

NETWORKING & YOUR HEAR BACK OCTO



Photo credit:
Sonic Den Studios

The Hear Back OCTO is built to be sturdy for studio, touring, and worship use. But it's important to use it as it's designed to keep it in good working order.

Hear Back OCTO Mixers should not be plugged into anything other than an OCTO Hub or one of the original Hear Back Hubs (the one with purple accents from years ago).

We designed the HB OCTO to be compatible with the original Hear Back system, which meant there were only certain protections we could add. Not every switch or network plugin will damage an OCTO Mixer (in fact, we tested that extensively before it was released). But there's enough of a risk with a few situations that it's better to be safe than sorry.

When you plug in a Hear Back OCTO Mixer to a Hear Back OCTO Hub, it connects properly: The status light on the Mixer will flash red once and then turn solid blue, telling you it's happy. And the connection light at the Cat5e connection port flashes continuously to confirm a proper connection.

If you mistakenly plug a Hear Back OCTO Mixer into a network that has power-over-ethernet, there's a possibility it could damage some of the mixer's internal components. The good news is, if the mixer is connected to the wrong kind of network or if it's damaged, it will let you know: The status light will keep flashing red once you plug the mixer in, and the connectivity light on the bottom of the mixer will not flash to show activity.

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What happens to the mixer's insides when it's damaged by plugging it into a network with switches and power-over-Ethernet? It can damage the input circuit when the power and cabling pinout doesn't match the OCTO's. So the OCTO Mixer doesn't see the far end (the OCTO Hub) anymore. The actual pinout of the RJ45 connections on the Hear Back OCTO are specific only to the OCTO. If it gets plugged into anything else - a network switch or anything that has PoE - it can damage the input of the OCTO Mixer.

And if the OCTO Mixer gets damaged, you'll need to send it back to the Hear Technologies headquarters to have us repair it. Which is inconvenient and takes the mixer out of your studio or stage setup. So all the better to avoid the hassle and keep the Hear Back OCTO Mixers only plugged into OCTO Hubs.

