



CONSOLE 3 HELP GUIDE

Quick Start Guide + Frequently Asked Questions & Troubleshooting

PURPOSE

This guide explains how to get started with RDL Console 3, use its everyday features, and troubleshoot common problems.

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ABOUT THIS GUIDE

OVERVIEW

RDL Console 3 is a desktop application for discovering, configuring, monitoring, and updating supported RDL devices. This guide covers the Dashboard workflow, device controls, and troubleshooting.

How to Use This Guide

Use the Quick Start Guide when you are learning the application or need a reminder about a common task. Use Frequently Asked Questions & Troubleshooting when something is not behaving as expected.

To download a copy of this guide, click Help on the Dashboard toolbar below the Search Bar. Choose where to save the file, then open the saved copy when you need it.

QUICK START GUIDE

BEFORE YOU BEGIN

Before opening Console 3 or configuring devices, confirm the following.

Recommended Pre-Checks

- Console 3 is installed and launches normally.
- The computer is connected to the same network environment as the RDL devices you intend to manage.
- The target devices are powered and connected to the network.
- You have permission to make configuration or firmware changes to the devices.

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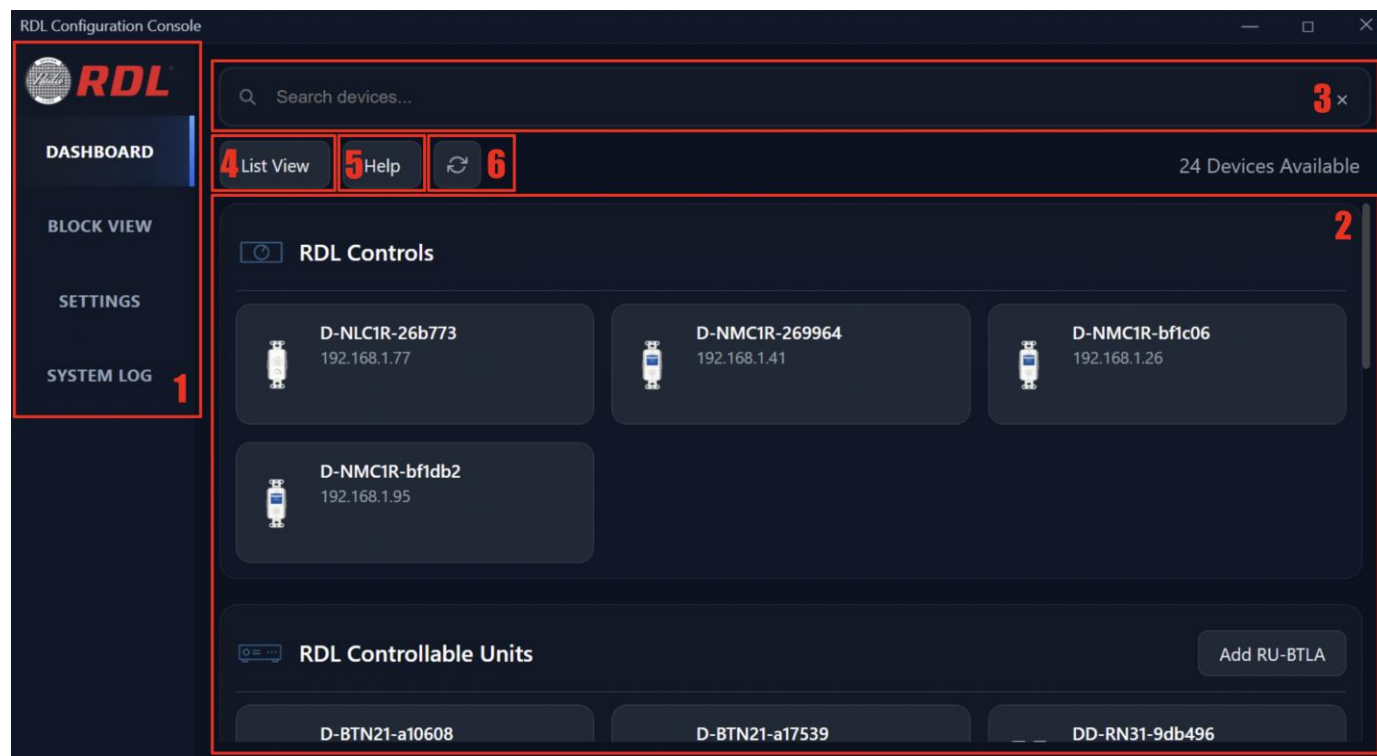
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QUICK START GUIDE

Learn how to find devices, open their controls, review logs, and keep Console 3 up to date.

Getting Started with Console 3

Console 3 opens to the Dashboard. From here, you can find devices, change how they are displayed, rescan the network, or download this guide using Help.



1. Side Navigation

Click a tab in the side navigation to switch pages.

- Dashboard displays the devices discovered on your network.
- System Log opens the Logs page, which shows application activity and messages to help troubleshoot discovery or communication problems. See Using the Logs Page for details.

2. Device Display Area

Discovered devices appear in the main area of the Dashboard. Devices can be displayed as tiles or as rows in a list.

If a device does not appear, try Refresh Devices to scan the network again. For additional help, see I opened Console 3 and no devices show up in the troubleshooting section.

3. Search Bar

Use the Search Bar to find devices by hostname, IP address, model, or MAC address.

Click the Search Bar and begin typing to filter the displayed devices. To remove the filter and show all discovered devices again, click the X on the right side of the Search Bar or delete the entire search entry.

4. View Mode Toggle

Click the View Mode Toggle to switch between Tile View and List View. Both views display the same device data in different formats, so you can choose the layout you prefer.

5. Help

Click Help between the View Mode Toggle and refresh icon to download a copy of this guide. Save the file in a location of your choice.

6. Refresh Devices

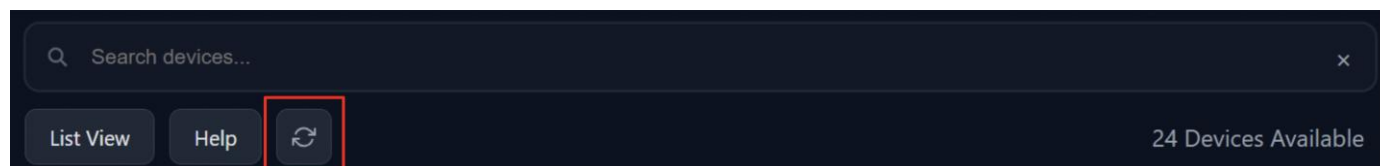
Use Refresh Devices to clear the device list and rescan the network. See Refreshing the Device List below for details.

