WWB

Wireless Workbench 6

The quick setup guide for Shure Wireless Workbench software.

Version: 4 (2019-K)

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WWB
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Shure Wireless Workbench Software

Wireless Workbench® (WWB) is free device management, coordination, and monitoring software that helps RF coordinators, touring, broadcast, theater and house of worship audio professionals manage everything from pre-show planning to frequency coordination, live channel monitoring, and post-performance analysis. By bringing together networkable and non-networkable Shure and third-party devices combined with RF data, this software allows you to quickly manage and coordinate your wireless equipment so you can focus on mixing. Workbench facilitates quick and easy configuration, operation, and monitoring of your wireless systems, and is compatible with the following Shure networked systems:

- QLX-D® Digital Wireless System
- ULX-D® Digital Wireless System
- Axient® Wireless Management Network
- PSM® 1000 Personal Monitoring System
- UHF-R® Wireless System
- Axient ® Digital Wireless System

Step 1: Downloading Wireless Workbench

To download Workbench, visit the Wireless Workbench page. Launch the installer and follow the steps to complete the installation.

Note: *You must be logged in to your computer as an administrator in order to install Wireless Workbench.*

Wireless Workbench Help and Resources

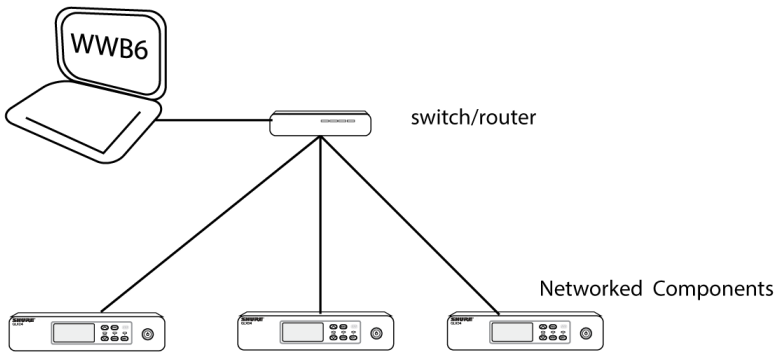
Within Wireless Workbench, press *F1* or go to *Help* > *Wireless Workbench Help System* to find how-to information. The same help is available online on the Wireless Workbench Help page.

Other online resources:

- Workbench release notes
- Workbench video tutorials
- Answers to frequently asked questions

Step 2: Network Connection

Wireless Workbench communicates with connected components through an Ethernet network. Each component on the network must have a unique and valid IP address assigned in order to communicate with other devices on the network. IP addresses can be assigned automatically by a computer, switch, or router that employs DHCP addressing.



Automatic IP Addressing Option

To take advantage of DHCP addressing, Shure components have an automatic IP mode for quick and easy setup. If specific IP addresses need to be assigned, the IP mode can be set to manual.

1. Connect your computer and components using CAT5 or better Ethernet cable. For multiple device systems, adding a router or switch as shown in the diagram is recommended. Avoid using cross-over cables for any connections.
2. Turn on your computer and all components connected to the network.
3. For each component, enter the network menu and set the IP address mode to *Automatic* to enable automatic IP addressing.

Manual IP Addressing Option

As an alternative to automatic IP addressing, a manual addressing option is available if you want to assign specific IP addresses to your components.

1. Connect your computer and components using CAT5 or better Ethernet cable. Adding a router or switch as shown in the diagram is recommended instead of using a daisy-chained connection for multiple component systems.
2. Turn on your computer and all components connected to the network.
3. For each component, enter the network menu and set the IP address mode to *Manual*.
4. Assign unique IP addresses to each component. Assign the identical subnet mask to all components.

Step 3: Firewall Configuration

If you have a firewall protecting your computer, you'll need to grant access to Wireless Workbench. Log in to your computer as an administrator to gain full access to your firewall settings or contact your IT administrator for assistance.

For third-party firewall software, refer to the manufacturer's instructions for granting access to each instance of an application (there may be more than one instance).

