Support Handbook

Networked NEO equipments replacement





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 <u>link</u>.

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 (<u>https://support.lda-audiotech.com/</u>) 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".



Support Handbook - Error: No se encuentra la fuente de referencia

	NEO Configurator - Start	×
Γ	NEW PROJEC	π
	Search Device	es
	RECENT PROJEC	СТЅ
	Den selecte	d
	Browse files	
	FIRMWARE	
	Dpdate Devices Fin	mware

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	on	Activatio	n	
CFG	Port A Port B* Port X	Control data Audio data Flexnet**	Position	00	$\downarrow \blacksquare \blacksquare \downarrow$
CFG	Port A Port B* Port X	Flexnet** Flexnet** Control data	Position	01	
CFG	Port A Port B* Port X	Flexnet** Flexnet** Audio data	Position	10	↑
CFG	Port A Port B* Port X	Flexnet** Flexnet** 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.

🗱 NEO Configurat	or - Search Devices				×
🖉 Assign 🖉 U	Inassign		_	_	
System Devices:	Export System	Add Device: NEC	8060 - 192.16	68.0.3 Remove Device	
Device Model	Description	IP Address	MAC	FW Version	Last Seen
Search Devices:	Filter by model: NEC	8060 👻 🔲 Filter	r by IP: 192.168.13	3.50 to 192.168.13.60	C Refresh
Discovered Devices:	Import System	+ Add Device	Pldentify 🗘	Change IP: 192.168.13.56	✔ Factory reset
Unlink Extensions					
Device Model	Description	IP Address	MAC	FW Version	Last Seen
NEO4500LE	NEO Extension	192.168.13.55	D8:80:39:5C:05:4E	v02.29.a6.00	06/10/2021 13:27:37
					1.

	Le Export System	+ Add Device:	IEO8060 + 192	.168.0.3 - Remov	ve Device
Device Model	Description	IP Address	MAC	FW Version	Last Seen
Search Devices: Discovered Devices:	Filter	Configurator	uration will be overv ameters. Do you wa Yes	ritten with factory nt to proceed? No	13.60 C Refresh
⊘ Unlink Extensions					

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



Networked NEO equipments replacement Support Handbook - Error: No se encuentra la fuente de referencia

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.

🗱 NEO Configurat	tor - Search Devices				×
🖉 Assign 🖉 l	Jnassign				
System Devices:	Export System	Add Device: NEO	8060 - 192.16	68.0.3	
Device Model	Description	IP Address	MAC	FW Version	Last Seen
Search Devices:	Filter by model: NEC	08060 🗸 🔲 Filter	r by IP: 192.168.13	3.50 to 192.168.13.60	C Refresh
Discovered Devices:	Import System	+ Add Device	Oldentify	Change IP: 192.168.13.56	Factory reset
Unlink Extensions					
Device Model	Description	IP Address	MAC	FW Version	Last Seen
NEO4500LE	NEO Extension	192.168.0.3	D8:80:39:5C:05:4E	v02.29.a6.00	06/10/2021 13:27:37
					1

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.