Refreshing the Device List

Use Refresh Devices to clear the current device list and rescan the network for devices. This action refreshes discovery for the entire Dashboard.

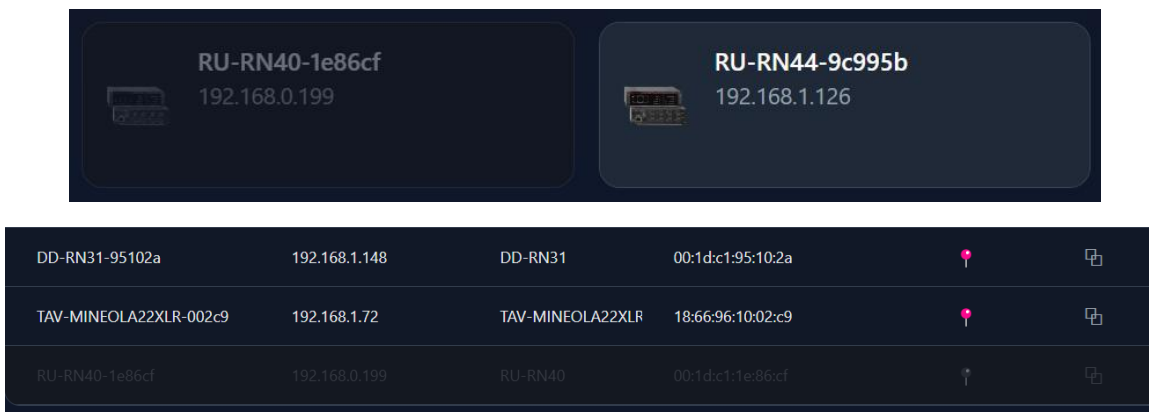
On the Dashboard toolbar below the Search Bar, click the two-arrow refresh icon to the right of Help. The icon spins until the scan finishes. Devices reappear as they are discovered.

Tip: Refresh the device list if a device you are looking for does not appear during the initial scan.



Understanding Device Status

A device's tile or row is greyed out when the device goes offline. This means the device is powered off, offline, or otherwise unreachable by Console 3.



Working in List View

Switch to List View using the View Mode Toggle on the Dashboard. Each device appears as a row with its identifying information and device actions.

Select a column heading to sort the devices by name, IP address, model, or MAC address. Device names and models are sorted alphabetically. Use the Search Bar to filter the displayed devices by hostname, IP address, model, or MAC address.

Click a device's pin button to keep that device at the top of the list.

Click the Open Popout button in a device's row to open its popout. You can also single-click the device to open its sidebar or double-click it to open the popout.

The screenshot shows the RDL Configuration Console interface. On the left is a sidebar with navigation links: DASHBOARD, BLOCK VIEW, SETTINGS, and SYSTEM LOG. The main content area has a search bar labeled 'Search devices...' and a view mode toggle with 'Tile View' and 'Help' buttons. A status indicator shows '24 Devices Available'. Below this is a section titled 'All Devices' containing a table of device information.

Device ^	IP Address	Model	MAC Address	Pin Device	Open Popout
D-NMC1R-bf1c06	192.168.1.26	D-NMC1R	d8:47:8f:bf:1c:06		
AV-NL2-8c895a	192.168.1.164	AV-NL2	00:1d:c1:8c:89:5a		
D-BTN21-a10608	192.168.1.128	D-BTN21	00:1d:c1:a1:06:08		
D-BTN21-a17539	192.168.1.144	D-BTN21	00:1d:c1:a1:75:39		
D-BTN21-d18e1e	192.168.1.158	D-BTN21	00:1d:c1:d1:8e:1e		
D-BTN22-08ab4d	192.168.0.163	D-BTN22	00:1d:c1:08:ab:4d		
D-NLC1R-26b773	192.168.1.77	D-NLC1R	fc:0fe7:26:b7:73		

Adding an RU-BTLA

Use Add RU-BTLA to add an RU-BTLA connected to your computer through a COM port.

1. Click Add RU-BTLA in the Dashboard's RDL Controllable Units section.
2. Enter the COM port connected to the device and follow the instructions shown on the page.
3. When the connection succeeds using the correct COM port, the device appears on the Dashboard.

The added device has a slightly different background color and appears at the top of RDL Controllable Units. Open its sidebar or popout as usual to configure it.

Add RU-BTLA

Enter the COM port connected to the device.

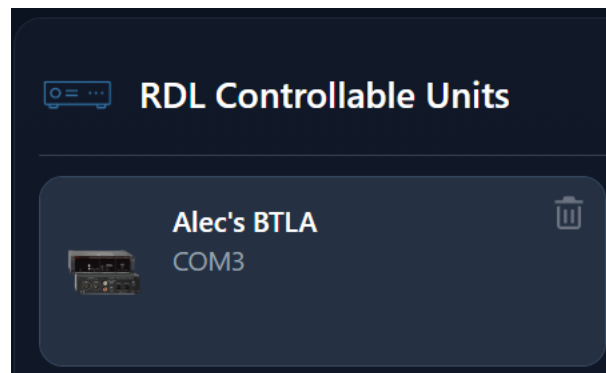
COM PORT

COM #

How do I find my COM Port?

1. Connect your computer to the device using Bluetooth.
- NOTE:** Do not select the BLE connection option if it is present.
2. Open **Settings** → **Bluetooth & devices**.
3. Click **View more devices**.
4. Under **Related settings**, click **More Bluetooth settings**.
5. Select the **COM Ports** tab.
6. Find the port whose **Direction** is **Outgoing** and whose **Name** contains "**SPP Dev**".

CancelAdd Device



Opening a Device Sidebar

Single-click a device in either Tile View or List View to open its sidebar. The sidebar gives you access to all controls for that device while keeping you on the Dashboard.

Click a different device to switch the sidebar to that device.

To close the sidebar, click the X in its top-right corner or click anywhere on the Dashboard that is not another device.

The screenshot displays the RDL Configuration Console interface. On the left is a sidebar with navigation links: DASHBOARD, BLOCK VIEW, SETTINGS, and SYSTEM LOG. The main area shows a search bar and a grid of 'RDL Controllable Units'. One unit, 'D-BTN21-a10608' with IP 192.168.1.128, is highlighted with a red box. To the right, a device sidebar for 'D-BTN21-a10608' is open, showing a 'Status' section with various device details.

