DMXCard DMX-512 Dual Link PCMCIA Adapter

installation guide

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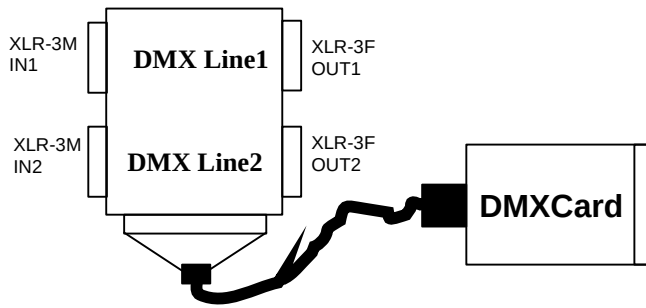
1 Requirements

- A notebook or desktop computer equipped with a PCMCIA slot and running Windows95®, Windows98®, WindowsME®, οp Windows2000®.
- A DMXCard Interface kit with the associated Lighting Control Software (DMXCard is distributed with different controller software solutions for different applications).

Note that the suspend feature of the notebook must be disabled using the setup utility or the Power Management dialog in the Windows Control Panel. In order for the DMX card to operate all power management functionality, for example suspend, or hibernate, must be disabled.

2 DMXCard hardware installation

The DMX breakout box has four DMX connectors, with the following layout (top face view):



Perform the following steps:

1. Power down your notebook computer (although PCMCIA is a hot plug card the installation procedure should be done on a powered down machine).
2. Unpack the DMXCard PCMCIA interface kit.
3. Remove the DMXCard from the plastic box.
4. Remove the DMX breakout box from the plastic bag.
5. Connect the DMX breakout box to the PCMCIA using the provided cable, taking care of the connector polarity. The metal face of the PCMCIA cable connector must face the DMXCard color label when inserting.
6. Power on your notebook computer and follow the steps in one of the following sections:
   - DMXCard installation for Windows95® on page 6

- DMXCard installation for Windows98® or Windows ME® on page 8
- DMXCard installation for Windows2000® on page 11

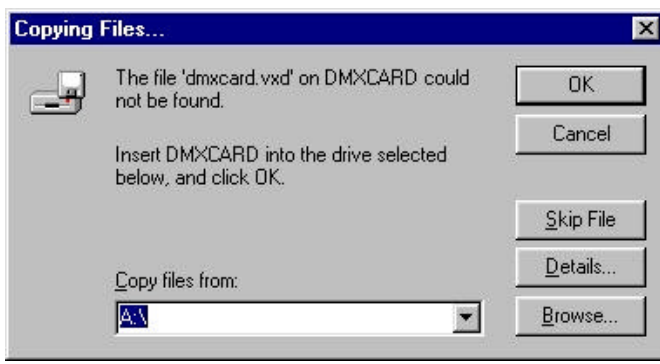
2.1 DMXCard installation for Windows95 â

1. Boot the Windows95® machine with DMXCard kit attached.
2. During boot, Windows95® Plug and Play system will signal the detection of the card, showing the **New Hardware Found** dialog box, and then subsequently showing the following dialog box that prompts for the Installation file:

3. Insert the driver floppy disk provided in the DMXCard kit and click **Next**. The following windows will be shown:

4. Click **Finish** to let Windows95® continue in the driver installation. Note that for convenience of use with floppy-less notebooks, the files on the driver floppy root may be copied to any location of the hard disk (using a floppy adapter or any transfer utility), and this location may in this case be selected using the **Other Locations...** button to browse the disk. The installation continues showing the following window that prompts for the driver file:

5. Click **OK** to continue installing the driver from the floppy. At the display of the following window, select the floppy drive (normally A:) as the source disk (note that the explicit selection of the floppy drive is needed since the default driver location is the drive from which Windows95® was first installed):



6. Click **OK** to complete the installation. After loading the driver, Windows95® will complete the installation and signal with an audible tone (if this feature is enabled) that the installation is complete.

7. When installation is complete, the presence of the DMXCard may be checked by clicking the PCMCIA icon in the icon region of the taskbar as shown (normally in the right bottom corner of the screen). If the PCMCIA icon is not shown, enable it by navigating to **Start**®**Settings**®**Control Panel**®**PC Card (PCMCIA)** and selecting the **show control on taskbar** option.

