FAQ - Stellar

The intelligent lighting control app from ARRI

As of April 2020

FAQ - Stellar

Subscribe

- If you like Stellar, you can subscribe to the app in Stellar itself. Simply create a new project and a new set, and the subscription screen pops up.
- There is a two-week, free trial period available. Only after the trial will you be automatically enrolled in a subscription which will trigger billing.
- If you have reinstalled Stellar with a running subscription, you should choose "restore purchase" when it appears on the screen.

Unsubscribe

- You can unsubscribe in the App or Google Play Store under "My subscriptions."

How is the general workflow with Stellar?

- Projects > Sets > Looks > Favorites
    - Projects
        - New productions are set up here. It's an administrative layer.
    - Sets
        - Sets are best used for different physical lighting setups.
- e.g.:

        Set 1: 6 fixtures on one DMX node
        Set 2: 17 fixtures on three DMX nodes
        Set 3: 6 fixtures on one DMX node, but different light plot
        …

        - The best correlation would be "stage" or "lighting rig." With new sets, the DMX-addressing is also redone automatically via RDM, therefore, switching forth and back between sets often can overburden the network (depending on its infrastructure).
    - Looks
        - If you have the same physical setup but are using the luminaires and fixtures differently. Looks are bound to a set and can only be accessed and deleted within a set. They cannot be exported or imported separately. Projects, Sets, and Looks are synchronized via Live Sync.
    - Favorites
        - Favorites are user bound and accessible from all projects. They can be applied to every single fixture (given that it supports the desired modes) and represent the gaffer's favorite settings. They can be individually imported and exported, but not synced.

What does Live Sync do?

- Live Sync enables you to work on the same project at the same time with two or more devices. It works comprehensively for iOS and Android.
- To establish a Live Sync, simply tap the icon and provide a four-digit number. Any other device in the same network can join the set as an equal user.
- When a Live Sync is established, the complete set-up, all Looks, and the Light Plot are synchronized between the different devices. Favorites are user bound and not synced.

FAQ - Stellar

Every time I join a Set, it turns black.

- There are two possibilities to join a Set: with or without restore
- Restore: all RDM requests are performed and all fixtures will answer. During the process, the screen will turn black for a second. It may also be possible that some DMX-addresses are adapted (=> Auto-Layout).
- Hit "cancel" when asked to restore. Stellar will join the Set quietly without making any changes to the network. If the user made any manual reconfigurations to the lighting network, these alterations will not be detected by Stellar.

Demo Project is gone

- Download the demo project from the download section of the Stellar page and import
- Second possibility: reinstall Stellar

Stellar is having trouble finding all the luminaires

- Update luminaires to the latest version of their firmware
- Make sure the router is configured as an access point.
- Try a factory reset on your SkyPanels to make sure all settings are correct.
- Try to create a new Project and Set inside of Stellar and/or force quit and restart the app.

Network troubles

- Network is not RDM-Ready (e.g. RatPac AKS)
- Cabling is not in order
- Lots of WiFi users in the area
- Prefer a cabled connection over WiFi and CRMX

"Take Photo" shows black only

- Make sure that Stellar has the rights to use the camera (asked at the first time of usage, if denied, go to App permissions)

App crashes right after startup

- This should not happen. If It does, it may be caused by a corrupt project or set file. Try to back-up your projects and sets, then delete them in the Stellar folder and re-import them from your backup location.

What does "swap fixture" do actually?

- It exchanges a fixture with a transfer of every setting of your old fixture to the new one.
- The new fixture needs to be in your set. This can be achieved by either rescanning or adding it manually.