



What computer operating systems is D-Net compatible with?

- D-Net is compatible with Microsoft Windows Vista and above, Apple Mac and Apple iPad OS9 and above.

How do I make connections to multiple devices, so I can control them at the same time?

- You will need a multiple port network router or switch. These are very common, and are available from computer stores and many online shops. They are generally inexpensive, so we advise purchasing one from a leading manufacturer, such as Netgear.

If you want the option of a WiFi connection too, then a multiport router is recommended. They generally come with four Ethernet ports, allowing a wired connection to your computer, and three ports to connect up to three devices – if a WiFi link is used, then all four Ethernet ports can be used.

If you require only a wired link, then network switches are available in many different Ethernet port sizes.

Note: You can simply connect network switches and routers together, to expand the number of Ethernet ports required!

My computer hasn't got a physical CAT5 Ethernet port, so how can I make a connection?

- We recommend you use a USB to Ethernet adapter.

These are very common, and are available from computer stores and many online shops. They are generally inexpensive and work very well, but we obviously cannot guarantee that every model available will work, so we advise purchasing one from a leading manufacturer (such as Netgear, Belkin, Cisco, TP Link), as we have tested several of these devices, and found they work perfectly.

Can I utilise a WiFi connection, to my router / hub to establish a connection?

- Yes. Just set-up a standard WiFi link, as you normally would between your computer and router, and D-Net will do the rest!

Can multiple computers, running D-Net, be used at the same time?

- This is possible, but not recommended; as any changes made using one instance of D-Net will not be reflected on another computer (and vice-versa), unless the software is taken offline and then put back online, to fetch any changes.

Why won't D-Net connect to any units?

- Check that the computer or tablet is connected to the correct network that the units are connected to.

- Check your password matches what is set on the router (if applicable)

- Check that IGMP Snooping is disabled.

- Check that any Passthru features are enabled.

- Give the app ample time to locate all connected units. Depending on IP allocation etc, in rare cases, it can take up to a minute for some connected devices to appear on the app.

- Check the network lights on the units. The Link light should be on steady and the Activity light should be flashing...

- Check all units are physically connected to the router or switch with suitable CAT5 (or above) cables.

- Check all units are powered on.

- Check for faulty network cables / try replacing cables to units that are not responding.

- Check the port settings for any management if using a managed switch.

- Check the latest version of D-Net is installed, by clicking on the Help menu, then 'Check for updates...' or check the Apple App Store, if using an iPad. The latest versions are listed and available on our website too.

- Check the units contain the latest firmware. Firmware updates are included in D-Net, so if one is available, D-Net will show a warning triangle on devices in the rack, and also on the System page of devices.



Can the iPad app be installed on any type of iPad?

- Yes, the app will run on any iPad running iOS 9.0 or later, but it is best suited to larger iPad screen sizes.

Can the iPad app be installed on an iPhone?

- No, the app is designed specifically for an iPad, due to available screen size and usability.

The iPad app doesn't appear to have installed on my tablet?

- Check the iPad has been synced with iTunes, if the app was downloaded on a computer.
- The iPad app icon will sometimes appear on a page other than the one you were expecting. Check any other pages that you may have in use or search for app to locate it.

Can a computer be used at the same time as using the iPad app?

- This is possible, but not recommended; as any changes made using the iPad app will not be reflected on the computer (and vice-versa) until the software is taken offline and then put back online, to retrieve any changes.

Is it possible to load or save files on the iPad app?

- This feature is not included in the app; the app is designed to be a live tool. Saving or loading files (including preset libraries and current settings files) must be done on a computer.

Why does the iPad app go offline when another app is used or the app is open in the background?

- This is done on purpose and the way the app is designed. Apple recommends this as running the app in the background would consume a lot of power, due to continuous communication, particularly if it was still running in the background by mistake.