

DLIVE C CLASS FREQUENTLY ASKED QUESTIONS

Q: What sizes of MixRacks and Surfaces are available for dLive C-class?

A: There are three sizes of MixRack available - CDM32, CDM48 and CDM64, and three sizes of Surface – C1500 (12 faders, 1 screen), C2500 (12+8 faders, 1 screen), C3500 (12+12 faders, 2 screens).

Q: Does dLive C-class replace the existing dLive?

A: No! dLive C-class adds to the dLive product family but reaches new market segments and price points. Please refer to the positioning document for details on this.

Q: Is there any difference in processing capability or channel count?

A: No, C-class offers the same 128 Input, 64 bus mix engine. All dLive MixRacks are built around the same powerful XCVI Core.

Q: Is there any difference in sound quality?

A: No, C-class delivers exactly the same audio performance and sound.

Q: So where are the differences?

A: C-class and S-class are designed with different target markets and customers in mind. Please refer to the positioning document for details on this. The technical differences primarily include:

- Number of I/O Ports
- Total system inputs / outputs
- PSU design and redundancy
- gigaACE and DX link redundancy
- Number of Harmony UI rotary controls
- Number of SoftKeys

Q: Is there any further differentiation, for example in terms of services?

A: Yes, existing and new dLive S-class customers will benefit from a 3-years warranty. S-class owners also benefit from the exclusive Global Rental Network and Fly&Hire service.

Q: Who pays for the 3-years warranty?

A: Allen & Heath will cover the cost of parts for any warranty item. We ask our distribution partners to cover the cost of labour for any warranty repair.

Q: What does Fly&Hire mean?

A: Fly&Hire is our commitment to facilitate local hire of S-class systems wherever in the world an engineer, band or production company might be travelling. The systems will be hired at the local rate but the presence of our Global Rental Network and dedicated team resources will take the stress out of the process.

Q: Are all S-class customers listed in the Global Rental Network?

A: Only if they are professional rental companies capable of providing dry hire of the dLive system complete with touring flightcases and touring-grade cables.

Q: How can we improve local dLive support further?

A: dLive is a high-end digital mixing system, and requires a world-class level of Support both locally and internationally. Out-of-hours availability, response time, spare part availability and occasional on-site assistance are some of the key elements in successfully supporting a product of this calibre.

Make sure your Support Staff and Service Engineers are technically trained and up to speed with the latest system hardware, firmware and accessories. We offer regular training sessions so please ask if in doubt.

Consider offering 24/7 or out-of-hours, dedicated phone support to S-class customers in your territory. Making them feel backed up and looked after is key to their satisfaction and loyalty.

Consider offering free 'pit stops' in between tours to S-class rental customers. A 'pit stop' is a full product or system check to make sure it is reliably performing to the expected standard, e.g. all inputs and outputs are functional, the firmware is up to date, all connections are stable, faders and touchscreen are calibrated. It is not dissimilar from a regular car service.

Q: Will my dLive Show files and Libraries work on C-class?

A: Yes! All dLive MixRacks and Surfaces, S-class or C-class, run the same firmware and talk the same language. This allows any dLive Show or Library to be used on any dLive system, provided it runs the same version of firmware or higher.

Q: Can I mix 'n match S-class and C-class in a dLive system?

A: Yes, all dLive MixRacks and Surfaces, S-class or C-class, run the same firmware and talk the same language, so for example you can combine a flagship S7000 Surface with a CDM64 MixRack, or control a fully expanded S-class system with a rackmounted C1500 Surface.

Q: Will there be new I/O cards for dLive?

A: Yes, further to the gigaACE and Waves V3 cards, we are developing new fibre optic, MAD1 and AES3 cards to keep expanding the dLive ecosystem and networking options.

Q: Should we expect further firmware updates for dLive?

A: Yes, we have collated a long list of feature requests from engineers and distribution partners, and are committed to keep developing the dLive software platform throughout the lifecycle of the product.

Q: Can I link my iLive or GLD with a dLive system?

A: Yes! iLive, dLive and GLD can be interconnected and share audio using the A&H range of audio networking cards including Dante, Waves SG, MAD1, and our own cost-effective ACE technology. This is ideal for front of house / monitor systems, broadcast or recording applications where digital splits of the mic preamps in one system are sent over Cat5 or coaxial cables to the other system/s.

Q: Can I fit an iLive / GLD option card to dLive?

A: Yes, the M-ACE, M-MAD1, M-Dante, M-ES-V2 and M-Waves2 cards are all supported on dLive via the M-DL-ADAPT 'letter box' adapter, offering a 64 I/O 48kHz interface to iLive, GLD or third party systems.

Q: Can I use iLive / GLD Show files and Libraries on dLive?

A: No. Memories are not compatible across different product series, due to inherently different software and feature set.

Q: How many DX32 Expanders can I connect to a system?

A: Up to 3. Two Expanders can be connected to the dLive MixRack. A further Expander can be connected to the dLive Surface.