

v1.0

Troubleshooting Connections to the Ui24R

12-Jan-23

Question:

How do I troubleshoot Connection issues on Ui24R?

Answer:

There are multiple possible causes for why your control device (i.e. iPad, iPhone, Android phone or tablet, Mac or Windows PC, Touchscreen) might lose connection to the mixer and show "Connecting" on the screen. The possible causes and solutions for these are listed below.

PROBLEM: Wi-Fi interference. This is the most common problem. Depending on the venue and number of other Wi-Fi enabled devices that are in the same space, you can experience interference of the Wi-Fi signal. The 2.4ghz Wi-Fi signal is divided into smaller sections called channels which are user selectable.

SOLUTION: By default the Ui series of mixer is configured to use channel 9. If you are experiencing connection issues, the first thing to try is to change the current Wi-Fi channel to a channel that is less busy. You may determine which channels are the least busy using a Wi-Fi analyzer app found on your devices marketplace, however in general we find that channels 1 and 11 are usually not very busy and Soundcraft recommends trying one of these first. You may also try one of the 5Ghz channels found further down the list of available channels. The steps to change the Wi-Fi channel can be found in the link below.

[Changing-wi-fi-channels-on-ui-mixers](#)

PROBLEM: Weak Wi-Fi signal (Out of range). The built in hotspot is not a very powerful Wi-Fi radio and under certain conditions can be overwhelmed by other Wi-Fi signals.

SOLUTION: There are two possible solutions for this issue. First, you can try changing the Wi-Fi channel. See the instructions above for this. The second solution is to use an external router. Please see the linked knowledge article for how to do this.

<https://help.harmanpro.com/ui-external-router-instructions>

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PROBLEM: Overheating. If the mixer is in a location which is exposed to a lot of heat such as direct sunlight, or is in a location that is not very well ventilated, it can overheat and when it does, you may lose connection to the mixer.

SOLUTION: Keep the mixer out of direct sunlight and located where there is plenty of ventilation with at least 3 inches of space on the sides for proper airflow. It is also strongly recommended to use a fan to actively cool the mixer.

PROBLEM: Overloading the USB port. The USB ports on the mixer are only designed to be compatible with USB sticks or devices such as keyboard and mouse. The Ui mixers do not support USB hard drives, and do not support charging your electronic devices such as cell phone or tablet.

SOLUTION: Use only USB sticks and devices such as keyboard and mouse on the USB ports. Do not use a USB hard drive or try to charge a portable device using the USB ports.

PROBLEM: File size of the current show is too large. Each time a change is made to any parameter within a show such as level, gain, or EQ changes the mixer saves that change to a new block of memory and does not overwrite the previous memory block. What this means is that over time the file size of any given SHOW grows larger and larger eventually causing the mixer to stumble when trying run that show.

SOLUTION: Create a new SHOW using all the same parameters, and the new show will not have all the history of changes and therefore the file size will be smaller and the mixer will not run into this issue.

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