



FAQs



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FAQs

Ecler AUDIO

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TAG: ECLERNET, CONFIGURATION
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TAG: ECLERNET, CONFIGURATION
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PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPMSCREEN

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TAGS: ECLERNET, FIRMWARE
PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPNETTOUCH

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TAG: ECLERNET, ERROR
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PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPMSCREEN

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PRODUCTS: ALL

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TAG: ECLERNET
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TAG: ECLERNET
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TAGS: ECLERNET
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TAG: ECLERNET, CABLING
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TAG: ECLERNET, PROGRAMMING
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TAG: ECLERNET, PROGRAMMING, UCP
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TAG: ECLERNET, PROGRAMMING, UCP
PRODUCTS: MIMO, NXA, DN44BOB, DUO-NET

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TAG: ECLERNET, PROGRAMMING, INPUT, PROCESSING
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TAG: ECLERCOMM
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TAG: ECLERNET, CONNECTION
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TAG: ECLERNET, PROGRAMMING
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TAG: ECLERNET, CONNECTION
PRODUCTS: MIMO, MPAGE, WPTOUCH

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TAG: ECLERNET, CONNECTION
PRODUCTS: MIMO, MPAGE, WPTOUCH

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TAG: ECLERNET, CONNECTION
PRODUCTS: MIMO, eMPAGE

How to configure MIMO / MIMO SG audio input with eMPAGE?

TAG: ECLERNET, PROGRAMMING
PRODUCTS: MIMO, eMPAGE

How many eMPAGE paging stations can be connected to REMOTE port?

TAG: ECLERNET, CONNECTION
PRODUCTS: MIMO, eMPAGE, WPTOUCH

What's the maximum connection length for eMPAGE to MIMO / MIMO SG?

TAG: ECLERNET, CONNECTION
PRODUCTS: MIMO, eMPAGE, WPTOUCH

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TAG: ECLERCOMM, CONNECTION
PRODUCTS: DAM614, WPTOUCH

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TAG: ECLERNET, CONNECTION
PRODUCTS: MIMO, WPTOUCH

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TAG: INSTALLATION
PRODUCTS: WPmSCREEN

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TAG: INSTALLATION, CABLING
PRODUCTS: WPmSCREEN

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TAG: PRODUCT, ECLERNET
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TAG: CONFIGURATION, INSTALLATION, ECLERNET
PRODUCTS: WPmSCREEN

Can WPmSCREEN / WPNETTOUCH be set as UCP server?

TAG: ECLERNET
PRODUCTS: WPmSCREEN

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TAG: ECLERNET
PRODUCTS: WPmSCREEN

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TAG: ECLERNET
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TAG: ECLERNET
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Can I define which UCP panels can be configured from each WPmSCREEN / WPNETTOUCH?

TAG: ECLERNET
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TAG: ECLERNET
PRODUCTS: WPmSCREEN

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TAG: ECLERNET, FIRMWARE, ERROR
PRODUCTS: WPmSCREEN

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TAG: ECLERNET, FIRMWARE, ERROR
PRODUCTS: WPmSCREEN

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PRODUCTS: WPNETTOUCH

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TAG: INSTALATION, WIRING
PRODUCTS: WPNETTOUCH

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TAG: PRODUCT, ECLERNET
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TAG: CONFIGURATION, INSTALATION, ECLERNET
PRODUCTS: WPNETTOUCH

Can WPNETTOUCH be set as UCP server?

TAG: ECLERNET
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TAG: ECLERNET
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TAG: ECLERNET
PRODUCTS: WPNETTOUCH

Can I connect more than one UCP webserver to the same network?

TAG: ECLERNET
PRODUCTS: WPNETTOUCH, MIMO4040CDN, MIMO7272DN

Can I define which UCP panels can be configured from each WPNETTOUCH unit?

TAG: ECLERNET
PRODUCTS: WPNETTOUCH

Can WPNETTOUCH coexist with 3rd party UCP client devices on the same network?

TAG: ECLERNET
PRODUCTS: WPNETTOUCH

What does 'V' signify when displayed in the upper part of the WPNETTOUCH?

TAG: ECLERNET, FIRMWARE, ERROR
PRODUCTS: WPNETTOUCH

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TAG: ECLERNET, FIRMWARE, ERROR
PRODUCTS: WPNETTOUCH

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TAG: ECLERNET, INPUTS
PRODUCTS: NXA

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PRODUCTS: ePLAYER1

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TAG: PLAYBACK
PRODUCTS: ePLAYER1

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TAG: PLAYBACK
PRODUCTS: ePLAYER1

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TAG: PLAYBACK
PRODUCTS: ePLAYER1

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TAG: PLAYBACK
PRODUCTS: ePLAYER1

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TAG: CONFIGURATION
PRODUCTS: ePLAYER1

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TAG: ECLERNET, PROGRAMMING
PRODUCTS: DUO-NET

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TAG: ECLERNET, PROGRAMMING, EVENTS
PRODUCTS: DUO-NET, MIMO

Example 1

Example 2

Conclusion

Can background music and audio messages be played from the same source (USB, SD) using DUO-NET PLAYER?

TAG: ECLERNET, PROGRAMMING, EVENTS
PRODUCTS: DUO-NET

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TAG: ECLERNET, PROGRAMMING, EVENTS
PRODUCTS: DUO-NET

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TAG: ECLERNET, PRESETS, PROGRAMMING, EVENTS
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TAG: ECLERNET, PROGRAMMING
PRODUCTS: DUO-NET

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PRODUCTS: DUO-NET

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TAG: ECLERNET, PROGRAMMING
PRODUCTS: DUO-NET

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TAG: ECLERNET, PROGRAMMING
PRODUCTS: DUO-NET

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TAG: DANTE, PROGRAMMING
PRODUCTS: DN44BOB

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TAG: DANTE, PROGRAMMING
PRODUCTS: DN44BOB

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TAG: DANTE, PROGRAMMING
PRODUCTS: DN44BOB

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TAG: PRODUCT, CONFIGURATION
PRODUCTS: WP22DN

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TAG: DANTE, PROGRAMMING
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TAG: BLUETOOTH
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TAG: BLUETOOTH
PRODUCTS: eSAS-BT

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TAG: ECLERNET, ECLERCOMM, PROGRAMMING
PRODUCTS: MIMO, DUO-NET PLAYER, NXA, DAM, CA

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TAG: CONNECTION
PRODUCTS: eLPA

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TAG: PRODUCT
PRODUCTS: eMIMO1616

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TAG: PRODUCT
PRODUCTS: eMIMO1616

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TAG: PRODUCT
PRODUCTS: eMIMO1616

Can users control input levels and other parameters?

TAG: PRODUCT
PRODUCTS: eMIMO1616

Can I simultaneously control multiple output levels?

TAG: PRODUCT
PRODUCTS: eMIMO1616

Can I use software and program eMIMO1616 configuration without having hardware?

TAG: PRODUCT
PRODUCTS: eMIMO1616

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TAG: PRODUCT
PRODUCTS: HUB

Can the same zone be controlled from different applications and/or devices?

TAG: PRODUCT
PRODUCTS: HUB

Can I connect to HUB via Wifi connection using mobile device?

TAG: PRODUCT
PRODUCTS: HUB

Can users control input levels and other parameters?

TAG: PRODUCT
PRODUCTS: HUB

Can I simultaneously control multiple output levels?

TAG: PRODUCT
PRODUCTS: HUB

Can I control different outputs with one remote?

TAG: PRODUCT, CONFIGURATION
PRODUCTS: HUB

Can I use software and program HUB configuration without having hardware?

TAG: PRODUCT
PRODUCTS: HUB

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TAG: PRODUCT
PRODUCTS: eHMA

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Which flush-mounted box can I use for WPa remotes?

TAG: PRODUCT
PRODUCTS: WPa

WPNET4KV / WPNET8K / WPNETEX

Which flush-mounted box can I use for WPNET4KV / WPNET8K / WPNETEX remotes?

TAG: PRODUCT
PRODUCTS: WPNET

WiSPEAK

Why there are audio drops in one or more speakers?

TAG: PRODUCT
PRODUCTS: WISPEAK CORE, TUBE, CUBE, GLOBE

Why there is no audio at all or there are drops in all the speakers?

TAG: PRODUCT
PRODUCTS: WISPEAK CORE, TUBE, CUBE, GLOBE

Why the system is not working correctly and the WiS LED blinks once every three seconds after a discover?

TAG: PRODUCT
PRODUCTS: WISPEAK CORE, TUBE, CUBE, GLOBE

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TAG: PRODUCT
PRODUCTS: WISPEAK CORE

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TAG: PRODUCT
PRODUCTS: WISPEAK CORE

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TAG: PRODUCT
PRODUCTS: WISPEAK CORE, TUBE, CUBE, GLOBE

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TAG: PRODUCT
PRODUCTS: WISPEAK CORE, TUBE, CUBE, GLOBE

How many simultaneous Bluetooth control connections can exist, between a device running WiSpeak grip app and a CORE Master unit (transmitter)?

TAG: PRODUCT, BLUETOOTH
PRODUCTS: WISPEAK, WISPEAK grip app

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TAG: PRODUCT, BLUETOOTH
PRODUCTS: WISPEAK, WISPEAK grip app

Why I cannot find the bluetooth device (CORE-XX) after scanning Bluetooth devices?

TAG: PRODUCT, BLUETOOTH
PRODUCTS: WISPEAK, WISPEAK grip app

Ensure there is nobody connected to the CORE-XX. This can be checked selecting the Bluetooth input in the CORE device. If the blue LED is not blinking, there is some device connected to the Bluetooth Core device. It is necessary to disconnect this device in order to establish a new connection.

Why I cannot connect to the CORE-XX Bluetooth? My device shows an error message.

TAG: PRODUCT, BLUETOOTH
PRODUCTS: WISPEAK, WISPEAK grip app

Why Bluetooth audio is not working?

TAG: PRODUCT, BLUETOOTH
PRODUCTS: WISPEAK, WISPEAK grip app

Why there are audio drops when using the Bluetooth audio source?

TAG: PRODUCT, BLUETOOTH
PRODUCTS: WISPEAK, WISPEAK grip app

Why I cannot connect to WiSPEAK grip app (iOS)?

TAG: PRODUCT
PRODUCTS: WISPEAK, WISPEAK grip app

Ensure there is no other user running the APP and then login in the LE_CORE-XX device.

Remove the LE_CORE-XX device from the APP discovered master device list and repeat the “discover master device” process.

Why I cannot connect to WiSPEAK grip app (Android)?

TAG: PRODUCT
PRODUCTS: WISPEAK, WISPEAK grip app

Ecler VIDEO

VEO-SWM45

¿How does *Auto Switching* feature work in VEO-SWM45?

TAG: CONFIGURATION
PRODUCTS: VEO-SWM45

¿Can I embed an external audio in a video input in VEO-SW45?

TAG: CONFIGURATION
PRODUCTS: VEO-SWM45

Extenders

¿Which is the main difference between VEO-XPS15 and VEO-WXT44E, VEO-XTT44 / VEO-XRT44, VEO-XPT24, VEO-XPT44 extender devices?

TAG: OPERATION, EXTENSION, HDBASET
PRODUCTS: VEO-XPS15, VEO-WXTT44E, VEO-XTT44, VEO-XRT44, VEO-XPT24, VEOXPT44

Video over IP

¿Which settings are important to take into account when configuring a layer 2 switch that manages an ethernet network that includes VEO video over IP devices?

TAG: ECLERNET, VIDEOIP
PRODUCTS: VEO-XTI2L, VEO-XRI2L, VEO-XTI1C, VEO-XRI1C

¿Which latency are we going to be getting when using VEO video over IP devices (VEO-XTI1C / VEOXRI1C ; VEO-XTI2L / VEOXRI2L)?

TAG: VIDEO, VIDEOIP
PRODUCTS: VEO-XTI2L, VEO-XRI2L, VEO-XTI1C, VEO-XRI1C

¿Can encoding and decoding latency introduced in a transmission using VEO video over IP devices (VEO-XTI1C / VEOXRI1C / VEO-XTI2L / VEOXRI2L) affect to video and audio synchronicity?

TAG: VIDEOIP, OPERATION
PRODUCTS: VEO-XTI2L, VEO-XRI2L, VEO-XTI1C, VEO-XRI1C

¿What difference can we find between the video transport standards in the VEO video over IP devices (VEO-XTI1C / VEO-XRI1C / VEO-XTI2L / VEO-XRI2L)?

TAG: VIDEOIP, EXTENSION
PRODUCTS: VEO-XTI2L, VEO-XRI2L, VEO-XTI1C, VEO-XRI1C

VEO-XTI1C

¿Can I decode a video transmission coming from a VEO-XTI1C using a pc with a video playback software installed?

TAG: VIDEOIP, OPERATION
PRODUCTS: VEO-XTI1C, VEO-XRI1C

¿VEO-XTI1C downscaling feature supports a 4K / UHD video signal?

TAG: VIDEOIP, CONFIGURATION
PRODUCTS: VEO-XTI1C, VEO-XRI1C

VEO-XTI2L

¿Will the optic fiber and the RJ45 link included in the VEO-XTI2L / VEO-XRI2L be able to work at the same time, providing network connection from both ends?

TAG: OPERATION, VIDEOIP, EXTENSION
PRODUCTS: VEO-XTI2L, VEO-XRI2L

¿If we are using the fiber optic link included in VEO-XTI2L / VEO-XRI2L, will still be possible to get PoE powering?

TAG: OPERATION, VIDEOIP, EXTENSION
PRODUCTS: VEO-XTI2L, VEO-XRI2L

¿Which is the maximum number of screens that can take part in a videowall composition using VEO-XTI2L / VEO-XRI2L ?

TAG: VIDEOIP, EXTENSION
PRODUCTS: VEO-XTI2L, VEO-XRI2L

¿What is the difference between *PassThrough* and *Auto Detect (per EDID)* functionalities when configuring the video output scaler in VEO-XTI2L / VEO-XRI2L?

TAG: VIDEOIP, CONFIGURATION
PRODUCTS: VEO-XTI2L, VEO-XRI2L

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TAG: CONFIGURATION
PRODUCTS: VEO-XRI2L

¿How does the USB peripherals extension modes work in VEO-XTI2L / VEO-XRI2L?

TAG: VIDEOIP, OPERATION
PRODUCTS: VEO-XTI2L, VEO-XRI2L

¿How does VEO-XTI2L / VEO-XRI2L audio extension work when plugging an external sound source?

TAG: VIDEOIP, OPERATION
PRODUCTS: VEO-XTI2L, VEO-XRI2L

¿How should I configure VEO-XTI2L / VEO-XRI2L for a point to multipoint or multipoint to multipoint kind of scenario?

TAG: VIDEOIP, CONFIGURATION
PRODUCTS: VEO-XTI2L, VEO-XRI2L

VEO-SWM44

¿What is the VEOCast functionality implemented in VEO-SWM44?

TAG: VIDEO
PRODUCTS: VEO-SWM44

¿Which kind of data can be transmitted using the USB-C connector in VEO-SWM44?

TAG: VIDEO
PRODUCTS: VEO-SWM44

¿Can I control and extend a USB device connected to VEO-SWM44?

TAG: OPERATION
PRODUCTS: VEO-SWM44

¿Can I manage a USB device connected to VEO-SWM44 when Wireless VEOCast input is selected?

TAG: OPERATION
PRODUCTS: VEO-SWM44

¿Can I browse the internet while wirelessly connected to VEOCast?

TAG: OPERATION, CONFIGURATION
PRODUCTS: VEO-SWM44

¿If my device is connected to the same network as VEO-SWM44 will I be able to share my screen using VEOCast?

TAG: OPERATION
PRODUCTS: VEO-SWM44

¿How can I hide VEO-SWM44's own WiFi?

TAG: OPERATION, CONFIGURATION
PRODUCTS: VEO-SWM44

VEO-AXS4 / AXS4P

¿VEO-AXS4 / VEO-AXS4P will definitely take audio and video apart when extracting the signal?

TAG: OPERATION
PRODUCTS: VEO-AXS4, VEO-AXS4P

¿Can I use all the audio outputs available in VEO-AXS4 y VEO-AXS4P at the same time?

TAG: OPERATION
PRODUCTS: VEO-AXS4, VEO-AXS4P

[Ecler AUDIO](#)

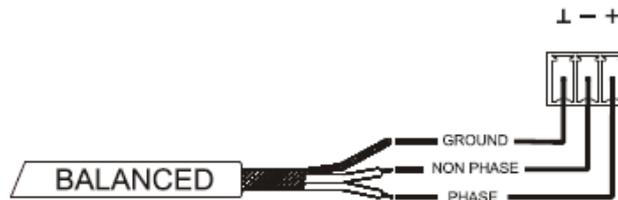


Generals

How to connect balanced output (3 connectors) with the balanced input (3 connectors)?

TAG: CABLING
PRODUCTS: ALL PRODUCTS

When connecting devices with balanced inputs and outputs, you have to use a shielded cable. 2 conductor cables which connect to + and -, both ways, and connect mesh to both sides.

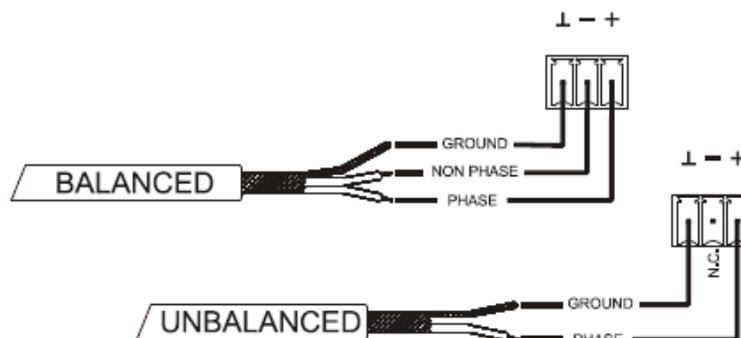


How to connect unbalanced output (2 connectors) with balanced input (3 connectors)?

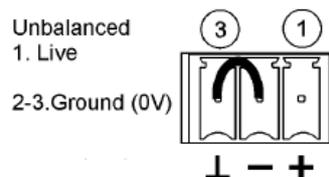
TAG: CABLING
PRODUCTS: ALL PRODUCTS

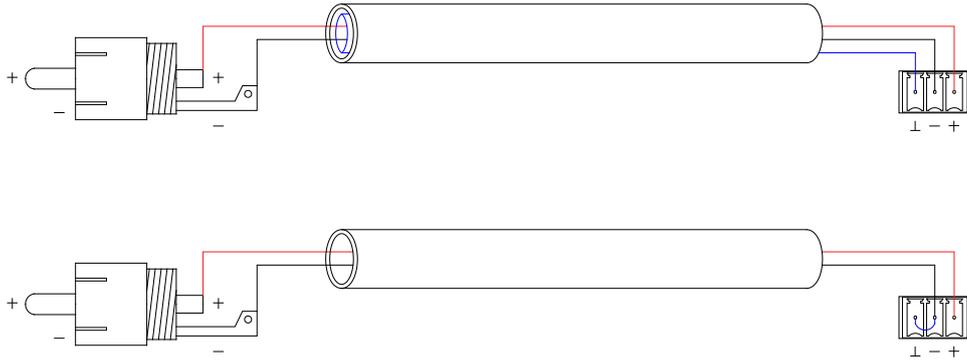
Generally many devices convert one signal type of to another and it's recommended to use to avoid noise. If you don't have this type of device, it's recommended to connect it this way:

- In the balanced output connections, don't connect "-" to the terminal



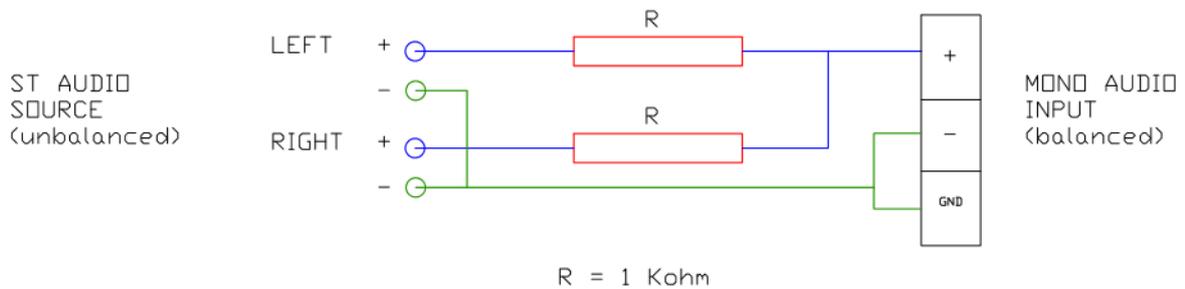
- In the balanced inputs, if you connect unbalanced signal, connect the "+" signal, "-" signal and connect ground with the "-" connector





How to connect unbalanced stereo output to the balanced mono input, with the stereo to mono conversion?

TAG: CABLING
TAG: ALL PRODUCTS



How to install devices in a rack?

TAG: CABLING
TAG: ALL PRODUCTS

To facilitate ventilation it's recommended you leave one slot empty inside rack above the device. It's highly recommended with amplifiers which disperse lots of heat. In amplifiers without forced ventilation (convection ventilation) it is essential to leave one empty slot above and below the device.

What's the maximum length for the 100V line?

TAG: CABLING, AMPLIFIERS
PRODUCTS: HSA, eHSA, HZA, HMA, eHMA, CA, eCA

The maximum cable length that can support 100V depends on different factors. Below you will find a comparison chart to help you with your installation considering that 1dB of power will be lost

Section	Line Total Power					1.000 W
	100 W	200 W	400 W	500 W	W	
Cable	100 W	200 W	400 W	500 W	W	
1,00 mm ²	382 m	191 m	95 m	76 m	38 m	
1,50 mm ²	573 m	286 m	143 m	115 m	57 m	
2,00 mm ²	764 m	382 m	191 m	153 m	76 m	
2,50 mm ²	955 m	477 m	239 m	191 m	95 m	
4,00 mm ²	1.528 m	764 m	382 m	306 m	153 m	
5,00 mm ²	1.910 m	955 m	477 m	382 m	191 m	
6,00 mm ²	2.291 m	1.146 m	573 m	458 m	229 m	

1. Maximum length of a 100V line with a 1 dB power loss

What is and how to connect analog and digital GPIs?

TAG: CABLING, GPI

PRODUCTS: ALL PRODUCTS THAT HAVE GPI PORT

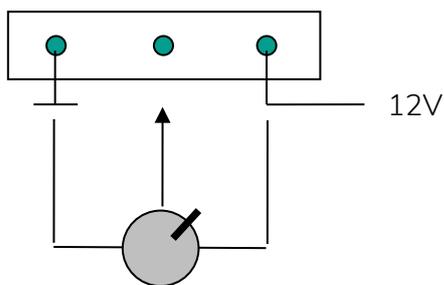
WHAT IS A GPI?

Digital GPI (General Purpose Input) is of binary type, which accepts 2 states: Active and Inactive. It can be configured to output +12V or 0V like the MIMO digital matrix switchers MIMO/MIMOSG.

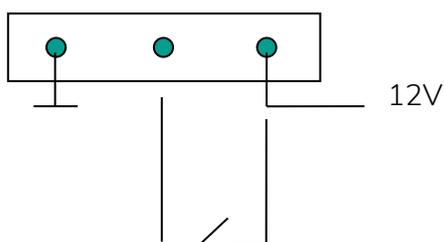
Analog GPI is of continuous type, and the levels between max and min current levels also can be used. It can be applied as an example to volume control.

How to make this connection?

Analog GPI connected to external potentiometer



Digital GPI connected to the external contact closure (no tension).



What's the maximum cable length connected to GPI port?

TAG: CABLING, GPI

PRODUCTS: ALL PRODUCTS THAT HAVE GPI

Maximum length can be up to 200-300m with CAT5 cable.

Can I connect a dry contact closure to 2 GPIs?

TAG: CABLING, GPI

PRODUCTS: ALL PRODUCTS THAT HAVE GPI

Yes, as long as the GPIs are of the same type and the same voltage (VDC). For example, it is possible with two MIMOs but not possible with one MIMO and one DUONET (for that you will have to use a double contact relay)..

What's the use of delay in an input signal?

TAG: ECLERNET, PROCESS,INPUT

PRODUCTS: ALL PRODUCTS THAT HAVE GPI

To delay input signal in respect to another input signal. For example when you want to sincronize audio with video. To sincronize audio with video, where one has a delay caused by signal processossing, you have to delay the second one.

What's the RS-232 port for?

TAG: ECLERNET, ECLERCOMM, PROGRAMMING

PRODUCTS: MIMO, DUO-NET PLAYER, NXA, DAM, CA

It can be used to connect EclerCOMM Manager software with EclerCOMM devices (DAM614, CA series, etc), and also to communicate with them using the CA-NET protocol (integration with 3rd party devices).

In EclerNet, the RS-232 port can be used to communicate with control systems (Extron, Crestron, AMX, RTI) using the TP-NET protocol.

What is CA-NET and TP-NET?

TAG: ECLERNET, ECLERCOMM, PROGRAMMING

PRODUCTS: MIMO, DUO-NET PLAYER, NXA, DAM, CA

CA-NET and TP-NET are the Ecler integration control protocols for the 3rd party control systems. They are used for achieving global control of the different systems in installation.

CA-NET is a RS-232 communication protocol ([manual](#)).

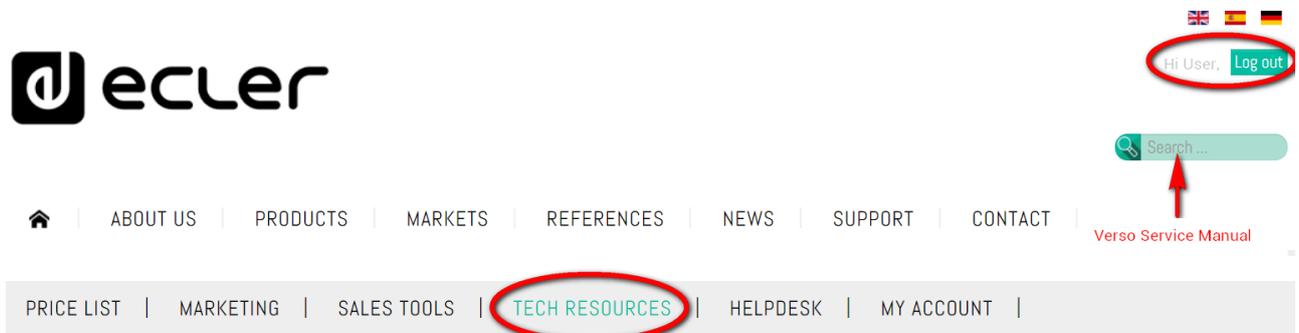
TP-NET is a R-232 and UDP communication protocol ([manual](#)).

