
Remote LXE

LXE Surface Software

Quick Start Guide

WheatNetIP LXE Surface Setup GUI 2.1.3 and higher

RemoteLXE: 1.16

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Remote LXE Surface Software

Summary

This document is intended to familiarize the user with initial setup and configuration of Wheatstone's RemoteLXE Software. This document is not a complete instruction manual, and may not cover all available features or possibilities to customize the LXE Surface. Instead it is intended to assist first time users with initial setup of RemoteLXE. This document assumes that the LXE Surface and its Engine Blade have been setup, configured and in working condition.

System Requirements

RemoteLXE, the LXE Surface Host, are generally tied together with compatible versions. Generally, when changes to the software are made to one of them, it requires updating of the other. And in some cases, additional updates may be required for the surface host, or other components of your WheatNet-IP systems. Wheatstone technical support can assist you in determining the correct versions of each component for your system.

For the purpose of this Quick Start Guide, we'll be using the following:

LXE Engine Blade: version 3.7 or higher

LXE Surface Host: version 1.52 with OS R7

LXE Surface Setup GUI: 2.1.3 or higher

RemoteLXE: 1.16

WheatNet IP Navigator: version 3.7 or higher

PC: Windows7 or Windows10, NIC statically assigned and connected to WheatNet-IP network.

If you are adding the LXE Engine Blade and Surface to an existing Wheatnet-IP system, you will need to add the Blade to the system using the front panel controls, to set up a BladeID and IP address and have it joined to the system as a Blade prior to proceeding further with this guide.

If you need assistance with adding a Blade to your system, you can refer to the Blade 3 Manual using this link: https://wheatstone.com/index.php?option=com_docman&view=document&slug=wheatnet-ip-network-technical-manual&layout=default&alias=713-pr-e-read-me-re-technical-manuals-1&category_slug=wheatnet-ip-tech-manuals&Itemid=3863

And the LXE Quick Start Guide to setup the surface initially: https://wheatstone.com/index.php?option=com_docman&view=document&slug=lx-e-quick-start-guide&layout=default&alias=713-pr-e-read-me-re-technical-manuals-1&category_slug=lx-e-tech-manuals&Itemid=3863

Or

By contacting Wheatstone Technical Support during normal business hours, 8:30am to 5:30pm Eastern, M-F at 252-638-7000 or by emailing techsupport@wheatstone.com

Obtaining updates: Updates for RemoteLXE, LXE Surface Host and Surface Setup GUI, Blades and other items are delivered on a case by case basis. Contact Wheatstone Technical Support to request updates if you have earlier versions.

Installing the Software

Updating the LXE Surface Host

This step, may or may not be needed. As we stated earlier RemoteLXE and LXE Surface host versions are tightly related. For our example RemoteLXE surface, we are starting with version 1.16. The requirement for this version of RemoteLXE is that the LXE Surface Host is running version 1.52, and that LXE Surface Host version requires LXE Surface Operating System R7.

Also note that not every LXE Surface Host Update will require Surface Host Operating System updates.

It's possible that if you have older versions of RemoteLXE you will have older versions of LXE Surface Host and LXE Surface Host OS respectively. You may need to update these to use the latest version(s) of RemoteLXE. This section will show you the update process.

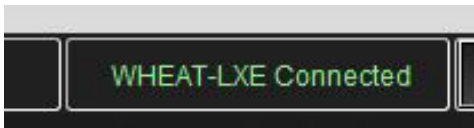
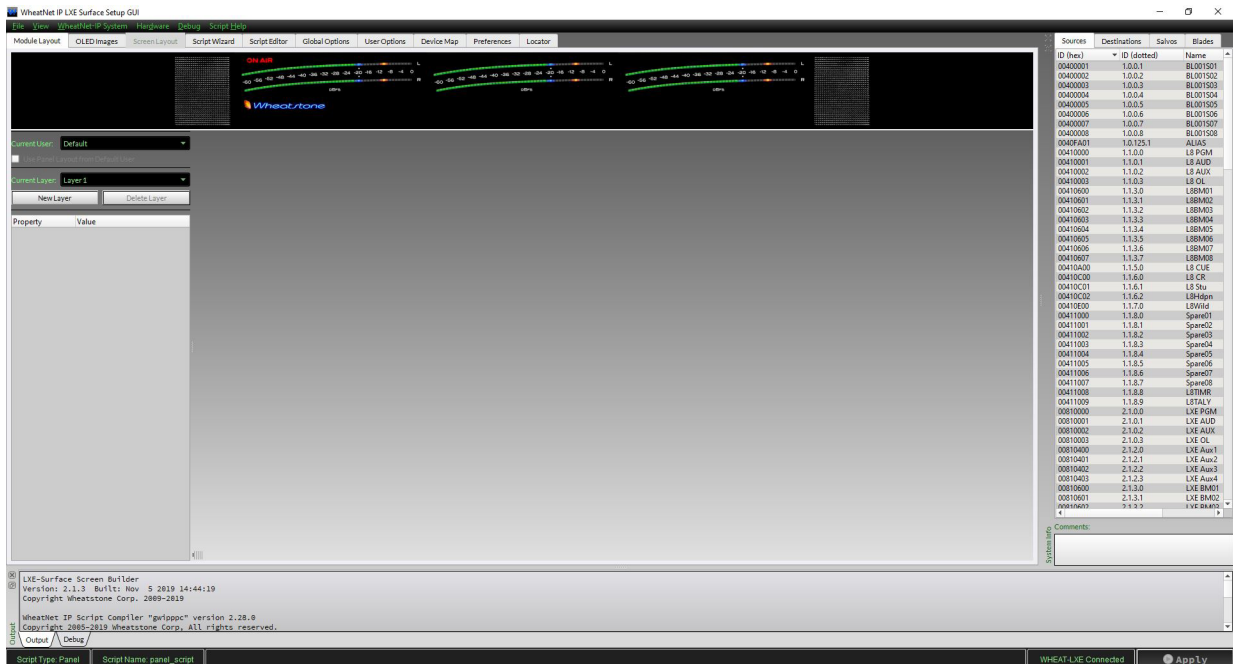
To obtain your currently installed version of LXE Surface Host software version, from the Surface Setup GUI, connected to the surface host, use the Locator tab. Click the Refresh button to have locator scan the system. You can filter by LXE Surface to reduce the results.

Find your surface Host in the list and note the version.

To obtain appropriate updates for your LXE Surface Host, LXE Surface Host OS, and RemoteLXE please contact Wheatstone Technical Support.

