XTOUCH

User Manual

XILICA

Important Safety Information

1. READ THESE INSTRUCTIONS
All the safety and operating instructions should be read before the product is operated.

2. KEEP THESE INSTRUCTIONS
The safety and operating instructions should be retained for future reference.

3. HEED ALL WARNINGS
All warnings on the product and in the operating instructions should be adhered to.

4. FOLLOW ALL INSTRUCTIONS
All operating and use of instructions should be followed.

5. DO NOT USE THIS APPARATUS IN WATER.
Do not use the product near water. For example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool, and the like.

6. CLEAN ONLY WITH DRY CLOTH.
Unplug the unit from the wall outlet before cleaning.

7. DO NOT BLOCK ANY VENTILATION OPENINGS
Slots and openings in the cabinet back or bottom are provided for ventilation, to ensure reliable operation of the limit and to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or similar surface. This product should never be placed near or over a radiator or heat source. This product should not be placed in a built-in installation such as a bookcase or rack unless proper ventilation is provided or the manufacturer's instructions have been adhered to.

8. DO NOT INSTALL NEAR ANY HEAT SOURCES
This product should be situated away from heat sources such as radiators, stoves or other products (including amplifiers) that produces heat.

9. DO NOT DEFEAT THE SAFETY PURPOSE OF THE POLARIZED OR GROUNDING-TYPE PLUG
A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prongs are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

10. PROTECT THE POWER CORD FROM BEING WALKED ON OR PINCHED PARTICULARLY AT PLUGS, CONVENIENCE RECEPTACLES, AND THE POINT WHERE THEY EXIT FROM THE APPARATUS.

11. ONLY USE ATTACHMENTS/ACCESSORIES SPECIFIED BY THE MANUFACTURER.

12. USE ONLY WITH CART, STAND, TRIPOD, BRACKET, OR TABLE SPECIFIED BY THE MANUFACTURER, OR SOLD WITH THE APPARATUS. WHEN A CART IS USED, USE WITH CAUTION WHEN MOVING THE CART/APPARATUS TO AVOID INJURY FROM TIP-OVER.
Do not place this unit on an unstable cart, stand, tripod, bracket, or table. The unit may fall, causing serious injury to someone, and serious damage to the appliance. A unit and cart combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the product and cart combination to overturn.
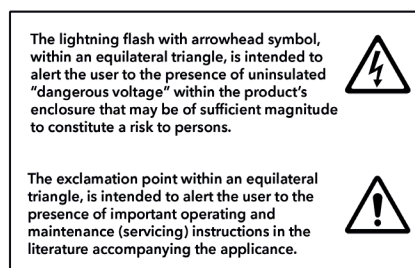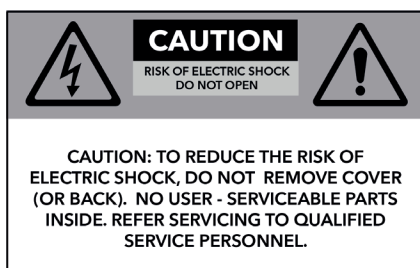
13. UNPLUG THIS APPARATUS DURING LIGHTNING STORMS OR WHEN UNUSED FOR LONG PERIODS OF TIME.
For added protection for this unit during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the unit due to lightning and power surges.

14. REFER ALL SERVICING TO QUALIFIED PERSONNEL. SERVICING IS REQUIRED WHEN THE APPARATUS HAS BEEN DAMAGED IN ANY WAY. SUCH AS, WHEN THE POWER SUPPLY CORD OR PLUG IS DAMAGED, LIQUID HAS BEEN SPILLED, OR OBJECTS HAVE FALLEN INTO THE APPARATUS, THE APPARATUS HAS BEEN EXPOSED TO RAIN OR MOISTURE, DOES NOT OPERATE NORMALLY, OR HAS BEEN DROPPED.

15. WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPARATUS TO RAIN OR MOISTURE.

16. APPARATUS SHALL NOT BE EXPOSED TO DRIPPING OR SPLASHING AND NO OBJECTS FILLED WITH LIQUIDS, SUCH AS VASES, SHALL BE PLACED ON THE APPARATUS.

CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER - SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk to persons.

The exclamation point within an equilateral triangle, is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the applicance.

Table of Contents

What's in the Box

• XTouch control
• XTouch wall-mount bracket
• Installation Guide

What you need to Provide

• Mac or PC computer with a processor 1GHz or higher
• Windows 7 or higher
• Mac OSX
• 500 MB of free space
• 1 GB graphics card
• 4 GB of RAM
• PoE router/switch
• Ethernet cable (Cat5/6)

Getting Help

Additional Help Files and video tutorials are available at our website: www.xilica.com
For further technical support, please email: support@xilica.com and we'll connect you with a solutions engineer. Alternatively, you can call our worldwide offices for immediate assistance:

International: +1 905 770-0055
US Toll Free: +1 877 767-0234
Europe: +31 29940-1100
China & Hong Kong SAR: +852 2604-9382

XTouch50

Ethernet connector   Connect to the network using an Ethernet Cat 5/6 cable (and power if using Power over Ethernet (PoE). The port is a standard RJ45 (Ethernet).

Power supply connector   Power the device using a 24VDC external power supply (not included). If you are sending Power over Ethernet (PoE), the external power supply is not needed.
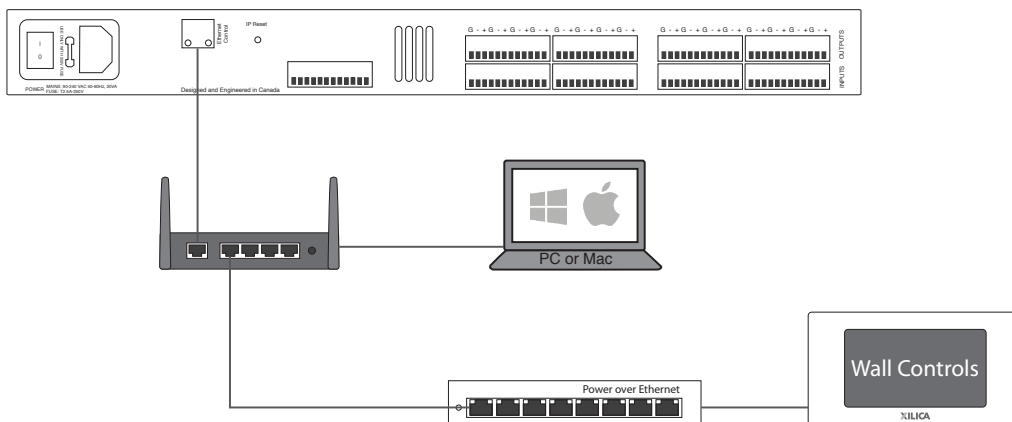

XTouch80

Ethernet connector   Connect to the network using an Ethernet Cat 5/6 cable (and power if using Power over Ethernet (PoE). The port is a standard RJ45 (Ethernet).

Power supply connector   Power the device using a 24VDC external power supply (not included). If you are sending Power over Ethernet (PoE), the external power supply is not needed.

Initial Device Connectivity:

Xilica processors and control devices run on a network based infrastructure and are set up and controlled by a host computer via Ethernet using the Xilica Designer software.

A network connection can be made between the computer and processor using:
a) DHCP enabled Router or Server/Router combination (Recommended)
b) or a non-DHCP enabled network connection (i.e. PoE switches).

Note: DHCP enabled Router/switch gear should be turned on first, with all Ethernet cables connected to the hardware prior to powering on the Hardware. This will allow for proper handling of IP address distribution to the Hardware. The IP address assignment is automatic if connected to a DHCP enabled network.

A) DHCP enabled router or server/router combination (Recommended)

B) Non-DHCP direct connection
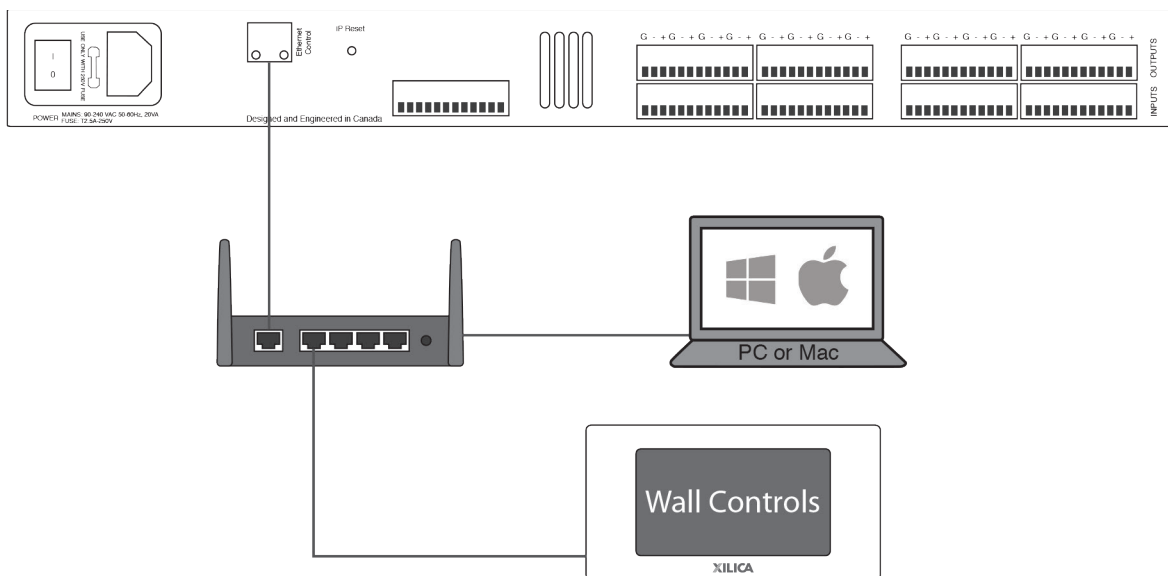
All wired connections use a standard RJ45 Cat 5/6 (Ethernet) connection. XTouch controls can also be powered over Ethernet (Recommended).
Xilica Designer and XTouch Applications can also be connected via a Wi-Fi connection, but this is not recommended.
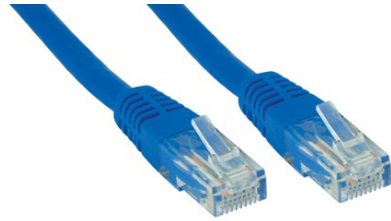
Standard RJ45 cable

A) DHCP enabled router or server/router combination (Recommended)
With DHCP enabled routers and servers, the XTouch control will automatically obtain the IP address upon power up and connection.
It is recommended to use a router and PoE switch. This combo provides DHCP as well as power to the wall controls. Linksys routers and Netgear switches are recommended.

