

# Resolving Loupedeck Connectivity Issues on Mac

When connectivity issues occur, it helps to reset Loupedeck devices in the network settings. This document will explain how to clean up your devices with the Loupedeck Troubleshooter and set the right connection priority order.

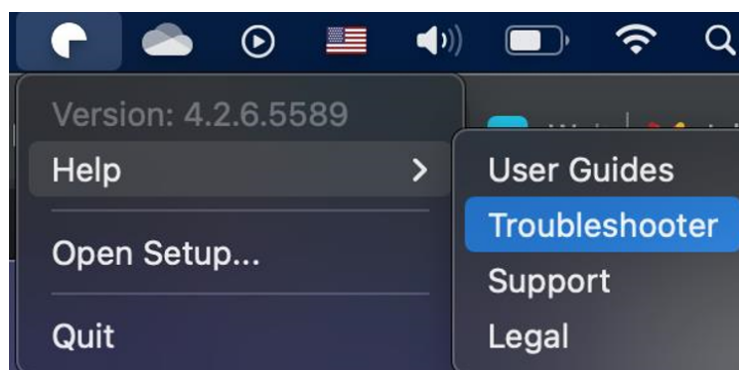
## 1. Update your firmware.

First, make sure your device has the latest firmware installed. The Loupedeck software will prompt you if a new version is available.

## 2. Reset Loupedeck network adapters.

Loupedeck network adapter settings can be reset conveniently with the Loupedeck Troubleshooter. This feature is available within the Loupedeck Software v4.2.5 and above.

- a. To open the Troubleshooter, click on Loupedeck icon on the right side your Mac's top menu bar
- b. Select Help -> Troubleshooter
- c. Now click on the **Reset Loupedeck network adapters** item

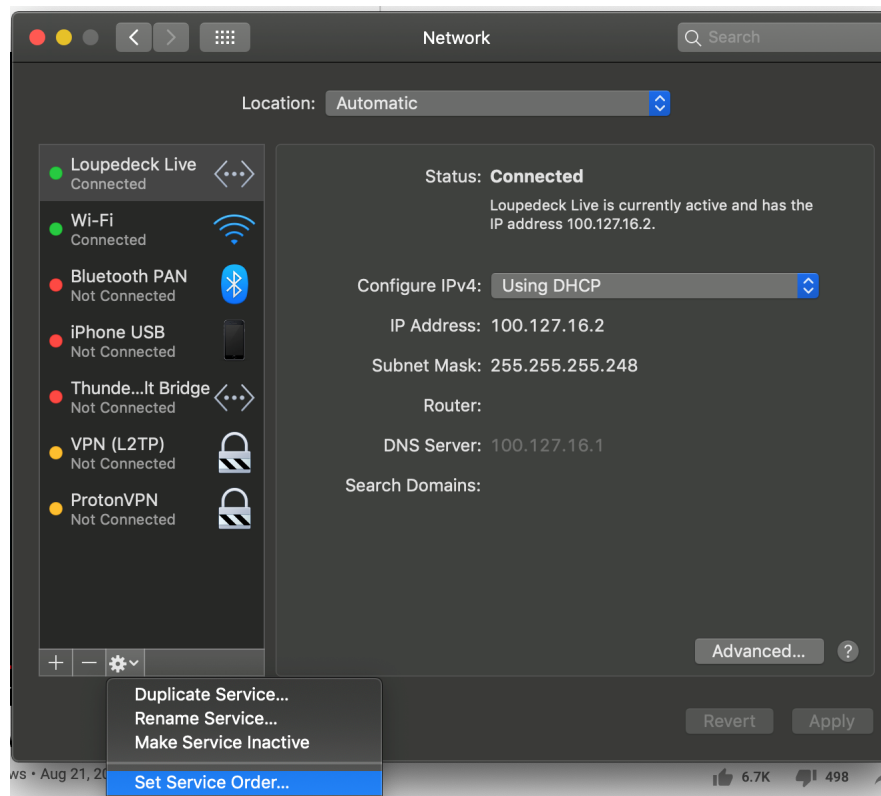


*(Instructions continue on the second page!)*

### 3. Set network service order

Now, you need to update the device order in your Mac's Network settings.

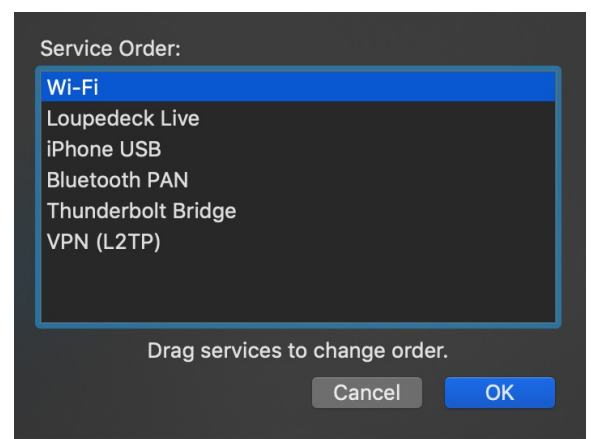
- Open **System Preferences** -> **Network**. On the left side, you see all your devices in order of priority for connection.
- Click the gear icon beneath the device list and "**Set Service Order...**"



- Drag your devices to the new preferred positions. We recommend placing it right after Wi-Fi or Ethernet adapters used for internet connection, which should have priority over the Loupedeck.

Click **OK** to confirm.

*Note: Loupedeck devices are not connected to the internet, only through a local subnet. It is a network adapter only to communicate with your Mac.*



### 4. Congrats! Now you're ready to go.