Clicking the icon once will show the following pop-up window, confirming the successful installation of the DMXCard. If the PCMCIA icon is present in the

taskbar but the pop-up window does not show, please refer to Troubleshooting DMXCard installation on page 14.

The installation of the card is complete, and the installation of the Controller Software may now be accomplished if needed. Note that this installation is only done once. During the future use of the machine, the card may be extracted and inserted, following the standard Windows95® procedure.

2.2 DMXCard installation for Windows98â or Windows MEâ

1. Boot the machine with DMXCard kit attached.
2. During boot, the Plug and Play system will signal the detection of the card, showing a **New Hardware Found** window, and then showing the following window that contains a prompt for the Installation file:

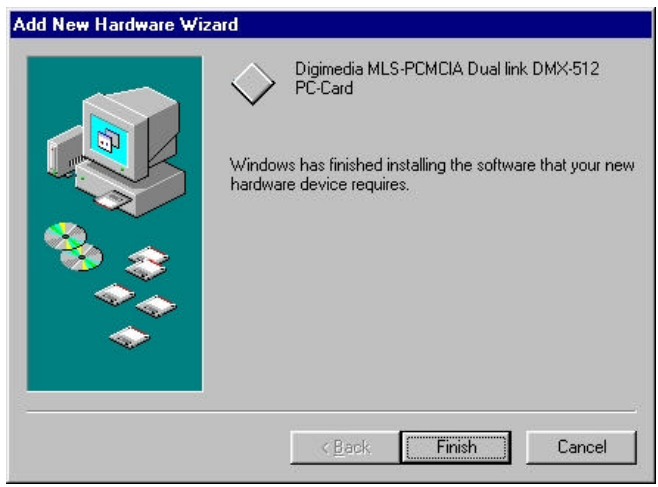
3. Insert the driver floppy disk provided in the DMXCard kit and click **Next**. The following windows will be shown:

4. Click **Next** to let the system identify the driver automatically and continue the installation, showing the following window:

5. Select the floppy disk drive as the driver source and click **Next**. Note that for convenience of use with floppy-less notebooks, the files on the driver floppy root may be copied to any location of the hard disk (using a floppy adapter or any transfer utility), and this location may in this case be selected using **Specify a location** to browse the disk.

6. After the installation file is loaded, the following window is shown:

7. Click **Next** to continue installing the driver. The successful completion of the driver installation will be signaled (if this feature is enabled) by the system with an audible tone, and the following window will be shown:



8. Click **Finish** to complete the installation process.

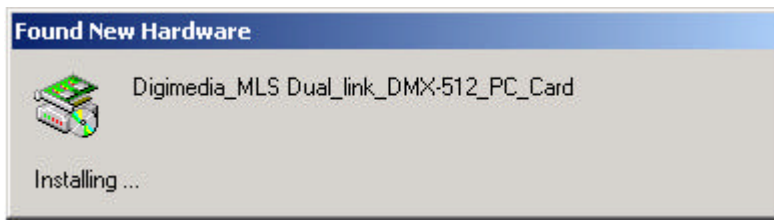
9. Once the installation is complete, the presence of the DMXCard may be checked by clicking the PCMCIA icon in the icon region of the taskbar as shown (normally in the right bottom corner of the screen). If the PCMCIA icon is not shown, enable it by navigating to **Start**®**Settings**®**Control Panel**®**PC Card (PCMCIA)** and selecting the **show control on taskbar** option.

Clicking the icon once will show the following pop-up window, confirming the successful installation of the DMXCard. If the PCMCIA icon is present in the taskbar but the pop-up window does not show, please refer to Troubleshooting DMXCard installation on page 14.

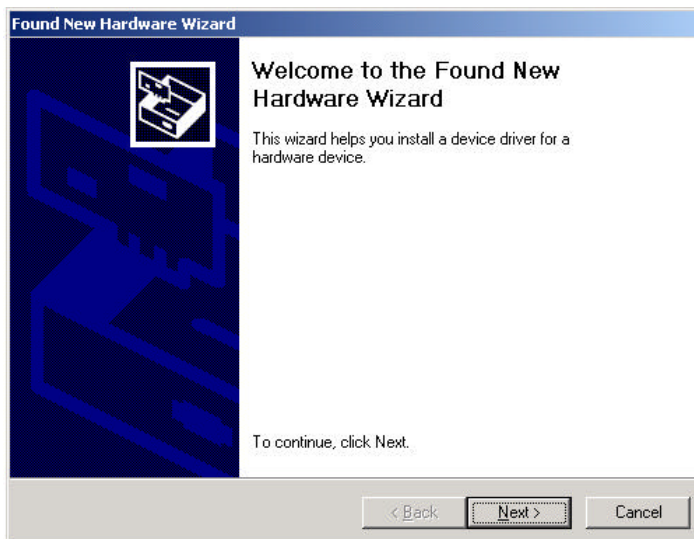
The installation of the card is complete, and the installation of the Controller Software may now be accomplished if needed. Note that this installation is only done once. During the future use of the machine, the card may be extracted and inserted, following the standard Windows procedure.

