

# Support Handbook

## Networked NEO equipments replacement



# NEO

Reference: 0014547en

Rev: v1.0

## 1 INTRODUCTION

This manual pretends to guide users step by step through replacement of a NEO extension equipment, either 4250(E), 4500(E)(LE), 8250(E), that is/are part of a NEO net configuration. The steps to follow will be detailed so that the system configuration remains intact.

## 2 SAVE SYSTEM BACKUP

**The first thing** you must do once you've finished the infrastructure installation, and before delivering to the client **is to save a system backup**. If you didn't do a backup copy before, please **MAKE A BACKUP COPY BEFORE UNINSTALLING THE DAMAGED EQUIPMENT FROM THE SYSTEM**.

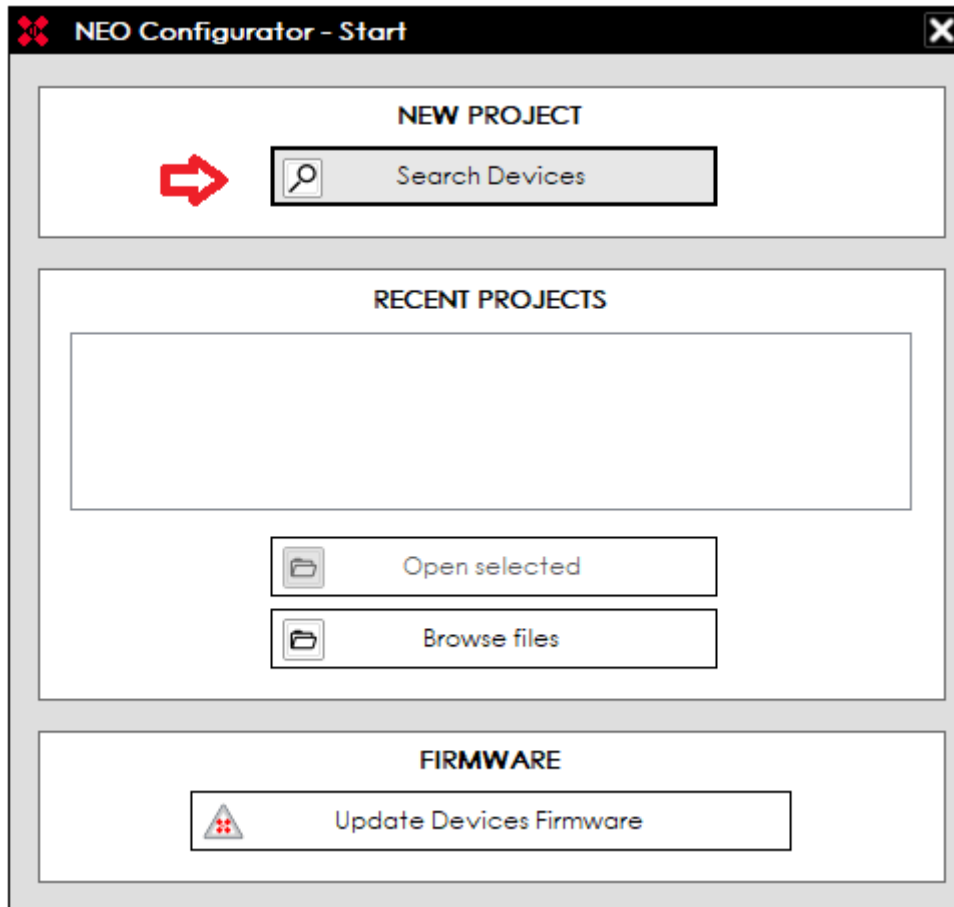
To continue you must have installed "NEO Configurator" software. If you don't, you can download from through this [link](#) .

Make sure your network is the same as the one where LDA NEO system is allocated.

In NEO, backup copies are made as NEOc projects, it could be that you feel yet familiar with this suite, if not, please come up to our LDA support website (<https://support.lda-audiotech.com/>) to find NEOc complete user manuals. The projects will be saved as ".neo" archives.

Then, the process to make the copy is detailed step by step the process to make the copy:

1. Open NEOc suite and login user and password.
2. On the "Start" window we are going to Open a new project, click "Search devices".



