



# Crown DCi Plugin for Q-SYS User Guide

v 1.2.5



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## Introduction

The Crown DCi Q-SYS plugin brings the Crown DCi Network and Crown DCi Dante amplifiers to the Q-SYS control ecosystem. The plugin was designed to bring the supervision of the Crown DCi platform to Q-SYS. Metering, fault monitoring, output load monitoring, preset recall, and other high-level functions are available for integration into larger integrated systems.

The plugin will always read its state from the amplifier. It cannot be configured offline and have the settings sent to the amplifier.

## Compatibility

The Crown DCi Q-SYS Plugin supports the following Network and Dante models.

- DCi 2x300N
- DCi 2x600N
- DCi 2x1250N
- DCi 2x2400N
- DCi 4x300N
- DCi 4x600N
- DCi 4x1250N
- DCi 4x2400N
- DCi 8x300N
- DCi 8x600N
- DCi 4x300DA
- DCi 4x600DA
- DCi 4x1250DA
- DCi 8x300DA
- DCi 8x600DA

Additional information on the DCi series amplifiers can be found on the Crown website.

([www.crownaudio.com/en/product\\_families/drivecore-install-network-series](http://www.crownaudio.com/en/product_families/drivecore-install-network-series) & [www.crownaudio.com/en/product\\_families/drivecore-install-da-series](http://www.crownaudio.com/en/product_families/drivecore-install-da-series))

## HiQnet and Q-SYS

The Harman proprietary communications protocol, HiQnet operates over standard TCP/IP network and is compatible with Q-Lan traffic. To communicate with the Core, the Core and the DCi devices need to be the same network, designed to support TCP traffic between them.

## Relationship with Audio Architect

Audio Architect should be used for the configuration and setup of all DCi Devices.

Where possible, plugin controls exactly match those in Audio Architect. Toggling a mute in the plugin will be reflected in Audio Architect and vice versa.

**Audio Architect** is a Harman software platform that supports the connection, configuration, and control of Harman devices. It is optimized for the professional installed sound market and offers automatic grouping and workflows that make configuring and managing large groups of equipment simple and easy.

Download Audio Architect from the Harman Audio Architect website  
([https://audioarchitect.harmanpro.com/en-US/audio-architect-HiQnet\\_software](https://audioarchitect.harmanpro.com/en-US/audio-architect-HiQnet_software))

**Warning:** The Plugin is designed to work with the latest crown amplifier firmware and Dante firmware (on the Dante models), before using the plugin please download the latest version of Audio Architect and connect to the DCi amplifiers to check if the amplifiers are running the latest firmware.

**NetSetter** is a standalone networking utility that aids in discovering and managing networking-related parameters of Harman devices. It can allow re-addressing, and network configuration of Harman HiQnet devices, regardless of the subnet configuration.

NetSetter is included in the installation of Audio Architect.

The **Crown Q-SYS Plugin** integrates the monitoring of the Harman HiQnet protocol and extends it into the Q-SYS system and allows Crown devices to connect to the Q-SYS platform.

### Networking with HiQnet

It is recommended that users stay away from large daisy-chain network topologies with HiQnet devices.

It is also recommended for DCi to be configured with static IP addresses for network and communication stability.

It is easy to accidentally duplicate IP addresses within multiple instances of the plugin. Use caution when globally copy and pasting settings as the IP address will get copied and pasted along with other parameters.

### TCP/IP Port Configuration

If specific ports need to be allowed in your IT infrastructure, HiQnet uses port 3804 to communicate between the Harman devices and the Q-SYS Core.

### Q-SYS System Notes

The provided plugin documentation assumes you have a working knowledge of the Q-SYS system and Q-SYS Designer.

The plugin is designed to work with Q-SYS Designer v9.2 and above. The latest version of Q-SYS Designer can be downloaded from QSC.

([www.qsc.com/resources/software-and-firmware/q-sys-designer-software/](http://www.qsc.com/resources/software-and-firmware/q-sys-designer-software/))

The plugin is designed to take advantage of the capabilities enabled with the Scripting Engine functionality of the cores. You may need to purchase this license for your cores for an additional cost from QSC.

Most of the parameters and functions in the plugin can work in emulation mode without a Q-SYS Core attached.

DCi Amplifiers are designed to only support a limited number of TCP connections. Use only one plugin instance for each amplifier.

## Installation

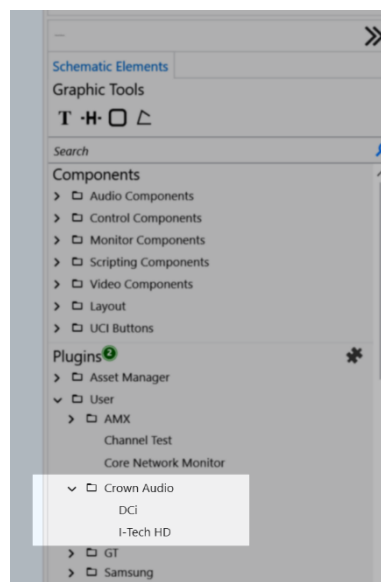
Double-click the FILENAME.qplug file from the downloaded .zip directory and click Yes in the confirmation dialog to install the plugin.



Crown  
DCi.qplugx

If you prefer, you can also move the file directly to the Q-SYS directory in your \Documents\QSC\Q-SYS Designer\Plugins folder.

On the next launch of Q-SYS designer, you will see the plugin in the Schematic Elements pane under Plugins, User, Crown Audio.



## Updating the plugin

When you are updating the version of the plugin, follow the same steps as above. If an error appears, you may need to manually delete the old plugin and place the new one in the \Documents\QSC\Q-SYS Designer\Plugins folder.

## Using the Plugin

### Adding the DCi Plugin to your schematic

Add a plugin to your design file by dragging it from the Schematic Elements menu onto your workspace. You can add as many copies of the plugin as you need. If you prefer, you can copy and paste plugins between files and within your design. Be aware, if you have populated the IP address and HiQnet address, this will also get copied, and it may cause problems associated with redundant TCP connections.

