



# **i**KEYBOARD X

25/37/49/61/88-note velocity-sensitive piano-style keys USB  
MIDI controller keyboard

iKeyboard 3X



iKeyboard 4X



iKeyboard 5X

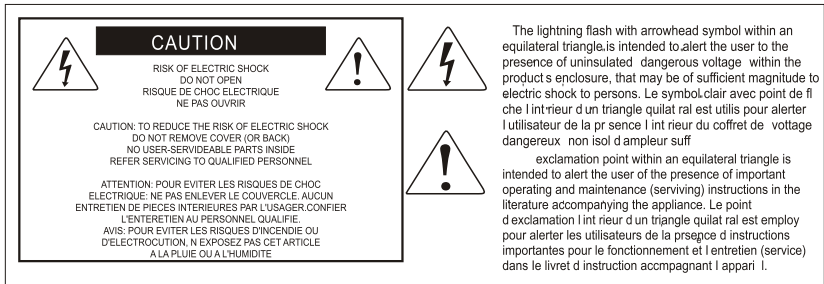


iKeyboard 6X



iKeyboard 8X





### ***Important Safety Instructions***

1. Read this manual thoroughly before using this unit.
2. Keep this manual for future reference.
3. Take notice of and comply with all warnings included in the user's manual or indicated on the appliance.
4. Follow all instructions included in this manual.
5. Do not expose this unit to rain or moisture. Avoid having water or other liquids spilled on this unit.
6. When cleaning the cabinet or other parts of this appliance, use only a dry or slightly damp soft cloth.
7. Do not block any ventilation openings or interfere with the proper ventilation of this unit. Install in accordance with the manufacturer's instructions.
8. Do not use or store near any heat sources such as radiators, heat registers, stoves, or other heat-producing appliances.
9. Do not interfere with the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. These are designated for your safety. If the provided plug does not fit into your outlet, consult an electrician.
10. Protect the power cord from being walked on or otherwise damaged by items placed on or against them. Particular attention should be given to the plugs, receptacles, and the point where the cord exits the appliance.
11. To avoid the risk of electrical shock, do not touch any exposed wiring while the unit is in operation.
12. Only use attachments/accessories specified by the manufacturer.
13. Unplug this unit and all connected electrical equipment during lightning storms or when left unused a long period of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the appliance has been damaged in any way or fails to operate normally.

**WARNING: To reduce the risk of fire or electric shock, do not expose this unit to rain or moisture**

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# Introduction

Thank you for purchasing the ICON iKeyboard 3X / iKeyboard 4X / iKeyboard 5X / iKeyboard 6X / iKeyboard 8X USB MIDI controller. We sincerely trust this product will provide years of satisfactory service, but if anything is not to your complete satisfaction, we will endeavor to make things right.

In these pages, you'll find a detailed description of the features of the iKeyboard 3X / iKeyboard 4X / iKeyboard 5X / iKeyboard 6X / iKeyboard 8X, as well as a guided tour through its front and rear panels, step-by-step instructions for their setup and use, and full specifications.

Please register the product on our website at the below link  
**[www. iconproaudio.com/registration](http://www.iconproaudio.com/registration)**:

Please follow the step by step procedures. Start by inputting the device's serial number as well as your personal information, etc. By registering your product online, you will be entitled to service and after-sales support at our Help Center by visiting our website at **[www.iconproaudio.com](http://www.iconproaudio.com)**. Also, all the registered products under your account will be listed on your personal product page where you will find updated information such as firmware/driver upgrades, software bundles, user manual downloads, etc. for your device.

As with most electronic devices, we strongly recommend you retain the original packaging. In the unlikely event the product must be returned for servicing, the original packaging (or reasonable equivalent) is required.

With proper care and adequate air circulation, your iKeyboard 3X / iKeyboard 4X / iKeyboard 5X / iKeyboard 6X / iKeyboard 8X will operate without any trouble for many years. We recommend that you record your serial number in the space provided below for future reference.

