

v1.0

HiQnet Device not Discovered in Audio Architect or Netsetter

23-Mar-23

The device does not show up in Audio Architect or Netsetter, but the device responds to PING commands.

If the HiQnet address [also called Device ID] on a device is set to 0, the device will not be recognized by any HiQnet software. Multiple devices set to the same HiQnet address can cause a conflicts as well.

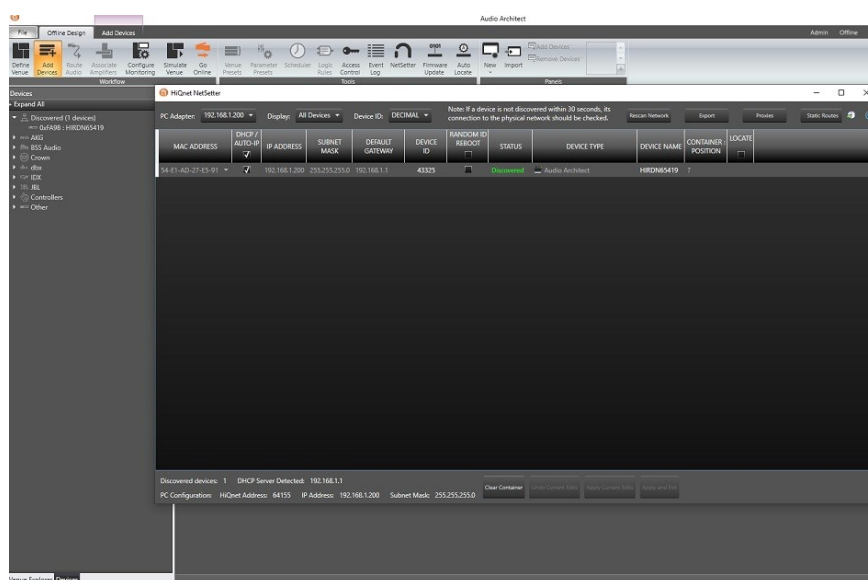
HiQnet addresses can be from 1 to 65,536, but all addresses on same network must be unique. No two devices can have same address.

If there is a conflict, it is easy to fix, just disconnect all but 1 device and change the Device ID one at a time using Netsetter. If the address gets set to 0, the device will become unreachable.

Here are some examples of devices that can accidentally be set to 0:

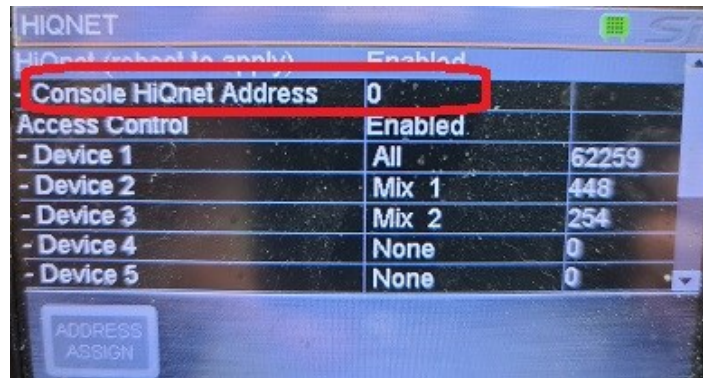
Soundcraft Si and Vi mixers

It is possible to set the device ID to 0 from the devices internal menus. Notice that Netsetter does not discover any devices.

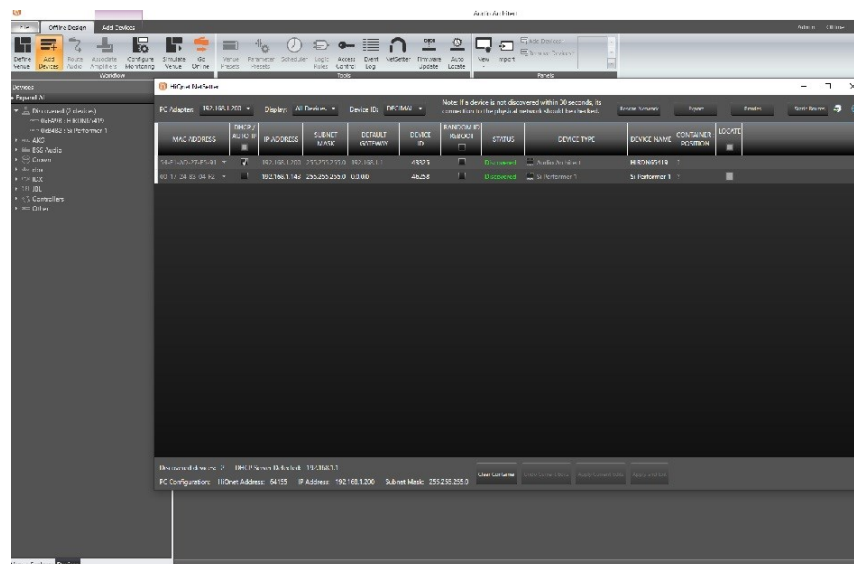
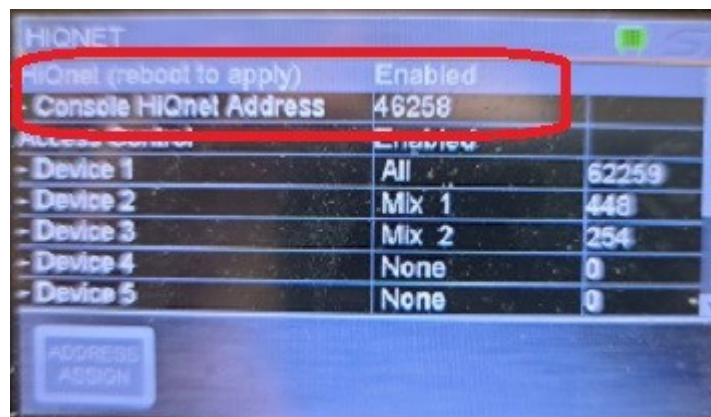


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In the device's menu you will see HiQnet address is set to 0.



Change the address to a valid ID number and the mixer now shows up in Netsetter, and Audio Architect.



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Crown Amplifiers

If the amplifier has a front panel menu, then it is easy to change the ID back to a valid number using the front panel controls.

On DCI Network amplifiers, if the device ID gets set to 0, the device will have to be factory reset. There is a small pinhole on rear of the device between the Data LED and the Preset selector. Using something small like paper clip or toothpick, depress internal switch while amplifier is off, then power up while still holding in the button. Release in 20 seconds. The amplifier will be restarted and will assign a usable address to itself.



DBX Driverack

The device is front panel menu driven. Use the controls to set a correct address for the device.

JBL Powered Speakers

The device is front panel menu driven. Use the controls to set a correct address for the device.

BSS London Devices

These devices will not allow the HiQnet address to be changed to 0, or any unusable number.

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