Using Dante’s Device Lock Feature with Symetrix Dante-enabled Hardware

The purpose of this Tech Tip is to provide instructions on using Dante’s Device Lock feature with Symetrix Dante-enabled hardware in Composer 6.0 or later.

Device Lock allows you to lock and unlock supported Dante devices using a 4-digit PIN (Personal Identification Number) in Dante Controller. Audinate’s Dante Controller software must be used to lock and unlock Symetrix Dante-enabled hardware. They CANNOT be locked or unlocked using Composer.

When a device is locked, audio will continue to flow according to its existing subscriptions, and it may be monitored, but it cannot be controlled or configured. Its subscriptions and configuration settings become read-only.

Dante Controller: https://audinate.com/products/software/dante-controller

Lock Status Indication

Symetrix Composer
In Composer, Site View will show the lock state of all Dante equipped units via the Dante Logo at the bottom center of the unit’s icon. That icon will be one of three colors indicating ‘Dante Locked’, ‘Dante Unlocked’, and ‘Dante Lock Feature Unavailable’.

Locked: Yellow

Unlocked: Green

Feature Unavailable: Red
Using Dante’s Device Lock Feature with Symetrix Dante-enabled Hardware

- Red background when the device is hovered over in the Network View > Routing tab.
- A check in the Device Lock column in the Network View > Device Info tab.
Using Dante’s Device Lock Feature with Symetrix Dante-enabled Hardware

- A red lock icon in the Device View toolbar.

Lock Symetrix Dante-enabled Hardware

There are two different locations (Network View and Device View) to lock a Dante device in Dante Controller.

**Network View**

1. Open Dante Controller.

Note: Dante Controller opens to the Routing tab of the Network View page.
Using Dante’s Device Lock Feature with Symetrix Dante-enabled Hardware

2. Click on the Device Info tab.

3. Click the box in the Device Lock column.
Using Dante’s Device Lock Feature with Symetrix Dante-enabled Hardware

4. Enter and confirm a 4-digit PIN.
5. Click the “Lock” button. The check appears in the box to confirm the device is now locked.

Device View

1. Open Dante Controller.

Note: Dante Controller opens to the Routing tab of the Network View page.
Using Dante’s Device Lock Feature with Symetrix Dante-enabled Hardware

2. Double-click the device name of the device to be locked

3. Click the lock icon.
Using Dante’s Device Lock Feature with Symetrix Dante-enabled Hardware

4. Enter and confirm a 4-digit PIN, then click the “Lock” button.

5. The lock icon will turn red to indicate the device is locked.
Using Dante’s Device Lock Feature with Symetrix Dante-enabled Hardware

Unlock Symetrix Dante-enabled Hardware
There are two different locations (Network View and Device View) to unlock a device in Dante Controller.

Network View
1. Open Dante Controller.
   Note: Dante Controller opens to the Routing tab of the Network View page.

2. Click on the Device Info tab.
Using Dante’s Device Lock Feature with Symetrix Dante-enabled Hardware

3. Click the check box in the Device Lock column.

4. Enter the 4-digit PIN, then click the “Unlock” button.
Using Dante’s Device Lock Feature with Symetrix Dante-enabled Hardware

5. The check has been removed from the box to confirm the device is now unlocked.

Device View

1. Open Dante Controller.

*Note: Dante Controller opens to the Routing tab of the Network View page.*
Using Dante’s Device Lock Feature with Symetrix Dante-enabled Hardware

2. Double-click the device name of the device to be unlocked.

3. Click the lock icon.
Using Dante’s Device Lock Feature with Symetrix Dante-enabled Hardware

4. Enter the 4-digit PIN, then click the “Unlock” button.

5. The lock icon is no longer red, indicating that the device is unlocked.

Forgot PIN
A forgotten PIN may be reset in order to access a locked device. The instructions must be followed very carefully, or the process will fail.

1. Isolate the device from the rest of the Dante network.
2. Disconnect and reconnect the device.
3. Wait for at least 2 minutes, then open the Unlock Device window.
4. Use the ‘Forgot PIN’ option in the Unlock Device window.