

Loading messages on NEO system

How to modify emergency messages on NEO system

Ref: D-0015448-EN-r2.0



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.

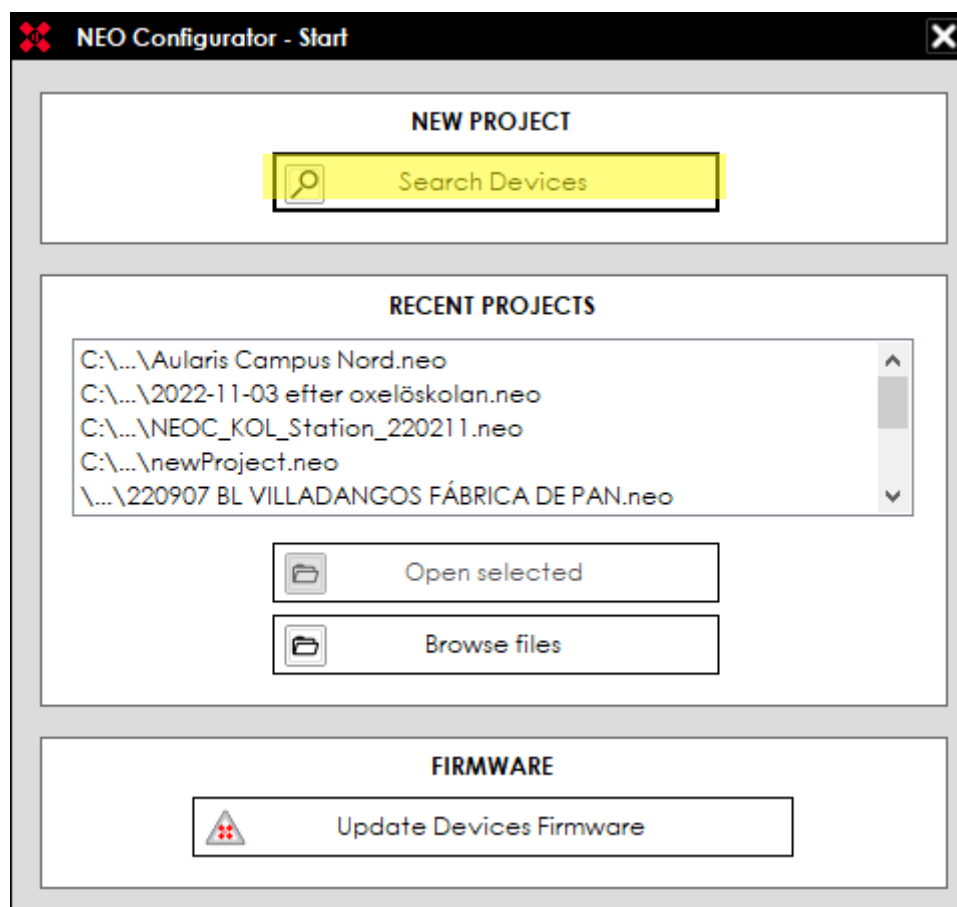
LDA provides its own predefined emergency messages on its Support Website: <https://lda-audiotech.com/wp-content/uploads/>

2. Loading messages with NEO Configurator

Credentials required to access this software:

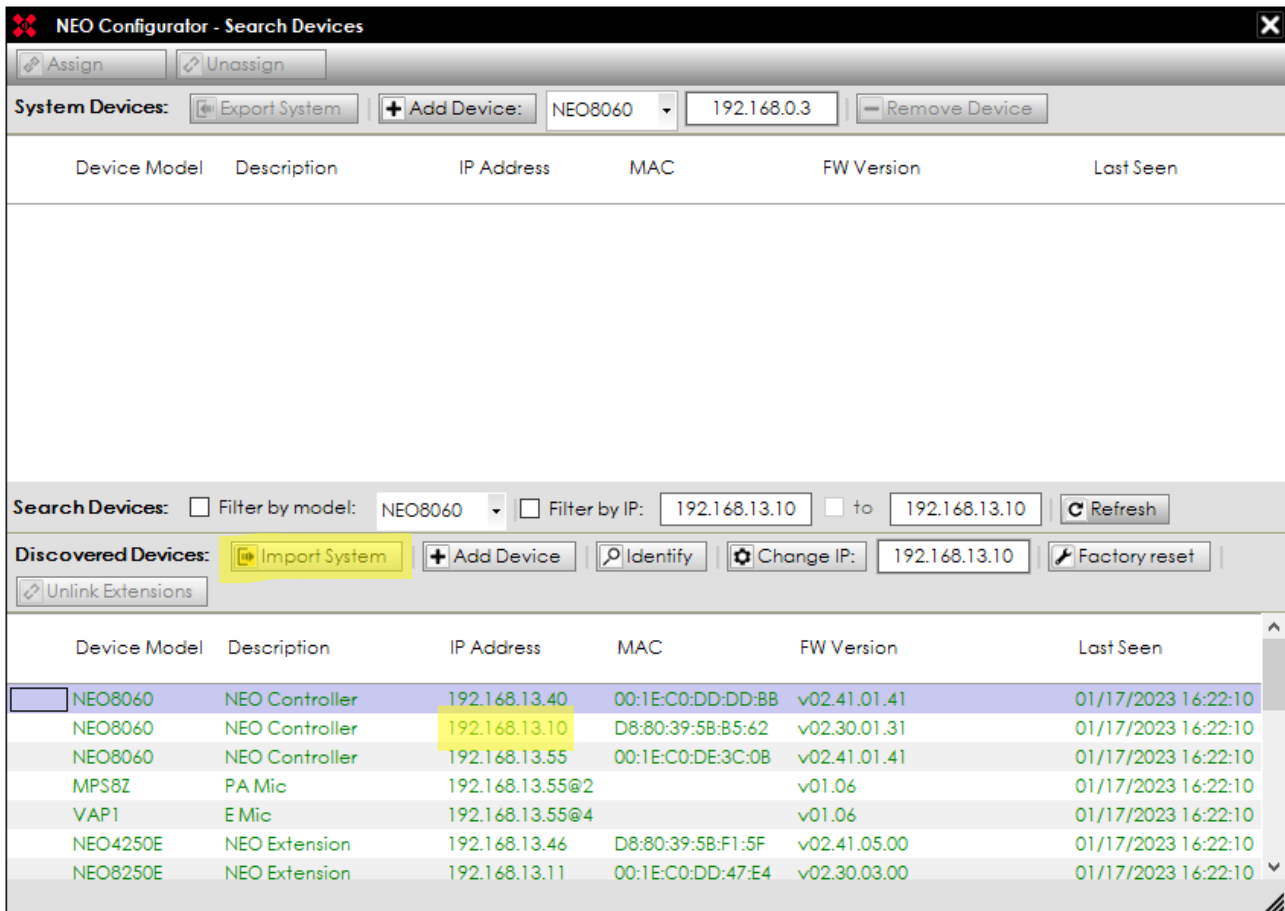
- **User:** default
- **Password:** 1234

Once the access to NEOc is complete, press “Search Devices”

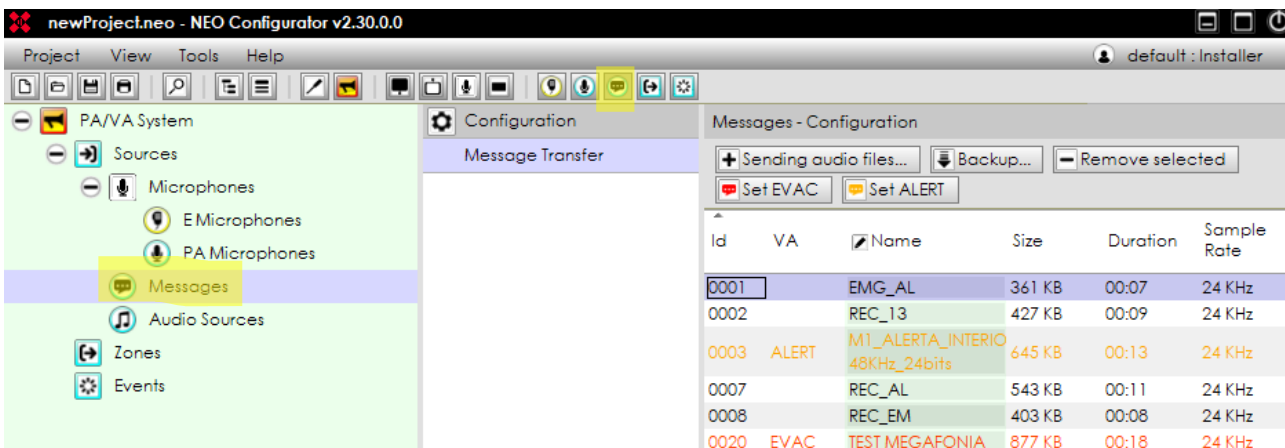


Once the needed device is found in the network, connect to it. Select the mentioned device and press “Import System”.