Our example will show the process to update the Surface Host to the proper version to use with RemoteLXE 1.16. In this example, both the Surface Host and the Surface Host OS need to be updated.

Open the Surface Setup GUI and connect to your Surface Host.

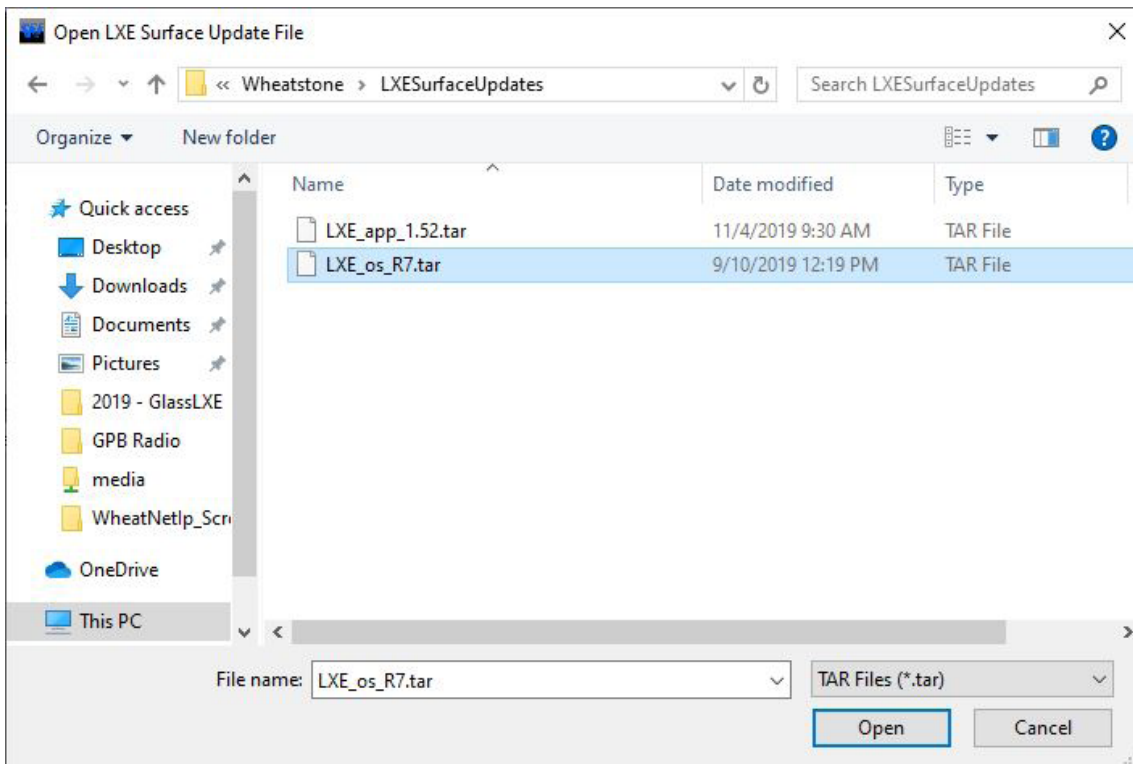


Ensure the GUI is connected to the surface in the lower right status bar.

Select the Hardware Menu, then select Update Surface.

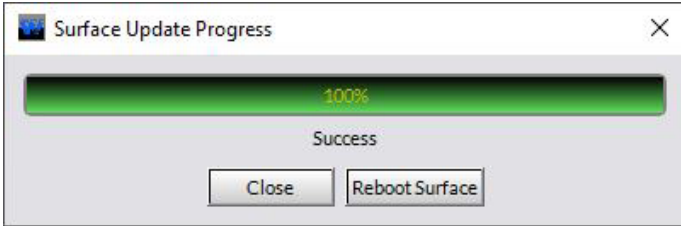


Browse to the update files obtained from Wheatstone Technical Support.



If, we have to update both the Surface Host app version and OS version, there will be two files to choose from. For this example we need to update both the OS and the app. First select the OS Version. In this case, LXE_os_R7.tar and select Open. This will push the OS Update to the surface host.

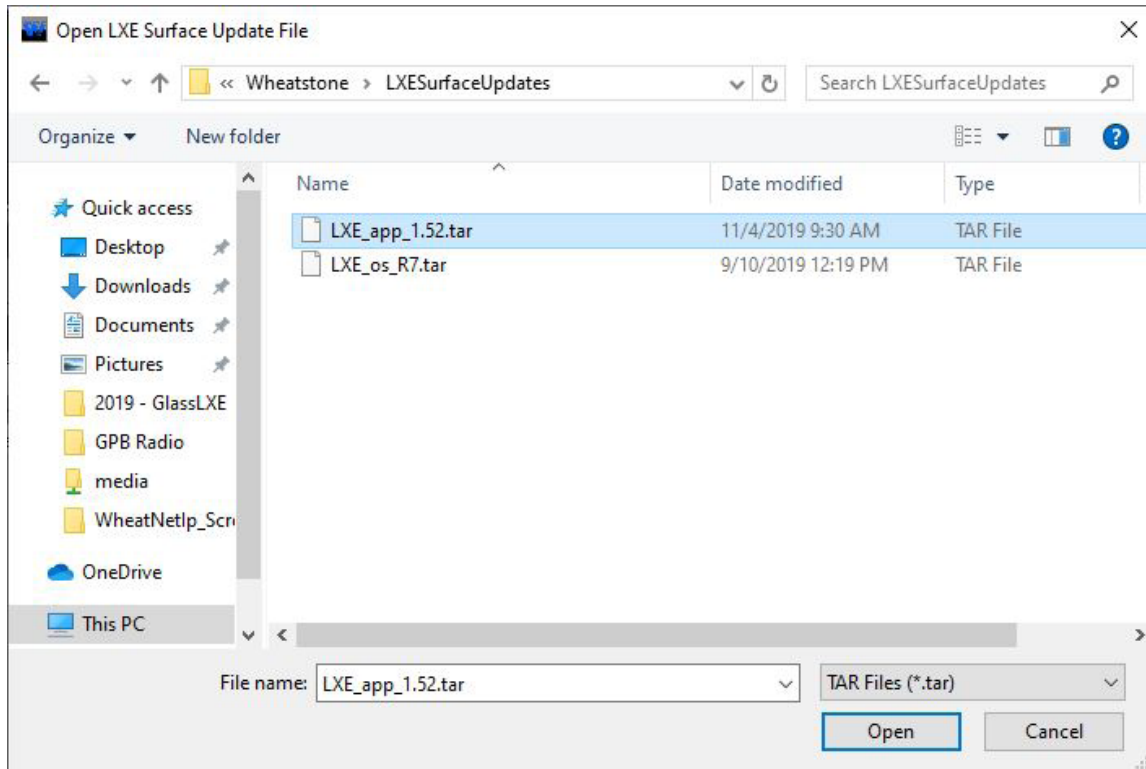
When completed you will get success message:



DO NOT CLICK Reboot Surface!