3. After that, a “Search devices” window will be opened. You must find and select your systems NEO 8060 controller unit.

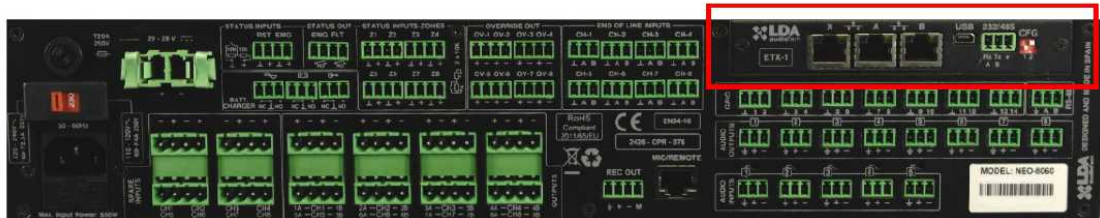
If you've find your controller but it's shown in red, it means that it's out of your net range. Generally this doesn't mean a problem while we are making our backup copy, but it could be when we attempt to restore our copy back to the system, because we won't be able to link our physical NEO controller with the virtual one in the backup project .





4. Select the device to backup and click on “Import system”. This will make NEO controller send all the system configuration to your computer, adding automatically all the extensions and devices in the system linked with the selected NEO 8060 controller. Now you can close the “Search devices” window.
5. To save a backup copy, by saving the project is enough. Do it by clicking “Project → Save” and name the archive as you wish, in example “20210607\_NEO\_OFFICE”, and click “Save”. ¡Congratulations! Now you have a backup copy of your NEO system configuration.

### 3 SUBSTITUTE THE DAMAGED UNIT

**Before touching anything in your system, take note of your wiring connections on the damaged back panel that will be replaced.**

1. On your NEO 8060 front panel screen, on the advanced configuration system menu look for your device IP address, and write it down.
2. Remove supply and the rest of connections (loudspeaker lines, Mics, network wires, ...).
3. Now the device can be extracted from its rack slot and replaced with the new one.
4. Connect the back panel wiring, except for the FlexNet Ethernet cables.
5. Now a computer should be connected to the new NEO extension device (flat access). Make sure the dipswitch on the back panel is set in "01" position (1-Down, 2-Up). As can be appreciated in the picture.

