



# **Recall Software User Manual**

**for  
Outboard Units**

**8801  
8803  
8804  
8816  
2254/R**

**527-377**  
Issue 4.3

The Recall software works with the Neve outboard units listed above,  
and enables all settings, controls, switch states and user notes  
to be stored and recalled at a later date.

It will work with up to a maximum 16 units in any combination,  
and is available for PC and Mac.

**Health & Safety Notice****For your own safety and for the protection of others,  
please observe the following safety instructions:**

- Read these instructions
- Keep these instructions
- Heed all safety warnings
- Do not use near water
- Clean only with a dry cloth
- Do not install near heat sources
- Do not block ventilation openings
- Protect the power cord
- Only use accessories specified by the manufacturer
- Unplug when unused for long periods of time
- Refer all servicing to qualified personnel only

**AMS NEVE**  
Billington Road  
Burnley  
Lancs  
BB11 5UB  
England

PHONE: +44 (0)1282 457011  
FAX: +44 (0)1282 417282

Email: [info@ams-neve.com](mailto:info@ams-neve.com)  
Web: [www.ams-neve.com](http://www.ams-neve.com)  
Support: [www.ams-neve.info/crm/fault\\_report.html](http://www.ams-neve.info/crm/fault_report.html)

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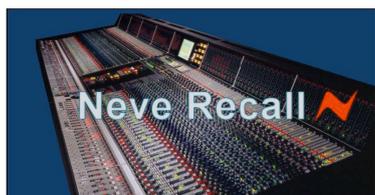
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## Introduction

### Recall Software



The **AMS-Neve Recall** software is a way of storing and recalling the settings of the Neve 88 series of analogue units (and the 2254/R compressor) using a PC or Mac, based on the award winning 88R console.

This makes it possible to switch seamlessly between projects or recall settings ready for mixing.

On recalling a mix, all switch parameters are instantly reset by the computer, while rotary controls and faders are matched to settings on screen.

### Setups

This can include one or more 8801, 8803, 8804, 8816 and 2254/R units, up to a total of 16 units in any combination.

If the units are connected via a USB hub, a powered hub must be used, not a passive one.

The Recall system automatically finds all of the units that are connected via the USB hub.

If two units of the same model are connected they will need to be set to different names (see section on **Naming Units**).

### Screen Resolution

The minimum screen display resolution is 1024 x 768.

If it is set to less than this, you have the option to either:

- Let Recall temporarily change the setting to 1024 x 768 while it is running (when Recall is closed it will revert to the previous setting), or
- Keep the existing screen resolution and run Recall.

The software will still function at a lower screen resolution but some areas of the window may not be visible.

### Operating System

The following operating systems are supported:

PC:

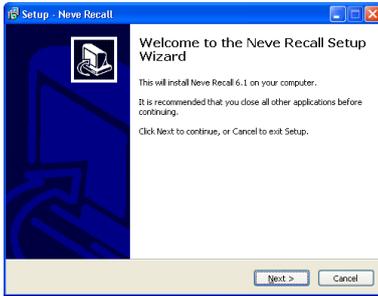
- Windows 2000, Service Pack 4 or later
- Windows XP, Service Pack 3 or later
- Vista, Service Pack 1 or later

Mac:

- Mac OS 10.3.9 or later

## Software Installation

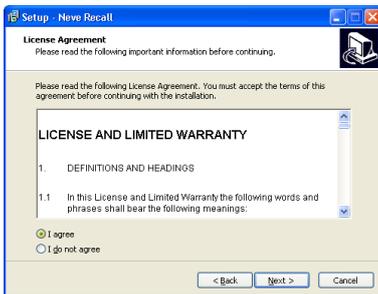
### Installation for PC



Insert the CD into the drive and the **Setup** program should automatically launch.

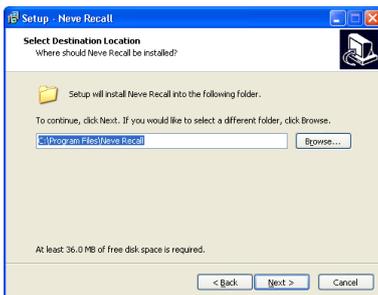
If the application fails to launch automatically on inserting the CD, then go to the CD Drive in Windows Explorer and double-click the **NeveRecall.msi** file or the **setup.exe** file to launch the Setup program manually.