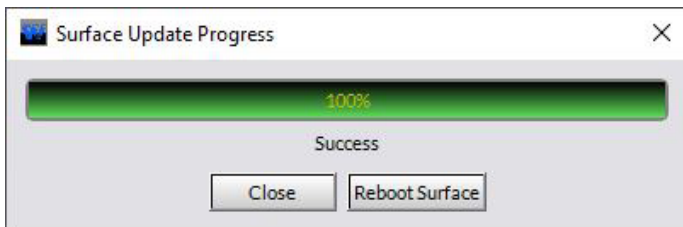
Since there may be compatibility issues with Surface Host app versions and OS versions, when the OS update has finished transferring click Close as we do not want the Surface Host to restart at this point.

Next we'll repeat the process to upload the app file. Click Hardware, Update Surface again.

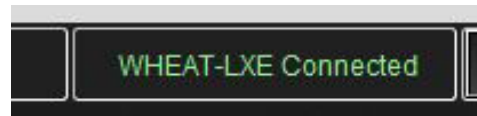


Browse to your update files and select the LXE_app_1.52.tar file. Select Open.

When completed you will get this message again.



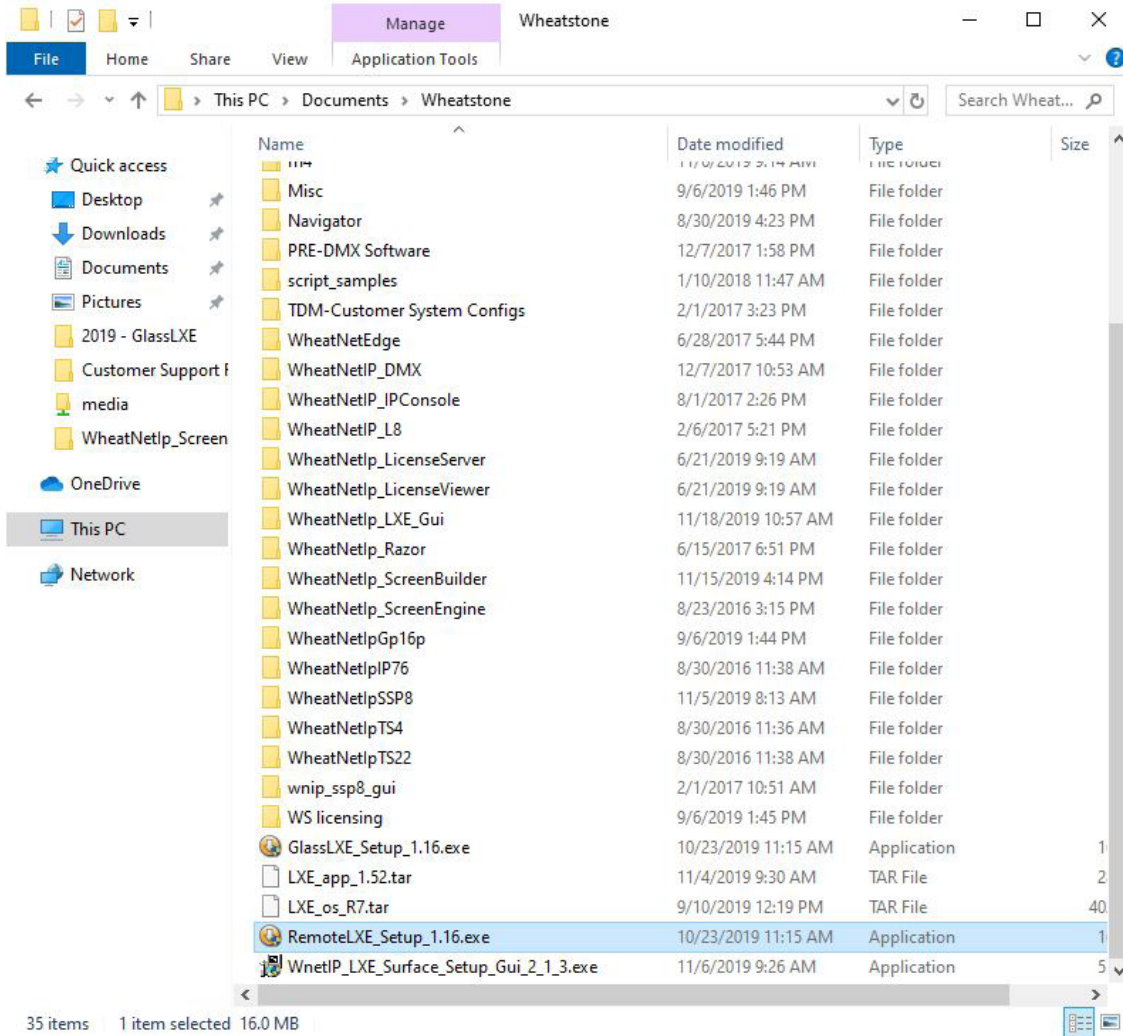
Now it is safe to click Reboot Surface. The app update and the OS update will occur during the restart.