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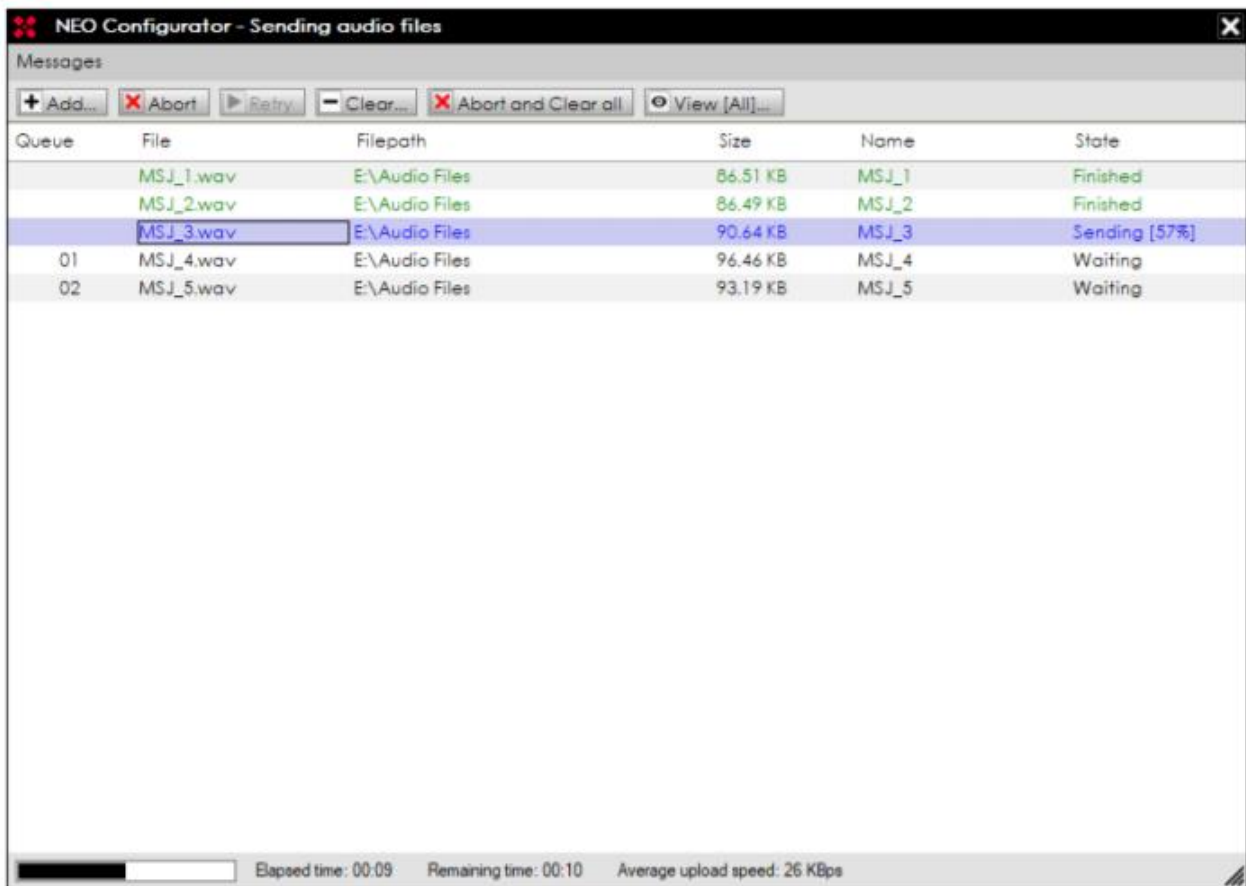
Press the “Messages” item on the left and will appear the stored files in the NEO controller. The content of this tab will only be visible once the software is online with the NEO controller