► Click **Next**.



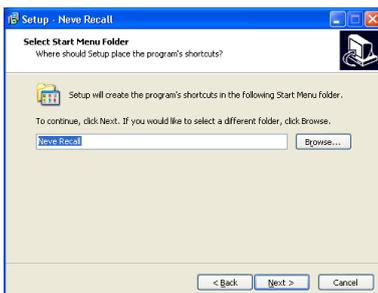
► Click **I Agree**, then click **Next**.

If you click **I Do Not Agree**, the install procedure will terminate.

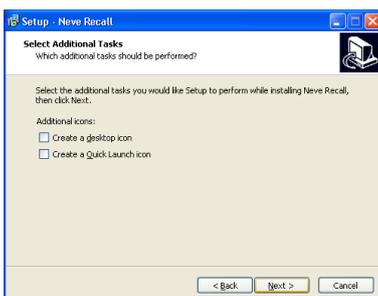


The installation programme will select a default location for files to be copied and created to.

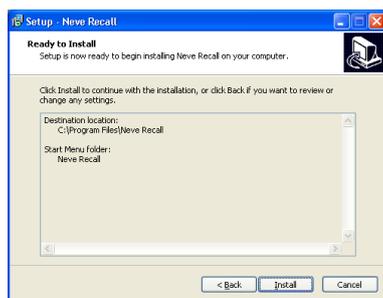
► Click **Next** to keep the default location, or click **Browse** to select another location.



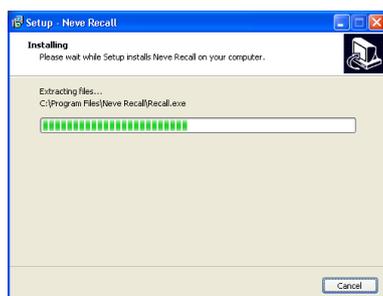
► Click **Next**.



► Tick as desired then click **Next**.



► Click **Install**.



The install will start and the progress displayed.

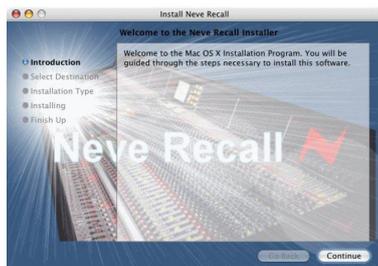


If you wish to launch Recall, tick the **Launch Neve Recall** box.

► Click **Finish**.

The software will now be ready to use, and will be accessible from **Start Menu / Programs / Neve Recall / Neve Recall**, or from the **Recall** icon on the Windows Desktop.

## Installation for Mac



Insert the CD containing the software into the Mac, and the install programme will launch automatically.

► Click **Continue**.

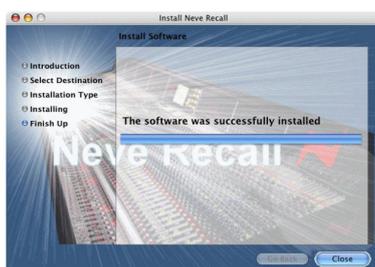


Select the location where you wish the software to be installed to.

► Click **Continue**.



► Click **Upgrade**, and the software will start to install.



The progress bar will show the state of the installation.

► Once completed, click **Close**.

The software is now ready to use.

## New Versions of Recall Software for Mac

Where you wish to install a new version of the Recall software on a Mac, you will need to uninstall the previous version first and remove some files:

- From the **Applications** folder, move the **Neve Recall** folder to the **Trash**;
- From the **//System Library/Extensions** folder, move **Neve8816.kext** to the Trash (move this file, regardless of the actual outboard units you may have connected via USB)
- From the **//Library/Receipts** folder, move **Neve Recall.pkg** to the Trash.

You will now be able to install the new version.

## Getting Started



Access to the **Recall** programme is via either:

- **Start Menu / Programs / Neve Recall / Neve Recall (PC)**, or
- From the Dock (Mac).

Once opened, you will be shown the **Unit Select** screen, left.

The **Recall** system will automatically display any units present with the type of unit and its name (or Master/Slave switch position for 8804/8816 units).