B) Non-DHCP indirect connection (Non-DHCP PoE switches)
When XTouch controls are connected indirectly to the computer network via a switch and DHCP is not available to assign IP addresses, the connection process is not automatic.

1. Single XTouch device (Non-DHCP)
Once no DHCP is detected, the XTouch control will either try to connect using the IP address last assigned and stored on the device or attempt to revert to its default IP address of 169.254.64.64. Under some conditions, the processor may refuse to relinquish its stored IP addresses or revert to its default IP address and thus refuse to connect.

2. Multiple XTouch controls (Non-DHCP)
For multiple mini controls connected to the network with no DHCP available, the user will have to manually assign unique IP addresses to each device. (Page 13-16)
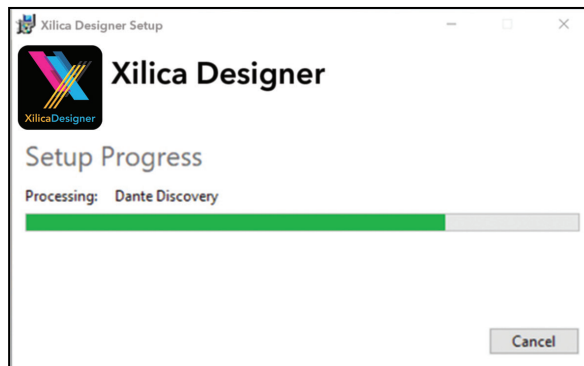
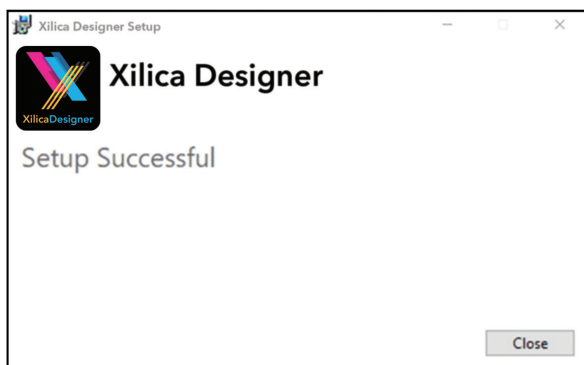## Xilica Designer Software Installation

Windows Platform Installation

1. With the Xilica USB thumb drive included with your Xilica product, transfer the files from the USB to a memorable location on your computer. Alternatively, you can download the latest version of the Xilica Designer software from the Xilica website (www.xilica.com). It is highly recommended that you make sure you are using the latest version.
2. Double click on the 'XilicaDesigner.exe.' file saved on your computer.
3. When asked to install the file, click 'Install' to continue.
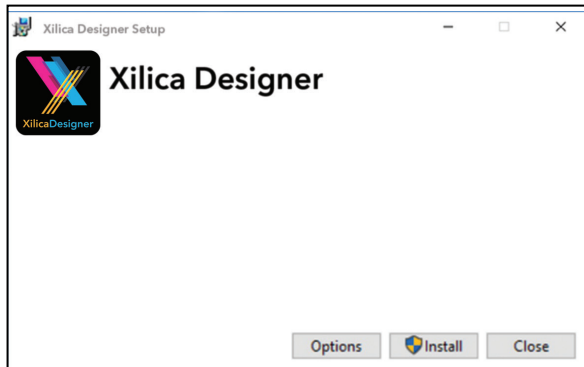
4. Allow the program to complete the installation process. This may take a several minutes.

5. When complete, Windows will ask for permission to allow firewall access. The suggested setting is to allow Xilica Designer to communicate in Private networks, such as home or work. Allow access to public networks at your own discretion. Check the appropriate boxes, then click 'Allow Access' to finish.
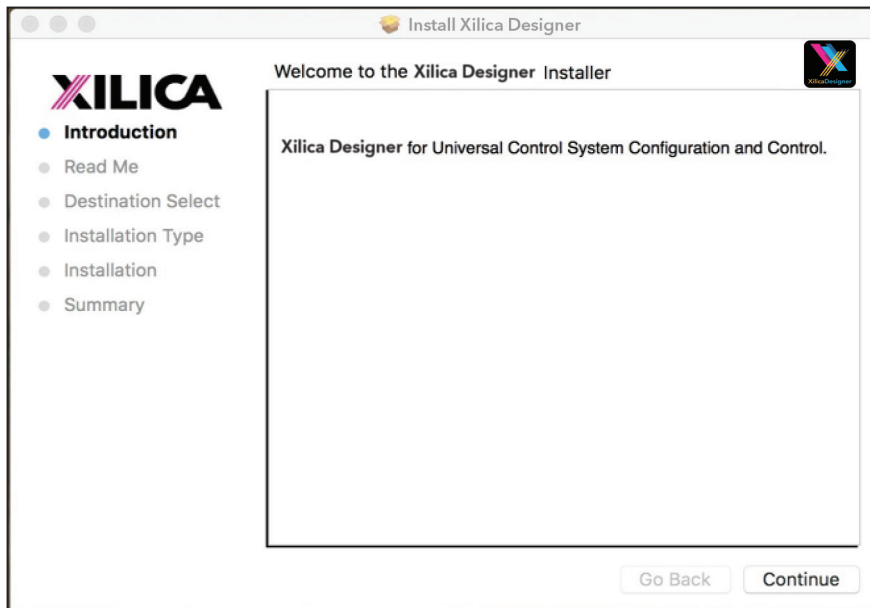6. The Xilica Designer software is now installed.

Installation Notes
If a personal Firewall is set up on your computer, a pop-up Firewall window may ask whether users want to "Block" or "Allow" Xilica Designer from accessing the network. Select "Allow" to continue the installation.

Mac OSX Platform Installation

1.   With the Xilica USB thumb drive included with your Xilica product, transfer the files from the USB to a memorable location on your computer. Alternatively, you can download the latest version of the Xilica Designer software from the Xilica website (www.xilica.com)
2.   Double click on the 'XilicaDesigner.mpkg.' file saved on your computer.
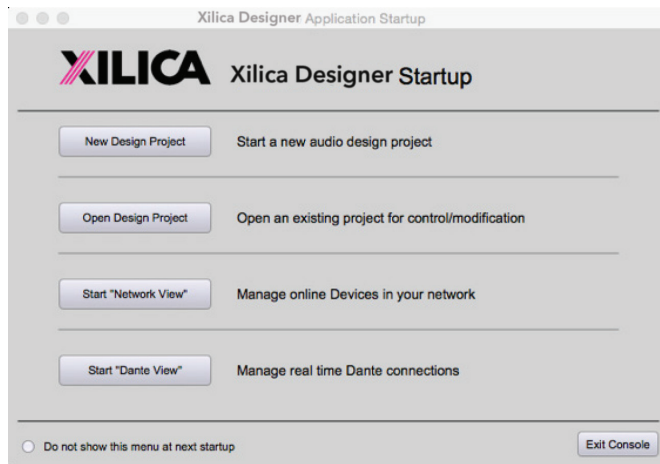3.   OSX will display an installation dialogue. Read and follow each step carefully, then click 'continue' to proceed.

4.   When the installation is successful, the following dialogue will be displayed.
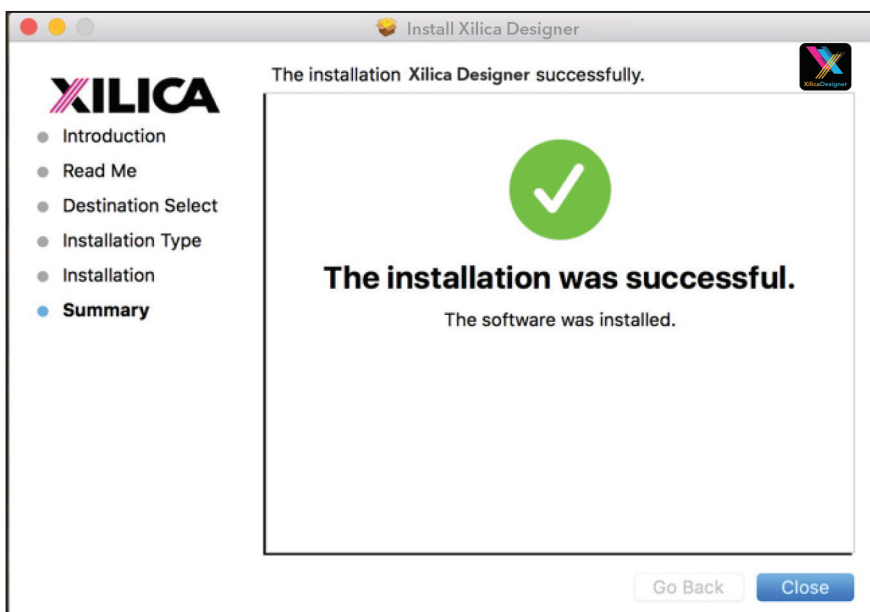
Launch the Xilica Designer Software

Upon launching the Xilica Designer software, a start-up window will pop up.

