Loading messages on NEO system

How to modify emergency messages on NEO system

Ref: D-0015448-EN-r2.0



Support handbook

1. Description

This handbook will explain how to import new evacuation and alert messages on NEO series devices using two different methods:

- Loading messages with NEO Configurator
- Loading messages with NEOApp

There is no need to previously process the audio messages, the referenced software possesses its own utility to convert the messages to the proper format.

LDA provides its own predefined emergency messages on its Support Website: <u>https://lda-audiotech.com/wp-content/uploads/</u>

2. Loading messages with NEO Configurator

Credentials required to access this software:

- User: default
- Password: 1234

Once the access to NEOc is complete, press "Search Devices"

**	NEO Configurator - Start
	NEW PROJECT Search Devices
Γ	RECENT PROJECTS
	C:\\Aularis Campus Nord.neo C:\\2022-11-03 efter oxelöskolan.neo C:\\NEOC_KOL_Station_220211.neo C:\\newProject.neo \\220907 BL VILLADANGOS FÁBRICA DE PAN.neo Open selected Browse files
Γ	FIRMWARE
	Update Devices Firmware

Once the needed device is found in the network, connect to it. Select the mentioned device and press "Import System".

Loading messages on NEO system

NEO Configurator	r - Search Devices				×
Assign 🖉	Unassign				
System Devices:	Export System	dd Device: NEO8	060 🗸 192.168.	0.3 Remove Device	
Device Model	Description	IP Address	MAC	FW Version	Last Seen
Segreb Devicer:	Filter by model: NEOS			0 to 1921/81210	@ Pafrash
Secrembevices.	Three by model. NEOo		by IF. 172.160.13.1	172.180.13.10	CReiresti
Discovered Devices	E Import System	+ Add Device	Pldentify Ch	ange IP: 192.168.13.10	✔ Factory reset
Unlink Extensions					
Device Model	Description	IP Address	MAC	FW Version	Last Seen
NEO8060	NEO Controller	192.168.13.40	00:1E:C0:DD:DD:BB	√02.41.01.41	01/17/2023 16:22:10
NEO8060	NEO Controller	192.168.13.10	D8:80:39:5B:B5:62	√02.30.01.31	01/17/2023 16:22:10
NEO8060	NEO Controller	192.168.13.55	00:1E:C0:DE:3C:0B	v02.41.01.41	01/17/2023 16:22:10
MPS8Z	PA Mic	192.168.13.55@2		v01.06	01/17/2023 16:22:10
VAP1	E Mic	192.168.13.55@4		v01.06	01/17/2023 16:22:10
NEO4250E	NEO Extension	192.168.13.46	D8:80:39:5B:F1:5F	√02.41.05.00	01/17/2023 16:22:10
NEO8250E	NEO Extension	192.168.13.11	00:1E:C0:DD:47:E4	√02.30.03.00	01/17/2023 16:22:10 ¥
					li.

Press the "Messages" item on the left and will appear the stored files in the NEO controller. The content of this tab will only be visible once the software is online with the NEO controller

newProject.neo - NEO Configurator v2.30.0.0							
Project View Tools Help						🔒 default	: Installer
	🗅 🛃 🔲 🕐 💽 💽 😂]					
PA/VA System	Configuration	Messa	ges - Con	figuration			
Sources	Message Transfer	+ Ser	nding aud	lio files 📮 Backu	Jp Re	emove selec	oted
Microphones		🗭 Set	EVAC	👳 Set ALERT			
E Microphones A Microphones		Îd	VA	Name	Size	Duration	Sample Rate
Bessages		0001		EMG_AL	361 KB	00:07	24 KHz
Audio Sources		0002		REC_13	427 KB	00:09	24 KHz
Zones		0003	ALERT	M1_ALERTA_INTERIC 48KHz_24bits	645 KB	00:13	24 KHz
Events		0007		REC_AL	543 KB	00:11	24 KHz
		8000		REC_EM	403 KB	80:00	24 KHz
		0020	EVAC	TEST MEGAFONIA	877 KB	00:18	24 KHz

By pressing "Sending audio files", a new window will pop up. Here you can select the audio files to be loaded on the device.