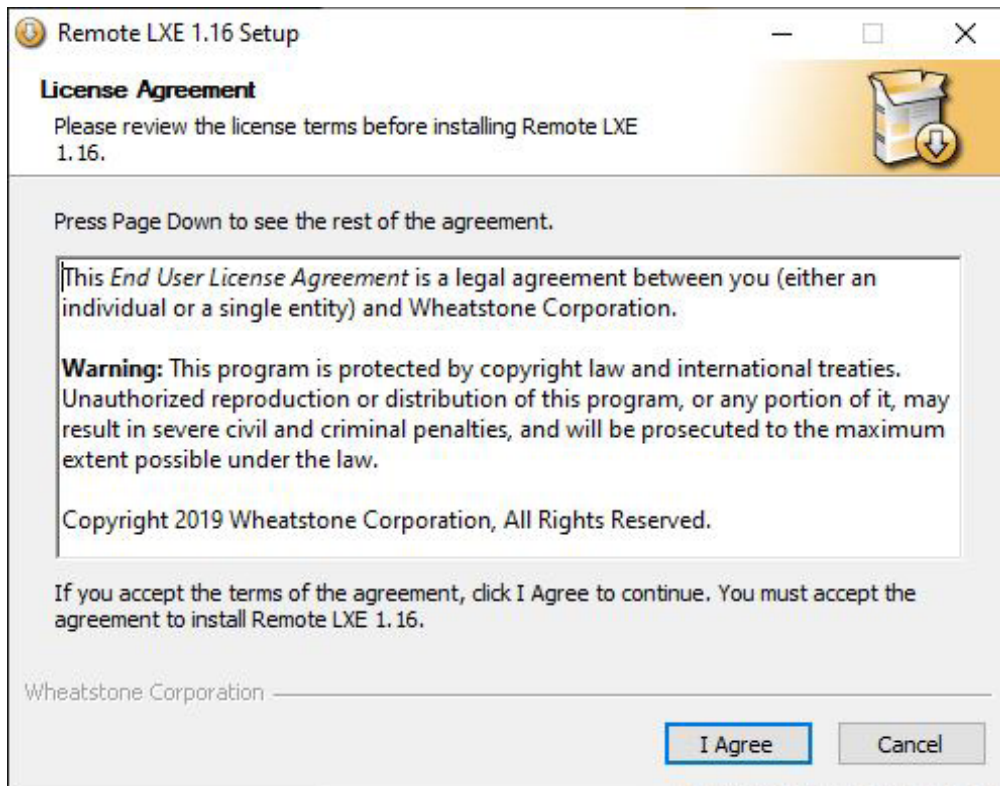
Once the Surface shows connected in the status bar, you can use the Locator tab again, and click Refresh and note the Software update was successful.

Remote LXE Software

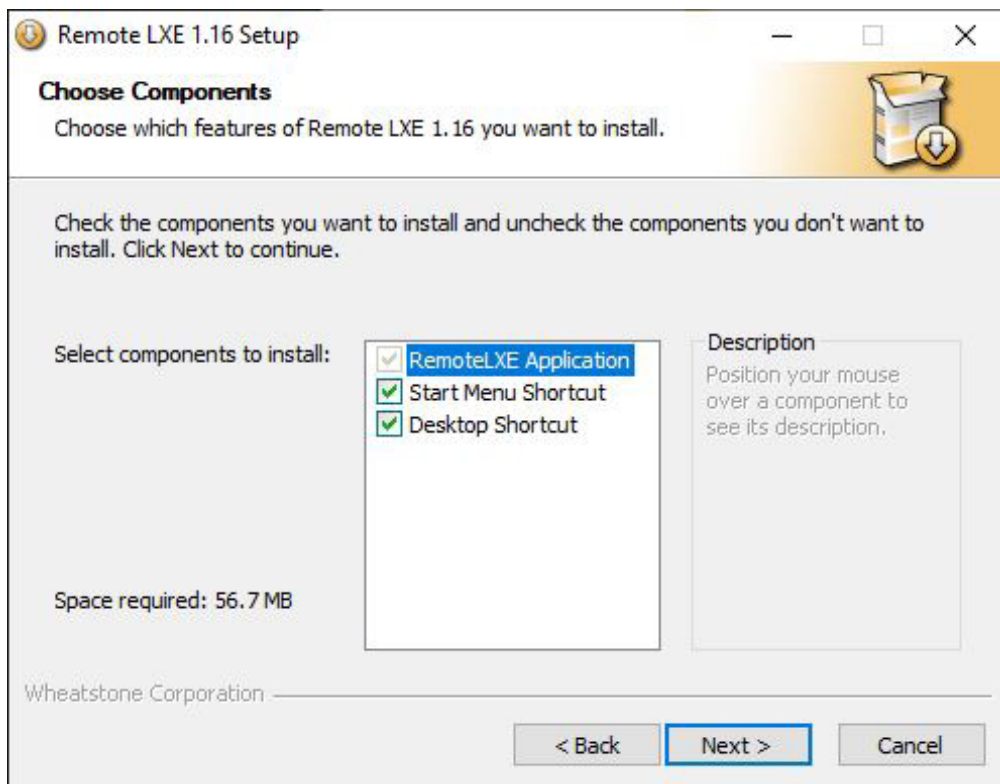
Find the RemoteLXE Installation file.



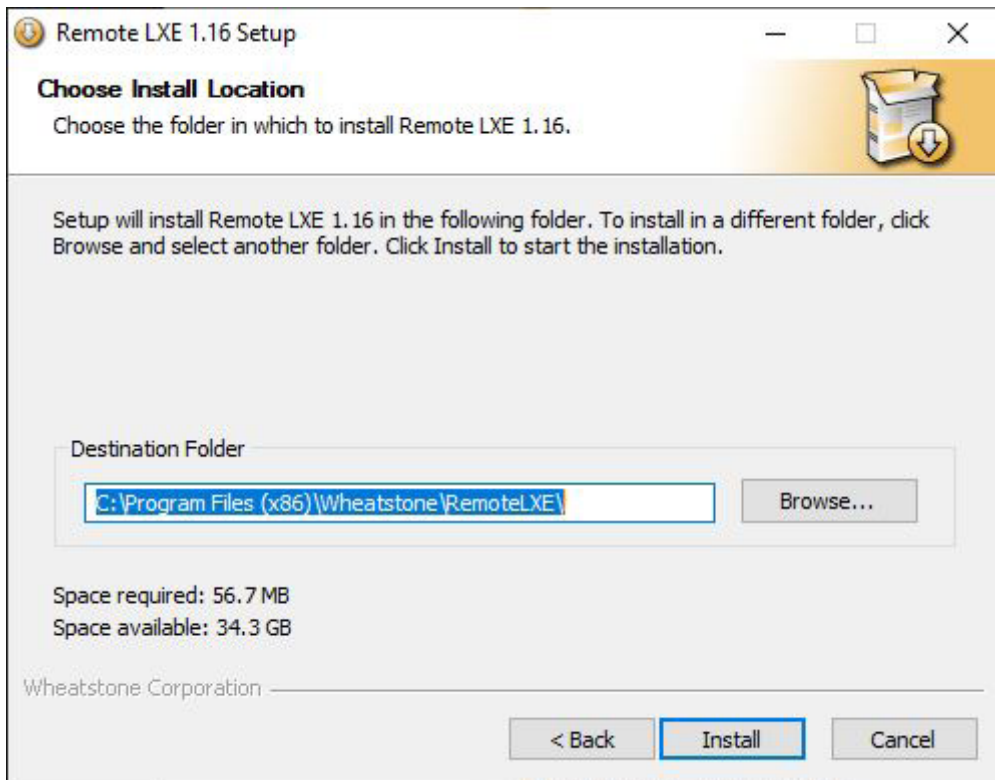
Select the RemoteLXE_Setup_1.16.exe file and double click it to start the installation wizard.