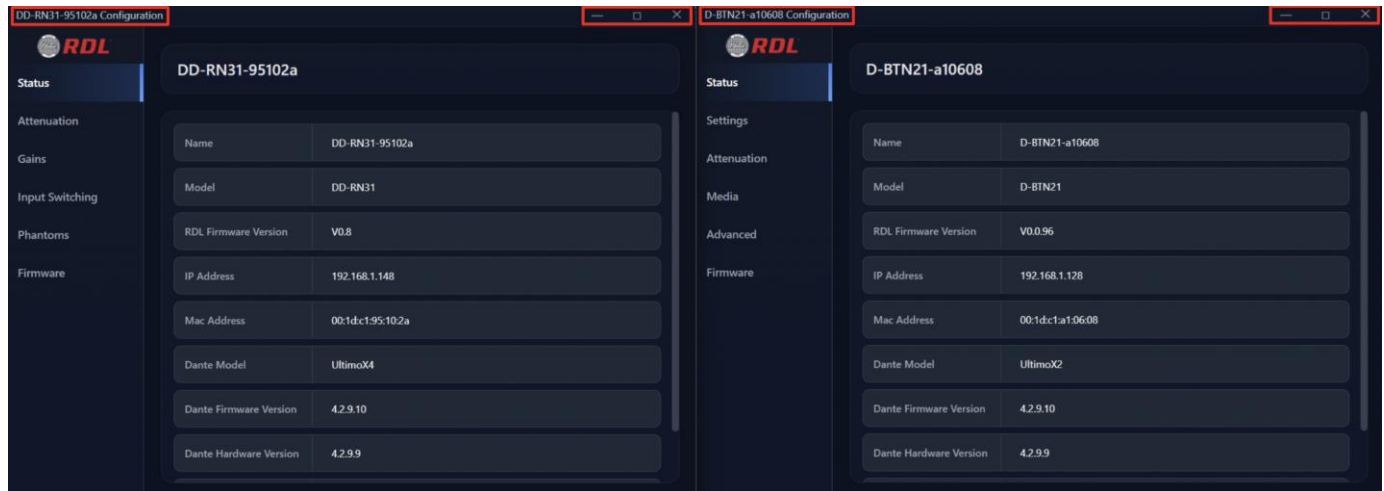
Status	
Name	D-BTN21-a10608
Model	D-BTN21
RDL Firmware Version	V0.0.96
IP Address	192.168.1.128
Mac Address	00:1d:c1:a1:06:08
Dante Model	ULTIMOX2
Dante Firmware Version	4.2.9.10
Dante Hardware Version	4.2.9.9
Dante Boot Version	2.1.1

Opening a Device Popout

Double-click a device in either Tile View or List View to open its controls in a separate popout window.

You can open popouts for multiple devices at the same time, but only one popout can be open for each device. If a device's popout is already open but hidden, double-click the device again to bring its popout to the front.

To close a popout, use the window's close control in the top-right corner.



Using the Logs Page

Click System Log in the side navigation to open the Logs page. Use the controls at the top to filter entries and manage logs from your session.

Search

Enter a keyword in the Search Bar to filter the displayed log entries.

Log Level

Use the log level selector next to the Search Bar to choose which alert levels appear on the page.

Source

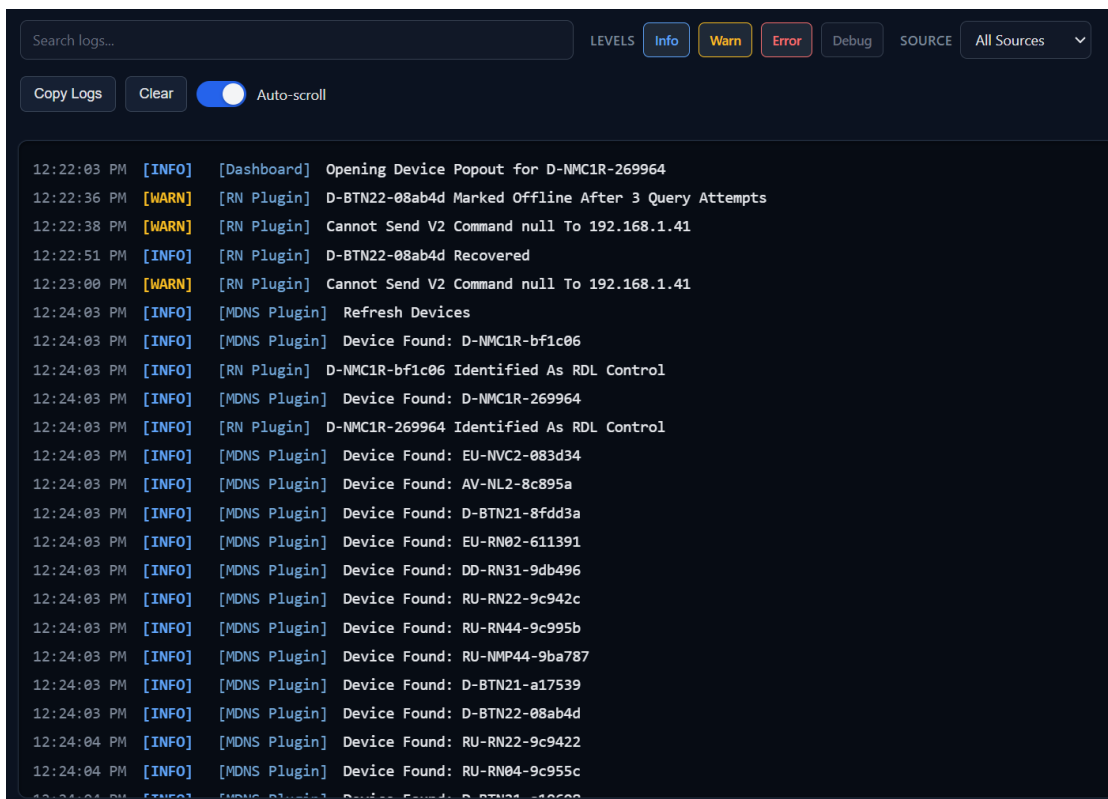
Use Source to show entries from a specific internal source. This filter is primarily useful when working with an RDL customer service representative to investigate a problem.

Copy and Clear

Click Copy Logs to copy the session logs for an issue report. Click Clear to remove the current entries from the page.

Auto-scroll

Enable Auto-scroll to follow incoming log entries automatically. The page scrolls to the newest entries as they arrive, moving older entries out of view.