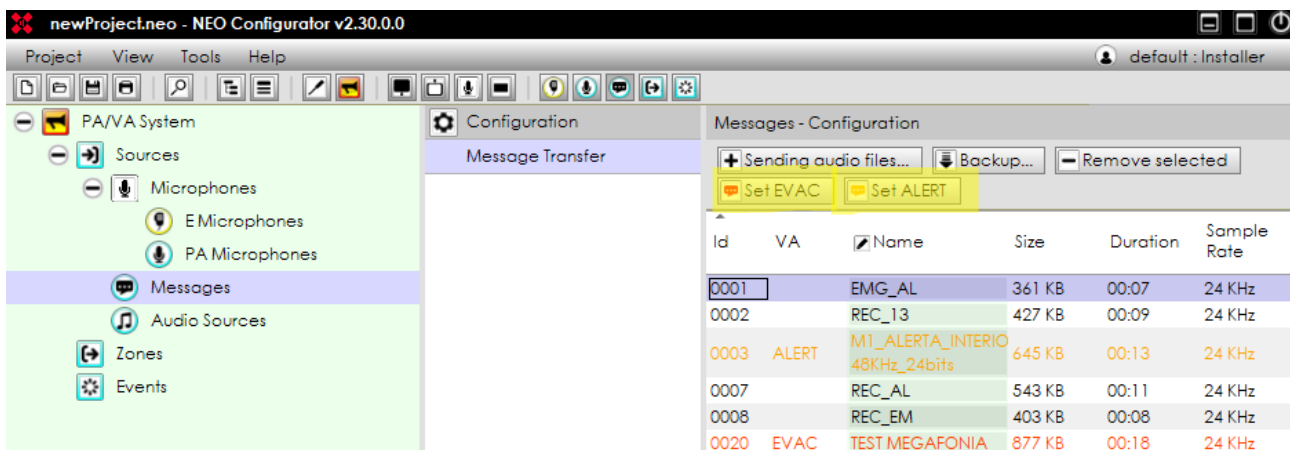
By pressing “Sending audio files”, a new window will pop up. Here you can select the audio files to be loaded on the device.

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.

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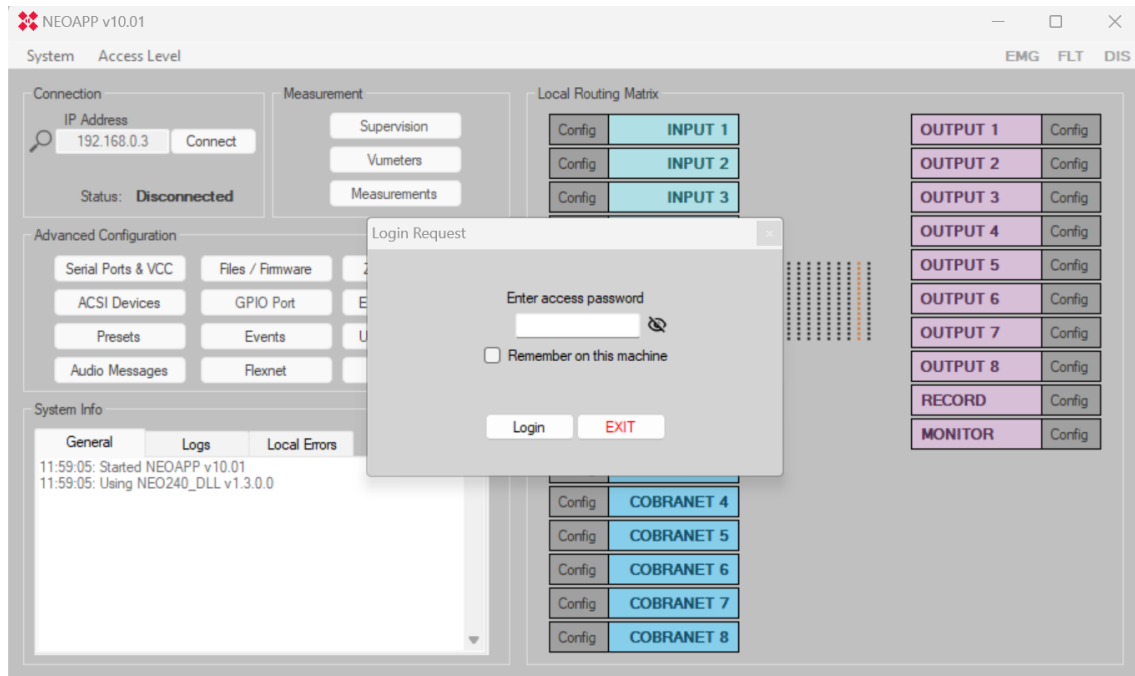


Once these audio files are loaded, the “EVAC” and “ALERT” messages must be assigned. Click on the desired message and press “Set as EVAC” or “Set as ALERT”, depending on the choice.

