



Technical Support Guide

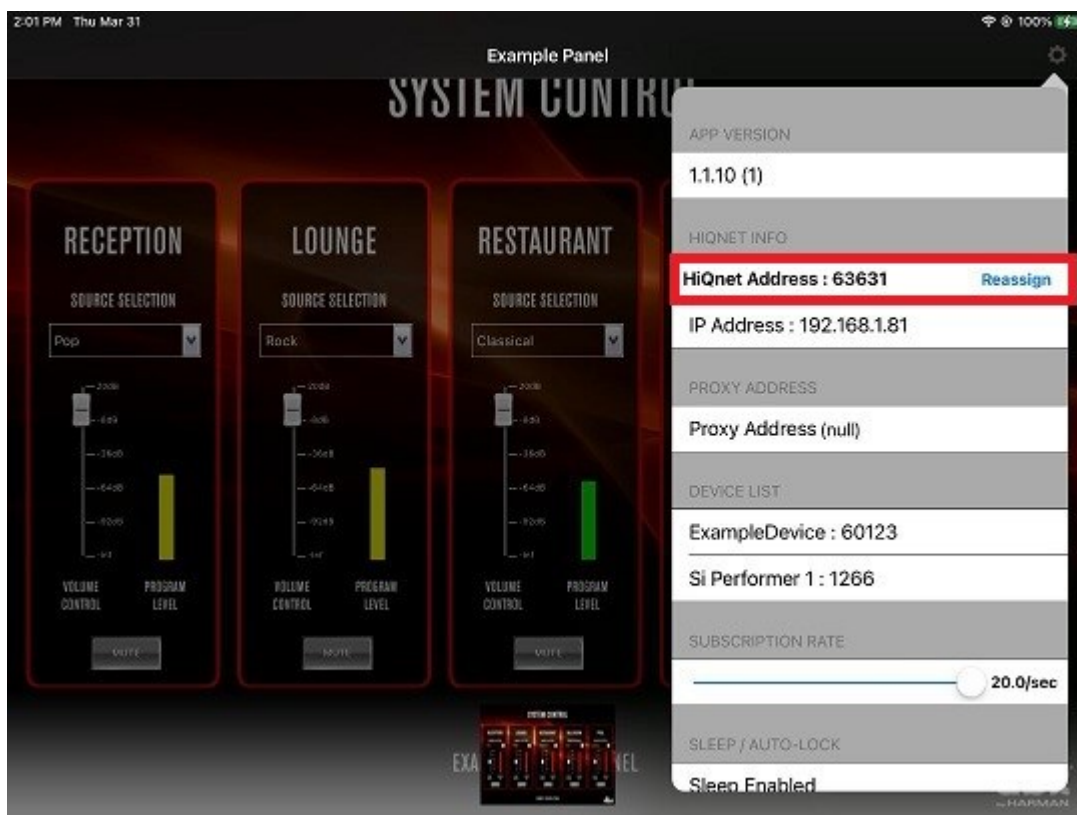


v1.0

HiQnet Motion Control not Connecting after iOS Update

09-Apr-21

iPad update 15.4 can set the HiQnet address of the HiQnet Motion Control app to 0 and disables network connectivity. If you are experiencing a loss of connectivity after an iOS update, make sure to check your apps HiQnet address under the in app settings in HiQnet Motion Control.

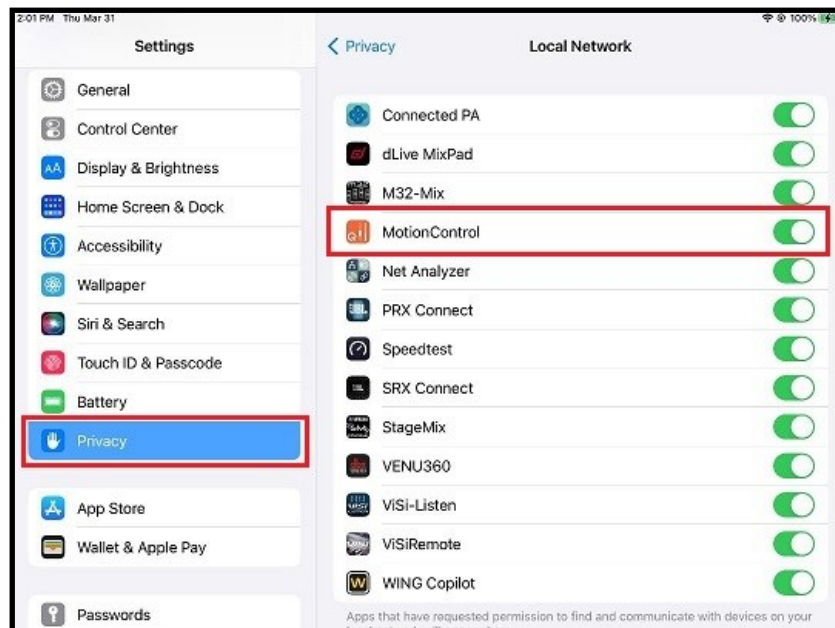
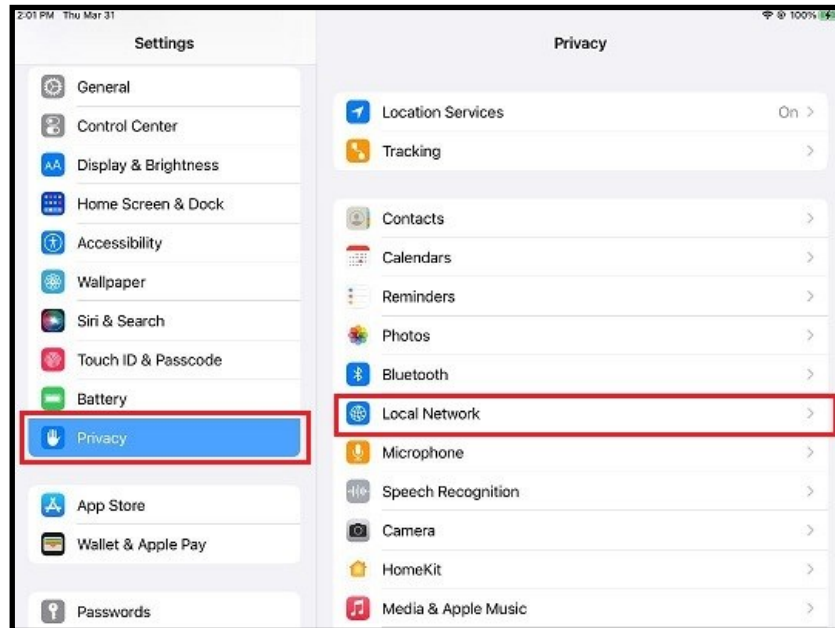


HiQnet Addresses must be between 1 and 65534. Any other address will not work. Any duplicate addresses will cause a conflict resulting in communication issues. Make sure all HiQnet devices [AKG, BSS, Crown, JBL & Soundcraft] and apps have unique ID's.

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Local Network needs to be ENABLED for the Motion Control app to connect to the iOS devices network. This setting is found in the iOS Settings.



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