Where can I find service manuals?

TAG: INFO

PRODUCTS: ALL PRODUCTS

Service manuals are not public, and they are reserved only to authorized technicians. Latest service manuals will always be available on our website (you have to register and log in to our portal and in menu select 'TECH RESOURCES').



We recommend using the Search option, and putting the product series name. For example, if you are looking for a service manual for VERSO12P, we recommend searching for 'Verso Service Manual'.

Why do I get 'Firmware error' message when I try updating firmware?

TAG: ECLERNET, ECLERCOMM, ERROR

PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPNETTOUCH

Verify that the path to the firmware file does not include any special characters or non-standard characters (letters with accents, ñ, ç, î, Ñ, ð, etc).

Please avoid these types of characters in file path because they are ignored by software.

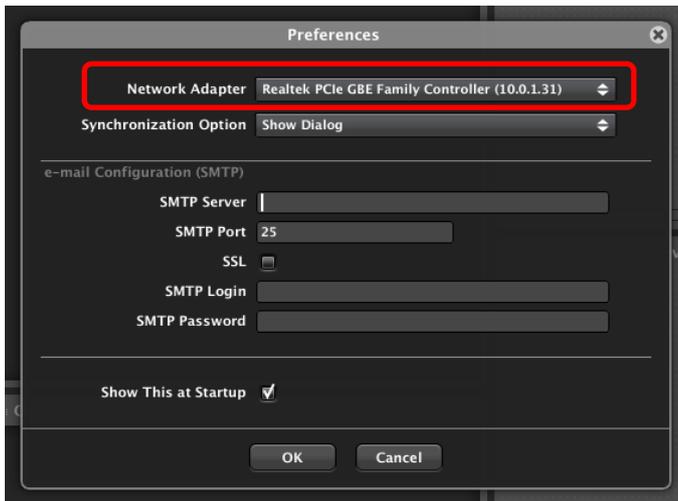
EclerNet and EclerNet Manager

How do I connect to an EclerNet device using EclerNet Manager software?

TAG: ECLERNET, CONFIGURATION

PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPMSCREEN

Choose your network adapter which corresponds to your network connection. This selection box appears when you open EclerNet Manager or in the Edit > Preferences menu.

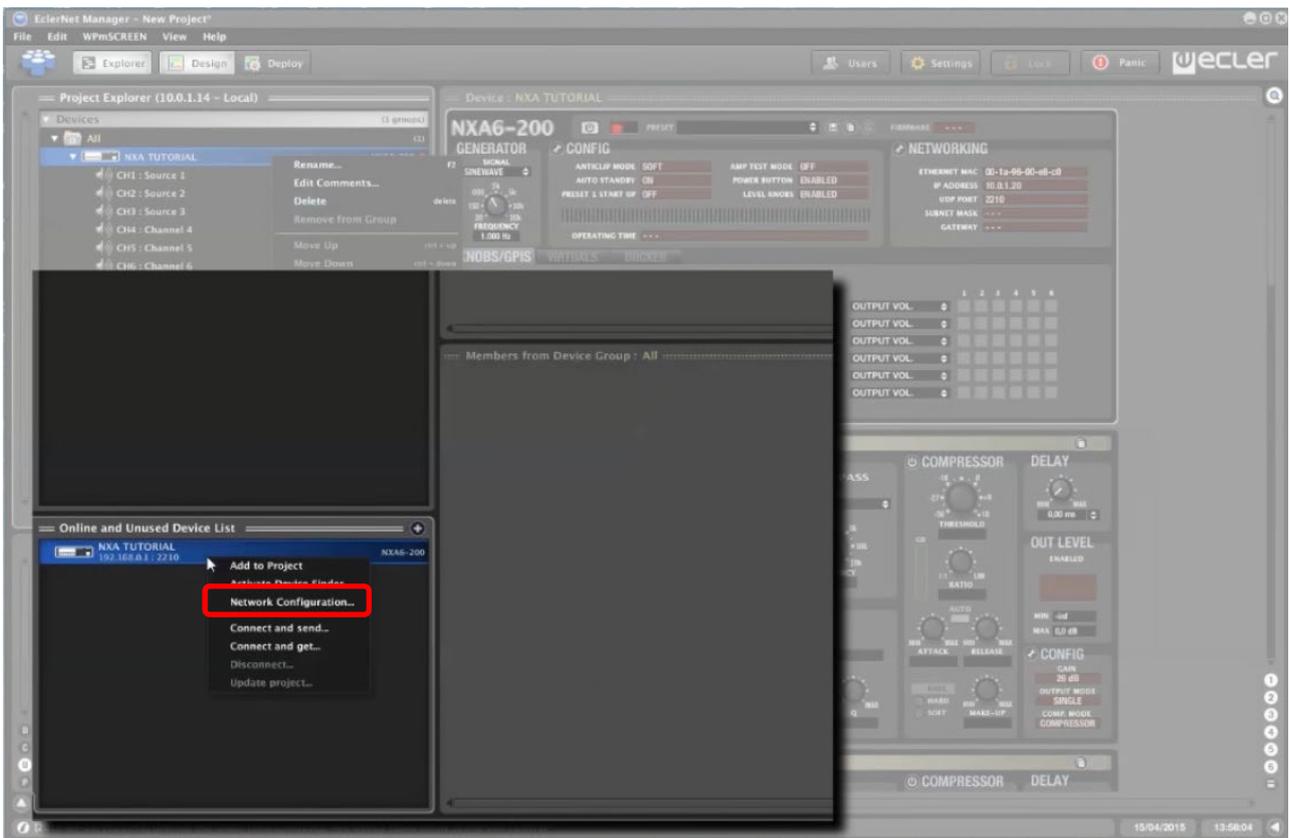


If you connect your EclerNet device directly to PC (point-to-point), EclerNet Manager software should automatically detect it. If you select “U” (Online and Unused Device List) in the window located in the lower-left corner in EclerNet Manager, you should see an Ecler device you are connected to.

Example with NXA



Right-click on your device and choose “Network Configuration”



Put your new IP address in “IP Address” field. It needs to be in the same network range as the IP address of your PC. See section “What IP address and Subnet Mask should be used?”

Example:

- PC (with EclerNet Manager): IP Address: 10.5.5.30 // Subnet Mask: 255.255.255.0
- Ecler device: IP Address: 10.5.5.33 // Subnet mask: 255.255.255.0

After saving changes, Ecler device will reboot and it will appear again on the list with the new IP and subnet mask.

Now you can include Ecler device in your project (drag&drop on top of Devices/All) and you can establish connection and take control of your device.

For more information see this video: <https://youtu.be/CHqG6IROPeM?t=3m35s>

What IP address and Subnet Mask should be used?

TAG: ECLERNET, CONFIGURATION

PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET PLAYER, WPNETTOUCH

EclerNet devices should have a distinct IP address and subnet mask. IP address and subnet mask consist of 4 octets separated by dots, which can have different values. To simplify it's determined these values should be:

IP 0-255, 0-255, 0-255, 1-254

Subnet Mask 0/255, 0/255, 0/255, 0/255

If in your subnet mask's octets you have 255, your devices should have the same value in these octets in their IP addresses.

If in you subnet mask's octet you have 0, your devices can have any value between 0 and 255 in these octets in their IP addresses.

Please avoid using IP addresses which end with 0, 1 or 255. These are reserved.

You should always work with static IP addresses.

Example:

PC (running EclerNet Manager):

- IP Address: 10.5.6.30
- Subnet Mask: 255.255.0.0

Ecler device:

- IP Address: 10.5.5.33
- Subnet Mask: 255.255.0.0

Another example with more Ecler devices:

DEVICE	IP ADDRESS	IP SUBNET MASK
MIMO88 (first floor)	10.5.5.10	255.255.255.0
MIMO88 (second floor)	10.5.5.11	255.255.255.0
MIMO88 (outdoor areas)	10.5.5.12	255.255.255.0
NZA6-180 (first floor)	10.5.5.20	255.255.255.0
NZA6-80 (second floor)	10.5.5.21	255.255.255.0
NZA4-700 (outdoor areas)	10.5.5.22	255.255.255.0
PC (running EclerNet Manager)	10.5.5.100	255.255.255.0

You can find more information regarding this in [EclerNet Manager manual](#), see “IMPORTANT NOTE ABOUT ALLOCATION OF NETWORK PARAMETERS” in “Creating an EclerNet Project” section.

What is the functionality of different parameters/icons in EclerNet Manager?

TAG: ECLERNET, FIRMWARE, ERROR
 PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPNETTOUCH

In the [EclerNet Manager manual](#) you will find a definition chart for all distinct icons which appear on EclerNet devices.

Some of them can help with problem troubleshooting.



Different icons in EclerNet Manager can indicate system function status or warnings.

	<p>Device disconnected.</p> <p>Color red, no intermittence: Device was manually disconnected (with option Disconnect)</p>
	<p>Device connected.</p> <p>Blinking green. The device is correctly connected to EclerNet Manager.</p>

	<p><i>Device connected and synching.</i></p> <p>The device is establishing the connection to EclerNet Manager.</p>
	<p><i>Device connected with warning.</i></p> <p>The device is connected, but there is a problem. If the icon is displayed in a device status area, then another icon indicates the kind of problem (invalid EclerNet protocol version, unsynched, etc.). If the icon is displayed in a channel status area, it's indicating a problem with the device (it is recommended to consult the device status area for more information).</p>
	<p><i>Invalid EclerNet protocol version.</i></p> <p>The current version of EclerNet Manager does not allow its connection to networked devices (Version mismatch between software and firmware). Therefore no connection can be established, but it is possible to upgrade the firmware from Project Explorer Helper.</p>
	<p><i>Invalid password.</i></p> <p>The password entered in the device is incorrect.</p>
 	<p><i>Device unsynched.</i> The two icons are alternatively displayed.</p> <p>Hardware content (state, presets ...) does not match the device content in EclerNet Manager.</p>
	<p><i>Device powered.</i></p> <p>The device is switched on (POWER ON)</p>
	<p><i>Channel protect alarm.</i></p> <p>The electronic protection alarm is activated for the channel. It lights up for a few seconds during the boot sequence and it's normal.</p>
	<p><i>Channel thermal alarm.</i></p> <p>The thermal protection alarm is activated for the channel.</p>
	<p><i>Channel load alarm.</i></p> <p>The impedance load protection alarm is activated for the channel</p>
	<p><i>Device mains voltage alarm.</i></p> <p>The AC power voltage alarm is activated for the device.</p>
	<p><i>Device system error.</i></p>

	Device error alarm (some component inside the device is malfunctioning)
	<p><i>Device system fault.</i></p> <p>Device malfunction alarm (blown fuse, protection system permanently triggered, etc.). This alarm appears along with a fault window in the device LCD.</p>
	<p><i>Slave link fault.</i></p> <p>MASTER-SLAVE connection between two MIMO88s is not valid (physical link between the LINK BUS connector on the back panel of both MIMO88 units and crossover CAT5 cable).</p> <p>Possible Causes:</p> <p>Connection is lacking or is defective.</p> <p>The rear panel switch of the SLAVE unit is not on SLAVE position</p>
	<p><i>Invalid Slave version.</i></p> <p>Software - firmware version mismatch in the SLAVE unit of a pair of MIMO88s.</p>
	Channels group set in SOLO mode
	Can Bus DC Power Fail (MIMO units)
	NXA units self-test has reported one or more channels having issues

Note: some of these icons are device dependent, being only available for some series and/or models.

In the section "Status and alarm monitoring icon table" of the EclerNet Manager manual you will also find this information:

How do I know if I use latest firmware on device?

TAGS: ECLERNET, FIRMWARE

PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPMSCREEN

In "EclerNet Manager and related firmware LEGACY VERSIONS" document you will find a version registry log for different products which can be used in EclerNet network. It includes a chart for every EclerNet Manager version with firmware information for each EclerNet Compatible devices. Last row always references latest version, included in the EclerNet Manager ZIP file which includes software, firmware and other documents.

<http://www.ecler.com/support/downloads/software.html>

When you connect to device from EclerNet Manager and select “PROJECT EXPLORER” window, you can find the firmware information in the upper-right side of the window.



How do I update firmware on device using EclerNet Manager?

TAGS: ECLERNET, FIRMWARE

PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPNETTOUCH

ALWAYS CREATE BACKUP BEFORE UPDATING FIRMWARE ON ANY DEVICE

Upgrading firmware on devices is very simple. First you have to download “Setup EclerNet Manager” from our website.

<http://www.ecler.com/support/downloads/software.html>

When you unzip it, you will find latest .BIN firmware file (eg. firmware_MIMO_v1_10r3.bin –MIMO88 series firmware file)

In the following video you can see how to perform firmware upgrade.

<https://youtu.be/j9V4X5s31-0>

Where can I find older firmware/software versions?

TAG: ECLERNET, FIRMWARE

PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPNETTOUCH

We always recommend using latest firmware and software versions. But if you are looking for an older version you can find them here:

<http://www.ecler.com/support/legacy-downloads/software.html>

Why do I get the “The Web Server process can’t be started” error message when I open EclerNet Manager software?

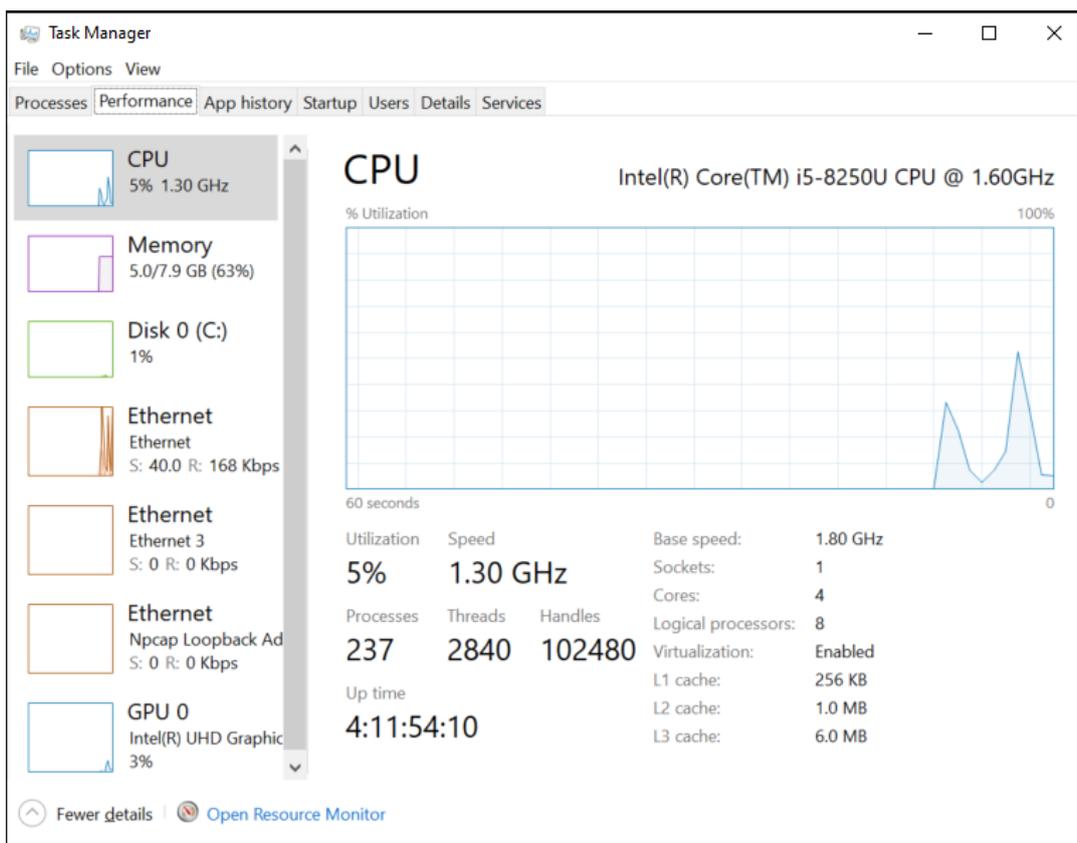
TAG: ECLERNET, ERROR
PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPNETTOUCH



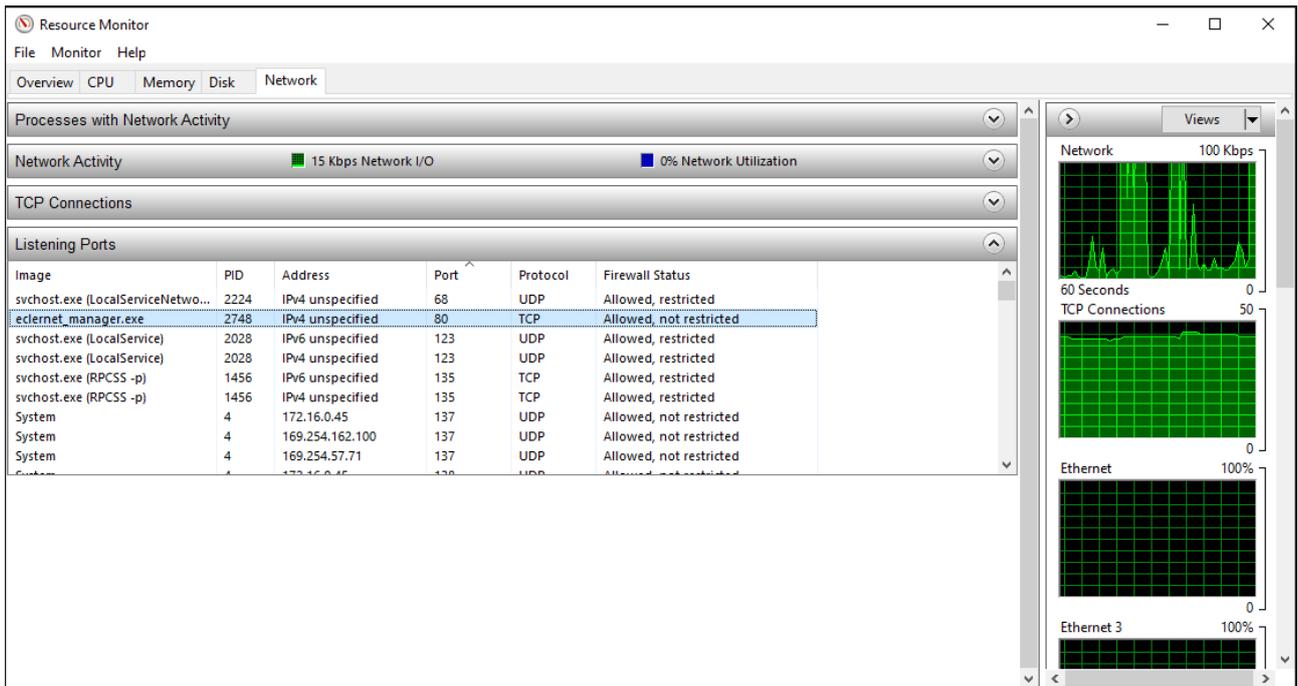
This can happen when there is another service running type webserver (eg. Skype, Apache, etc) which occupies TCP port 80.

You should close the application which uses port 80.

In Windows10, open Task Manager.

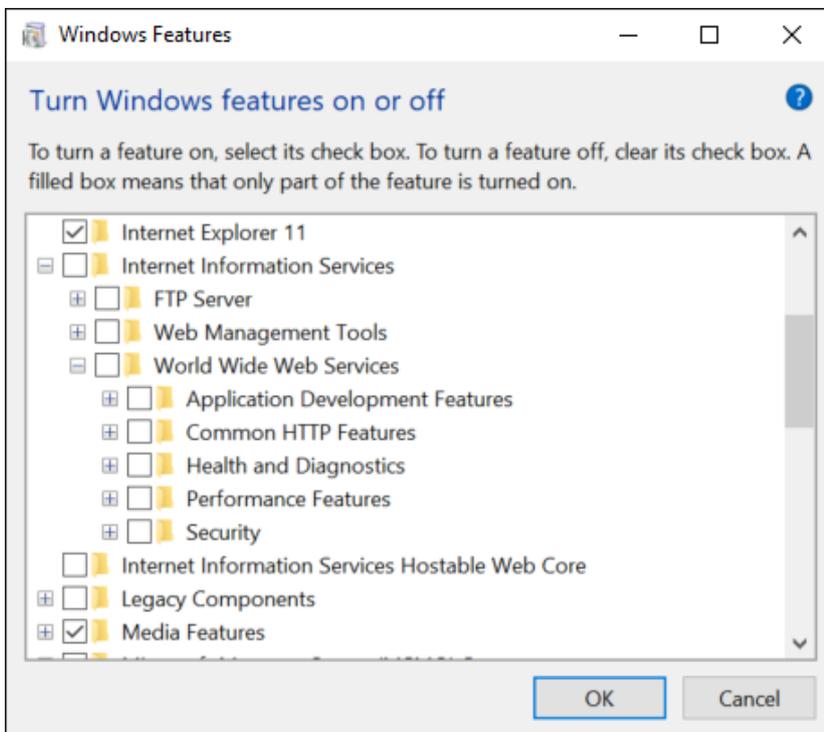


Open ‘Network’ tab and if everything is configured correctly, in “Listening Ports” you should find EclerNet Manager using port 80.



If you see another application using port 80, you should close it or change the port it uses. It's not possible to change port for EclerNet Manager Web Server.

In some cases, Windows 10 uses TCP port 80. To make this port available, open 'Windows Features', expand 'Internet Information Services' and disable 'World Wide Web Services'.



Can I use Skype together with EclerNet Manager?

TAG: ECLERNET, ERROR

PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPNETTOUCH

EclerNet Manager will work correctly but it won't function as a web server for UCP panels.

EclerNet Manager's Web Server uses port 80 as well as Skype. You will get this error message.



You will have to close Skype and reopen EclerNet Manager to use UCP panels.

Which Windows versions are compatible with EclerNet Manager?

TAG: ECLERNET, ERROR

PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPNETTOUCH

W10, W8.1; W8; W7 Vista (SP1); XP Prof. (SP3); W2000 Prof. (SP4)

It's not supported in Windows Server

What do I do if I forgot my project password?

TAG: ECLERNET, ERROR, PASSWORD

PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPNETTOUCH

Write down the code that appears when you move your cursor on top of the password box and contact your distributor.



How many devices can I connect to one project?

TAG: ECLERNET, INSTALLATION

PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPNETTOUCH

In EclerNet Manager project you can connect max. 253 devices.

What are the network settings in EclerNet Manager?

TAG: ECLERNET, INSTALLATION

PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPMSCREEN

Default settings:

- IP: 192.168.0.100
- Mask: 255.255.255.0
- Gate: 192.168.0.1
- UDP Port: 2210

Which network communication ports and protocols does EclerNet Manager use?

TAG: ECLERNET, INSTALLATION
 PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPMSCREEN

Port	Function	Protocol
2210	Eclernet Manager Devices	UDP
2211 2212	Multicast address (239.129.0.0)	IGMP (Auto device discovery)
80 5088	UCPs & Web server	TCP
65000	UCPs & Web server	UDP
5800	TP-NET	UDP

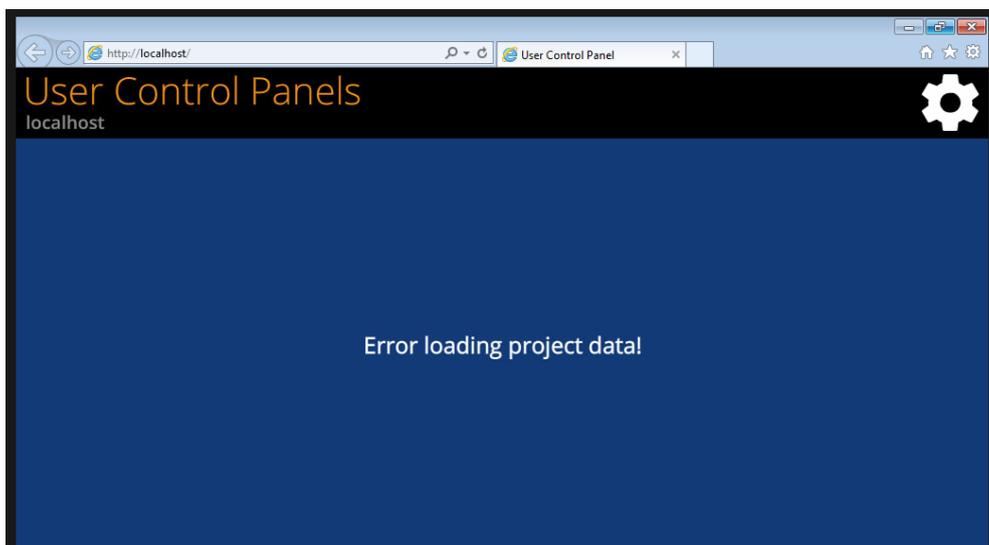
25, 587...

Mail Service in ENM

SMTP (SSL)

What should I do if I see error message “Error loading project data!” when loading panels to device?

TAG: ECLERNET, CONFIGURATION
PRODUCTS: MIMO, DUO-NET, NXA, DN44BOB, WPMSCREEN



Check your network settings (gateway needs to be compatible with your network settings) for each device in EclerNet Manager network.

Confirm you are running latest version of your UCP application (UCPv2)

Confirm that all your devices (including the panel with the error message) are inside the same network range.

Can I use EclerNet Manager with Mac or Linux?

TAG: ECLERNET, ERROR
PRODUCTS: MIMO, DN44BOB, NXA, DUO-NET, WPMSCREEN

EclerNet Manager is not supported in Mac and Linux. It should work in a virtual machine but we don't support it.

We recommend using Windows to avoid problems.

How can I configure EclerNet Manager to run in hidden mode?