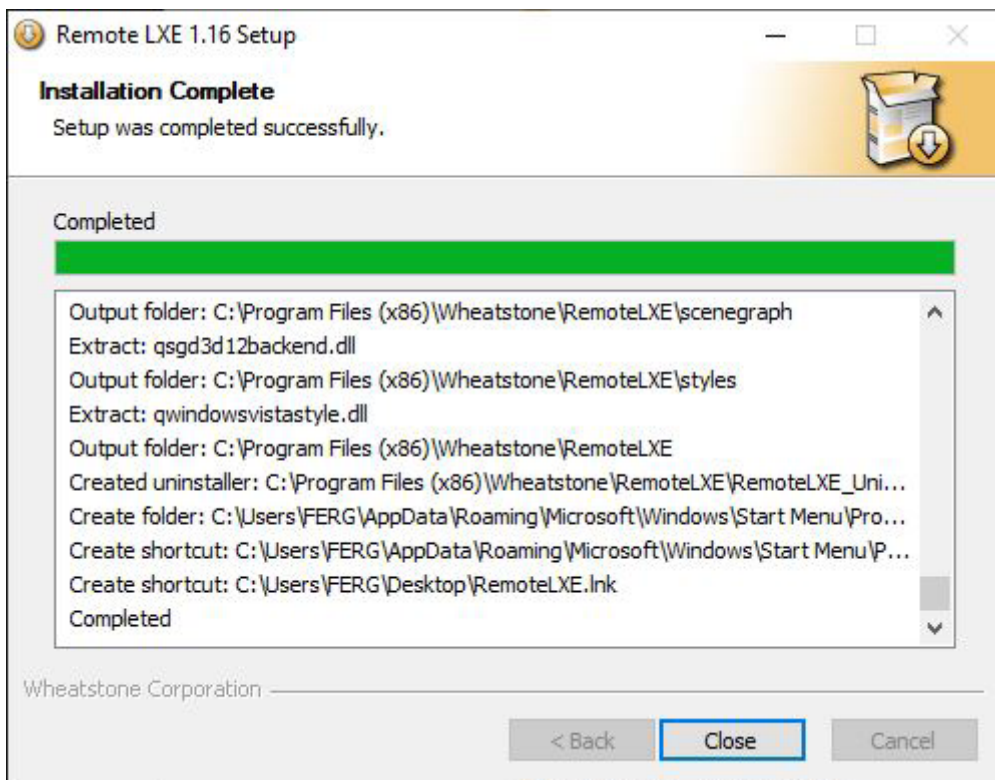
Accept the License Agreement by clicking I Agree.



Leave the check marks for the Selected Components. Then click Next.

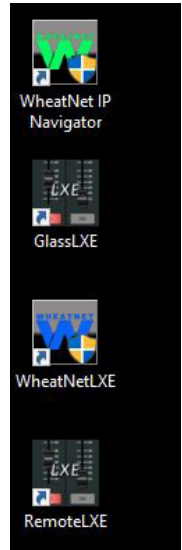


To change the default installation path, click browse and select a path, or leave the default and the click Install.

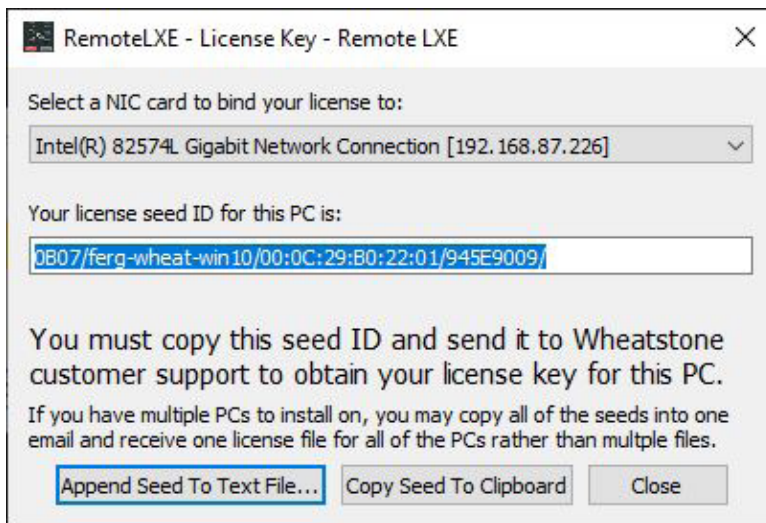


When completed click Close.

Find the shortcut to RemoteLXE on the desktop and launch the application. On first run, you will be prompted for a License key.



Click Obtain License Key.



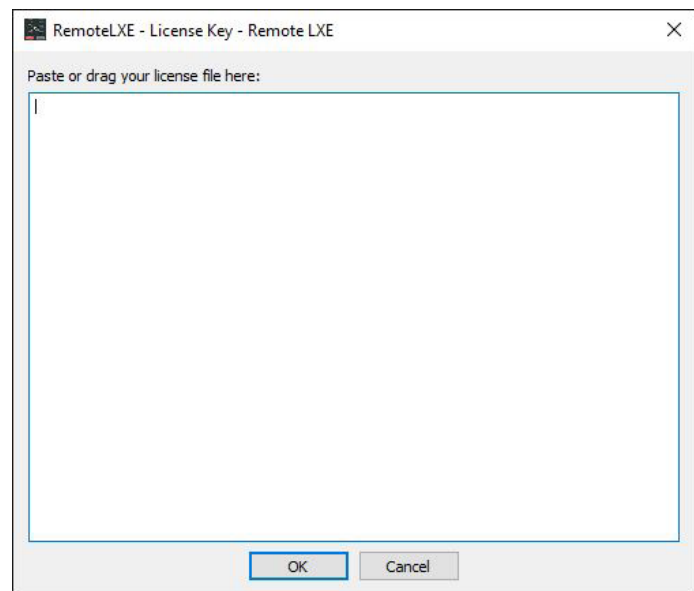
Copy the resulting seed code, and paste it into the body of an email or txt file and send to techsupport@wheatstone.com requesting a license key for RemoteLXE. Tech support may ask for purchase details to be verified before issuing a license key.

