

Download error log using NEOAPP

How to download the error log using NEOAPP



Description.

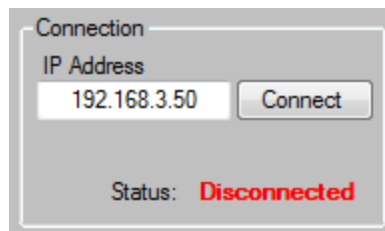
This support's manual contains information about how to download NEO's log with the program NEO APP.

1 Downloads error logs with NEOAPP

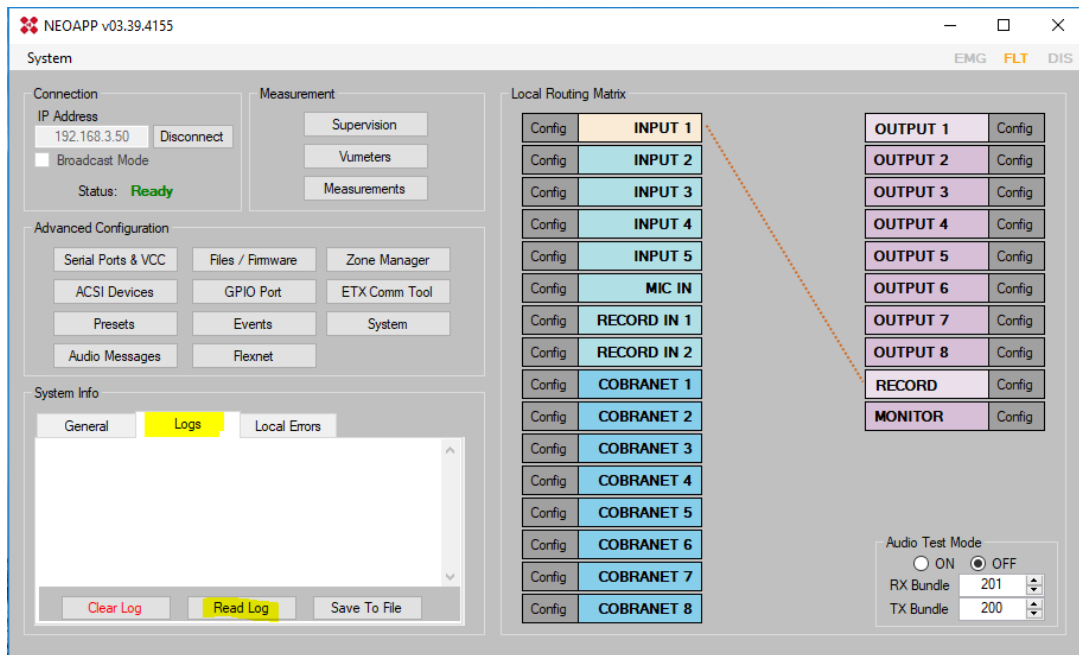
Set the correct password at initial windows (please contact to support@lda-audiotech.com)



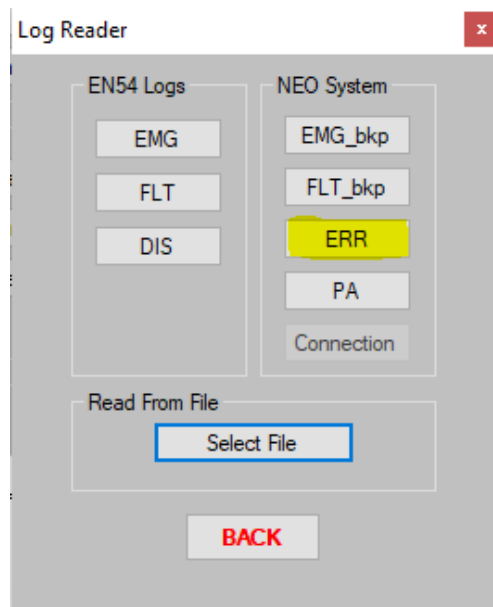
Next, the user shall write the NEO IP Address and click the button connect. As an example, we will use IP Address 192.168.3.50.



In the window Logs, please select the button "Read Log".



In the main window click on ERR in the “Neo System” section and a message that indicates “File transfer success” will be displayed.



To download the record in a text file, click "Save to file" and indicate the name and the route where you want to save the file.

