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## Info on buying new Zumtobel controller - LM-S103 Unreliability

1 message

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**spekboom** <LP35610@fis.edu>

20 August 2022 at 12:05

To: Sebastian Bruch <sebastian\_bruch@fis.edu>

Hi Sebastian

Here's what I got from Zumtobel about buying a new controller. I also sent you the contact information on Whatsapp.

I think getting a new LM-S103 would solve the problem. We could also get a different one that is controlled over TCP/IP instead of serial if they have it available.

Our lights are controlled over the LM-BUS and the LM-S103 just takes the serial commands and converts them to the LM-BUS. My program could also easily send TCP/IP commands instead of Serial.

----- Forwarded message -----

From: **Technical Support UK & IE** <[technical.uk@zumtobelgroup.com](mailto:technical.uk@zumtobelgroup.com)>

Date: Mon, 4 Jul 2022 at 10:56

Subject: RE: LM-S103 Unreliability

To: spekboom <[LP35610@fis.edu](mailto:LP35610@fis.edu)>

Hello Luke,

Thank you for your enquiry,

You need to contact a guy called Steve Card on 07831 856 25, Steve organises the engineers and maintenance contracts and should be able to help you.

I hope you find this information to be of use, but if we can be of further assistance please don't hesitate to get in touch

Keith

Keith Palmer

Technical Support

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**From:** spekboom <[LP35610@fis.edu](mailto:LP35610@fis.edu)>  
**Sent:** 18 June 2022 15:42  
**To:** Technical Support UK & IE <[technical.uk@zumtobelgroup.com](mailto:technical.uk@zumtobelgroup.com)>  
**Subject:** LM-S103 Unreliability

Hi Zumtobel Representative

In our school's auditorium, we have a Zumtobel system installed to control the room's house lights. We have a LM-S103 device as part of the system that we use to control the lights from our AV control system over serial (RS-232). The device has been quite temperamental recently, sometimes not working to control the lights. The light on the device flashes during this time, and returns the string "INIT-OK" to our AV system over the serial connection repeatedly. During this time, we are still able to control the lights over our Zumtobel Touch Panel, but not our AV system. Do you have any idea what might be the problem? Please let me know if any more information would be helpful.

Many thanks,

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Luke

Frankfurt International School

[fis.edu](http://fis.edu)

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