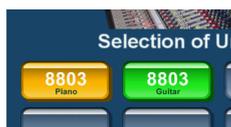
From this screen it is possible to **Identify**, **Name** and **Select** units for inclusion in a Recall Store file.

### Identifying Units



If you are unsure which button on the screen refers to which physical unit (where you have more than one unit of the same type connected), it can be easily identified.

▶ Right-click on a unit on the screen (Mac users CTRL/click) then select **Identify Unit**. This will cause buttons on the corresponding physical unit to flash.



▶ Pressing any button (e.g. EQ on an 8803) on the physical unit's front panel will cause the corresponding button on-screen to change to orange for a few seconds.

▶ To disable this option in software, right-click on the bar at the top of the screen, and select **Enable Identify Mode** to enable/disable this option.

### Naming Units



When a unit is first connected, it will show its default factory name.

▶ To rename a unit, right-click the button (Mac users CTRL/click) and select **Name Unit**.

The unit name can have a maximum of 8 characters.

Two or more 88 series units can only have the same name if they are of a different type e.g. 8803 and 8801.

### Selecting Units



▶ It is possible to deselect units you do not want to form part of the Recall Store by clicking on the units not required, and this will be indicated by the button turning red.

▶ Clicking on the unit again will return it to green status ready to form part of the Recall Store.



▶ When satisfied with the selection, click **GO**.

This will take you to the **Recall Store / Load** screen.

## Creating a Store



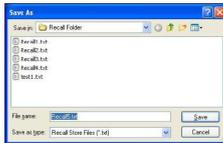
► First select the units to be included in the store on the initial Recall screen (see **Selecting Units** under **Getting Started**), then press **Go**.

This will take you to the **Store / Load Screen**, as shown left.

The right side of the screen has a text box for making notes associated with each Recall store, and these notes are displayed when each store is loaded.

Once in this screen, it is important to note the difference between **Create Store** and **Save Store**.

### Create Store



This creates a Recall Store file within the computer filing system using a standard **Save As** dialogue box.

It can be named and filed in any folder.

Folders may be browsed, created or selected in the standard Windows or Mac manner.

### Save Store



Clicking **Save Store** overwrites the currently active Recall Store file (this name is displayed at the very top of the Recall screen) by updating it with the new settings from the selected units that are currently connected to the USB hub.

► You will be asked to confirm this action.

For the function of **Load Store** and **Reload Store**, please the section on **Retrieving a Store**.

### Back



The **Back** button will return you to the previous screen.

This can be used to check which units are selected for inclusion in a Recall Store and, if necessary, change which units are selected.

### Exit



► The **Exit** button will close the Recall programme without making any changes to the unit settings or to the Recall Store files on the computer.



You will be asked to confirm this action, as unit settings may have changed.

► Click **Cancel** to keep Recall running, or **Exit**.

## Retrieving a Store



► First select the units to be included in the store on the initial Recall screen.

By default, all of the attached units are included.

- To exclude (or include) a unit, click it's icon.
  - A red icon means the unit is excluded
  - A green icon means the unit is included
 (also see **Selecting Units** under **Getting Started**).

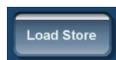


► Click **Go**.

This will take you to the **Store / Load Screen**, which displays the options for saving and loading Recall files.

It is important to note the difference between **Load Store** and **Reload Store**.

### Load Store



► Clicking on **Load Store** will open a dialogue box, the you can browse and choose which Recall Store file to load from the filing system.

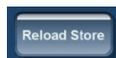
The location of this file will have been selected when the Recall was stored and can be anywhere within the computer filing system, but will typically be in a Recall folder or a Session folder.



► Before opening a file, it is possible to click on a filename and a Windows 'tool tip' will show which units are contained within the file.

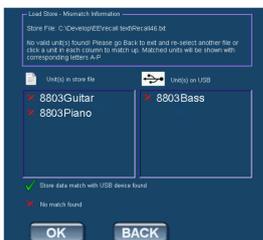
If there is a difference between the units within a Recall file and the physical Units currently connected and selected when a file is opened then the **Mismatch** screen will open (see below).

### Reload Store



**Reload Store** will automatically load the last Recall file that was loaded.

### Mismatch Screen



The mismatch screen will be shown when there is a discrepancy between the contents of the loaded file and the attached units.

The left side shows the unit data contained within the file; the right shows which units are currently connected via USB.