The messages will be added to the list so they can be sent to the device or enter the queue to wait for the previous loadings to be finished. The maximum capacity for these files once they are in the NEO format is 62 MB.

Add					
	Abort Retry	Clear 🗙 Abort and Clea	rall View [All]		
ueue	File	Filepath	Size	Name	State
	MSJ_1.wav	E:\Audio Files	86.51 KB	MSJ_1	Finished
	MSJ_2.wav	E:\Audio Files	86.49 KB	MSJ_2	Finished
	MSJ_3.wav	E:\Audio Files	90.64 KB	KL2M	Sending [57%]
01	MSJ_4.wav	E:\Audio Files	96.46 KB	MSJ_4	Waiting
02	MSJ_5.wav	E:\Audio Files	93.19 KB	MSJ_5	Waiting

Once these audio files are loaded, the "EVAC" and "ALERT" messages must be assigned. Click on the desired message and press "Set as EVAC" or "Set as ALERT", depending on the choice.

newProject.neo - NEO Configurator v2.30.0.0							
Project View Tools Help						(a) default	: Installer
	🗅 🎍 🔳 🚺 🕘 🖶 😂						
😑 🛃 PA/VA System	Configuration	Messo	ages - Con	figuration			
⊖ 🗃 Sources	Message Transfer	+ Se	ending au	dio files 📮 Back	.up	emove selec	cted
Microphones		💷 Se	et EVAC	👳 Set ALERT			
E Microphones		1d	VA	Name	Size	Duration	Sample
PA Microphones				P Hame	0.20	borditori	Rate
👳 Messages		0001]	EMG_AL	361 KB	00:07	24 KHz
Audio Sources		0002		REC_13	427 KB	00:09	24 KHz
Zones		0003	ALERT	M1_ALERTA_INTERI 48KHz_24bits	0 645 KB	00:13	24 KHz
Events		0007		REC_AL	543 KB	00:11	24 KHz
		8000		REC_EM	403 KB	80:00	24 KHz
		0020	EVAC	TEST MEGAFONIA	877 KB	00:18	24 KHz

3. Loading messages with NEOApp.

This option is only available to authorized staff only, who will have an access password already.

NEOAPP v10.01							_		\times
System Access Level							EM	G FLT	DIS
Connection	Meas	surement		local Routin	ng Matrix				
IP Address	onnect	Supervision		Config	INPUT 1		OUTPUT 1	Config	
102.100.0.0		Vumeters		Config	INPUT 2		OUTPUT 2	Config	
Status: Disconne	ected	Measurements		Config	INPUT 3		OUTPUT 3	Config	
Advanced Configuration		Login Request				×	OUTPUT 4	Config	
Serial Ports & VCC	Files / Firmware						OUTPUT 5	Config	
ACSI Devices	GPIO Port	E	Enter access password				OUTPUT 6	Config	
Presets	Events	U			Q		OUTPUT 7	Config	
Audio Messages	Flexnet		Reme	mber on this	smachine		OUTPUT 8	Config	1
System Info							RECORD	Config	1
General Lo	gs Local E	rrors	Logir		EXIT		MONITOR	Config	
11:59:05: Started NEOAPF 11:59:05: Using NEO240_	² v10.01 DLL v1.3.0.0			Config Config Config Config Config	COBRANET 4 COBRANET 5 COBRANET 6 COBRANET 7 COBRANET 8				

Once access to the software is completed, press "*System -> LDA Discover Tool*" to search for the needed device in the network.

