

## **Troubleshooting**

The troubleshooting guides are designed to be followed step by step, either by the end user or remotely by telephone between A&H staff and the end user.

Compare screen shot pictures but bear in mind that screens may look different depending on the settings of the computer used and the individual details of the customer's configuration.

1. Do not assume that a lead/cable is good just because it worked last time or is new. Test leads separately on equipment that is already working.
2. Do not assume that the network card in the computer is working just because it worked last time. See if the computer will network with known working equipment or use a different computer with a currently working network card.
3. Do not assume that you are using the correct network port on a computer that has more than one.

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## Cannot communicate

This deals with **direct network connection** between an iDR unit and computer. Go through each step below until the anomaly is found then attempt to communicate.

*Disable all background tasks on the computer including firewall, Media Player, Quicktime etc.*

1. If computer has more than one network card, check the appropriate one is in use.
2. Ensure only a single connection is in use e.g. wired *OR* wireless – not both.
3. Check the amber **Link** LED next to the network port on the rear of the iDR. It should be ON. If it is not ON the depress the blue underpanel switch.
4. If the **Link** LED will not light, try another network cable.
5. If the **Link** LED still will not light try another computer. If it still does not light, contact [support@allen-heath.com](mailto:support@allen-heath.com) +44 (0) 1326 370106.

### **Link LED is ON - Check the IP address and subnet mask in the iDR.**

1. Hold **Menu** button until menu is displayed.
2. Use scroll button > to scroll to menu number 5 **Network Setup**.
3. Press **Enter**.
4. Menu number 5.1 **DHCP Setup**.
5. **Enter**.
6. Select **No**.
7. **Enter**.
8. Scroll > to 5.2 **Set IP address**.
9. Enter

*Now read the IP address. The default address is **192.168.0.1**. Whatever it is in your unit write it down.*

10. Press **Enter** repeatedly until you are out of the IP address.
11. Scroll > to 5.3 **Set Sub-net**.
12. **Enter**.

*Now read the sub-net mask. The default is **255.255.255.0**. Write this down.*

13. Press **Enter** repeatedly until you are out of the sub-net mask.
14. **ESC**.
15. **ESC**.

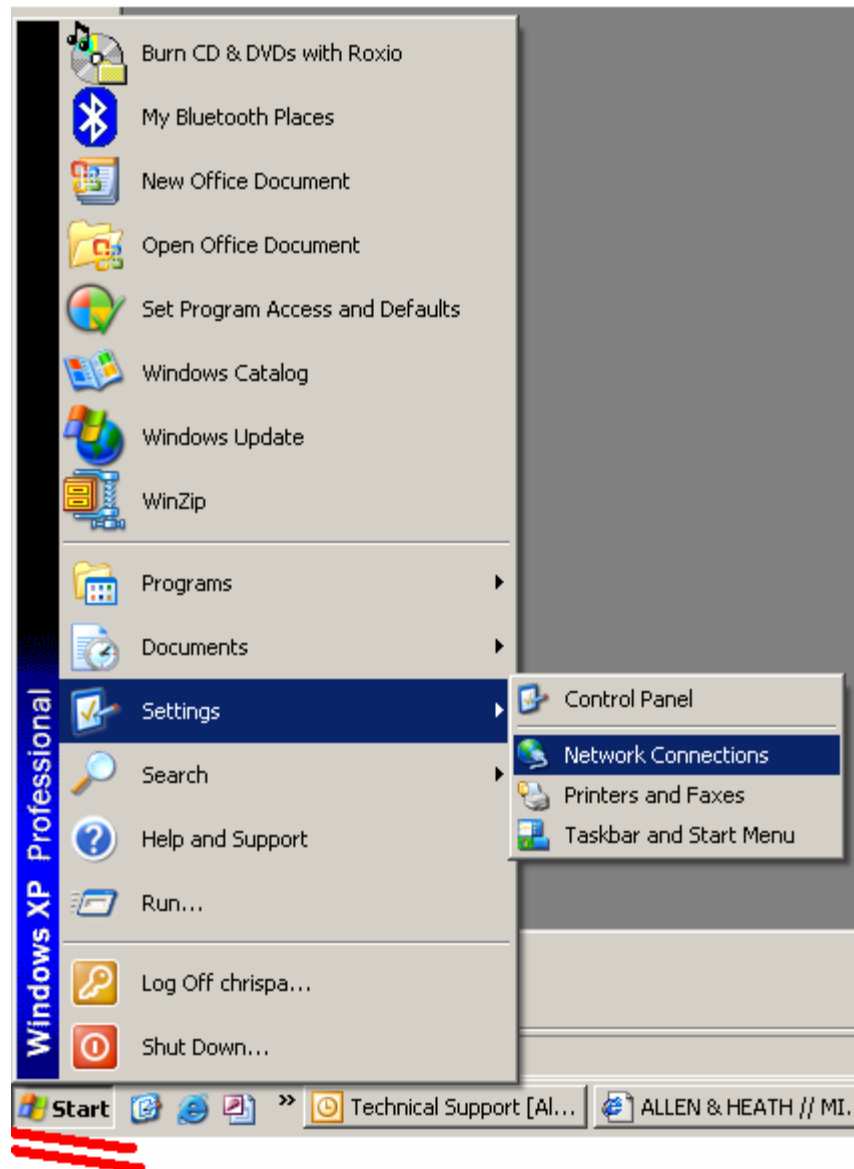
### **Check and set the computer IP address.**

*Administration rights to the computer are essential in order to change the IP address.*

