Amphenol

Amphenol Australia Pty Ltd

FAQ: Why is my Amphe-Dante adapter not working?

1. Check Led status

FUNCTION	LEFT LED	RIGHT LED	COMMENT
Off	Off	Off	No Power
Device is booting	Solid GREEN	Solid RED	
Slave with sync	Blinking GREEN	Solid GREEN	Normal Operation
Clock Master	Blinking GREEN	Blinking GREEN	Normal Operation
Acquiring clock sync / runtime error	Blinking GREEN	Blinking RED	Normal Operation
Identify (Dante Controller function)	Alternating RED and GREEN	Alternating RED and GREEN	Blinking for 6 seconds (cycle every 0.5 seconds)
Failsafe (bootloader)	Blinking RED	Blinking RED	Failsafe, corrupt capability (red device name in Dante Controller)
Upgrade (bootloader)	Blinking ORANGE	Blinking ORANGE	Device is upgrading
Network cable disconnected	Solid GREEN	Solid RED	USB adapter only, on USB power

If the led function indicates **"Normal Operation**" and the device is **not shown** in Dante Controller[1], it could be the case that the adapter has been configured to have a static IP address which falls outside the subnet that the Dante Controller computer is on (or more specifically, the subnet configured on the network interface which is selected in Dante Controller as the primary network interface)[2].

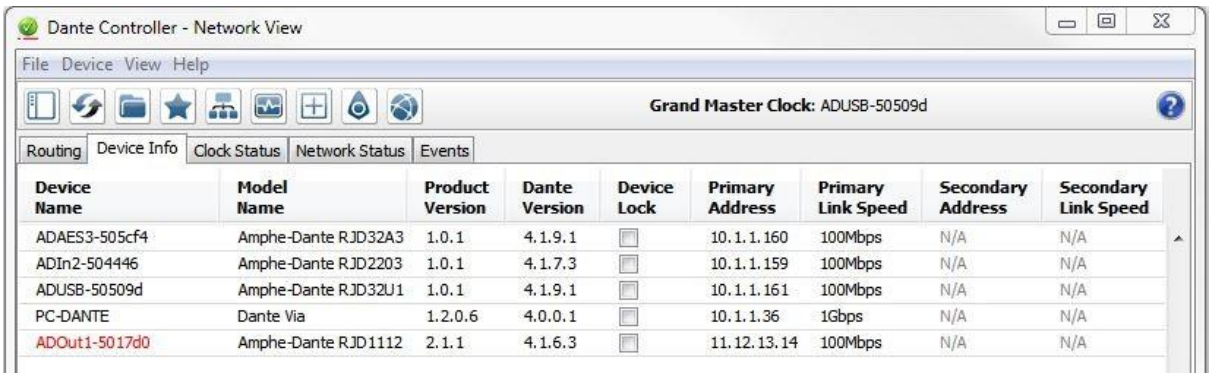
2. Locating misplaced devices

Because Dante[3] devices use MDNS multicast advertising, misplaced devices will always be visible in Dante Controller, if the computer is connected to the same physical network as the misplaced device. However, the misplaced device and the computer must be either:

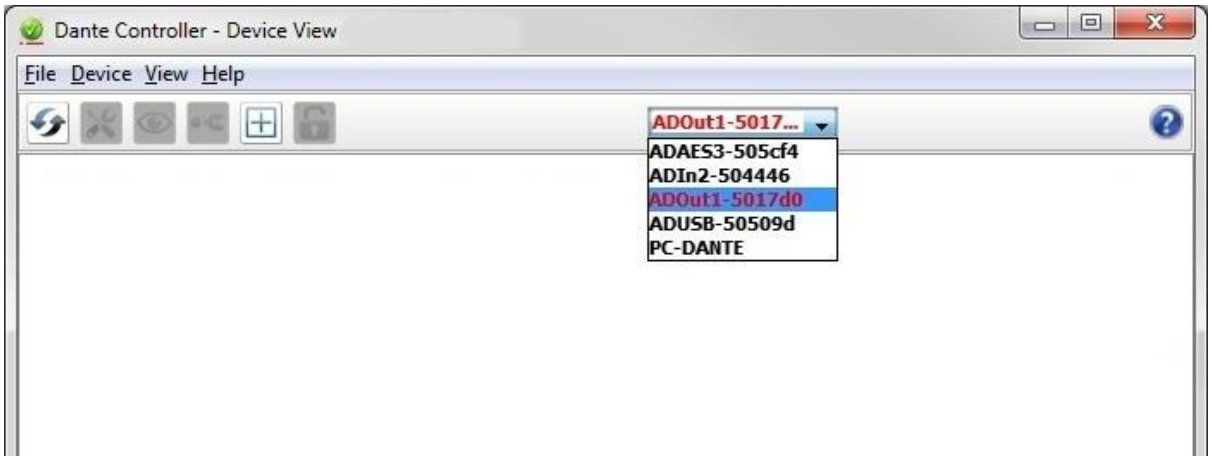
- Both using IP addresses inside the Link-Local address range (169.254.1.0 to 169.254.254.255 inclusive), or
- Both using IP addresses outside the Link-Local address range

First, assign a static IP address to your computer which is inside the Link-Local address range. If the device does not appear (as described below), assign an address which is outside the Link-Local address range and try again.