## What's in the package?

- iKeyboard 3X / iKeyboard 4X / iKeyboard 5X / iKeyboard 6X / iKeyboard 8X  
-25/37/49/61/88-note velocity-sensitive piano-style keys USB MIDI controller keyboard x 1
- Quick Start Guide x 1
- USB 2.0 cable x 1

# Register your ICON ProAudio product to your personal account

## 1. Check serial number of your device

Please go to <http://iconproaudio.com/registration> or scan the QR code below.



Input your device's serial number and the other information on the screen. Click "Submit".

A message will pop up showing your device information such as model name and its serial number - Click "Register this device to my account" or if you see any other message, please contact our after-sales service team

## 2. Log in to your personal account page for existing user or sign up for new user

Existing user: Please log into your personal user page by inputting your user name and password.

New user: Please click "Sign Up" and fill in all the information.

## 3. Download all useful materials

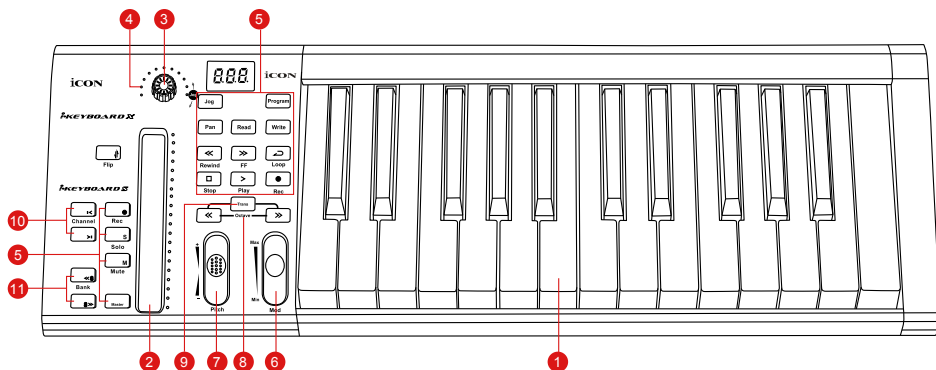
All your registered devices under your account will show on the page. Each product will be listed along with all its available files such as drivers, firmware, user manual in different languages and bundled software etc. for download. Please make sure you have download the necessary files such as driver before you begin device installation.

# Features



- Powerful controller is equipped and easy setup with Mackie Control and HUI protocol.
- Backlit LED touch fader reacts in real-time with DAW. Synchronize automatically with different channel value when switching between channels.
- Dual function encoder knob (Enter & rotate)
- 11-segment LED surrounding the encoder to indicate the rotating position.
- Velocity-sensitive piano style keyboard
- Modulation and Pitch jog-wheel
- 3-segment LED screen
- 18 assignable LED backlit buttons
- Illuminated channel buttons including Rec-enable, Solo and Mute.
- 6 illuminated transport buttons including Play, Stop, Rec, Rewind, Fast forward and Loop
- Octave up/down buttons
- Transpose up/down buttons
- Multi velocity curves available for selection (Key and Pads)
- Midi output jack
- Expression & sustain pedal TRS connectors
- Sustain pedal connector polarity reversible
- Class-compliant with Windows XP, Vista (32-bit/64-bit), Windows 7/8/10 (32-bit & 64-bit), and Mac OS X (IntelMac)
- USB 2.0 high speed connectivity
- Mackie control build-in for Cubase, Nuendo, Samplitude, Logic Pro and Ableton Live.
- Mackie HUI protocol build-in for Pro Tools.
- iMap™ software included for easy mapping of MIDI functions
- Firmware upgrade available simply via USB connection and iMap software.
- Robust metal casing with Kensington lock port

# Front Panel Layout



**Note:** Functions operate slightly differently between DAWs. Please refer to your DAW manual for each function. The following description is based on the functions that operate in Apple Logic.

## 1. 25/37/49/61/88-note key switches

25/37/49/61/88-note velocity-sensitive piano-action key switches.

## 2. Backlit LED touch fader to control DAW's Channel/Master faders

The touch fader could be used to adjust the parameter of different channels. Press the two "Track or Bank" shifting buttons to shift between channels. Also, by pressing the "Master" button, the fader will change to control the parameters of the master channel.

