



Frequently Asked Questions

Q: Where can I learn more about dLive?

A: Download and read the Surface, MixRack and Expander Getting Started Guides and the dLive Firmware Reference Guide. Also make sure you or your staff attends one of the Technical Training events we are scheduling around the globe.

Q: How can I best support my customers with dLive?

A: The first step is to make sure your technical staff is trained and equipped to support the product. dLive is a flagship, high-profile digital mixing system, and requires a world-class level of Support both locally and internationally.

Out of hours availability is one of the key elements in successfully supporting a product of this calibre, so some of our distribution partners are setting up dedicated 24/7 phone lines. Response time, spare part availability, and on-site assistance are also top priorities.

Q: Are Editor and apps already available?

A: No, Editor and iOS apps are scheduled for release in Q2 2016.

Q: Should we expect firmware updates for dLive?

A: Yes, we have many features already on our list for future updates, including more DEEP Processing models, RackExtra FX, and much more. As always, your input is welcome.

Q: Can I mix 'n match dLive hardware with existing iLive Surfaces / MixRacks or dSNAKE AudioRacks?

A: No. dLive's system architecture, with higher sampling rate and channel count, requires the use of new transport and control protocols. The new GigaACE is not compatible with ACE. The DX expansion links are not compatible with ACE or dSNAKE.

Q: Can I link my iLive with a new dLive system?

A: Yes! iLive, dLive and GLD can be happily interconnected and share audio using the A&H range of audio networking cards including Dante, Waves SG, MADI, and our own cost-effective ACE technology. This is ideal for front of house / monitor systems, broadcast or recording applications where digital splits of the mic preamps in one system are sent over Cat5 or coaxial cables to the other system/s.

Q: Can I fit my existing ACE, Dante, Waves or MADl card to dLive?

A: Yes, most of our existing audio networking cards will be supported on dLive via the M-DL-ADAPT 'letter box' multichannel interface, offering a 64 I/O 48kHz interface to iLive, GLD or third party systems.

Q: Will there be new I/O cards for dLive?

A: Yes, a new range of 128 I/O 96kHz networking cards is in development and is expected to ship starting Q2 2016.

Q: Can I use iLive / GLD Scenes, Show files and Libraries with dLive?

A: No. Memories are not compatible across different product series, due to inherently different software and feature set.

Q: How many DX32 Expanders can I connect to a system?

A: Up to 3. Two Expanders can be connected to the dLive MixRack. A further Expander can be connected to the dLive Surface.