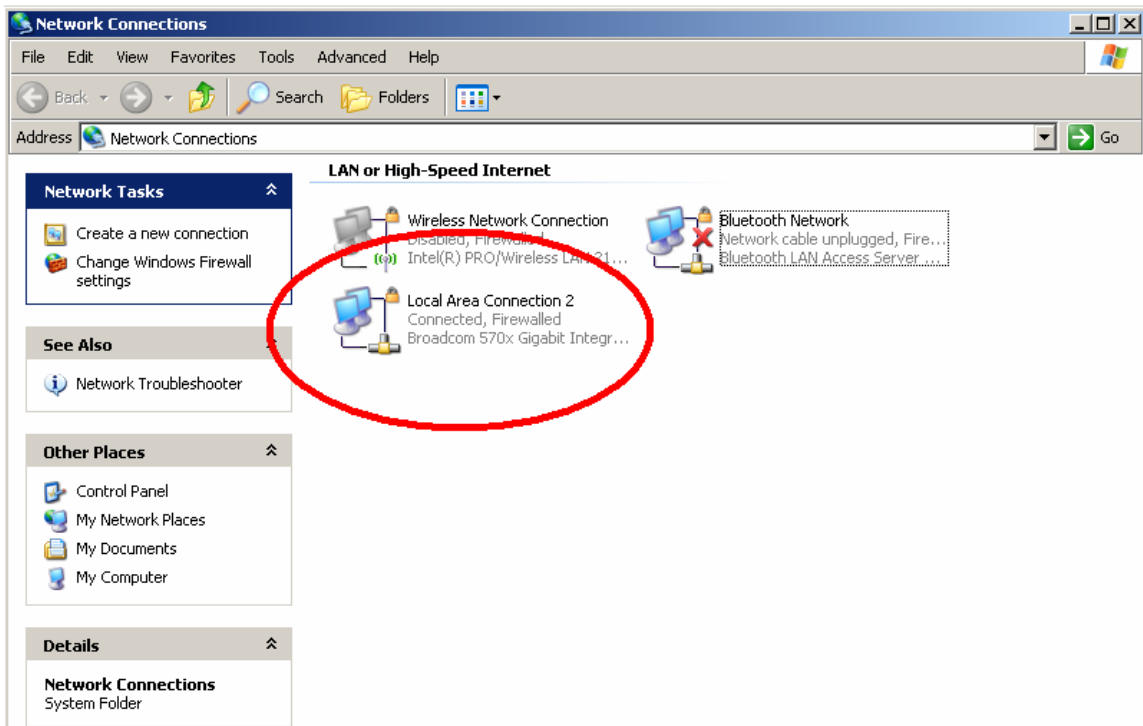
We are not going to alter the iDR IP address or sub-net mask. Please note that if the iDR IP address or sub-net mask is altered, the iDR needs to be switched OFF then back ON.

The following instructions refer to Windows XP.

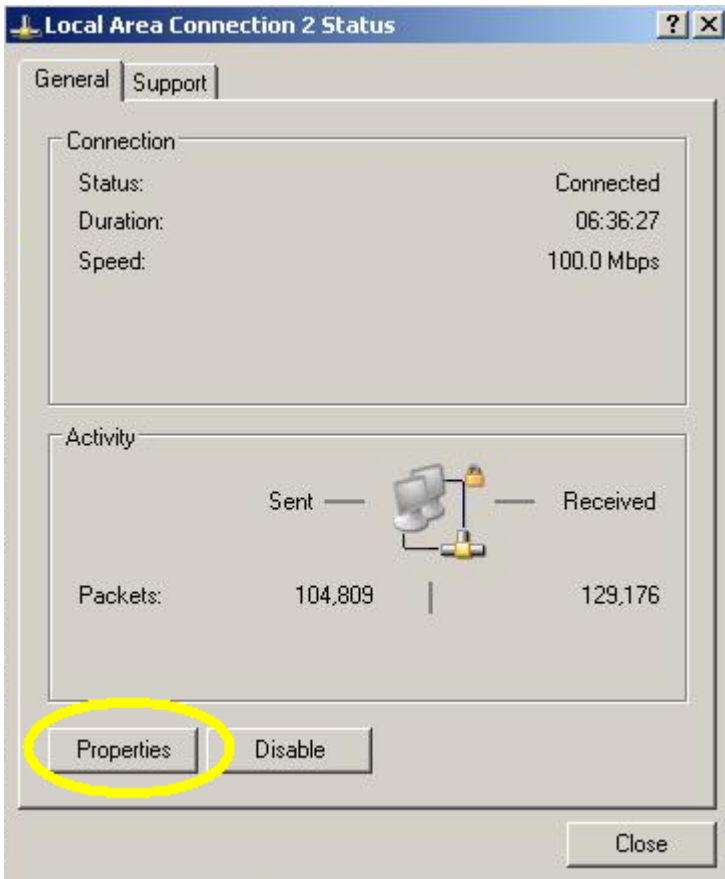
1. Click on **Start**.
2. **Settings**.
3. **Network Settings**.



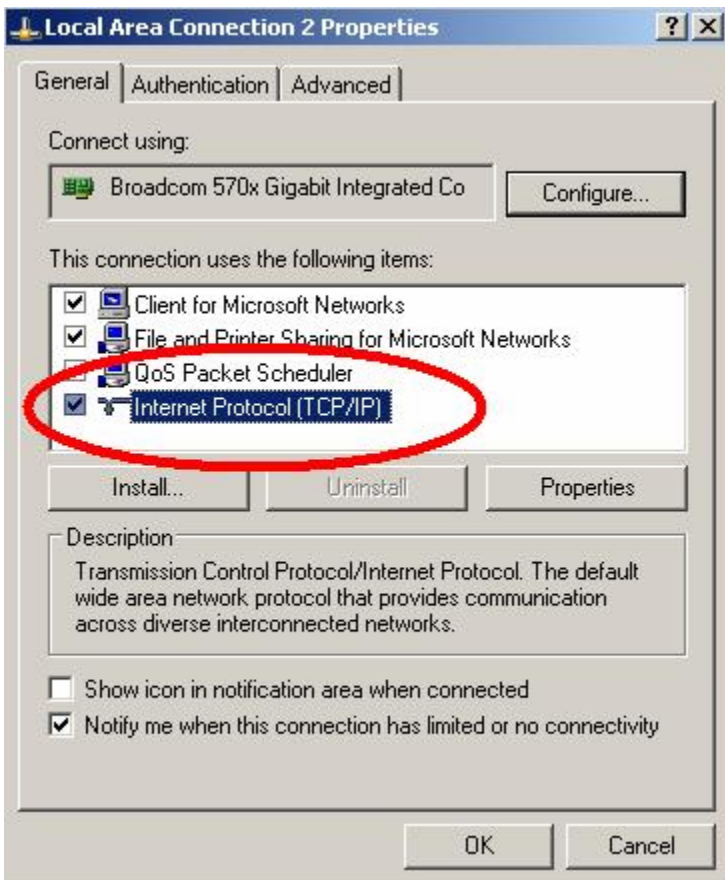
4. Double click **Local Area Connection** or **LAN**.