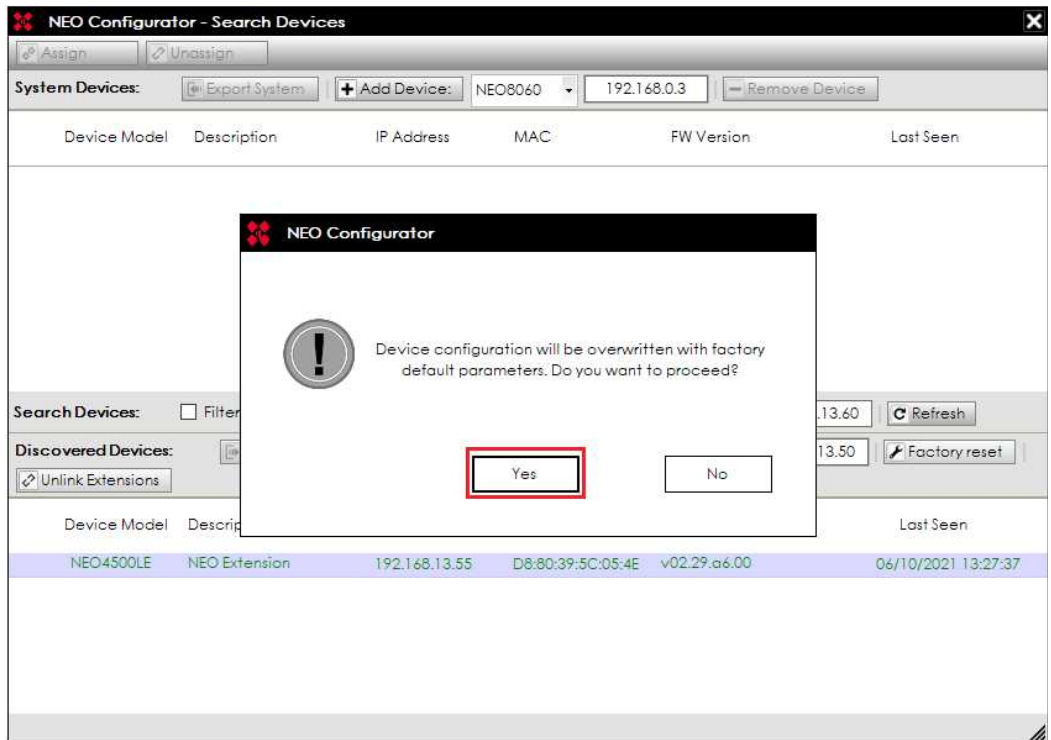
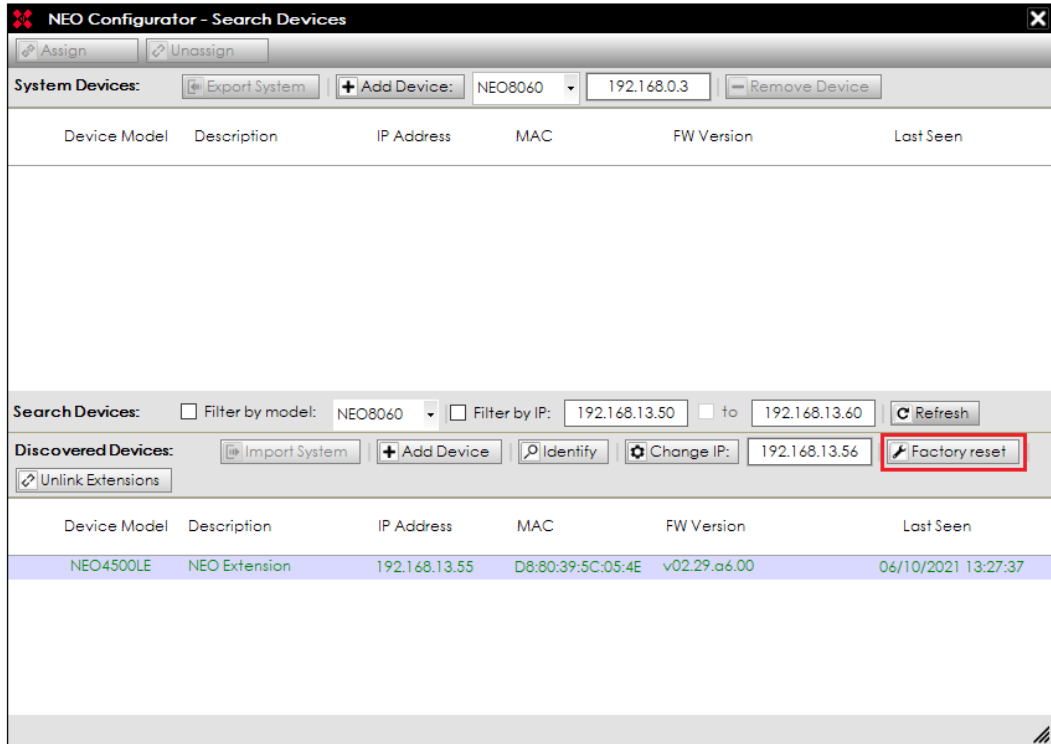


Marking	Description	Activation
CFG	Port A Control data Port B* Audio data Port X Flexnet**	Position 00 ↓  ↓
CFG	Port A Flexnet** Port B* Flexnet** Port X Control data	Position 01 ↓  ↑
CFG	Port A Flexnet** Port B* Flexnet** Port X Audio data	Position 10 ↑  ↓
CFG	Port A Flexnet** Port B* Flexnet** Port X Flexnet**	Position 11 ↑  ↑

6. Now connect one side of an Ethernet cable to the "X" port of the replacement equipment, and connect the opposite side to your computers network card.
7. Connect the supply wire to the replacement equipment.
8. Open NEO Configurator (NEOc) suite and follow steps one and two of the