Note: *If you receive an alert pop-up that blocks Wireless Workbench, check the boxes to allow access for all networks (Domain Networks, Private Networks, and Public Networks).*

Mac

1. From *System Preferences*, access firewall settings.
2. If the firewall is on, open the *Firewall Options* to view the applications that request network access.
3. For each of the following applications, select *Automatically allow built-in software to receive incoming connections* and *Automatically allow downloaded signed software to receive incoming connections*:
   - snetDameon
   - Wireless Workbench 6.app

Windows

1. Open the Windows Firewall on your computer.
2. Place a check next to each instance of an application--there may be more than one instance--for the following applications to allow access to Domain Networks, Private Networks, and Public Networks:
   - snetDameon
   - wireless workbench 6

Refer to the Microsoft Support website if you need additional help with firewall configuration.

Step 4: Selecting a Network Interface

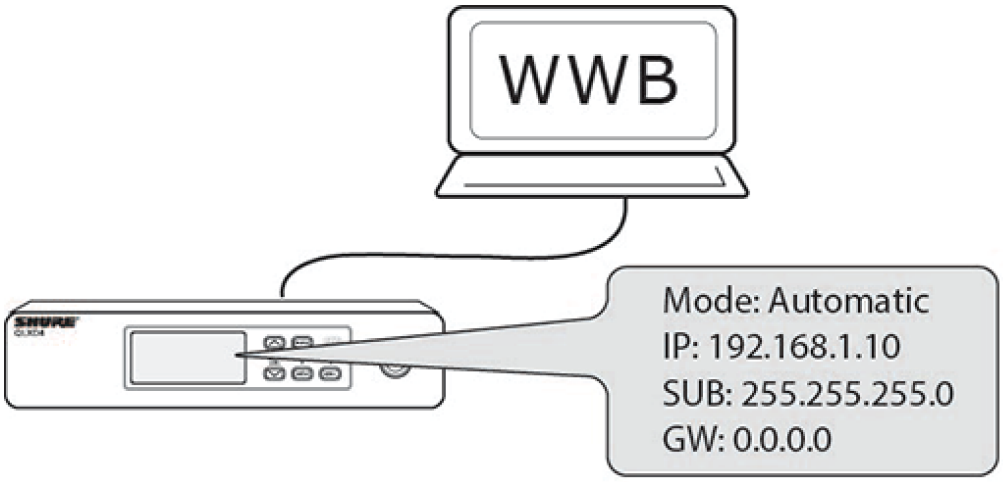
The first time you open Wireless Workbench, you will be prompted to select a network interface to communicate with your networked components.

1. Open Wireless Workbench.

   Tip: If no prompt appears, click the network status in the lower right corner of the screen to update your network preferences.

