Manuals+ — User Manuals Simplified.

SHURE Discovery Graphical User Interface Application User Guide

SHURE Discovery Graphical User Interface Application User Guide

Contents

Shure Web Device Discovery Application

The Shure Web Device Discovery application is used to access the graphical user interface (GUI) of a Shure

device. The GUI
opens in a web browser to provide comprehensive device management. Any computer networked to the device can access the
GUI with this application.
To use the application,

- Double-click on a device or press the Open button to open a GUI.
- Right-click on a device to copy its IP address or DNS name.
- Select Network Settings to monitor the computer's network interface details.

Description

1. **Refresh:** Updates the list of devices.
2. **Network Settings:** Displays the network interface details of the computer
3. **Select All:** Selects all devices in the list.
4. **Open:** Opens the GUI of a selected device in a browser window.
5. **Identify:** Prompts the selected device to flash its LEDs for identification.
6. **Shure** Website: Links to the Shure website.
7. **Help:** Access the application help file or link to www.shure.com to view for updated versions of the application.
8. **Preferences:** Determines whether the application launches the DNS name or the IP address of the selected device.
9. **Device List:** List of Shure devices with an embedded GUI on the same network.
    1. **Model:** The device's model name.
    2. **Name:** Corresponds to the Device Name defined in the GUI.
    3. **DNS Name:** The domain name that is mapped to the device's IP address. The DNS name will not change, even if the IP address changes (making it useful as a hyperlink or bookmark in your browser).
    4. **IP Address:** The device's assigned IP address. IP address settings can be changed in the device's GUI.
    5. **Network Audio** Indicates which Network Audio protocols the device supports. See the product User Guide for information on how to configure an audio network.
    6. **Web UI:**

Yes = The device has a graphical user interface that opens in a web browser.

No = The device does not have a user interface.

7. **Same Subnet:**

Yes = The device and computer are set to the same subnet.

No = The device and computer are set to different subnets.

Unknown = The firmware of the device does not support this feature. Update the device firmware to view the additional connection information with this app.

System Requirements

The following is required for running the Shure Web Device Discovery application and operating a device's GUI:
Supported Operating Systems
Windows: Windows 8.1, Windows 10
Apple: Mac OS X 10.14, 10.15, 11

Minimum System Requirements

- 2 GHz Processor
- 1 GB RAM (2 GB RAM or more recommended)
- 500 MB Hard Drive Space
- 1280 x 768 Screen Resolution
- Bonjour (supplied as part of this application installation)

Bonjour, the Bonjour logo, and the Bonjour symbol are trademarks of Apple Computer, Inc

Troubleshooting

Problem	Indicator	Solution
Cannot see the device	The device does not appear in the Device List	Ensure the device is powered Verify devices are properly connected (avoid network loops and unnecessary switch hops) SCM820 : Use the Primary port to connect to the computer's network MXWANI: Use ports 1 – 3 to connect to the computers network Turn off other network interfaces not used to connect to the device (including WiFi) Check that DHCP server is functioning (if applicable) Ensure Bonjour is running on the computer Ensure firewall or Internet security is not blocking connection
Can't Connect to the GUI	Web browser cannot connect to the device	Ensure the computer and device are on the same subnet Use the MXW APT for MXW charger and transmitter information (there is no MXW charger GUI)
GUI is taking a long time to load when the network is not connected to the Internet	Browser opens but the GUI is slow to load	Set the computer gateway to 0.0.0.0 Set the router to not send default gateway as a part of DHCP Manually set the computer to a static IP address on the same network as the device
GUI is slow	Indicators are moving slowly or not displaying in real time	Ensure that five or less windows are open to the same GUI Disable device software meters (device dependant) Reference the device's user guide for properly setting up the network

For additional Troubleshooting assistance or further information on complex installations, contact Shure to speak with a support representative. In the Americas region, call Systems Support group at **847-600-8541**. For users in other locations, go to
www.shure.com to find support contact for your region.

For digital audio networking help, advanced networking guidelines and Dante software troubleshooting, visit Audinate's website at **www.audinate.com.**

Documents / Resources

SHURE Discovery Graphical User Interface Application [pdf] User Guide
Discovery Graphical User Interface Application