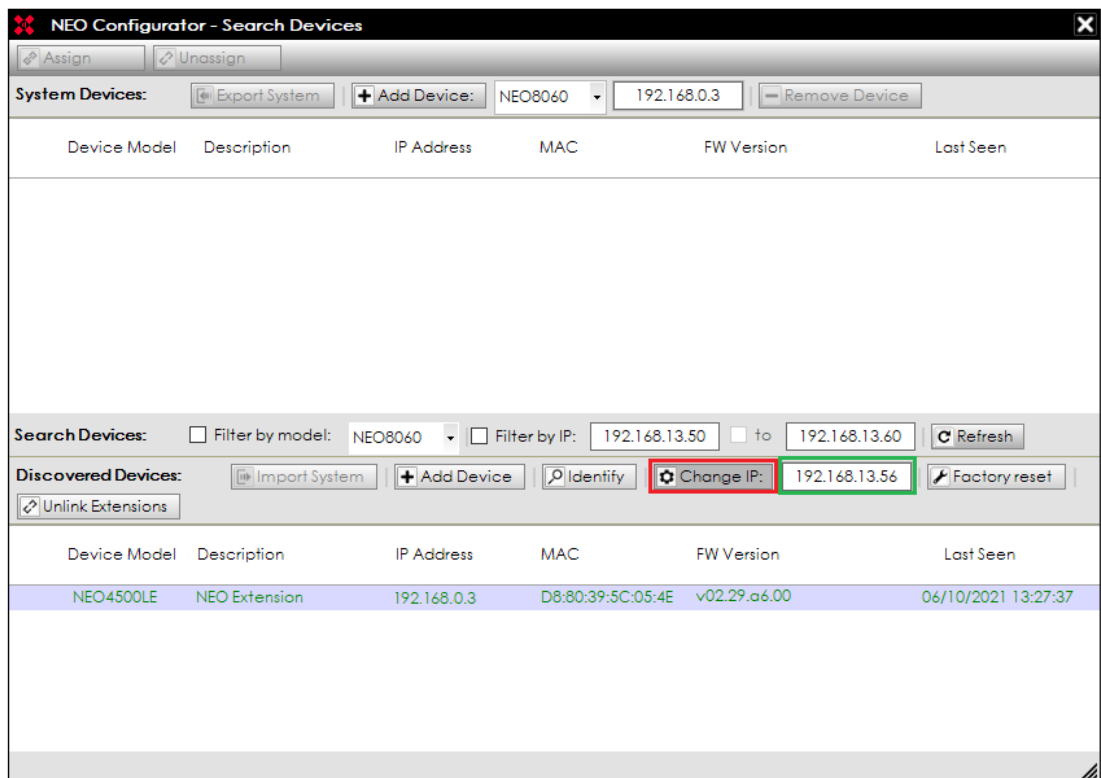
chapter “SAVE SYSTEM BACKUP“ and look for the replacement equipment.

9. Select the equipment (it will get lighted in violet) and make a factory reset, as shown in the pictures below.



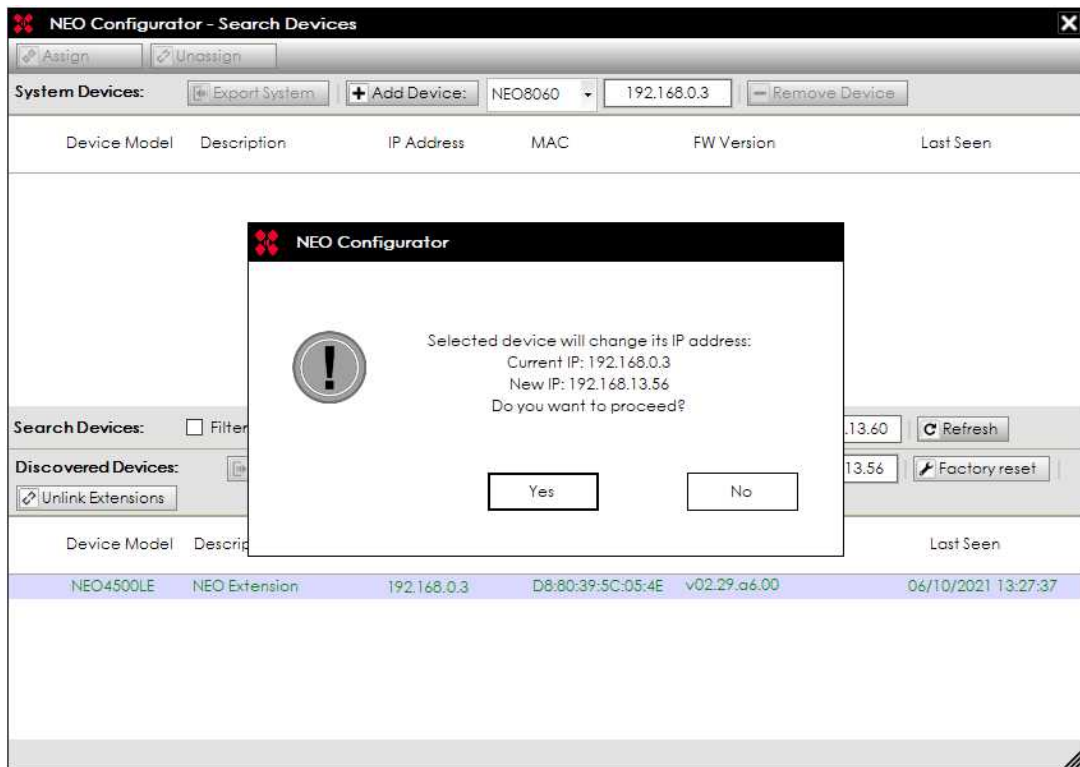
10. Now introduce the IP of the damaged equipment that you had noted on the first