## Running the Plugin

After configuring the plugin, connect it to the amplifier by entering emulate mode or saving it to the core and running.

To connect the plugin to the amplifier, you must first enter the IP address **AND** the HiQnet address (unless HiQnet ID Auto has been enabled, in which case you just need to enter the IP address). Once the correct IP and HiQnet address are entered, the plugin will search the network, connect, and begin to display the device state.

## Plugin Features:

### Properties

Properties	
DCi Properties	
Type	Dante
Dante Model	DCi 4 600DA
Show Debug	Yes
Graphic Properties	
Position	1051,64
Fill	<span style="background-color: blue; color: white;">Fill</span>
Control Pins	
<ul style="list-style-type: none"><li>▸ Config</li><li>▸ Fault</li><li>▸ Info</li><li>▸ Input</li><li>▸ Load</li><li>▸ Meter</li><li>▸ Output</li><li>▸ Preset</li><li>▸ Signal Generator</li></ul>	
Disable	

### Model

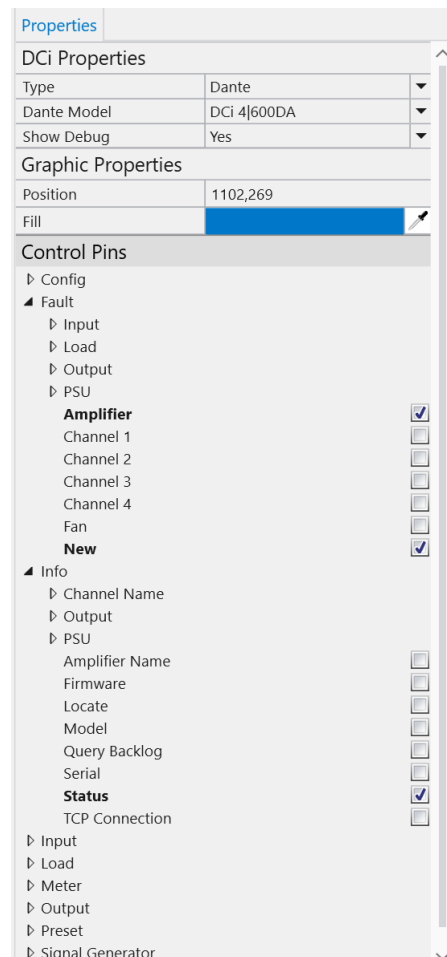
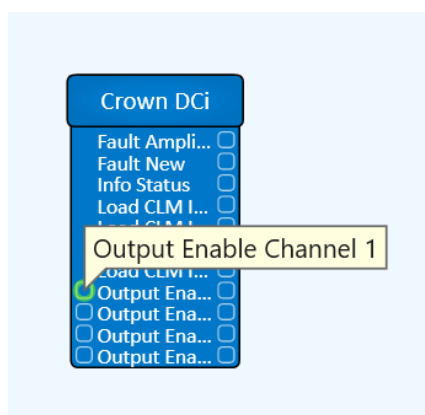
You must set the plugin to control the correct model of amplifier in the Properties area. First choose the type (Dante or Blu Link) then the exact models.

- Type - Dante
  - DCi 4|300DA
  - DCi 4|600DA
  - DCi 4|1250DA
  - DCi 8|300DA
  - DCi 8|600DA
- Type – Blu Link
  - DCi 2|300N
  - DCi 2|600N
  - DCi 2|1250N
  - DCi 2|2400N
  - DCi 4|300N
  - DCi 4|600N
  - DCi 4|1250N
  - DCi 4|2400N
  - DCi 8|300N
  - DCi 8|600N

## Control Pins

Control Pins will provide the information I/O required to drive logic outside of the plugin. They are arranged by category and correspond to controls and logic in the plugin. Check the box next to the controls that you want to appear below the plugin object.

Note: There are more variables available as exposed pins than are shown in the plugin's user interface. Some include raw input detection, direct preset triggers, or "new fault" indicators.



### Available Control Pins:

- ▼ **Config**
  - ▼ Delays
    - Feet
    - Metres
    - Readonly
    - Seconds
  - ▼ Fault
    - ▼ Input
      - ▼ BLU Link\*\*
        - In Absent Is Fault\*\*
        - Out Absent Is Fault\*\*
        - Sync Absent Is Fault\*\*
      - ▼ Clip is Fault
        - Channel X
      - ▼ Dante\*
        - Rx Absent Is Fault\*
        - Primary Absent Is Fault\*
        - Secondary Absent Is Fault\*
        - High Priority Absent Is Fault
        - High Priority Active Is Fault
        - Low Priority Absent Is Fault
        - Low Priority Active Is Fault
        - Medium Priority Absent Is Fault
        - Medium Priority Active Is Fault
    - ▼ Load
      - CLM Abnormal Is Fault
      - PTLM Abnormal Is Fault
    - ▼ Output
      - Clip Is Fault
      - Limit Peak Is Fault

