

AVN-DIO Webpage GUI Troubleshooting FAQ

For DIO10, DIO19, DIO20 and similar units

Issue: The AVN-DIO unit appears in Dante Controller but the Webpage GUI is not accessible.

Possible Causes & Solutions:

1. Default IP Address Awareness

- The AVN-DIO Webpage GUI has a default static IP address of **192.168.0.100**.
- Ensure the user is attempting to access this IP address in a web browser.

2. Subnet Mismatch

- The computer's IP address must be within the same subnet (e.g., **192.168.0.x**).
- Check the current IP address of the computer:
 - On Windows: Open Command Prompt and type `ipconfig`.
 - On macOS/Linux: Open Terminal and type `ifconfig` or `ip a`.
- If the computer is on a different subnet, temporarily assign a static IP such as **192.168.0.71** to access the AVN-DIO.
- Once connected, configure the unit to use **DHCP** if required.

3. Previously Set IP Address Forgotten

- If someone has previously set a custom IP address for the unit and it has been forgotten, a **Factory Reset** can restore the default settings.
- To perform a Factory Reset:
 - Press and hold the **Recessed Reset button** on the front panel.
 - The LED flash rate will change in three stages:
 1. **Slow flash** – Bootloader Recovery mode with default IP **192.168.0.100**.
 2. **Faster flash** – Bootloader Recovery mode with a DHCP-assigned address (not easily discoverable without a serial connection).
 3. **Rapid flash – Factory Reset mode.**
 - Release the Reset button when the LEDs flash rapidly. The unit will reboot and return to **192.168.0.100**.

4. Using DHCP for Easier Discovery

- If DHCP is enabled, the assigned IP address may not be known.
- Use Sonifex's **Service Discovery Utility** to find the unit's IP:
 - Available at: <https://sonifex.co.uk/technical/software/index.shtml#sfxsrvdisc>

5. Device in Bootloader Recovery Mode

- The unit may be in **Bootloader Recovery Mode**, preventing normal operation.
- Bootloader Recovery allows firmware reloading if necessary.
- **Entering Bootloader Recovery Mode:**
 - Press and hold the **Recessed Reset button** on the front panel.
 - The LED flash rate will change in three stages:
 1. **Slow flash – Bootloader Recovery mode with default IP 192.168.0.100.**

2. **Faster flash** – Bootloader Recovery mode with a DHCP-assigned address (not easily discoverable without a serial connection).
 3. **Rapid flash** – Factory Reset mode.
- **Firmware Recovery Steps:**
 - Use a **TFTP client** (e.g., TFTP 64 or 3CDaemon) to reload firmware.
 - The recovery mode IP address is always **192.168.0.100**.
 - Confirm the correct hardware version before applying firmware.
 - Firmware downloads are available at:
<https://sonifex.co.uk/technical/software/AVN/DIO10/AVN-DIO10.zip>

6. Hardware Identification for Correct Firmware

- If unsure of the required firmware version, provide the **TL serial number** to Sonifex Technical Support.

Additional Notes:

- This guide applies to other Sonifex AVN series Dante devices with web-based configuration.
- For further assistance, contact Sonifex Technical Support at technical.support@sonifex.co.uk.