4. Click **Properties**.



5. Select **Internet Protocol (TCP/IP)**.



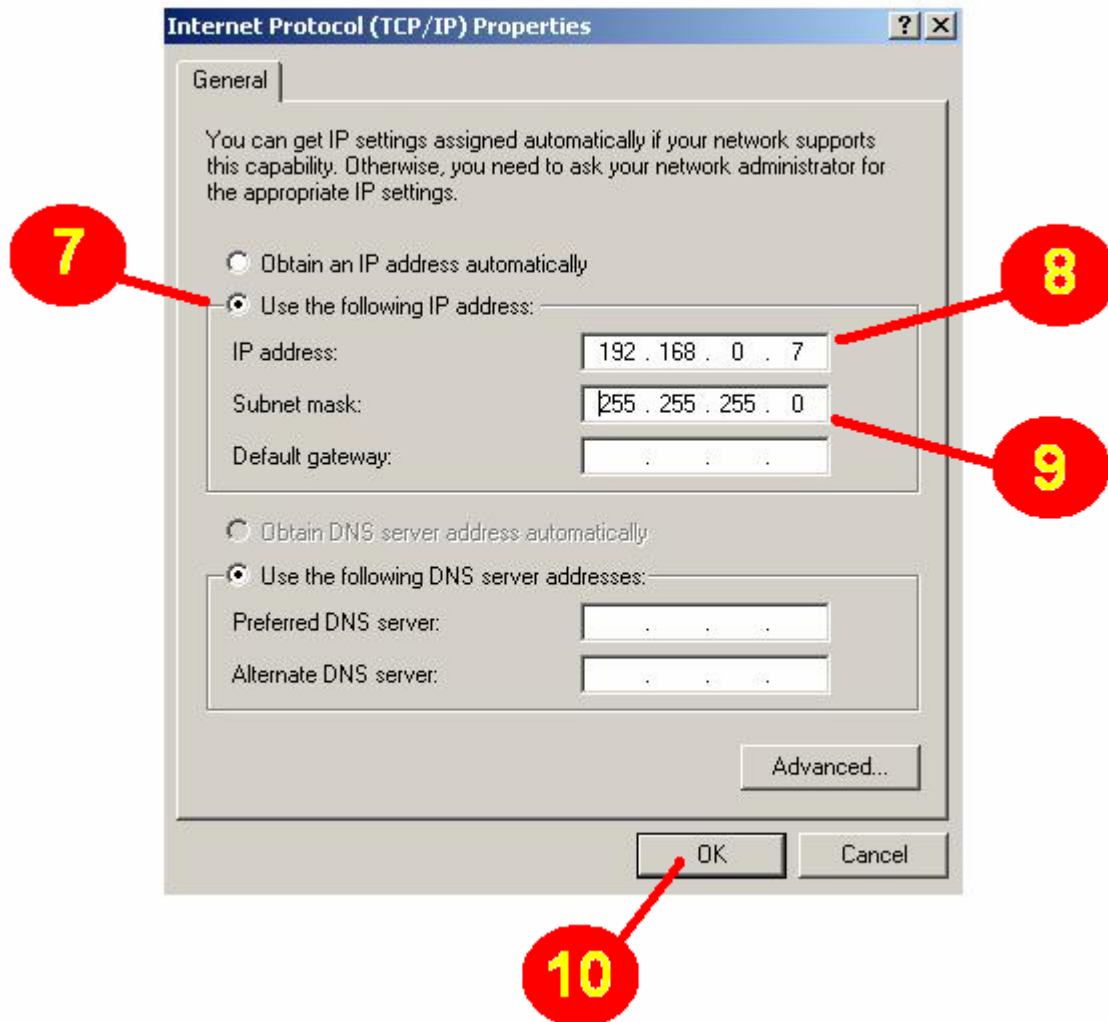
6. Click **Properties**.

7. Click **Use The Following IP Address**.

8. Type in the same IP address that you have written down from the iDR unit *except* that the last digit which must be different in the computer and the iDR. The example below shows the iDR default IP address **192.168.0.7** with the **1** in the iDR changed to a **7**. Any last digit can be used as long as it is different.

9. The sub-net mask must be identical in the iDR unit and on the computer. Here we see the default sub-net mask. If your iDR did not have the default sub-net then refer to the sub-net you wrote down.

10. Click **OK**.



To recap:

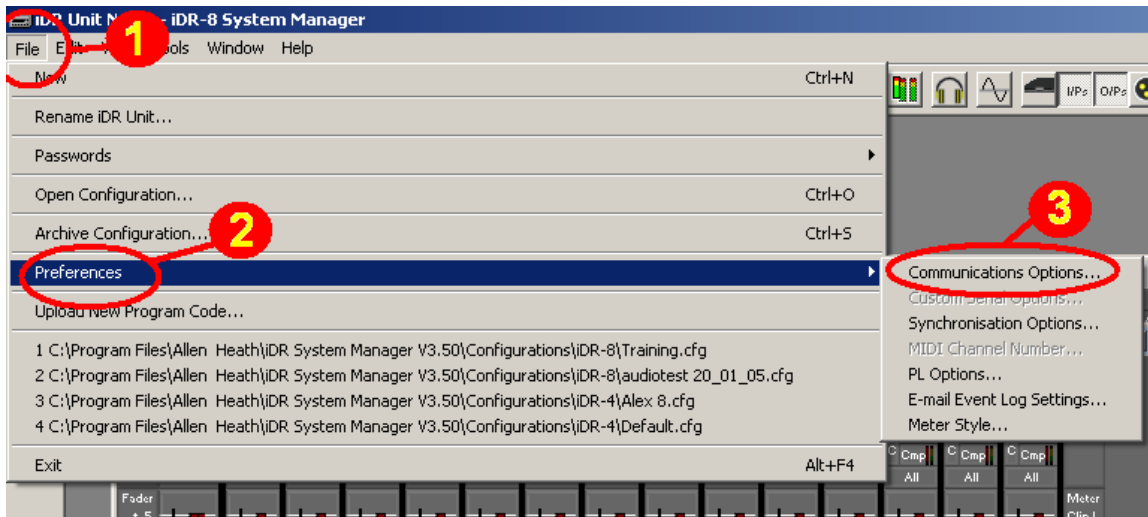
1. The IP address in the computer must be the same as that in the iDR except for the last digit (or block of digits).
2. The Sub-net mask must be the same in the computer as it is in the iDR.
3. DHCP in the iDR must be set to NO.
4. If more than one network connection is available e.g. wireless and wired, only one can be used – turn one off.
5. The network port must be known to be working.