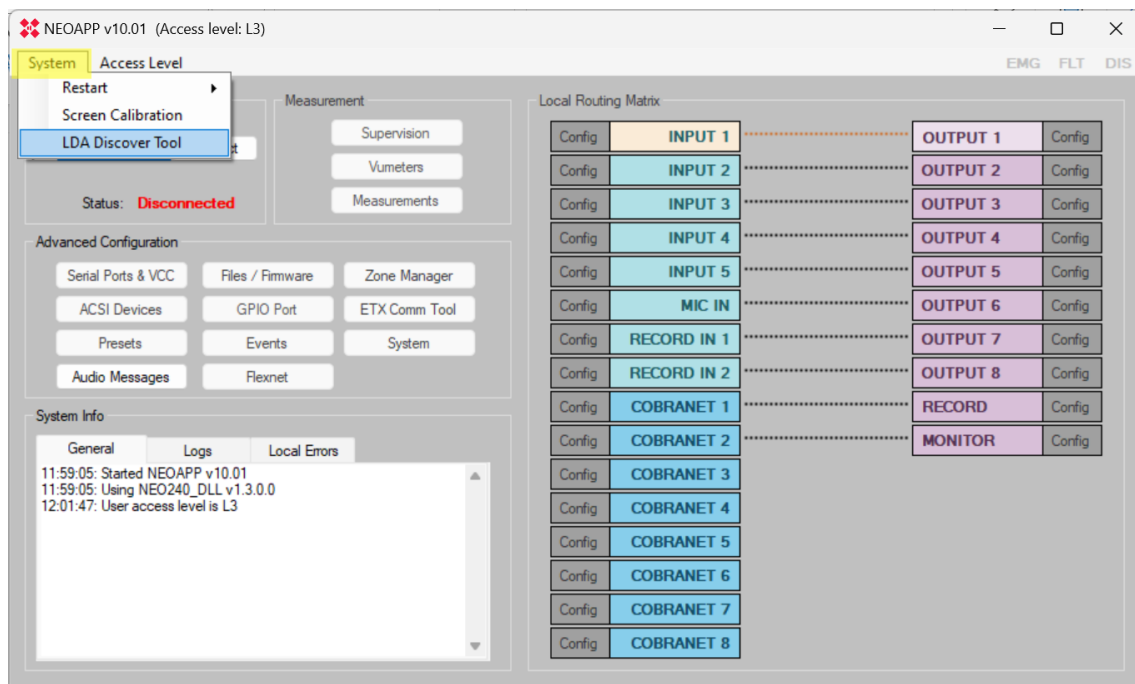


3. Loading messages with NEOApp.

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



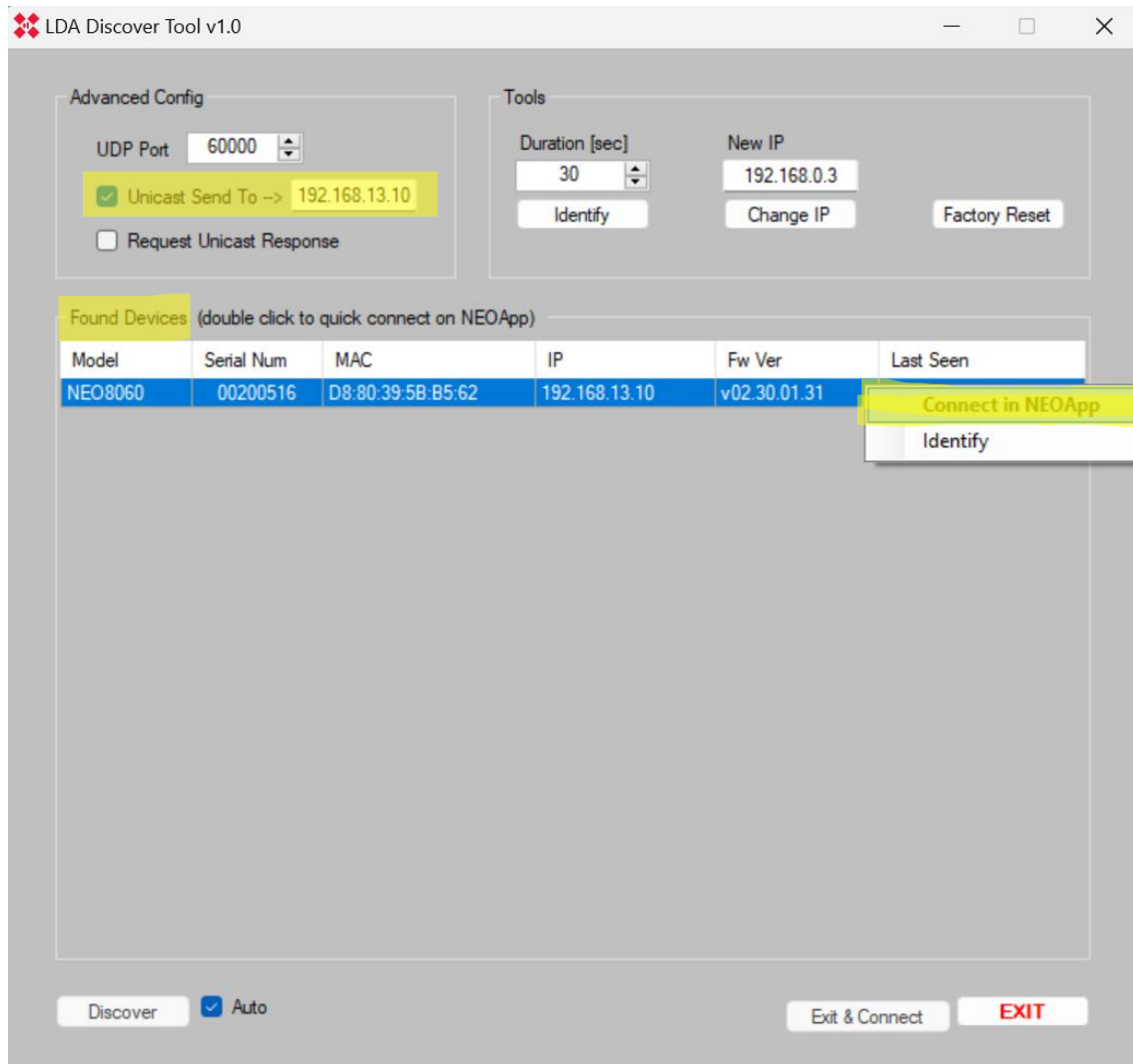
Once access to the software is completed, press “System -> LDA Discover Tool” to search for the needed device in the network.



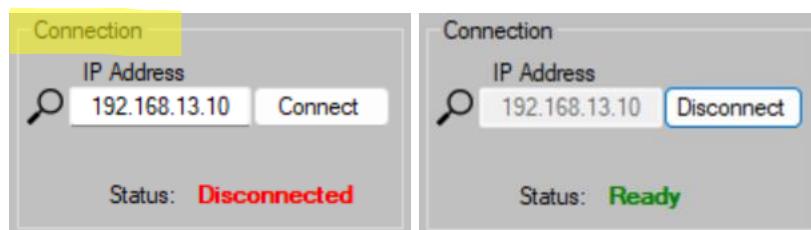
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Using “LDA Discover Tool” the device could be found in the network, see “*Found Devices*” section or search for it manually by pressing the “*Unicast Send*” box and writing the IP address of the device required for connection.