TAG: ECLERNET, PROGRAMMING
PRODUCTS: MIMO, NXA, DN44BOB, DUO-NET

One of them is to create a batch file (*.BAT) with the following command:

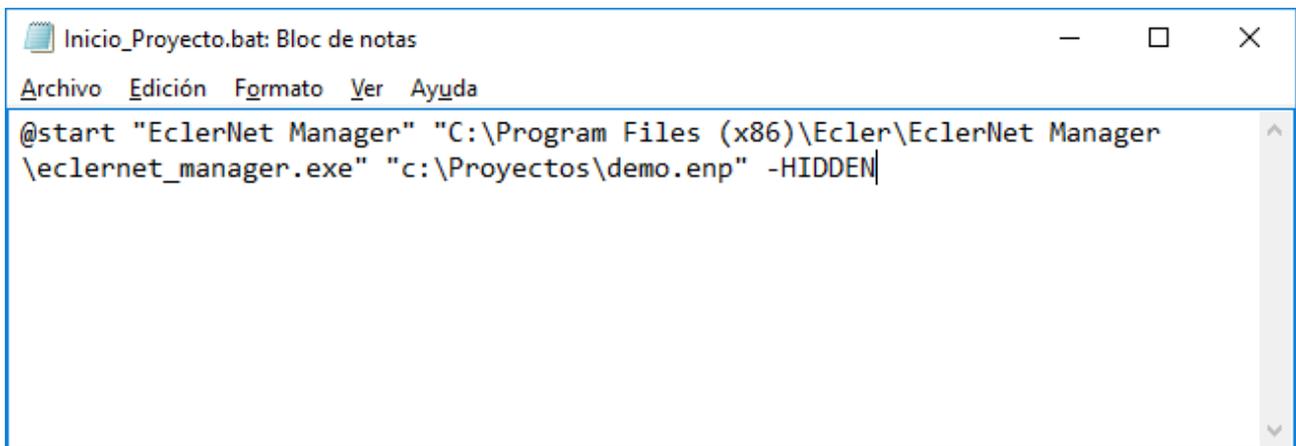
```
@start "EclerNet Manager" "your_path_for_eclernet\eclernet_manager.exe"  
"your_path_for_project_file\yourprojectfile.enp" -HIDDEN
```

Make sure you use correct path to your EclerNet Manager.exe file, eg.

```
C:\Program Files (x86)\Ecler\EclerNetManager\eclernet_manager.exe
```

And your path for project file is the correct location of your EclerNet Manager project file, eg.

```
C:\Program Files (x86)\Ecler\EclerNet Manager\Proyecto1.enp
```



```
Inicio_Proyecto.bat: Bloc de notas  
Archivo Edición Formato Ver Ayuda  
@start "EclerNet Manager" "C:\Program Files (x86)\Ecler\EclerNet Manager  
\eclernet_manager.exe" "c:\Proyectos\demo.enp" -HIDDEN
```

By adding a parameter `-HIDDEN` like in the example above, EclerNet Manager will start the project in the hidden mode (not available to user). But when you start EclerNet Manager it will prompt you to send your project configuration to EclerNet devices (SEND), or to receive project configuration from the devices (GET). You can include an instruction command to select it by default and skip this prompt.

To receive your project configuration (GET) the instruction command is:

```
@start "EclerNet Manager" "your_path_for_eclernet\eclernet_manager.exe"  
"your_path_for_project_file\yourprojectfile.enp" -GET -HIDDEN
```

To send your project configuration (SEND) the instruction command is:

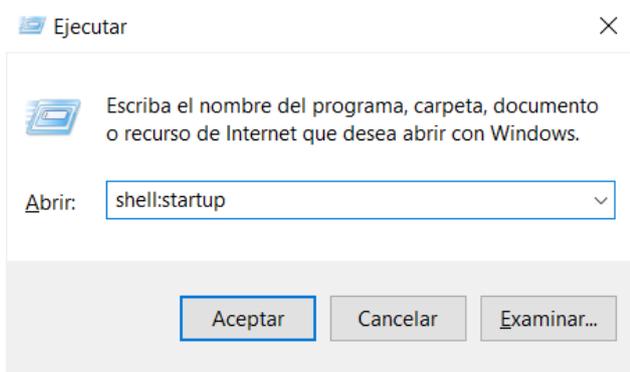
```
@start "EclerNet Manager" "your_path_for_eclernet\eclernet_manager.exe"  
"your_path_for_project_file\yourprojectfile.enp" -SEND -HIDDEN
```

The `-GET` and `-SEND` functions work correctly if we add a parameter `=HIDDEN`. If it's not the case, they will be ignored.

Once your BAT file is created, create a direct access and locate in the folder which contains direct access from the start menu. We recommend:

Press Windows key + R – opens Run window

Type: shell-startup – Start Menu\Programs\Startup folder will open, where you need to copy your BAT file.



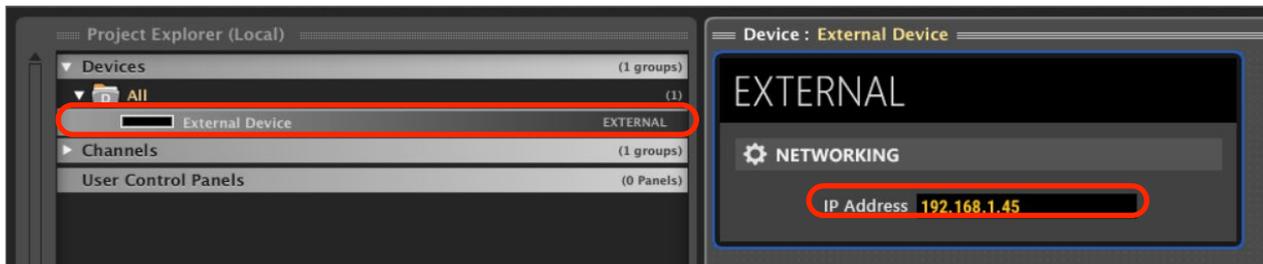
For more information regarding EclerNet Manager running in hidden mode, please refer to EclerNet Manager manual, section "EclerNet Manager hidden mode and direct access to projects and UCPs".

For more information on running EclerNet Manager in hidden mode you can also refer to the EclerNet Manager manual in the section "EclerNet Manager "hidden" mode and direct access to projects and UCPs".

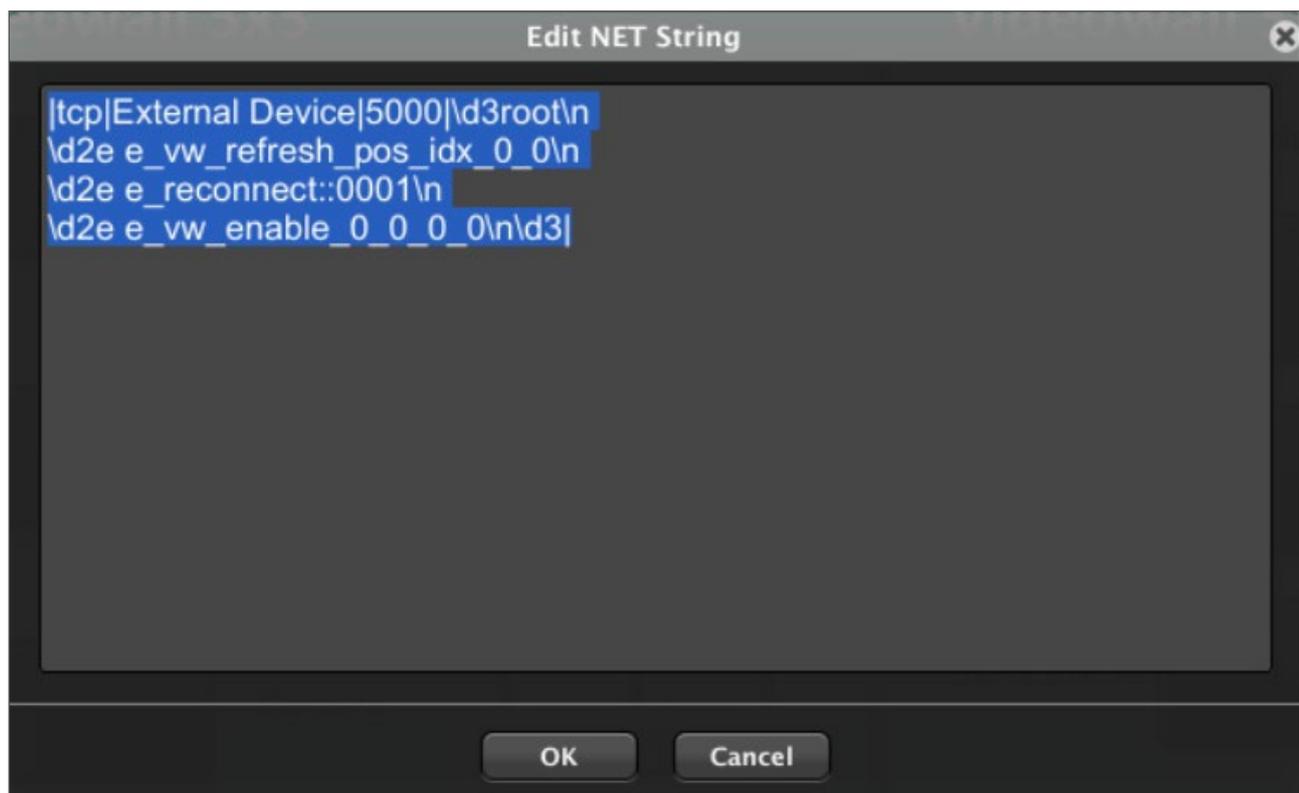
¿What is the main purpose of an *External Device*?

TAG: ECLERNET
PRODUCTS: ALL

An “*External Device*” will let you control a device that is not included in EclerNet using *NetString* commands. Those commands should be available in each and every one of the user manuals of the devices.



In order to correctly address this commands you should follow the next sintaxis `|protocol|address|port|text|`:

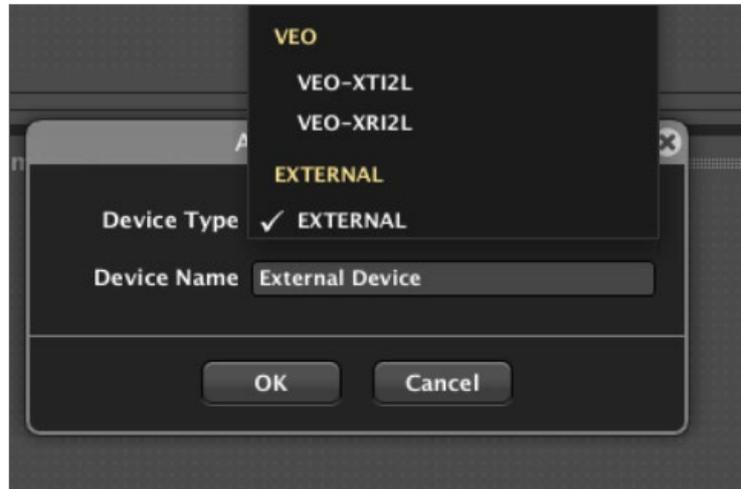


- **protocol**: “UDP” or “TCP”
- **address**: *External Device*’s own IP address
- **port**: destination port
- **text**: command to send. You can add several messages always including `\r`, `\n`

¿Can I manage VEO devices using EclerNet Manager?

TAG:VIDEO, ECLERNET
PRODUCTS: ALL

Yes, but there are two categories to take into account:



- **Native Hardware (VEO-XTI2L, VEO-XRI2L):** those devices are included in the software.



- **Integrable Hardware (VEO-SWM45, VEO-SWH44, VEO-MXH44, VEO-SWM44, VEO-XTI1C, VEOXRI1C):** These devices are going to be controlled using TCP/UDP commands either via LAN control or RS-232 serial connection (IP-RS232 like ETH232AD will be required in that case).

Type	Connection	Device
Native	TCP, RS-232 (ETH-232AD)	VEO-XTI2L, VEO-XRI2L

Integrable	TCP, RS-232 (ETH-232AD)	VEO-SWM45, VEO-MXH44, VEO-XTI1C, VEO-XRI1C
	RS-232 (ETH-232AD)	VEO-SWH44, VEO-SWM44

¿Are there any UCP templates available for VEO devices?

TAG: ECLERNET
PRODUCTS: ALL

Yes, there are several templates available that will help you structure your UCP and give you some examples on how to address a NetString command associated to a button.

In order start using those templates you should do as follows:

- Download [EclerNet Manager Extra UCP](#) template package
- Open an EclerNet Manager project
- Import the UCP templates required
- In case of using integrable Hardware, add an *External Device* and introduce its IP address

Can I have more than one device with the same name in EclerNet Manager?

TAG: ECLERNET
PRODUCTS: ALL

No, each and every device should have its own and unique alias in order to choose between them when referring to its parameters. Figure 1 shows that all the devices sharing the same id will count as one when open the Select Parameter dialog window. To correctly individually address them you should identify each one differently like shown in Figure 2.

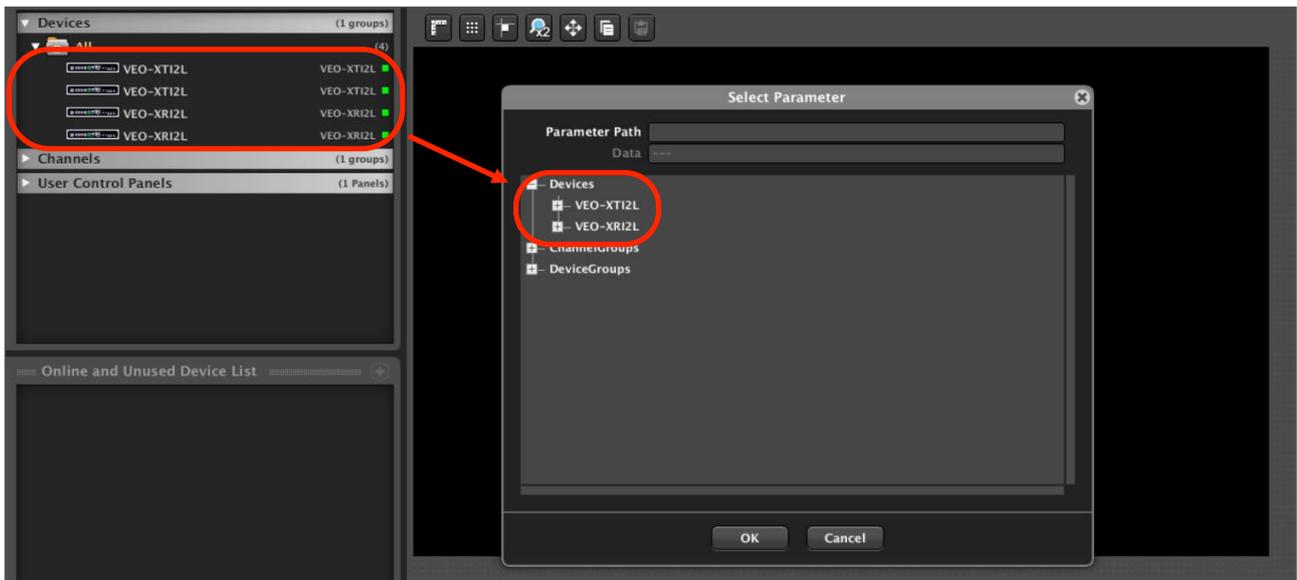


Figure 1

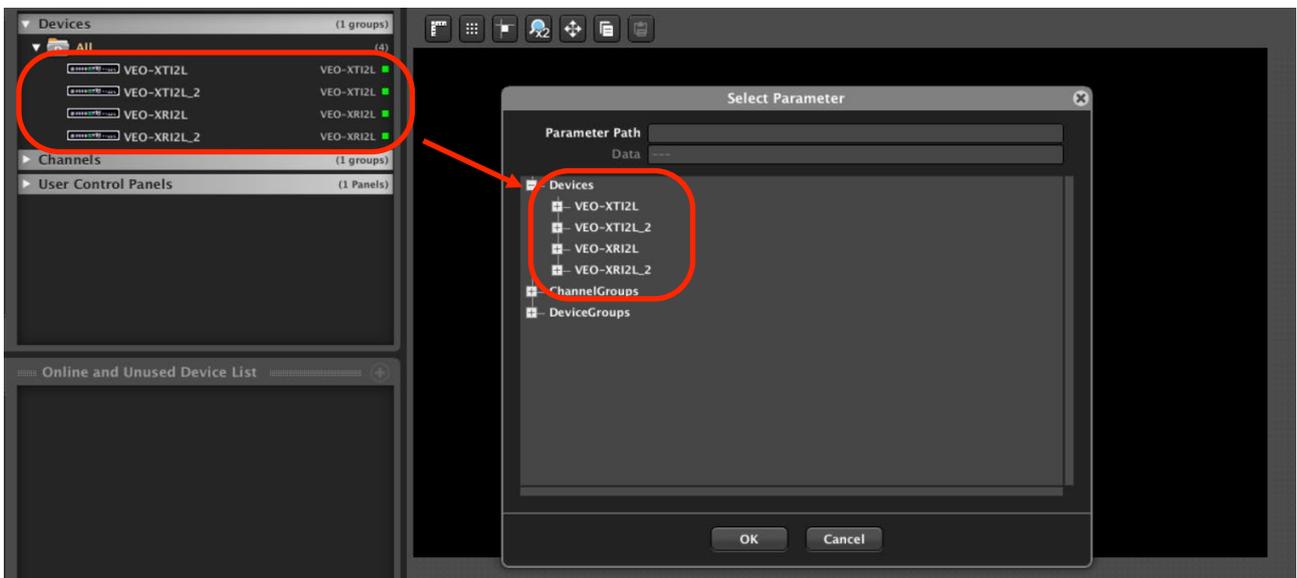
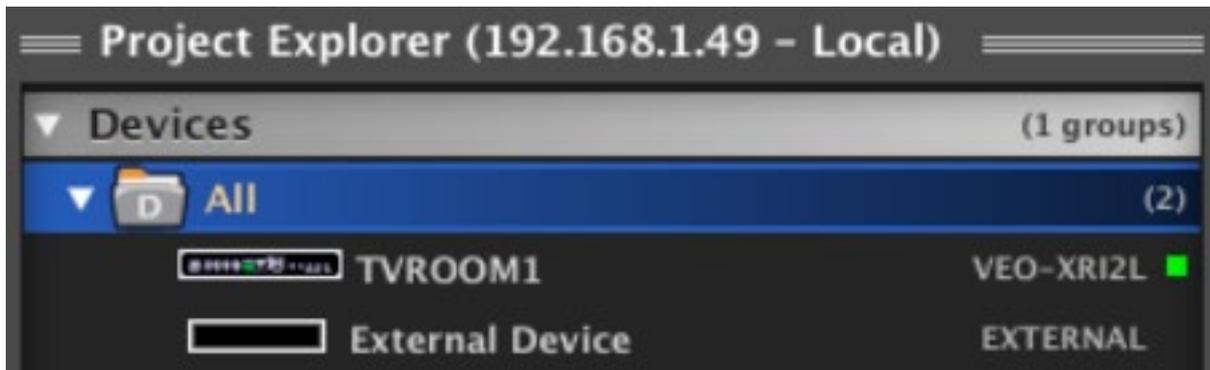


Figure 2

Why doesn't the green connected light appear on an External Device?

TAGS: ECLERNET
PRODUCTS: ALL

EclerNet Manager integrable devices added in a project using an "External Device" do not indicate their connection status as EclerNet Manager Native devices, so you cannot monitor whether the device is on the network or not from the software.



EclerCOMM

Can I use presets in EclerCOMM?

TAG: ECLERCOMM, PRESETS
PRODUCTS: CA, DAM

Yes, but when the project configuration is saved in a file, it only save local preset configuration, and it does not save configuration for other presets. For example, if you have 3 stored presets in one device, they have to be saved into 3 separate project configuration files.



What's the difference between MIMO88 and MIMO88SG?

TAG: ECLERNET, PRODUCT
PRODUCTS: MIMO

Main difference is that MIMO88SG (SinGle) can't connect with another MIMO88SG matrix switcher to create 16x16 matrix switcher. It can be done with 2x MIMO88s. Below you can find a comparison chart.

	MIMO88	MIMO88 CONFERENCE	MIMO88 SG	MIMO88 SG CONFERENCE
Audio Inputs	8	8	8	8
Inputs with Freq.Shifter	8	8	4*	4*
Input Delay	≤ 1s	-	≤ 1s	-
Independent Outputs	8	4**	8	4**
Output PEQ	8	4	6	4
Output Delay	≤ 1s	≤ 1s	≤ 1s	≤ 1s
Monitor Output	2 (cloned)	2 (cloned)	-	-
GPI	8	8	8	8
GPO	8	8	-	-
Expandable (16x16)	Yes	Yes	No	No
Automixer	-	Yes	-	Yes
Feedback Killer	-	2	-	2
Remote Port	2	2	1	1
Max. Num of MPAGE16 / Ducker	4	1 (ducker)	3	1 (ducker)
Max. Num DIGITAL of REMOTES (VIRTUALS + MPAGE16 + WPTOUCH)	32	32	32	32
Max. Num Events	64	64	64	64

*Only inputs 1-4.

**MIMO88 / MIMO88SG CONFERENCE: Outputs 5-8 can receive signal from outputs 1-4 (selectable). They can have independent level control and delay.

What's the difference between MIMO and MIMO CONFERENCE?

TAG: ECLERNET, PRODUCT, FIRMWARE
PRODUCTS: MIMO

MIMO CONFERENCE is a firmware version which uses the same MIMO88 hardware. It's been specifically designed for conference applications and similar. It includes 2 exclusive functionalities: Auto-Mixer and Feedback Killer.

You can switch between MIMO and MIMO CONFERENCE and vice versa by loading specific firmware (firmware files are free of charge). There are no hardware differences, and the only difference is firmware which allows activating and deactivating some functionalities.

It can be performed on MIMO88, MIMO88SG, MIMO1212SG and for 2x MIMO88s connected together as MIMO1616.

The 2 exclusive functionalities: Auto-Mixer, useful in conference rooms, and Feedback Killer, useful in installations with acoustic feedback issues

	MIMO88	MIMO88 CONFERENCE	MIMO88 SG	MIMO88 SG CONFERENCE	MIMO1212SG	MIMO1212SG CONFERENCE	MIMO1616 (2x MIMO88)	MIMO1616 CONFERENCE (2x MIMO88)
Audio Inputs	8	8	8	8	12	12	16	16
Inputs with Freq.Shifter	8	8	4*	4*	4*	4*	16	16
Input Delay	≤ 1s	-	≤ 1s	-	≤ 1s	-	≤ 1s	-
Independent Outputs	8	4**	8	4**	12	4**	16	8**
Output PEQ	8	4	6	4	6	4	8	4
Output Delay	≤ 1s	≤ 1s	≤ 1s	≤ 1s	≤ 1s	≤ 1s	≤ 1s	≤ 1s
Monitor Output	2 (cloned)	2 (cloned)	-	-	-	-	4 (cloned)	4 (cloned)
GPI	8	8	8	8	12	12	16	16
GPO	8	8	-	-	-	-	16	16
Expandable (16x16)	Yes	Yes	No	No	No	No	No	No
Automixer	-	Yes	-	Yes	-	Yes	-	Yes
Feedback Killer	-	2	-	2	-	2	-	2
Remote Port	2	2	1	1	1	1	4	4
Max. Num of MPAGE16 / Duckers	4	1 (ducker)	3	1 (ducker)	3	1 (ducker)	4	1 (ducker)
Max. Num of DIGITAL REMOTES (VIRTUALS + MPAGE16 + WPTOUCH)	32	32	32	32	32	32	32	32
Max. Num Events	64	64	64	64	64	64	64	64

* Only inputs 1-4

**MIMO88 / MIMO88SG CONFERENCE: Outputs 5-8 can receive signal from outputs 1-4 (selectable). They can have independent level control and delay.

**MIMO1212SG CONFERENCE: Outputs 5-8 can receive signal from outputs 1-4 (selectable). They can have independent level control and delay.

** MIMO1616 CONFERENCE: Outputs 5-8 and 13-16 can receive signal from outputs 1-4 and 9-12 (selectable). They can have independent level control and delay.

What is the difference between a MIMO4040CDN and a MIMO7272DN?

TAG: ECLERNET, PRODUCTS

PRODUCTS: MIMO

The main differences are:

MIMO4040CDN	MIMO7272DN
40 input / output ports	72 input / output ports
40x40 matrix that will be reduced depending on the number of channels used in the AEC algorithm. The flexible routing feature helps us to choose which ports to route to the matrix.	64x64 matrix. Flexible routing feature helps us choose which ports to route to the matrix.
Acoustic Echo Cancelling (AEC)	Not available.
25 Ducker modules	25 Pagers / Duckers modules
Automixer / Feedback Killer	Not available.

These and other differences are detailed below:

	MIMO4040CD N	MIMO7272D N			
Internal I/O Channels Matrix (MTX_IN/OUT)	40x40 ⁴	64x64			
Audio Inputs Ports	8 + 32DN	8 + 64DN			
MTX_IN with Freq.Shifter	40 ⁴	64			
MTX_IN Input Delay	≤ 1s	≤ 1s			
Audio Outputs Ports	8 + 32DN	8 + 64DN			
MTX_OUT Full DSP	8 + 32DN ⁴	64			
MTX_OUT Delay	≤ 1s	≤ 1s			
Monitor Output	1x ST	1x ST			
GPI	8	8			
GPO	8	8			
Expandable (16x16)	-	-			
Automixer Ch	40	-			
Feedback Killer	2	-			
Remote Port	-	-			
Max. Num of Pagers / Duckers	25 (duckers)	25			
Max. Num of REMOTES in REMOTE LIST ³	80	144			
Max. Num of TP-NET connections	10	10			
Max. Num of Virtual Controls	80	160			
Max. nº carrousels	40	80			
Max items por carrusel	25	25			
Matrix Link Groups	20	40			
Max items per Link Group	40	80			
Max. Num Events	255	255			
RS-232 Connector	DB9	DB9			
Max. Num AEC IN Channels License	8	-			

3: Todos aquellos listados en la sección REMOTE LIST de cada matriz: ANALOG, VIRTUAL, eMPAGE, MPAGE16, WPTOUCH, WPTOUCH MULTI, WPNET4KV, WPNET4KV MULTI, WPNET8K, WPNET12KV, WPNET12KV MULTI y WPNETEX.

4: Incrementar el número de canales de micrófono usados en los módulos AEC, reducirá la capacidad de la matriz.

5: WPNET4KVR, WPNET8KR, WPNET12KVR usan una conexión TP-NET para la comunicación con la matriz..

Which matrix has AEC?

TAG: ECLERNET, PRODUCTS
PRODUCTS: MIMO

Only the MIMO4040CDN matrix, formerly called MIMO4040DN Conference.

How many IPs does a MIMO4040CDN or a MIMO7272DN require?

