

Sonifex Dante Controller FAQ

For customers using Audinate's Dante Controller and Dante AoIP systems

General Questions

Q: What is Dante Controller?

A: Dante Controller is a free software application from Audinate that allows you to manage and configure Dante-enabled devices on a network. It is available for Windows and macOS.

Q: Where can I download Dante Controller?

A: You can download the latest version from Audinate's website: <https://www.getdante.com>. An Audinate web account is required.

Q: What operating systems are supported?

A: Dante Controller supports Windows 10/11 (64-bit) and macOS 13, 14, and 15.

Q: Can I use Dante Controller over Wi-Fi?

A: Dante Controller itself can be used over Wi-Fi for control and monitoring, but **audio and video transmission over Wi-Fi is not supported**. A wired connection is required for real-time media transmission.

Dante Basics & Setup

Q: How do I connect a device to a Dante network?

A: Simply connect a Dante-enabled device to a standard Ethernet network. Dante devices automatically configure themselves and appear in Dante Controller.

Q: Why isn't my Dante device showing up in Dante Controller?

A:

- Ensure the device is powered on and connected to the same network as your computer.
- Make sure your computer's firewall allows Dante traffic.
- Check that your network adapter is selected in Dante Controller under *Configure Dante Interfaces*.

Q: How do I route audio in Dante Controller?

A:

1. Open Dante Controller and go to the *Routing View*.
2. Find the transmitting (Tx) device along the top and the receiving (Rx) device along the side.
3. Click on the cross-point to create a subscription (green checkmark means success).

Q: What do the colored squares in the Routing View mean?

A:

- **Green**  – Successful subscription (audio is flowing).
- **Yellow**  – Connection pending.
- **Red**  – Error (check sample rate, clocking, or network).
- **Gray** – Incompatible connection (e.g., different sample rates).

Network & IP Addressing

Q: How are IP addresses assigned in a Dante network?

A:

- If a **DHCP server** is present, Dante devices will obtain IP addresses automatically.
- If there's **no DHCP server**, devices will use *link-local* addresses (169.254.x.x).
- Manually assigned static IP addresses should be in the **same subnet**.

Q: How can I check which network interfaces Dante Controller is using?

A: In Dante Controller, go to *Configure Dante Interfaces* and ensure the correct network adapter is selected.

Q: Can I use Dante on a VLAN?

A: Yes, but VLANs must be correctly configured. Ensure:

- The VLAN allows multicast traffic for device discovery.
- IGMP Snooping is enabled to prevent multicast flooding.

Latency & Clocking

Q: How does Dante handle clock synchronization?

A: Dante devices automatically elect a *Leader Clock* using IEEE 1588 Precision Time Protocol (PTP). Only one device acts as the clock master, and all others sync to it.

Q: How can I set a specific device as the Leader Clock?

A: In Dante Controller, go to *Device View*, find the device, and enable *Preferred Leader* under clock settings.

Q: What is the default latency for Dante devices?

A: Default latency varies by device type:

- Most devices: **1ms**
- High-performance PCIe cards: **0.25ms**
- Dante Virtual Soundcard: **Higher latency due to PC timing limitations**

Q: How do I reduce latency in my Dante network?

A:

- Use **Gigabit Ethernet** instead of 100Mbps links.
 - Reduce the number of network switch hops.
 - Use **Unicast** for low-latency applications instead of Multicast.
 - Adjust device latency settings in Dante Controller (*Latency Tab*).
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Troubleshooting & Errors

Q: Why am I getting a “Clock Sync Error” in Dante Controller?

A:

- Ensure all devices are on the same clock domain.
- Check if the Leader Clock device is powered on and stable.
- Verify the primary and secondary networks are correctly connected in redundant setups.

Q: My subscriptions are not working. How can I fix this?

A:

- Check if the devices have **matching sample rates**.
- Verify that the transmit and receive devices are in the same clock domain.
- Look at the **subscription error tooltips** for clues (hover over the error icons in Dante Controller).

Q: What does “No More Flows (TX)” mean?

A: The transmitting device has reached its maximum number of unicast flows. Try:

- Using **Multicast** instead of Unicast.
- Upgrading to a device with more supported flows.

Q: How can I reset a locked Dante device if I forgot the PIN?

A:

1. Isolate the device from the network.
2. Power cycle the device.
3. After 2 minutes, open Dante Controller and use *Forgot PIN* in the unlock menu.

Advanced Topics

Q: What is Dante Redundancy and how does it work?

A: Some Dante devices support **Primary** and **Secondary** network interfaces for redundancy. This means:

- If the primary network fails, the secondary network takes over automatically.
- The primary and secondary networks **must be on separate physical switches**.

Q: Can I use Dante with third-party audio software?

A: Yes! Dante Virtual Soundcard (DVS) allows Dante audio to be used with DAWs like **Pro Tools**, **Ableton Live**, and **Reaper**. However, note that DVS has higher latency than hardware-based Dante devices.

Q: What is Dante Domain Manager (DDM)?

A: DDM is a network management system that provides **user authentication, security, and multi-subnet support** for Dante networks. Some features in Dante Controller may require DDM for full functionality.

Need More Help?

For additional support, contact Sonifex Technical Support email: technical.support@sonifex.co.uk