They will not appear in the Routing tab of the Network View, but they will appear (highlighted in red) in the Device Info, Clock Status and Network Status tabs of the Network View:

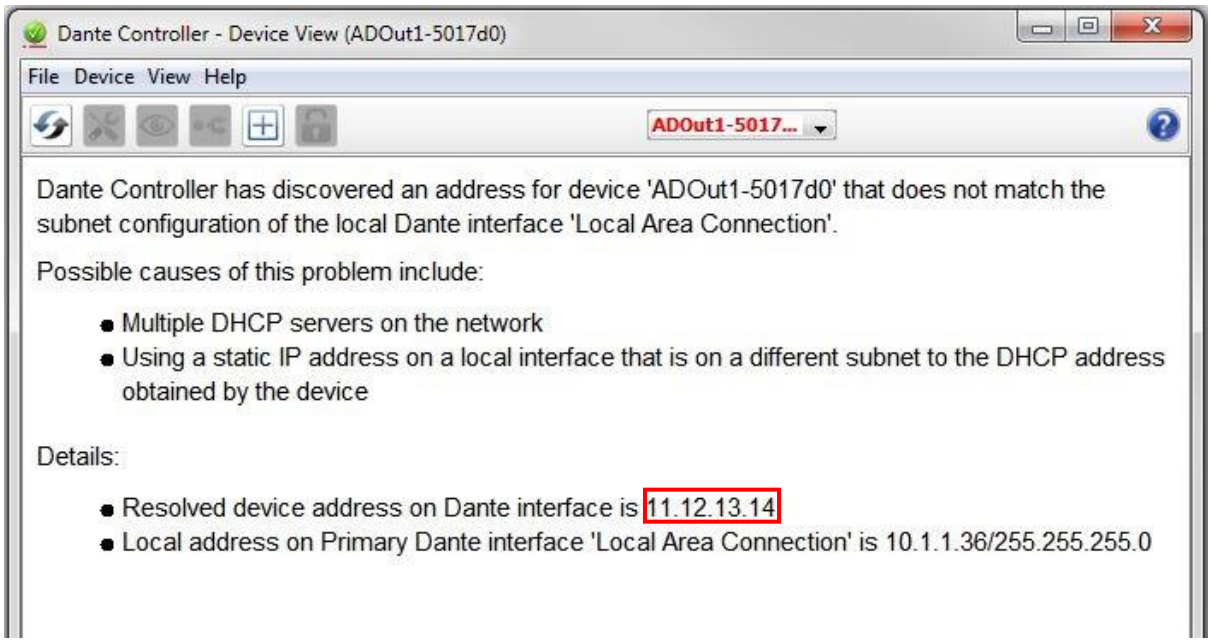


They will also appear (highlighted in red) in the device drop-down list in Device View (Ctrl + D):