You may select a 'New Design Project', 'Open Design Project', 'Start Network View' or 'Start Dante View'. (Network and Dante View are also available within the Xilica Designer software).

Select 'Start Network View'.

Network view

The Network View displays all processors and control devices on the network. The Network View displays information such as the device model, a network connection indicator, Computer address, IP address, Manufacturer and the firmware version.

In Network View, you should see your device(s) listed.
At the top left of the device block is a network connection indicator. This indicator displays three colors: red, yellow and green. (Circled in Red)

Network Connection Indicators:

        Green: The device is Connected and operational.
        Yellow: The device is Connected and online, but not operational. Hovering over the network indicator will display a pop-up message of identified problems. (Normally this would indicate that no device design is loaded.)
        Red: The device is not connected and offline. There is no communication between the Xilica Designer software and the device. Please check all cables, modular cards, connections and power. If the processor is busy performing a firmware upgrade or is in the process of rebooting, this may be a temporary offline interruption.

At times you may just see an exclamation mark (!). This indicates that a firmware upgrade is available. Normally this is not an issue unless there are updated modules in the project file that the outdated firmware does not support.

10

Connection Problems?

Yellow Network indicator
In Xilica Designer's Network View, if there is a Yellow network connection indicator at the top left of the device, the device is connected and online, but Not operational. To assist in identifying the problem, hover your cursor over the device network indicator and a pop-up message will identify the problems it has detected.

Probable causes include:

Non-DHCP Connection
When you are Not connected to a DHCP enabled router/switch/server, the device will revert to its auto-configured IP Address (169.254.64.64). In Network View, you can view the IP address displayed for your device(s). If the default IP address is shown, the default IP address is in effect.
If the default IP address is incorrect, please follow the 'IP Reset' instructions below.

For multiple devices connected to the network with no DHCP available, the user will have to manually assign unique IP addresses to each device. Please refer to 'Manual IP address assignment' and 'Assigning a Static IP Address to your computer' on Page 13-16.

DHCP Connection
If you are connected to a DHCP enabled router/switch,
1.   Reboot the router/switch.
2.   Restart the device.
3.   Shut down the Xilica Designer software and restart the program again.
4.   The network connection indicator should now be green, indicating that the processor is connected, online and operational.

Note: If you are Not connecting via Wi-Fi, turn off your device's Wi-Fi so the device can connect to the desired network.

If the connection indicator is still Yellow (connected but Not operational) after the reboot procedure, it is possible that the device is holding onto a previously assigned IP address and is not allowing the processor to revert to its default IP address. To resolve this issue, the processors' network settings and password need to be configured. Please follow the manual IP address procedure. (Page 13)

Software network problems continued

Device Not Ready
If the pop-up message shown says Device Not ready, please wait a few minutes until the device is ready. The device should then connect and the indicator turn Green.

Device Schematic Not Ready
The device has already been loaded with a DSP design.
1.   Please wait a few minutes to allow the connection to process. If it does not connect, restart the Xilica Designer software and reboot the device.

Error in Firmware Upgrade
The pop up message shown will print out an error code. Retry the Firmware Upgrade again.

Device can communicate to Xilica Designer with UDP but cannot communicate with TCP
1.   Right click the device in Network view and select "**Device Set up**". Select the "**Network tab**"
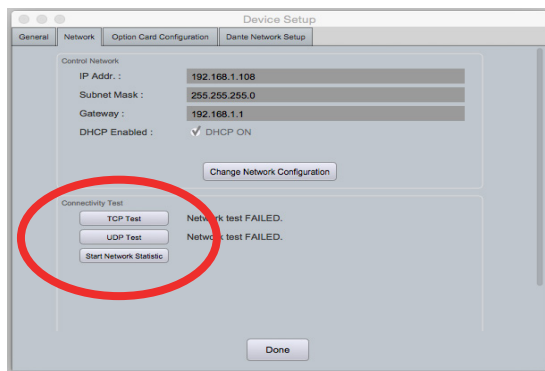
2.   Click "**TCP Test" / "UDP Test**" to test TCP / UDP connections.
3.   If failed, please check your PC's firewall or router settings. If you are not connecting via Wi-Fi. make sure that Wi-Fi is turned off.
4.   Click "**Start Network Statistics**" to see network statistic information.
5.   Once a change has been made, restart Xilica Designer and review your device connection.

Manual Assignment of IP Addresses for devices
There are applications that require the IP address to be manually assigned (the same solution may apply to some connection issues).
To manually assign IP addresses from your computer
1.   In Network view, right click the device and select 'Device Setup...'
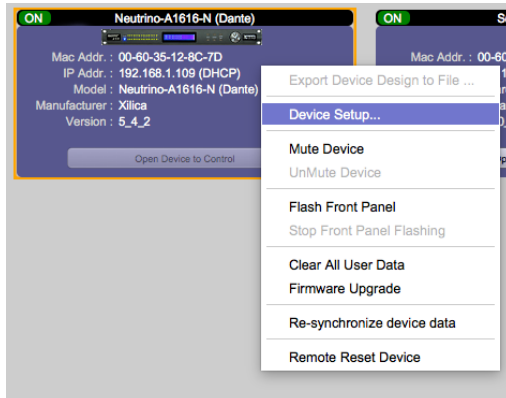
2.   In the '**Network**' tab, select "**Change Network Configuration**" to disable DHCP and to insert IP addresses manually (It also provides two built-in test procedures, device security, and device information along with Dante Configuration, if applicable).
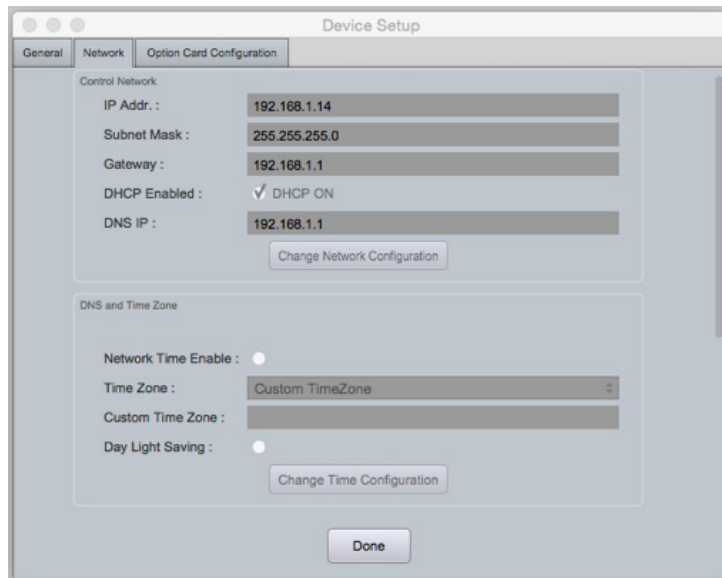
3.   When finished, select "**Apply**" to save changes and then "**Done**" to exit.
4.   Repeat steps 1 through 3 for each subsequent processor so each processor has its own unique IP address. (For example: 192.168.1.180/181/182...)
      The devices will appear Offline in Network view until you are able to assign a static IP address to your computer. (Page 15)
5.   Swipe up on the XTouch control and click on the gear icon to enter the device settings. The new IP address will display.

You may also manually assign IP addresses from your XTouch control. To do so,

1.   Power On the device.
2.   Swipe up from the bottom of the screen and a menu will appear. Select the gear icon. This will enter the device settings.
3.   Deselect 'DHCP-enabled'.
4.   Type in the IP address, Subnet mask and Gateway, then click 'Ok' to save.
5.   In Xilica Designer, right click the device and select 'Device Setup'.
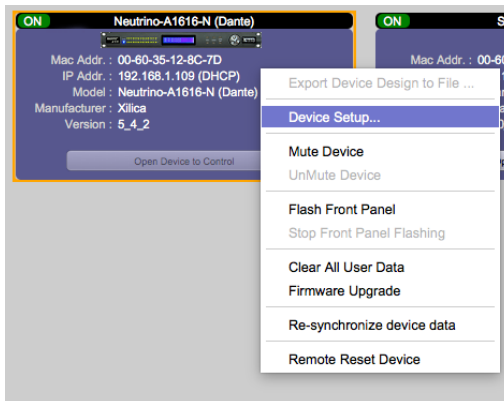
6.   In the Network tab, the new IP address and setting will display. Click 'Done' to exit the window.

Assigning a Static IP address for your computer
The following process applies to manually assigning a unique static IP address to your computer.

