

DHD

Caprica can support up to 240 audio mixer faders. Source mapping is not available for audio mixers.

Requirements

- Large Audio Mixer Interface Software Option
- Ethernet Cable

Port Connections

Communications		
Audio Mixer Ethernet	>	Local Area Network Ethernet

Remote Device Port Configuration Settings

Use the following procedure to configure a remote device for your DHD audio mixer on the Caprica Server:

1. Use the current version of **DashBoard** software to connect to your **Caprica Server**.
2. In the **DashBoard Tree View**, double-click the **Port Configuration** node of your Caprica Server.
3. In the **Port Configuration Summary** table, double-click a **REMOTE#** port in the **Port** column.
4. In the **Configure REMOTE#** panel, click **Audio Mixer**.
5. Click **DHD**.
6. Click **Network Settings**.
7. Use the following settings to configure the **Network Settings** for your DHD audio mixer:
 - **Ethernet Role** — Client
 - **Remote IP Address** — IP address of the DHD audio mixer
 - **Remote Port** — 9000
 - **Local IP Address** — 0.0.0.0
 - **Local Port** — 0
 - **Protocol** — TCP
8. Click **Apply Changes** to save the network settings.

Limitations

The following limitations apply to the DHD audio mixer:

- No master fader on the audio mixer.
- No aux buses.
- No scene recalls.

- Mute and unmute turn channels off and on, which may trigger devices connected to the DHD if set up to trigger on fader start.

Compatibility

Automation	Version
OverDrive	21.3 or higher
Caprica Server	Caprica-Overdrive 22.3.5 or higher

Contacting Technical Support

Technical Support is staffed by a team of experienced specialists ready to assist you with any question or technical issue.

Ross Video has technical support specialists strategically located around the globe to ensure a prompt response to technical inquiries. Our primary technical support center is located in Ottawa, Ontario, Canada. In addition, we have offices in The United Kingdom (London), Australia (Sydney), and Singapore with satellite locations in New York City, The Netherlands, and China. As we expand our presence globally, we are constantly evaluating other key locations to have a local technical support specialist in order to better service our customers.

North America

Our North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours.

Our telephone number is: +1-613-686-1557

Toll free within North America: +1 833-859-0499

EMEA

Our EMEA center is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location.

Our telephone number is: +44 (0)1189502446

International toll free: +800 3540 3545

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Online

E-mail: techsupport@rossvideo.com

Website: open a support request using the link <https://support.rossvideo.com/> to open a support request.

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