2.3 DMXCard installation for Windows2000 â

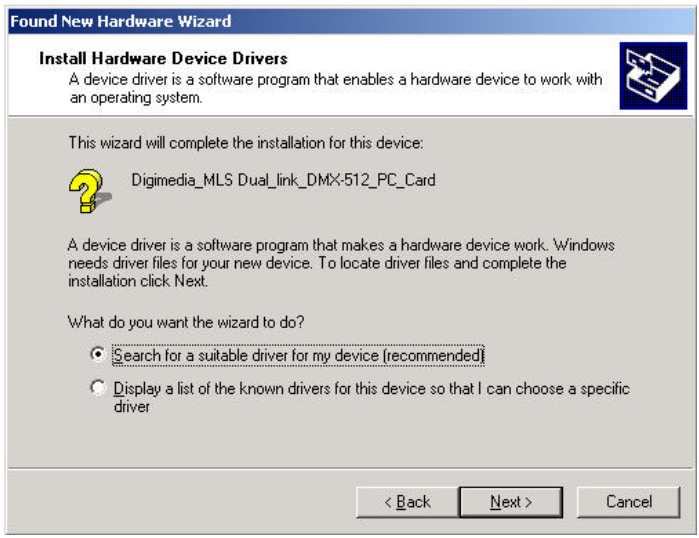
1. Boot the machine with DMXCard kit attached.
2. During boot, the Plug and Play system will signal the detection of the card, showing a **Found New Hardware** window.



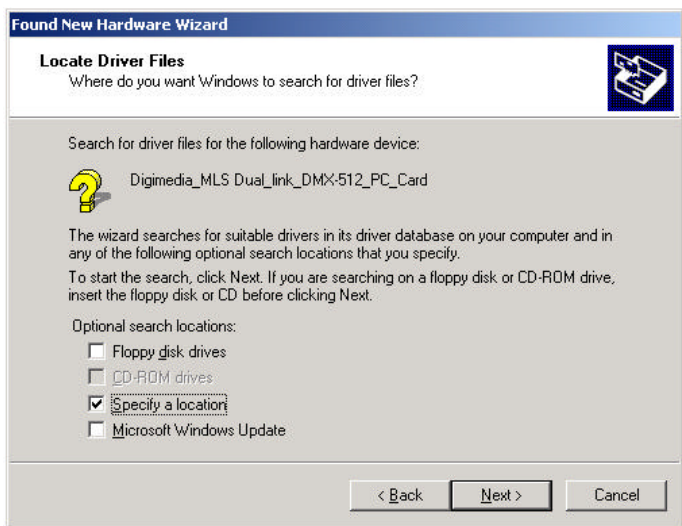
3. The **Found New Hardware Wizard** starts. Click **Next**.



4. Click **Search for a suitable driver for my device (recommended)**.



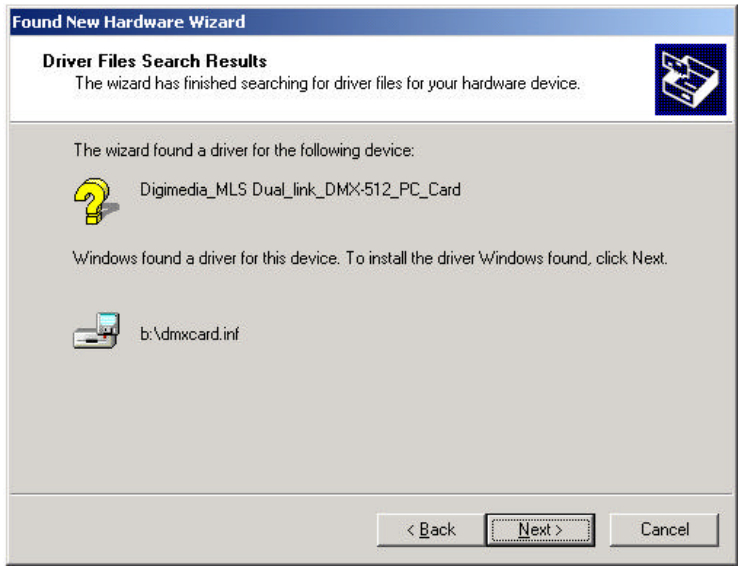
5. Click **Next**. Note that for convenience the driver files on the floppy disk or CD may be copied to any location on the hard disk.