Windows platform

1. In the start menu, select **control panel.**

2. Click **'Network and Internet'.** Under the heading **'Network and sharing center',** select **'View network status and tasks'**
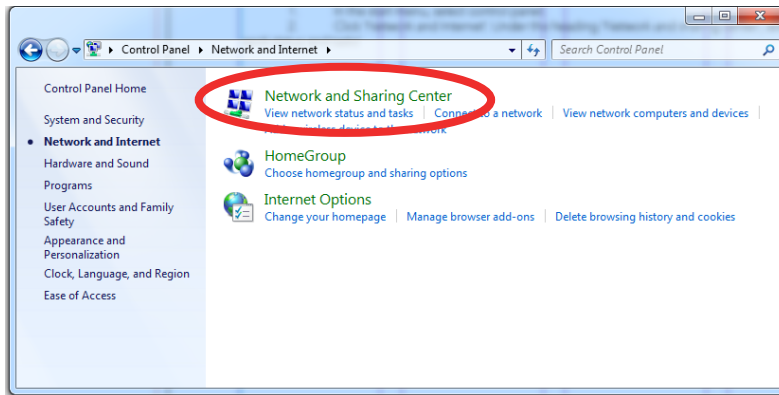
3. Click on '**Change adapter settings**' on the left tab.
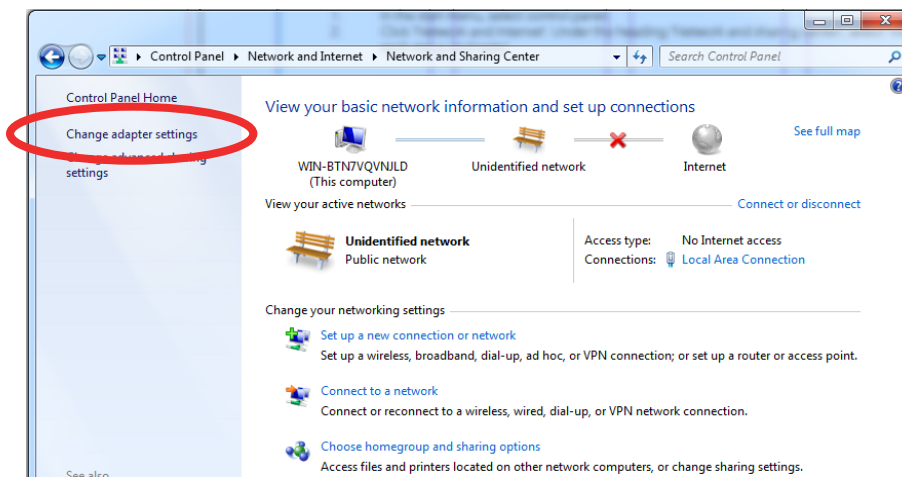
4. Select '**Local Area Connection**' and click on the **Properties** button. Select **Internet Protocol Version 4 (TCP/IPv4)** then '**Properties**' to access the manual IP settings.

5. Set up your computer's IP address to be **192.168.1.X** where X can be any value from 0-255, but unique from other manually assigned device IP addresses.

6. Use the following settings for your PC's unique static address:
    IP address: 192.168.1.X (X is any value from 0-255 but unique from other device IP addresses)
    Subnet mask: 255.255.255.0
    Gateway: 192.168.1.1
    DNS Servers: 192.168.1.1

7. If your devices are set up following the 'Manual Device IP Assignment' and 'Assigning a Static IP Address to your computer' sections, the devices will now appear online and connected in Xilica Designer's Network view.

15

Mac platform

1.   From the Apple menu, select **System preferences.**

2.   Select **'Network'.** From the sidebar, select the network interface you are using.

3.   Then click '**Advanced...**'
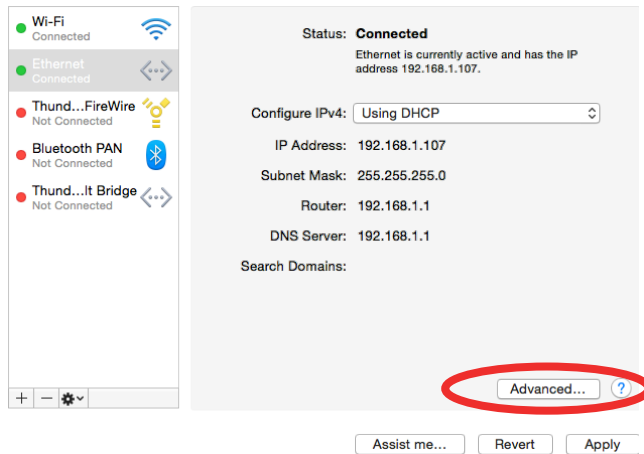
4.   In the TCP/IP tab, set **Configure IPv4** to '**Manually**' using the drop down menu.
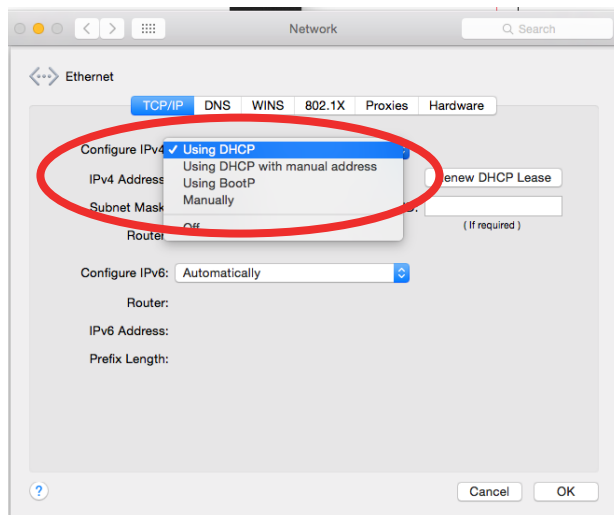
5.   Enter a static IP address in the IPv4 Address field. Set up your computer's IP address to be **192.168.1.X** where X can be any value from 0-255, but unique from other device IP addresses.

6.   Use the following settings for your computers static address:
        IP address: 192.168.1.X (X is any value from 0-255 but unique from other device IP addresses)
        Subnet mask: 255.255.255.0
        Router: 192.168.1.1

7.   Click '**Ok**' and '**Apply**' to apply your changes. Then reboot the Xilica Designer software.

If your devices are set up following the 'Manual Device IP Assignment' and 'Assigning a Static IP Address to your computer' sections, the devices will now appear online and connected in Xilica Designer's Network view.

16

Firmware Upgrade

It is strongly recommended that you check the Xilica website (www.xilica.com) frequently for the latest software and firmware versions, as these updates may contain critical bug fixes and new features.

Note: Using an older version of software with a newer firmware or newer software with an older firmware will work but some of the features may not be available and bugs could exist.

Before you begin, check your software and firmware versions.
1.   In Xilica Designer's Network View, select 'Start Network View'.

The Network View shows all processors and devices connected to the network.
The device's current firmware version is displayed here. (Ex. Version 1.0.0)

2.   To view the current software version, click on the "About" tab at the top of the software. This window will display your current software version.

Matching the Firmware

To assist you in determining which firmware file is appropriate for your device, refer to the chart below.
Note: The file structure may be different from the date that this list was created. Always check the Xilica website (www.xilica.com) to keep updated.

#_#_# Represents the 3 digit version code of the firmware update.
(SOLARO_#_#_#.img)   Solaro series: QR1, FR1
(XTOUCH_#_#_#.zip)   XTouch series: XTouch50, XTouch80
(NEUTRINO_#_#_#.img)   Neutrino series: A, A-D (AES), A-N (Dante), A-ND (Dante, AES)
(UNO_#_#_#.img)   Uno series: U, U-D (AES), U-N (Dante), U-ND (Dante, AES)
(NEUTRINO-AEC_#_#_#.img) Neutrino AEC Series
(UNO-AEC_#_#_#.img)   Uno AEC Series
(RIO_#_#_#.img)   Rio Series
(NeuPanel MINI_#_#_#.img)   NeuPanel Mini Series: K1, K4, S4, S8, S4K1

17

Step-by-Step Firmware Upgrade Guide
The hardware device must be connected and operational (Green indicator) before upgrading the firmware.

1.   Download the latest firmware version for your device from our website. (www.xilica.com)

In Network View, all the units on the network are displayed. The network connection indicator is displayed at the top left of each device.