<ul style="list-style-type: none"> <li>▶ Limit RMS Is Fault</li> <li>▶ Limit Thermal Is Fault</li> <li>▶ Not Ready Is Fault</li> <li>▶ Standby Is Fault</li> </ul>	<ul style="list-style-type: none"> <li>▶ Limit RMS</li> <li>▶ Limit Thermal</li> <li>▶ Not Ready</li> <li>▶ Short Circuit</li> <li>▶ Standby</li> <li>▶ Temperature High</li> <li>▶ Thermal Fault <ul style="list-style-type: none"> <li>Channel X</li> <li>Fan A</li> <li>Fan B</li> </ul> </li> <li>▶ PSU <ul style="list-style-type: none"> <li>Line Voltage</li> <li>Neg 15V</li> <li>Neg Rail</li> <li>Pos 15V</li> <li>Pos Rail</li> <li>Temperature</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>▼ Log <ul style="list-style-type: none"> <li>▶ Configuration Changes</li> <li>▶ Connection Faults</li> <li>▶ Control Changes</li> <li>▶ Hardware Faults</li> <li>▶ Input Faults</li> <li>▶ Input Priority Changes</li> <li>▶ Load Faults</li> <li>▶ Output Faults</li> <li>▶ Preset Changes</li> <li>▶ Status Changes</li> </ul> </li> <li>HiQnet ID</li> <li>HiQnet ID Auto</li> <li>IP Address</li> <li>Query Interval (ms)</li> </ul>	<ul style="list-style-type: none"> <li>▼ Amplifier <ul style="list-style-type: none"> <li>Channel X</li> <li>Fan</li> <li>New</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>▼ <b>Fault</b> <ul style="list-style-type: none"> <li>▼ Input <ul style="list-style-type: none"> <li>▼ BLU Link** <ul style="list-style-type: none"> <li>In Fault**</li> <li>Out Fault**</li> <li>Sync Fault**</li> </ul> </li> <li>▼ Clip <ul style="list-style-type: none"> <li>Channel X</li> </ul> </li> <li>▼ Dante* <ul style="list-style-type: none"> <li>▼ Rx Absent* <ul style="list-style-type: none"> <li>Channel X*</li> </ul> </li> <li>Primary Absent*</li> <li>Secondary Absent*</li> <li>▶ High Priority Absent</li> <li>▶ High Priority Active</li> <li>▶ Low Priority Absent</li> <li>▶ Low Priority Active</li> <li>▶ Medium Priority Absent</li> <li>▶ Medium Priority Active</li> </ul> </li> </ul> </li> <li>Channel X</li> </ul> </li> <li>▼ Load <ul style="list-style-type: none"> <li>▶ CLM Abnormal</li> <li>▶ PTLM Abnormal</li> </ul> </li> <li>Channel X</li> <li>▼ Output <ul style="list-style-type: none"> <li>▶ Clip</li> <li>▶ DC Protect</li> <li>▶ General Fault</li> <li>▶ HF Detect</li> <li>▶ Limit</li> <li>▶ Limit Peak</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▼ <b>Info</b> <ul style="list-style-type: none"> <li>▼ Channel Name <ul style="list-style-type: none"> <li>Channel X</li> </ul> </li> <li>▶ Output <ul style="list-style-type: none"> <li>▶ Temperature C <ul style="list-style-type: none"> <li>Channel X</li> </ul> </li> </ul> </li> <li>▶ PSU <ul style="list-style-type: none"> <li>Line Voltage</li> <li>Line Voltage Maximum</li> <li>Line Voltage Minimum</li> <li>Temperature C</li> </ul> </li> <li>Amplifier Name</li> <li>Firmware</li> <li>Line Voltage</li> <li>Locate</li> <li>Model</li> <li>Query Backlog</li> <li>Serial</li> <li>Status</li> <li>TCP Connection</li> </ul> </li> <li>▼ <b>Input</b> <ul style="list-style-type: none"> <li>▼ Active Source <ul style="list-style-type: none"> <li>Channel X</li> </ul> </li> <li>▶ Analog Detect</li> <li>▼ BLU Link** <ul style="list-style-type: none"> <li>In Link**</li> <li>In Valid**</li> <li>Out Link**</li> </ul> </li> </ul> </li> </ul>

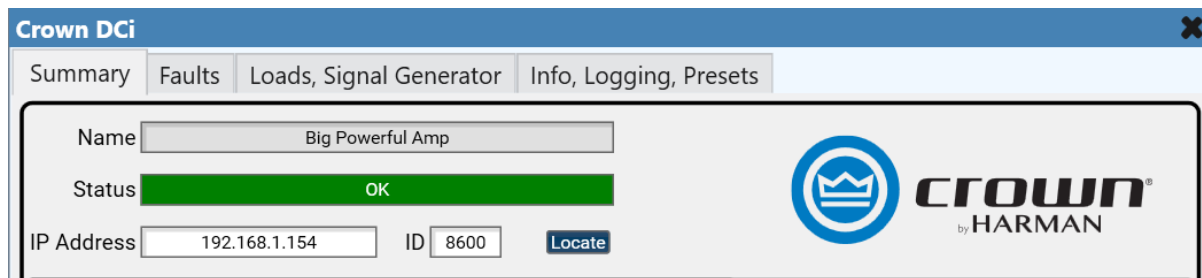


Out Valid**	▶ Current Maximum
Sync Status**	▶ Current Minimum
▶ Clip	▶ Detector Gain
▼ Dante*	▶ Enable
▼ Rx Status*	▶ Status
Channel X*	
Primary Status*	
Secondary Status*	
▼ Delay	▼ <b>Meter</b>
Down X	▼ Input
Enable X	Channel X
Feet X	Enable Fast Meters
Metres X	▶ Network Input
Seconds X	▶ Output
Text X	
Up X	▼ <b>Output</b>
▶ High Priority Active	▼ Auto Standby
▶ High Priority Detect	Channel X
▶ High Priority Source	▶ Bridged
▶ Low Priority Active	▶ Clip
▶ Low Priority Detect	▶ Enable
▶ Low Priority Source	▶ Gain
▶ Medium Priority Active	▶ Limit
▶ Medium Priority Detect	▶ Mute
▶ Medium Priority Source	▶ Not Ready
▶ Network Detect	▶ Standby
▼ <b>Load</b>	▼ <b>Preset</b>
▼ CLM	Active
▼ Enable	Select
Channel X	Go
▶ Impedance	Recall 1
▶ Impedance Minimum	...
▶ Impedance Maximum	Recall 20
▶ Impedance Status	
▼ PTLM	▼ <b>Signal Generator</b>
▶ Burst	Gain
▶ Duration	Enable
▶ Enable	Frequency
▶ Gen On	Gain
▶ Timeout	Mode
▶ Crossover Bypass	Mute
▶ Current	
	<b>Disable</b>

\* These pins are available on the Dante models

\*\* These pins are available on the BLU Link models

## Main Plugin Window



The main plugin window contains tabbed pages located across the top.