step in the square reserved for that purpose, and click on the right the “Change IP” button, to make the change. Then click on “YES” in the confirmation window that will open next. In the next picture you can observe how you will find the IP after factory reset, and where the new IP must be introduced, in this case: 192.168.13.56.

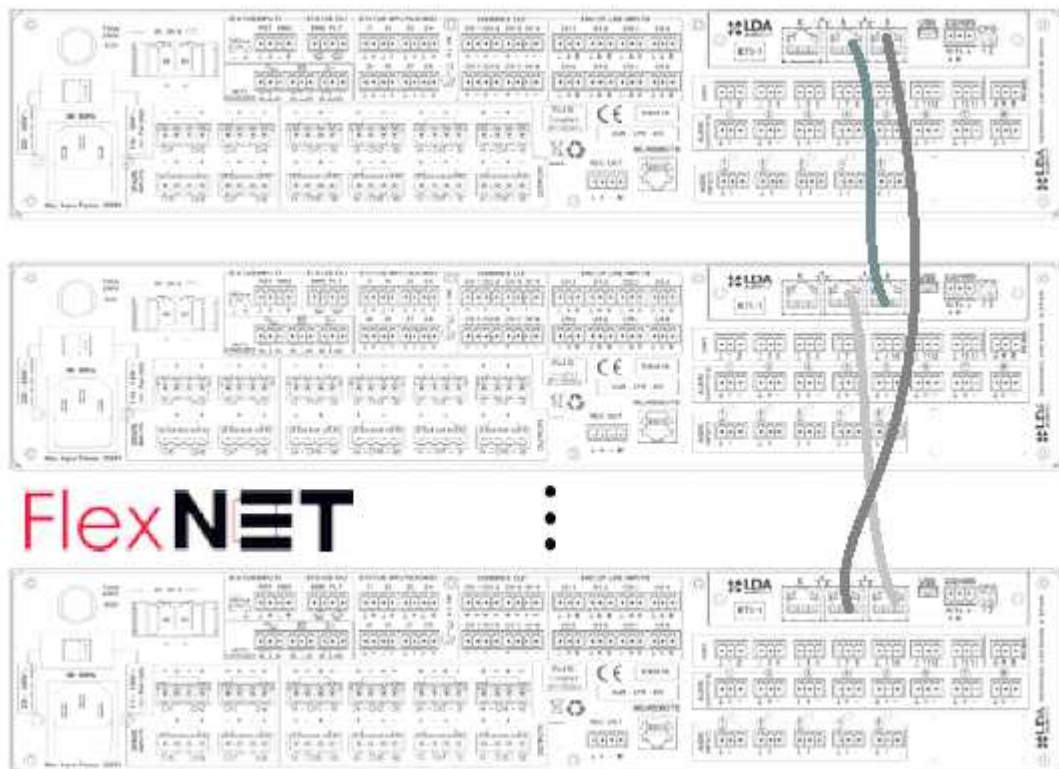


Now the device is ready to get connected to the system. When you had done it, the controller NEO8060 will recognize the new equipment IP, and will connect automatically to it as it would do with the unit it has replaced.