TAG: ECLERNET, PRODUCTS, CONFIGURATION, DANTE
PRODUCTS: MIMO

You must have at least 2 network connections with 2 different IPs. One will be for the EclerNet platform and the other for DANTE. If redundant installation is performed, then a third IP address will be required for the secondary port of DANTE..

How to connect MIMO88 Master with MIMO88 Slave to create a 16 input x 16 output matrix switcher?

TAG: ECLERNET, CABLING

PRODUCTS: MIMO

Connection between Master and Slave need to have a direct connection, and not connected through network. Connection is done using a crossover CAT5 cable, connecting both MIMO88s using port LINK BUS and by setting one unit to "MASTER" and the other one to "SLAVE" using the switch on the back panel on each device.



CABLEADO DEL CONECTOR RJ-45 "CROSSOVER"			
RJ-45 (1)	COLOR	RJ-45 (2)	
TERMINAL 1	BLANCO/NARANJA	TERMINAL 3	
TERMINAL 2	NARANJA	TERMINAL 6	
TERMINAL 3	BLANCO/VERDE	TERMINAL 1	
TERMINAL 4	AZUL	TERMINAL 7	
TERMINAL 5	BLANCO/AZUL	TERMINAL 8	
TERMINAL 6	VERDE	TERMINAL 2	
TERMINAL 7	BLANCO/MARRÓN	TERMINAL 4	
TERMINAL 8	MARRÓN	TERMINAL 5	

Connection with the EclerNet is done using the "ETHERNET" port.

For EclerNet Manager to detect 16x16 matrix switcher, you have to select "MASTER" MIMO88 device and option "CONFIG" and change Mode to 16x16



You can find more details here: <https://youtu.be/b-yu3lb8jFo>

What's the maximum CAT5 cable length that can be used when connecting MIMO88 Master with Slave?

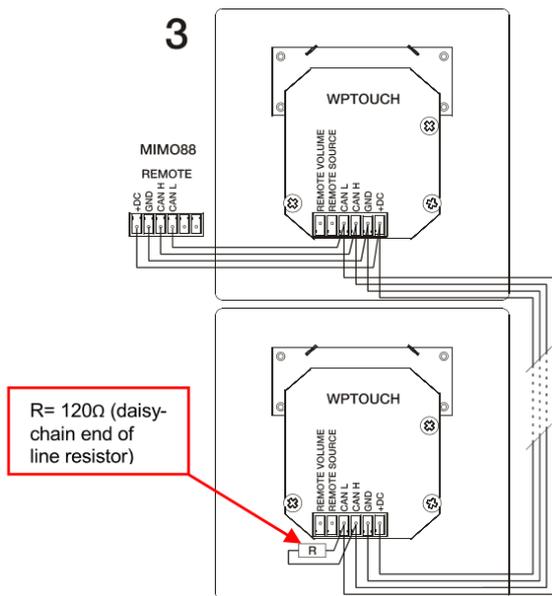
TAG: ECLERNET, CABLING
PRODUCTS: MIMO

Connection between Master and Slave needs to be direct, and not connected to network. (You can't use switches or any other network hardware). This Ethernet connection is supported up to 100m.

What's the maximum cable length between MIMO and digital remote control WPTOUCH or paging station MPAGE16?

TAG: ECLERNET, CABLING
 PRODUCTS: MIMO, WPTOUCH, MPAGE

Connection in Remote ½ is a BUS CAN, and it connects to different devices using Daisy-Chain. Resistance of 120 Ohm should be applied to last device connected to the bus connector. Maximum length can get up to 1Km with CAT5 cable. Consult in manual how to make this connection. Below you will find WPTOUCH example.



Paging stations and remote controls can be powered from the REMOTE port on the MIMO / MIMOSG devices. But with large distances or multiple devices connected, it's recommended to use separate power supplies reinforcing power supply on the bus.

To calculate how many power supplies are needed, use our calculator:

(http://www.ecler.com/images/downloads/tech-resources/WPm_Peripheral_Device_Calculator.zip).

How many digital remote controls can be connected to Remote ½ ports?

TAG: ECLERNET, CABLING
 PRODUCTS: MIMO, WPTOUCH, MPAGE

Up to 32 digital remote controls can be installed (total number of VIRTUALS, WPTOUCH and MPAGE16) in each MIMO. MIMO88 supports maximum four MPAGE16 paging stations (whether it's 8x8 or 1616 matrix switcher). MIMO88SG and MIMO1212SG support four MPAGE16 paging stations.

	MIMO88	MIMO88 CONFERENCE	MIMO88 SG	MIMO88 SG CONFERENCE	MIMO1212SG	MIMO1212SG CONFERENCE	MIMO1616 (2x MIMO88)	MIMO1616 CONFERENCE (2x MIMO88)
Remote Port	2	2	1	1	1	1	4	4
Max. Num of MPAGE16	4	-	3	-	3	-	4	-

Max. Num of DIGITAL REMOTES (VIRTUALS + MPAGE16 + WPTOUCH)	32	32	32	32	32	32	32	32
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La alimentación a las diferentes estaciones de llamada o remotos llega desde el puerto *REMOTE* de la unidad MIMO / MIMOSG, pero en caso de tener largas distancias o un número de dispositivos alto deberás incorporar fuentes de alimentación de refuerzo adicionales modelo [WPPSU](#) en el bus.

Para calcular cuántas fuentes de alimentación necesitas dispones de [un calculador](#) (http://www.ecler.com/images/downloads/tech-resources/WPm_Peripheral_Device_Calculator.zip).

What's the maximum number of events that can be programmed in MIMO88 or DUO-NET PLAYER?

TAG: ECLERNET, PROGRAMMING, EVENTS

PRODUCTS: MIMO, DUO-NET

Maximum number of events is 64.

How to MUTE MIMO using GPI?

TAG: ECLERNET, PROGRAMMING, EVENTS, *PRESET*, GPI

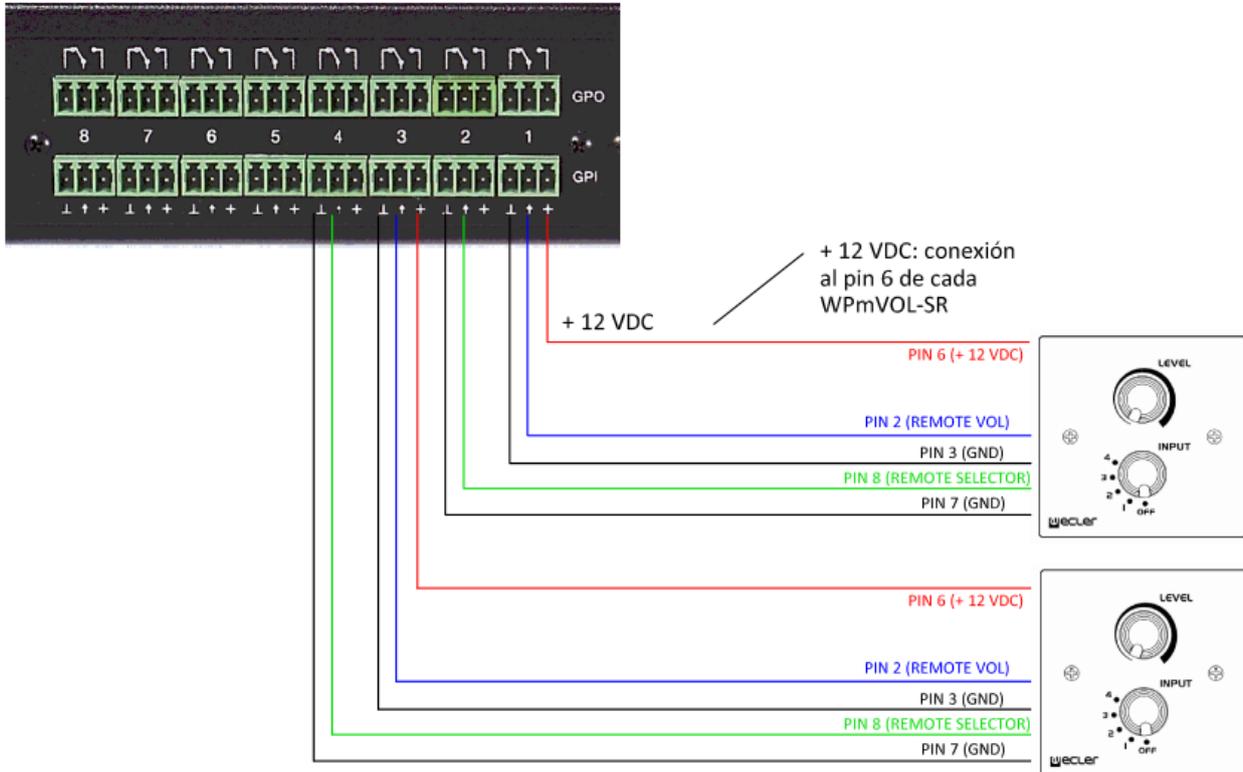
PRODUCTS: MIMO, MPAGE

Create *PRESET* with muted outputs: when you activate selected GPI and program event to execute the preset. If paging station is used (eg. MPAGE16), and you mute your outputs, any call will also be muted. This is why it's recommended to mute crosspoint (in in some inputs, or crosspoints).

How to connect digital control panel WPmVOL-SR / WPaVOL-SR to MIMO?

TAG: ECLERNET, CONNECTION, GPI
PRODUCTS: MIMO, WPaVOL-SR

Conexión WPmVOL-SR a puertos GPI de MIMO88



Configuración jumpers de cada WPmVOL-SR:

ALOG / LIN: en posición **LIN**

+12V / +10V: en posición **+12V**

How many GPIs are used by WPaVOL-SR when connected to MIMO or NXA?

TAG: ECLERNET, PROGRAMMING, EVENTS, PRESET, GPI
PRODUCTS: MIMO, WPaVOL-SR, NXA

2 GPIs per device are used when connected, one configured for volume control and second configured for selection which needs to be controlled, eg. Different channels which are selected for music channel or for different presets.

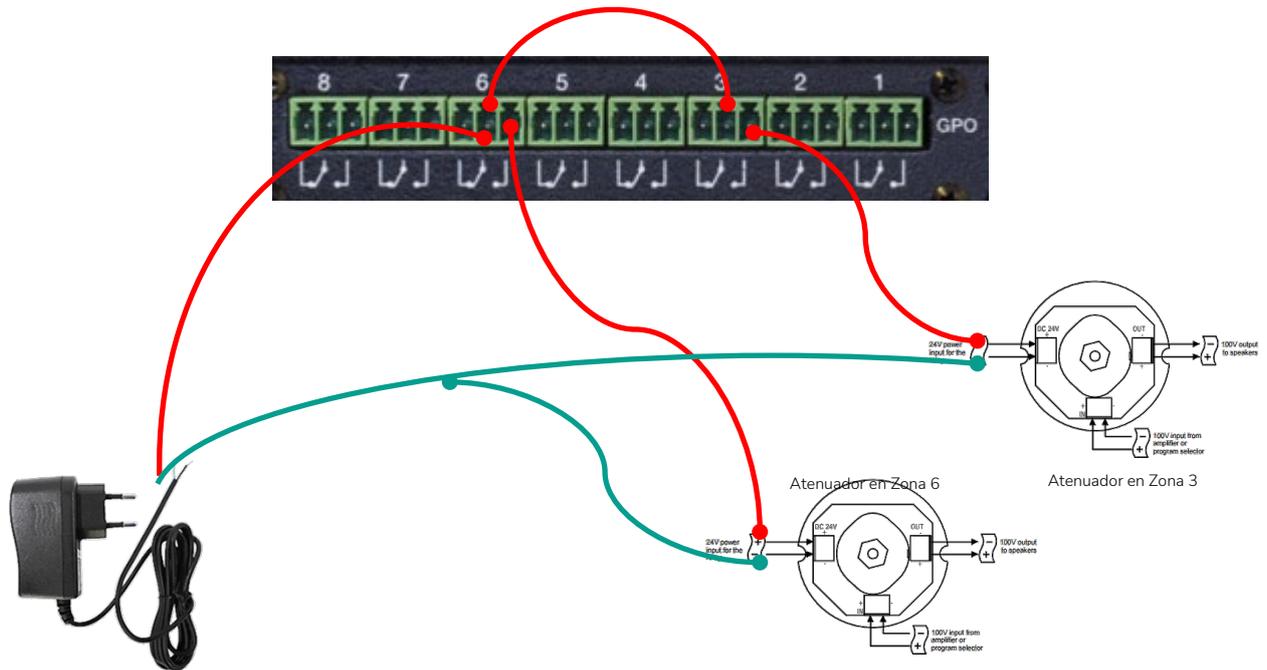
How to connect 24VDC to external relays for 100V attenuators?

TAG: ECLERNET, PROGRAMMING, EVENTS, GPO, CABLING
PRODUCTS: MIMO, WPaHAT

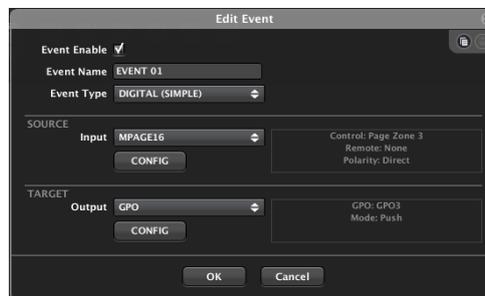
In resistant attenuators WPAHAT3 / WPAHAT6 and inductive WPAHAT100 (or equivalent in new WPa series), internal relay is included to bypass attenuator when priority signal is detected. In this configuration, even when volume is set to 0 in attenuator, priority messages will always be heard.

Ecler provides WP24-PSU power supply for this and similar installations.

This 24V power supply can power up to 60 relays (60 attenuators) for different zones. Eg.



You should create an event with the MPAGE zone and selected GPO. GPO needs to be set to mode Push, to bypass attenuators. When event is activated, el GPO will send 24VDC current to destination panels, activating their priority relay.



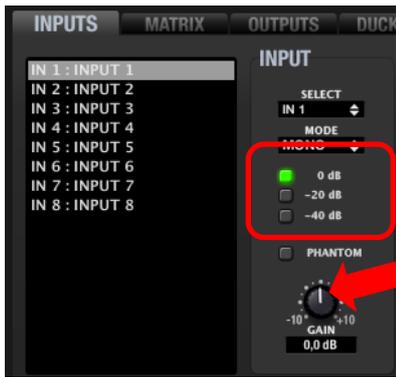
What sensitivity input level should be set?

TAG: ECLERNET, PROGRAMMING, INPUT PRODUCTS: MIMO, DN44BOB

You can choose between 3 sensitivity levels depending on your audio source:

- 0 dB > Line level signal, eg. In professional audio systems
- -20 dB > Non-professional audio system signal, eg. Smartphones, tablets, etc.
- -40 dB > Microphone level signal, eg. Microphones, injection boxes

You can also use preamp gain setting with +/- 10 dB margin.



How to adjust input level signal?

TAG: ECLERNET, PROGRAMMING, INPUT
PRODUCTS: MIMO, DN44BOB, NXA

Using the sensitivity input gain setting with +/- 10DB, you can set your input so that the VU meter goes up to the orange level, but never up to clip level (audio cut off and saturation).

Generally, it's recommended that input signal connected to device is of the highest possible level without saturating input converters. If the input is saturated (VU meter goes up to the red level), you should attenuate the level to obtain the best signal without saturation.

What is a Noise Gate?

TAG: ECLERNET, ECLERCOMM, PROGRAMMING
PRODUCTS: MIMO, DAM, CA

Noise Gate is a processor which cuts signal that doesn't exceed specific threshold. When applied to input signal you can attenuate or eliminate background noise captured by microphone, separating background noise from the valid audio signal:

- When input signal is below the threshold, noise port will stay closed, or specific attenuation will be applied to the signal (using the DEPTH setting, in dB)
- When input signal is above the threshold, it's possible to attenuate it, leaving the Noise Port open. Transition to this state is determined by set time using the ATTACK parameter
- When input signal returns to below the threshold level, Noise Port will temporarily stay open, without attenuation (time set using the HOLD parameter), to finally close, returning to the attenuation level set (using the RELEASE parameter).

Available settings in MIMO:

- *ENABLE/DISABLE*: activates/deactivates Noise port (green button / grey button). When set to *DISABLE*, all other options won't be available.
- *THRESHOLD*: defines signal input level, below which signal will be affected by the set attenuation *DEPTH* (port closed). Range for this parameter is between +18dB and -80dB
- *DEPTH*: attenuation applied to signal when it's below the detection threshold (Port closed). Range for this parameter is between 0dB and +80dB.
- *ATTACK*: attack time determines time between exceeding set threshold and cancelled attenuation applied to input signal (Port open). Range for this setting is between 0.1ms and 500ms.
- *HOLD*: determines time when port is still open (no attenuation) when signal drops again below the detection threshold. Range for this setting is between 10ms and 3 seconds.
- *RELEASE*: determines time it takes for port to close again after *HOLD*. Range for this setting is between 1ms and 1 second.

It's fundamental to correctly set parameters: *ATTACK*, *RELEASE*, and *HOLD* for the Noise Gate, eg. to receive clear and intelligible audio from noisy spaces.



What is a dynamic compressor?

TAG: ECLERNET, ECLERCOMM, PROGRAMMING PRODUCTS: MIMO, NXA,

The compressor is a tool which reduces dynamic margin of signal if it's above a specific threshold. Level differences are balanced between higher and lower intensity, resulting in lowest dynamic signal margin. Available settings:

- **ENABLE/DISABLE:** activates and deactivates the compressor (green/grey button). If it's disabled, all other settings will not be available
- **THRESHOLD:** compression threshold. It specifies input signal level when compression starts. Range for this parameter is between -36dB and +18dB
- **RATIO:** Compression ratio. This parameter specifies when input signal reduces its output level. 1:1 ratio establishes that the input signal will not be affected, while the maximum value inf:1 makes the compressor function like a signal limiter, not allowing input signal exceed defined level in compression threshold.
- **GR (Gain Reduction):** Signal compression indicated as a VU meter. Reduces decibel level between signal input and output level.
- **KNEE:** compression curve. It allows to select progressive response (SOFT) or rise (HARD) of the compressor when the signal level is close to compression threshold, especially in the set level when the compressor activates or deactivates.
- **ATTACK:** attack time. It determines elapsed time from exceeding threshold to starting the compressor. Range is between 0.1ms and 500ms.
- **RELEASE:** It determines delay time of the compressor stops when the signal level drops below the threshold level. Range is between 10ms and 1 second.
- **MAKE-UP:** Additional gain that can be applied to compressed signal between 0 and +10dB. The audible effect of the compression is a signal with lower volume intensity. MAKE-UP gain additionally allows to increment volume level signal when it's compresses, recovering intensity.



It's not simple to correctly configure delay time for ATTACK and RELEASE parameters. Using short delay time for attack and release can cause noticeable distortion and excessive in low frequencies. When using long delay time can make the compressor useless, causing it to activate too late, allowing signal peaks of elevated intensity without applying any compression.

What is a Frequency Shifter?

TAG: ECLERNET, ECLERCOMM, PROGRAMMING
 PRODUCTS: TODOS LOS QUE TENGAN COMPRESOR

Frequency Shifter is a tool applied to inputs to prevent an unwanted effect of coupler or feedback.

Generally, a coupler happens at a determined frequency when there is a positive feedback between a loadspeaker and microphone. If you activate the Frequency Shifter, input signal is slightly displaced in frequency and the positive feedback disappears. This frequency change will not be noticed in non-musical applications.

What is a Feedback Killer and Feedback Suppressor?

TAG: ECLERNET, ECLERCOMM, PROGRAMMING
PRODUCTS: MIMO, DAM

Feedback Killer and Feedback Suppressor automatically detect frequency with feedback and it smoothes the signal, eliminating the audio section with feedback, and applying notch filters.

What's the difference between PUSH and TOGGLE event trigger?

TAG: ECLERNET, PROGRAMMING
PRODUCTS: MIMO

When you configure your action as PUSH, it will be active when event is triggered.

If you configure it as TOGGLE, each time when event is triggered, it will change action state. Example: first time when event is triggered it will open relay, next time the event is triggered it will close relay, and next time it will open again, etc.

What is a UCP (User Control Panel)?

TAG: ECLERNET, PROGRAMMING, UCP
PRODUCTS: MIMO, NXA, DN44BOB, DUO-NET

User Control Panels are system remote control screens which control one or more devices like MIMO, NXA, DUO-NET, etc in an installation. Each panel can include one or more pages with graphical elements, text, volume controls, buttons, VU meters, LED indicators, etc.



Computer which runs EclerNet Manager, which executes EclerNet project which contains project panels, is converted into web server and UCPs can be accessed and used from remote devices which function as clients. These devices can be computers, tablets, smartphones, WPNETTOUCH screen, etc.

Also, a WPNETTOUCH screen can execute an EclerNet project and function as a web server without any computer connected to system.

Can I create UCPs which activate GPOs in MIMO88?

TAG: ECLERNET, PROGRAMMING, UCP
PRODUCTS: MIMO, NXA, DN44BOB, DUO-NET

Yes, for example using PRESETS. You can create as many presets as required to activate GPOs.



When you recall this presets using button press on the UCP panel, GPO configuration status (active/inactive) that was stored into a preset will be loaded, without changing any other device configuration.

Create PRESET for each GPO you want to control:

Preset1:



Preset2:



etc.

MPAGE1/MPAGE1r

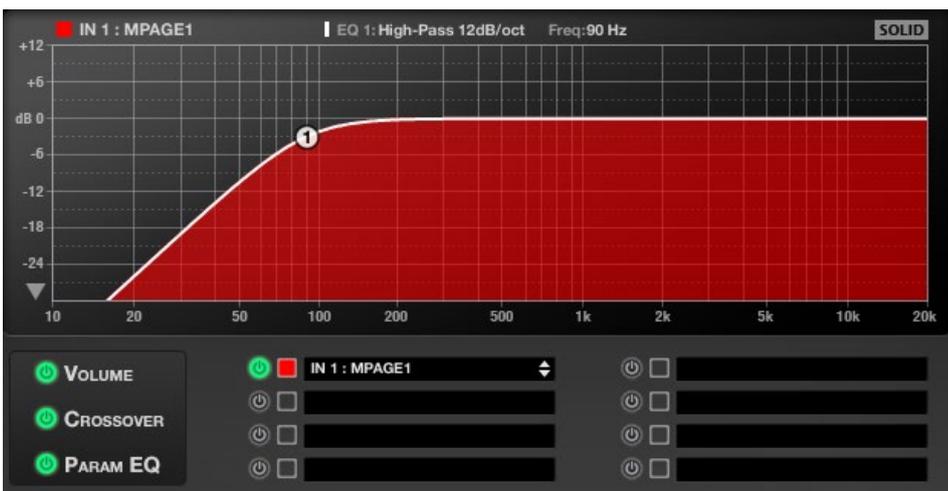
How to configure MPAGE1/MPAGE1r to use with MIMO?

TAG: ECLERNET, PROGRAMMING, INPUT, PROCESSING
PRODUCTS: MIMO, MPAGE

You can start off with these parameters (see image below), which include high-pass filter, noise gate and compressor, and configure everything accordingly:



It's recommended to use a high-pass filter to reduce manipulation noise. Typically between 90-150Hz.



On "PAGERS/DUCKERS" tab, choose zone where you want to make announcements (see image below of outputs 1, 2, and 3).

DAM614

When working with DAM614 and WPTOUCH (in analog mode) and controlling zone volume, is it normal that the zone fader doesn't represent the actual volume status?

TAG: ECLERCOMM

PRODUCTS: DAM614, WPTOUCH

Yes, remote control volume is linked to the zone fader which appears in EclerCOMM Manager, or you can control from the device's front panel. Setting a max value allows this fader and front panel control, to precisely limit the maximum level when controlling from the remote control.

For example, if output fader is set to 80, and WPTOUCH is set to 100, will be limited by the fader to 80 maximum.

[MPAGE4](#)

Can I use MPAGE4 with MIMO?

TAG: PRODUCT
PRODUCTS: MPAGE, MIMO

No, MPAGE4 is not compatible with MIMO digital matrixes even if you only want to control 4 zones. The protocol it uses is only compatible with DAM614 and CA200z.

How to connect MPAGE4 with DAM614?

TAG: ECLERCOMM
PRODUCTS: MPAGE

Using CAT5 cable connected directly between the two devices. Connection between DAM614 and MPAGE is point-to-point, not through network. That's why you can't use switches and any other network device.

What's the maximum connection length for MPAGE4?

TAG: CONNECTION
PRODUCTS: DAM, MPAGE

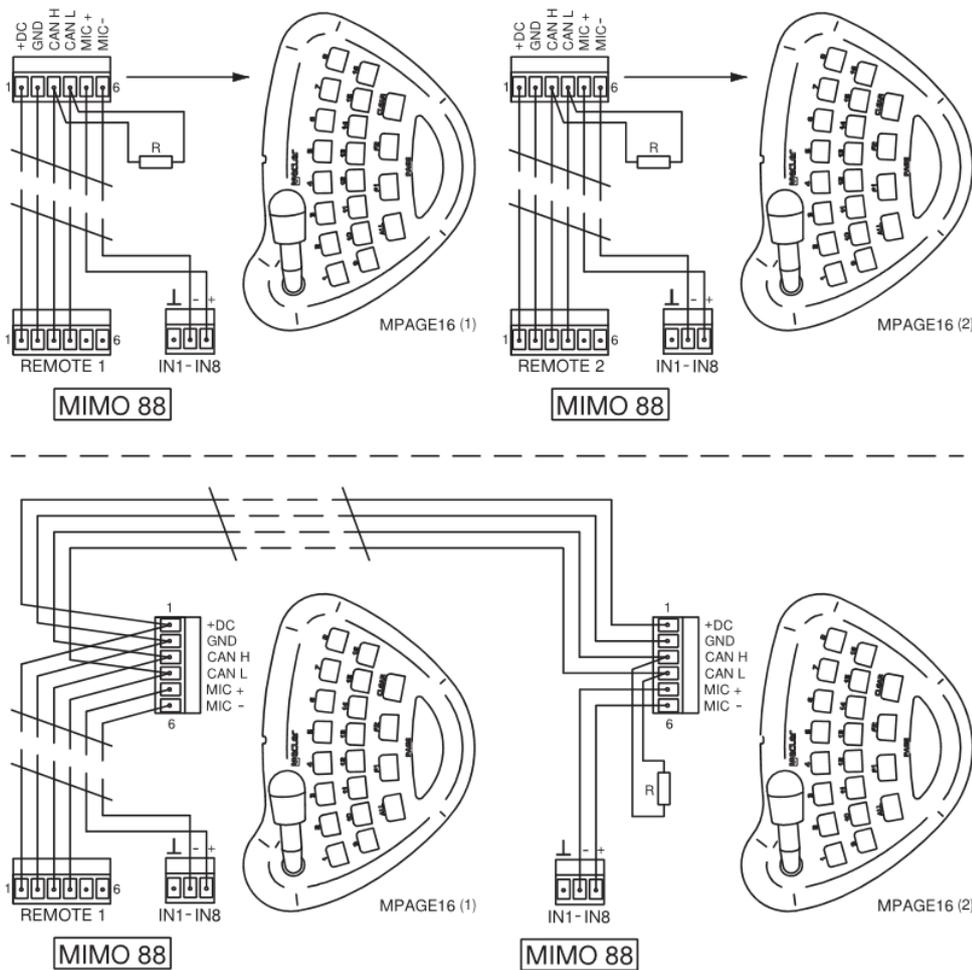
Maximum connection length between REMOTE port of the receiver to MPAGE4 cones can be up to 200m with CAT5e or CAT6 cable. It always depends on the quality of the cable and its connectors.