### Common Header:

**Name:** This is the amplifier's name, set in Audio Architect.

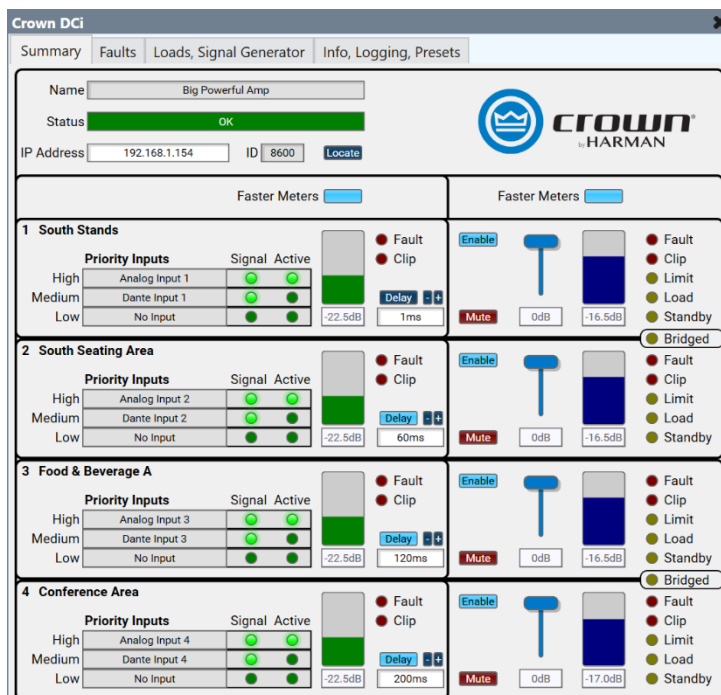
**Status:** The current status of this amplifier is aggregated from all available information. It uses standard Q-SYS status colours and values.

**IP Address:** The IP Address of the amplifier. This field is required for communication.

**ID:** The HiQnet address of the amplifier. This field is required for communication and may be entered in decimal format (like 12345) or hex (like 0xABC). Use HiQnet NetSetter to find and set the amplifier's address. This may be set automatically if the "HiQnet ID Auto" option is set. In this mode, the ID field is greyed-out

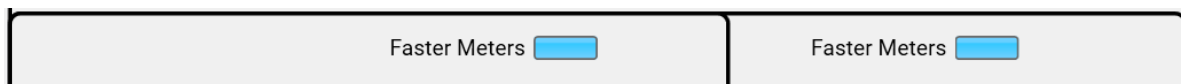
**Locate:** Press to flash the amplifier's front panel lights. Press again to stop.

## Summary Tab



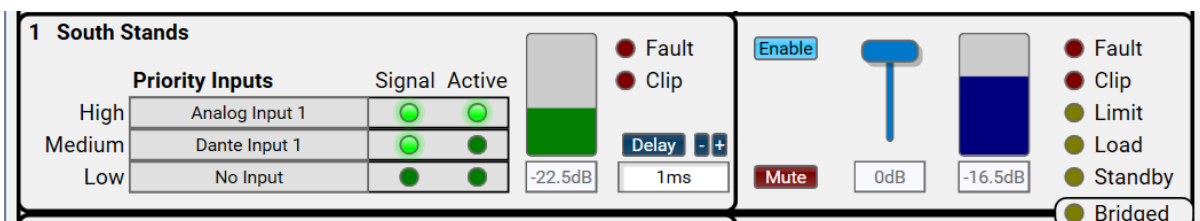
The Summary Tab provides a high-level overview of the critical input and output information. This tab offers most of the vital information sought after from a Q-SYS plugin.

### Common Controls:



**Faster Meters:** Toggle between standard and fast meter updates. By default, the meter data is polled once per polling cycle. Enabling this toggle will poll for meter data one time for every duration specified in the polling rate in the info tab with other amplifier data. This will substantially increase the amplifier traffic and, depending on your use case, can cause issues related to network traffic.

### For each channel:



**Channel Name:** This is the channel's name stored in the amplifier, configured using Audio Architect. It starts with a default and overwrites when the plugin connects to the amplifier for the first time.

**Priority Inputs:** These are the hardware inputs mapped to each priority for each channel.

They are defined in Audio Architect, along with their levels and detection thresholds. The highest detected priority input is automatically set as active and routed to the output.

**Signal:** These indicators light up green if a priority input is detected.

**Active:** One of these indicators lights up green to show which priority input is routed through it. If no input is detected, nothing is routed, and none of the three lights up.

**Input Meter:** Shows the routed signal level.

Usually updated once per complete query cycle but can be made faster using the Faster Meters button above.

**Input Fault:** Lights if there is any problem with this channel's input.

Faults are configured on the next page and can include missing input signals, active input signals, or clipping.

**Input Clip:** Lights if the routed input is clipping.

**Delay Enable:** Enables the input delay.

**Delay +/- :** Increment/Decrement the delay value.

**Delay Text:** Displays the input delay in either Seconds, Feet or Meters, values can also be typed in.

**Output Enable:** Enables this channel of the amplifier.

If not enabled, the output stage is effectively switched off.

**Mute:** For this channel's output.

**Fader:** For this amplifier channel's DSP output.

**Output Meter:** Shows the output signal level.

Usually updated once per complete query cycle but can be made faster using the Faster Meters button above.

**Output Fault:** Lights if there is any problem with this output channel.

Faults are configured on the next page and can include many different indicators.