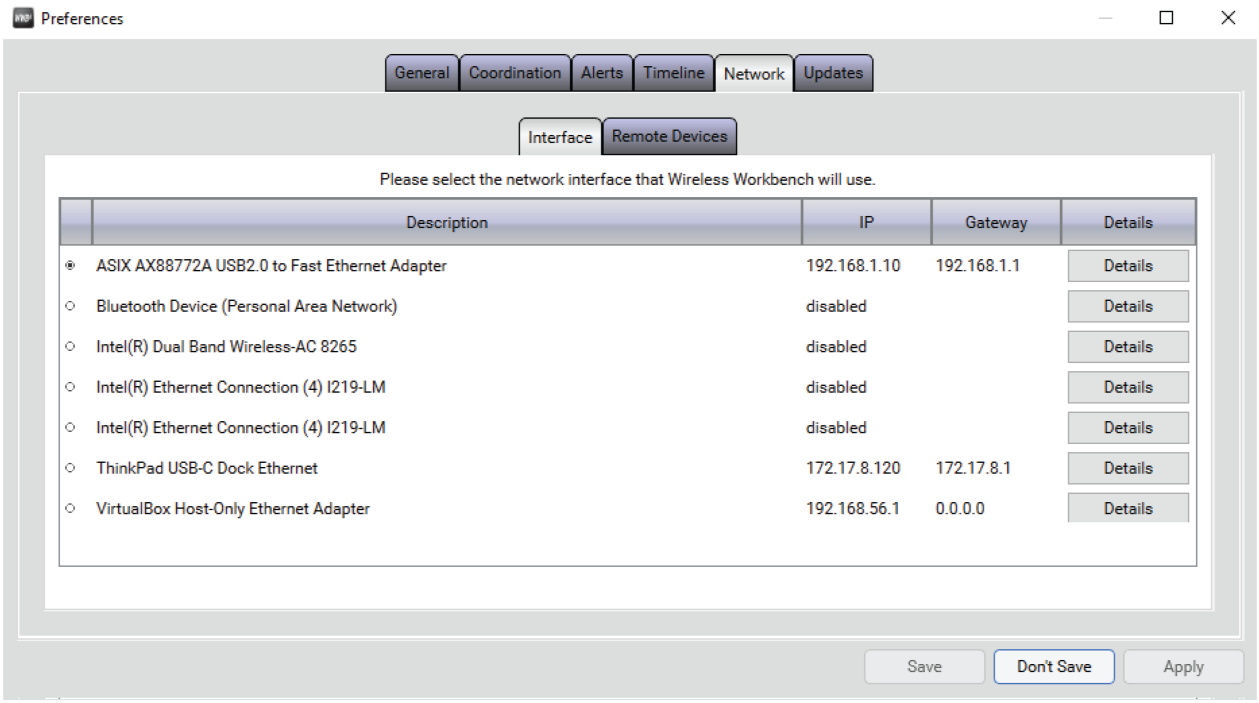
2. To select the correct interface, open the IP menu on any networked component and take note of the assigned IP address. Model-specific instructions for accessing the network menu are available in the full Wireless Workbench help system.

   In this example, the IP address for the component is: **192.168.1.10**



3. Compare the IP address assigned to the component to the available IP addresses listed in to the *Network Selection* window. Choose the network that closely matches the numbering order and format of the IP address of the component (192.168.1 in this example). Select *Save* to finish.