NEOAPP v10.01 (Acces	s level: L3)									_		×
System Access Level										EMG	FLT	DIS
Restart Screen Calibration		Measurer	ment		- Local Ro	utin	g Matrix					
LDA Discover Tool			Supervision		Confi	g	INPUT 1		OUTPUT	1	Config	
			Vumeters		Confi	g	INPUT 2]	OUTPUT 2	2	Config	
Status: Disconne	ected		Measurements		Confi	g	INPUT 3]	OUTPUT :	3	Config	
Advanced Configuration Serial Ports & VCC Files / Firmware Zone Manac					Confi	g	INPUT 4		OUTPUT 4	4	Config	
Serial Ports & VCC	Files / F	imware	Zone Manager		Confi	g	INPUT 5]	OUTPUT !	5	Config	
ACSI Devices	GPIO	Port	ETX Comm Tool		Confi	g	MIC IN]	OUTPUT	6	Config	
Presets	Eve	ents	System		Confi	g	RECORD IN 1]	OUTPUT	7	Config	
Audio Messages	Flex	net			Confi	g	RECORD IN 2]	OUTPUT	3	Config	
System Info					Confi	g	COBRANET 1		RECORD		Config	
General Lo	gs	Local Errors			Confi	g	COBRANET 2		MONITOR		Config	
11:59:05: Started NEOAPF	P v10.01	0			Confi	g	COBRANET 3]				
12:01:47: User access leve	el is L3	•			Confi	g	COBRANET 4					
					Confi	g	COBRANET 5]				
					Confi	g	COBRANET 6]				× DIS
					Confi	g	COBRANET 7					
				Ŧ	Confi	g	COBRANET 8					
						_		1				

Using "LDA Discover Tool" the device could be found in the network, see "Found Devices" section or search for it manually by pressing the "Unicast Send" box and writing the IP address of the device required for connection.

For connecting to the wished device, double-click on it or right-click on it and press "Connect in NEOApp".

🗱 LDA Discover To	ol v1.0				- 0	×
Advanced Con UDP Pot Unicast	fig 60000 € t Send To -> 19 st Unicast Respon	12.168.13.10 nse	Tools Duration [sec] 30 Clann)	New IP 192.168.0.3 Change IP	Factory Rese	t
Model	Serial Num	MAC	IP	Fw Ver	Last Seen	
	00200010				Identify	:OApp
Discover	Auto			Exit & C	ionnect EXIT	ļ

The IP address can be typed down directly in the "Connection" section.



Once the device is online, go to "Audio Messages" to see the stored messages of the device and to assign them as needed.

NEOAPP v10.01 (Acces	s level: L3)							_		\times
System Access Level								EMG	FLT	DIS
Connection	Me	easurement	Lo	cal Routin	ng Matrix					
IP Address	connect	Supervision	[Config	INPUT 1	N.	OUTPUT	1	Config	1
102.100.13.10	connect	Vumeters	Ĩ	Config	INPUT 2		OUTPUT	2	Config	1
Status: Ready		Measurements	[Config	INPUT 3		OUTPUT	3	Config	1
Advanced Configuration				Config	INPUT 4		OUTPUT	4	Config	1
Serial Ports & VCC	Files / Firmwa	are Zone Manager	ĺ	Config	INPUT 5		OUTPUT	5	Config	1
NEOAPP v10.01 (Access I vystem Access Level Connection IP Address 192.168.13.10 Disco Status: Ready Advanced Configuration Serial Ports & VCC ACSI Devices Presets Audio Messages System Info General Logs 14:41.32: Using NEO240_DL 14:52:49: Connected To: 14:52:49: Connected To: 14:52:49: Mode: NEO8060 14:52:49: Over: v02.30.0 14:52:49: Over: v02.80.0 14:52:49: Sol Ver: v02.80.0 14:52:49: Sol Ver: v02.80.0 14:52:49: Place: PA/VA Sy	GPIO Port	ETX Comm Tool	ĺ	Config	MIC IN		OUTPUT	6	Config	1
Presets	Events	System	ĺ	Config	RECORD IN 1		OUTPUT	7	Config	1
Audio Messages	Flexnet	-	[Config	RECORD IN 2		Ουτρυτ	8	Config	1
System Info				Config	COBRANET 1		RECORD		Config	
General Lo	os Loca	Errors	[Config	COBRANET 2		MONITOF	8	Config	
14:41:32: Using NEO240_	DLL v1.3.0.0		Ī	Config	COBRANET 3					
14:41:34: User access leve 14:52:47: Connecting to 19 14:52:49: Connecting to 19	92.168.13.10 from	n discover tool	1	Config	COBRANET 4					
14:52:49: Model: NEO80 14:52:49: AP Ver: v02.30	14:52:47: Connecting to 152, 156, 13, 10 from discover tool 14:52:49: Connected To: 14:52:49: Model: NEO8060 14:52:49: AP Ver, v0 30.01.31									
14:52:49: SO Ver: VACIE 14:52:49: So Ver: VACIE	r2 16		Ī	Config	COBRANET 6					
14:52:49: MAC: D8:80:33 14:52:49: Place: PA/VA	NECAPP v10.01 (Access level: L3) stem Access Level onnection IP Address 192.168.13.10 Disconnect Vumeters Status: Ready dvanced Configuration Serial Ports & VCC Files / Fimware ACSI Devices GPIO Port ETX Comm Tool Presets Events System Audo Messages Fiexnet vetem Info General Logs Local Errors 44:13:2 Using NEO240_DLL v1.3.0.0 44:13:4 User access level is 13 44:22:47: Connecting to 192.168.13.10 from discover tool 44:22:47: Connecting to 192.168.13.10 from discover tool 44:22:47: Connected To: 44:22:49: Place: PA/VA System	ĺ	Config	COBRANET 7						
	ojetem		Ì	Config	COBRANET 8					