MPAGE16

How to connect multiple MPAGE16 to MIMO?

TAG: ECLERNET, CONNECTION
PRODUCTS: MIMO, MPAGE

It's possible to connect multiple MPAGE16 (maximum of 4 in MIMO, and 3 in MIMO SG) from the REMOTE ports on MIMO to each MPAGE16 using a daisy-chain connection (connected as a chain). Last MPAGE16 in a daisy-chain connection needs to have a resistance of 120 Ohm connected between data terminals. See image below and confirm your balanced microphone audio signal cables of each station (+ and -, ground is shared between bus and power supply), should connect directly to MIMO input, without daisy-chain connection.



Power supply for each paging stations or remotes is applied through REMOTE port, but in longer distances or with multiple devices; additional power supply should be implemented.

To calculate how many power supplies are required, use our calculator.

http://www.ecler.com/images/downloads/tech-resources/WPm_Peripheral_Device_Calculator.zip

How to configure MIMO / MIMO SG audio input with MPAGE16?

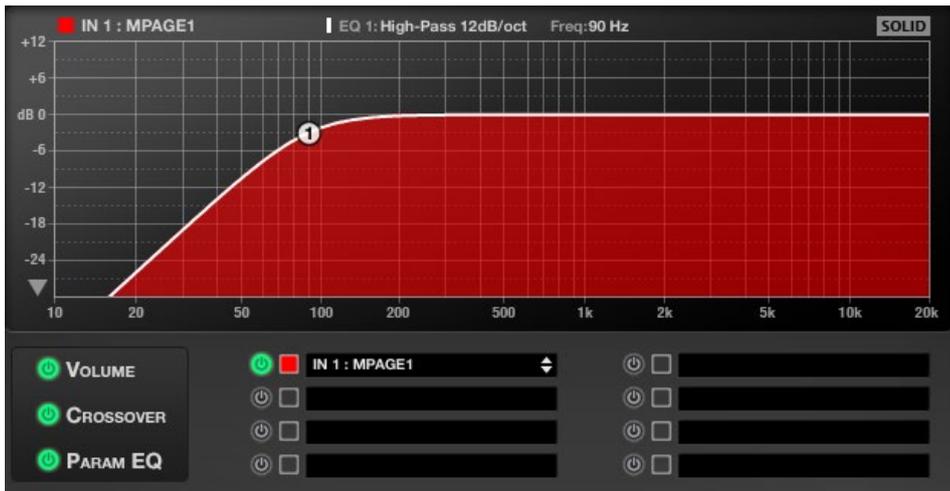
TAG: ECLERNET, PROGRAMMING
PRODUCTS: MIMO, MPAGE

Audio input on the matrix can't have any active crosspoint with any output. This will be done automatically when paging destination zones from the main console.

You can use default microphone settings, but it's recommended to adjust them for your installation.



It's recommended to use high-pass filter to reduce manipulation noise. Typically between 90 and 150Hz.



How many MPAGE16 paging stations can be connected to REMOTE port?

TAG: ECLERNET, CONNECTION
 PRODUCTS: MIMO, MPAGE, WPTOUCH

Maximum of 4 MPAGE16 paging stations can be connected to MIMO88 and 3 connected to MIMO88SG and MIMO1212SG. Also, keep in mind up to 32 remote controls in total can be programmed, including MPAGE16, WPTOUCH and/or virtuals using the MIMO system (8x8 and 16x16). For example, it's possible to have 30x WPTOUCH and maximum of 2 MPAGE16.

It's a total limit of devices connected to Remote 1, Remote2 or to both of them.

Keep in mind distance limitations supported by bus, microphone signal and power supply for remote controls.

What's the maximum connection length for MPAGE16 to MIMO / MIMO SG?

TAG: ECLERNET, CONNECTION
 PRODUCTS: MIMO, MPAGE, WPTOUCH

Connection on the Remote 1/2 port is BUS CAN, where all devices can be connected using daisy-chain mode. Maximum length from the REMOTE port to last device can be up to 800m with CAT5 cable.

Powering all paging stations and remote controls can be done using REMOTE port, but in longer distances or with high number of devices connected, an additional power supply should be implemented.

To calculate how many power supplies are required, use our calculator.

(http://www.ecler.com/images/downloads/tech-resources/WPm_Peripheral_Device_Calculator.zip).

In MPAGE paging stations the limitation is caused by the microphone signal, balanced or analog (see manual), which is connected between MPAGE16 paging station and input on MIMO.

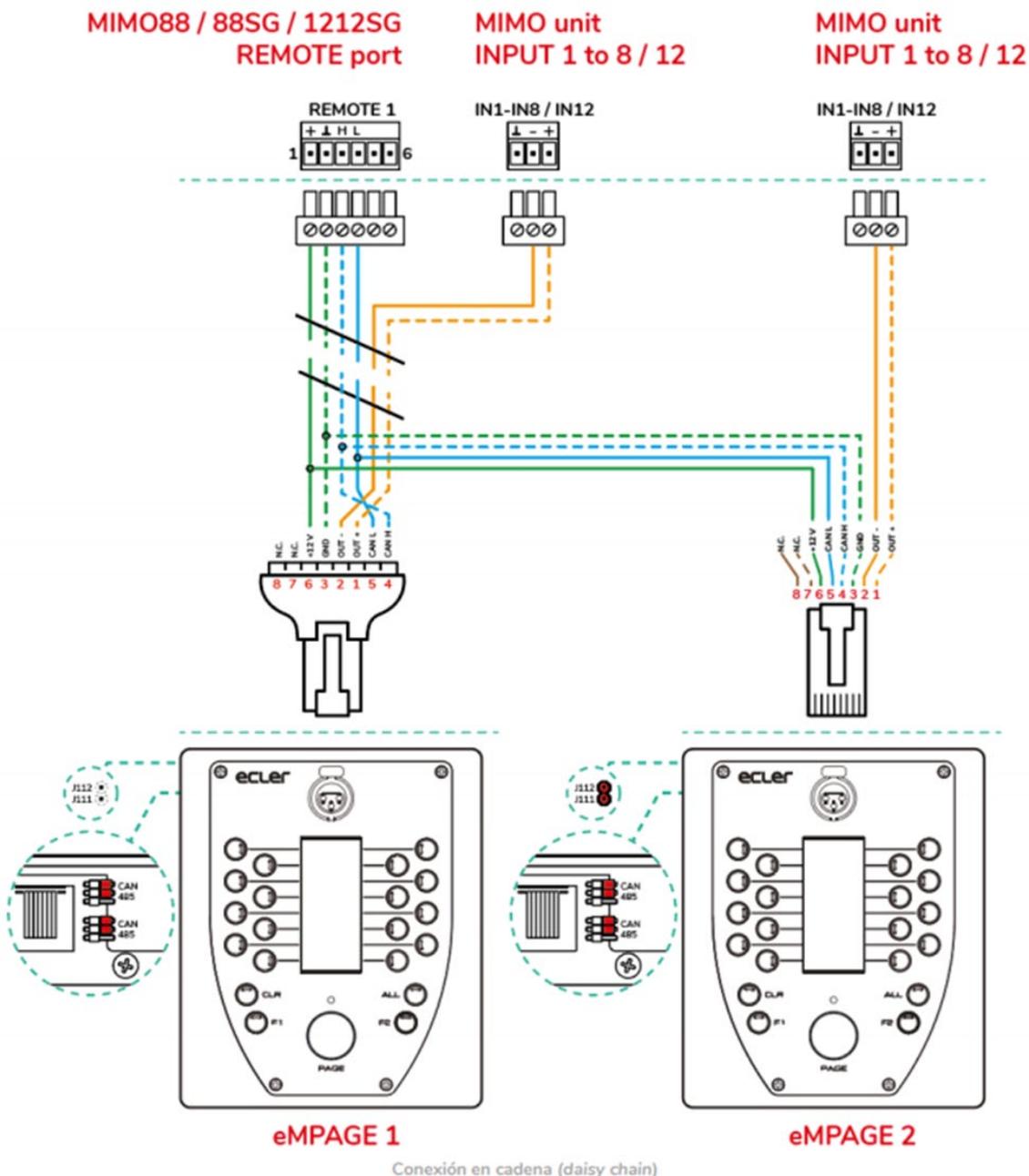
eMPAGE

How to connect multiple eMPAGE to MIMO?

TAG: ECLERNET, CONNECTION
 PRODUCTS: MIMO, eMPAGE

Connecting multiple eMPAGE (maximum 4 in MIMO88 and 3 in MIMO SG not compatible with MIMO4040CDN or MIMO7272DN) is possible by connecting from the MIMO REMOTE ports to each eMPAGE in Daisy Chain (daisy chaining one station to the next).

First of all set the internal jumpers of all eMPAGE to "CAN" position. The last eMPAGE on the remote bus must have jumper J112-J111. On all eMPAGE except the last one you must use the RJ-45 - Euroblock adapter to be able to perform the Daisy Chain correctly.



Note (see drawing above) also that the balanced audio signal cables from the microphones of each station (+ and -, as the ground is shared with the power bus), should be connected directly to a MIMO input, without a Daisy Chain connection in this case.

The power supply to the different call or remote stations comes through the REMOTE port, but in case you have long distances or more than one device you will have to incorporate external power supplies for the eMPAGE (WP24-PSU - not included).

Detailed information is available in the eMPAGE manual.

How to configure MIMO / MIMO SG audio input with eMPAGE?

TAG: ECLERNET, PROGRAMMING
PRODUCTS: MIMO, eMPAGE

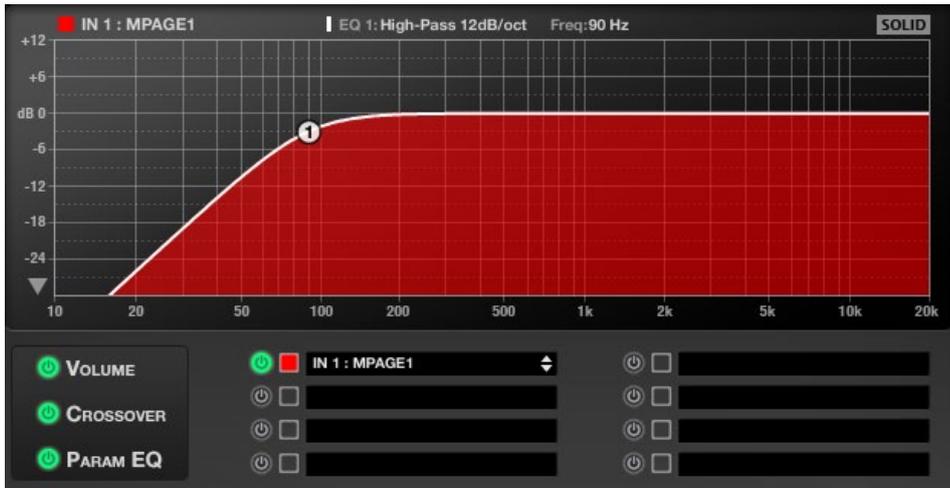
Audio input on the matrix can't have any active crosspoint with any output. This will be done automatically when paging destination zones from the main console.

Follow this video instructions for MPAGE16 : <https://youtu.be/qNSySeUvb9?t=125>

As for the microphone settings, the suggested settings for MPAGE1 / MPAGE1r can be taken as an initial reference and adjustments can be made on the spot to make them more appropriate to the real situation:



It's recommended to use high-pass filter to reduce manipulation noise. Typically between 90 and 150Hz.



How many eMPAGE paging stations can be connected to REMOTE port?

TAG: ECLERNET, CONNECTION
PRODUCTS: MIMO, eMPAGE, WPTOUCH

Maximum of 4 eMPAGE paging stations can be connected to MIMO88 and 3 connected to MIMO88SG and MIMO1212SG. Also, keep in mind up to 32 remote controls in total can be programmed, including eMPAGE, WPTOUCH and/or virtuals using the MIMO system (8x8 and 16x16). For example, it's possible to have 30x WPTOUCH and maximum of 2 eMPAGE.

It's a total limit of devices connected to Remote 1, Remote2 or to both of them.

Keep in mind distance limitations supported by bus, microphone signal and power supply for remote controls.

What's the maximum connection length for eMPAGE to MIMO / MIMO SG?

TAG: ECLERNET, CONNECTION
PRODUCTS: MIMO, eMPAGE, WPTOUCH

Connection on the Remote 1/2 port is BUS CAN, where all devices can be connected using daisy-chain mode. Maximum length from the REMOTE port to last device can be up to 800m with CAT5 cable.

Powering all paging stations and remote controls can be done using REMOTE port, but in longer distances or with high number of devices connected, an additional power supply should be implemented.

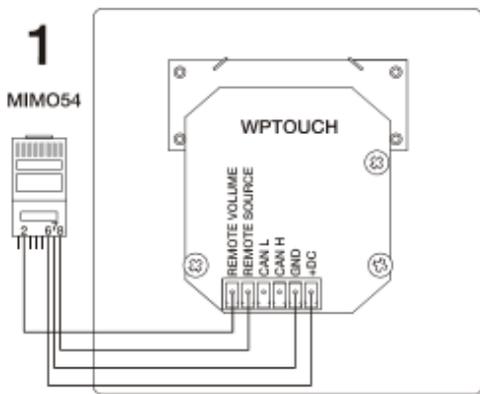
In eMPAGE paging stations the limitation is caused by the microphone signal, balanced or analog (see manual), which is connected between eMPAGE paging station and input on MIMO.

WPTOUCH

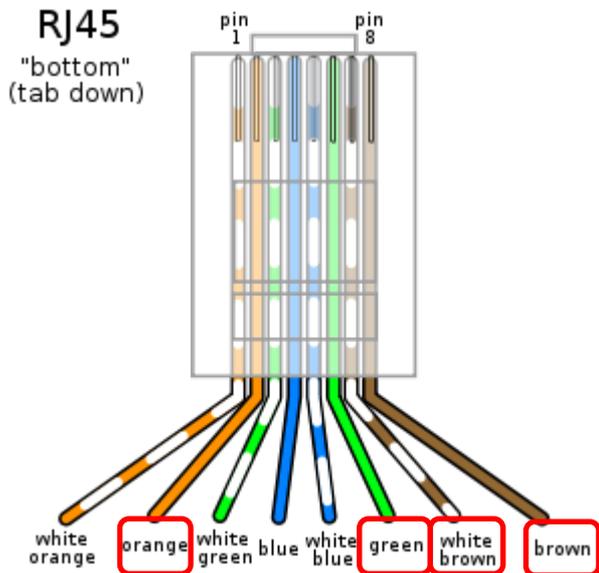
How to connect and configure WPTOUCH control in analog mode?

TAG: ECLERCOMM, CONNECTION
PRODUCTS: DAM614, WPTOUCH

Configuration mode is defined by the connection type to device. Example 1, DAM614 and MIMO54, with RJ45 connector and REMOTE ports

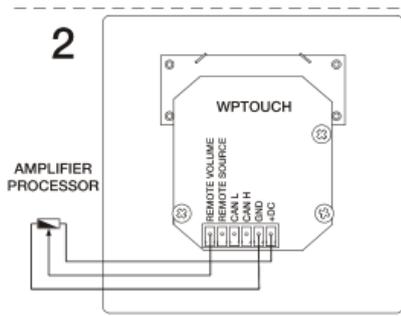


Usually Ethernet cables are T568B, but not always! Make sure you use correct cable before connecting to WPTOUCH.



Info: <https://es.wikipedia.org/wiki/10BASE-T>

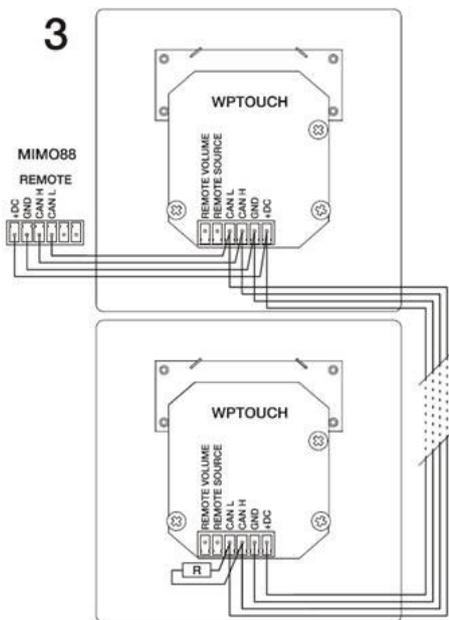
Example 2, For amplifiers and processors with analog GPI, with Euroblock connector in REMOTE ports.



How to connect multiple WPTOUCH to MIMO / MIMO SG?

TAG: ECLERNET, CONNECTION
 PRODUCTS: MIMO, WPTOUCH

Connecting multiple WPTOUCH controllers (32 max.) is possible by making a daisy-chain connection between REMOTE port on MIMO. Resistance of 120 Ohm should be applied to last device connected to the bus connector.



Power supply for each paging stations or remotes is applied through REMOTE port, but in longer distances or with multiple devices; additional power supply should be implemented.

To calculate how many power supplies are required, use our calculator.

http://www.ecler.com/images/downloads/tech-resources/WPm_Peripheral_Device_Calculator.zip

WPmSCREEN

How to install WPmSCREEN?

TAG: INSTALLATION
PRODUCTS: WPmSCREEN

Ecler provides a WPmSCRMKIT, which is an additional accessory for installing WPmSCREEN in 4U rack. In chapter 3 of the manual, you will find all necessary information for installing and connecting this device.

WPmSCREEN can be wall-mounted, used in box (type SIMON 51020103-039 or similar), or in standard installation support (type VESA75). In product packaging, 4 screws for VESA75 installation are included, and 6 screws for box installation (type SIMON 51020103-039 or similar).

If the installation is done in a wall or desk, 4 screws with 4mm diameter should be used (not included).

What's the maximum connection length between WPmSCREEN and power supply?

TAG: INSTALLATION, CABLING
PRODUCTS: WPmSCREEN

It depends on cable, 50m if you use 2x 0.5mm² cable and 100m if you use 2x 1mm² cable.

How many WPmSCREEN / WPNETTOUCH can be connected to EclerNet network?

TAG: PRODUCT, ECLERNET
PRODUCTS: WPmSCREEN

There is no specific limit for WPmSCREEN / WPNETTOUCH, but the maximum number of EclerNet devices connected to the same system is 253. WPmSCREEN / WPNETTOUCH, MIMO88, DUO-NET PLAYER are all EclerNet devices. For example, if you have 2 MIMO devices, you can connect up to 251 WPmSCREEN.

How to configure WPmSCREEN / WPNETTOUCH to EclerNet system?

TAG: CONFIGURATION, INSTALLATION, ECLERNET
PRODUCTS: WPmSCREEN

WPmSCREEN can function as a Master device, working as a webserver, storing and serving UCP panels (User Control Panel) to other devices (WPmSCREENS, WPNETTOUCHs, smartphones, tablets, PCs, etc) connected to network. Each WPmSCREEN / WPNETTOUCH panel can be configured to display correct panel (when started, or after a period of inactivity). Same UCP panel can be displayed on different devices.

Remember to disable 'Enable UCP Server' option in WPmSCREENs / WPNETTOUCH screens which are not used as Master.



Can WPmSCREEN / WPNETTOUCH be set as UCP server?

TAG: ECLERNET
PRODUCTS: WPmSCREEN

Yes, it can run EclerNet project and load UCP panels which contain a project.

Can WPmSCREEN / WPNETTOUCH replace a PC with EclerNet loaded in an installation?

TAG: ECLERNET
PRODUCTS: WPmSCREEN

Yes, it can run EclerNet project and load UCP panels, with exception it can't trigger events "Launch File" and send emails.

Can I use different WPmSCREEN / WPNETTOUCH devices simultaneously on the same network as UCP clients?

TAG: ECLERNET
PRODUCTS: WPmSCREEN

Yes, each WPmSCREEN / WPNETTOUCH can be set to function with different roles:

- Client for another WPmSCREEN / WPNETTOUCH
- Client for itself (WPmSCREEN / WPNETTOUCH functions as a webserver and client for its UCPs)
- Client for the PC running EclerNet Manager.

Can I connect more than one UCP webserver to the same network?

TAG: ECLERNET
PRODUCTS: WPmSCREEN

Yes, you can connect more than one device running different EclerNet projects (can coexist on the same network, but keep in mind):

- Only PC or WPmSCREEN / WPNETTOUCH can control an EclerNet hardware device (MIMO, NXA, etc), but each hardware device can't be controlled by more than 1 PC, WPmSCREEN or WPNETTOUCH simultaneously.

- Projects running on PC, or WPmSCREEN / WPNETTOUCH can't include the same EclerNet devices (with the same IP address, etc) which are used in other projects.

Can I define which UCP panels can be configured from each WPmSCREEN / WPNETTOUCH?

TAG: ECLERNET

PRODUCTS: WPmSCREEN

Yes, each project can have many panels and you can decide which panels are visible and accessible from each client WPmSCREEN / WPNETTOUCH.

You can define which panel will be displayed on WPmSCREEN / WPNETTOUCH when device starts-up, reinitializes after power loss, etc. (default start-up panel), or after timeout period.

Additionally, user accounts with passwords can be created, requiring user to provide password using on-screen keyboard on WPmSCREEN / WPNETTOUCH.

Can WPmSCREEN / WPNETTOUCH coexist with 3rd party UCP client devices on the same network?

TAG: ECLERNET

PRODUCTS: WPmSCREEN

Yes, you can use Android, iOS or Windows as UCP clients where WPmSCREEN / WPNETTOUCH function as clients and/or web servers.

What does 'V' signify when displayed in the upper part of the WPmSCREEN / WPNETTOUCH?

TAG: ECLERNET, *FIRMWARE*, ERROR

PRODUCTS: WPmSCREEN

When the 'V' icon appears in the upper part of the main WPmSCREEN screen, it indicates an incompatible version in project. It is recommended to verify all devices, that the firmware version is compatible with the project.

In EclerNet Manager, select Help and in the User Manual you will find a document showing compatible firmware and software versions.

Why the project doesn't work from WPmSCREEN / WPNETTOUCH but it works from PC?

TAG: ECLERNET, *FIRMWARE*, ERROR

PRODUCTS: WPmSCREEN

It can be caused by incorrect firmware version. Upgrade firmware on all EclerNet devices to latest version, send a blank project to WPmSCREEN / WPNETTOUCH which functions as a UCP server, and again send your main project to the device.

WPNETTOUCH

How to install WPNETTOUCH?

TAG: INSTALATION
PRODUCTS: WPNETTOUCH

WPNETTOUCH is compatible with standard VESA75 type brackets. A wall bracket for surface mounting is included in the package, wall mounting is not possible.

What is the maximum length that a WPNETTOUCH can be connected to its power supply?

TAG: INSTALATION, WIRING
PRODUCTS: WPNETTOUCH

Depending on the cable used, 50m if you use a 2x 0.5mm² cable and 100m if you use a 2x 1mm² cable.

Remember that, alternatively, you can power WPNETTOUCH via PoE.

How many WPNETTOUCH can I connect to an EclerNet network?

TAG: PRODUCT, ECLERNET
PRODUCTS: WPNETTOUCH

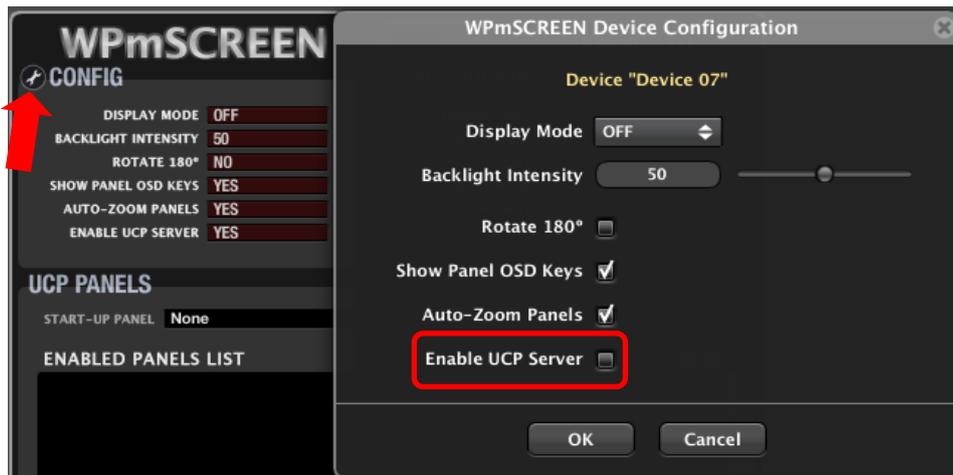
There is no specific limit for WPNETTOUCH, but the maximum number of EclerNet devices connected to the same system is 253. WPmSCREEN / WPNETTOUCH, MIMO88, DUO-NET PLAYER are all EclerNet devices. For example, if you have 2 MIMO devices, you can connect up to 251 WPNETTOUCH.

How to configure more than one WPNETTOUCH in an EclerNet system?