System Devices: Export System + Add Device: NEO8060 192.168.0.3 - Remove Device Device Model Description IP Address MAC FW Version Last Seen Selected device will change its IP address: Current IP: 192.168.0.3 New IP: 192.168.0.3 New IP: 192.168.13.56 Do you want to proceed? Search Devices: Filter Yes No Device Model Description 192.168.0.3 New IP: 192.168.13.56 Do you want to proceed? 13.60 C Refresh Discovered Devices: Yes No 13.56 Factory reset VEO4500LE NEO Extension 192.168.0.3 D8:80:39:50:05:4E v02:29:a6:00 06/10/2021 13:27:37	NEO Configura	tor - Search Devic	es			×
System Devices: Image: Control System Image: Add Device: NEO8060 192.168.0.3 Image: Periode Device Model Description IP Address MAC FW Version Last Seen Selected device will change its IP address: Current IP: 192.168.0.3 New IP: 192.168.13.56 Do you want to proceed? Discovered Devices: Filter Image: Periode Model Description 192.168.0.3 NEO4500LE NEO Extension 192.168.0.3 D8:80:39:5C:05:4E V02.29:a6.00 NEO4500LE NEO Extension 192.168.0.3 D8:80:39:5C:05:4E V02.29:a6.00 06/10/2021 13:27:37	Astign 2	Unessign		_		
Device Model Description IP Address MAC FW Version Last Seen Image: MEO Configurator Search Devices: Image:	System Devices:	Export System	+ Add Device:	NEO8060 +	192.168.0.3	iove Device
Selected device will change its IP address: Current IP: 192.168.0.3 New IP: 192.168.0.3 New IP: 192.168.0.3 Devices: Filter Discovered Devices: Yes No 13.56 Pactory reset Last Seen NEO4500LE NEO Extension NEO4500LE NEO Extension	Device Model	Description	IP Address	MAC	FW Version	Last Seen
	Search Devices: Discovered Devices: Unlink Extensions Device Model NEO4500LE	Filter Descrip NEO Extension	Configurator Selected	d device will cha Current IP: 192 New IP: 192.1d Do you want to p Yes D8:80:39:50	nge its IP address: .168.0.3 .8.13.56 proceed? No	.13.60



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".

🙀 NEO Configuro	ator - Start	×
	NEW PROJECT	
	Search Devices]
	RECENT PROJECTS	
C:\\my_projec	t_4250_8250.neo	
	·	 ¬
	D Open selected	
	Browse files]
	FIRMWARE	
	Update Devices Firmware	

- 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" D button, in the upper bar.
 - 2. Click on "Tools" \rightarrow "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.



Networked NEO equipments replacement Support Handbook - Error: No se encuentra la fuente de referencia

	NEO Configurat	or - search Device	4			×
49 A	ssign 🛛 🖉 🛛	Jnassign				
Syste	em Devices:	Export System	+ Add Device: NE	D8060 - 192.16	68.0.3 Remove Devic	e
	Device Model	Description	IP Address	MAC	FW Version	Last Seen
01	NEO8060	NEO Controller	192.168.13.55			
03	NEO4250E	NEO Extension	192.168.13.56	00:1E:C0:DE:34:AD	√02.29.05.00	06/11/2021 10:43:22
04	NEO8250E	NEO Extension	192.168.13.59	00:1E:C0:DE:45:18	√02.29.03.00	06/11/2021 10:43:22
See						
sear	ch Devices:	Filter by model:	NEO8060 👻 🗹 Filte	er by IP: 192.168.13	3.50	C Refresh
Disc	ch Devices: overed Devices:	Filter by model:	NEO8060 🔻 🗹 Filte	er by IP: 192.168.13	8.50	C Refresh
Disc	ch Devices: overed Devices: nlink Extensions	Filter by model:	NEO8060 ✓ Filte m	er by IP: 192.168.13	3.50	C Refresh
Disc	ch Devices: overed Devices: nlink Extensions Device Model	Filter by model:	NEO8060 • I Filta m + Add Device	er by IP: 192.168.13	3.50	C Refresh
Disc	ch Devices: overed Devices: nlink Extensions Device Model NEO4250E	Filter by model: Filter by model: Description NEO Extension	NEO8060 Filter m Add Device IP Address 192.168.13.56	er by IP: 192.168.13	3.50	C Refresh
Disc O 03 04	ch Devices: overed Devices: nlink Extensions Device Model NEO4250E NEO8250E	Filter by model: Filter by model: Filter by model: Description NEO Extension NEO Extension	NEO8060 • 🗹 Filta m • Add Device IP Address 192.168.13.56 192.168.13.59	MAC 00:1E:C0:DE:34:AD 00:1E:C0:DE:45:18	3.50	0 C Refresh C Refresh Last Seen 06/11/2021 10:43:22 06/11/2021 10:43:22
03 04	ch Devices: overed Devices: nlink Extensions Device Model NEO4250E NEO8250E NEO8060	Filter by model: Filter by m	NEO8060 • Filth m • Add Device IP Address 192.168.13.56 192.168.13.59 192.168.13.55	MAC 00:1E:C0:DE:34:AD 00:1E:C0:DE:32:08	3.50	C Refresh Factory reset
03 04	ch Devices: overed Devices: nlink Extensions Device Model NEO4250E NEO8250E NEO8060	Filter by model: Filter by model: Description NEO Extension NEO Controller	NEO8060 • Filta m + Add Device IP Address 192.168.13.56 192.168.13.59 192.168.13.55	er by IP: 192.168.13 Image: Provide state state Image: Provide state MAC 00:1E:C0:DE:34:AD 00:1E:C0:DE:34:AD 00:1E:C0:DE:34:AD 00:1E:C0:DE:32:08 00:1E:C0:DE:32:08	3.50 ✓ to 192.168.13.60 Change IP: 192.168.13.50 FW Version v02.29.05.00 v02.29.03.00 v02.29.01.31	0 C Refresh Factory reset Last Seen 06/11/2021 10:43:22 06/11/2021 10:43:22 06/11/2021 10:43:22