Matching units are shown with a green tick and the mismatched units are shown with a red cross.

In the example shown left, an 8803 named **Bass** is present on the USB hub but the file does contain any Recall information for an 8803 Bass.

However we would like to use the data in the file for 8803 Guitar with our unit.

► To do this, click on **8803 Guitar** item in the left hand column, then click on **8803 Bass** in the right hand column.



As each pair of units on the left and right of the screen is matched, they will have a capital letter associated with each matching pair (**A** to **P**).

► Click **OK** to load the selected units.

Only units of the same model can be matched, for example file data for an 8816 cannot be loaded onto an 8803 unit.

**OK** allows the user to acknowledge there is a mismatch but to load the Store knowing one or more of the units might not form part of the Recall.

**Back** takes the user back to the **Load Store** screen to select another Store to be loaded.

The **OK** button will not be available unless at least one pair of units are matched.

Alternatively, you can click **Back** and rename the units to match the data held in the file.

*If the Recall file does not match any unit on the USB hub then **OK** will not be available.*

*If the file matches that which is currently connected via USB, then the file chosen will be loaded onto the Recall screen.*

*If you have used the **Mismatch** screen to correct any discrepancies between stored Recall files and the units and you then select **Save Store** from the main screen, these new unit associations will be updated along with the Recall Store values.*

## Store Notes



The right side of the screen has a text box for making notes associated with each Recall store. The amount of text you can enter is unlimited.

► Enter the text, and then click the **Save Notes** button underneath. This text will be added to the currently loaded store.

If no store is loaded, then an error message will warn you and ask you to either create a new one, or load an existing one before the text can be saved.

► It is also possible to only update the text (rather than the whole Recall store) by entering text and then clicking **Save Notes** underneath. This will update the text, but not update the switch states, rotary control positions that may have changed since the last time the store was saved.

► Clicking **Save Store** will update the text, as well as switch states, rotary control positions etc for the currently loaded store.

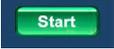
Please be aware that when creating a new store, the text box is automatically cleared, so text should only be input after a store is created, not before.

When Loading or Reloading a store, it is possible to just view the text rather than reload the store as well.

► Click **No** or **OK** as appropriate.



## Resetting Controls



► Once the store has been loaded (either by using **Load Store** or **Reload Store**), activate the **Recall** software by clicking the green **Start** button.

### Resetting Switches

When a file is loaded and **Start** is clicked, the switches and leds on the first unit will be automatically reset to the correct positions saved in the recall file.

No user intervention is required.

If a switch is subsequently pressed while **Recall** is active then the current switch (or led) state will be displayed on the screen.

When the state of a switch on the unit matches the state of the respective switch in the **Recall Store** file, then the switch (or led) will be hidden.

### Resetting Rotary Controls



Once activated the Recall screen is intuitive. Controls that do not need resetting are left blank.

The screen automatically goes to the first control to be reset.

A large version of the control to be reset is shown in the top right corner of the screen.

A purple line on the surrounding rosette shows the required reset position, a white line on the on-screen control indicates the current position.

► Rotate the control unit the white pointer lines up with the purple line to reset the control.

When the positions match, the control that has been reset will be hidden and the screen will automatically display the next control.

When the last control has been reset, confirmation is displayed to the user with the message **Unit Reset**.



► If there are more than one unit connected via USB, select the next unit to be reset from the Pulldown Menu (all units that have been reset successfully will have **Reset** displayed next to their entry).

### Start / Stop Button

This button can be used to stop or start a Recall at any time.

► When **Stop** is selected the button will turn green (and display **Start**).

The unit is out of **Recall** but the screen for the unit will continue to be displayed.

► At any point the user can restart Recall by clicking **Start**.

## Resetting an 8803

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With the 8803, it is possible to copy settings from side of the unit to the other, so that the unit can work in stereo.

▶ Load the Store (which may have different settings on the Left and Right of the unit).

▶ Click **Start**.



▶ When the Recall screen opens, select one of the two buttons shown left: either **CH1>CH2**, or **CH2>CH1**.

You will be asked to confirm if you want this copy to take place.

▶ Click **OK**.

This will then copy the settings on one side of the unit to the other, and this will be reflected on the graphic on screen.

▶ Set the controls as desired.