TAG: CONFIGURATION, INSTALATION, ECLERNET
PRODUCTS: WPNETTOUCH

In an EclerNet system, only one device can act as a UCP Server unit: this device will run the EclerNet project and perform the webserver function, serving UCP (User Control Panel) panels. If this function is performed by a WPNETTOUCH for itself and for the rest of the UCP clients (WPmSCREENs, WPNETTOUCHs, smartphones, tablets, PCs, etc.) in the network. You can choose in each WPNETTOUCH which panels it should show and even which of them will be the default panel (at startup and after a time of inactivity). You can also display the same panel on different screens without problems.

Remember to disable the Enable UCP Server function on non-Master devices to avoid errors.



Can WPNETTOUCH be set as UCP server?

TAG: ECLERNET
PRODUCTS: WPNETTOUCH

Yes, it can run EclerNet project and load UCP panels which contain a project.

Also MIMO4040CDN, MIMO7272DN or a PC with EclerNet Manager open in "Deploy" mode.

Can WPNETTOUCH replace a PC with EclerNet loaded in an installation?

TAG: ECLERNET
PRODUCTS: WPNETTOUCH

Yes, it can run EclerNet project and load UCP panels, with exception it can't trigger events "Launch File" and send emails.

Can I use different WPNETTOUCH units on the same network simultaneously as UCP clients?

TAG: ECLERNET
PRODUCTS: WPNETTOUCH

Yes, each WPNETTOUCH unit can have different client roles:

- Client of another WPNETTOUCH
- Client of itself (a WPNETTOUCH acts as server and client of its own UCPs)
- Client of a computer with EclerNet Manager running.

Can I connect more than one UCP webserver to the same network?

TAG: ECLERNET
PRODUCTS: WPNETTOUCH, MIMO4040CDN, MIMO7272DN

Yes, you can connect more than one device running different EclerNet projects (can coexist on the same network, but keep in mind):

- Only PC or WPmSCREEN / WPNETTOUCH can control an EclerNet hardware device (MIMO, NXA, etc), but each hardware device can't be controlled by more than 1 PC, WPmSCREEN or WPNETTOUCH simultaneously.

- Projects running on PC, or WPmSCREEN / WPNETTOUCH can't include the same EclerNet devices (with the same IP address, etc) which are used in other projects.

Can I define which UCP panels can be configured from each WPNETTOUCH unit?

TAG: ECLERNET
PRODUCTS: WPNETTOUCH

Yes, each project can have many panels and you can decide which panels are visible and accessible from each client WPNETTOUCH.

You can define which panel will be displayed on WPNETTOUCH when device starts-up, reinitializes after power loss, etc. (default start-up panel), or after timeout period.

Additionally, user accounts with passwords can be created, requiring user to provide password using on-screen keyboard on WPNETTOUCH.

Can WPNETTOUCH coexist with 3rd party UCP client devices on the same network?

TAG: ECLERNET
PRODUCTS: WPNETTOUCH

Yes, you can use Android ©, iOS or Windows © devices as UCP clients in an installation where WPNETTOUCH units act as clients and/or servers. They will then be able to use the panels served.

What does 'V' signify when displayed in the upper part of the WPNETTOUCH?

TAG: ECLERNET, *FIRMWARE*, ERROR
PRODUCTS: WPNETTOUCH

When the 'V' icon appears in the upper part of the main WPNETTOUCH screen, it indicates an incompatible version in project. It is recommended to verify all devices, that the firmware version is compatible with the project.

In EclerNet Manager, select Help and in the User Manual you will find a document showing compatible firmware and software versions.

Alternatively, in the file "EclerNet manager and related firmware LEGACY VERSIONS" ([see here](#)) you will find a historical record of updates of the different products that can be in an ECLERNET network. It includes a table describing, for each EclerNet Manager version released, which are the firmware versions for EclerNet devices compatible with it. The last row of this table is always the current version list, included in the ZIP file that you will have downloaded and that includes software, firmware and other documents ([Setup EclerNet Manager \(vx.xrxrx\)](#)), available at the following Link:

<http://www.ecler.com/support/downloads/software.html>

Why the project doesn't work from WPNETTOUCH but it works from PC?

TAG: ECLERNET, *FIRMWARE*, ERROR
PRODUCTS: WPNETTOUCH

It can be caused by incorrect firmware version. Upgrade firmware on all EclerNet devices to latest version, send a blank project to WPNETTOUCH which functions as a UCP server, and again send your main project to the device.

NXA

Can microphone be connected to NXA input?

TAG: ECLERNET, INPUTS

PRODUCTS: NXA

Inputs on NXA device are designed to work with Line-in signal, but not with microphone signal because the signal is weak. Microphone signal should pass through preamplifier or mixing table ([see available products](#)) before they are connected to NXA devices.

ePLAYER1

What's the main password for ePLAYER1?

TAG: PASSWORD
PRODUCTS: ePLAYER1

For point-to-point connection through ePLAYER1's wifi, default password is "0123456789". It also appears on the bottom label.

To access ePLAYER1's configuration page:

- Username: root
- Password: ecler

For more details please consult [ePLAYER1 manual](#) where you can find more detailed information.

Tutorial video for connecting to ePLAYER1 to network is available on your YouTube channel:

<https://youtu.be/W02aNRxT-vM>

What audio formats can be used in ePLAYER1?

TAG: PLAYBACK
PRODUCTS: ePLAYER1

ePLAYER1 supports mp3, ogg, WAV, FLAC, AIFF.

Why ePLAYER1 doesn't play audio streaming?

TAG: PLAYBACK
PRODUCTS: ePLAYER1

It's important to check your internet connection and confirm if the audio streaming address link is correct. A streaming link, eg. http://www.my_radio.com is not a correct audio streaming, but main webpage address. It can contain a streaming service with its proper URL, which is different from the previous example.

Correct audio stream link should be similar to examples below:

- http://www.my_favourite_radio.mp3
- <http://111.111.11.1:8080>
- <http://listen.radio/rock.m3u>

Check our document "[Ecler ePLAYER1 and DUO-NET PLAYER How to identify Internet radio url streams](#)"

Can ePLAYER1 play audio files from the local network?

TAG: PLAYBACK
PRODUCTS: ePLAYER1

Yes, but not directly. ePLAYER1 can't play audio files stored on local network, but it can play audio files using DLNA if the webserver has a DLNA multimedia application installed (eg. Plex Media Player).

Can ePLAYER1 reproduce streaming from the music platforms like Spotify?

TAG: PLAYBACK
PRODUCTS: ePLAYER1

No, ePLAYER1 can't access user accounts on these platforms. But it's possible to receive music content using AirPlayer (Spotify Connect).

NOTE: Spotify does not work with DLNA.

Can I configure ePLAYER1 to have internet access using proxy server?

TAG: CONFIGURATION
PRODUCTS: ePLAYER1

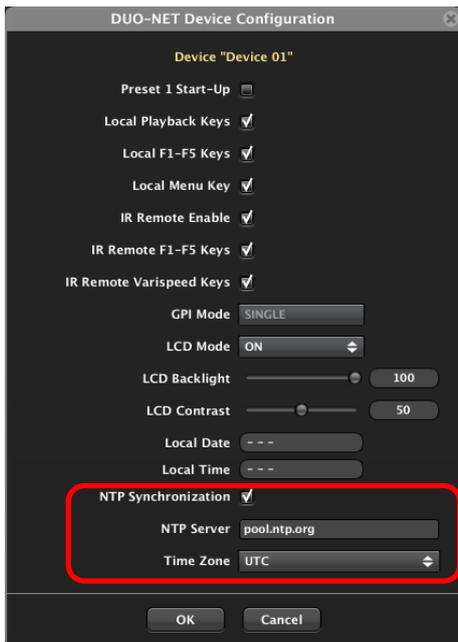
To implement it it's necessary to configure your Proxy/VPN server in your gateway (router/switch). Each device connected to this node will access internet through proxy/VPN.

DUO-NET PLAYER

How to make sure clock in DUO-NET PLAYER is always set correctly?

TAG: ECLERNET, PROGRAMMING
PRODUCTS: DUO-NET

Every quartz clock, as the one included in DUO-NET PLAYER, has a minor advance or delay. To make sure it's set precisely it's important to connect DUO-NET to network with internet access and activate: NTP Server, introducing NTP server information.

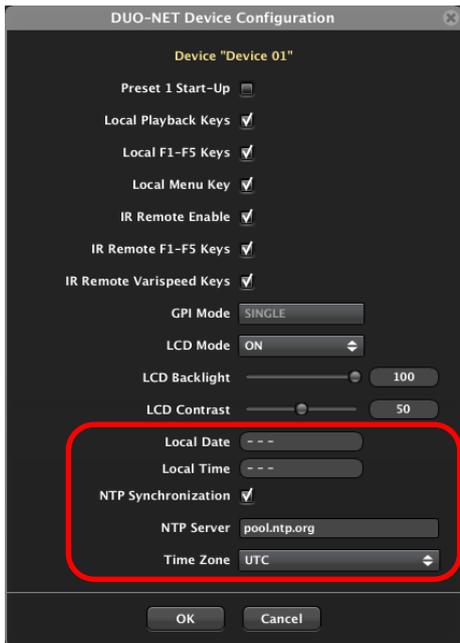


How to program calendar messages?

TAG: ECLERNET, PROGRAMMING, EVENTS
PRODUCTS: DUO-NET, MIMO

This information can be found In [EclerNet manual](#), section “Calendar-based events (TIME SCHEDULER)”.

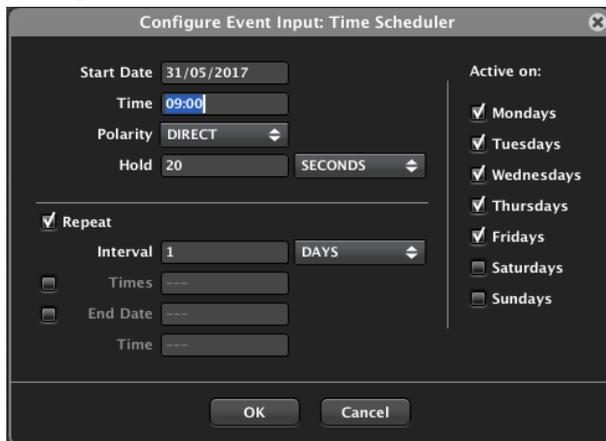
🌟 It's important to set correctly date and time in your EclerNet device. By default, date and time are not configured.



It's recommended to activate "NTP Synchronization" (requires internet connection), and set device to correct Time zone where it is installed. This will guarantee device is set correctly (option enabled in DUO-NET PLAYER).

Configuration examples for Time Scheduler events:

Example 1



Event will stay active every day (REPEAT – interval 1 day) for 20 seconds at 9:00, without Saturday and Sunday. Without activating repeat times, and End Date, this event will always trigger.

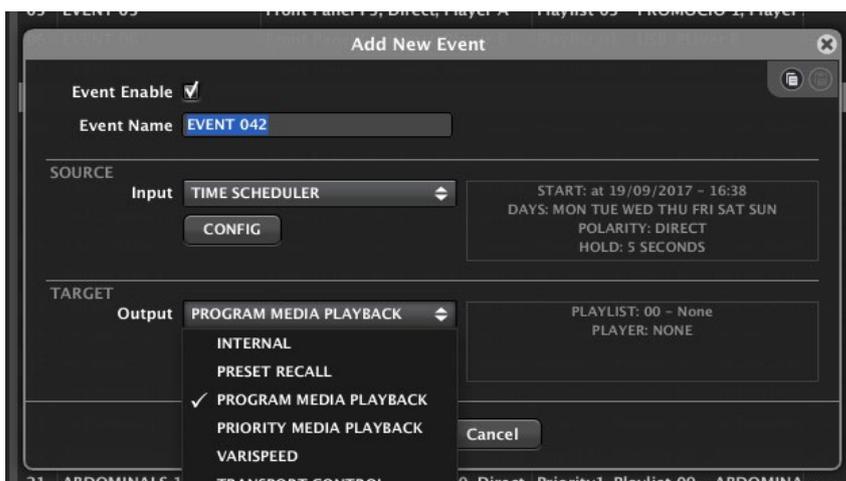
🏠 HOLD option is used when acting on the "PRIORITY MEDIA PLAYBACK" and where Trigger Mode is configured as HOLD. Message will play as long as set in Hold option in Time Scheduler.



When “PRIORITY MEDIA PLAYBACK” is configured in Trigger Mode as PULSE with Hold Time 10 seconds, the message will play for 10 seconds.



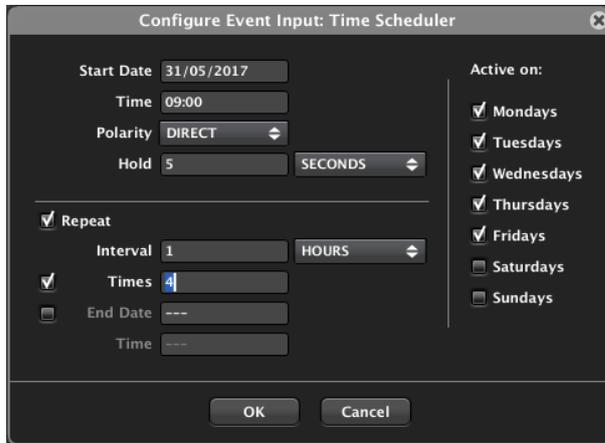
When using “TRANSPORT CONTROL” or “PROGRAM MEDIA PLAYBACK” message will play until it finishes.



⚠ ATTENTION: If the programming is done on 31/5/2017 (Wednesday) at 12:00, this event will never be active and therefore will never repeat. Keep in mind, when you program your device offline,

and the next day upload it to device, it's possible your event activation time has passed, and it won't activate again.

Example 2



Event will stay active for 5 seconds and will repeat 4 times every 1 hour, at 9AM, 10AM, 11AM, and 12PM. After executing 4 times, this event will no longer repeat because it finished its execution.

⚠ ATTENTION: If the programming is done on 31/5/2017 (Wednesday) at 12:00, this event will never be active and therefore will never repeat. Keep in mind, when you program your device offline, and the next day upload it to device, it's possible your event activation time has passed, and it won't activate again.

Conclusion

If event needs to trigger 4 times, and be active every day (except Saturday and Sunday), it's recommended to create 4 events (each one programmed with correct trigger time) to repeat every day. Follow example 1 for creating 4 events.

Can background music and audio messages be played from the same source (USB, SD) using DUO-NET PLAYER?

TAG: ECLERNET, PROGRAMMING, EVENTS
PRODUCTS: DUO-NET

Yes, using the priority modules. For more information please check our [EclerNet Manager manual](#), see section "[DUO-NET PRIORITY 1 and PRIORITY 2 modules section](#)".

How many events can be created in DUO-NET PLAYER?

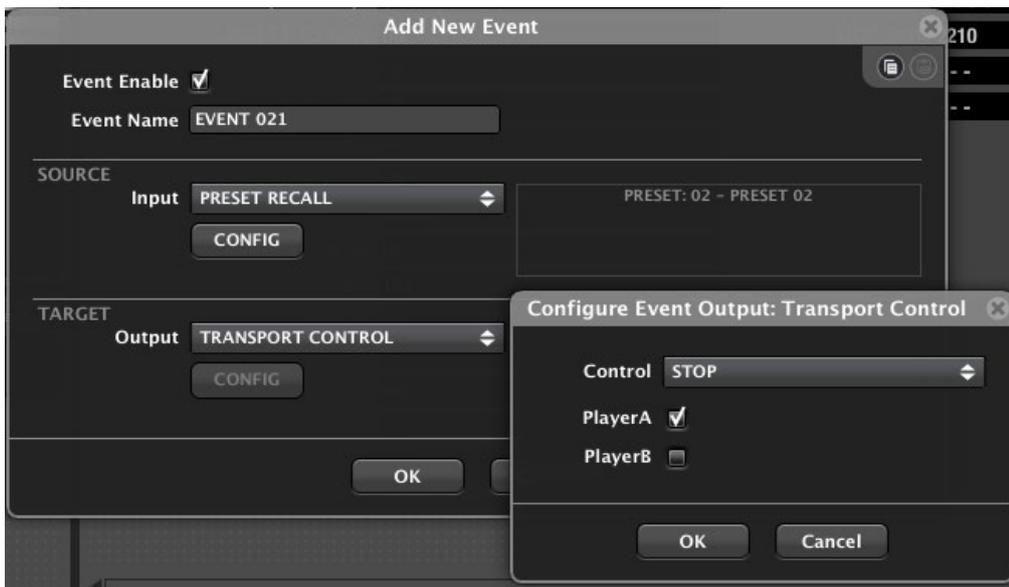
TAG: ECLERNET, PROGRAMMING, EVENTS
PRODUCTS: DUO-NET

Max. 64 events. By default there are 20 pre-configured events for front panel buttons and remote control (these events can be edited or deleted).

When preset is stored in DUO-NET PLAYER, does it also store device's status?

TAG: ECLERNET, PRESETS, PROGRAMMING, EVENTS
PRODUCTS: DUO-NET

No, preset doesn't store device's status. It's necessary to create an event executing required transport control when DUO-NET recalls particular preset.



In previous example when PRESET 02 is recalled, it executes EVENT 021 which stops PLAYER A.

What DNS should be used in DUO-NET PLAYER?

TAG: ECLERNET, PROGRAMMING
PRODUCTS: DUO-NET

DUO-NET uses Google's public DNS addresses: [8.8.8.8](https://www.google.com/dns/) and [8.8.4.4](https://www.google.com/dns/)

These DNS addresses cannot be changed.

Can DUO-NET PLAYER be configured to have internet access through proxy server?

TAG: CONFIGURATION
PRODUCTS: DUO-NET

To implement it, it's required to configure a Proxy/VPN server in your gateway (router/switch). From now on, each device connected to the same node will have internet access through the same Proxy/VPN.

How to make the Priority Media Playback module repeat its playback while GPI is active?

TAG: ECLERNET, PROGRAMMING
PRODUCTS: DUO-NET

Priority modules were not designed for repeat function.

It's recommended to create 2 events which use Program Media Playback option:

- GPI enable – executes PLAY function in Program Media Playback module

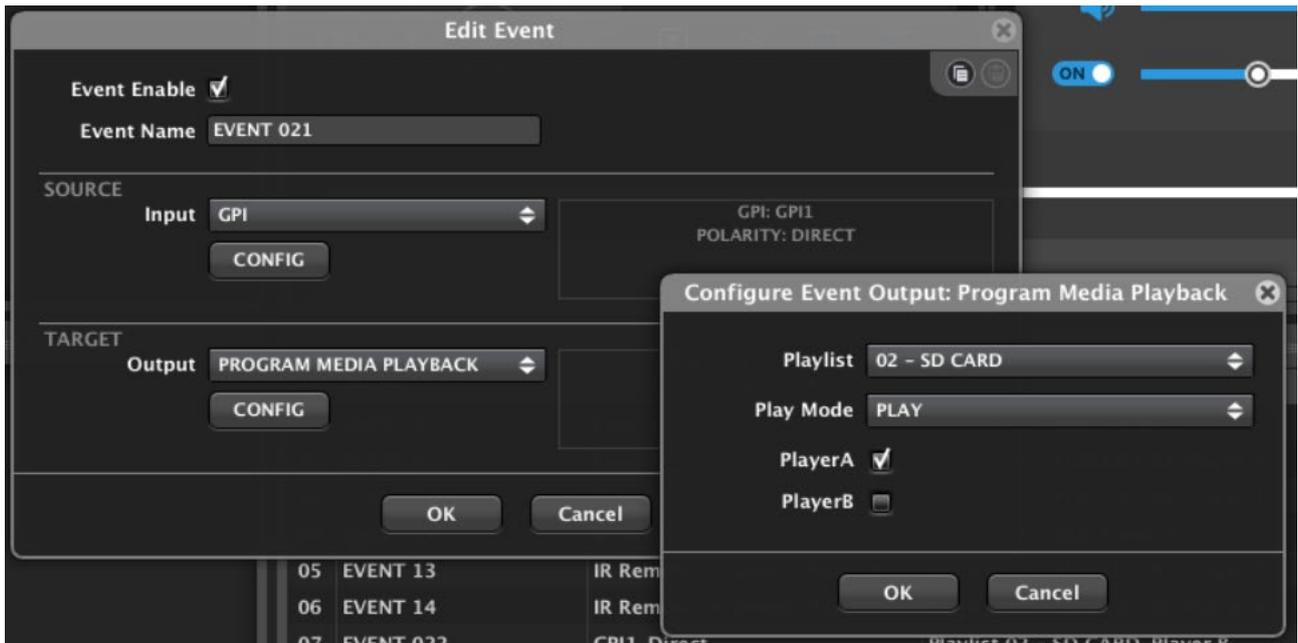


Image 0.1: In the example, when GPI1 is enabled, Player A starts playing Playlist 02

- GPI disable – executes STOP when GPI is disabled

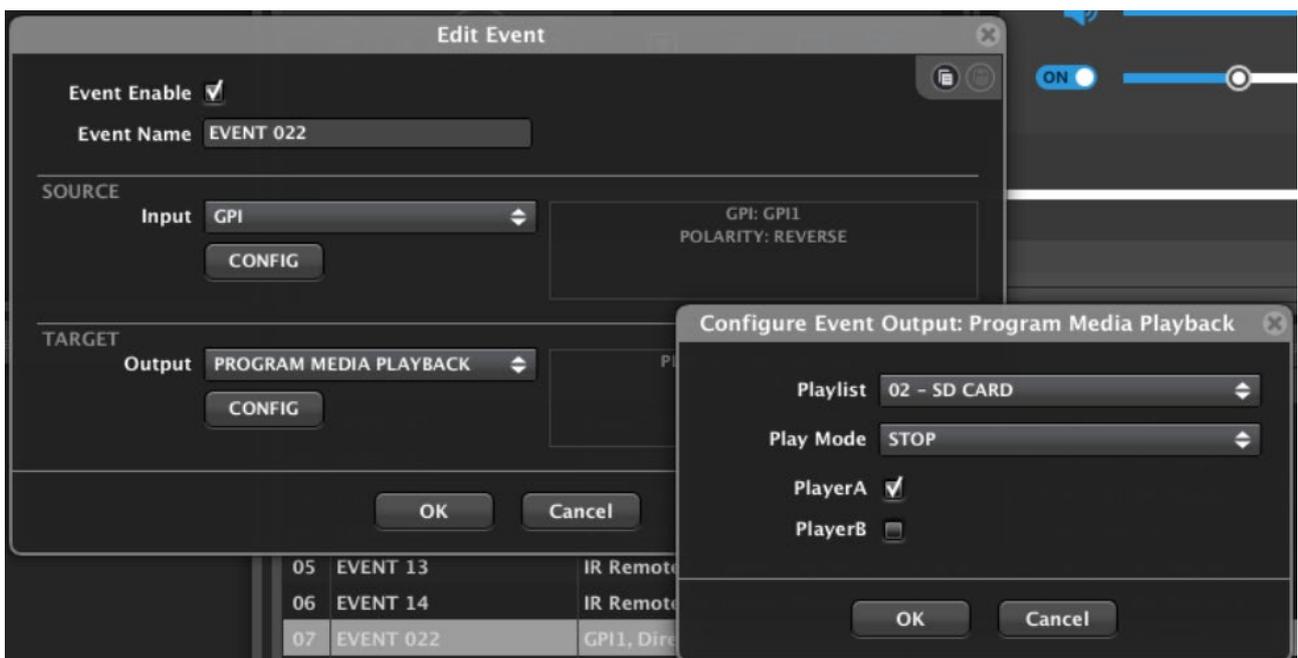
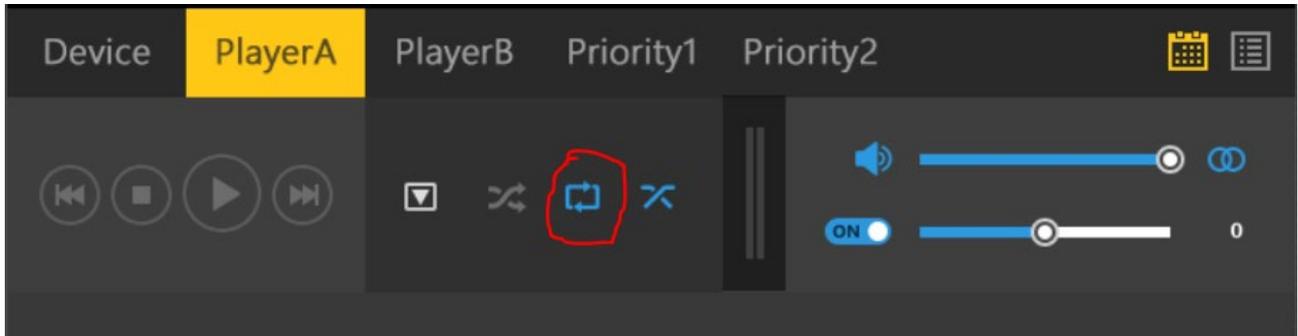


Image 0.1: In the example, when GPI1 is disabled, Player A stops.

Player (A or B) which executes this function needs to have a Repeat Mode function in Loop or Repeat so it won't stop after playlist playback (see image below).



Why DUO-NET plays audio file but there is no audio output?

TAG: ECLERNET, PROGRAMMING
PRODUCTS: DUO-NET

If volume levels are set properly, make sure if there are audio files with 3 second duration, crossfade enabled and Repeat Mode also enabled, you won't be able to hear any audio coming out.

Fade-out starts a few seconds before audio finishes, and fade-in starts a few seconds before playing next audio file. Infinite loop is created causing issue with audio playback.