	NEO Configurat	or - Search Devices				×
@ A	ssign 🛛 🖉 l	Inassign				
Syste	em Devices:	Export System	+ Add Device: NE	08060 - 192.16	8.0.3 Remove Devic	e
	Device Model	Description	IP Address	MAC	FW Version	Last Seen
01	NEO8060	NEO Controller	192.168.13.55			
03	NEO4250E	NEO Extension	192.168.13.56	00:1E:C0:DE:34:AD	√02.29.05.00	06/11/2021 10:43:22
04	NEO8250E	NEO Extension	192.168.13.59	00:1E:C0:DE:45:18	v02.29.03.00	06/11/2021 10:43:22
Sear Disc	ch Devices: overed Devices:	Filter by model: N	NEO8060 • I Filt	er by IP: 192.168.13	.50 ☑ to 192.168.13.60 Change IP: 192.168.13.50	C Refresh
	Device Model	Description	IP Address	MAC	FW Version	Last Seen
03	NEO4250E	NEO Extension	192.168.13.56	00:1E:C0:DE:34:AD	√02.29.05.00	06/11/2021 10:43:22
04	NEO8250E	NEO Extension	192.168.13.59	00:1E:C0:DE:45:18	√02.29.03.00	06/11/2021 10:43:22
04	NEOBO/O	NEO Controllor	192 168 13 55	00:1E:C0:DE:3C:0B	V02 29 01 31	07/11/0001 10:40:00
04	NEO8080	NEO COntroller			102.27.01.01	06/11/2021 10:43:22

4. 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.

	NEO Configurat	or - Search Devices				×	
A	ssign 🖉 U	Inassign	_				
Syste	em Devices:	💽 Export System	Add Device:	VEO8060 - 192.1	68.0.3 - Remov	ve Device	
	Device Model	Description	IP Address	MAC	FW Version	Last Seen	
01	NEO8060	NEO Controller	192.168.13.55				
03	NEO4250E	NEO Extension	192.168.13.56	00:1E:C0:DE:34:AD	√02.29.05.00	06/11/2021 10:47:17	
04	NEO8250E	NEO Ex NEO Con	figurator			06/11/2021 10:47:17	
	EXPORT SYSTEM 192.168.13.55 Device configuration will be overwritten with project parameters. Do you want to proceed?						
sear	ch Devices:					.13.60 C Refresh	
Disc	overed Devices:		F			13.50 Factory reset	
0 U	nlink Extensions			Yes	No		
	Device Model	Descrip				Last Seen	
03	NEO4250E	NEO Extension	192.168.13.56	00:1E:C0:DE:34:AD	√02.29.05.00	06/11/2021 10:47:17	
04	NEO8250E	NEO Extension	192.168.13.59	00:1E:C0:DE:45:18	√02.29.03.00	06/11/2021 10:47:17	
	NEO8060	NEO Controller	192.168.13.55	00:1E:C0:DE:3C:0B	∨02.29.01.31	06/11/2021 10:47:17	
						h	

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