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

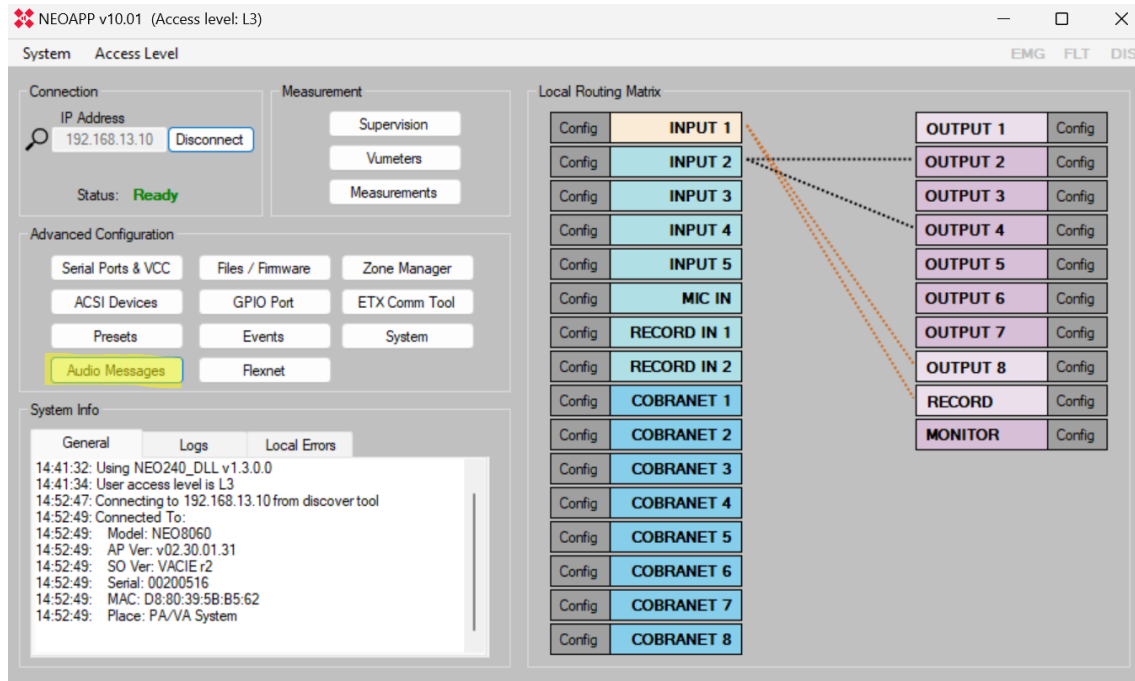


The IP address can be typed down directly in the “*Connection*” section.

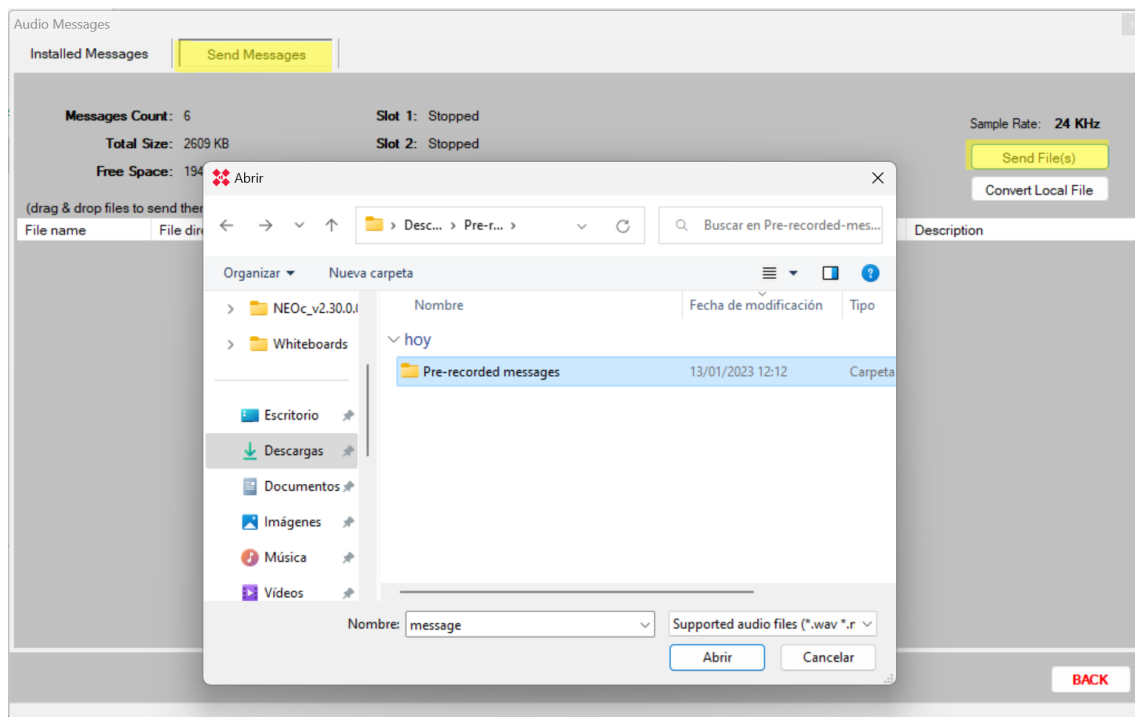


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Once the device is online, go to “Audio Messages” to see the stored messages of the device and to assign them as needed.