If connection is still not possible try another computer. If connection is still not possible, contact Allen & Heath technical support [support@allen-heath.com](mailto:support@allen-heath.com) +44 (0) 1326 370106.

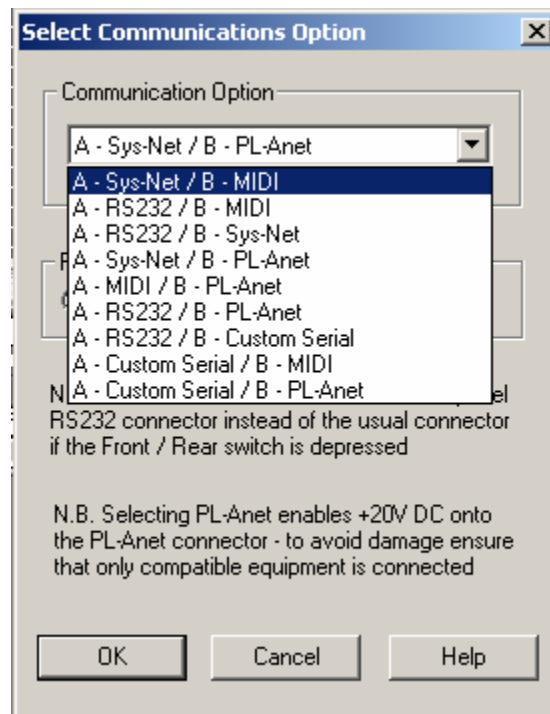
## MIDI does not work

Check that MIDI is selected as a communication option as follows:

1. Click **File**.
2. **Preferences**.
3. **Communications Options**.

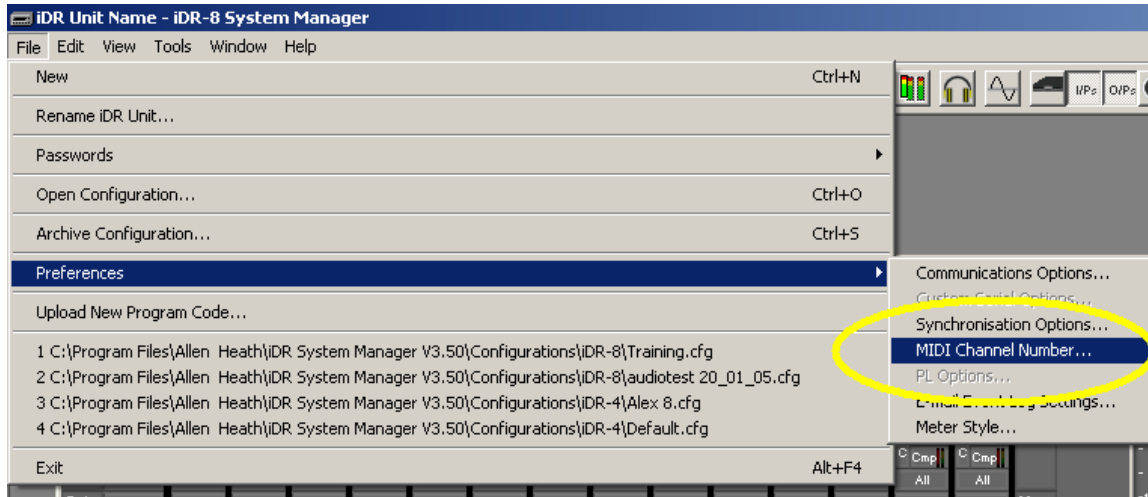


4. Click the drop down menu and choose an option that includes MIDI.
5. Click **OK**.

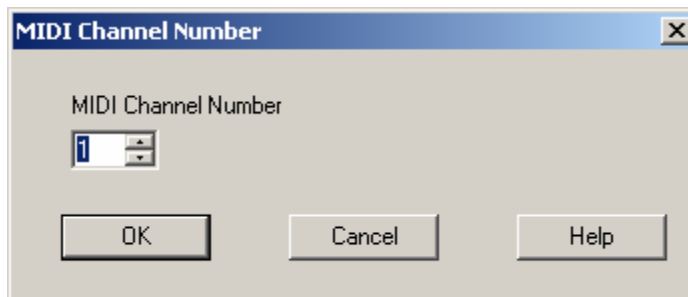




6. Go back to **File, Preferences.**
7. Select **MIDI channel number.**



8. Choose appropriate MIDI channel.

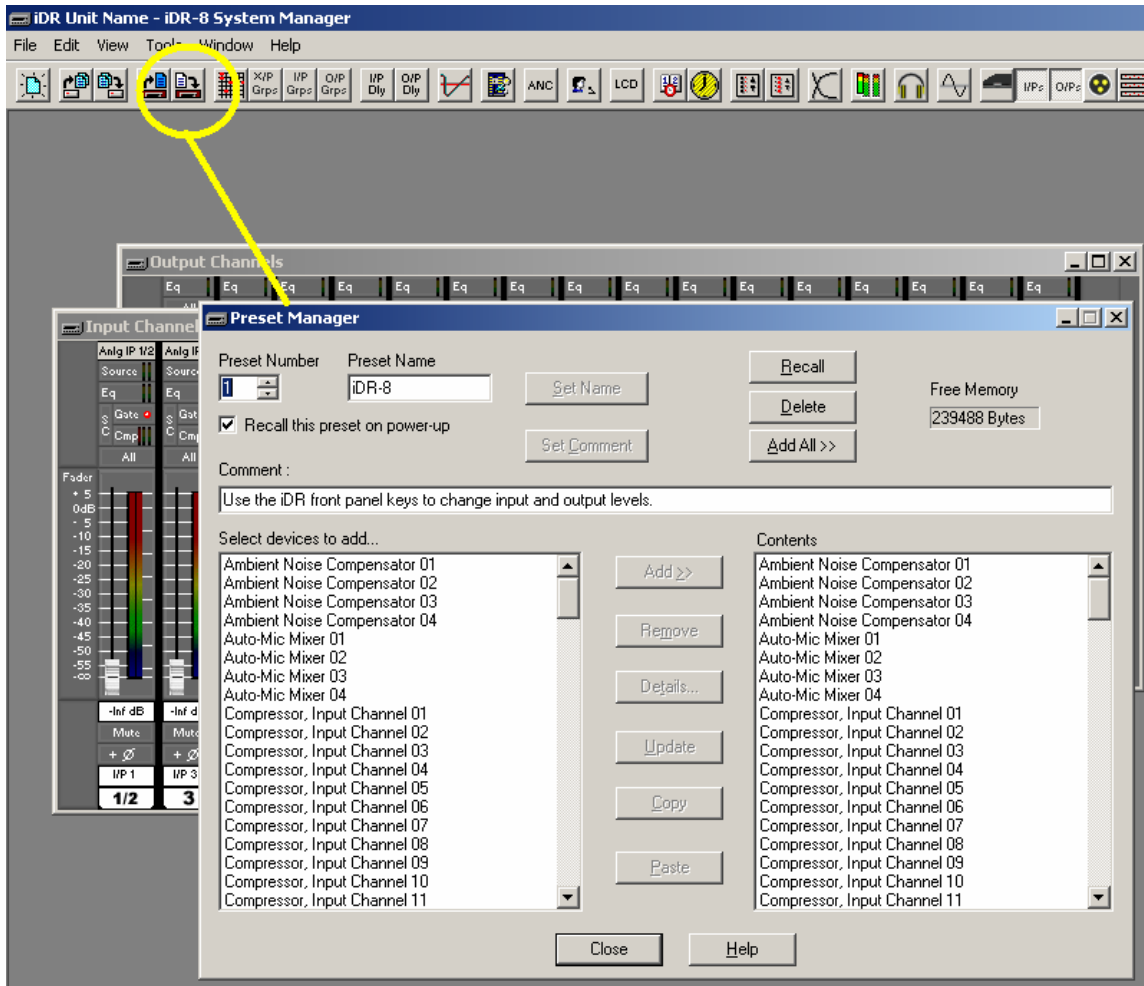


9. Click **OK.**

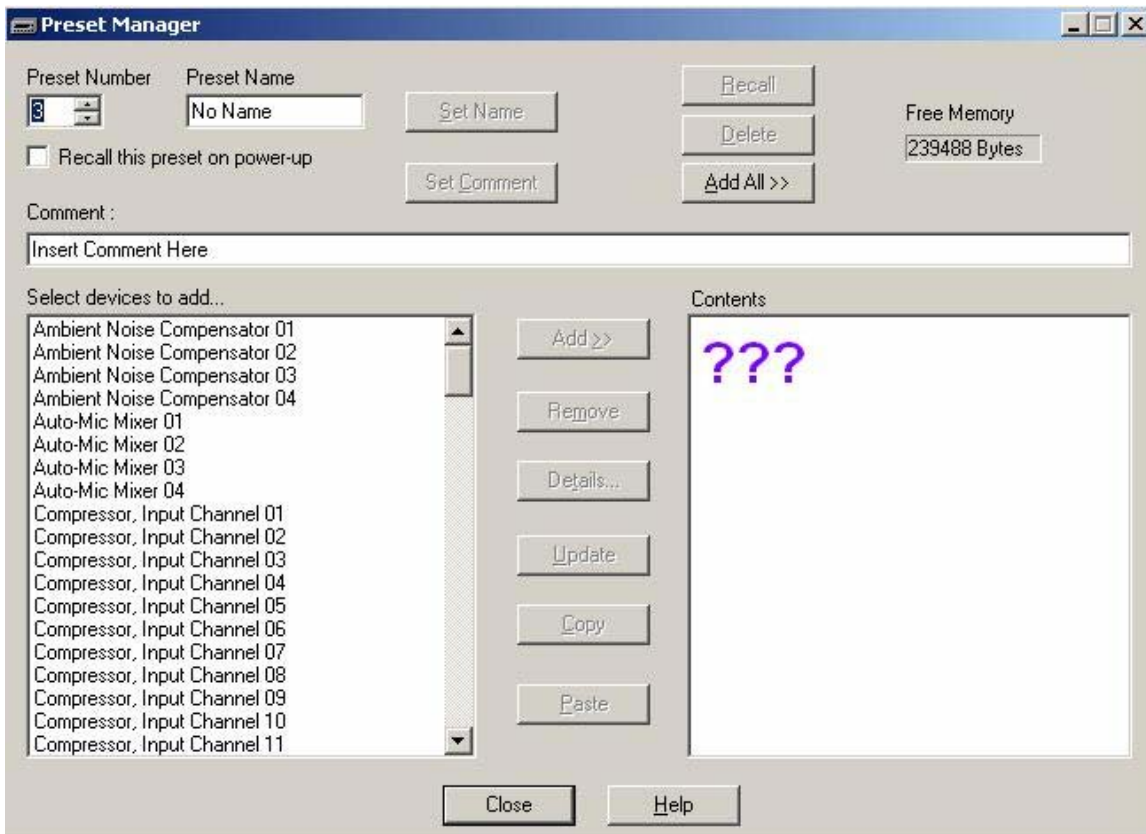
## Unit forgets settings

The most likely reason for a unit to apparently forget setting is that the update procedure has not been carried out correctly.

