

Hi
John

Sorry, if you need to determine if there is a problem with the wemacro control box, you can only use wemacro's own program to make the judgment. For example, using the wemacro program on Windows or Mac, click "step forward or backward" to see if rail responds.

We cannot determine if there is a problem with the Helicon Remote program. Please contact the Helicon team with your questions. Report a bug in the Help menu in Helicon Remote Software. In our opinion, the probability of software or operation causing it is relatively high. If there is a problem with our control box, there will be no issue in the middle of the operation. It will not begin at all. By the way, please use the latest version of Helicon Remote.

Best regards
William

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发送日期 : 2024-06-25 17:47:08

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