   Note: *The last few numbers will not match exactly.*

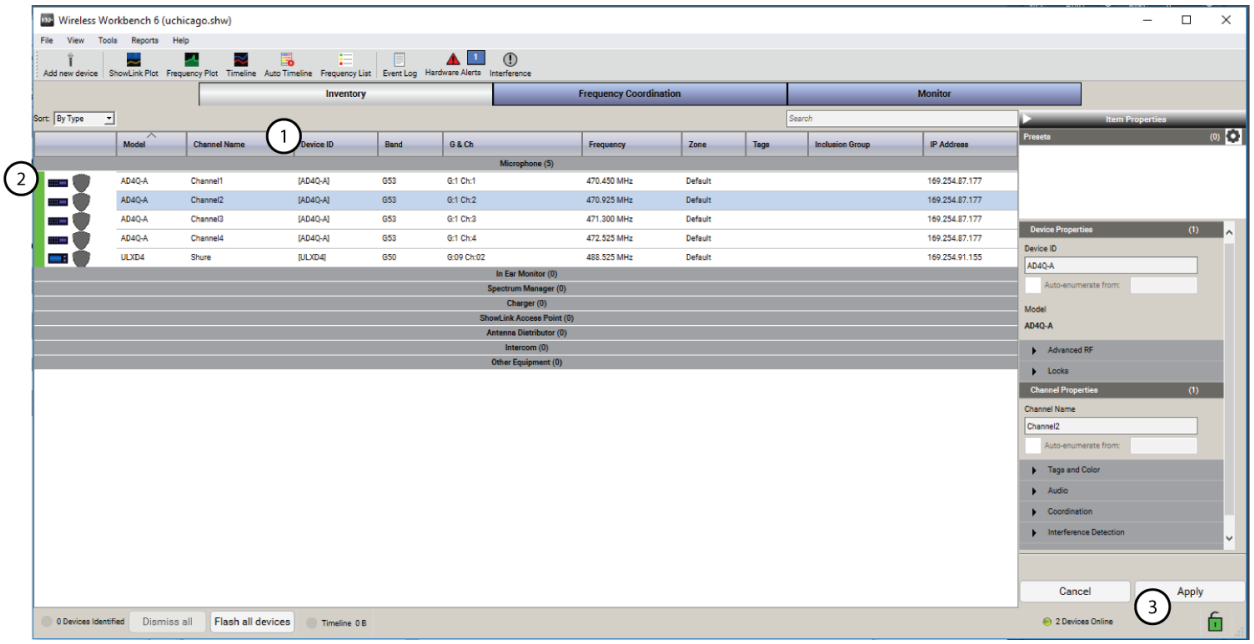


Checking Your Connection

Once you have selected a network interface, confirm connectivity by checking for the network icon ( ) on the display or front panel of each component.

Components connected to the network will automatically appear in the Inventory tab. Open the *Inventory* tab and perform the following checks to verify connectivity:

① View the device ID, channel name, and other parameters.
② Click a component icon to flash the front panel of the device for remote identification.
③ The *Device Online* indicator should be green and the number of devices listed should match the number of components connected to the network.



Network Troubleshooting

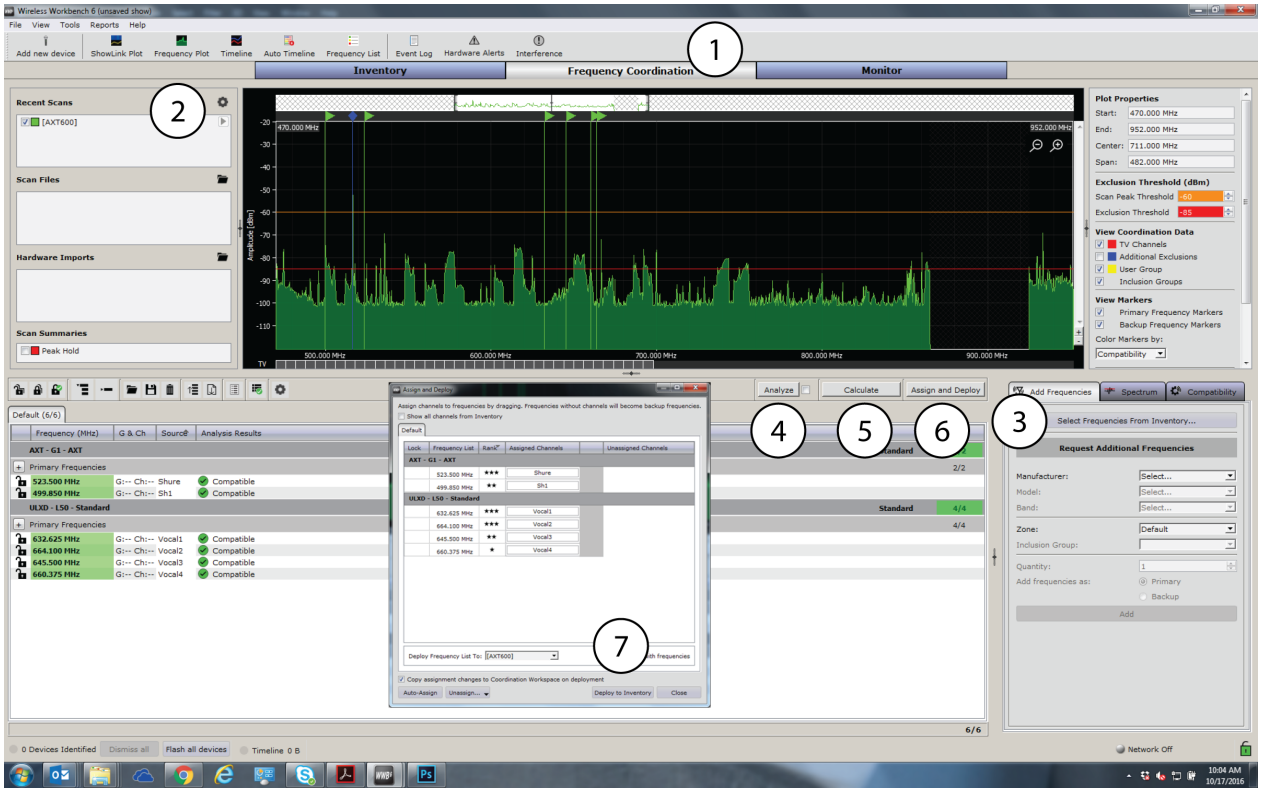
Symptom	Solution
Network icon doesn't appear on component display	1. Check all cables and connections. 2. Click the network status indicator and verify that the IP address of the network in your preferences corresponds with the IP addresses of your networked components.
Component doesn't appear in *Inventory* tab	1. Check IP address to verify that component is on the same network as the computer network. Select *Reports* > *Firmware and Network Summary* for a report of the IP addresses of your computer and any discovered devices. 2. Open a terminal and try to ping the IP address of the device (to do this, type "ping" and enter the device's IP address).

