

ALLEN & HEATH

AHM-64 FREQUENTLY ASKED QUESTIONS

Q: Is it an iDR8 replacement?

A: AHM-64 is an ideal replacement for iDR8. It does everything iDR8 did, but with a more powerful matrix, more audio expansion and control options, new processing tools, and modern-day audio networking. It can serve larger scale projects thanks to its scalable I/O, Dante, and TCP control network, and it benefits from Allen & Heath's FPGA 96kHz processing.

Q: Does it work with the existing IP controllers and GPIO interface?

A: Yes, AHM-64 supports the IP8, IP6, IP1 controllers and the GPIO interface.

Q: Which audio expanders does AHM-64 support?

A: Thanks to the SLink port, AHM-64 can benefit from the full Allen & Heath 'Everything I/O' ecosystem. The SLink port can auto-switch to different modes:

- dSNAKE, for 48kHz audio expansion using AR2412, AR84 or AB168 (max two units, see user guide for further information)
- DX, for 96kHz audio expansion using a single DX32 or up to two DX168 / DX164-W
- gigaACE, for high-channel 96kHz connection to a dLive / SQ mixer, or a DX Hub for increased DX connectivity

When equipped with a Dante card, AHM-64 also supports the DT168 and DT164-W Dante expanders.

Q: Can I use the SLink port and the I/O Port at the same time?

A: Yes, all of the system I/O is available at the same time. The internal processing matrix is limited to 64 inputs and 64 outputs, but any system input can be routed to any number of system outputs without utilising processing inputs or outputs.

Q: Does it work with the DT168 and DT164-W Dante expanders?

A: Yes, AHM is a full Dante solution when the M-SQ-DANT64 (SQ Dante V2) card is fitted.

Q: Does it work with the Custom Control app?

A: Yes, the Custom Control app and editor are fully compatible with AHM-64, enabling multiple user interfaces, BYOD friendly and with cross-platform compatibility.

Q: Can I fit dLive I/O cards to AHM-64?

A: No, AHM-64 has a smaller-size I/O Port (same size as SQ).

Q: Can I fit SQ I/O cards to AHM-64?

A: At launch, AHM-64 will support the new M-SQ-DANT64 (SQ Dante V2) card. We will confirm later what other cards will be supported and when.

Q: Can it work with a dLive Surface?

A: No, AHM-64 cannot be controlled by a dLive Surface.

Q: Can I import iDR8 configurations in AHM-64?

A: No, AHM-64 has a new System Manager software and file structure.

Q: Can I use Qu / SQ / dLive show files in AHM-64?

A: No, AHM-64 has its own System Manager software and file structure.

Q: Can I use it for occasional live music mixing in a venue?

A: The audio quality and processing power in AHM-64 makes it very versatile and certainly capable of handling live performances. However please note that AHM-64 does not have any built-in FX. Where live music mixing is required, you should consider interfacing AHM-64 with an Allen & Heath live mixer over SLink or Dante.

Q: How does it compare to a dLive DM / CDM MixRack in install applications?

A: AHM-64 and dLive share many accessories and peripherals so it is natural to ask which would suit a particular installation best.

Some of the advantages of dLive compared to AHM-64 are:

- Higher input channel count (128 vs 64)
- Higher system scalability (3 I/O Ports in a DM MixRack)
- More audio networking options e.g. fibreACE, superMADI, AES
- FX and DEEP processing for live music mixing if required

Some of the advantages of AHM-64 compared to dLive are:

- Dedicated tools for installation including ANC, priority ducking, event scheduler
- Crossover filters and peak limiters for speaker processing
- Optional AEC module
- On-board GPIO and DC power input
- SLink compatibility with 48kHz dSNAKE expanders
- System Manager software has an installation-oriented interface
- More TCP control options including Get commands

Q: Does it support AES67?

A: Yes, via the M-SQ-DANT64 (SQ Dante V2) card.

Q: Does the Dante card support 48kHz?

A: Yes, the Dante option card can be set to either 48kHz or 96kHz Dante.

Q: How many zones can AHM-64 handle?

A: Up to 64 (32 stereo), depending on configuration.

Q: Is the bus architecture configurable?

A: Yes, AHM-64 has 64 processing outputs. These can be any combination of mono or stereo Zones, or speaker processing outputs, for example: 20x mono Zones, 15x stereo Zones, 1x stereo 3-way crossover output, 2x stereo 2-way crossover outputs (64 total).

Zones are the equivalent of a mix bus in dLive / SQ / Avantis. Inputs are assigned to Zones in either 0dB crosspoint mode (like a Group in dLive / SQ) or variable send mode (like an Aux in dLive / SQ).

All Zones have full processing including dynamics, PEQ and delay, but some zones might need extra processing on multiple speaker outputs, for example for a 2 or 3-way system, or to add extra PEQ for speaker equalisation, or discrete delays for delay stacks.

Typically, Zones would be used for different areas, rooms or indeed zones of a building. Zones can be patched to outputs directly or through speaker outputs for further processing.

Q: What does 'paging' mean?

