

COBRA Common Troubleshooting Reference (page 1)

The purpose of this document is to outline the common troubleshooting issues per device.

Device	Issue	Solution
Any	Unit is displaying Er3	This is a stuck button error code. Make sure no buttons are pressed while the unit is powering on.
Any	Units not SYNCED or SYNCING	Please see http://www.cobrafiringsystems.com/sync to learn how to sync. Follow this procedure closely as it's commonly minor user error when this fails to occur.
Module	Unit is displaying Er1 or Er2	<ol style="list-style-type: none"> 1) Check battery orientation and power levels. 2) Confirm correct voltage mode. This is the number (9.0, 12.0, 14.8, 18.0, or 24.0) that displays during power up. 9V modules should display 9.0. LiPo modules should display 14.8. To change, press TEST and CH+ or TEST and CH- to toggle the mode. Re-start the module. 3) If 2P0 displays during power up AND module has cues wired, try to remove wired cues as you may have a bad cue. If error does not appear if that cue is not wired, then please don't use this cue during the show.
Module	Unit is displaying Er5	Re-sync the module to the remote. See http://www.cobrafiringsystems.com/sync . If this does not resolve issue, confirm the firmware versions match on the remote and module. These are the first three numbers displayed when powering on.
Remote	Key switch broken	If you broke the key switch on the remote, it can be hot-wired as a short term solution. To perform this, remove the back half enclosure and cut the two wires that go to the key switch. Then, strip back the insulation, connect the wires, and use tape to shield them. You can insert the batteries into the remote to power on.
Remote	Lo repeatedly flashing	<ol style="list-style-type: none"> 1) If Lo flashes and an A## value does not display after, then your 18R or 18R2 has a power level of P3 or lower. Replace your remote batteries. 2) If Lo flashes followed by A##, then the module with address A##, for example, A01, has a 1P3 or lower. Check and replace the 1P battery. To determine address on a module, press and release the TEST button on the module.
Remote	ARM LED does not stop blinking on 18R or 18R2	<p>This means that one or more modules that were recognized in TEST mode, are not acknowledging as armed in ARM mode. When this happens, the 18R or 18R2 will display the module address as A## to inform you which module is not armed. To determine a module's address, press TEST on the module.</p> <p>This can occur for one of the following reasons:</p> <ol style="list-style-type: none"> 1) The module key is in the TEST and not ARM position. 2) If you are running 5.0.0 or 5.0.2, power off and on the module.. 3) The module key is in the ARM position, but there is something wrong with the key switch that makes the module think the key is in the TEST position. If you restart the module in ARM and the 1-18 LEDs display all green followed by all red, then it thinks the key is in the TEST position. You need to swap the key switch, module, or hot-wire the module. See http://www.cobrafiringsystems.com/hotwire18m
Remote	Lo Ant repeatedly displaying	<p>This means that one or more of your modules have a low signal. 0 is perfect signal, -99 is bad signal. If you are running 4.0.0, this displays for any signal between -65 and -99. If you are running 5.0.0+, this displays for any signal between -75 and -99. Any signal between 0 and -75 is acceptable. After Any is displayed, the module address is displayed to identify which module has low signal. In 5.0.0+, the module address and then channel is displayed.</p> <p>To resolve, find the module in question and try to improve line of site by raising the module, removing barriers, and obtaining better line of sight. Confirm the antenna is screwed on tightly, try replacing the antenna. If you are operating 5.0.0+, you can use other modules as signal repeaters to improve signal.</p>

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Device	Issue	Solution
Remote	Green continuity LEDs blinking	This occurs when you have multiple modules on the same channel and partial continuity on each module. This is normal behavior assuming you intentionally have multiple modules on the same channel. To view continuity on each module, repeatedly press the TEST button on the 18R2 and the module address and associated continuity will display. To determine a module's address, press TEST on the module.
Remote	PAU displaying when trying to start the script	It's likely that you are running 5.0.0 or greater and you had defined a trigger confirmation in your script. In 5.0.0+, this argument is now the deadman argument. This was likely not intended, but in order for the script to fire, you need to press and hold the confirmation / deadman button throughout the script.
Remote	All LEDs go red and Er 50 is displayed when syncing	You have maxed out the total number of module addresses (200) which you can SYNC to a remote. You need to force un-sync the remote only, then re-sync your modules. The instructions to perform this on the 18R or 18R2 varies by firmware version. In 3.0.3 or earlier, press SYNC for 10+ seconds. In 4.0.0, press SYNC for 30+ seconds. In 5.0.0+, press CH+ and CH- for 30+ seconds. In all cases, the SYNC LED will flash a few times when complete. Once done, re-sync your units.
Remote	SP displaying at bottom of 18R2 when script is started or playing	This means the script has a STEP event defined and the STEP button must be pressed to fire the current event in the script.
Remote	No modules appearing on 18R2	This can happen for several reasons. <ol style="list-style-type: none"> 1) When the 18R2 first arms, it's common to see 0 appear on the 18R2 and for this to repeat for a while. If you have higher module counts, this is normal as the 18R2 ARM LED will blink. You should have all modules appear in about 1-2 seconds per module. Be patient and wait for the modules to load. 2) Confirm your modules are in SYNC. The SYNC LED should be blinking on the modules. If not, see http://www.cobrafiringsystems.com/sync 3) If you are running 5.0.0, if no modules load or if all modules are not responding, please power off all modules and the 18R or 18R2. Then, power on your systems from scratch.
Remote	Script not starting	Make sure the script designer has provided you the correct trigger channel and that your 18R2 is on the correct channel. If the script was created with Finale Fireworks, the trigger channel is c00 and the trigger button is 1. Make sure your remote is on channel 00 and not 01 if this is the case.
Audio Box	Audio Box doesn't start with the script	The audio file and 18R2 should be dry run before every show. If this did not occur, there are a few reasons why the Audio Box may not be starting with the script. <ol style="list-style-type: none"> 1) If you are running 3.0.3, the audio file must be named audiobox.mp3. In some cases, users will type the .mp3 extension into the filename causing this to be audiobox.mp3.mp3. Make sure the .mp3 does not exist in the filename. 2) If you are running 4.0 or greater, make sure the audio filename defined in the script matches the audio filename on the USB drive. Also, make sure the total characters of the filename is less than 12 characters including the .mp3 extension. Also, make sure there are no spaces or special characters in the filename. 3) The audio .mp3 file was not properly formatted using Audacity per the Audio Box instructions. See the appendix in http://www.cobrafiringsystems.com/static/userguides/COBRAAudioBoxDetailedUserGuide.pdf. <p>In the worst case situation, you can press the AUDIO TEST button on the Audio Box to start the audio. If this does not play the audio, make sure the audio file is named audiobox.mp3 as stated in #1 above.</p>