6. Click **Specify a location**.

7. Click **Next** to open a dialog box where you can select the location of the driver files.

8. Once the driver file is located, the following window appears:



9. Click **Next**.

10. Click **Finish** to complete the installation process.
11. Once the installation is complete, the presence of the DMXCard may be checked by clicking the PCMCIA icon in the icon region of the taskbar (normally in the right bottom corner of the screen). If the PCMCIA icon is not shown, enable it by

navigating to **Start**®**Settings**®**Control Panel**®**PC Card (PCMCIA)** and selecting the **show control on taskbar** option.

Clicking the icon once will show the following pop-up window, confirming the successful installation of the DMXCard. If the PCMCIA icon is present in the taskbar but the pop-up window does not show, please refer to Troubleshooting DMXCard installation below.

The installation of the card is complete, and the installation of the Controller Software may now be accomplished if needed. Note that this installation is only done once. During the future use of the machine, the card may be extracted and inserted, following the standard Windows procedure.

3 DMX controller software installation

Please refer to the instruction manual of the Controller Software for details on use of the DMXCard and DMX line wiring to the DMX breakout box. Each controller software has its own way to indicate the presence (number and type) of DMXCard installed.

4 Troubleshooting DMXCard installation

This section provides help for troubleshooting problems encountered in DMXCard installation and configuration process.

4.1 Frequently asked questions

The most common issues that may arise during DMXCard installation are reported in the following table, together with indication on how to solve the problem:

Problem/Symptom	Possible Solution
INSTALLATION	
The **Add New Hardware** wizard detected my DMXCard, but no driver is found on the floppy.	Check the floppy, get a replacement one from your dealer or download a copy from Digimedia website at www.digimedia-mls.com
I have a very old notebook, and the DMXCard cannot be installed due to resource conflict.	Very old notebooks using **PCIC** or compatible PC Card socket adapter are limited to 1MB in the assignment of PCMCIA memory resources. In this case some of the allocated areas should be freed removing hardware or software applications, to let a free spot be usable by DMXCard. Refer to your dealer or to Martin support for assistance
The card is not correctly configured, as shown by Windows **Device Manager**.	Check for possible problems with the loading of the driver or with configuration conflicts, and repeat the installation. If problem persists, refer to your dealer or to Martin support for assistance.
The **Wizard** utility opens the driver properly but does not recognize the card.	Try removing and reinserting the card. If the problem persists the card is probably damaged, contact your dealer for card replacement.

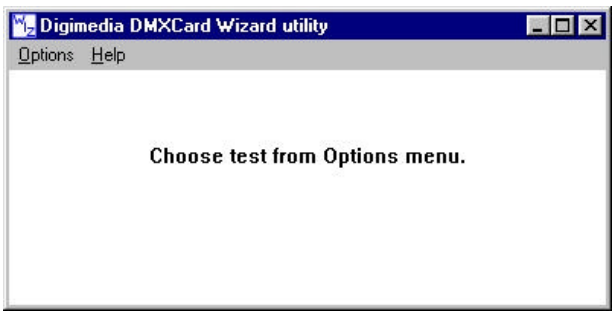
Problem/Symptom Question	Possible Solution/Answer
FUNCTIONAL OPERATION	
I am getting application errors and sometimes a blue screen.	Make sure all Suspend or Hibernate functions are disabled when running Controller software on DMXCard.
My card is properly configured and the Wizard utility checks it properly, but I have problems running the Controller software.	Make sure that: 1. The version of the Controller software you have has support for DMXCard. The type of DMXCard you have matches your Controller software.