## 3. Dual function encoders

The dual functioned encoder acting as a push-button and a rotary control. When an encoder is pressed, it may be used to change modes of operation or to change what appears in the display above the channel strips. When an encoder is rotated, depending on its assigned function, it can be used to adjust a channel's pan, send level, or plug-in parameters.

## 4. Encoder LED

The 11-LED surrounding the encoder lights up to indicate the relative position of the rotation without having to look at your computer.

## 5. Control buttons

### Recording channel control buttons section

**REC button** - Activate and deactivate the recording state of the associated channel. The switch will light red when the channel is armed.

**SOLO button** - Turn On and Off the solo state of the associated channel. The switch will light green when the channel solo state is on and other channels will be muted. You could solo multiple channel by pressing SOLO buttons on additional channels.

**MUTE button** - Activate and deactivate the mute state of the associated channel. The switch will light blue when the channel is muted.

**Master button** - Switch the touch fader to control the DAW master fader.

## Transport control buttons section

**PLAY button** - Activate the play function of the DAW.

**STOP button** - Activate the stop function of the DAW.

**REC button** - Activate the record function of the DAW.

**REWIND button** - Activate the rewind function of the DAW.

**FAST FORWARD button** - Activate the fast forward function of the DAW.

**LOOP button** - Activate the loop function of the DAW.

## Automation section

**READ button** - Press the READ button to activate the read function of the current audio track.

**WRITE button** - Press the WRITE button to activate the write function of the current audio track.

## Other control buttons

**Jog button** - Activate to use the encoder as a jog wheel.

The jog wheel is used for various purposes specific to the DAW application, including shuttle and scrubbing functions.

**Program button** - Use together with the encoder to change the sound bank of your soft-synth.

*(Tip: Please refer to Appendix A for Mackie Control and HUI protocol functions.)*

## 6. Modulation jog wheel

Rotate to adjust the modulation effect.

## 7. Pitch jog wheel

Rotate to adjust the pitch bend. It returns to default, "0" when released.

## 8. Octave buttons

Raise or lower the pitches played on your keyboard.

## 9. Transpose button (Use in conjunction with the Octave up/down buttons)

Raise or lower the pitches (by less than an octave) played on your keyboard.

*(Tip: While pressing and holding the "Transpose" button, press a keyswitch within an octave range from the original c1 position) to change the c1 to that particular switch.)*

## 10. Track </> buttons

**Track <** Shift "one" channel up for all faders (except the master channel).

**Track >** Shift "one" channel down for all faders (except the master channel).

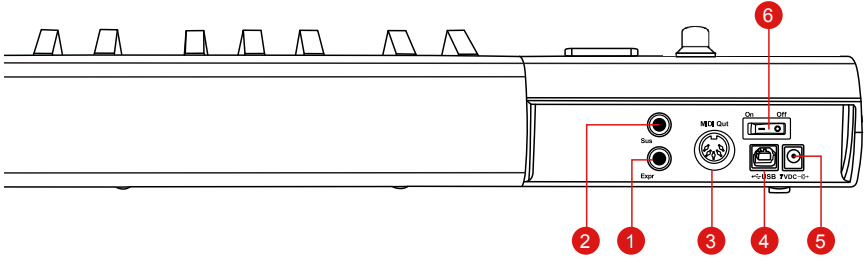
## 11. Bank </> buttons

**Bank <** Shift "eight" channels up for all faders (except the master channel).

**Bank >** Shift "eight" channels down for all faders (except the master channel).



# Rear panel layout



## 1. Expression Pedal Input

A standard expression pedal can be connected via this 1/4" input.

## 2. Sustain Pedal Input

This 1/4" jack can be used to connect a momentary footswitch, like a piano's sustain pedal. (ICON SPD-01)

*Tip:* You may reverse the sustain pedal connector polarity with the provided iMap.

## 3. MIDI Out Port

Use the MIDI Out terminal to connect an external synthesizer or sound module.

## 4. USB port

Functions as a MIDI port to your notebook (or computer) and compatible software. Also provides power to your iKeyboard 3X/4X/5X/6X/8X.

## 5. 7V/1A DC power adapter connector

Connect your 7V/1A DC power adapter (optional) here.