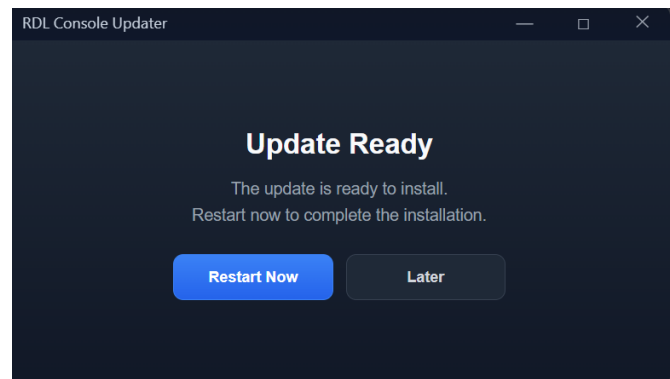
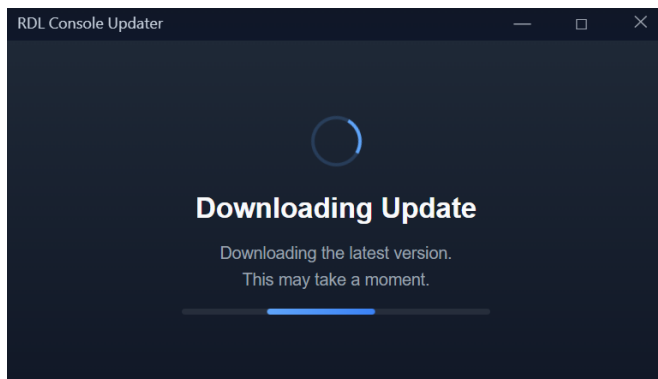
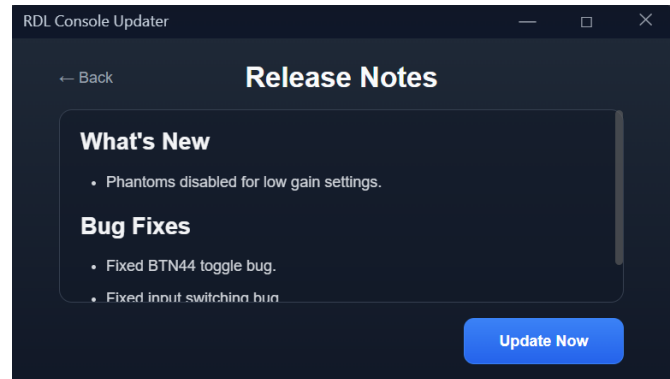
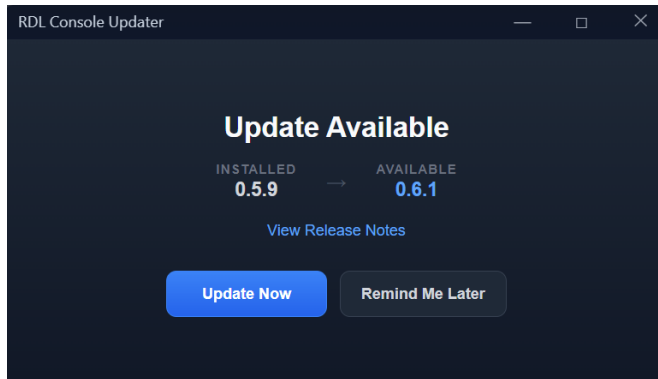


Console Software Updates

When you launch Console 3, a popup appears if a software update is available. It shows your installed version and the version available to download. Review the release notes to see what has changed.

You can accept and download the update, or choose to be reminded the next time you launch Console 3.

After the download finishes, the update installs automatically when Console 3 restarts. You can restart immediately to complete the update or continue working and let it install at the next restart.



Working with Device Settings

Open a device's sidebar or popout to access its controls. See Device Control Reference for instructions for each control group. Available controls depend on the device model.

DEVICE CONTROL REFERENCE

Use this reference to identify and operate the controls in a device's sidebar or popout. Available controls depend on the device model and its supported features.

Status

The Status tab displays device information, including the device name, model, firmware version, IP address, and MAC address. Dante-enabled products also show Dante-specific information.

This tab is read-only. Its fields cannot be edited.

Status	
Name	RU-RN22-9c942c
Model	RU-RN22
RDL Firmware Version	V0.99.17
IP Address	192.168.1.45
Mac Address	00:1d:c1:9c:94:2c
Dante Model	ULTIMOX4
Dante Firmware Version	4.2.10.4
Dante Hardware Version	4.2.10.3
Dante Boot Version	2.1.0

Settings

The Settings control contains device-specific properties. The available options vary by model, and some devices have no configurable properties in this control.

Open Settings in the device's sidebar or popout to view the properties available for that device.

Settings

Link Back	☐
Channel Summing	☒
Button Disable	☐
LED Dim Level	07 
LED Dim Timeout	31 
Pair Timeout	30 
BT Custom Name	D_BTN21_G2 

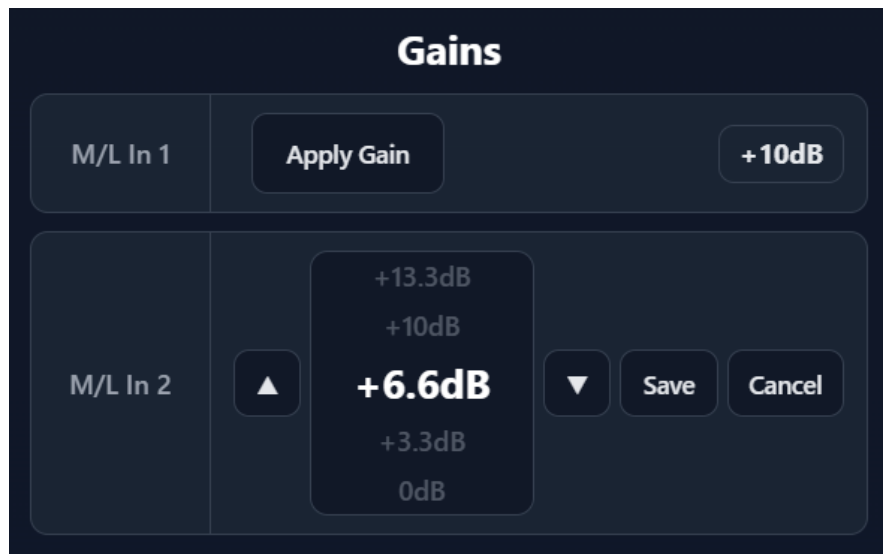
Attenuation

Use the attenuation sliders to lower an input's level. The range is 0 dB for full level through -64 dB for muted audio.



