

# NEXO NeMo

## NXAMP Remote Control

### *Frequently Asked Questions v1.4*

Here are some questions you may ask while using NEXO NeMo. If the answer you are looking for is neither in this list, nor in the manual, please feel free to email us at [technical@nexo.fr](mailto:technical@nexo.fr).

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#### GENERAL

**Q: Where can I find the manual?**

A: A quick start guide is available by tapping on the  button of the index view. You can go to [nexo-sa.com/en/systems/nemo/](http://nexo-sa.com/en/systems/nemo/) to download the manual (note that if you want to access this link from the help menu of NeMo, you will have to be connected to the Internet).

**Q: How can I report a bug?**

A: Simply send an email to [technical@nexo.fr](mailto:technical@nexo.fr), describing your problem and your configuration (including iOS version, Windows version, the service version, the network configuration). Thanks for your feedback!

**Q: Is it possible to patch network audio signals from NeMo?**

A: No, NeMo is a remote control app rather than a configuration app. You may want to use AVS-Monitor or Dante Controller for that purpose.

**Q: Sometimes, the iPad tells me that it takes time communicating with AVS-Service...**

A: It is only a warning message, that may appear when commands take a long time to be executed (like recalling a setup on many devices), but then, everything is back to normal. In some other cases, it appears when there is a poor Wi-Fi connection, or when many clients (like NeMo or AVS-Monitor) are connected to the service.

**Q: It occurred that NeMo disconnected itself...**

A: NeMo assessed that it was too difficult to communicate with AVS-Service. You may check your Wi-Fi connection, reduce the number of clients, and restart AVS-Service (in AVS-Control Panel, **[Turn off]** then **[Turn on]**).

**Q: Sometimes, I get an alert message telling me a command failed...**

A: It means the service has not been able to process the command. It may appear if several clients are connected (NeMo or AVS-Monitor). Since you are not seeing this message too often, it is not a problem at all. If it keeps on occurring, try reducing the number of client, restart AVS-Service (in AVS-Control Panel, **[Turn off]** then **[Turn on]**) and NeMo.

**Q: How to control all the NXAMP of my network?**

A: Simply go to the Groups & devices menu (iPhone: Network tab, iPad: **[Groups & Devices]**), and locate the group named *All devices*. You can tap on the mute control of this group to mute or de-mute all the amplifiers with a single gesture. Or, select the group and go to the **Control** tab to control the parameters of all the devices.

If you want to control several devices on NeMo, you can select them (on the map view or in the Groups & devices menu), or make a group with them and select that group in the Groups & devices menu.

**Q: What does the curved arrow oriented from top-left to bottom-right stand for?**

A: It means «reach current» or «reach selected», for instance if you want to see the cells that are selected in the **Network** tab, the setups that are selected in the **Setup** tap, or the scenes that are selected in the **Scene** tab.

**Q: What does the animated activity indicator at the bottom-left corner stands for?**

A: It means that a task is ongoing, i.e. that either NeMo is synchronizing its values with the NXAMPs', or you are expecting a value for a parameter (e.g. mute, volume, setup, etc.) and that a command is being sent and processed by the NXAMP(s). When this icon is hidden, you can be sure the new value is set. This indicator is also displayed when NeMo refreshes connected devices and that it takes a longer time than usual (for instance, when a device has been disconnected and AVS-Service has to perform background tasks). Detail for the ongoing tasks can be found in the Events menu.

**Q: If a value is «Multiple», can I see the values of all the selected devices?**

A: It depends on the type of parameter:

- Inpatch: all the different patches are displayed in green.
- Gain, volume...: the sliders display marks for all the different values, to give an idea.
- VU-meters: the holds of the maximum and minimum values of all the different values is displayed, you can tap on any VU-meter to reset the holds.
- Setup, scene: rows of all the different values are selected in green.

But the only way to see which device has which value is to select them one by one.

**Q: Can I find the configuration of AVS-Monitor into NeMo, or of NeMo on another iDevice?**

A: Yes, go to the section **Session** of the manual to find out more.

**Q: Is it possible to connect several iDevices to the same network?**

A: Yes, there is no restriction. You can also define several levels of right from AVS-Control Panel, and then connect for instance as "admin" on an iPad, and "viewer" on another iPad, not to let the user of the second iPad change any parameter.

**Q: Is it possible to copy and paste a set of parameters from a NXAMP to another?**

A: Yes, you can go to the Control tab to copy and paste settings (volume, gain, delay, array-EQ, headroom, overmute, channel mute, inpatch, setup). You can also save scenes, and copy-paste them from the Scene tab.