1. Ask what device settings are being lost (EQ, level, routing etc).
2. Open the **Preset Manager** window. The picture below shows the default configuration – the customer’s window may look different.



3. Select the preset where the settings are being forgotten.
4. Is the device in question (EQ, level, routing etc) included in the **Contents** list?



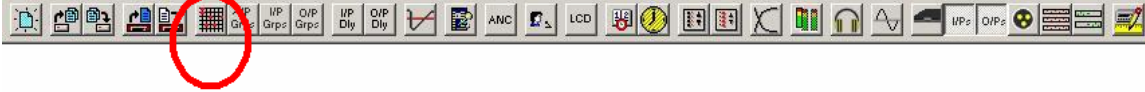
The device whose settings are not being remembered has to be in the **Contents** list in the preset in order to be **Updated** (stored).

If the device is not in the **Contents** list then add it as follows:

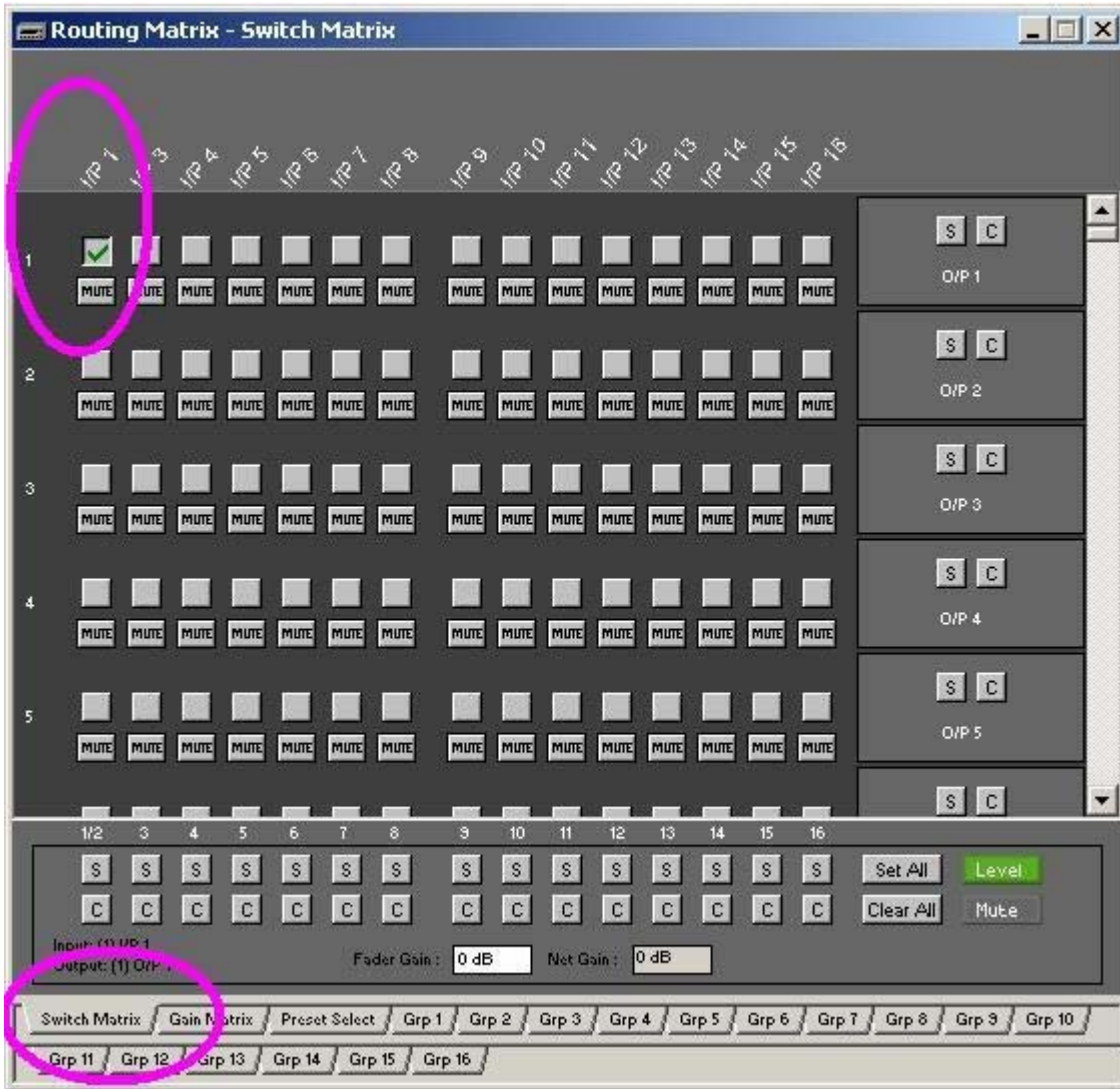
1. Select the preset that is 'forgetting' the settings.
2. Highlight the device in the **Select Devices To Add** list (we see inputs selected as an example).
3. Add the device.
4. Click **Update**. A new window may appear. If so then tick the switch or channel or whatever device needs to be stored then **OK**.