4.2 Using the Digimedia wizard utility

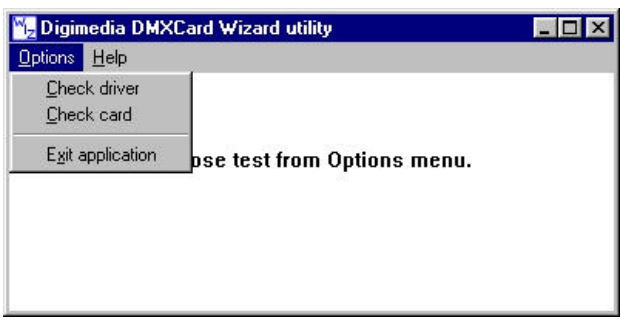
The driver floppy contains a diagnostic utility program called **WIZARD.EXE** that may be used to screen possible installation problems or PC malfunctions.

The Utility has two functions, called **Check Driver** and **Check Card** that are respectively used to verify the proper installation of the card driver and the proper initialization and functionality of the card itself.

To run the utility, locate the WIZARD.EXE utility in the floppy disk following **My Computer®3½Floppy (A:)** and run it by double-clicking on the Wizard program icon. This is the window shown at program start:



To perform the **Check Driver** function, select this function in the pull-down program menu following the **Options** path, as shown:



If the driver is properly loaded, then a window will pop-up with the indication of the mapped virtual address and the socket locator, as shown:

If the driver is not properly loaded, then a driver access error window will be shown, like this:

In this case try repeating the installation procedure from the beginning. If the failure persists, check the configuration of the card using Windows **Control Panel** as described in "" on page 18. If the problem can not be resolved, try on another computer to screen possible configuration issues, then report the problem to Martin Support (service@martin.dk).

If the driver open is successfully performed, then perform the **Check Card** function in the pull-down program menu (following the **Options** path as described above) to let Wizard access the card (in the same way the Controller program would) and detect the type of card installed.

If the card is properly detected, a window like this will be shown (for the two possible cases of LightJockey Base and ProScenium cards), indicating the type of card that is detected and the socket location:

In this case the Controller software should be able to access the card properly and work normally. If the card is properly detected, but you have problems running your Controller software, please refer to the Instruction Manual of the specific Controller Software for troubleshooting.

If the driver open is successfully performed but the card cannot be detected, the following window is shown:

In this case there are two possibilities. Something:

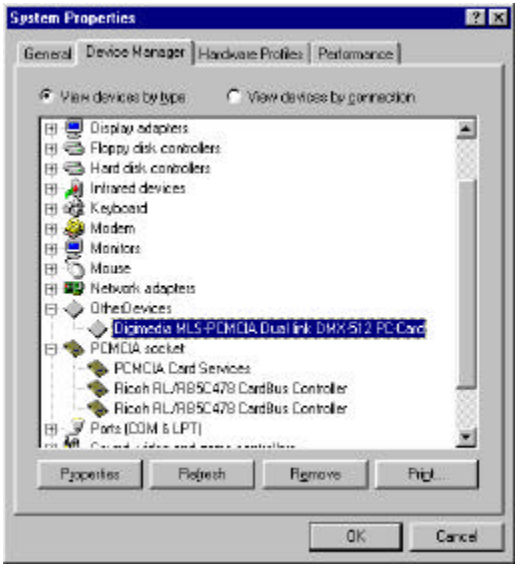
- Went wrong during installation of the card, repeat installation after powering off and back on your computer.
- Is wrong with the card or the computer. Try the card on another computer (repeating the installation flow as described). If the card works on another computer, report the problem to Martin Support (service@martin.dk), if the card does not work on the alternative computer, the card is probably defective. In this case please contact your dealer for a replacement card.

4.3 Testing card configuration with Windows Device Manager

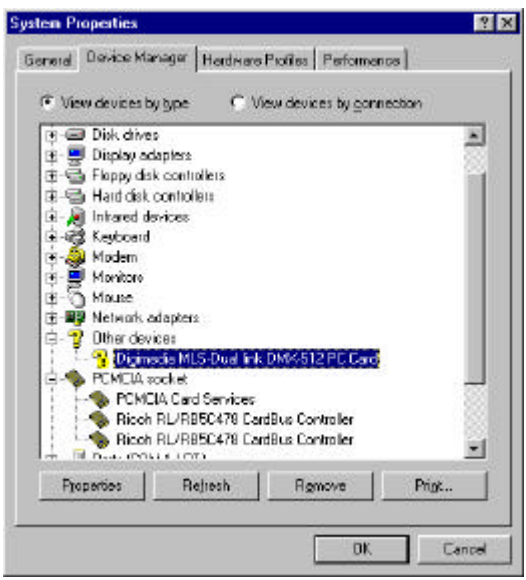
The configuration of the card may be checked using Windows **Device Manager**.