Symptom	Solution
***Device Online* indicator is gray**	Click the network status indicator and verify that the IP address of the network in your preferences corresponds with the IP addresses of your networked components.

Step 5: Managing Frequencies in the Coordination Workspace

On the *Frequency Coordination* tab, you can organize, manage, and calculate compatible frequencies for your system. As part of the coordination, you can analyze the frequencies to make sure they are compatible with all the components in your system and then deploy them to your hardware.

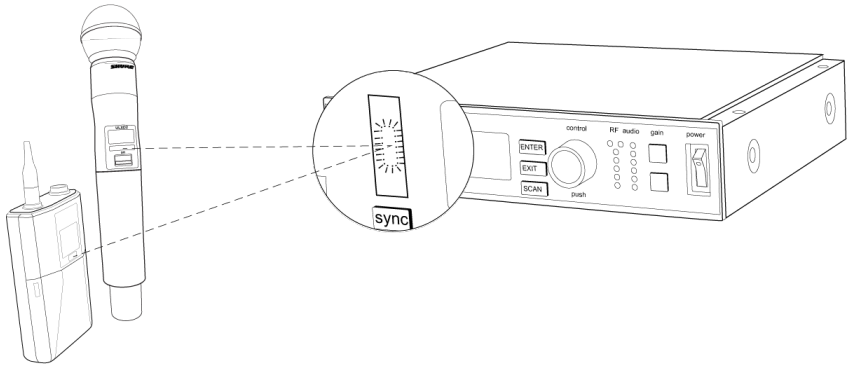
① Select the *Frequency Coordination* tab.
② Select the gear icon in the Recent Scans area and select a receiver or spectrum manager to perform a frequency scan. Click *Start*.
③ In the *Add Frequencies* tab, click *Select Frequencies from Inventory*. Choose *All Frequencies from Inventory* and click *OK* to bring frequencies into the coordination workspace.
④ Select *Analyze* to check the compatibility of the current frequencies.
⑤ Select *Calculate* to find compatible frequencies for all unlocked entries.
⑥ Select *Assign and Deploy* to preview the assignments of channels and frequencies.
⑦ Select *Deploy to Inventory* to send the frequencies to the components.



Step 6: Setting the Portable Device Frequency using IR Sync

Performing an IR sync automatically tunes the portable device to the same frequency that was deployed to the networked component. When the IR sync is complete, a wireless audio channel is formed between the receiver and transmitter.