NB:

The **Copy** operation does not alter or affect the original store in any way. The file will still contain different settings for both the left and right of the unit.

If you wish to update this store with identical values for each side, then you will need to update the currently loaded Store.

## Resetting 8804 and Fader Settings



The 8804 Recall screen shows the fader positions.

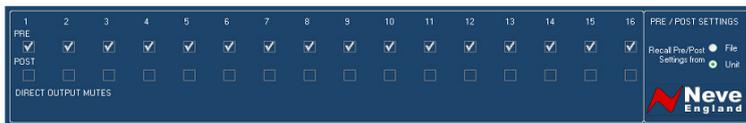
It also shows the **Pre/Post** and **Direct Output Mutes** states, which may also form part of the 8804 Recall – please see section on **Direct Output File/Unit**.

It also shows the cut/solo switches, these may form part of the 8816 Recall or of the 8804 Recall – please see **Switch Settings**.

## Direct Output File/Unit



In the **Pre/Post Settings** box selecting **Unit** gives the option of viewing and using the current settings from the Unit; selecting **File** shows the settings stored in the file and includes them in the Recall.



The **File** or **Unit** settings are shown on screen as selected.

The values that are shown on this screen will be sent to the unit when the Recall is started.

Please see the section on **Direct Output Settings** for detailed instructions on setting up the **Direct Outputs** states.

## Switch Settings



If **Disabled** is selected then no store data is written to the switches from the 8804 Recall screen.

If **8804 Store** is selected, switch data will be recalled and the current switches on the associated 8816 will also be overwritten.

If both 8816 and 8804 units are connected, then by default this option is set to **Disabled** and the 8816 is the Control unit.

If the 8804 is connected on its own, the **Switch Settings** option will be set to **8804 Store**, so you can set the switch data automatically without any user intervention.

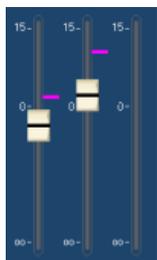
► Alternatively if you do not want the switch data to be sent to the 8804 unit then select **Disabled** at any time before clicking **Start**.

## Recalling the Faders

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- ▶ To start the Recall select the **Start** button.

The **Pre/Post** settings will be sent out if **File** was selected in **Pre/Post Settings**.



The switch settings will be sent out if **8804 Store** was selected.

A pink indicator is shown to the right of each of the faders to show the required fader position.

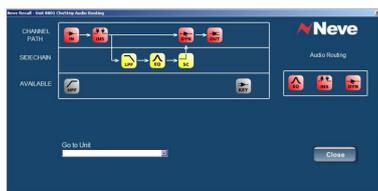
- ▶ Move the faders to match these stored positions.

Once the fader position has been matched, the pink indicator and the fader cap will disappear from the screen (as shown on the right-most fader).

Once all settings are recalled the screen will display **Unit Reset**.

- ▶ If required, switch to another unit using the drop-down menu.

## Audio Routing Screen on the 8801



► When an 8801 Channel Strip unit is connected, you can select **Audio Routing** in the unit's right-click menu (Mac users: CTRL + mouse click) to display the **Audio Routing Screen**.

This enables the various processing items (EQ, DYN, LPF etc.) to be switched in and out of the audio path by dragging and dropping with the mouse.

As soon as a new item is inserted in the **Channel Path** or the **Dynamics Sidechain**, the unit is updated accordingly.

Similarly, if the order of processing is changed on the unit, these changes will be immediately reflected on this screen.

The **Channel Path** is shown on the first row, with the **Side Chain** directly below.

All the **Available** (ie bypassed) processing items are shown beneath these two rows.

Items can be switched in three ways:

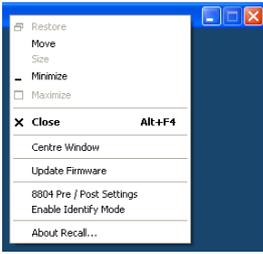
- To enable an item, drag it from the **Available** area to the **Channel Path** area.
- To insert the item into the side-chain, drag it into the **Side Chain** area.
- To disable an item, drag it into the **Available** area.

On the right of the screen, a panel shows the current order of the processing items, **EQ, Dynamics** (Compressor/Gate) and **Insert**.

