

Neo Remote for Control4 Pre-Installation Guide and FAQ

Pre-installation setup

Before you set up the Neo Remote:

- 1 Update the customer's Control4 system to Smart Home OS 3.1 or newer.
- 2 Make sure a 2.4 GHz wireless network is available anywhere the remote will be used.
- 3 If your customer is a regular consumer of satellite or cable TV, make sure that channels are available in the Control4 **Watch** menu for any room where the Neo Remote will be used. The following resources can help you configure channels in Composer:
 - Smart Skill video: "Adding Preferred Cable/Satellite Stations to the Channels Menu" (ctrl4.co/channels-ss)
 - Knowledgebase article: "Channels: A Quick Guide" (KB 1814) (ctrl4.co/channels-kb)
- 4 Use the Control4 mobile app or a Control4 touchscreen to create favorites in the room where your customer will use Neo Remote the most. Favorite the **Channels** item as well as the most-watched channels (for example, ESPN, ABC, HBO, etc.).
- 5 Organize favorites so that the things they access *most frequently* from the Neo Remote are at the top of the list. The most frequently used item should be in the first position, the second-most used item should be in the second position, etc.
- 6 Remove the Neo Remote from the box and follow the instructions in the printed *Quick Start Guide*. Note that Composer Pro is not used to install Neo.
- 7 For more resources, see ctrl4.co/neo.

SMART SKILL VIDEO:
ADDING STATIONS TO CHANNELS MENU



ctrl4.co/channels-ss

KNOWLEDGEBASE ARTICLE:
CHANNELS: A QUICK GUIDE



ctrl4.co/channels-kb



FAQ

Getting Started

Q: *Where can I find detailed setup and user instructions for the Neeo Remote?*

A: You can find user and dealer documentation at ctrl4.co/neo. See the end-user FAQ at ctrl4.co/neo-ug.

Q: *Why is only 2.4 GHz supported for the customer's wireless network?*

A: The remote's hardware design is optimized for range, which 2.4 GHz provides. While 5 GHz provides extra bandwidth, it fades much faster than 2.4 GHz, so customers may experience more dead spots while using a 5 GHz network.

Q: *Should I configure the Neeo Remote before I send it to a customer?*

A: No, the Neeo Remote must be set up on the home network. However, adding a Neeo Remote to an existing Control4 system running the latest version of the Smart Home OS is simple. For the best customer experience, you should follow the instructions in the *Pre-Installation Guide and FAQ* (ctrl4.co/neo-ig) before you send them the remote.

Q: *What languages does the Neeo Remote currently support?*

A: Currently the remote supports only English. Additional languages will be announced when they are available.

Q: *For better security, is there a way to prevent a Neeo Remote (or additional remotes) from being added to a customer's system by someone who knows the homeowner's wireless password?*

A: Yes, you can set the Remote Hub driver's **Add Remote** setting to **Locked**. To add a remote to the system, you must first change this setting to **Unlocked**.

Q: *What can I do to ensure that the customer will be satisfied with the Neeo Remote's Wi-Fi connectivity, even in areas with a lot of RF interference?*

A: *First*, installers should become PCNA or Araknis certified so they have the skills to deploy reliable wired and wireless networks. *Second*, installers should follow the wireless best practices and design guide (pkdgc.co/wirelessdesign). *Third*, installers can use our free networking design services (ctrl4.co/netdesign-svc).

Setting up

Q: *Does the Neeo Remote use Zigbee?*

A: No, the Neeo Remote uses Wi-Fi to communicate with the Control4 controller. Customers are relying more and more on their home Wi-Fi networks, and the Neeo Remote leverages that infrastructure. Selling home networks should be core to your business, and SnapAV can help you succeed.

Q: *How do I change the Wi-Fi settings on Neeo?*

A: You need to restart the first-time setup to provide new wireless credentials. Press and hold the physical power button, tap **Restart**, then press and hold the physical **BACK** button while powering on until you see the prompt, "Hi, nice to meet you."

Q: *Where will the customer see the soft button names defined in the driver?*

A: When they swipe right on the Neeo Remote's home screen, the soft button names appear.