2.   Save any design files from the device onto your computer. All programmed data on the device will be erased during the upgrade process. (To save, navigate to the File tab at the top left of the software and click 'Save'.)
      After the firmware upgrade is complete, you may reload saved design files back into the device.
3.   Right click the device that you would like to update. Select 'Firmware Upgrade'.
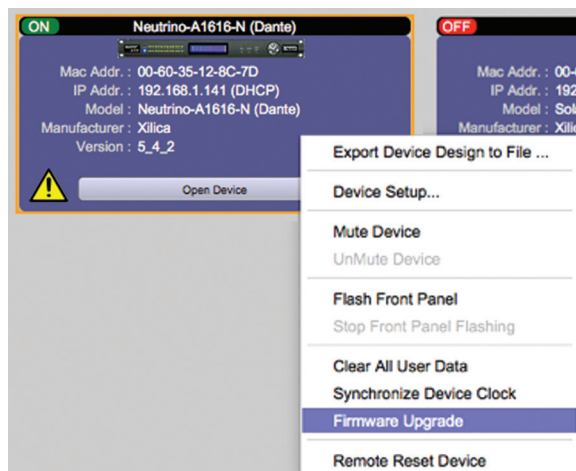
4.   A pop up window will ask you if you'd like to proceed with the firmware upgrade. Select "OK" to proceed.
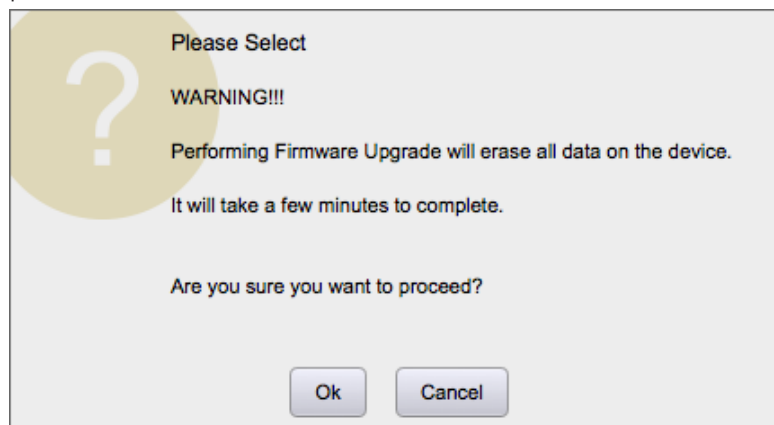
5. Click 'Ok' to select a file from your computer. Then navigate to the appropriate firmware file that you have downloaded from our website. Select the correct file and click "Open".
(Ex. A Neutrino A1616-N is being updated, so the firmware file at the time of this QSG is Neutrino_5_4_2.img.)
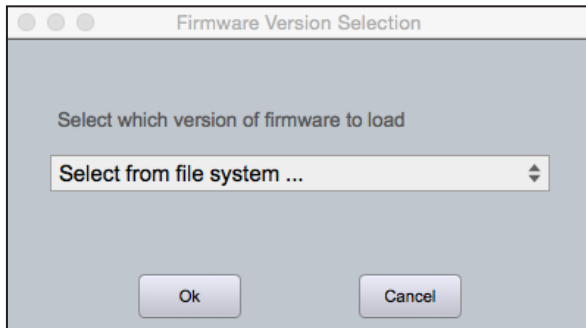
6. A status bar in the device window will monitor the Firmware upgrade progress.

7. When the Firmware has been uploaded to the device, the device will automatically restart and update its internal data. This may take several minutes.
8. During this period, the device network indicator will turn RED and appear offline.
DO NOT POWER OFF THE DEVICE as the device is performing self-initialization.
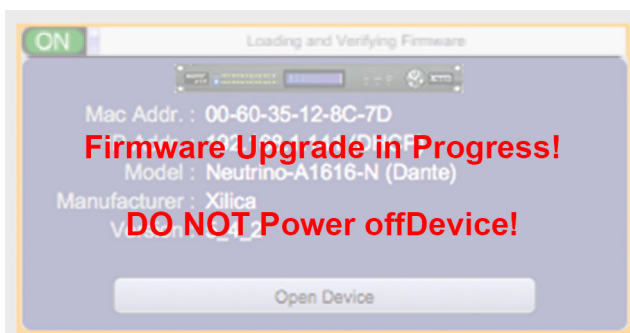
9. Once the device is initialized, the status indicator will become Yellow. This indicates that the device does not have a design file loaded to it yet.

NOTE: Powering Off your device during a firmware upgrade can result in a complete corruption of the processor. If this happens, please follow the 'Xilica Designer: Firmware Upgrade' guide.

Note: If more than one unit needs a firmware upgrade, you can save time by updating them all at the same time. This can be done as long as they are the same Network and have a green network indicator (connected and operational), as displayed on the Network View page.

10. The network indicator of the device should now be green and the device is ready for use.

19

XTouch display screen settings

1.	Swipe up from the bottom of the screen.
	A menu bar will appear at the bottom of the screen.
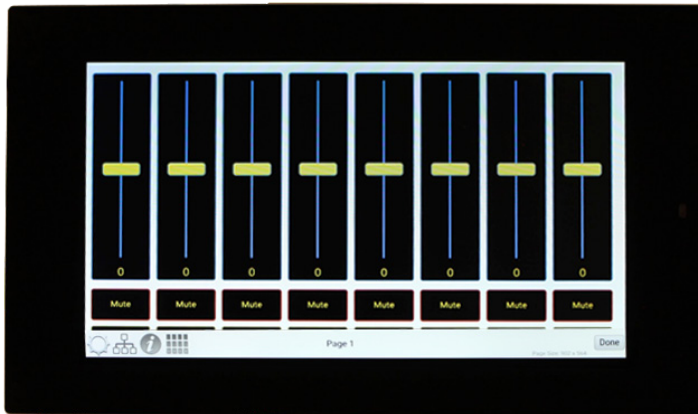
2.	Select the gear icon. This will enter the device settings.
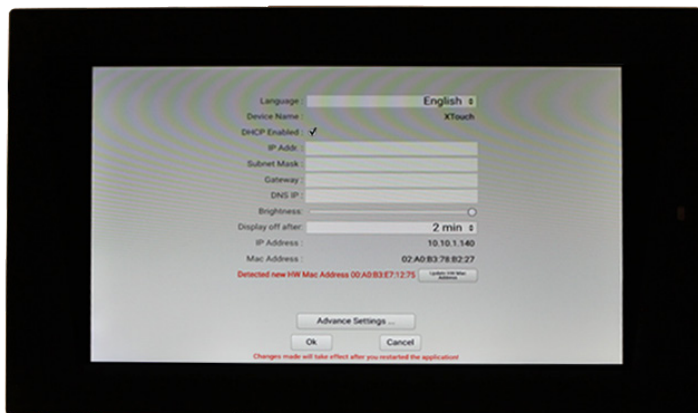
3.	You may change the language and display settings here.
	To change network information, deselect 'DHCP Enabled' and manually type in the network information. Click 'Ok' to save device settings.
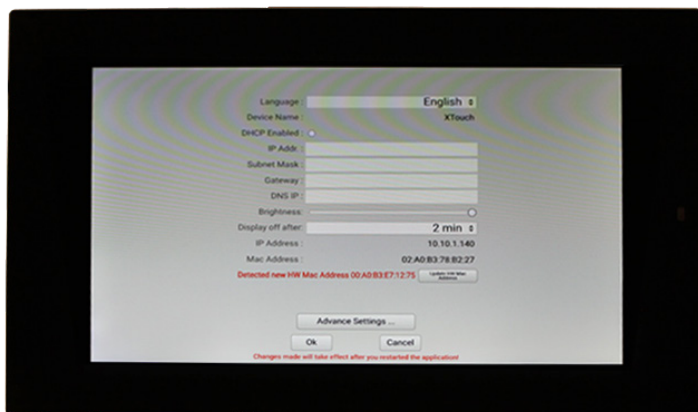
4.   Select 'Advanced Settings…' to view more advanced device settings. Click 'Ok' to save your changes.

5.   To view the XTouch App version on the device, swipe up on the screen.
        Select the 'i' icon to view the device information.
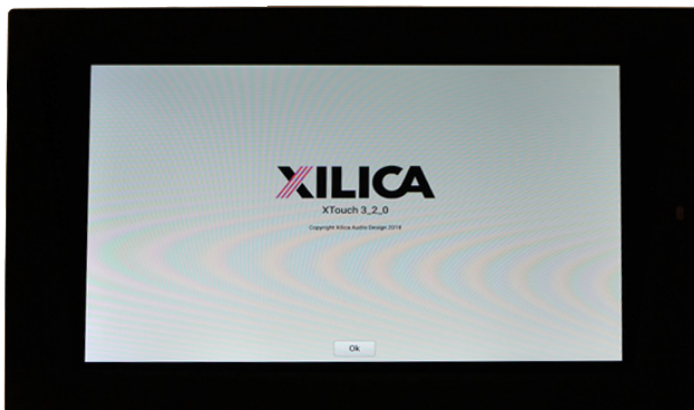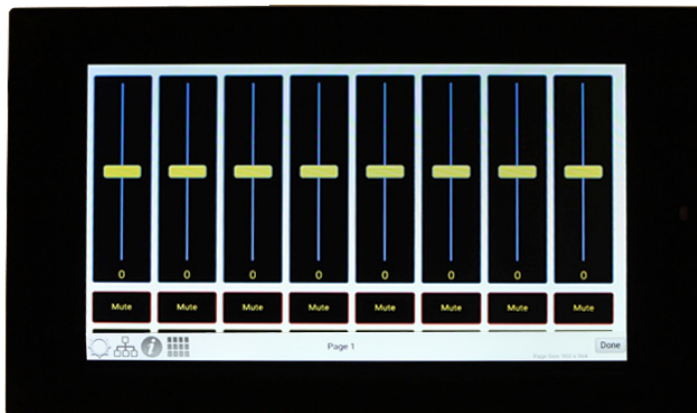
6.   Click 'Ok' to exit the window.

21

Creating a Project

At the top left under the 'File' tab, select 'New Project'.