## 6. Power switch

Power switch for your iKeyboard 3X/4X/5X/6X/8X.

# Getting Started

## Connecting your iKeyboard X controller

### 1. Connect the ikeyboard X to your Mac/PC via the USB port.

Choose a USB port on your Mac/PC and insert the wide (flat) end of the USB cable. Connect the cable's small jack end to the ikeyboard X. Your Mac/PC should automatically "see" the new hardware and notify you that it is ready to use.

### 2. Mode select & assign the MIDI messages to iKeyboard X with iMap software

Select Mackie Control or HUI mode from the pull down menu for pre-mapped MIDI mapping. Select User Defined mode for self MIDI assignment. Refer to P.25 for "Assign the MIDI messages with "iMap™" software.

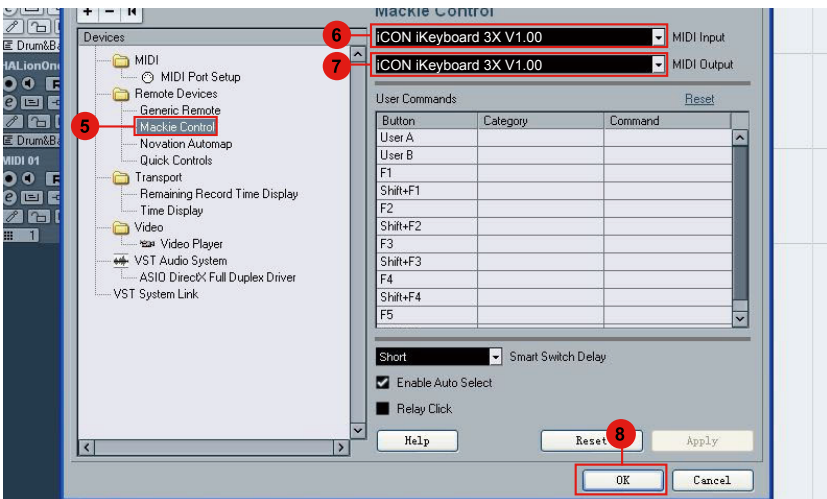
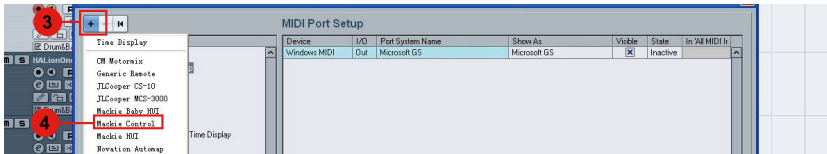
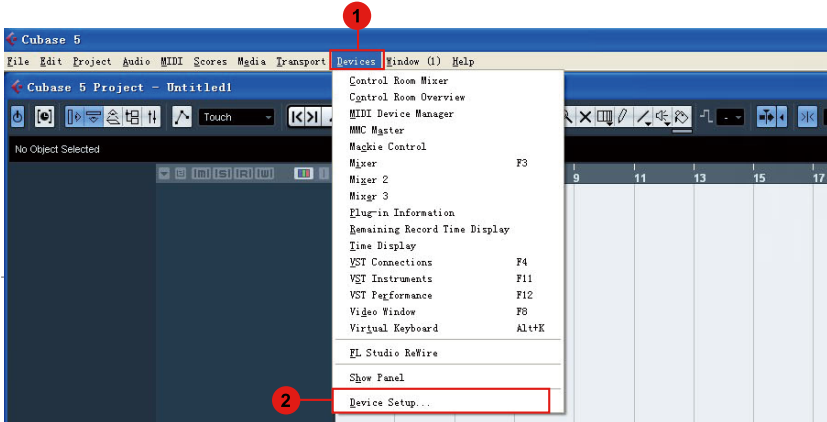
*Tip:* Make sure you have selected the correct DAW mode in the pull down menu.

