Twitching motion, DMX refresh rate unstable

Unintended motion can occur if the DMX rate being sensed by the DLHD is not consistent. There are numerous causes to such an issue, this tech note will address the symptom of the DMX refresh rate being unstable and an unintended motion being witnessed.

Note: Before continuing, please make sure this issue is visible in the most basic setup:

- Control board
- Max. 6ft DMX cable
- 1 DLHD, and no other DMX fixtures or devices connected.
- Do not continue if the fixture is still installed in a complicated setup, this may be indicative of other problems.

To view the DMX refresh rate window

- Navigate to the DMX Tab
- Press the selection button that corresponds to the Raw tab
- Monitor the Refresh Rate box, watching for a spike in the rate. (+- 5) This change could be up or down.
- (image shows a disconnected fixture)

Please continue if the spike in the rate corresponded to an unintended motion on the fixture. The process to potentially fix this issue is to flash the control card firmware to 2.xxx then back up to current. Please note, that 2.xx firmware has known issues and should not be used for an extended period of time.
Procedure:

- Connect a DMX cable to the DLHD, with valid DMX being transmitted. DLHD fixture defaults is ideal. *(important!)*
- Complete the USB Restore procedure with the software version 1.0.0 (with 208)
- Be sure that the firmware update process completes - version 2.1.2.180 should be loaded and visible in the Versions Tab.
- Once completed, power cycle the fixture, be sure that the firmware process does NOT restart. If it does, wait for it to complete, then reboot again.
- *(Contact HES support if the firmware process continually restarts, or fails)*
- Complete the USB restore procedure with the software version 1.0.1 (with 343 or newer)
- Be sure that the firmware update process completes - version 3.0.0.209 should be loaded and visible in the Versions Tab.
- Once completed, power cycle the fixture, be sure that the firmware process does NOT restart. If it does, wait for it to complete, then reboot again.
- Issue should not be visible, please contact support if there is any issues or questions.

Technical Assistance

As always High End Systems strives to provide the best service and support for its products. Please do not hesitate to contact support when working with odd content or resolutions. Below are common links to support pages for the Axon HD Line, and Encoding information.

Website Links.

Support Pages.

https://www2.highend.com/support/digital_lighting/

System ISO images.

http://www.flyingpig.com/support/phpscripts/DLHD/recovery.php

DLHD Software.

https://www2.highend.com/support/digital_lighting/DLHD/DLHDSupport.asp