ALLEN&HEATH

DLIVE INSTALLED SOLUTIONS FAQ

Q: What are dLive Installed Solutions?

A: They are a range of sound management solutions for venues, built on the dLive platform.

Q: What does dLive provide that a QSC, Biamp or Symetrix system doesn't?

The dLive system has scalable, distributed I/O with ample matrix capabilities of over 800 system inputs and 800 system outputs (over half a million Crosspoint's !). Whilst providing a powerful solution for sound management, it also offers ultimate audio quality thanks to its 96kHz FPGA core, and all the processing tools for live sound mixing of over a hundred channels. The array of features particularly suits multi-purpose venues where live performance and installation requirements often coexist.

Q: What does dLive provide that a Yamaha, Soundcraft or Roland mixer doesn't?

A: Simply put, no other mixing system on the market can offer the flexibility, networkability, and array of control and integration options that dLive provides.

Q: Does this require a special firmware or software?

A: No, all system components use the standard dLive firmware.

Q: Do I need to update to the latest firmware

A: No but it is highly recommended

Q: What are the advantages of the AMM in dLive

A: Firmware V1.6 and higher have 64 channels and 2 modes of Automatic Mic Mixing available, these can be divided into 1, 2 or 4 separate AMM's

Q: Is DM0 compatible with other dLive MixRacks or Surfaces?

A: Yes, apart from the lack of analogue I/O, DM0 is a fully featured MixRack, with S Class redundancy and 3x I/O Ports, and can be used with any dLive Surface.

Q: Are the DM0 power supplies hot-swappable?

A: No, to make DM0 as compact as possible, we equipped it with redundant, internal power supplies.

Q: How do I get audio in and out the DM0?

A: You can use the I/O Ports to send or receive audio over industry standard digital transport protocols such as Dante or MADI. You can also use the DX ports, DX Link card or DX Hub to add distributed analogue I/O.

Q: Can I connect two Surfaces to a DM0?

A: Yes, firmware V1.6 or higher will support Dual/Multi Surface configurations on any dLive MixRack. (Up to 4 surfaces on S-Class).

Q: Will the GPIO, DX Hub, DX Link card and DX164-W work with all dLive MixRacks?

A: Yes, all these products can be used in any dLive system.

Q: What is the difference between DX168 and DX164-W?

A: The DX168 is a portable, rugged stagebox, and provides 16 inputs + 8 outputs. The DX164-W is a wall-mount box for fixed installation, and provides 16 inputs + 4 outputs.

Q: How many DX Expanders can I connect to a DX Hub?

A: You can connect 1x DX32 or up to 2x DX168 / DX164-W to each DX port. This makes up to 8x DX Expanders per hub.

Q:Can I connect DX expanders in redundant mode to a DX Hub?

A:Yes, you can connect 2 DX hub's to one gigaACE card and use Hub A for Link A and Hub B for Link B

Q: How many DX Expanders can I connect to a DX Link card?

A: With redundancy off, you can connect 1x DX32 or up to 2x DX168 / DX164-W to each DX port.

With redundancy on, you can connect 1x DX32 or 1x DX168 / DX164-W to each pair of DX ports.

Q: How many DX Expanders can I connect in total to a dLive system?

A: The short answer is… a lot! As many as 46 DX168 / DX16-4W on a single S Class system.

Q: Does the DX Hub connect to a MixRack / Surface DX port?

A: No, the DX Hub requires a gigaACE card in the MixRack or Surface as the main link or 'trunk' to the dLive system.

Q: Can the DX Hub connect to the built-in gigaACE port on a MixRack / Surface?

A: No, the DX Hub requires a gigaACE card in the MixRack or Surface as the main link or 'trunk' to the dLive system.

Q: Why use a DX Hub + gigaACE card instead of a DX Link card?

A: The DX Hub offers an alternative solution when a single cable 'trunk' is preferred between the MixRack / Surface and, for example, another floor, area or building.

Q: What cables do you recommend for DX Hub and DX Expander connections?

A: STP CAT5e or higher cables, but please visit our website for further cable recommendations and to learn about touring grade CAT5e and CAT6 cables available from Allen & Heath.

https://www.allen-heath.com/media/Recommended-cables.pdf

Q: Is there info on how to use dLive on an In-House network?

A: Yes, you can find the document dLive for IT managers here:

https://www.allen-heath.com/media/AH-dLive-for-IT-managers.pdf

Q: Can I have the IP1 on the same switch that serves my IP6s and IP8s?

A: Yes, IP controllers use the TCP/IP dLive Network. To power the IP1, a PoE compliant switch is required.

Q: How many IP1s can I connect to a dLive system?

A: Up to 16x configured to work with the MixRack, and up to 16x configured to work with the Surface or Director software.

Q: Will the IP1 fit in my wall box?

A: The IP1 comes in two size variants: one is made to fit standard US single-gang wall boxes and Decora-style plates, the other is made to fit standard UK square (BS 4662) or EU round (DIN 49073) wall boxes and Honeywell / MK compatible plates. Our research shows that these two standards are distributed world-wide.

Q: Can I choose the finishing or colour of the IP1?

A: We supply the IP1 module in either black or white. The plate can be sourced locally, and there are hundreds of colours, textures and styles available on the market for either standard.

Q: Can I spray paint the IP1 to suit my installation or Decora plate?

A: Yes, this is possible. Please contact Product Support for instructions on how to disassemble and reassemble the unit. We recommend this is carried out by a qualified engineer. Also, please note that any damage due to mishandling of the unit during assembly or disassembly would not be covered by our Manufacturer Warranty.

Q: Can I control a dLive system from third party Crestron, AMX or Extron devices?

A: Yes, the dLive TCP/IP control protocol, available online, can be used to provide control by any TCP/IP compatible system. Drivers for control systems are available on request or by manufacturer.

Q: What does GPIO stand for and what can it do for me?

A: GPIO stands for General Purpose Inputs and Outputs. It is a way of interfacing dLive with logic inputs (contact closure) and outputs (relays) and can be used in a variety of scenarios.

Q: How many inputs and outputs on a GPIO box?

A: 8 GPIs and 8 GPOs.

Q: How do I connect and power a GPIO box?

A: The GPIO box connects over TCP/IP to the dLive Network. It comes with a power supply but can also be powered over Ethernet (PoE).

Q: Can I have the GPIO box on the same switch that serves my IP remote controllers?

A: Of course. IP controllers use the same TCP/IP dLive Network. If the switch is PoE compliant, it can also power the GPIO box.

Q: Can I connect the GPIO box to a DX Hub?

A: No, the DX Hub is a dedicated audio transport network and is not compatible with TCP/IP devices such as the GPIO box or the IP remote controllers.

Q: How many GPIO boxes can I connect to a dLive system?

A: Up to 8 units.

Q: Can I mount the GPIO box or DX Hub in a rack?

A: Yes, both the GPIO box and the DX Hub are 1U high and ½U wide. A kit is available (part number FULLU-RK19X) to mount a single GPIO / DX Hub or two of them in a rack.

Q: Can you give an example of GPI use?

A: A typical example is an alarm override / mute. It is typical for a public space to have an EVAC system providing a contact closure to the audio system when the alarm is activated. This contact can trigger an event in dLive, such as a preset recall or a mute.

Q: Can you give an example of GPO use?

A: Examples include fader start / on-air logic, or triggering external events (such as starting a projector, powering up amplifiers, or opening the curtains) by dLive actions such as a SoftKey press or a Scene recall.