Gains

Use Gains to adjust an input channel's gain. Click Apply Gain, then adjust the value by scrolling up or down or using the up/down arrows. Click Save to apply the selected gain setting.



Media

The Media tab appears on Bluetooth-enabled devices. It displays information and controls for the current Bluetooth session.

Session information includes the connected device, current song or media title, and artist when available. The status indicator in the top-left corner shows the current Bluetooth connection status.

Pair — Put the device into pairing mode.

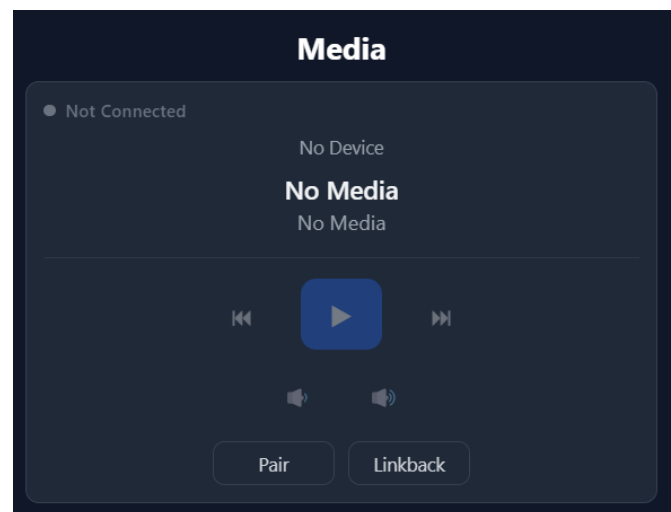
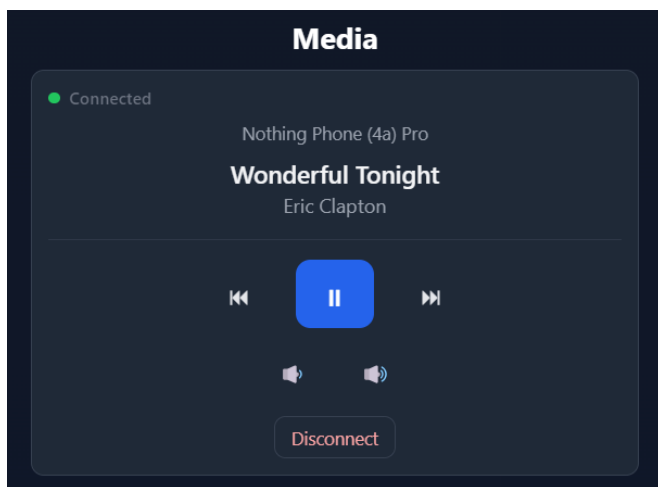
Linkback — Attempt to reconnect to the previously connected device.

Disconnect — Disconnect the currently connected device.

Play/Pause — Play or pause the current media.

Fast Forward/Rewind — Skip to the next song or return to the previous song.

Volume Up/Volume Down — Increase or decrease the media volume.



Ducking

On the NMP44, ducking allows a priority input to automatically lower other audio channels when its signal reaches the configured threshold. The tab has two sections: General Ducking Settings at the top and Ducking Configuration below.

General Ducking Settings

Priority Channel — Select the input channel that triggers ducking.

Input Filter — Choose from four optional filters that can be applied to the input while ducking is active.

Recovery Delay — Set the delay after the priority signal becomes inactive before the device returns to normal operation.

Recovery Ramp — Set how gradually the signal returns to its normal level after ducking.

Threshold — Set the signal level required to trigger ducking.

Ducking Configuration

Configure the mixer state that takes effect when the priority channel triggers ducking. Select which internal mixers are active, adjust each input's level through the mixer, and apply an optional output override to any device output.

Priority Channel	Disabled
Input Filter	Disabled
Recovery Delay	2.0 Seconds
Recovery Ramp	2.0 Seconds
Threshold	-25 dB

	Mixer 1	Mixer 2	Mixer 3	Mixer 4	Mixer 5	Mixer 6
RX 1	0 dBr	-64 dBr	-64 dBr	-64 dBr	0 dBr	-64 dBr
RX 2	-64 dBr	0 dBr	-64 dBr	-64 dBr	-64 dBr	0 dBr
RX 3	-64 dBr	-64 dBr	0 dBr	-64 dBr	-64 dBr	-64 dBr
RX 4	-64 dBr	-64 dBr	-64 dBr	0 dBr	-64 dBr	-64 dBr
Override	On	Off	On	Off	On	On
Output Level	0 dB	0 dB	-12 dB	0 dB	-13 dB	0 dB

Filters

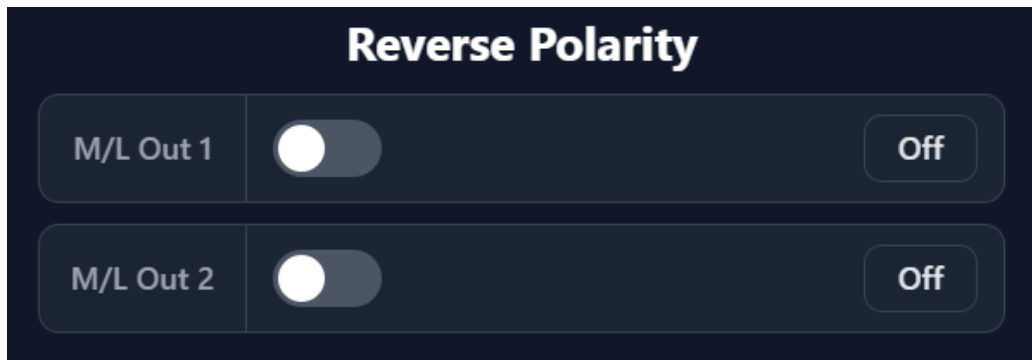
Use Filters to apply low-pass, high-pass, peaking, low-shelf, or high-shelf filters to audio channels. Select the filter type and adjust its available properties, such as Q, frequency, and gain.

The screenshot displays a dark-themed user interface for configuring audio filters. It features three distinct filter configuration panels, each with a vertical scrollbar on the right side. The first panel is for 'Analog Input 1', the second for 'Analog Input 2', and the third for 'Dante Input 1'. Each panel includes a 'TYPE' dropdown menu, a 'Q' value input field, a 'FREQUENCY' input field with a unit selector (Hz), a 'GAIN' input field with a unit selector (dB), and a blue 'Save' button.