A: Put simply, paging is routing an audio signal (i.e. a microphone) to one or multiple Zones by means of user selection of the Zones. The selection is often temporary for the sole purpose of a single message.

Q: What is ANC?

A: Ambient Noise Compensation (ANC) is the constant adjustment of an output level based on the level of noise sensed by a microphone in the same area. This improves intelligibility in environments where the noise floor is likely to vary over time, for example a train station at peak hour.

Q: How does a priority ducker work?

A: A ducker attenuates input feeds to an output by a specified depth when a sidechain input rises above a set threshold. In a priority ducker, inputs can be given different priorities. Inputs with higher priority will override inputs with lower priority.

Q: What is AEC and how do I enable it?

A: Acoustic Echo Cancelling (AEC) is an algorithm that prevents unwanted echo and feedback in two-way communications such as a video conference. It is available for AHM-64 via an optional module.

Q: Is AHM-64 EN54 compliant?

A: No. However, it can easily be integrated in an EVAC / EN54 system thanks to its backup DC power input and GPIO for alarm override.

Q: What are the GPIOs for?

A: The integrated GPIO ports can be assigned to several functions including preset recall, mutes (GPI), or used to drive external indicators, LEDs or relays. Where more GPIOs are required, up to 8 GPIO interfaces can be deployed on the TCP network, each adding 8x8 contacts.

Q: Does the DC Input provide redundancy?

A: Yes, the IEC and DC connectors can be connected at the same time for power supply redundancy in case of a mains power loss.

Q: What is the default IP address?

A: The default IP address of the AHM-64 is **192.168.1.90**

Q: What is the default Admin password?

A: The default password for the Admin account on the AHM is blank. Type nothing in the password field to continue through any changes/log-ins that require an Admin account. You can change the password in System Manager under Configure > Profiles > Admin > Change Password.

Q: How to change inputs/zones from mono to stereo?

A: You can change inputs and zones between mono or stereo under Configure > Unit > Input Stereos or Zones Configuration

Q: What is a template config?

A: A Template Config (found under Configure > Unit) allows you to up restore one of two built-in configs: Application Example, or Default. The default template is a wiped-clean config where you can build a new config from scratch. The Application Example includes programming for four meeting rooms, a boardroom, a venue, a hotel, a bar/restaurant, and a theatre. This template is a good place to start if you're unsure of where you'd like to begin programming. When you select a Preset (under Manage > Presets) you can see the prewritten notes about what each preset is programmed to do.

Q: What is a source selector?

A: Each Zone in the AHM comes with a source selector. A source selector has up to 20 slots where you can assign inputs, control groups, or presets to be controlled via an IP Remote Control or Custom Control. A source selector will allow you to select the source in the designated listed and ignore the other sources in the designated list. *Note: other channels/groups/zones you have routed to the Zone outside of the source selector will remain unchanged.*

Q: How can I push a command to another device?

A: There are several ways to write a command that can be sent out over IP to another device that accepts serial commands/MIDI:

- Via Presets – Each preset allows you to program External/IP Control. The programming you send will entirely depend on the device you're trying to send commands to.
- Via Embedded Recall – Each preset allows you to trigger your AHM (or another AHM on the network) to recall another preset after a given amount of time.

- Via IP Controllers – Each button on an IP-6 or IP-8 can be programmed to send out an External Control string.
- Via Custom Control – A button inside of Custom Control can be programmed to send out an External Control string.

Q: How can I push a preset recall to another AHM?

A: You can push a preset recall from one AHM to another using Embedded Recall (available on every preset.) You select which AHM you'd like to trigger, which preset you'd like it to go to, and how long you'd like to wait until the recall occurs.

Q: Is there a way to crossfade presets?

A: Under Manage > Preset Crossfades you can program exactly which inputs, zones, control groups, or crosspoints you'd like to crossfade and how long you'd like the crossfade to take.

Q: When I change presets, nothing happens?

A: The first place to check should be your preset recall scope. When you save a preset, it takes an entire snapshot of the system at that moment, but the preset will not recall any particular parameter until you tell it to. Check and make sure that you've selected a parameter to be recalled on any specific preset.

Q: Is there a faster way to tab between assigned zones and inputs?

A: As you're programming, you may find that you're adjusting certain levels or processing between channels and the zone's they're assigned to frequently. To quickly hop between the two, when you're in a "XPoint Routing" window in a Zone or Input, simply click the name of the input/zone above its given fader. This can expedite certain programming rather than hopping between input/zone tabs and searching for a channel or zone.

Q: How do I know which I/O card and card firmware is fitted without seeing the back of the unit?

A: Under Configure > I/O Port information can be found about which I/O card has been fitted and which firmware it is currently running.

Q: I've built a Custom Control app for a specific AHM user. Why can't I log in?

A: If you've assigned a layout in Custom Control to be accessed by a certain user, that user must exist inside the AHM under Configure > Profiles, spelled exactly the same as in Custom Control and must be activated. As always, make sure passwords are correctly entered when attempting to access certain users inside a Custom Control layout.