Q: *Is the battery replaceable?*

A: No, the battery is built in, but it has up to five days of battery life and comes with a convenient charging stand. As with any rechargeable battery, over time it will need to be recharged more frequently.

Q: *What is the warranty for the Neeo Remote?*

A: 2 years.

Q: *Does the Neeo Remote support voice control?*

A: The Control4 system as a whole integrates with voice services from Amazon Alexa and Google Assistant, which provide excellent far-field voice control of your Control4 home.

Q: *Is the Neeo Remote able to control all of the same devices as the other Control4 interfaces (TV on-screen interface, T3 touchscreen, or app)?*

A: At the time of launch, the Neeo Remote can control anything in a Control4 home, but interface controls are limited to entertainment devices (Listen and Watch), lighting, lighting scenes, toggle devices (like door locks and garage doors), and programmed automation through custom buttons. Future additions to the interface will be added through automatic updates.

Q: *How durable is the touchscreen on the Neeo Remote?*

A: The touchscreen is made out of glass, but it is designed to withstand a typical fall onto a carpeted or hardwood floor.

Q: *How do I disconnect the Neeo Remote from a Control4 system so I can connect the remote to another Control4 system?*

A: Press and hold the physical power button, tap **Restart**, then press and hold the physical **BACK** button while powering on until you see the prompt, "Hi, nice to meet you."

Driver settings

Q: *What is the Remote Hub driver?*

A: The Remote Hub driver is a driver that coordinates communication between Neeo Remotes and the Control4 system. It also is what enables more Neeo Remotes to be added to the system.

Q: *How do I remove the confirmation for Room Off?*

A: In the driver, set **Confirm Room Off** to **No**.

Q: *What happens if I delete the Remote Hub driver?*

A: The driver is automatically added back into the project when Director restarts.

Q: *How does adding a Neeo Remote driver differ from the traditional way of adding a driver using Composer?*

A: The only way to install the Neeo Remote driver is to set up the remote using the setup wizard on the remote, at the customer site, on the customer's 2.4 GHz network.

- Q:** *What happens to the remote's driver when the remote is unpaired from Control4?*
A: The driver remains in that room, and the driver name gains the prefix "DELETEME."
- Q:** *What happens in Composer Pro if a Neeo Remote driver with the "DELETEME" prefix is sitting dormant in a room, then another Neeo Remote is added to that room?*
A: That driver is renamed to remove the "DELETEME" prefix, and the driver is then used for the new remote.
- Q:** *Can I add more than one Neeo Remote to a room?*
A: Yes. A number is added (for example, 1, 2, 3) to each Neeo Remote driver's name.

Error messages

Network Error

Cannot communicate with Control4. Check your WiFi connection.



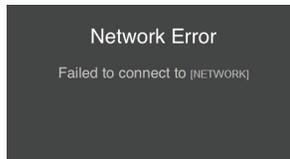
Problem: The Neeo Remote is unable to communicate with the main controller. Several conditions can cause this.

Solutions:

- Make sure the controller is online and not doing an update.
- Make sure the remote is within Wi-Fi range.
- Make sure the connection in between Wi-Fi and LAN is properly configured.
- Make sure the driver is available on the controller.
- Reboot the controller and the Neeo Remote, if required.

Network Error

Failed to connect to [network name]



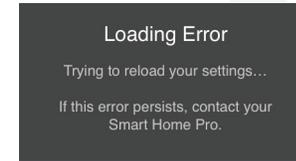
Problem: (This error may be encountered during first-time setup.) The remote is unable to connect to the given network, either because it is out of range or the password is incorrect.

Solution: Move the remote closer to the nearest AP and make sure the correct password is entered.

Loading Error

Trying to reload your settings...

If this error persists, contact your Smart Home Pro.



Problem: The Neeo Remote cannot communicate with the controller. Either the network is unstable or the controller has encountered an error it cannot recover from.

Solution: Fix the underlying network issue (it could have many causes, such as Wi-Fi settings & hardware, Control4 project settings, etc.), then reboot the router and controller, as needed.