When creating a new project, Xilica Designer will ask you what DSP you are using. Neutrino/Uno series DSP is rather different from Solaro series DSP, therefore the two DSPs cannot be used in the same project file.
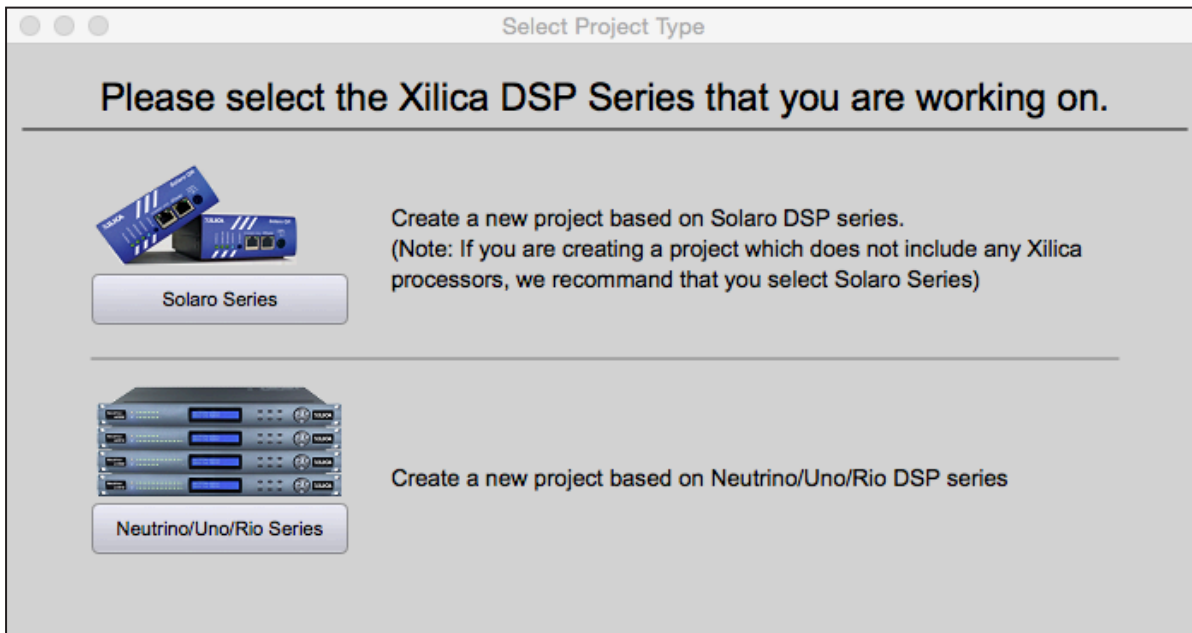
For more information, please visit the Xilica Designer section in the Xilica website: www.xilica.com

Switch between Xilica Designer's three windows: Project view, Network view and Dante view any time at the top right of the software.

The following example includes an Neutrino A1616-N DSP and a completed Xilica Designer project design. (Please refer to Xilica Designer: User Manual)

To go online, all devices must be online and operational (Green indicator in Network View), however the user can design a project in offline mode (no devices connected) and later go online when all devices are connected.

Programming the XTouch control

1.   Drag an XTouch control from the Component Library menu (on the left).
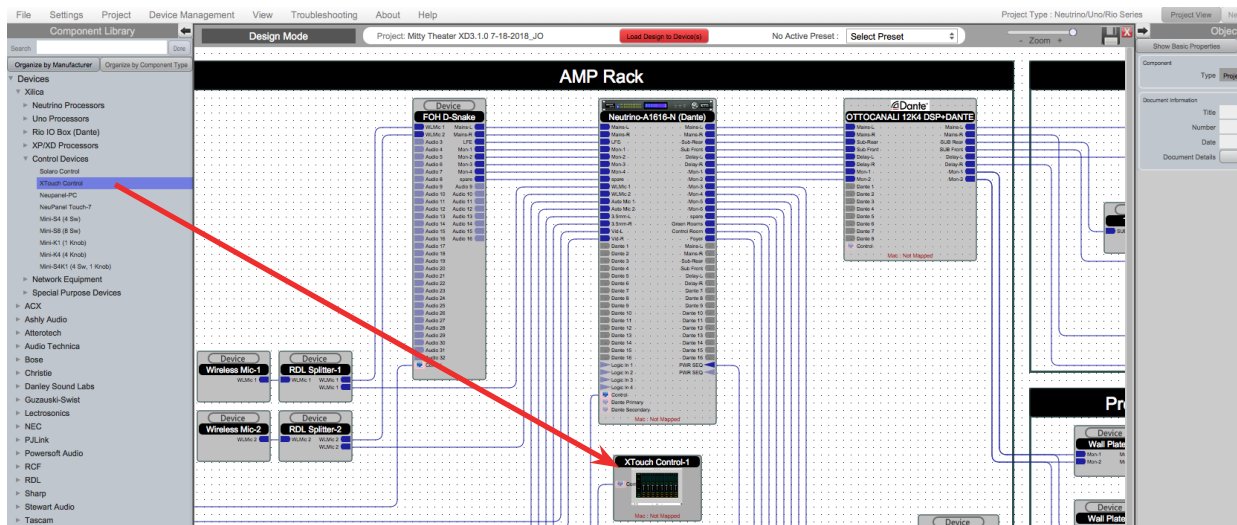
2.   Double click the XTouch Control module to open the device.
         A new window will appear.
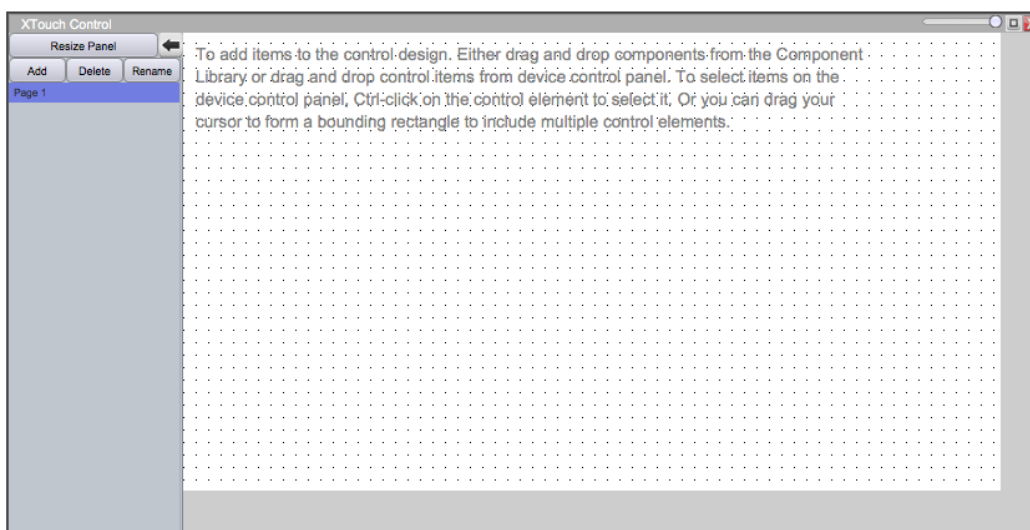
3.   Click 'Resize Panel' and select the panel size for your device. Then click 'Ok'.
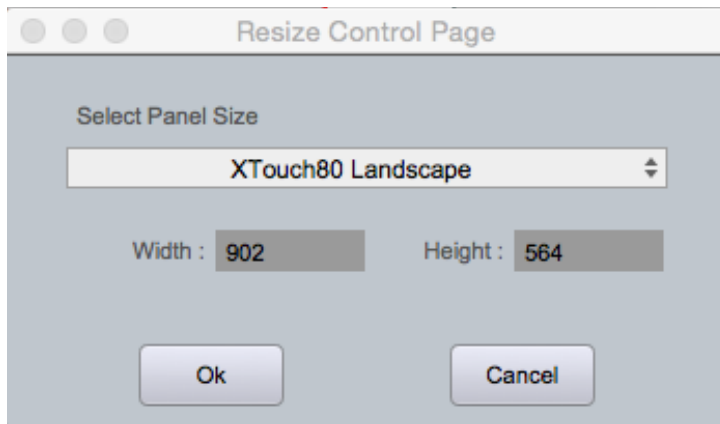
The work area will adjust according to the Panel Size.
You may drag the corner of the window to adjust the window size or use the zoom slider at the top right of the window.