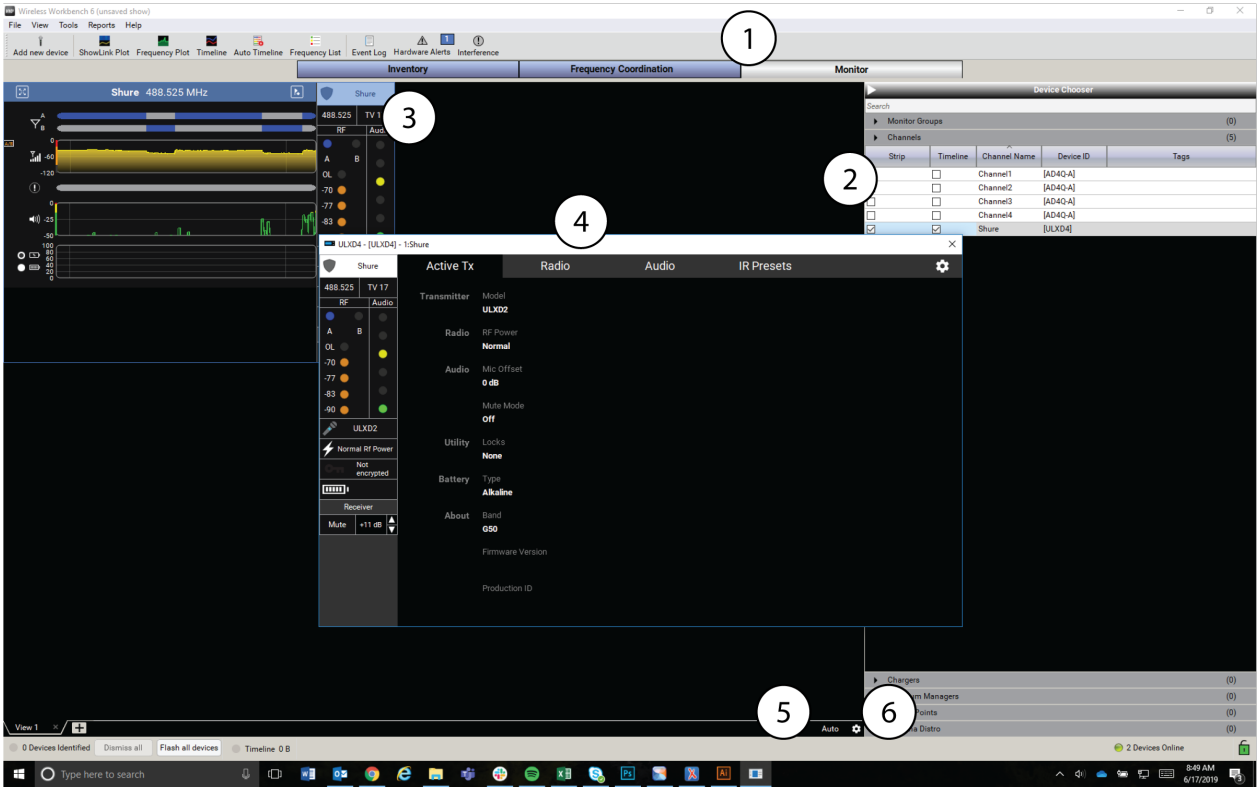
Align the IR sync windows of the portable device and networked component, and then press sync or access the sync menu. Refer to the component user guides for details about IR sync for your model of transmitter and receiver.



Step 7: Controlling and Monitoring Your System

In the *Monitor* tab, you can add channel strips and Mini-Timelines to monitor the individual components of your inventory. The Properties panels display RF and audio meters and allow you to adjust parameters in real-time.

① Select the *Monitor* tab.
② Add channel strips and a Mini-Timeline by dragging and dropping channels from the right pane. You can also use the *Strip* and *Timeline* checkboxes.
③ Right-click a channel strip to view configuration options.
④ Double-click a channel strip to see and modify detailed device parameters.
⑤ Click *Auto* to update the way your channel strip is arranged. Snap it to the frame or move it freely about the screen.
⑥ Select the gear icon in the lower-right corner of the screen to customize channel strips.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2
3
4
5
6
Inventory
Frequency Coordination
Monitor
Shure 488.525 MHz
Device Chooser
Active Tx
Radio
Audio
IR Presets
Transmitter
Model
ULXD2
Radio
RF Power
Normal
Audio
Mic Offset
0 dB
Mute Mode
Off
Utility
Locks
None
Battery
Type
Alkaline
About
Band
G50
Firmware Version
Production ID