## Routing not being stored

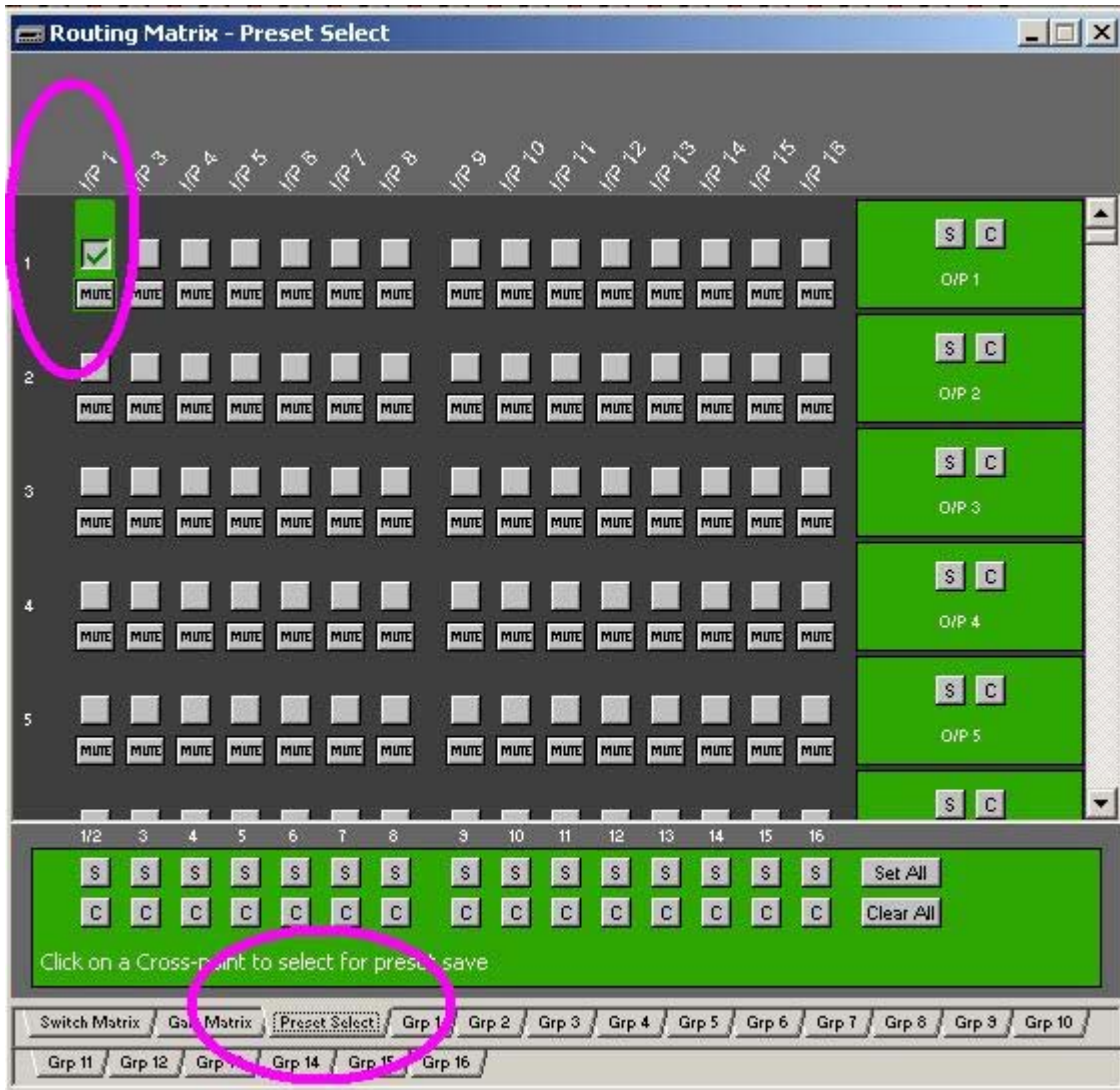
1. Open **Preset manager**.
2. Select and recall desired preset.
3. Open the **Routing matrix**



4. Select the **Switch Matrix** tab and ensure the desired routing crosspoint box is ticked. This example shows i/p 1 routed to o/p 1.



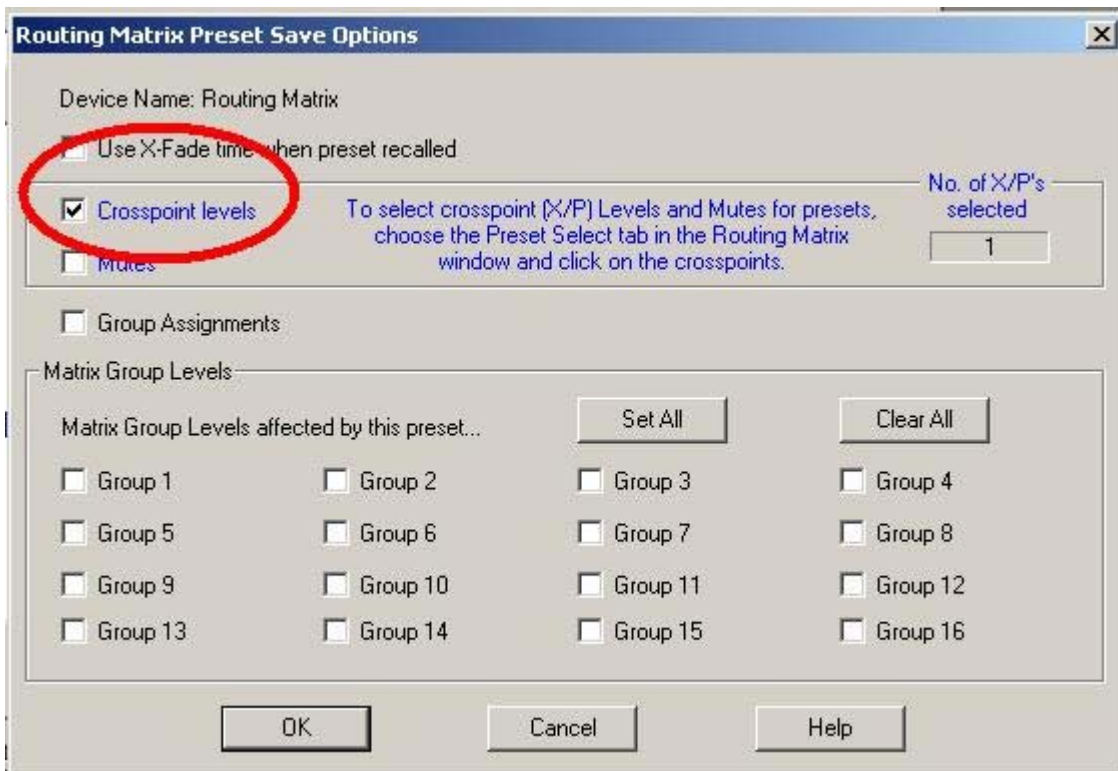
5. Now select the **Preset Select** tab and ensure the i/p 1 to o/p 1 crosspoint is GREEN.