## CONNECTION

**Q: What router and switches do you recommend?**

A: The router you choose should be professional and robust. A good point is that it could use an adaptive technology to emit mostly in the direction of the receiver (the iDevice), to increase range and signal strength, support Gigabits Ethernet, conform to 802.11n and use DHCP. You can have a look to Rockus technology. You can find in the manual a checklist to validate the choice of an access point. For the switches, it should also support Gigabits Ethernet, you can have a look at Luminex's network switches. Don't forget to secure your Wi-Fi access point!

**Q: I don't know what IP address to enter after I launched NeMo...**

A: *Method 1:* Download a Wi-Fi scanner (such as Fing), and look for the IP address of the computer hosting AVS-Service.

*Method 2:* On the computer hosting AVS-Service, go to Windows' «Network and Sharing Center». There, click on the network corresponding to your Wi-Fi router, where amplifiers are connected (e.g. «Local Area Connection, No Internet access»). Then click on **[Details]** and locate the IPv4 address.

**Q: I can't connect to my amplifiers' network...**

A: On the iDevice's *Settings*, make sure the right Wi-Fi network is selected (if needed, *Forget the Network*). On the host computer's AVS-Control Panel, make sure that the *Network Adapter* value is the one corresponding to the amplifiers' network (and of your Wi-Fi router), and *Software client Adapter* value is *All*. Then, restart the service (**[Turn off]** then **[Turn on]**). If necessary, refer to the **Preliminary** section of the manual, in particular the settings of your Wi-Fi router (DHCP, etc.).

**Q: It takes a long time connecting...**

A: Make sure that you meet all the points of the **Preliminary** section of the manual. Then, it is likely that you have several Dante devices connected to the network, and it is normal to observe a long connection time.

**Q: Connection is really unsteady...**

A: Choose the best for you Wi-Fi router! Particularly, we recommend you to use DHCP. For more details on how to configure the router, go to the **Preliminary** section of the manual.

**Q: Can I close AVS-Monitor and AVS-Control Panel while using NeMo?**

A: Yes, you can close both of them. AVS-Service is a background task of Windows. It has to be turned on thanks to AVS-Control Panel, but afterwards, the latter can be

closed without the service to be turned off. Your computer can also be locked/asleep.

## NETWORK TAB AND GROUPS & DEVICES MENU

**Q: I can't see the Dante devices in the list of devices...**

A: Make sure that in AVS-Control Panel, in the tab called AVS-Service, the box «Enable Dante device control» is checked.

**Q: A group is selected with strips, what does that mean?**

A: Some of the group's devices are selected, while others are not.

**Q: A group has a warning icon and I can't see all the devices I placed in this group, or I can't remove this warning icon even if the group is empty...**

A: Some devices of the group are currently not connected. Tap on the footer of the list of devices of this group. You will see all the devices that you added to the group. You can then reorder or remove them.

**Q: Why is it mentioned «Not responding» on a device?**

A: This NXAMP is not answering to the network remote control, or not rapidly enough. That does not mean your NXAMP is not doing its audio work.

**Q: On the Network tab, when I tie two cells, how can I separate them?**

A: Separate them with a finger on each cell and a pinch gesture.

**Q: I would like to do a system check, by listening to all the channels one at a time. What is the easiest way to do so?**

A: Go to the group mode of the Network tab (button at the left side of the toolbar), and select "XX devices" on a group cell (e.g. the All devices cell). The quick mute solo view is displayed. Then, you can solo one channel at a time and go through all of them.

**Q: I would like to quickly monitor the state of my system. What is the easiest way to do so?**

A: Again, go to the group mode of the Network tab. There you can see the status of the four channels of the NXAMPs belonging to the groups, and thanks to the VU-Meters, the maximum and minimum levels (you can reset the hold values by tapping on the VU-meters). If you want to view quickly the status of all the devices, their setup and their levels, tap on "XX devices" on a group cell. The quick mute solo view is displayed. Tap on the **[VU-Meters]** button to display or hide the VU-meters.

## CONTROL TAB

**Q: Why do some slider tracks or patching links appear in green, and others in blue?**

A: If several devices are selected, and if the value for the respective control object (slider or patch) is not the same for all the devices, then it is green. If all the values are equal, it is blue. E.g. if two NXAMP are selected, the one with a gain of -4.0 dB, and the other of +1.0 dB, the slider for the gain is green (and the thumbs' value is -

1.5 dB, the average—in terms of steps— of the values). Basically in NeMo, the green color means multiple.

