Tool again by tapping the F1 key during boot. Then perform a fresh software install, which should recover the console.

[Click here to head to the ZerOS page to download the latest version of ZerOS.](#)

Once downloaded, extract/unzip the software to the root of a USB stick, and plug into the console.

Then choose `Update Software` in the Startup tool. This will give you a warning, where you can click OK. You will then be able to select a software file (.exe) from a USB stick to reinstall the software. Again this will remove the show file.