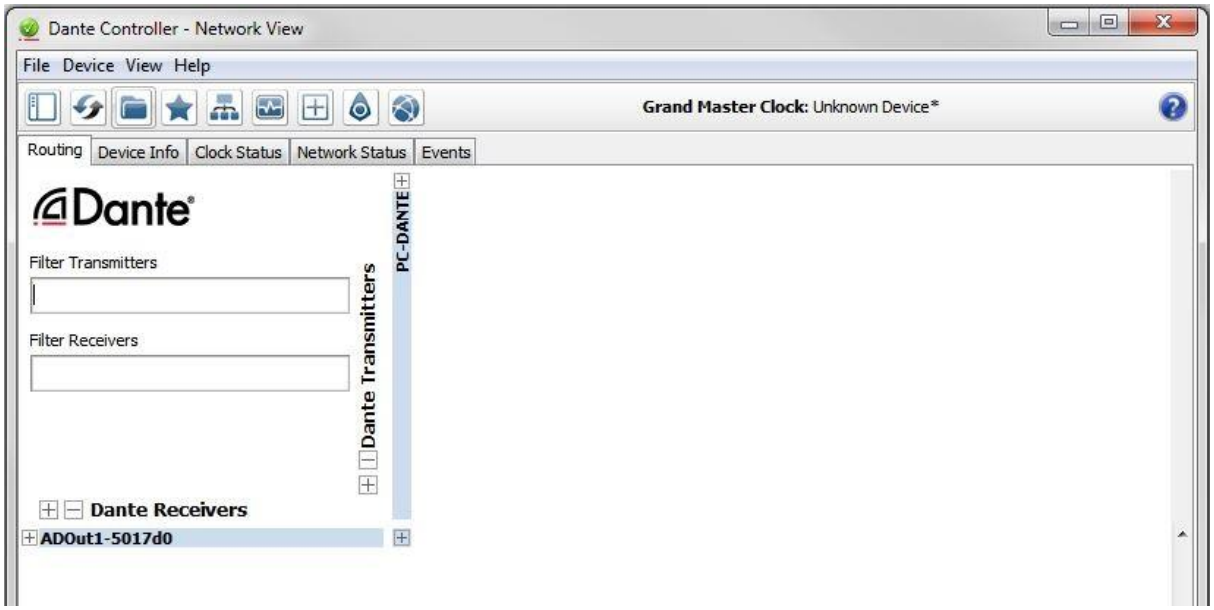


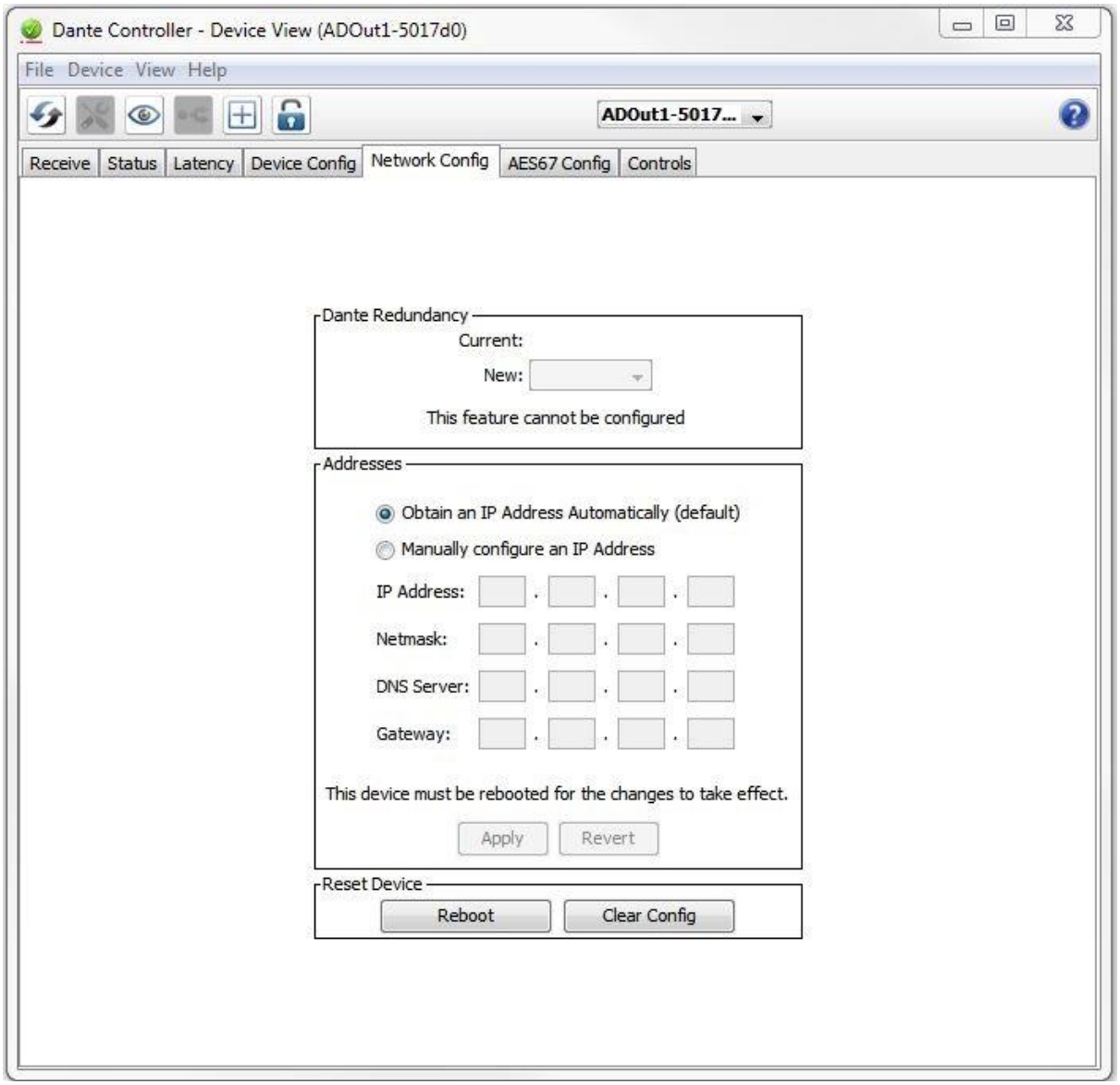
3. Recovering[4] Misplaced Devices

- Ensure the computer running Dante Controller has an IP address outside the Link-Local address range (either set a static address, or use DHCP).
- Open the device view for the device (either double-click the device in the Device Info, Clock Status or Network Status tabs, or open Device View and select the device from the drop-down list).
- Record the IP address listed in the first line of the Details section (after 'Resolved device address on Dante interface is')