11. Disconnect the network cable still connected from your computer to the replacement equipment “X” port.



12. Connect the replacement equipment to the remaining NEO network by connecting the wires to "A" and "B" ports". Remember the FlexNet wires of a NEO device are connected from "B" port of our equipment to the "A" port of the next device through an Ethernet wire. The next picture shows how the wiring has to be made. Suppose the device to be replaced is the one in the middle..



13. Make sure there's an Ethernet cable connected to the controller NEO8060 "X" port and to the local network, in order to make possible connection to your system computer equipped with NEOc.
14. Check all NEO system equipments are supplied. Now the controller will get connected to the replacement extension as if it was the replaced equipment. Besides, the controller will send some configuration parameters as the channel assignment to each zone, but there are some configuration parameters that were stored only inside the extension equipment damaged, as line supervision, line calibrations or amp supervision. The only way to recover this configurations is through our system BackUp file, as we will deal with in the new apart.

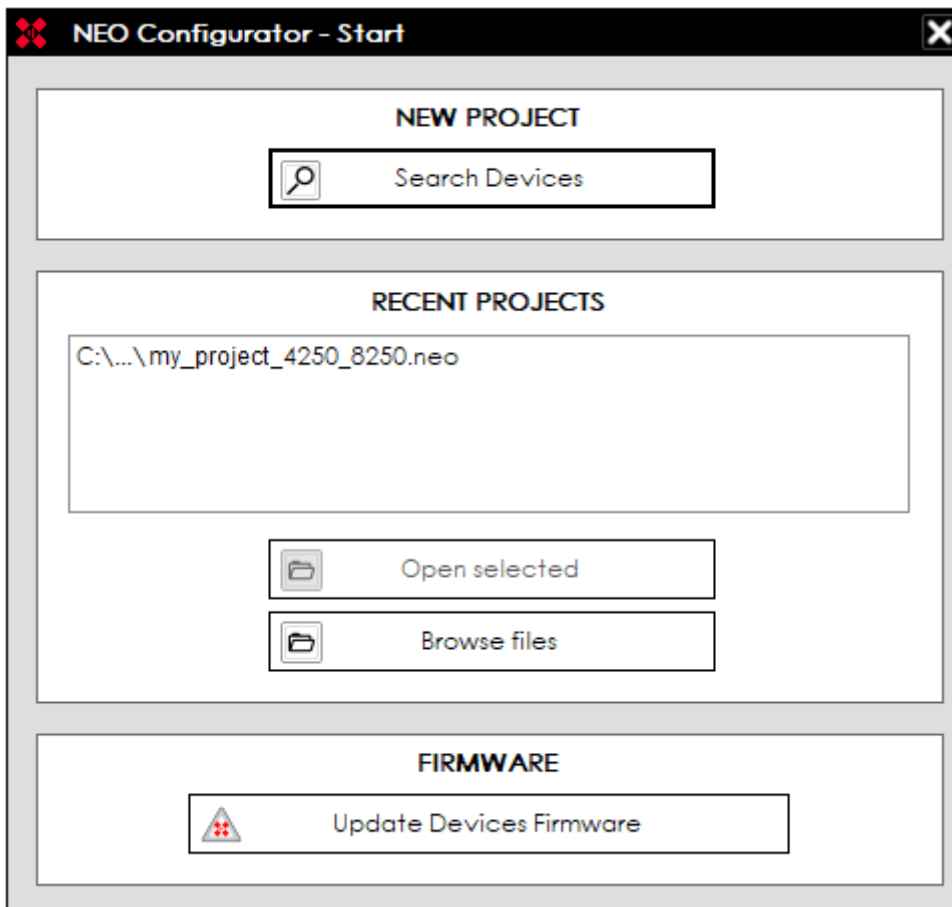



## 4 CHARGE BACKUP

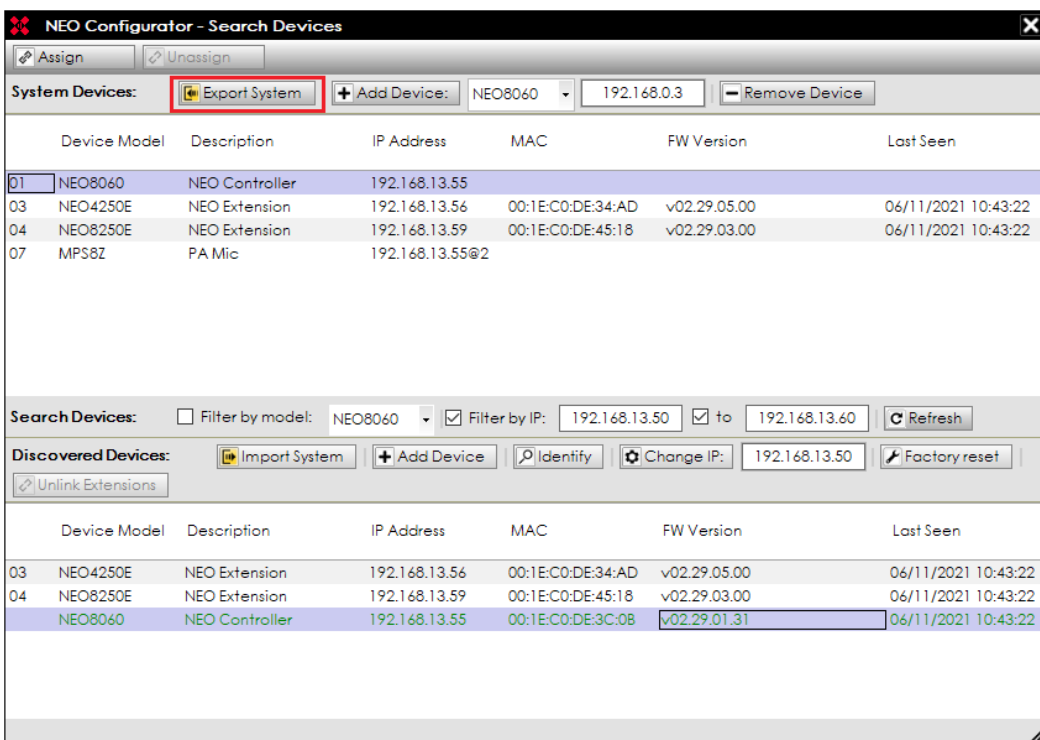
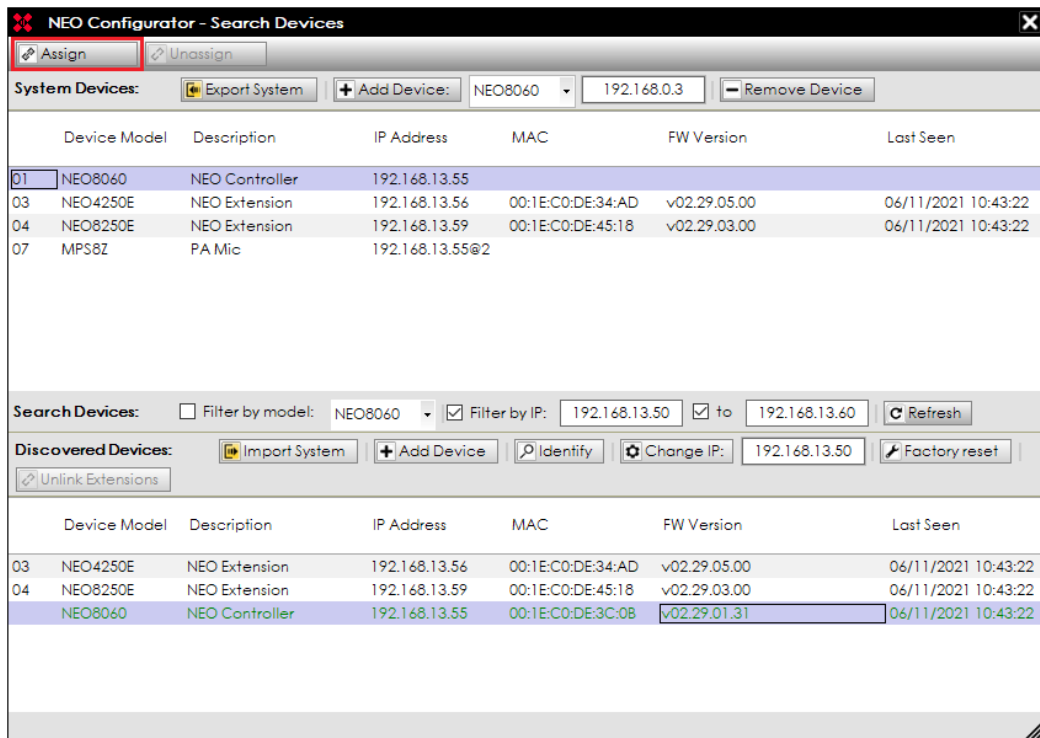
To load a previously saved configuration within the replacement equipment, or an equipment that is having some configuration issues, it is recommend to do first a factory reset, although if the equipment has been supplied by LDA as replacement part it will be already reseted. Please see point nine of the previous paragraph to know how to do a factory reset.