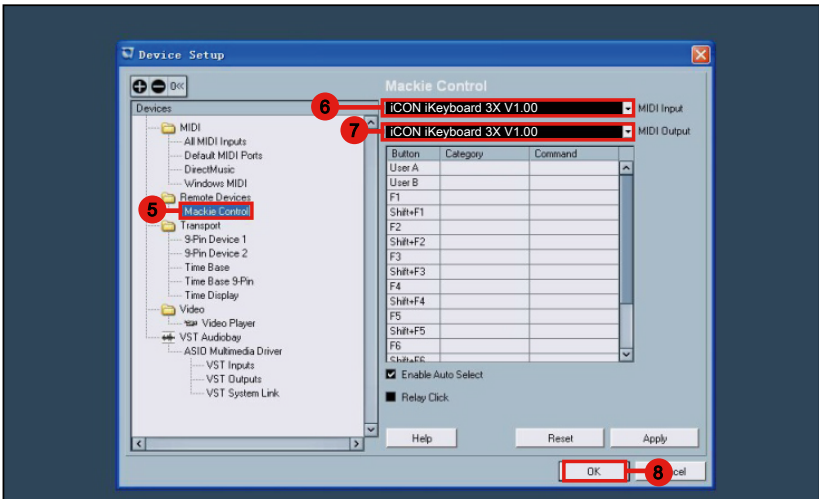
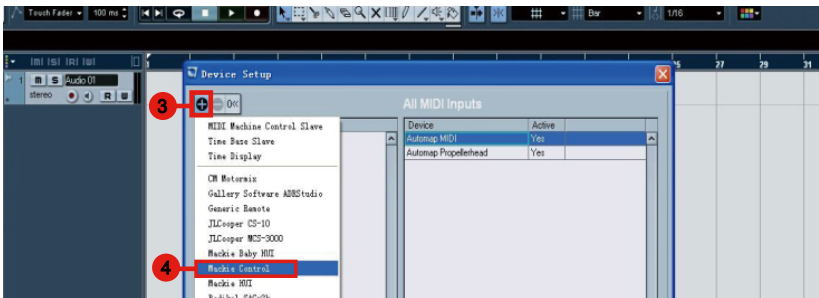
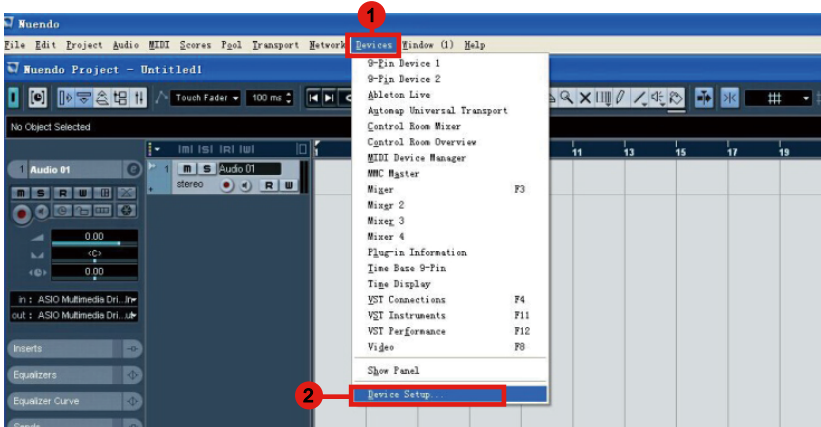
### 3. Setup your DAW

Activate the ICON iKeyboard X controller in your DAW or MIDI software using "MIDI Setup" or "MIDI Devices".