**Output Clip:** Lights if the output is clipping.

**Output Limit:** Lights if the output is being limited.

**Output Load:** Lights if there is a problem with this channel's load, as configured on the Loads page.

**Output Standby:** Lights if this output channel is in standby.

**Bridged:** Lights if a pair of channels are bridged.

## Faults Tab:

**Crown DCi**

Summary | **Faults** | Loads, Signal Generator | Info, Logging, Presets

Name: Big Powerful Amp

Status: **Fault - Channel 1 Input Clip**

IP Address: 192.168.1.154 ID: 8600 [Locate](#)

Optional faults can be enabled individually using checkboxes

**1 South Stands**

PSU Rail Fault ☒ PSU 15V Fault ☒ Fan Fault ☒ AC Volts: 243.0 Temp C: 38.8

**Priority Inputs**

	Absent	Active
High	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Medium	<input type="checkbox"/>	<input type="checkbox"/>
Low	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Input Clip ☒ Output Clip ☐ Standby ☒ Not Ready ☐ CLM Fault ☒ Limit Peak ☒ Limit RMS ☒ Limit Therm ☒ Temp C: 43.8 PTLM Fault ☒ Short Circuit ☐ DC Protect ☐ HF Detect ☐ Thermal Fault ☐ General Fault ☐

**2 South Seating Area**

**Priority Inputs**

	Absent	Active
High	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Medium	<input type="checkbox"/>	<input type="checkbox"/>
Low	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Input Clip ☒ Output Clip ☐ Standby ☒ Not Ready ☐ CLM Fault ☒ Limit Peak ☒ Limit RMS ☒ Limit Therm ☒ Temp C: 45.8 PTLM Fault ☒ Short Circuit ☐ DC Protect ☐ HF Detect ☐ Thermal Fault ☐ General Fault ☐

**3 Food & Beverage A**

**Priority Inputs**

	Absent	Active
High	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Medium	<input type="checkbox"/>	<input type="checkbox"/>
Low	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Input Clip ☒ Output Clip ☐ Standby ☒ Not Ready ☐ CLM Fault ☒ Limit Peak ☒ Limit RMS ☒ Limit Therm ☒ Temp C: 46.9 PTLM Fault ☒ Short Circuit ☐ DC Protect ☐ HF Detect ☐ Thermal Fault ☐ General Fault ☐

**4 Conference Area**

**Priority Inputs**

	Absent	Active
High	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Medium	<input type="checkbox"/>	<input type="checkbox"/>
Low	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Input Clip ☒ Output Clip ☐ Standby ☒ Not Ready ☐ CLM Fault ☒ Limit Peak ☒ Limit RMS ☒ Limit Therm ☒ Temp C: 46.0 PTLM Fault ☒ Short Circuit ☐ DC Protect ☐ HF Detect ☐ Thermal Fault ☐ General Fault ☐

**Dante**

Pri ☒ Sec ☒

Rx1 ☒ Rx2 ☒ Rx3 ☒ Rx4 ☒ Rx5 ☒ Rx6 ☒ Rx7 ☒ Rx8 ☒

The plugin monitors a range of possible faults and aggregates the selected faults to master fault for a given input, output, or fault type. All parameters on this tab are monitored constantly.

Disabling a fault check box doesn't stop it from being monitored and displayed on other pages. It prevents the state from being considered as a fault. For example, output limiting is constantly monitored and displayed on the summary page, but it is only shown as a fault and passed to the header's status field if enabled here.

The LEDs next to the fault type's checkbox will illuminate if the box is checked AND the error occurs.

## For Each Channel:

**1 South Stands**

**Priority Inputs**

	Absent	Active
High	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Medium	<input type="checkbox"/>	<input type="checkbox"/>
Low	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Input Clip ☒ Output Clip ☐ Standby ☒ Not Ready ☐ CLM Fault ☒ Limit Peak ☒ Limit RMS ☒ Limit Therm ☒ Temp C: 43.8 PTLM Fault ☒ Short Circuit ☐ DC Protect ☐ HF Detect ☐ Thermal Fault ☐ General Fault ☐

**High, Medium, and Low Input Absent:** Toggles on when the Input Source Selector has an input assigned and the signal drops below the threshold specified in Audio Architect.

This is useful, especially coupled with additional logic, for monitoring an input pilot tone or knowing if a source drops out.

**High, Medium, and Low Input Active:** Toggles on when the Input Source Selector activates the respective input.

This is useful for getting a notification if an amplifier has fallen back to a lower-priority input.

**Input Clip:** Toggles on when the active input is clipping.

**Output Clip:** Toggles on when the output signal is clipping.

**Standby:** Toggles on when the amp is on standby.

**Not Ready:** Toggles on when the amplifier channel is either in standby or is disabled.

**CLM Fault:** Toggles on when Continuous Load Monitoring is enabled on the Load Tab AND the detected load is either above the set high threshold or below the set low threshold.

**Limit Peak:** Toggles on when the peak limiter is active in LevelMAX. This activates at any level of limiting.

**Limit RMS:** Toggles on when the RMS limiter is active in LevelMAX. This activates at any level of limiting.

**Limit Therm:** Toggles on when the thermal limiter is active in LevelMAX. This activates at any level of limiting.

**Temp C:** Displays the amplifier output channel temperature in degrees Celsius.

**Temp C LED:** Toggles on when the amplifier channel temperature is >80°C.

**PTLM Fault:** Toggles on when Pilot Tone Load Monitoring is enabled on the Load Tab AND the detected load is either above the set high threshold or below the set low threshold.

**Short Circuit:** Toggles on when the amplifier senses a short on the selected channel.

**DC Protect:** Toggles on when the amplifier channel falls into a DC protect state.

**HF Detect:** Toggles on when HF is detected on the amplifier output channel.

**Thermal Fault:** Toggles on when the amplifier channel temperature is >98°C and the amplifier reports a thermal fault state.