4.   Double click the device that you would like to control.
   Below, a Neutrino A1616-N schematic is displayed.
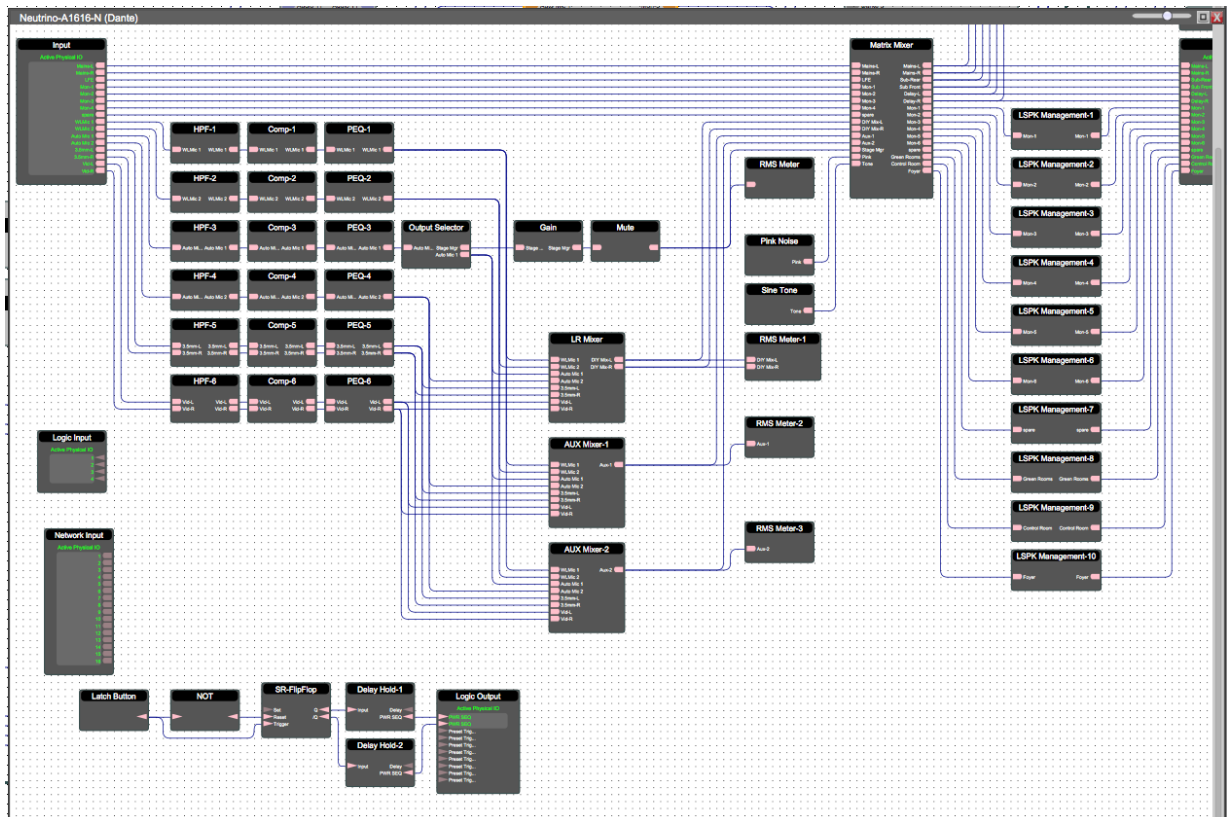
5. Double click a DSP module.
Select the parameters you would like to add to your XTouch control by dragging a selection box around the desired parameters Or hold Cmd + Click (Mac) / Ctrl + Click (PC) to select individual elements.
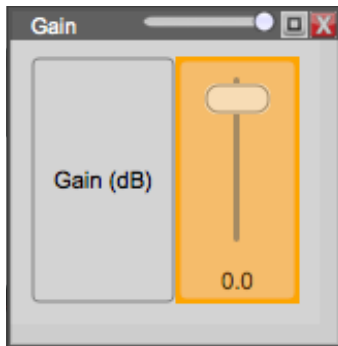

6. Navigate back to your XTouch control window.
With the DSP parameters highlighted, click and drag the parameters onto your XTouch control screen.
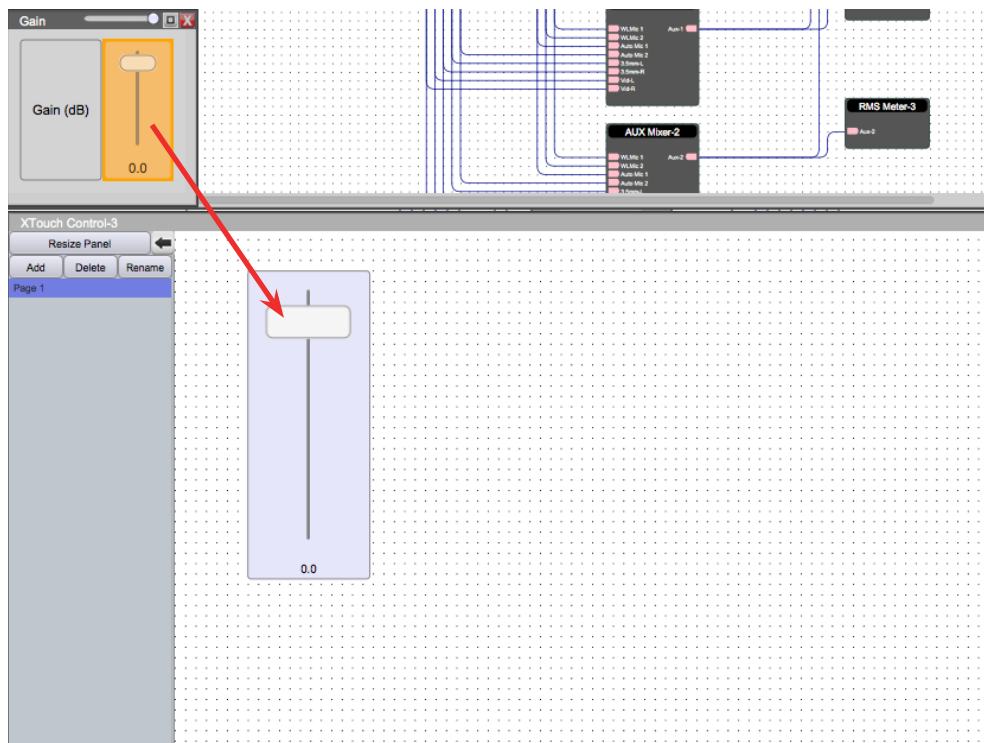
7. You may customize objects in the Object Property menu on the right. Properties vary for different objects and modules.
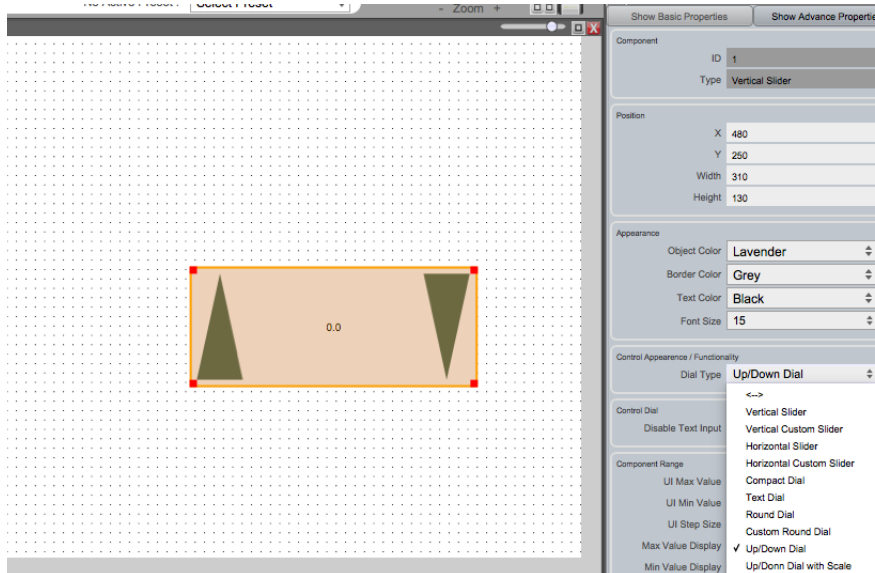

8. Simply add presets to the control screen easily by clicking and dragging them into the XTouch work area. (Please refer to Xilica Designer: User manual)
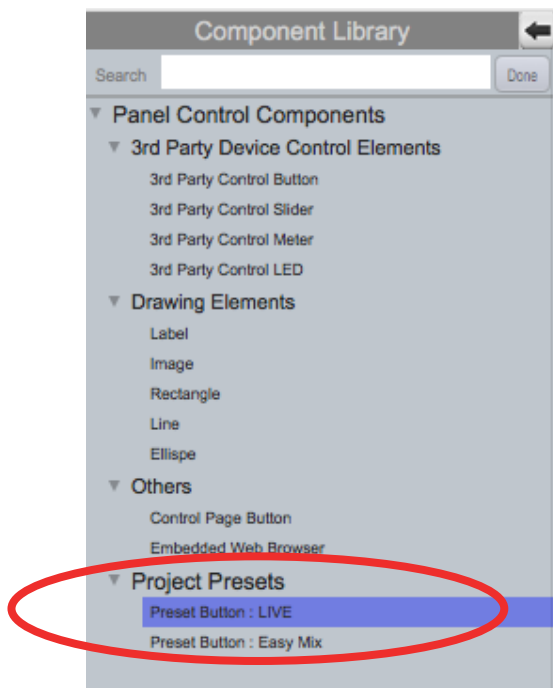
You may also add Drawing Elements from the Component Library menu to organize your screen. This includes Labels, Images, Rectangles, Lines and Eclispe (Circles).
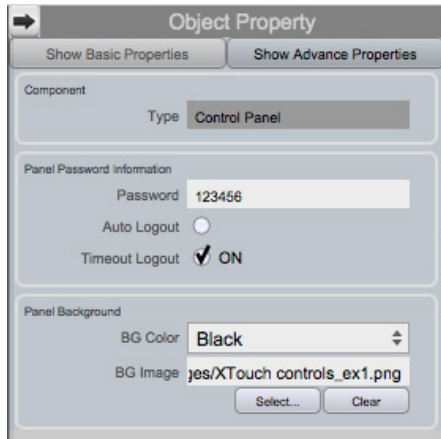Customize Elements in the Object Property menu.
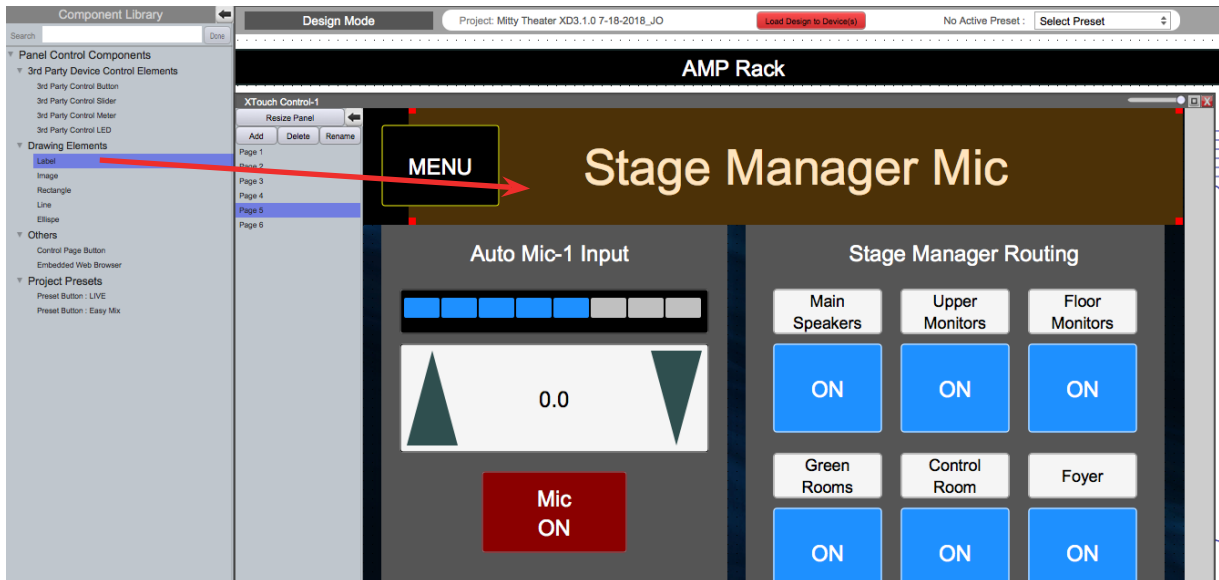
9.   Add, Delete and Rename pages easily in the XTouch control window.