To backup our NEO equipment we are going to open the project we have previously saved as backup (file with .neo extension).

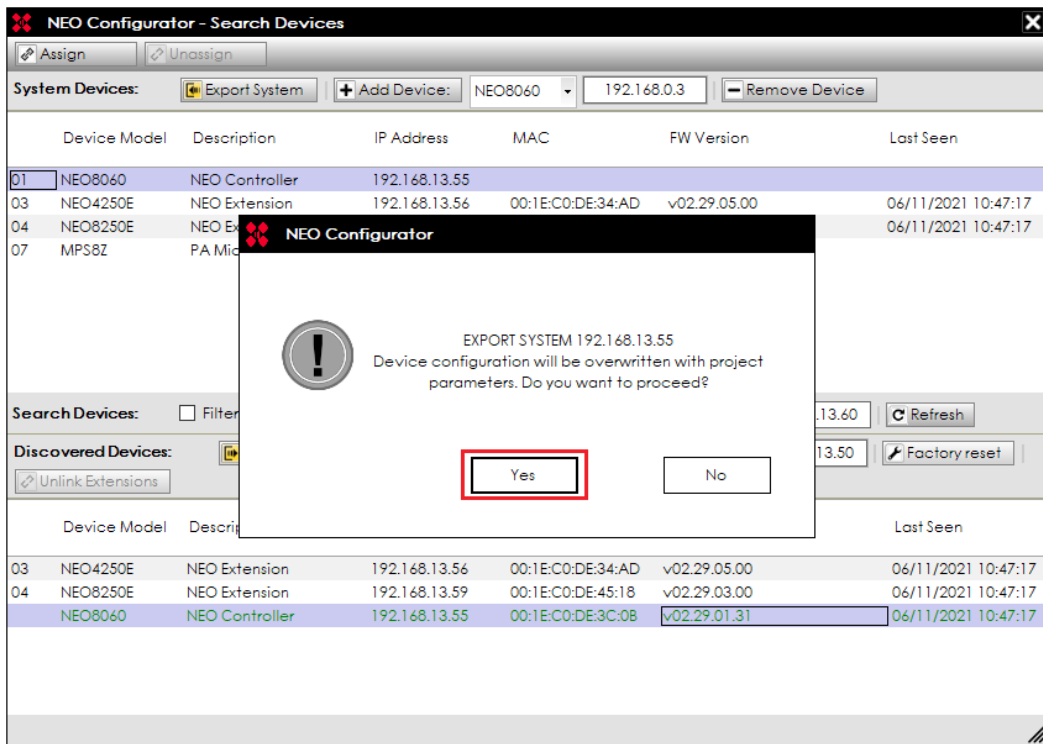
1. First, Open NEOc, and select either the corresponding project in the “Recent projects” box, or click over “Browse projects” and select the file within your computer and click on “Open”.



2. Now the program has the complete system configuration previously saved, but the devices aren't assigned to a physical device with a specific MAC yet. We can do this by two ways:
  1. Click over “Search devices”  button, in the upper bar.
  2. Click on “Tools” → “Search devices” menu.
3. “Search devices” window will pop up. The desired controller unit must be selected, and click on the left upper corner over “Assign”. If the assign button doesn't get clickable, and the devices are shown in red, then, your computer isn't in the same IP range as the NEO system.



- Once the physical equipment is assigned to the virtual equipment of our backup project, the extensions linked with the controller will be assigned automatically. Now click on "Export System" to load the saved configuration on our project.



5. This will make system to restart, please wait until the sequence gets completed. Congratulations! You've restored your system configuration.

For more information, please, contact with our Support Department at:

[support@lda-audiotech.com](mailto:support@lda-audiotech.com)