Customer Support & Manufacturer Information

Product: AUTOPOS PRO v7.5 for grandMA3

Developer / Brand: My Light Plugin

Thank you for choosing **AUTOPOS PRO v7.5**! We are committed to helping lighting designers, programmers, and operators get the fastest, most creative workflow out of grandMA3.

How to Contact Us

If you have technical questions, encounter an unexpected bug, need help with installation, or want to suggest new patterns and features for future updates, please reach out to our support team:

- **Direct Support Email:** support@mylightplugin.com
- **Developer:** My Light Plugin
- **Current Version:** v7.5 (2026 Release)

How to Get Faster Support

When emailing us at **support@mylightplugin.com**, please include the following details so we can assist you as quickly as possible:

1. **grandMA3 Software Version**
2. **Hardware / Platform** (e.g., grandMA3 Full-Size, Light, Compact, or grandMA3 onPC on Windows/macOS).
3. **System Monitor Log:** If an error occurred, copy or take a photo of any [AutoPos ERROR] line shown in the grandMA3 System Monitor.
4. **Steps to Reproduce:** Briefly describe which Pattern Type, Style, and Group size you were using.

Updates & Custom Development

- Keep your email receipt and order confirmation handy for access to future version updates and bug fixes.
- Looking for custom grandMA3 Lua plugins tailored to your touring rig, venue, or festival workflow? Contact **support@mylightplugin.com** for custom development inquiries.