**General Fault:** Toggles on when the amplifier goes into a fault state for other reasons than listed above.

### Loads, Signal Generator Tab:

Crown DCI

Summary

Faults

Loads, Signal Generator

Info, Logging, Presets

Name

Big Powerful Amp

Status

Fault - Channel 2 High Load Impedance

IP Address

192.168.1.154

ID

8600

Locate

Signal Generator

Enable

Mode

Sine

Level

-30.0dB

Freq Hz

20000

Mute

Gain

0

1 South Stands

CLM

Enable

Ohm

Min

Max

Status

187.1

2.00

250

Normal

PTLM

Enable

Xover Bypass

Burst Enable

Burst Gen On

Burst Duration

Burst Timeout

Detector Gain

mA

Min

Max

Status

13.3

50.0

75.0

Low

2 South Seating Area

CLM

Enable

Ohm

Min

Max

Status

133.1

2.00

30.0

High

PTLM

Enable

Xover Bypass

Burst Enable

Burst Gen On

Burst Duration

Burst Timeout

Detector Gain

mA

Min

Max

Status

14.1

50.0

75.0

Low

3 Food & Beverage A

CLM

Enable

Ohm

Min

Max

Status

52.8

2.00

250

Normal

PTLM

Enable

Xover Bypass

Burst Enable

Burst Gen On

Burst Duration

Burst Timeout

Detector Gain

mA

Min

Max

Status

24.8

50.0

75.0

Low

4 Conference Area

CLM

Enable

Ohm

Min

Max

Status

250.0

2.00

50.0

Off

PTLM

Enable

Xover Bypass

Burst Enable

Burst Gen On

Burst Duration

Burst Timeout

Detector Gain

mA

Min

Max

Status

0.2

50.0

75.0

Off

The Loads tab offers controls for monitoring the output loads attached to the amplifier.

### Common Controls:

## Signal Generator

There is one signal generator per amplifier. It injects its signal on the input side of the DSP chain and passes through the DSP.

**Enable:** Switches the signal generator on and off.

**Signal Generator**

Enable ☒

Mode

Level

Freq Hz

Mute ☒

Gain

Caution should be used when using this feature as a constant tone can damage speakers and cause unnecessary heat, wear and tear. As an alternative to leaving the generator on constantly, the generator enable can be exposed as a control pin. A system-level, logic-based timer can enable the generator for a period and duration that delivers the required results without leaving the generator constantly.

**Mode:** Choose from White Noise, Pink Noise, or Sine Wave.

**Gain:** Anything from -100 dB to +20 dB. Be careful!

**Frequency:** From 20 Hz to 20,000Hz.

For Each Channel:

Mute <input type="checkbox"/> Gain <input type="text" value="-31.0"/>	1 South Stands					CLM					
						Enable	Ohm	Min	Max	Status	
						<input type="checkbox"/>	187.1	2.00	250	Normal	
PTLM											
	Enable	Xover Bypass	Burst Enable	Burst Gen On	Burst Duration	Burst Timeout	Detector Gain	mA	Min	Max	Status
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	6	0	13.3	50.0	75.0	Low

The signal generator can be routed to each output channel with individual mute and level controls. Caution should be used as very high levels can overload an amplifier output channel and cause it to shut down to protect itself or damage transducers.

**Mute:** This will mute the generator in the input matrix for each channel.

**Gain:** This is the input matrix gain control for each channel's signal generator input.

### Output Load Monitoring

Each channel has two types of load monitoring, Pilot Tone Load Monitoring (PTLM) and Continuous Load Monitoring (CLM).

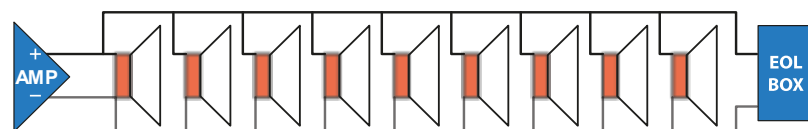
**Pilot Tone Load Monitoring (PTLM)** uses a carefully configured 20 kHz tone and measures the current drawn by the load to detect variations from a tested and commissioned system.

In some life safety applications, it is required to monitor the integrity of the emergency signal path from the source to the speaker line. Pilot tone detection allows Crown amplifiers to monitor the speaker line for open and closed circuits using an end of line termination, as shown in figure 1 below.

The idea behind 20 kHz pilot tone load monitoring (PTLM) is to generate an inaudible 20kHz sinewave and pass it through the entire signal path. The 20 kHz pilot tone current is then monitored at the output of the amplifier. When the current falls outside of manually defined thresholds, an open or short circuit condition is reported via the network.

If the correct pilot tone current is present, one can be confident that the signal path to and from the amplifier is physically connected and not opened or shorted. This feature was implemented as a solution that would meet international life safety standards such as EN 50849:2017 or BS 5839 Part 8.

### Example EOL Box Installation Schematic





## Requirements

**20kHz Pilot Tone** - This should be generated externally and mixed with other audio in the signal path or generated using the internal generator. Audio, before being mixed, must be low pass filtered at 18 kHz using a 3rd order -18 dB/oct (or greater) Butterworth filter. This corner frequency can be set higher if a higher-order filter is used. The filter frequency should not be higher than 19 kHz. The resulting 20 kHz current can be measured by the amplifier and should remain relatively constant. If audio is allowed into the 20 kHz band, it will cause the 20 kHz Pilot tone current measurements to jump around, generating nuisance fault conditions.

Most JBL presets include a 16 kHz low pass filter. In most cases, the X-Over Bypass control will need to be enabled to allow the DSP to pass 20 kHz to the output. The LPF included in the factory presets is meant to improve efficiency and save energy inside the amplifier by reducing the amount of inaudible energy that the amplifier could produce, it also serves to protect drivers from unnecessary heat, wear, and tear. The HF content must be monitored and managed. Implementing a HF cut in the input EQ can help to ensure program material does not damage the driver or interfere with the stability of the measurement.

**End Of Line (EOL) Box** - The EOL box is used as an “End of Line” termination in audio systems using pilot tone detection. The end of line box is required to be installed at the end of each speaker line to tune the speaker line to react to the 20 kHz pilot tone appropriately. The termination should be placed at the furthest end of the loudspeaker line. Multiple EOL boxes can be used in the case of branched speaker lines. It is recommended, however, to keep the number of EOL boxes to a minimum.