The seed code provides us with the Host Name, the HDD S/N, and the Mac Address of the PC. These items will be used to bind the License file to this PC. If any of these items change, the license key will become invalid.

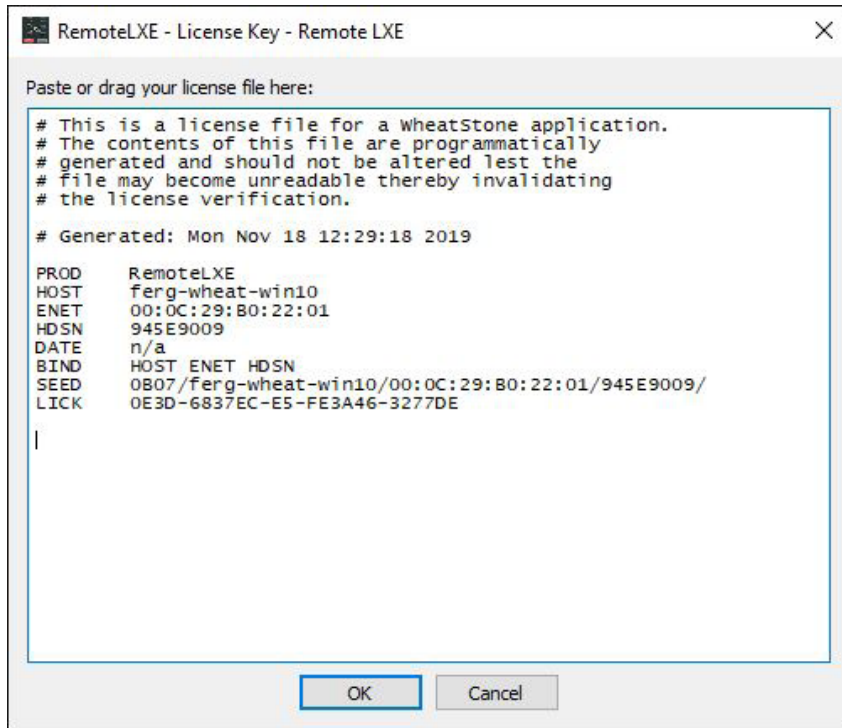
Click Close once you have copied the seed code.

When you receive the key from Tech Support, click Enter License Key.

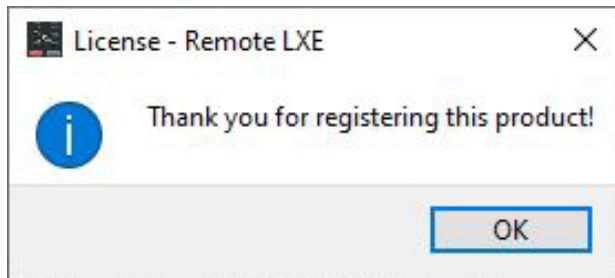
Drag the file, or copy the txt from the file and paste into this window.



The result of the drag file or copy/paste should look like this. If you copy/paste, the entire contents of the file needs to be copied and pasted including the item preceded with the # symbol.

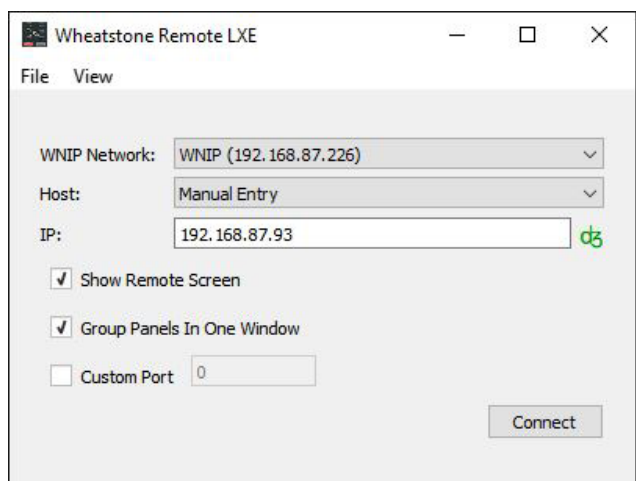


Click OK to apply this license key.



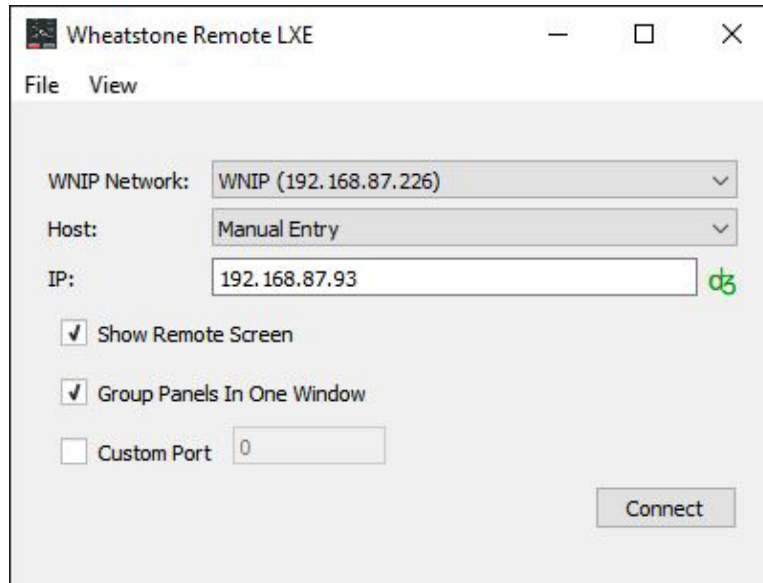
Click OK to dismiss the confirmation screen. If you get an error message instead of the Thank you message, it's likely due to an incomplete data pasted into the Enter License key screen, or the bindings in the Key do not match the PC. Ensure you have the correct file and entire contents pasted to the Enter License Key window.

Once registered the app will open to its default options.



Configuring and Using RemoteLXE

A quick tour of the RemoteLXE Client.



The RemoteLXE Client has just a few options to set.

WNIP Network: Use this dropdown to select a NIC that will be used to connect to your LXE Surface. If you are on the WNIP LAN, this NIC will need an address assigned on the same subnet as your Surface.