Input	Type	Q	Frequency (Hz)	Gain (dB)	Action
Analog Input 1	Low Pass	0.707	500	0	Save
Analog Input 2	Low Shelf	0.707	500	30	Save
Dante Input 1	None				

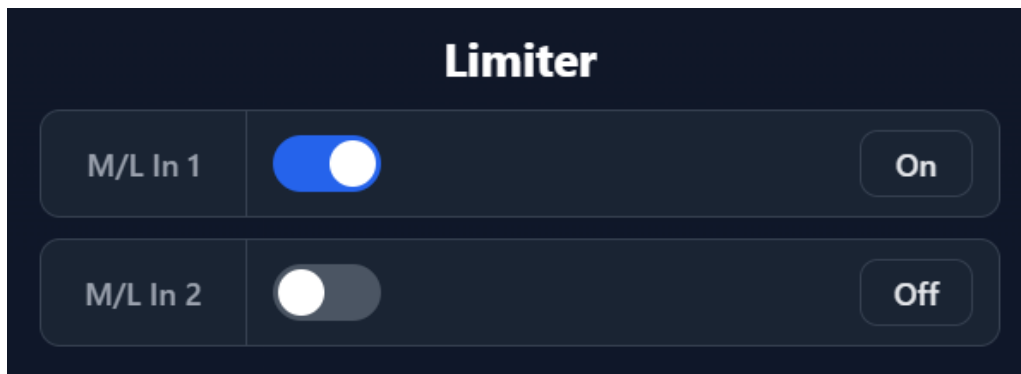
Reverse Polarity

Use Reverse Polarity to invert an output signal. This reverses the waveform's polarity: positive values become negative, and negative values become positive.



Limiter

Enable the limiter on either input channel to limit signal peaks on that channel.



Firmware

Use the Firmware tab to update an RDL device with a firmware HEX file provided by RDL.

1. Open the Firmware tab for the device you want to update.
2. Select the RDL-provided firmware HEX file from your computer.
3. Start the update using the tab's update control. Keep the device powered and connected to the network throughout the update.
4. Follow the progress and status messages displayed in the tab until the update is complete.

Important: Select Bootloader Update only when an RDL customer service representative explicitly instructs you to do so.

Firmware

Device:

RU-RN22-9c9422

Bootloader Update

!

Do not disconnect the device
Keep the device powered and connected to the network throughout the update.

Firmware File

Select a supported **.hex** file.

HEX

RU-Refresh-DSP-v99.17.hex
387.0 KB

Select File

Update Progress

54%

Sending firmware data to the backup partition... 0%

●

 Sending firmware data

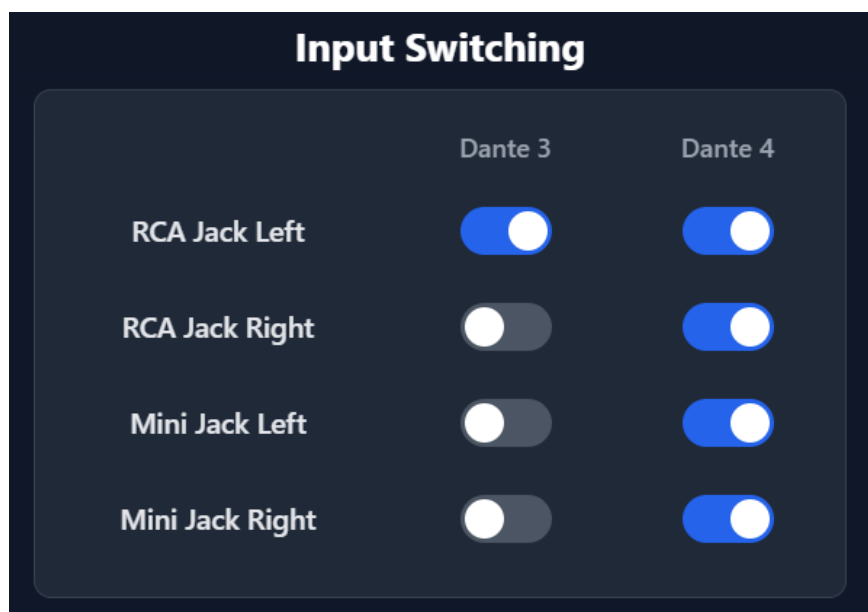
●

 Firmware update in progress

Updating...

Input Switching

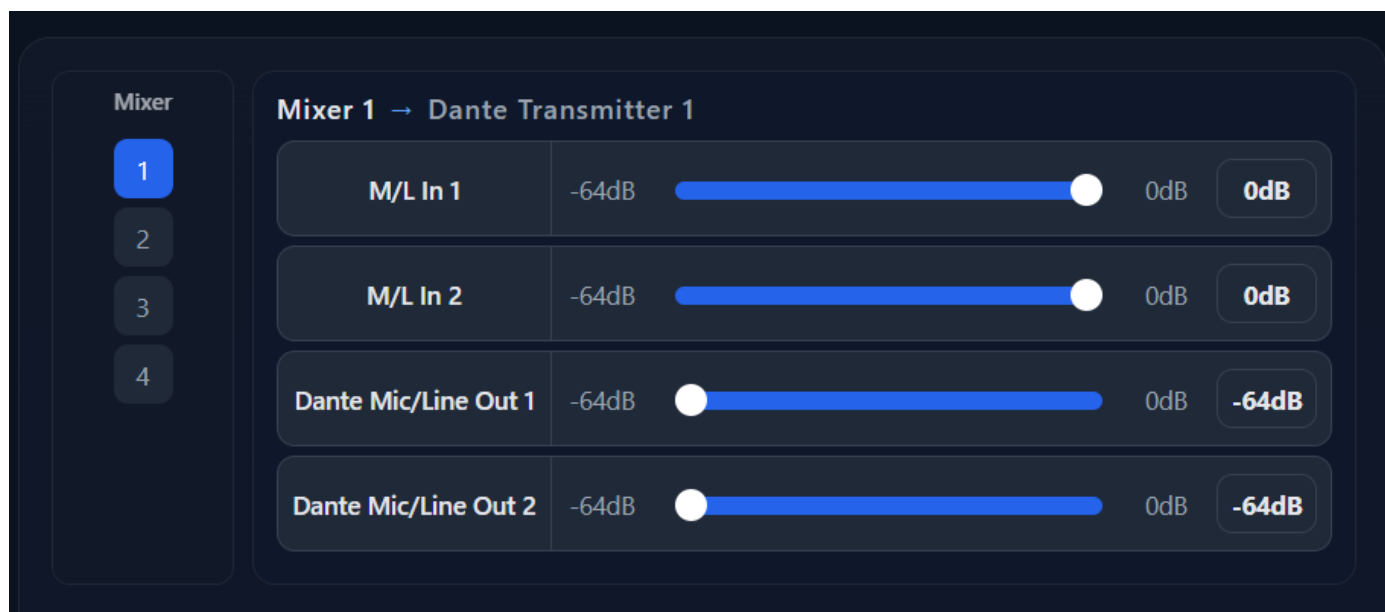
Input Switching is available only on the DD-RN31. Use it to route Dante audio inputs to the device's outputs. Enable or disable each route as needed.