**Transducer Load** – Some Transducers can produce a reliable result without an EOL box. Tolerances may need to be accounted for to allow for temperature effects.

## Setup

If using an external 20 kHz generator, apply a 20 kHz tone into the input of the amplifier in the range of -40 dBu to -36 dBu.

The Enable button next to each channel must be turned on.

If using the LPF in the amplifier’s built-in crossover, the Crossover Bypass button should be turned On, so the crossover does not interfere with the 20 kHz signal.

If using the amplifier’s built-in tone generator, enable the Signal Generator, configure it for a 20 kHz sinewave, raise the master level to 0 dB, then raise the individual channel levels to an acceptable level. With an EOL box, it is recommended that the pilot tone current be in the range of 50 mA to 150 mA. The detector gain is used to adjust this.

Note: Great care should be taken when adjusting the 20 kHz tone. Crown amplifiers are capable of producing a lot of power at 20 kHz. More than a few hundred mA of 20 kHz current can damage the EOL box and produce large amounts of heat and additional stress to the amplifier and drivers.

The Upper and Lower limit thresholds should be set where the open and short conditions can be detected, generally within about 5mA from the stable state. Based on physical system testing, these limits should be adjusted per channel as no two circuits are exactly the same. If simply checking for shorts and opens, increase the threshold range to +/- 20mA from the stable state.

#### Pilot Tone Load Monitoring Controls:

**PTLM On:** Enables the Pilot Tone Load Monitoring feature and logic

**PTLM Crossover Bypass:** Turning this on allows the crossover and speaker output EQ to pass 20 kHz into the detector. This feature will be enabled in most cases as 20 kHz should be allowed to pass either from the input or the internal generator to the detector without being filtered out.

**PTLM Burst Enable, Burst Gen On, Burst Duration, Burst Timeout:** Control the burst mode options for pilot tone monitoring.

**PTLM Detector Gain:** Use to adjust the sensitivity of the pilot tone detector.

**PTLM mA:** The reported current measured by the PTLM circuit.

**PTLM Min:** The definable minimum current expected for the load, below which a fault is shown.

**PTLM Max:** The definable maximum current expected for this load, above which a fault is shown.

**PTLM Status:** The status of PTLM for this channel. Off, Normal, Low, or High.

**Continuous Load Monitoring (CLM)** calculates the average output load impedance from the voltage the amplifier provides at its output and the current the load is drawing. CLM can work whenever there is a sufficient signal to provide meaningful values. As the impedance is calculated based on the signal provided to the load, and the impedance of the load is frequency-dependent, the content of the signal will influence the result.

**CLM Enable:** Enables Continuous Load Monitoring. Note that CLM will only operate if there is a sufficient output level.

**CLM Ohm:** The current measured impedance of the load, or the last value if no current reading is available.

**CLM Min:** The definable minimum permitted impedance for this channel, below which a fault will be shown.

**CLM Max:** The definable maximum permitted impedance for this channel, above which a fault will be shown.

**CLM Status:** The reported status of CLM on this channel. Off, Normal, Low, or High.

## Info, Logging, and Presets Tab:

Crown DCi

Summary Faults Loads, Signal Generator Info, Logging, Presets

Name

Status OK

IP Address  ID  [Locate](#)

v1.2.4

**Information**  
  
Model   
Serial   
Firmware   
AC Volts  Fault ●  
Temp C  Fault ●  
Query ms  Queue

**Event Logging**  
  
☒ Status Changes  
☒ Hardware Faults  
☒ Load Faults  
☒ Output Faults  
☒ Input Faults  
☒ Priority Switches  
☒ Connection Faults  
☒ Configuration Changes  
☒ Preset Changes  
☒ Control Changes

**Presets**  
  
Active  
  
Recall   
[Go](#)  
  
**Settings**  
  
Delays in s ☒ ft ☐ m ☐  
Delays read-only ☐  
HiQnet ID Auto ☒

This tab shows all amplifier information, Event logging to Q-SYS, and Preset information.

## Common Controls:

### Information:

**Version:** The plugin version number is shown just under the Crown logo.

**Model:** Reported amplifier Model.

**Serial:** Reported amplifier serial number.

**Firmware:** Firmware version reported by the amplifier.

**AC Volts:** Reported mains voltage in volts.

**AC Volts Fault:** Lights when mains power state is reported faulty, i.e., outside allowed limits.

**Temperature:** The current power supply temperature in degrees Celsius.

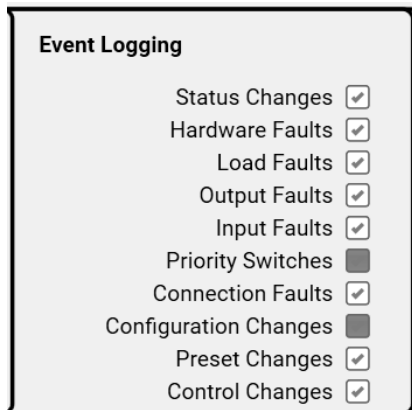
**Temperature Fault:** Light when amplifier temperature exceeds the allowed threshold.

**Query ms:** The plugin polls (queries) the amplifier over a TCP connection. Parameters vary by amplifier model and channels, e.g., a DCi Dante 8-channel plugin polls over 450 parameters. After each set of queries, the plugin display is updated. The "Query ms" control defines the time allowed for each query to be processed by Q-SYS and the amplifier. If it's too large, it takes a long time for changes to show on in Q-SYS. If it's too small, there won't be enough time for all queries to be processed, and you will miss changes, or the amplifier may go offline occasionally. Be aware that enabling fast meters increases this effect. 100ms is recommended.

Note: The query cycle is a rolling snapshot taken of the amplifier, and therefore, it is not a live indication. Brief events like an occasionally clipping channel will only have a few of those clipping events captured by the cycle.