If you are on a WAN or a “remote” connection, you will select a NIC that will be able to access the Surface from your connection. This may include VPN type connections, Point to Point type connections, or other Wide Area Network connections. Your Network Administrator will need to configure access from outside of the WNIP Network, to allow connections from Remote Networks or sites. Generally, when connecting from outside of the WNIP LAN, you will want to use the Manual Entry option and enter the appropriate address and port information. The RemoteLXE client will still probe for LXE Surface Hosts, and when an address is entered, it will probe that address for the Surface Host. This initial handshake, may take a few seconds depending on the Wide Area Network connection. The Connect button will be greyed out until this handshake occurs.

Next is the Host field. This is a dropdown selector to pick LXE Surface Hosts on the network, or setting Manual entry the user has to know and enter the IP address of the LXE Surface Host.

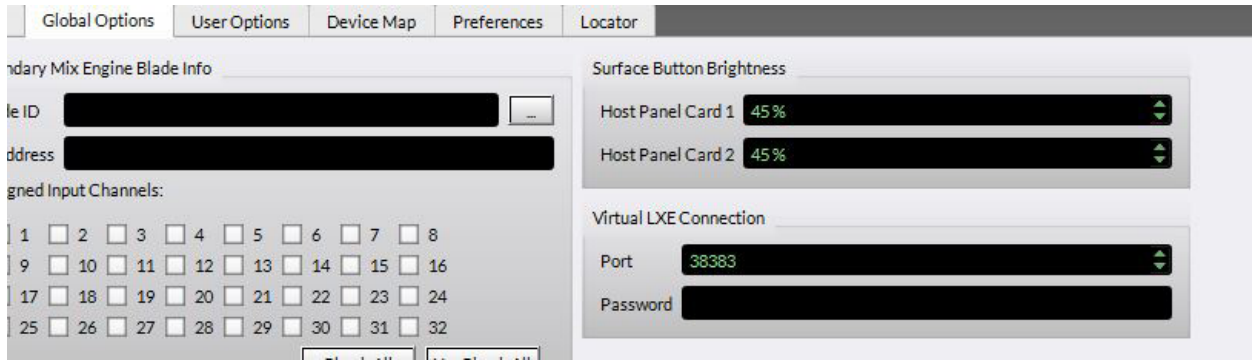
When the RemoteLXE GUI starts, it checks the Network it is bound to, and looks for LXE Surface Hosts. If one, or more exists on the network, it will populate them in the Hosts List.

The Show Remote Screen option, when checked, will display the Surface GUI Screen, (normally shown via the surfaces HDMI connection) on the RemoteLXE PC. This includes the Navigation Buttons, Meters, and other data from the LXE Surface.

The Group Panels In One Window option, when checked, will group each physical panel into a single window on the PC. All of your Input, Monitor, and Accessory Modules will be displayed in a single Window pane, with the Modules grouped together. When unchecked,

each physical panel from your Surface will get it's own window display. This may be more desirable on smaller screens, or with use in multi-screen environments.

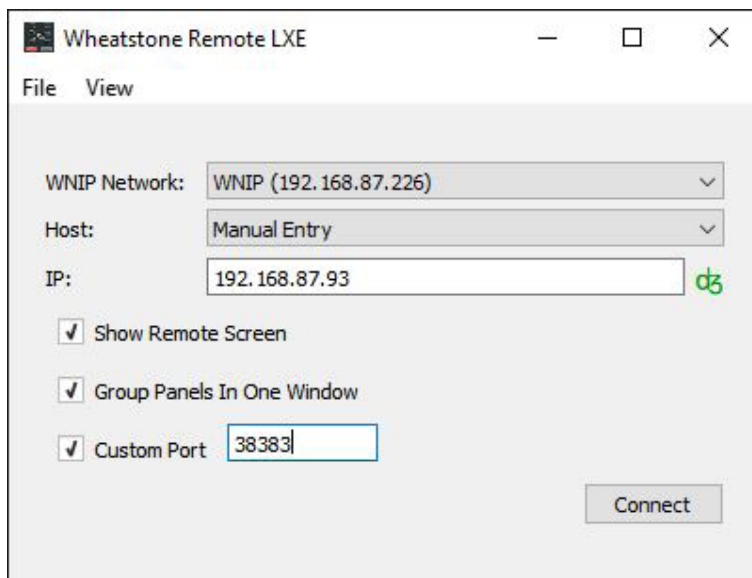
The Custom Port option allows the user to match the Custom Port Setting for Remote LXE and Glass LXE connections from the Surface Setup GUI.



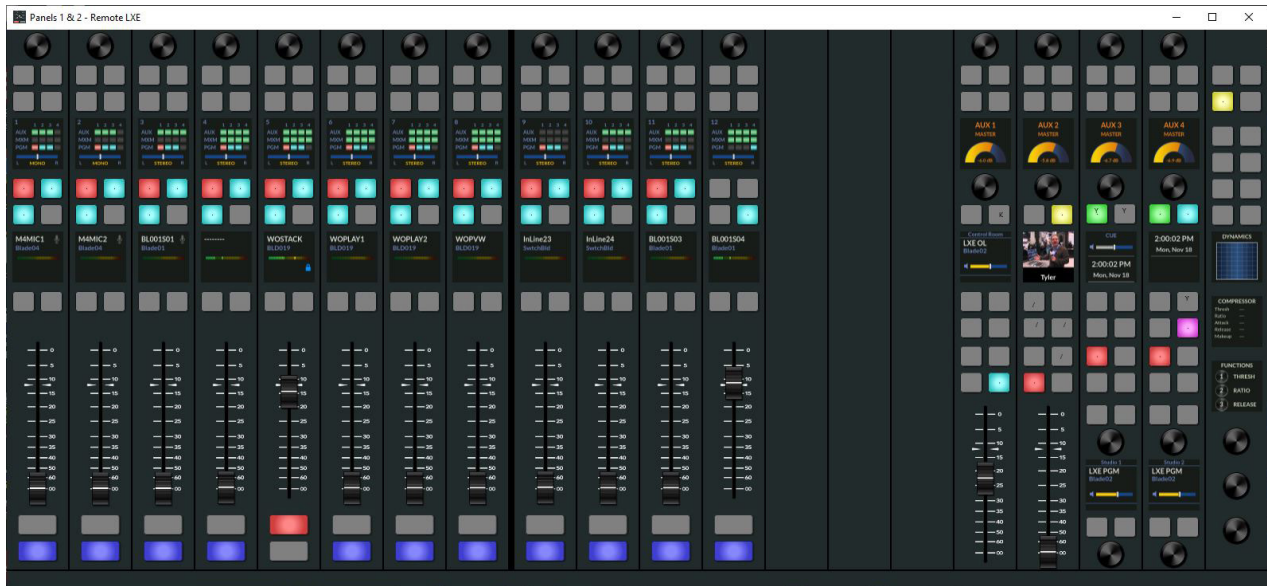
The default port is 38383, which can be changed here if necessary. The password field shown here is not implemented in Remote LXE as of the versions used for this document. It will be implemented in future versions.