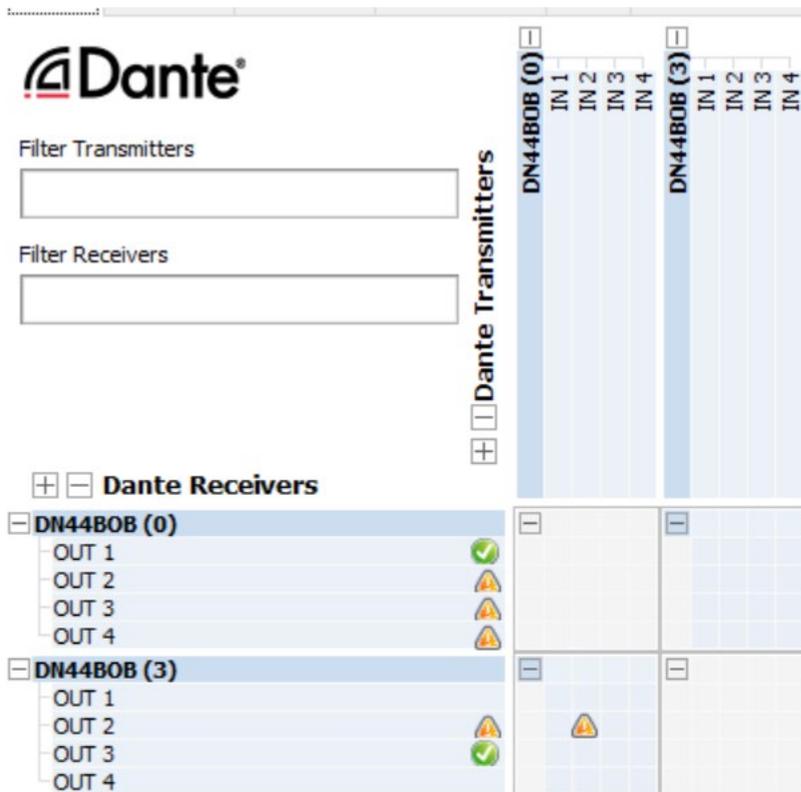
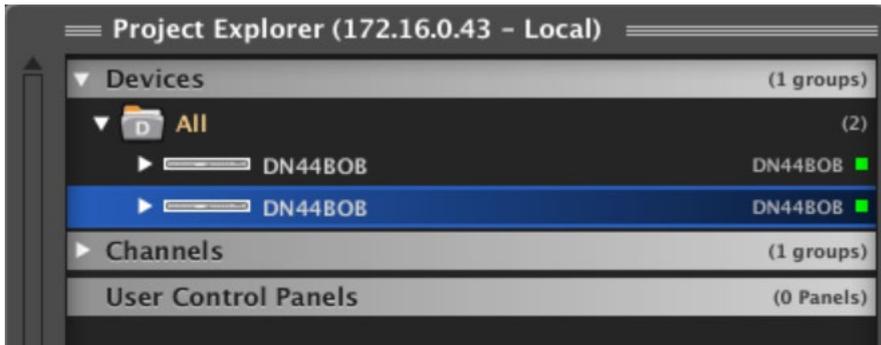
To resolve this problem, crossfades need to be disabled.

DN44BOB

Can 2 DN44BOBs with the exact same names be connected to one Dante network?

TAG: DANTE, PROGRAMMING
PRODUCTS: DN44BOB

It's not recommended because Dante Controller application connects with Dante devices using their names, causing conflict in Dante Controller. EclerNet Manager uses IP addresses, and if they are distinct then it will function correctly.



Where can I find more information about DANTE?

TAG: DANTE, PROGRAMMING
PRODUCTS: DN44BOB

Dante is an [Audinate](https://www.audinate.com/) protocol which integrates various professional audio manufacturers.

DANTE is an [Audinate](#)© protocol that is integrated by many professional audio manufacturers.

You can consult the latest and most relevant information in the "Support" section of the Audinate© website.

Although it is essential, if you are going to work with Dante, that you get certified at: www.audinate.com/certify . It's free of charge!

How many IPs does a DN44BOB require?

TAG: DANTE, PROGRAMMING
PRODUCTS: DN44BOB

A DN44BOB requires a static IP, shared for EclerNet and Dante platforms connection.

WP22DN

Why can't EclerNet Manager find a WP22DN device?

TAG: PRODUCT, CONFIGURATION

PRODUCTS: WP22DN

WP22DN is a DANTE interface that is not part of the EclerNet platform. Its settings are physical in the unit and the parameters corresponding to the network and DANTE subscriptions are made from DANTE CONTROLLER.

PAGENETDN

How many IPs does a PAGENETDN require?

TAG: DANTE, PROGRAMMING
PRODUCTS: PAGENETDN

PAGENETDN requires two IP addresses, one for communication with DANTE and one for communication with EclerNet. The connection is made via a CAT5e cable to the network.

[eMOTUS](#)

Can eMOTUS5PBT password be changed?

TAG: BLUETOOTH
PRODUCTS: eMOTUS

No, configuring Bluetooth module is not available. But Android devices (smartphone, tablet) allow renaming paired Bluetooth devices and allow separating devices with the same name. This is stored in Android memory and doesn't change Bluetooth module in eMOTUS5BT.

This option is not available in iOS devices.

eSAS-BT

Can eSAS-BT password be changed?

TAG: BLUETOOTH
PRODUCTS: eSAS-BT

No, configuring Bluetooth module is not available. But Android devices (smartphone, tablet) allow renaming paired Bluetooth devices and allow separating devices with the same name. This is stored in Android memory and doesn't change Bluetooth module in eMOTUS5BT.

This option is not available in iOS devices.

TP-NET

Why when sending command to device using CA-NET or TP-NET protocol, I'm receiving an error message or device is not responding?

TAG: ECLERNET, ECLERCOMM, PROGRAMMING
PRODUCTS: MIMO, DUO-NET PLAYER, NXA, DAM, CA

When sending commands using TP-NET protocol, it's required to include a line feed (LF). This is specified in [TP-NET](#) and [CA-NET](#) protocol. Line feed is 0A in hexadecimal. In the following example we can see hexadecimal command and its equivalent in ASCII.

Different format for hexadecimals can be used depending on software used.

Transmit

00 53 59 53 54 45 4d 20 43 4f 4e 4e 45 43 54 0a SYSTEM CONNECT.

But depending on the program or software we use, the end-of-line character may vary. For example in Hercules software it is "[LF]", or in IO Ninja it is ".", but it must always correspond in hexadecimal with "0a".

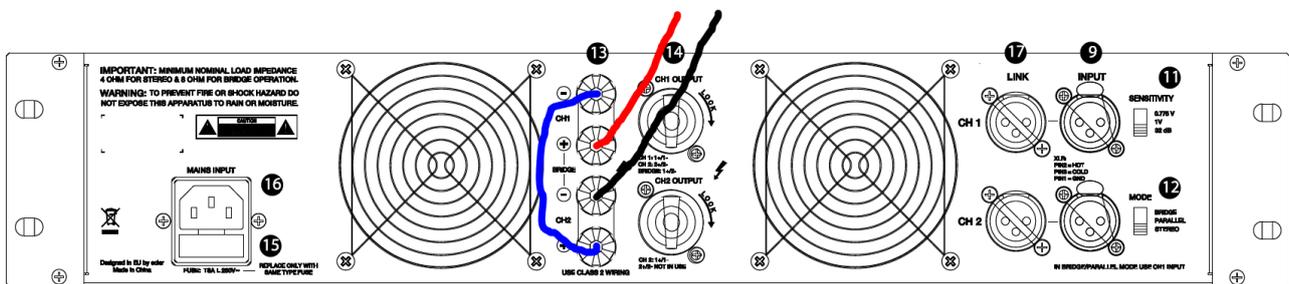
eLPA

How can I work in bridge mode with eLPA2-650, eLPA2-950 and eLPA2-1400 amplifiers?

TAG: CONNECTION

PRODUCTS: eLPA

In bridge mode you must connect the + terminal of the speaker of channel 1, terminal + and the terminal - of the speaker to channel 2, terminal -. Additionally, in channel 1 you should connect terminal - (black) with channel 2, terminal + (red) with short cable minimum 1.5mm² (shown as blue in image below). This is explained in the manual.



Remember that when in Bridge mode, you can only work with impedances of 8 Ohm or higher.

eMIMO1616

Can signal from 2 input sources be sent to 1 output?

TAG: PRODUCT
PRODUCTS: eMIMO1616

No, eMIMO1616 is not a mixer matrix switcher. It will route only one input signal to one output. It will only mix different signals when balanced signal is used (inputs of 4 or 8) and when using Pagers/Duckers modules one signal is mixed with another selected for specific output.

Can the same zone be controlled from different applications and/or devices?

TAG: PRODUCT
PRODUCTS: eMIMO1616

Yes, if it's configured to do so. There is no problem with controlling the same parameter using different devices (pilot Panel in app, internet browser, wall digital remote control eMCONTROL1 or eMIMO1616's front panel).

Can I connect to eMIMO1616 via Wifi connection using mobile device?

TAG: PRODUCT
PRODUCTS: eMIMO1616

Yes, but keep in mind eMIMO1616 does not have an integrated WiFi interface. Nonetheless, you can connect to eMIMO1616 using Ethernet cable from a WiFi access point, and use any device to access this network.

Can users control input levels and other parameters?

TAG: PRODUCT
PRODUCTS: eMIMO1616

No, users can control output volume level for output zone, input selection, and output zone equalization if it's configured this way. Other parameters can only be modified by eMIMO1616 Administrator using embedded setup web page.

Can I simultaneously control multiple output levels?

TAG: PRODUCT
PRODUCTS: eMIMO1616

Yes, as an Administrator, and only when using embedded setup web page, and selecting specific output zones for simultaneous control (press & hold green button for channel selection for a few seconds) and changing level using fader. Different control methods available for users (pilot panel app, front panel, o eMCONTROL1) do not include this functionality.

Can I use software and program eMIMO1616 configuration without having hardware?

TAG: PRODUCT
PRODUCTS: eMIMO1616

Yes, you can connect to our virtual eMIMO1616. You can find eMIMO1616 software (Ecler eMIMO1616 Demo) or through this link: <http://www.ecler.com/eMIMO1616demo>

[HUB1408 / HUB1616](#)

Can signal from 2 input sources be sent to 1 output?

TAG: PRODUCT
PRODUCTS: HUB

No, HUB is not a mixer matrix switcher. It will route only one input signal to one output. It will only mix different signals when balanced signal is used (inputs of 4 or 8) and when using Pagers/Duckers modules one signal is mixed with another selected for specific output.

Can the same zone be controlled from different applications and/or devices?

TAG: PRODUCT
PRODUCTS: HUB

Yes, if it's configured to do so. There is no problem with controlling the same parameter using different devices (pilot Panel in app, internet browser, wall digital remote control eMCONTROL1 or HUB's front panel).

Can I connect to HUB via Wifi connection using mobile device?

TAG: PRODUCT
PRODUCTS: HUB

Yes, but keep in mind HUB does not have an integrated WiFi interface. Nonetheless, you can connect to HUB using Ethernet cable from a WiFi access point, and use any device to access this network.

Can users control input levels and other parameters?

TAG: PRODUCT
PRODUCTS: HUB

No, users can control output volume level for output zone, input selection, and output zone equalization if it's configured this way. Other parameters can only be modified by HUB Administrator using embedded setup web page.

Can I simultaneously control multiple output levels?

TAG: PRODUCT
PRODUCTS: HUB

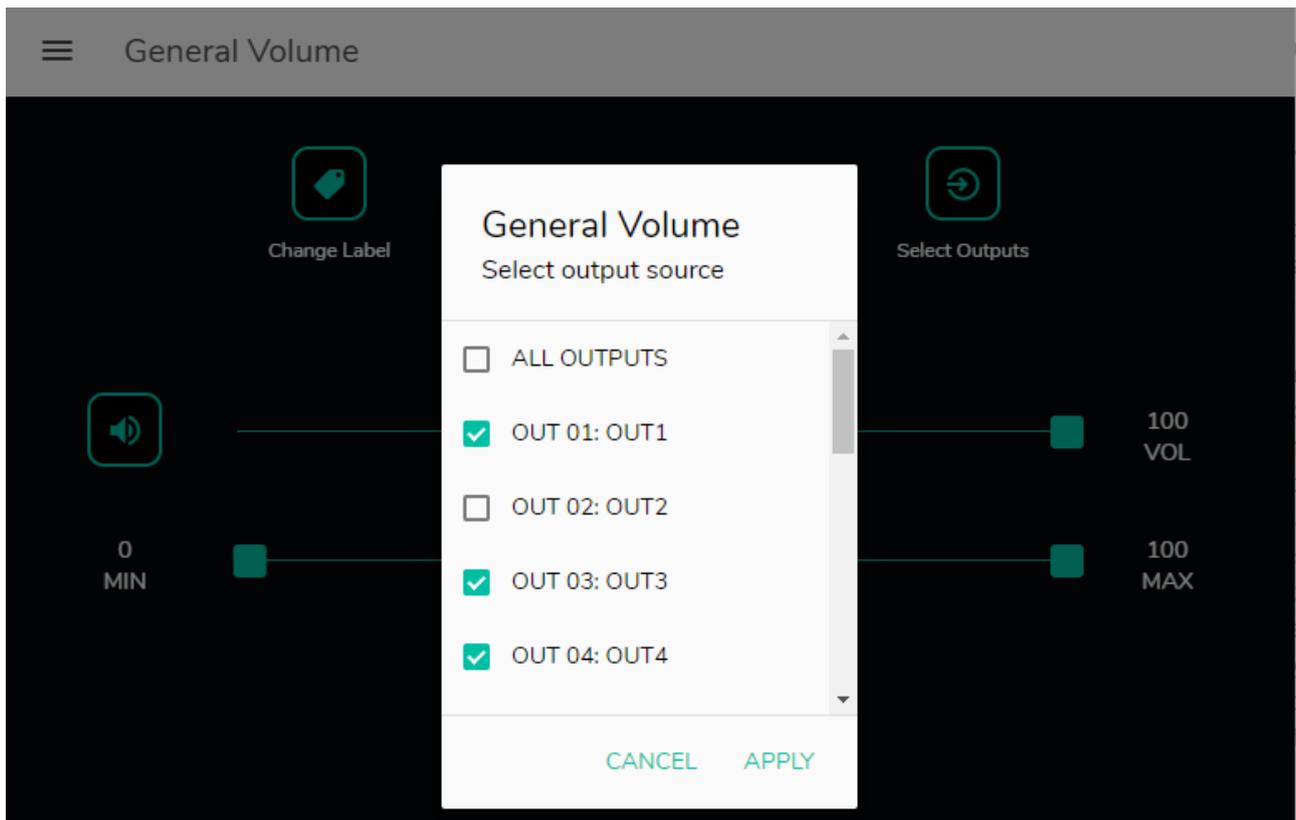
Yes, as an Administrator, and only when using embedded setup web page, and selecting specific output zones for simultaneous control (press & hold green button for channel selection for a few seconds) and changing level using fader. Different control methods available for users (pilot panel app, front panel, o eMCONTROL1) do not include this functionality.

Can I control different outputs with one remote?

TAG: PRODUCT, CONFIGURATION
PRODUCTS: HUB

No, an eMCONTROL1 remote can only control one zone selection, volume and EQ. You will only control more than one output when it is a specific output such as stereo.

From the HUB front panel or from Pilot mobile app you will be able to control the General Volume which will affect the selected outputs.



Can I use software and program HUB configuration without having hardware?

TAG: PRODUCT
PRODUCTS: HUB

Yes, you can connect to our virtual HUB. You can find HUB software (Ecler HUB Demo) or through this link: <https://www.ecler.com/hubseriesdemo/>

eHMA

Is Aux output (AUX/REC) for mixer-amplifiers eHMA60, eHMA120 and eHMA240 be controlled using output potentiometer (OUPTUT CONTROL) VOL?

TAG: PRODUCT

PRODUCTS: eHMA

Yes, by varying level of amplified outputs, output line level (AUX/REC) will be similarly varied. This allows to connect auxiliary amplifiers to this output to feed loudspeaker zones with power requirements greater than those of eHMA.

WPa

Which flush-mounted box can I use for WPa remotes?

TAG: PRODUCT
PRODUCTS: WPa

The WPa (except WPaH-AT40 and WPaH-AT100) are designed for mounting in universal flush-mounted box.

For example:

- [LEGRAND 080041](#) (flush-mounted box for hollow partition walls)
- [LEGRAND 080141](#) (masonry flush mounting boxes)

[WPNET4KV / WPNET8K / WPNETEX](#)

Which flush-mounted box can I use for WPNET4KV / WPNET8K / WPNETEX remotes?

TAG: PRODUCT
PRODUCTS: WPNET

The WPNET series are designed for mounting in universal flush-mounted box.

For example:

- [LEGRAND 080041](#) (flush-mounted box for hollow partition walls)
- [LEGRAND 080141](#) (masonry flush mounting boxes)

WiSPEAK

Why there are audio drops in one or more speakers?

TAG: PRODUCT

PRODUCTS: WiSPEAK CORE, TUBE, CUBE, GLOBE

Ensure the speaker is powered on and the STR LED is permanently ON (not blinking) and the WiS LED is permanently OFF. If the WiS LED is blinking, there are coverage problems. It will be necessary to relocate the speaker trying to avoid obstacles as much as possible.

Check the quality LED colour using the APP. All the speakers have to be in green. If the LED is most of the time showing another colour it will be necessary to relocate the speaker trying to avoid obstacles as much as possible.

Why there is no audio at all or there are drops in all the speakers?

TAG: PRODUCT

PRODUCTS: WiSPEAK CORE, TUBE, CUBE, GLOBE

Check that the transmitter is powered ON and the WiS LED of the transmitter is permanently ON.

If the STR LEDs of all the speakers are blinking, this means that there are problems with the WiS network.

- Ensure that all the recommended distances are respected.
- Ensure that there are not two transmitters in the same coverage radius
- Ensure that there are no new wireless devices in the surroundings that can create RF contamination.

Why the system is not working correctly and the WiS LED blinks once every three seconds after a discover?

TAG: PRODUCT

PRODUCTS: WiSPEAK CORE, TUBE, CUBE, GLOBE

This means that the discover process has not been completed. This is called a partial discover and it will be necessary to repeat the discover process until the WiS LED stays permanently ON.

Ensure that all the previous discovered speakers are ON and in STREAMING MODE (WiS LED permanently ON). If not, it will be necessary to relocate the speaker trying to avoid obstacles as much as possible.

If the problem persist and all the speakers are in the recommended coverage area, unpair all the speakers and perform a discover operation again.

Why the WiS LED is off?

TAG: PRODUCT

PRODUCTS: WiSPEAK CORE

Restart the transmitter.

Why a speaker appears as disconnected?

TAG: PRODUCT
PRODUCTS: WISPEAK CORE

Ensure that the speaker is powered ON.

Ensure that the STR LED is permanently ON (not blinking) and the WIS LED is permanently OFF. If not, it will mean that there are coverage problems, and it will be necessary to relocate the speaker trying to avoid obstacles as much as possible.

Why some speakers are not paired?

TAG: PRODUCT
PRODUCTS: WISPEAK CORE, TUBE, CUBE, GLOBE

Repeat the discover process again and check that all the speakers has been successfully paired.

If the problem persists, unpair all the speakers and perform another discover operation.

WARNING, if a speaker has not been paired after a discover operation **it could mean** that this speaker has coverage problems. It could be necessary to relocate the speaker trying to avoid obstacles as much as possible

Why speaker quality LED in WiSpeak grip app is orange or red almost all the time?

TAG: PRODUCT
PRODUCTS: WISPEAK CORE, TUBE, CUBE, GLOBE

The recommended speaker quality colour is green. If it is not green, it could mean that there are coverage problems.

How many simultaneous Bluetooth control connections can exist, between a device running WiSpeak grip app and a CORE Master unit (transmitter)?

TAG: PRODUCT, BLUETOOTH
PRODUCTS: WISPEAK, WISPEAK grip app

Just one.

How many devices can be connected to send audio through Bluetooth at the same time?

TAG: PRODUCT, BLUETOOTH
PRODUCTS: WISPEAK, WISPEAK grip app

Just one.

Why I cannot find the bluetooth device (CORE-XX) after scanning Bluetooth devices?

TAG: PRODUCT, BLUETOOTH
PRODUCTS: WISPEAK, WISPEAK grip app

Ensure there is nobody connected to the CORE-XX. This can be checked selecting the Bluetooth input in the CORE device. If the blue LED is not blinking, there is some device connected to the Bluetooth Core device. It is necessary to disconnect this device in order to establish a new connection.

Why I cannot connect to the CORE-XX Bluetooth? My device shows an error message.

TAG: PRODUCT, BLUETOOTH
PRODUCTS: WISPEAK, WISPEAK grip app

Ensure there is nobody connected to the CORE-XX. This can be checked selecting the Bluetooth input in the CORE device. If the blue LED is not blinking, there is some device connected to the Bluetooth Core device. It is necessary to disconnect this device in order to establish a new connection.

It is possible that a previous Bluetooth pairing has expired. In order to redo this pairing, it is necessary to unpair and delete the CORE-XX from the settings of your device. Then, a scan is required and finally pair again with the CORE-XX with the corresponding PIN number.

Why Bluetooth audio is not working?

TAG: PRODUCT, BLUETOOTH
PRODUCTS: WISPEAK, WISPEAK grip app

Ensure that the Bluetooth input is selected in the CORE-XX.

Ensure you are connected to the corresponding CORE-XX. This can be checked selecting the Bluetooth input in the CORE device. If the blue LED is blinking, there is no device connected to the CORE-XX to send audio.

Why there are audio drops when using the Bluetooth audio source?

TAG: PRODUCT, BLUETOOTH
PRODUCTS: WISPEAK, WISPEAK grip app

Try to get closer to the CORE device and check if the problem persists

Why I cannot connect to WisPEAK grip app (iOS)?

TAG: PRODUCT
PRODUCTS: WISPEAK, WISPEAK grip app

Ensure there is no other user running the APP and then login in the LE_CORE-XX device.

Remove the LE_CORE-XX device from the APP discovered master device list and repeat the “discover master device” process.

Why I cannot connect to WisPEAK grip app (Android)?

TAG: PRODUCT
PRODUCTS: WISPEAK, WISPEAK grip app

Ensure there is no other user running using the APP and then login in the CORE device.

Remove the CORE-XX device from the APP discovered master device list and repeat the “discover master device” process.

Remove / Unpair the CORE-XX device from the Android Bluetooth settings of your device. Scan and pair again the CORE-XX device and repeat the “discover master device” process.

Ecler VIDEO



VEO-SWM45

¿How does *Auto Switching* feature work in VEO-SWM45?

TAG: CONFIGURATION
PRODUCTS: VEO-SWM45

- ***Last Connected.*** when a source is connected to any given input, VEO-SWM45 automatically routes this input to the HDMI OUT output. When a source is unplugged, the device will switch to the next active input with more priority (being HDMI 1 the most significant and VGA the less one) regardless of the order in which they were previously connected.
- ***First Connected.*** if a source is connected to any input it will be automatically routed to the HDMI OUT output. No further switching will be done once another source is plugged into any other input available.
- ***Priority.*** an automatic switching will only be done if the source is connected to HDMI 1 input. No other routing will be done for any other input even if HDMI 1 hasn't got any active source plugged in. When the input is unplugged, HDMI OUT output will be automatically routed to the most significant input following the established priority (HDMI 1>HDMI 2>HDMI 3>Display Port>VGA).

¿Can I embed an external audio in a video input in VEO-SW45?

TAG: CONFIGURATION
PRODUCTS: VEO-SWM45

Yes, audio signals connected to EXT inputs in VEO-SWM45 can be embedded to any of the video inputs available. Also, audio from the currently selected video input can be extracted on the OUT analogue audio output as well.

The screenshot displays the configuration interface for a 5x1 Presentation Switcher, specifically the 'INPUT' section. The interface is divided into several tabs: General, Video, Audio, Network, and Advanced. The 'Audio' tab is currently selected. The 'INPUT' section contains the following settings:

- Audio:** A dropdown menu is open, showing options: Emb (selected), Ext 1, Ext 2, Ext 3, Ext 4, Ext 5, and AUTO. The 'Emb' option is highlighted in blue.
- Resolution:** A dropdown menu is open, showing options: 1280x720@50, 1920x1200@60, 1680x1050@60, 1400x1050@60, 1360x768@60, 1280x800@60, 1024x768@60, and 3840x2160@30. The '3840x2160@30' option is highlighted in blue.
- Aspect Ratio:** A dropdown menu is open, showing the option: 16 : 9. The '16 : 9' option is highlighted in blue.
- Auto Switch:** A dropdown menu is open, showing options: OFF (selected), Last Connected Mode, First Connected Mode, EDID 1.4, EDID 2.0, EDID From HDMI, EDID From HDBT, EDID AUTO (highlighted in blue), EDID AUTO (highlighted in blue), HDCP 1.4 (highlighted in blue), Pass Through, and HDCP 1.4 (highlighted in blue).
- EDID/HDCP:** A dropdown menu is open, showing options: EDID 1.4, EDID 2.0, EDID From HDMI, EDID From HDBT, EDID AUTO (highlighted in blue), EDID AUTO (highlighted in blue), HDCP 1.4 (highlighted in blue), Pass Through, and HDCP 1.4 (highlighted in blue).

The interface also shows input ports for HDMI, HDMI 3, and DP. The 'HDMI' port is currently selected. The 'EDID/HDCP' section is also visible, with 'Set EDID' and 'Set HDCP' options.

Extenders

¿Which is the main difference between VEO-XPS15 and VEO-WXT44E, VEO-XTT44 / VEO-XRT44, VEO-XPT24, VEO-XPT44 extender devices?

TAG: OPERATION, EXTENSION, HDBASET

PRODUCTS: VEO-XPS15, VEO-WXT44E, VEO-XTT44, VEO-XRT44, VEO-XPT24, VEO-XPT44

In one hand, VEO-XPS15 adapts network twisted pair cable structure to the one proposed by the HDMI specification. In order to correctly manage the signal transport, it's important to follow the EQ modes present in the next table:

EQ Setting Recomendado		
Posición Interruptor DIP		Longitud Cable
 0	 1	>15 m
 2	 3	15 m - 30 m
 4	 5	30 m - 40 m
 6	 7	40 m - 50 m

On the other hand, VEO-WXT44E, VEO-XTT44 / VEO-XRT44, VEO-XPT24 y VEO-XPT44 are based on the HDBaseT transport standard with we can extend video, audio, Ethernet, control / USB data and power over the same twisted pair network wire.

Video over IP

¿Which settings are important to take into account when configuring a layer 2 switch that manages an ethernet network that includes VEO video over IP devices?

TAG: ECLERNET, VIDEOIP

PRODUCTS: VEO-XTI2L, VEO-XRI2L, VEO-XTI1C, VEO-XRI1C

In order to extend a video and audio transmission without any transport issues, we recommend turning on the following settings on a layer 2 switch acting as a central node of an ethernet network including VEO video over IP devices :

- *IGMP Snooping* (Internet Group Management Protocol)
- *Jumbo Frame*
- **1Gbps**

You can get further information on how to configure the switches specially verified by Ecler in the following help guides:

[DSG-1210](#)

[SG-300](#)

We also encourage you to review the [webinar](#) on how to first configure this range of devices.

¿Which latency are we going to be getting when using VEO video over IP devices (VEO-XTI1C / VEOXRI1C ; VEO-XTI2L / VEOXRI2L)?