**Q: The value of a slider displayed in NeMo is not the same as the one displayed on the NXAMP...**

A: It is not possible that NeMo displays different values (except if the connection to the service is broken). You may have selected several devices, and then, the value displayed on a slider is the average value for the parameter controlled by the slider. Note that during one second after you stopped moving a slider, the displayed value is unchanged.

**Q: When I move a slider, another is moving too...**

A: For the current setup(s) of the selected amplifier(s), the respective channels of the sliders are bridged. On iPad, you may also have selected the two channels (red checkboxes next to the channels).

**Q: When I move a slider, it cannot reach the end of its track...**

A: It is likely that several channels are selected (on iPad: several red checkboxes are selected, on iPhone: you tapped on several channels), and that the relative mode is selected. Then, if one of the selected devices value for the parameter controlled by a slider has reached its maximum or minimum value, the slider of another selected channel cannot move anymore.

**Q: How to add 3dB to the channel 1's gain of several NXAMPs, not having the same ch.1's gain values?**

A: Select those devices on the Network tab or the Groups & devices menu. On the Control tab, check that **[Rel.]** is selected (bottom-right of the screen). Then, simply move the slider of ch.1's gain so it displays "+3.0dB".

**Q: How to add 10ms to all channels' delay of several NXAMPs, not having the same delay values on everything?**

A: Select those devices on the Network tab or the Groups & devices menu. On the Control tab, check that **[Rel.]** is selected (bottom-right of the screen). Select the checkboxes of all the channels (landscape view: at the right-hand side). Then, simply move your finger on a delay field so it displays "+10.0ms".

**Q: The EQ is not accessible**

A: LOAD4\_00 should be installed on the NXAMPs. Its release date might be September 2015.

**Q: When editing the EQ, I can see a curve but no editable bands.**

A: If you have selected several EQs (from different channels of different devices), and if they don't have the same bands, by default NeMo only displays the common bands. Tap on **[xxx common bands]** to display and being able to edit all the bands instead.

## SETUP TAB

**Q: Can I build the setup I want, and then recall it on several NXAMPs?**

A: Yes, to do so, go to the Custom view of the Setup tab. There, on the top part, select the setup of your choice (you can copy paste from a channel to another), and

press **[Set]** and/or the bridge button of your choice. When the bottom part of the screen displays the setup of your choice, then it has been recalled on all the selected devices.

**Q: In the standard setup list, I can only see a few setups...**

A: Check that **[Same family]** is not selected. It is also possible that the selected devices have different loads, and only setups that belong to all the loads are displayed.

**Q: I can't see the standard or custom setup I want to recall...**

A: If the setup you want to recall effectively belongs to the library of the load of the selected amplifiers, you may need to reload the setups library, by tapping on the round arrow of the toolbar.

**Q: «Multiple» keeps be written after I recall a custom setup...**

A: You may need to wait a bit longer. You can't be sure that the setup is effectively recalled until the activity indicator at the bottom-left corner of the main view is hidden.

**Q: What happens if I recall a setup while there is signal through the NXAMPs?**

A: The NXAMPs do what is needed so you can't hear any oddity.

## SCENE TAB

**Q: Right after I recall or save a scene, the scene list is read again...**

A: Don't worry, as saving a scene is a complex operation on a NXAMP, it may take a few moments to save the scene, so to the new name to be displayed in the list, and, sometimes, it may require reading some scenes again.

**Q: What happens if I recall a scene while there is signal through the NXAMPs?**

A: The NXAMPs do what is needed so you can't hear any oddity.

## LOG AND ALERTS

**Q: Can I export the values recorded from my NXAMPs to analyze them after a show?**

A: Yes, refer to the manual to do the following operations:

1. Create log record with the name of your show.
2. Before the show, press R to start recording the log. Don't forget to switch to the Live mode during the show.
3. At the end of the show press R again to stop recording the log.
4. Go to the Log records menu, and export (file sharing, mail, AirDrop, Message) the log record of your show. You can then open it in Excel. You can choose the parameters and devices to export, from the Log view. The exported file contains the minimum, average and maximum values. The resolution is 1 minute. However, no value is recorded while NeMo is offline or

not recording...

**Q: Too much alerts are shown in the menu Alerts & tasks, and the badge on the Network tab holds a huge value always growing up. What can I do?**

A: Go to the preferences of NeMo, tap on Configure Alerts, and then, select only a few alerts, that you want to see in the menu Alerts & tasks.