To load new messages: "Send Messages -> Send File(s)" and select the required files.

stalled Messages	Send Messages			
Messages Count: 6 Total Size: 260	9 KB	Slot 1: Stopped Slot 2: Stopped		Sample Rate: 24 KHz
Free Space: 194	🗱 Abrir		×	Convert Local File
rag & drop files to send ther e name File dire	$\leftarrow \rightarrow \checkmark \uparrow$	> Desc > Pre-r > V C	Buscar en Pre-recorded-mes	Description
	Organizar 👻 Nueva	carpeta	≣ • 🖪 💡	
	> <mark>> NEOc_v2.30.0.</mark>	Nombre	Fecha de modificación Tipo	
	> 📩 Whiteboards	∼ hoy		
		Pre-recorded messages	13/01/2023 12:12 Carpeta	
	🛄 Escritorio 🛛 🖈			
	🛓 Descargas 👒			
	📔 Documentos 🖈			
	🚬 Imágenes 🛛 🖈			
	🕖 Música 🛛 🖈			
	🛂 Vídeos 🛛 🖈			
	No	mbre: message	✓ Supported audio files (*.wav *.r ✓	
			Abrir Cancelar	PAGE 1

The loading process can be seen in the same window.

Audio Messages Installed Messag	Installed Messages Send Messages											
Messages (Tota Free S (drag & drop files)	Sample Rate: 24 KHz Send File(s) Convert Local File											
File name	File directory	Size (KB)	Status	Name	Description							
REC_AL.wav	C:\Users\cm	543.05	Transfer done	REC_AL								
REC_EM.wav	C:\Users\cm	403.12	Transfer done	REC_EM								
REC_01.wav	C:\Users\cm	543.05	Sending [13%]	REC_01								
REC_02.wav	C:\Users\cm	403.12	Waiting	REC_02								

Once the transfer is finished, the new messages will appear in "Installed Messages"

To assign the emergency messages (ALERT o EVAC): *Right-click on the required message* -> *Set as... message*

Audio Mess	ages Messages	Send Messages				
Ме	ssages Count:	6	Slot 1: Stopped			
	Total Size:	2609 KB	Slot 2: Stopped			
	Free Space:	1947.45 MB				
ld	Size (KB)	Name	Descrip	ation	Duration	Sample Bate
01	549.87	REC 01	Descrip		0.11	24 KHz
02	293.86	REC 02	Play file on slot 1		0:06	24 KHz
03	543.05	REC 03	Play file on slot 2		0:11	24 KHz
04	403.12	REC 04	Stop playing slot 1		0:08	24 KHz
05	275.9	REC_05	Stop playing slot 2		0:05	24 KHz
06	543.16	REC_06	Set as EVAC message		0:11	24 KHz
			Set as ALERT message			
			Get file			
			Clear info			
			Remove selected file			
				_		
						BACK

4. Sampling rate

Loading these messages will set up the sampling rate of the selected files.

This parameter will not be stored in the project nor the device as it is established as 24 kHz when the application starts.

These are the possible values to choose from:

- 24 kHz: default.
- 48 kHz: better quality. This highest sampling rate could bring down the device's performance.

This parameter can be modified in the advanced configuration of NEOc software.