Known Issues for ZED-R16 / GS-R24 Firmware

Driver related issues - ZED-R16

MAC OS X — V4.2.1.40723AppV1.0.1.0

- On some MAC's when first connecting to the desk the MAC does not recognise the Firewire MIDI connection.
  Work around: Restore the MIDI connection in Audio MIDI setup by clicking on 'Rescan MIDI'.
- Despite setting the stereo routing to a desired pair of channels, audio returns on channels 1 and 2.
  Work around: Run Audio MIDI setup. Select 'Speaker Configuration' followed by the 'Multichannel' tab and set Multichannel mode to 5.1 or similar, even if not using a multichannel output device.
- Migrating between Mac's - 'no driver installed' message when uninstalling.
  Work around: install then uninstall the older driver before updating to the new driver.

Windows — V4.2.0.39752AppV1.0.1.0

- Windows 8 64 bit / PCIe FireWire cards - Changing the sample rate to 88.2/96k may cause locking issues resulting in distorted audio.
- Windows 8 64 bit - chaining 2 ZED R16's together may cause locking issues resulting in distorted audio.

Driver related issues - GS-R24

MAC OS X 10.10/10.11 — V4.2.0.39752App1.2.3.1

- On some older MAC's when first connecting to the desk the MAC does not recognise the Firewire MIDI connection.
  Work around: Restore the MIDI connection in Audio MIDI setup by clicking on 'Rescan MIDI'.
- Despite setting the stereo routing to a desired pair of channels, audio returns on channels 1 and 2.
  Work around: Run Audio MIDI setup. Select the 'Multichannel' tab and set Multichannel mode to 5.1 or similar, even if not using a multichannel output device.
- Migrating between Mac's - 'no driver installed' message when uninstalling.
  Work around: install then uninstall the older driver before updating to the new driver.

MAC OS X 10.6/10.7/10.8/10.9 — V4.1.2.16632App1.2.3.1

- Connecting to a second Allen & Heath FireWire device will create a new instance of that device every time it connects to the computer.
  Work around: delete all instances of Allen & Heath devices in the OS X Audio Midi setup utility before connecting a different device.
- Powering off or removing the FireWire cable from a ZED R16 chained to a GSR24 crashes the driver and the computer will have to be restarted.
  The same applies when chaining two ZED R16's.
- Sometimes after a power cycle, Audio Midi setup reports that the desk has connected with two Allen & Heath port 2 midi ports.
  Work around: power down the desk, delete the instance of the Allen & Heath device in Audio MIDI Setup and then repower desk.
- On some older MAC's when first connecting to the desk the MAC does not recognise the Firewire MIDI connection.
  Work around: Restore the MIDI connection in Audio MIDI setup by clicking on 'Rescan MIDI'.
- Despite setting the stereo routing to a desired pair of channels, audio returns on channels 1 and 2.
  Work around: Run Audio MIDI setup. Run Audio MIDI setup. Select 'Speaker Configuration' followed by the 'Multichannel' tab and set Multichannel mode to 5.1 or similar, even if not using a multichannel output device.
- Migrating between Mac's - 'no driver installed' message when uninstalling.
  Work around: install then uninstall the older driver before updating to the new driver.

Known Issues for ZED-R16 / GS-R24 Firmware

Windows — V4.2.0.39752AppV1.2.3.1

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DAW related issues (GS R24)

Pro Tools

- Selecting on both the desk and Pro Tools results in channels having automation mode applied to them when they aren't selected.
  Work around: only use the desk to select channels.
- When a bank is switched the state of the currently selected channel (mute/rec arm) unlights.
- Sometimes adding extra tracks in Pro Tools can break syncing when banking up.
  Work around: create a session with all required tracks and there won't be a problem.
- No FireWire connection when a MAC wakes from sleep when running Pro Tools.
  Work around: set OS X sleep preference to never.
- Mute states can vary when a channel is solo'd, this is because of mutes flashing in Pro Tools when a channel is solo'd.