To get to the **Device Manager**:

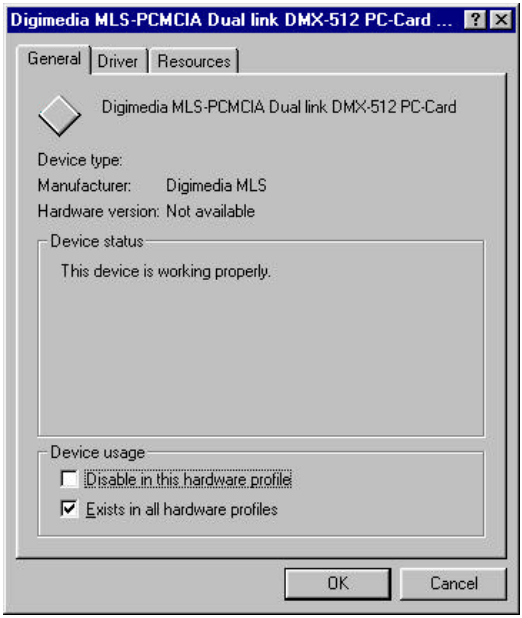
Select **Start→Settings→Control Panel→System→System Properties→Device Manager**. A properly configured system will show the following window, where both **Other Devices** and **PCMCIA socket** classes have been checked:



If the card driver was not properly loaded during installation, the DMXCard device entry will instead look like this:



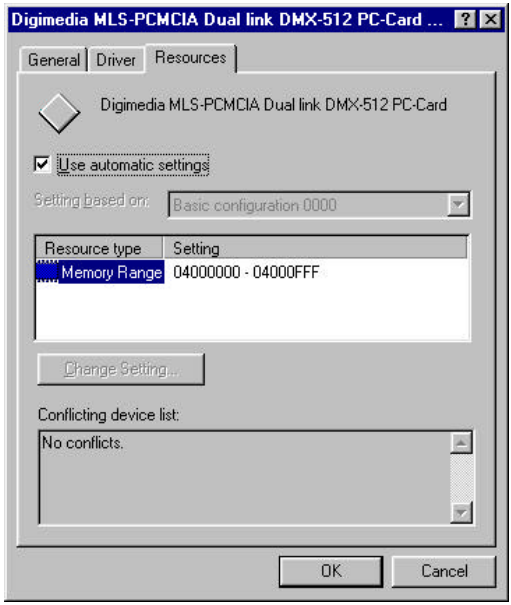
The card properties window will signal the problem showing the following window. The driver may be installed from the floppy disk using the **Reinstall Driver** button or the installation may be performed from the beginning as indicated in sections 3 and 4.



In case of mapping conflicts, a small yellow circle with an exclamation mark inside will be shown in the card entry. Follow the next paragraph to see how to inspect the card configuration and detect card configuration conflicts.

To inspect the DMXCard configuration performed by Windows Plug and Play system, do the following:

1. Select the entry for DMXCard in the **Other Devices** class. If the gray diamond icon is clean, the configuration is correct (without conflicts). If a small yellow exclamation mark is shown, the configuration cannot be done due to conflicts. The configuration may be inspected checking the **Properties** button and showing the following window:
2. The Resources allocated to the card may be seen using the **Resources** button, showing the following window:



If:

- No conflicts are reported the installation is correct.
- If a conflict is reported, repeat the installation, removing and reinserting the card with the notebook powered on. If the conflict persists and cannot be resolved by a technician familiar with Windows Plug and Play configuration process, report the problem to your dealer or the Martin Support Department with the conflicting device list reported in the Resource window.

5 Support

For any problem with the installation of the DMXCard Interface Kit that is not addressed by your dealer, please call the Martin Support Hotline or send an Email to: service@martin.dk

Please make sure you indicate the following minimal set of information:

1. Type of controller software used
2. Model and serial number of the DMXCard unit
3. Brand and model of the PC
4. Version of the Windows operating system (reported in the **Start→Settings→Control Panel→System→System Properties→General** window also reachable right-clicking on **My Computer** and selecting **Properties**)
5. Is Windows **Device Manager** reporting configuration problems?

6. Result of the test with the Wizard utility:
7. Is **Check Driver** successful?
8. Does **Check Card** detect a valid card type?
9. Was the card tested on another PC?