**27**
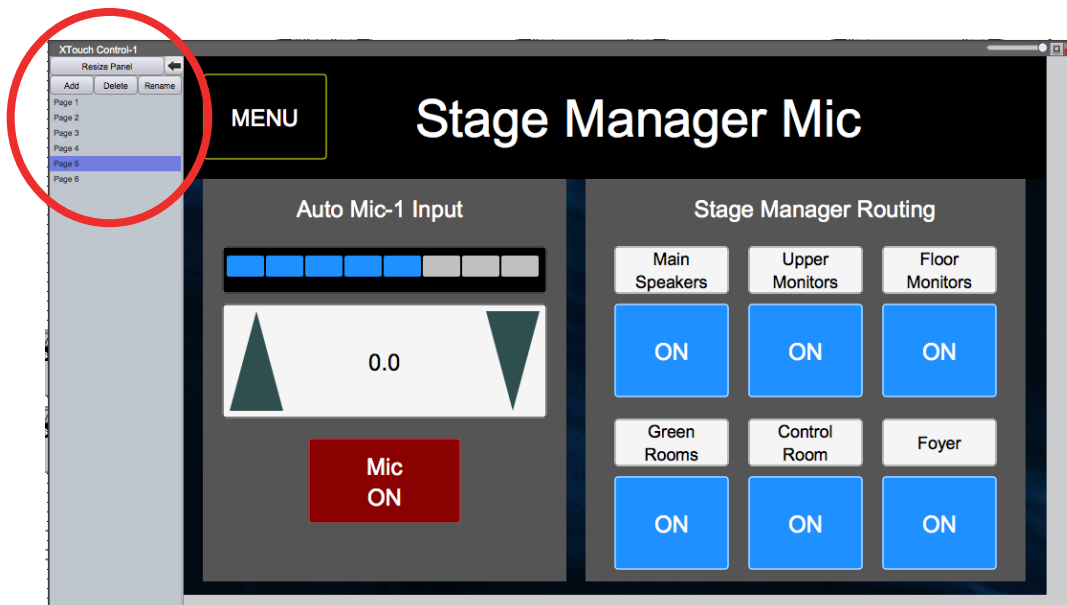
Password Protect Pages

1.   Click on the background work area of your XTouch control screen.
2.   In the Object property menu, type in a Password under 'Panel Password Information' to set a password.
3.   You may check 'Auto Logout' or 'Timeout Logout'.

You may also upload an image for your control page background under 'Panel background'.

Save project

'Save' your project by clicking the 'File' tab at the top left of the software and 'Save'.
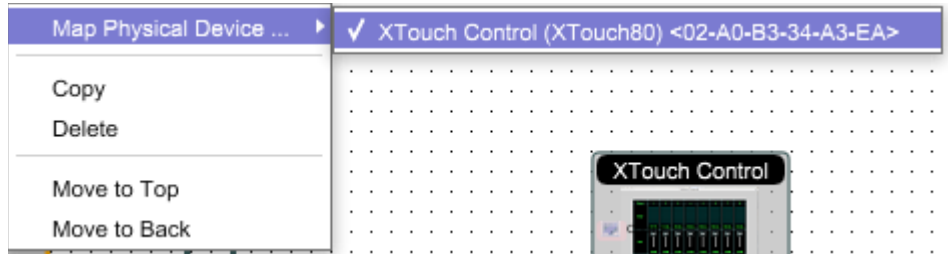Or 'save' your project using the save icon at the top right of the software.
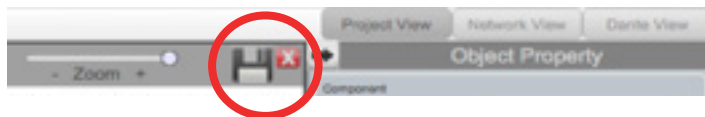
Note: This saves the XTouch programming and DSP design to your computer but not to the physical device itself.

We recommend backing up the project file in an external location.

Map device(s)/Online mode

Note: your devices must be connected, online and operational to go online.

1.   Right click the device in the Project View work area. Select "Map Physical Device".
2.   Select the specific device model from the drop down list.
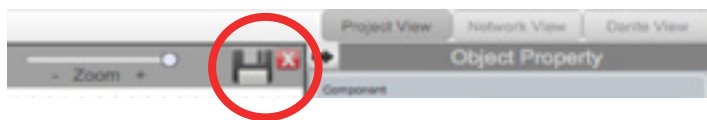

3.   Once done, each mapped module in the work area is a solid grey color to indicate successful mapping.

Save project

'Save' your project by clicking the 'File' tab at the top left of the software and 'Save'.
Or 'save' your project using the save icon at the top right of the software.
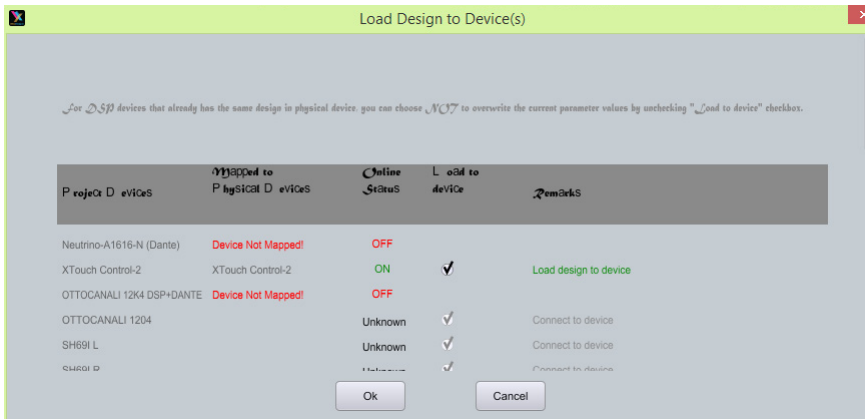

We recommend backing up the project file in an external location.

1. Before going online, you must map your devices and save your project.
2. Select the red "Load Design to Device(s)" button at the top of the Project View work area.
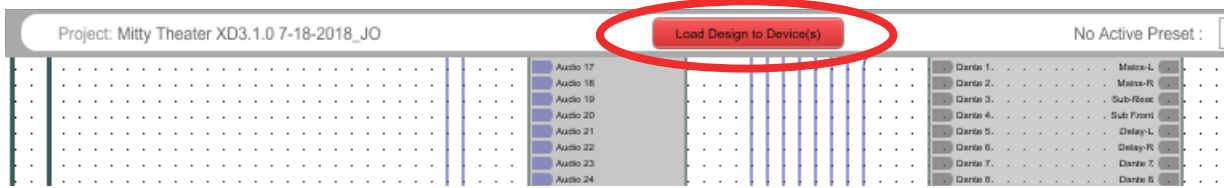
3. A box will appear. Select your desired devices and click "Ok" to load your design to your device(s).

4. Once complete, you are in Online Mode.

Note that the dotted work area is now a solid color. This indicates that you are in online mode.
Also, the previous 'Load Design to Device(s)' button has now changed 'Switch to Design Mode'.

Switching from Online mode to Design mode:
You cannot make changes to the XTouch control while in Online Mode. That can only be accomplished while in Design Mode. But you can make adjustments to the processors DSP module parameters while in Online Mode thus you will see a permissions window upon switching back to Design Mode from Online Mode.

30

XILICA

Customer Support

If you'd like to contact us regarding product support or technical designs, email support@xilica.com and we'll connect you with a solutions engineer Alternatively, if you'd like to speak to someone, you can call the following numbers for immediate assistance:

International: +1 905 770-0055

US Toll Free: +1 877 767-0234

Europe: +31 29940-1100

China & Hong Kong SAR: +852 2604-9382

www.xilica.com

Version: 2.0