6. Open the **Preset manager**.

7. Highlight the routing matrix in the **Contents** list.

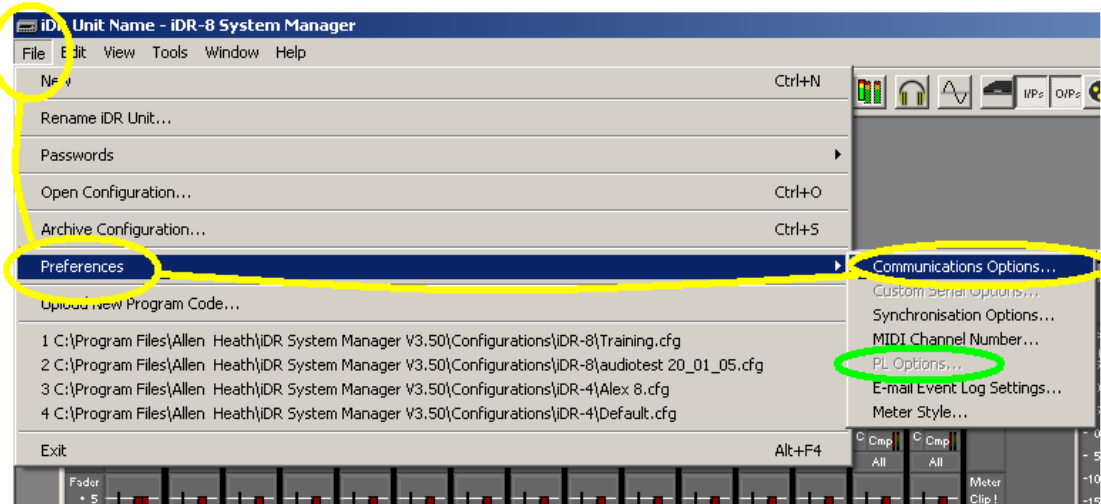
8. Check the **Crosspoint Levels** box.
9. Click **OK**.



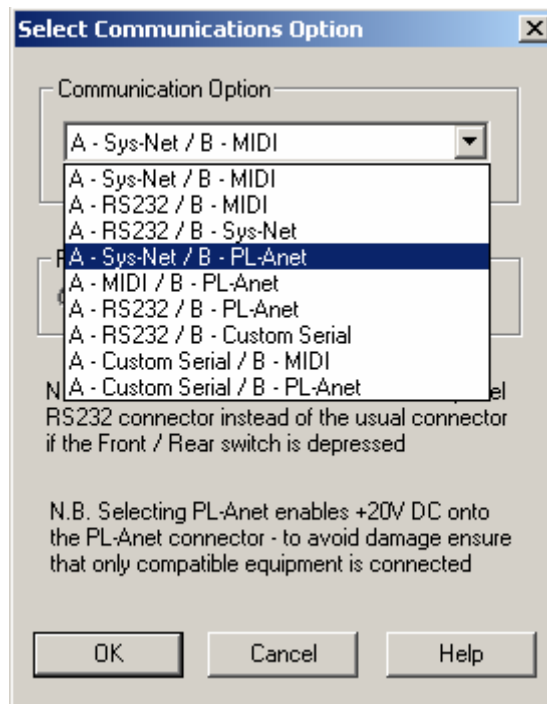
## PL unit(s) not showing on screen

PL simulators are only shown off-line. PL toolboxes are shown on & off-line.

1. Go to **File, Preferences, Communications Options**.

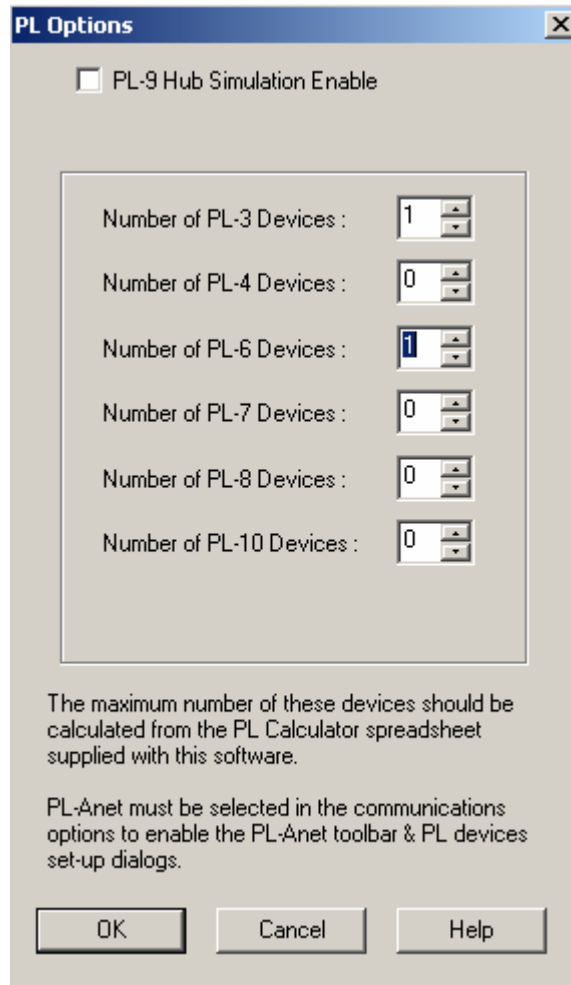


2. If **PL Options** is already available click on it – if not click on **Communications Options**.



3. Select an option that includes **PL-Anet**. We have chosen the above as an example.
4. Click **OK**.

5. Return to **File, Preferences** but this time click **PL Options**.
6. Choose the number and type of PL devices you require for the configuration and click **OK**.



7. We have chosen 1x PL-3 and 1xPL-6 as an example.

The chosen PL devices will now appear on screen as simulators to the right and tool boxes to the left as shown below.