► To reorder the **EQ, DYN, INS** units, drag the icons to their desired position within this panel.

► To view another **8801 Audio Routing Screen**, select another unit using the **Go To Unit** drop-down menu.

## Menu bar settings



► Right-click on the menu bar at the top of the screen to get a small fly-out menu of options (Mac users, some of these are under the **Recall** menu).

The top six options are standard Windows operations.

## Centre Window

► If the Recall screen has been moved from the centre of the screen, select this option to centre it again.

## Update Firmware

► Select this option if you wish to update the firmware on any of the attached units.

You must ensure that there is only a single unit attached via USB before attempting to do this.

Please see chapter on **Updating Firmware**.

## 8804 Pre/Post settings

The Direct Outputs on an 8804 can be set Pre or Post the faders, and this allows you to set those states.

If a channel direct output is set to Post fader, you can also select whether the direct output will be muted by the **Cut/Solo** switch.

Please see the 8804 User Manual for more information.

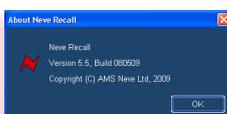
## Enable Identify Mode



This must be enabled if you wish each machine to be identified using the right-click **Identify Unit** option.

If this is unticked, none of the attached units will respond to **Identify** requests.

## About Recall



Displays the current version of Recall software.

► Click **OK** to close.

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## Closing Recall

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To exit **Recall**, either:

- Click on the **Close** box, or
- Select **Exit**.

Both of these will close the Recall software without taking any further action.

Before closing, you will be asked to confirm your actions and reminded that changes may not have been saved yet.

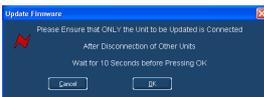
## Firmware Upgrades

In order to get the most from your Neve unit, the latest firmware should be installed.

Upgrading your software is a simple process with on screen prompts to guide you.



- ▶ Start the **Recall** software.
- ▶ On the main screen, right-click the window title bar (Mac users select **Recalls**)
- ▶ Click **Upgrade Firmware**.
- ▶ Select the file to transfer.



You will be prompted about removing other units.



*When updating units, only the unit that is being updated should be connected via USB. All other units should have their USB disconnected.*

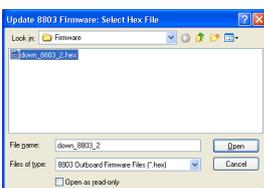
*Even if you are updating two units of the same model, they should be connected individually and updated in two separate operations. If more than one unit is connected via USB when the Update is about to be performed, a screen will prompt you to disconnect the other units.*



A prompt screen will confirm the software number & version you should select, and display the current version of firmware for the unit.

- ▶ Click **OK**.

## Selecting a File for Transfer



The **Open File** dialog will appear.

To locate the firmware file, browse to the location:

- PC users: C:\Program Files\Neve Recall\Firmware
- Mac users: Applications\Neve Recall\Firmware

The file names follow the format **down\_88XY\_V.hex** where XY are the last two digits of the 88 unit name (e.g. '16' for 8816) and **V** is the software version number.

A typical filename could be **down\_8804\_3.hex**.

- ▶ Double click on the latest filename which matches your unit.

If an incorrect file is selected the user will be prompted to select another file.

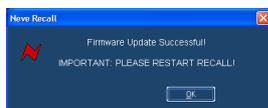
## File Downloading

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Once the file is selected, the transfer will begin and the Recall screen will display that the download is under way.

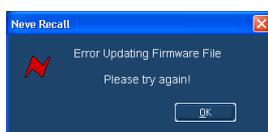
This process may take up to two minutes for each unit.



Upon completion, the message **Firmware Update Successful** will be displayed.

► Click **OK** to continue.

You can continue to update other units successfully without restarting Recall, but the Recall software must be restarted once this process is finished.



If the transfer fails (for example if the USB is removed by accident or power is lost to the unit), a warning message will prompt to the user to try again.

If Recall is started with a unit that has no firmware, the user will be prompted to upgrade the firmware, as the unit cannot be used in Recall unless the firmware installation is successful.

## Corrupted or Old Firmware

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If the firmware is corrupted or the unit has an old version of firmware, a prompt will appear upon starting the Recall software to indicate that firmware must be updated before the user can proceed.

The process described above can then be followed to update the latest firmware.