

DMXcat

My DMXCat will not connect and the LED is steady green. What are my next steps?

A solid green light indicates that it is actively connected to a device.

Please try to force a power down by holding the power button for 10+ seconds or holding the flashlight button and power button for 10+ seconds or until it turns off.

Then with no previously connected devices in the area turn the device back on with the power button. If the light comes on blinking attempt to reconnect. If the light is still solid power down again as stated above and turn the unit on while holding the power button and the flashlight button. While holding both power and flashlight make sure the app is open and this should start an automatic update.

Please also ensure that all permissions are allowed within the app settings for the phone or tablet.

Unique solution ID: #1231

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