

Avia™ Audio Solutions FAQ

Can Dante™ enabled microphones be processed by channel strips?

Yes. The DSP-1281 and DSP-1283 input channel strips have an option to select the analog mic/line input or the same numbered Dante receive channel as the input. Use the GAIN block to make the selection.

Why is the power indicator on the front panel flashing Amber and Green?

This indicates that the Avia DSP has not received a DHCP address, or does not have network link on the LAN port.

Is it possible to save a “live” channel strip from the Strips page to my Strip Library?

Custom channel strips must be created on the Strip Edit page.

What touch screens support UI Export controls?

TSW, TS, TSD, TSS, XPanel, DGE-100, DM-DGE-200-C, and CrestronApp projects support Avia DSP controls via UI Export.

How can I apply more than 5 EQ points on an input channel?

Route the input channel to one of the 8 Aux busses to add additional processing.

What are you using for your AEC?

The Avia DSP-1282 and DSP-1283 utilize a Crestron engineered AEC solution to provide excellent conferencing call quality.

The Avia Audio Tool software shows a zoom-out button in the top right corner, but no zoom-in button.

For best results, the Avia Audio Tool requires a screen resolution of 1366x768 or higher. If you cannot see the zoom-in button, adjust the resolution on your screen to 1366x768 or better.

Why can't I reconnect to a DSP unit that has been saved in my list of Networked DSPs? I am sure it is still on the network.

Certain network conditions can block reconnections from units that fall off the network while connected. Try deleting the device address from your list, then rediscovering it with the [Add New Network DSP button](#).

What kind of auto mixer do Avia DSPs support?

Currently, Avia DSPs support gating auto mixers using the AMIX object. Gain sharing auto mixers will be added in future software releases.

Can firmware be updated over unsecured (CTP) connections?

No. Firmware updates must be sent using secure (SSH) Ethernet connections, or locally from the front panel USB console port.

How long does it take for an Avia DSP to boot up and begin processing audio?

Usually less than 30 seconds.

Why is my amplifier receiving a very low signal when all of my signal trims are set to '0dB' and my input signal gain is high?

Some devices may require up to +24dBu. Each of the Analog Outputs' LVL blocks have Full Scale controls (0 to +24) to achieve the required signal strength.

What is the difference between a LIM (Limiter) and CMP (Compressor)?

Most of the user-settable controls are the same between these DSP objects. The primary difference is how they detect signal peaks. LIM objects are faster acting and are typically used to stop transients. CMP objects are used to control overall signal strength, while allowing very short transients to pass.

How many presets can a single unit have for recall?

There is no upper limit for presets, but Crestron recommends no more than 200 for efficient run time.

Why are all of the UI Export objects on my touchscreen grayed out?

This is an automatic disabling of the controls when the DSP is not online with the controls system. Check to ensure the DSP has the proper IP Table entries.

Is it possible to save the state of all controls on a live system for later recall, or loading to additional systems?

Yes, while connected to the Network DSP, click [File > Save Project](#), and choose a file name and location. This file can then be loaded to other rooms by connecting to another unit, then clicking [File > Load Project](#).

Do the Avia DSPs work with 2-Series control systems?

Yes, a 2-Series control system can control an Avia DSP using the standard SIMPL symbol, but UI Export controls (using CRPC) require a 3-Series Control System.