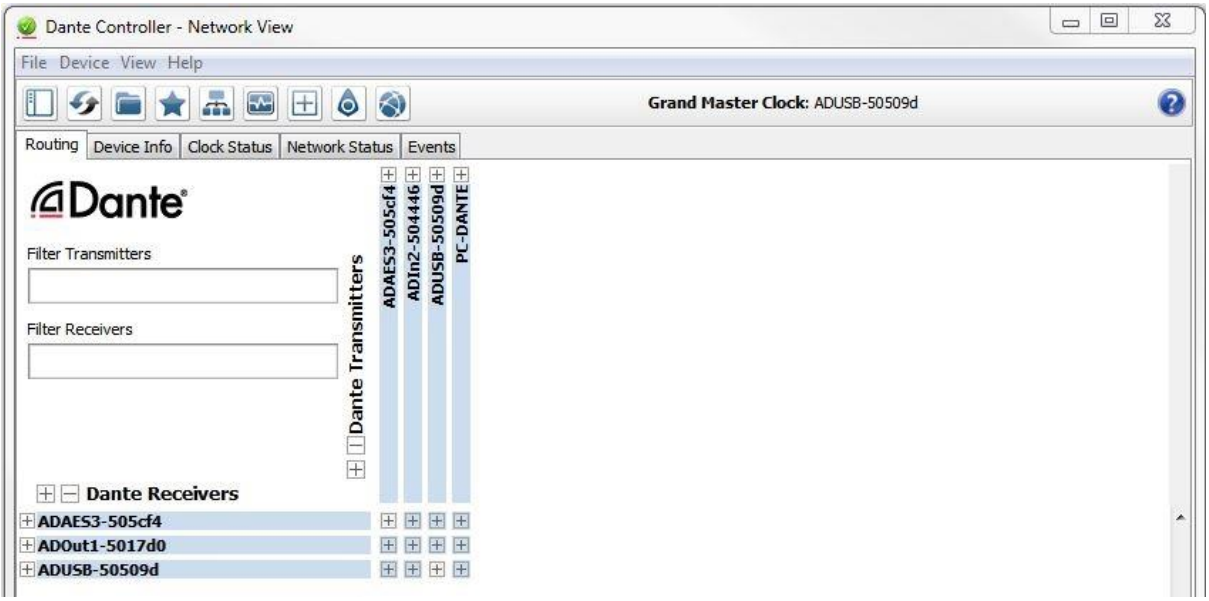


- Configure your computer's network interface with a static IP address in the same range as the IP address for the device. It is recommended that you use the same values for the first three octets – in this example, that would be 11.12.13 – and then choose a different number for the last octet (e.g. 15). The operating system will provide a suitable subnet mask (the last octet must be zero, however). In Windows, you can tab to the 'Subnet mask' field to auto-populate the field.
- Apply the changes to the computer's IP address, and return to Dante Controller.
  The device should now appear in the Routing tab of the Network View, and can be configured with a different address (or set to 'Obtain an IP Address Automatically') using the Network Config tab of the Device View.


Dante Controller - Network View
File Device View Help
Grand Master Clock: Unknown Device*
Routing
Device Info
Clock Status
Network Status
Events
Dante
Filter Transmitters
Filter Receivers
Dante Transmitters
PC-DANTE
Dante Receivers
ADOut1-5017d0


Dante Controller - Device View (ADOut1-5017d0)
File Device View Help
ADOut1-5017...
Receive
Status
Latency
Device Config
Network Config
AES67 Config
Controls
Dante Redundancy
Current:
New:
This feature cannot be configured
Addresses
Obtain an IP Address Automatically (default)
Manually configure an IP Address
IP Address:
Netmask:
DNS Server:
Gateway:
This device must be rebooted for the changes to take effect.
Apply
Revert
Reset Device
Reboot
Clear Config

- Set the computer's network interface to obtain an IP address automatically (or restore it to its previous address).
- The misplaced device will now appear in the main Dante network (after device reboot).



[1] Dante Controller is a proprietary software application of Audinate Pty Ltd
[2] The information in this document is Audinate proprietary and is retrieved from Audinate's website, FAQs tab
[3] Dante is a trademark of Audinate Pty Ltd
[4] 'Recovering' in this context is not the same as failsafe recovery