**Queue:** Reports the number of queries currently being processed by the amplifier. If this is off the scale, then there's something wrong. Most likely, the amplifier is offline, or it is being polled too quickly.

#### Event Logging:



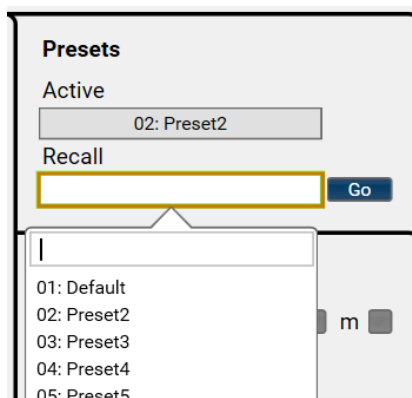
Event Logging	
Status Changes	<input checked="" type="checkbox"/>
Hardware Faults	<input checked="" type="checkbox"/>
Load Faults	<input checked="" type="checkbox"/>
Output Faults	<input checked="" type="checkbox"/>
Input Faults	<input checked="" type="checkbox"/>
Priority Switches	<input type="checkbox"/>
Connection Faults	<input checked="" type="checkbox"/>
Configuration Changes	<input type="checkbox"/>
Preset Changes	<input checked="" type="checkbox"/>
Control Changes	<input checked="" type="checkbox"/>

The middle section lets you decide what goes into the Q-SYS Event Log.

Enable any, all, or none of these to write valuable messages to the Q-SYS Event Log. Disabling an item won't stop it from being monitored; it just won't appear in the event log.

#### Presets:

This section enables preset recall.



**Presets**

Active  
02: Preset2

Recall  
[Dropdown Menu] Go

- 01: Default
- 02: Preset2
- 03: Preset3
- 04: Preset4
- 05: Preset5

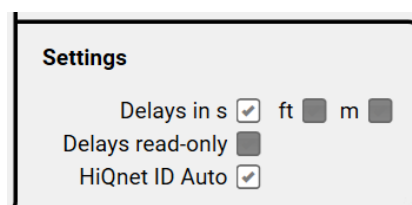
**Active Preset:** The current preset, as reported by the amplifier.

**Recall Preset:** The drop-down list shows all 20 presets. Select a preset, then click "Go" to trigger the recall of the selected preset.

All 20 presets have individual pins available.

Use Audio Architect to manage and configure presets.

#### Settings:



**Settings**

Delays in s ☒ ft ☐ m ☐

Delays read-only ☐

HiQnet ID Auto ☒

**Delays in:** Delays (Input) can either be selected in s (seconds), ft (feet) or m (meters)

**Delays read-only:** Enabled by default, make the delay value read only by the plugin.

**HiQnet ID Auto:** If selected, the HiQnet value will be auto-populated when the correct IP address of the amplifier is entered.

## Fault Priorities

If there are multiple faults, the Status control will display only one fault. Listed below is the order of faults, from highest priority to lowest.

Optional faults are only included if they are selected as faults on the Faults tab. For example, an input clip will not show as a fault unless the relevant “Input Clip” checkbox is selected.

Highest Priority	Amplifier Missing (Offline)
	Model Mismatch
	Amplifier Missing (No Replies)
	PSU Pos Rail Fault
	PSU Neg Rail Fault
	PSU Pos 15V Fault
	PSU Neg 15V Fault
	Output Short Circuit
	Output DC Protect
	Output HF Detect
	Output Thermal Fault
	Output General Fault
	Output Not Ready
	Output In Standby
	Input Clip
	Output Clip
	Output Limit
	Low Load Impedance
	High Load Impedance
	High PTLM Current
	Low PTLM Current
	High Priority Input Active
	Medium Priority Input Active
	Low Priority Input Active
	Low Priority Input Missing
	Medium Priority Input Missing
	High Priority Input Missing
	Dante Primary Fault
	Dante Secondary Fault
	Dante Rx Channel Missing
	Blu Link Sync Fault
	Blu Link In Fault
	Blu Link Out Fault
	AC Voltage Fault
	PSU Temperature High
	Channel Temperature High
	Fan Error
Lowest Priority	Model Mismatch (minor)
	HiQnet ID Mismatch

For the same fault on multiple channels, the lowest-numbered channel is shown.

## Reported Fault Aggregation

Individual faults are aggregated into summary faults using logic in the plugin. Most logic faults appear in the GUI, and all logic faults are found on the plugin's output pins.

Optional faults are only included if they are selected as faults on the Faults tab. For example, an input clip will not show as a fault unless the relevant "Input Clip" checkbox is selected.

Any Fault	Missing (Offline)	Timeout			
		TCP Disconnected			
	AC Voltage Fault				
	PSU Temperature Fault				
	HiQnet ID Mismatch				
	Model Mismatch				
	Hardware Fault		PSU Pos Rail Fault		
		PSU Neg Rail Fault			
		PSU Pos 15V Fault			
		PSU Neg 15V Fault			
		Fan Fault			
	Dante Fault	Dante Primary Fault			
		Dante Secondary Fault			
		Dante Rx Fault			
	Blu Link Fault	Blu Link Sync Fault			
		Blu Link In Fault			
		Blu Link Out Fault			
	Channel Fault	Input Fault	Input Clip		
			Low Priority Input Absent		
			Medium Priority Input Absent		
			High Priority Input Absent		
			Low Priority Input Active		
			Medium Priority Input Active		
			High Priority Input Active		
		Output Fault	Output Clip		
			Output Limit	Limit RMS	
				Limit Peak	
				Limit Thermal	
			Output Short Circuit		
			Output DC Protect		
			Output HF Detect		
			Output Not Ready		
			Output Standby		
		Load Fault	CLM Fault	Load Impedance High	
				Load Impedance Low	
			PTLM Fault	Pilot Tone Current High	
				Pilot Tone Current Low	
		Temperature High			