Connections from Networks outside of the WNIP LAN, will need to be able to make TCP Connections to the Surface Host IP on this Port.

When you have the information entered, and the Connect button is not greyed out, click Connect to connect to the LXE Surface.

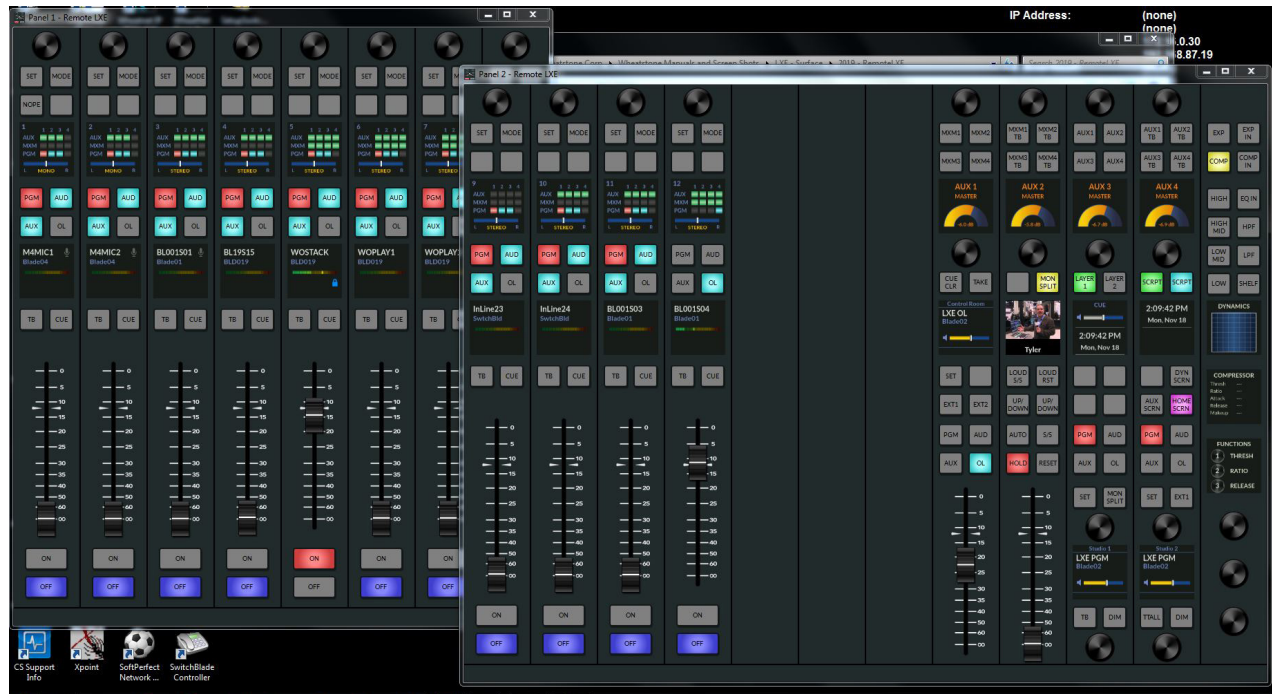


With the Client Set for Show Remote Screen, Group Panels and port 38383 when you click Connect you should get something similar to the following screens.



Note here, panels 1 and 2 are grouped into the single window.

If you close and change the Option to Group Panels, each panel gets its own window on the PC as shown below.



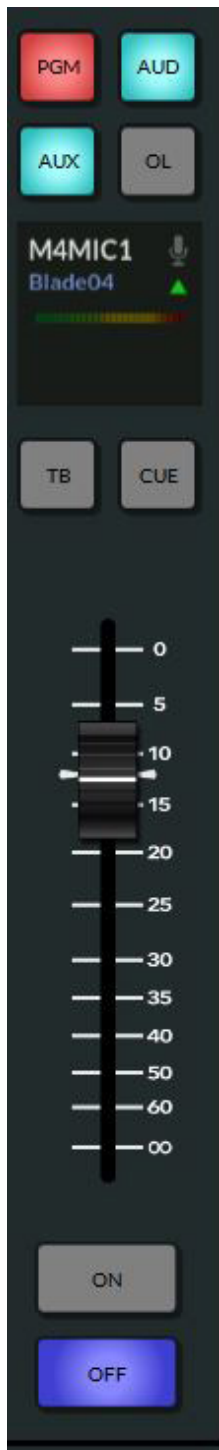
Now that you are connected to the Surface you have Remote Control of all of the functions of the surface from the client PC.

If your physical surface has Motorized faders, when you change the fader position on screen, the physical fader will follow the screen based adjustments, unless you have disabled the Motorized faders in the Surface Setup GUI.

If you have disabled the faders, or have non-Motorized faders, when adjustments are made from RemoteLXE, the first OLED Display above the Input Fader will show NULL pointers.

What are NULL pointers? The pointers, in this case are indicators of where the Input Module Fader level is, compared to the physical location of the physical Fader.

In our example here, Fader 1, has been moved on the screen to the Unity Position. The physical Surface Fader is still at the Infinity mark or all the way down.



In this image, in the OLED display we can see, the small triangle with point up indicating the Direction of the NULL.

So, if you use RemoteLXE to adjust a fader on a surface without Motorized or disabled Motorized faders, and then later you have talent taking control from the physical surface in the studio, the operator would have to clear the null pointers to take back control of the local fader.

This is done by moving the fader in the direction of the pointer, either up or down, until it reaches or goes past the point of the Null. When the pointer clears, the physical fader has taken back control of the fader position for that channel.

Conversely, if the fader is first moved from the physical fader on the surface, then the RemoteLXE screen will update to the fader position it was moved. There will be no NULL indicators in this scenario, since the fader positions are not out of sync.

For more details on configuring and using RemoteLXE, please consult the LXE User Manual.

For information on versions, previous and current, please contact Wheatstone Technical Support at 252-638-7000 or via email at techsupport@wheatston.com.