Mixers

Use Mixers to combine and route audio inputs to device outputs. Each mixer is connected to a different output. Adjust the contribution of each input by applying attenuation to that input within the mixer.

Example: To send only inputs 1 and 2 to output 1, select Mixer 1 and set every other input to -64 dB (muted). Leave inputs 1 and 2 at the levels required for that mix.



NMP44 Presets

Use NMP44 Presets to configure different mixer presets. Set the power-on default at the top of the page, then configure the mixer and output settings in each mixer section below.

You can also activate a mixer configuration directly from this control.

Power On Default: Last State

Preset 1 (Configure mixer routing and output levels) [Activate Preset](#)

	Mixer 1	Mixer 2	Mixer 3	Mixer 4	Mixer 5	Mixer 6
In 1	0 dB	-64 dB	-64 dB	-64 dB	-64 dB	0 dB
In 2	-64 dB	0 dB	-64 dB	-64 dB	0 dB	-64 dB
In 3	-64 dB	-64 dB	0 dB	-64 dB	-64 dB	-64 dB
In 4	-64 dB	-64 dB	-64 dB	0 dB	-64 dB	-64 dB
Output	0 dB	0 dB	0 dB	0 dB	-12 dB	-12 dB

NVC2 Configuration

On NVC2-series devices, Configuration lets you name and enable the predefined Dante channel selections shown on the device's display. The underlying routes are fixed; this control does not change those routes.

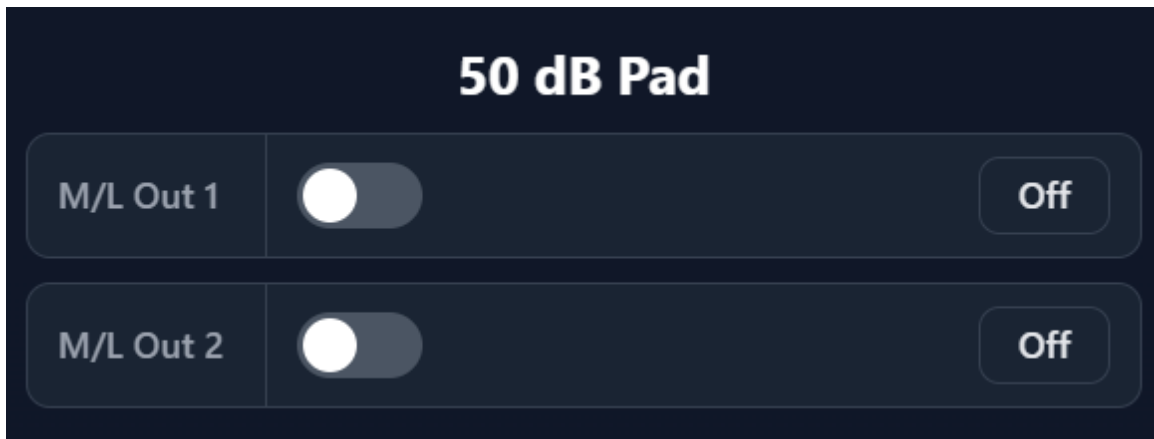
Change a selection's name or enable it so that it appears on the NVC2 display.

	Config 1	Config 2	Config 3	Config 4
Config Name	BTN21-777	Chan A	Chan B	UNUSED
Channel Assignments	A B	A B	A B	A B
Config Enable	☒	☐	☐	☐

● Volume Channel Selected ● Volume Channel Not Selected

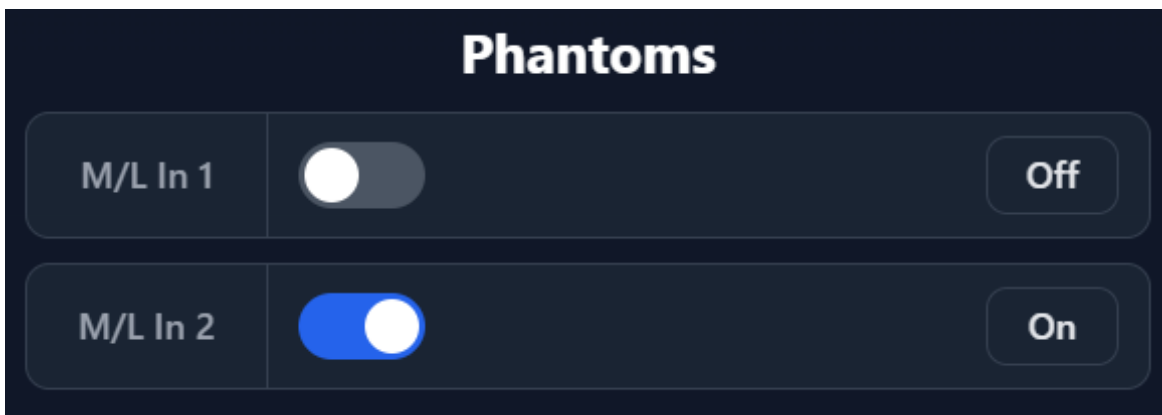
50 dB Pad

Enable the 50 dB pad to reduce an output channel's signal level by 50 dB, bringing it down to microphone level.



Phantoms

Use Phantoms to enable or disable 48 V microphone phantom power on the available channels. On some devices, this setting is unavailable at low gain settings.