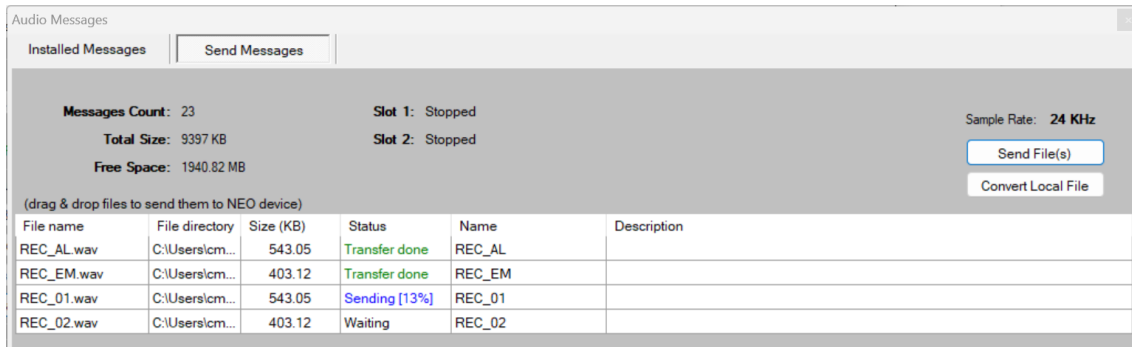


To load new messages: “Send Messages -> Send File(s)” and select the required files.



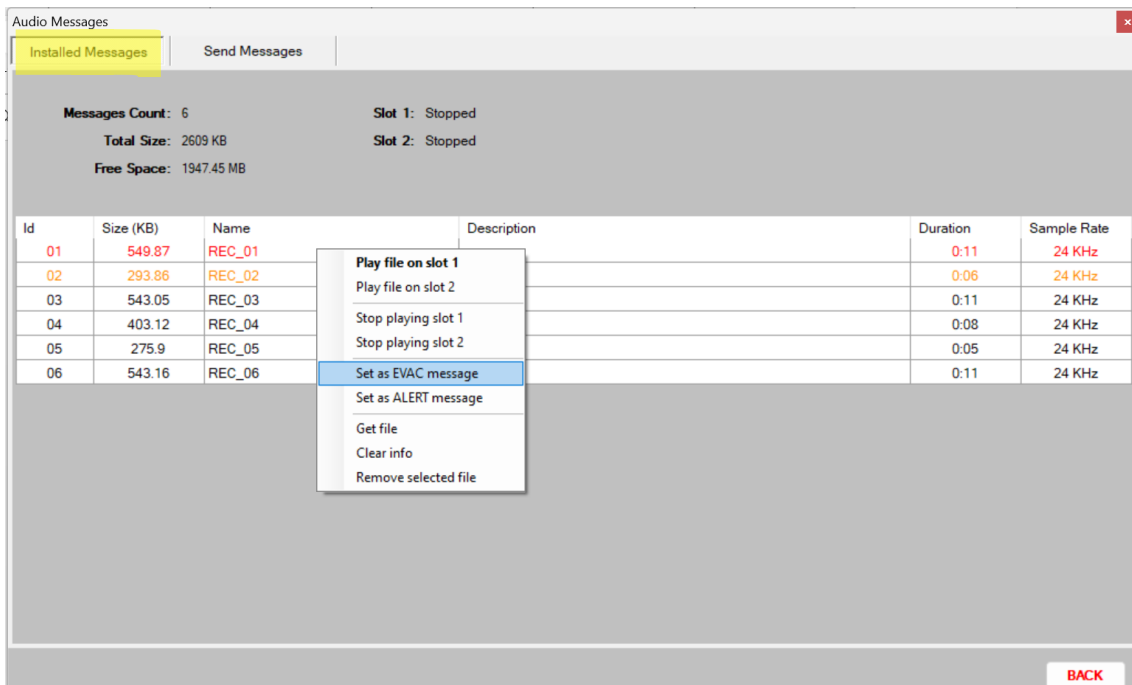
The loading process can be seen in the same window.

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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*



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.