TAG: VIDEO, VIDEOIP

PRODUCTS: VEO-XTI2L, VEO-XRI2L, VEO-XTI1C, VEO-XRI1C

Latency		
VEO - XTI1C VEO - XRI1C	300 ms - 500 ms	<ul style="list-style-type: none">○ Average delay appropriate for almost every case○ Not suited for those scenarios where the transmitter and the receiver are placed relatively near and audio is outputted locally in each display device(for example a sports bar or a small conference room)
VEO - XTI2L VEO - XRI2L	> 30 ms	<ul style="list-style-type: none">○ Optimized to reduce encoding and decoding latency to almost zero○ 2 frames of delay (30 ms@60Hz)

¿Can encoding and decoding latency introduced in a transmission using VEO video over IP devices (VEO-XTI1C / VEOXRI1C / VEO-XTI2L / VEOXRI2L) affect to video and audio synchronicity?

TAG: VIDEOIP, OPERATION

PRODUCTS: VEO-XTI2L, VEO-XRI2L, VEO-XTI1C, VEO-XRI1C

No, latency is given by the encoding and decoding process in the transmitter and the receiver. Audio both from an external source or from the same HDMI input travels embedded in the video stream so synchronicity is not going to be altered in any sort.

¿What difference can we find between the video transport standards in the VEO video over IP devices (VEO-XTI1C / VEO-XRI1C / VEO-XTI2L / VEO-XRI2L)?

TAG: VIDEOIP, EXTENSION

PRODUCTS: VEO-XTI2L, VEO-XRI2L, VEO-XTI1C, VEO-XRI1C

	Codec	Bandwith	Max Resolution
VEO - XTI1C VEO - XRI1C	H.264	15 mbps	Full HD
VEO - XTI2L VEO - XRI2L	Ecler (RTP)	< 300 mbps	4K / UHD

VEO-XTI1C

¿Can I decode a video transmission coming from a VEO-XTI1C using a pc with a video playback software installed?

TAG: VIDEOIP, OPERATION
PRODUCTS: VEO-XTI1C, VEO-XRI1C

Yes, VEO-XTI1C is capable of encoding an H.264 video stream playable from any compliant video reproduction utility like for example VLC. You can get further information in the VEO-XTI1C [user manual](#).

¿VEO-XTI1C downscaling feature supports a 4K / UHD video signal?

TAG: VIDEOIP, CONFIGURATION
PRODUCTS: VEO-XTI1C, VEO-XRI1C

No, VEO-XTI1C cannot downscale from a 4K / UHD video signal. The downscaling feature will always be possible whenever the source is FULL HD and will let you choose between outputting an HD (720p) or an SD (480p) video stream.

VEO-XTI1C

Version : V1.01.r0
Encoder Version : V1.01.r0
MAC Address : 00-1A-96-FE-09-C1

Video Setting:

Video Input:
Resolution: Frame Rate: (fps)

Video Output Resolution:
FHD =>
HD =>

Video Output Resolution:

FHD =>

HD =>

HD

SD

Video Output Resolution:

FHD =>

HD =>

HD

SD

VEO-XTI2L

¿Will the optic fiber and the RJ45 link included in the VEO-XTI2L / VEO-XRI2L be able to work at the same time, providing network connection from both ends?

TAG: OPERATION, VIDEOIP, EXTENSION

PRODUCTS: VEO-XTI2L, VEO-XRI2L

No, both network links are going to be working one at a time. The connection provided will be active in just one of the links leaving the unused one as a backup for any signal loss that may happen.

¿If we are using the fiber optic link included in VEO-XTI2L / VEOXRI2L, will still be possible to get PoE powering?

TAG: OPERATION, VIDEOIP, EXTENSION

PRODUCTS: VEO-XTI2L, VEO-XRI2L

No, the optic fiber link won't be able to power a device through the twisted pair wire using PoE technology as it is not supported by the standard.

¿Which is the maximum number of screens that can take part in a videowall composition using VEO-XTI2L / VEO-XRI2L ?

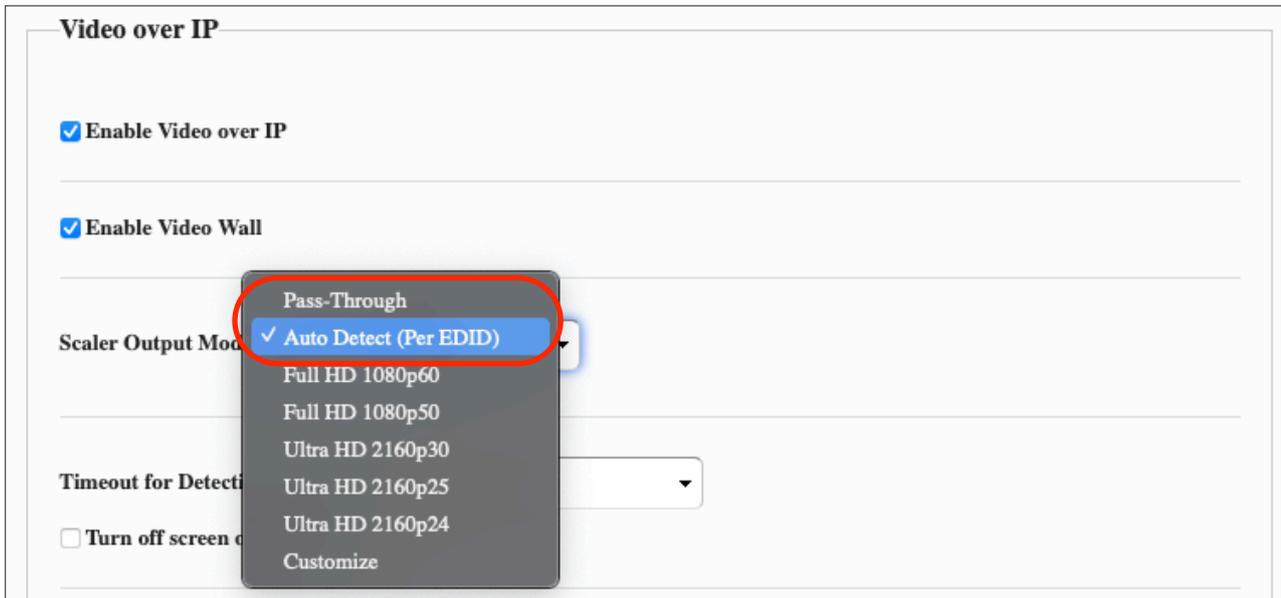
TAG: VIDEOIP, EXTENSION

PRODUCTS: VEO-XTI2L, VEO-XRI2L

The total amount of screens cannot exceed 64 units. Also, when in videowall mode, you can add the up until 253 VEO-XTI2L transmitters, the same as in a unicast set up.

¿What is the difference between *PassThrough* and *Auto Detect (per EDID)* functionalities when configuring the video output scaler in VEO-XTI2L / VEO-XRI2L?

TAG: VIDEOIP, CONFIGURATION
PRODUCTS: VEO-XTI2L, VEO-XRI2L



- *Pass-Through*: The scaler is not active. VEO-XRI2L receiver outputs the video stream coming from the VEO-XTI2L transmitter as is.
- *Auto Detect (per EDID)*: VEO-XRI2L will output a video stream up or downscaled according to the maximum compatible resolution negotiated by the source and display when first connected.

¿How does *Timeout* feature work on VEO-XRI2L for a smart video signal loss management when connected on a screen?

TAG: CONFIGURATION
PRODUCTS: VEO-XRI2L



“Turn off screen on video host” parameter will affect on how this feature works:

- **Not active:** if this parameters is not checked, the figure introduced on “*Timeout for Detecting Video Lost*” dialog (Figure 3) will define the time between the instant that the video loss is detected and that the VEO-XRI2L stand-by splash screen appears (Figure 4).

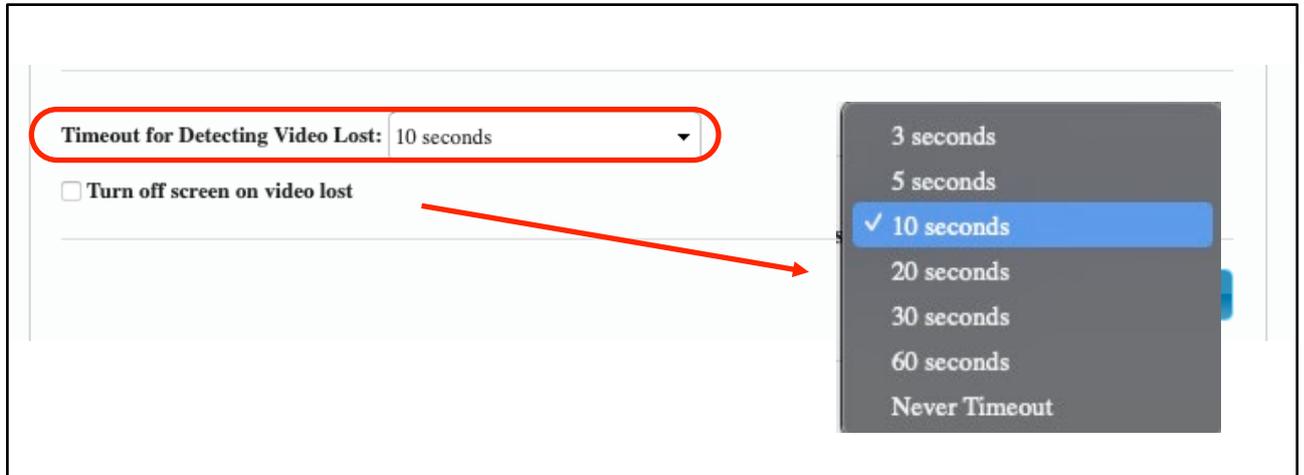


Figure 3

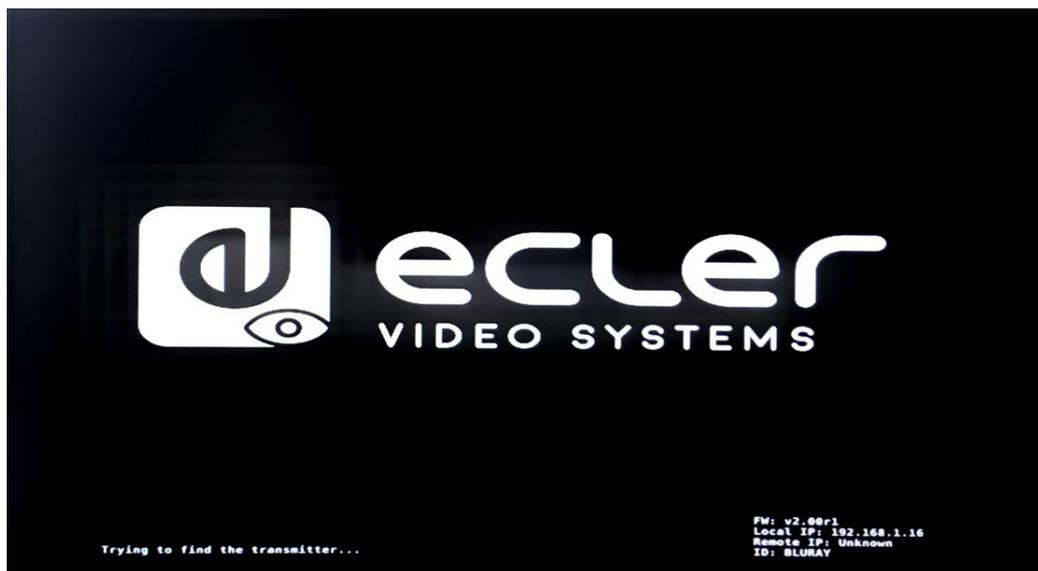


Figure 4

- **Active:** if this box is checked, the span specified in the “*Timeout for Detecting Video Lost*” dialog will work as in the alternate scenario but this now, instead of showing the VEO-XRI2L stand-by splash screen, the “no video signal detected” message available in every display will appear, letting the system shut down the screen automatically.

If “*Never Timeout*” parameter is selected instead of an actual time, the last video active frame will be shown when a video loss signal is produced until the transmission is detected again or the VEO-XTI2L transmitter is reset (Figure 5).

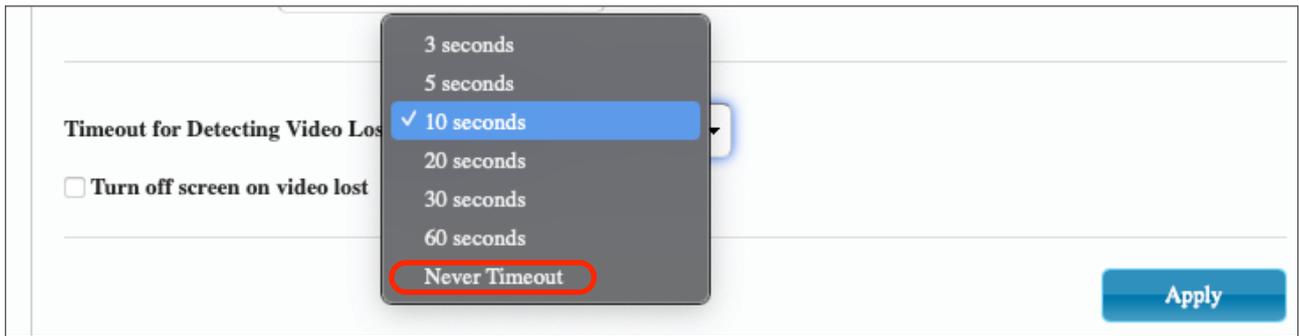
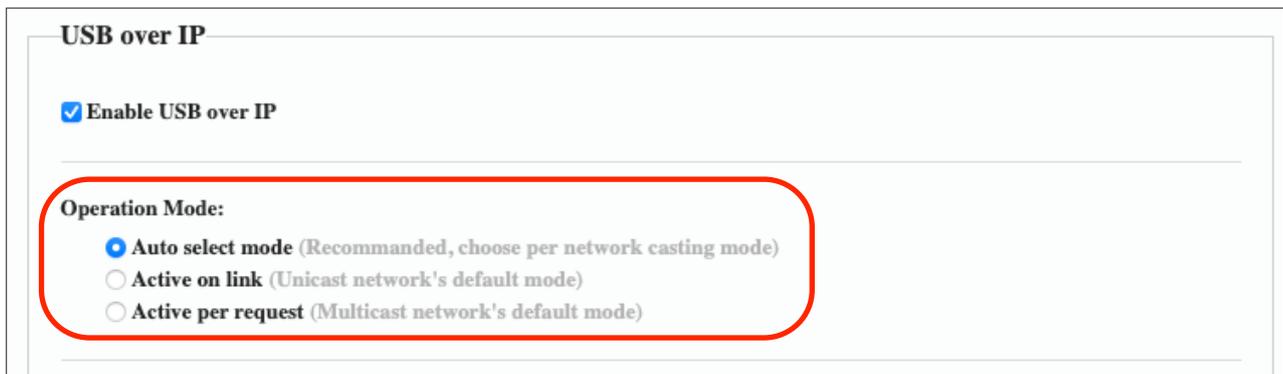


Figure 5

¿How does the USB peripherals extension modes work in VEO-XTI2L / VEO-XRI2L?

TAG: VIDEOIP, OPERATION
PRODUCTS: VEO-XTI2L, VEO-XRI2L

There are three different operation modes:



- **Auto select mode:** automatically selects the mode of operation suited for either a *unicast* or a *Multicast*.
- **Active on link:** when an active USB device, like for example a pc mouse or keyboard, every action of any of those peripherals will be immediately shown in the screen without any priority in a best effort type of scenario.
- **Active per request:** in this mode, the first peripheral to begin action is the one that will retain control. If another device starts action while there's another one in control, this second device will have to wait until the first one stops.

¿How does VEO-XTI2L / VEO-XRI2L audio extension work when plugging an external sound source?

TAG: VIDEOIP, OPERATION
PRODUCTS: VEO-XTI2L, VEO-XRI2L

When “*Line in*” input in VEO-XTI2L transmitter is selected using the “Audio” button, the audio signal coming from the external sound source plugged will be embedded on the HDMI video stream overwriting the existing audio flow. If “*Line out*” or “*SPDIF out*” is selected using the “Audio” button on the VEO-XRI2L receiver, audio extraction will be available in either of this two audio outputs. The audio will remain embedded on the HDMI video stream as well.

¿How should I configure VEO-XTI2L / VEO-XRI2L for a point to multipoint or multipoint to multipoint kind of scenario?

TAG: VIDEOIP, CONFIGURATION
PRODUCTS: VEO-XTI2L, VEO-XRI2L

In that case, both the transmitters and the receivers should be working in multicast. Unicast will only be fitted for a point to point solution.

VEO-SWM44

¿What is the VEOCast functionality implemented in VEO-SWM44?

TAG: VIDEO

PRODUCTS: VEO-SWM44

VEOCast is a multiplatform wireless technology protocol compatible with iOS, Android, Windows and OSX systems allowing for two devices to detect and connect to each other. Once connected, their displays can be mirrored without requiring additional applications. This is useful for example when duplicating the content of a mobile phone or laptop to an external display or a projector screen.

¿Which kind of data can be transmitted using the USB-C connector in VEO-SWM44?

TAG: VIDEO

PRODUCTS: VEO-SWM44

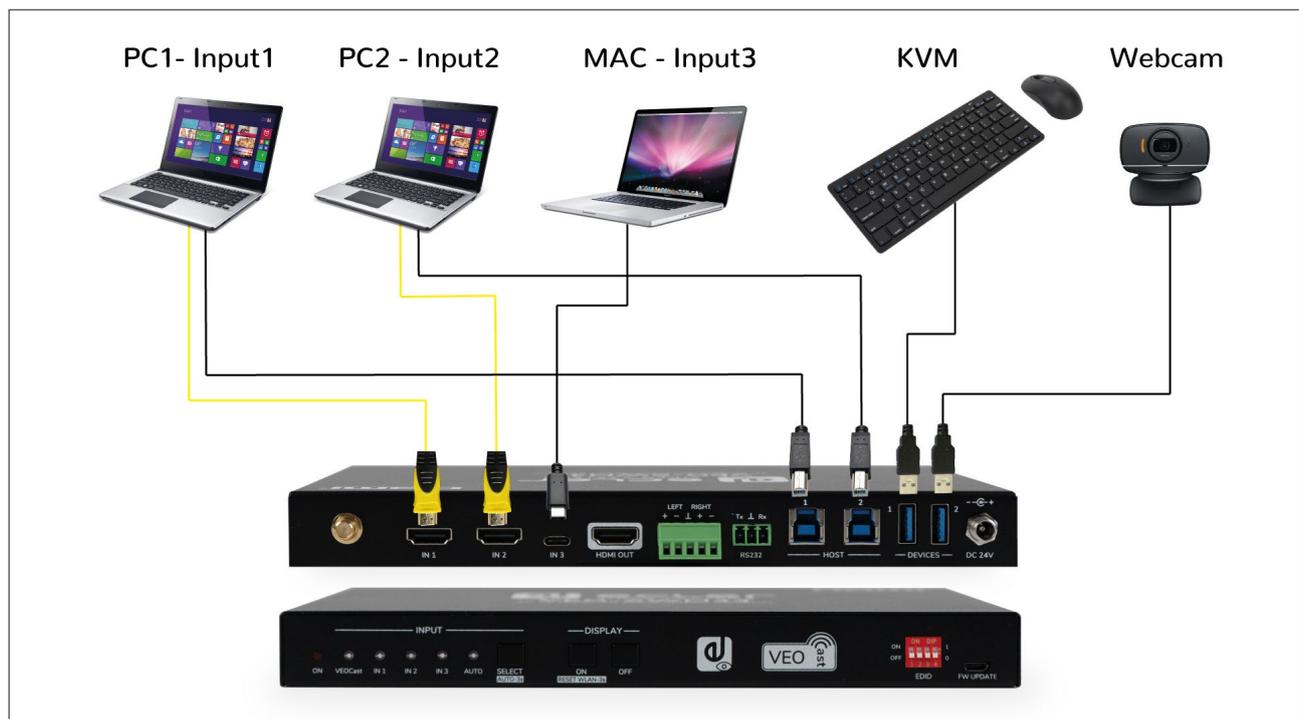
USB-C can transport audio, video y control data. The recommended connection protocol in VEO-SWM44 is *Thunderbolt 3*.

¿Can I control and extend a USB device connected to VEO-SWM44?

TAG: OPERATION

PRODUCTS: VEO-SWM44

Yes, the selected video wired input (HDMI 1, HDMI 2, USB-C) will be able to manage up until two different USB peripherals plugged to the 3.0 USB type A ports labeled as "Device 1" y "Device 2". When using HDMI1 and HDMI 2 inputs, the computers that want to control this USB devices will also have to be plugged in the "Host 1" y "Host 2" 3.0 USB type B ports in order to control them. USB-C input doesn't need any additional connection.



¿Can I manage a USB device connected to VEO-SWM44 when Wireless VEOCast input is selected?

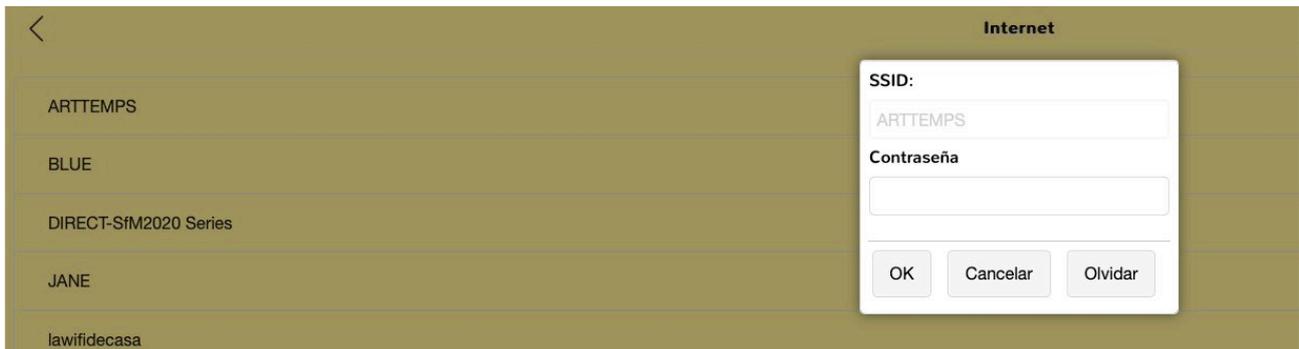
TAG: OPERATION
PRODUCTS: VEO-SWM44

No, VEOCast input won't be able to access any USB peripherals.

¿Can I browse the internet while wirelessly connected to VEOCast?

TAG: OPERATION, CONFIGURATION
PRODUCTS: VEO-SWM44

Yes but first you should connect VEO-SWM44 to a WiFi network with access to the internet as explained on the [user manual](#).



¿If my device is connected to the same network as VEO-SWM44 will I be able to share my screen using VEOCast?

TAG: OPERATION
PRODUCTS: VEO-SWM44

Yes, here's the two modes of operation in this scenario :

- **Connect the source device to the VEO-SWM44 own WiFi:** in this scenario, a device connected in this way will only be able to share its screen wirelessly to VEO-SWM44 but in any case browsing the internet will be possible (Figure 6).



Figure 6

- **Connect the source device and VEO-SWM44 to the same network:** in this scenario, if both the source device and VEO-SWM44 are connected to the same network, the source device will be able share content with VEO-SWM44 wirelessly and browse the internet in case that this network has access to it (Figure 7).

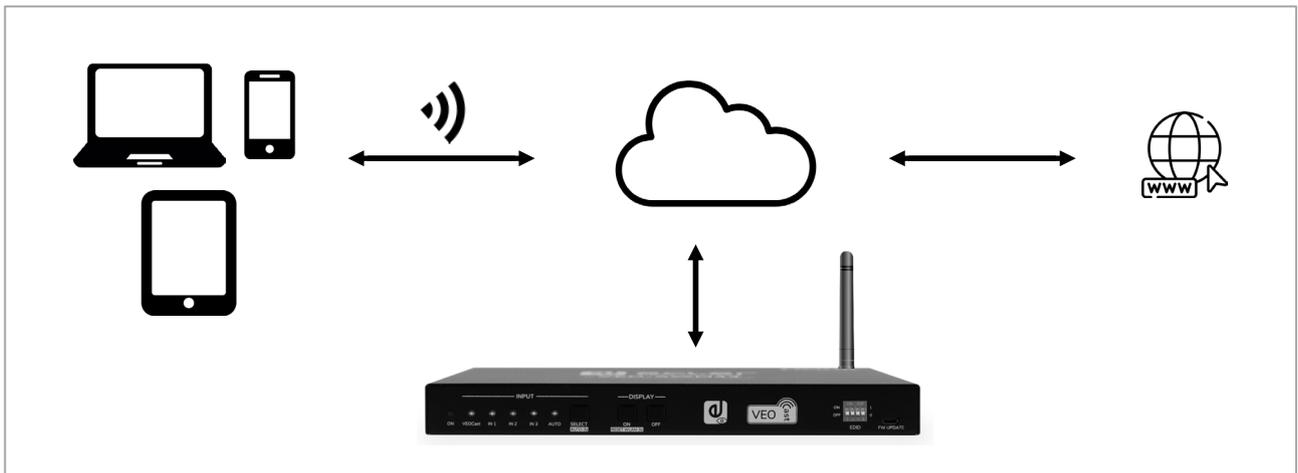


Figure 7

¿How can I hide VEO-SWM44's own WiFi?

TAG: OPERATION, CONFIGURATION

PRODUCTS: VEO-SWM44

“Broadcast” mode available in the WEB GUI will let you hide the VEO-SWM44 own WiFi. When this mode is activated, in order to access VEO-SWM44 WiFi and its WEB GUI, you should proceed manually.

VEO-AXS4 / AXS4P

¿VEO-AXS4 / VEO-AXS4P will definitely take audio and video apart when extracting the signal?

TAG: OPERATION

PRODUCTS: VEO-AXS4, VEO-AXS4P

No, VEO-AXS4 or VEO-AXS4P will provide audio information both on the audio outputs and in the video stream coming out from HDMI OUT output.

¿Can I use all the audio outputs available in VEO-AXS4 y VEO-AXS4P at the same time?

TAG: OPERATION

PRODUCTS: VEO-AXS4, VEO-AXS4P

No, analogue and digital outputs won't be able to output sound at the same time.