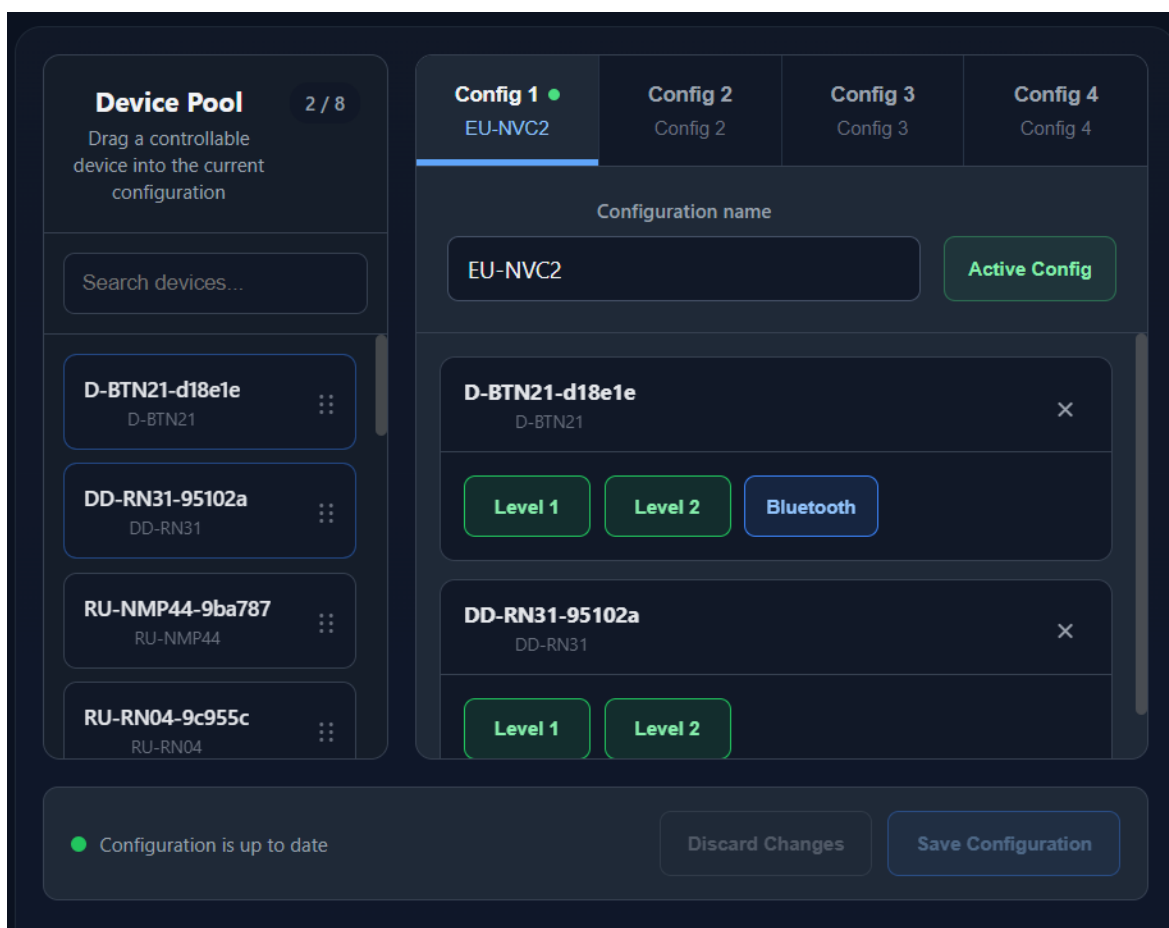
Remotes Configuration

A remote supports four customizable configurations. The device pool on the left lists online devices that the remote can control.

1. Select one of the four configurations.
2. Drag a device from the device pool into the selected configuration.
3. The device's controllable channels appear below it. Select the channels you want the remote to control.
4. Repeat for other devices and configurations as needed.
5. Change each configuration's name to the name you want shown on the remote. You can also set a configuration as active within Console 3.
6. Save the configuration settings to apply them to the device.

Device limit: You can use a maximum of eight unique devices across all four configurations. A device used in more than one configuration counts only once.

Important: Changes are not applied to the device until you save the configuration settings.



FREQUENTLY ASKED QUESTIONS

FREQUENTLY ASKED QUESTIONS & TROUBLESHOOTING

Use these checks to investigate common discovery, communication, and application problems.

I opened Console 3 and no devices show up.

1. Confirm the computer is connected to the intended network and the devices are powered and physically connected.
2. Allow RDL Console 3 through Windows Defender Firewall. A blocked firewall permission is a common cause of missing devices.
 - a. Open Windows Defender Firewall and select Allow an app or feature through Windows Defender Firewall.
 - b. Select Change settings. Administrator permission may be required.
 - c. Find RDL Console 3 in the allowed apps list and enable Domain, Private, and Public network access. If Domain is not shown, or your organization manages these settings, ask your IT administrator to enable the required access.
 - d. Select OK to save the changes. If RDL Console 3 is not listed, select Allow another app and browse to the installed Console 3 application.
3. Return to Console 3 and click Refresh Devices to rescan the network. Allow a short time for discovery.
4. If devices still do not appear, review the Logs page for device-discovery or network warnings.

A device appears in Console 3, but it does not respond.

1. Confirm the device remains online and reachable on the network.
2. Use Refresh Devices on the Dashboard to rescan the network, then check whether the device is discovered again.
3. Check the Logs page for warnings, timeouts, or communication errors associated with that device.

The values shown for a device look stale or out of date.

1. Use Refresh Devices on the Dashboard to clear the device list and rescan the network.
2. Confirm the device is still communicating normally.
3. Review the Logs page for query or response warnings.

I double-click a device, but the popout does not open.

1. Try the action again after confirming the device is still present on the Dashboard.
2. Check whether the popout opened behind another window or on another display.
3. Review the Logs page for an application or window-related error.

Where can I find logs when something goes wrong?

1. Click System Log in the side navigation.
2. Look at the newest entries first if Auto-scroll is enabled.
3. Record or capture relevant WARN and ERROR entries when reporting a problem.
4. Click Copy Logs to copy the session logs for your issue report.

Console 3 says an update is available. What should I do?

1. Review the update information presented by Console 3.
2. Save or finish active configuration work before updating.
3. Follow the updater prompts to install the new version.
4. After the download finishes, restart Console 3 to install the update, or let it install the next time the application restarts.

SUPPORT

WHAT TO INCLUDE WHEN REPORTING AN ISSUE

Include the following details when reporting an issue to help RDL support investigate the problem.

Include	What to provide
Console version	The installed Console 3 version.
Device	Device model, hostname, and any other identifying information appropriate for support.
What you were doing	The action immediately before the problem occurred.
What you expected	What should have happened.
What actually happened	The visible behavior, message, or failure.
Relevant logs	WARN or ERROR entries, including timestamps and source names when possible.
Screenshots	A screenshot of the affected screen when it helps show the problem.