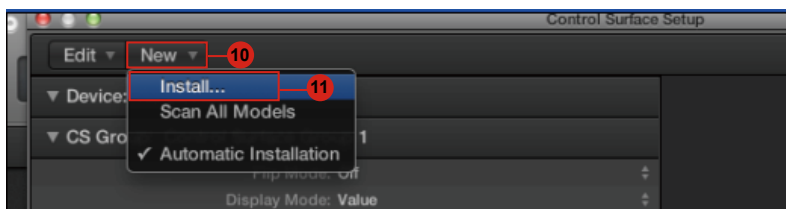
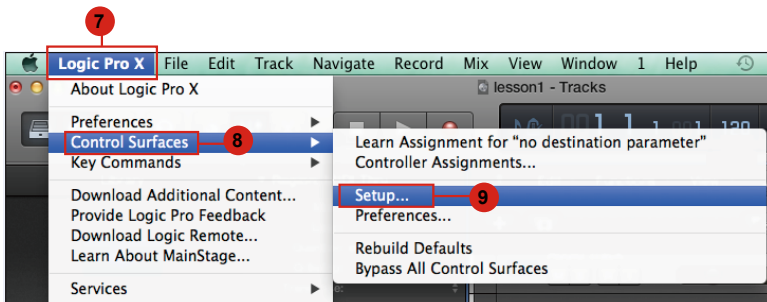
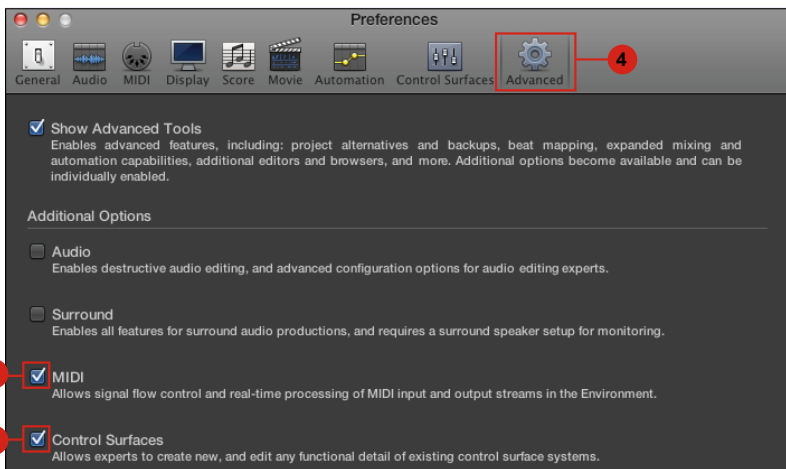
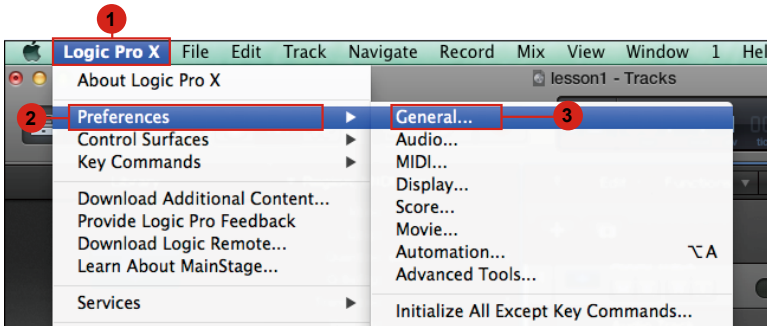
For Logic™, Cubase™ and Nuendo™, choose Mackie Control at the "Device List".

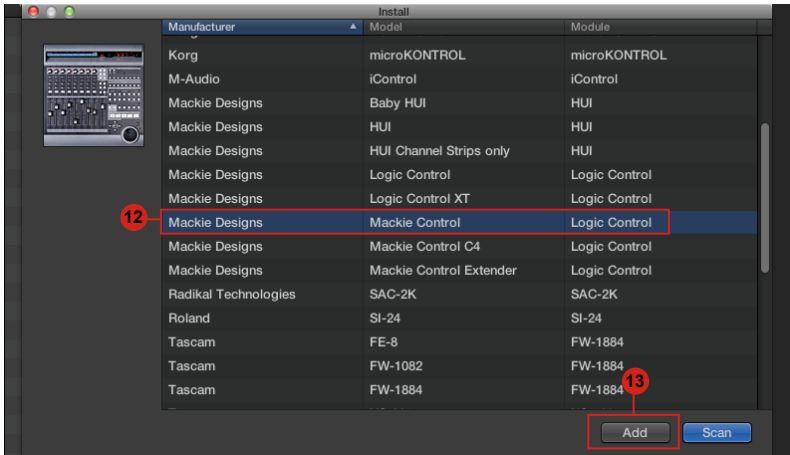
*(Note: Every application does this a little different, so refer to your software user manual for the settings.)*



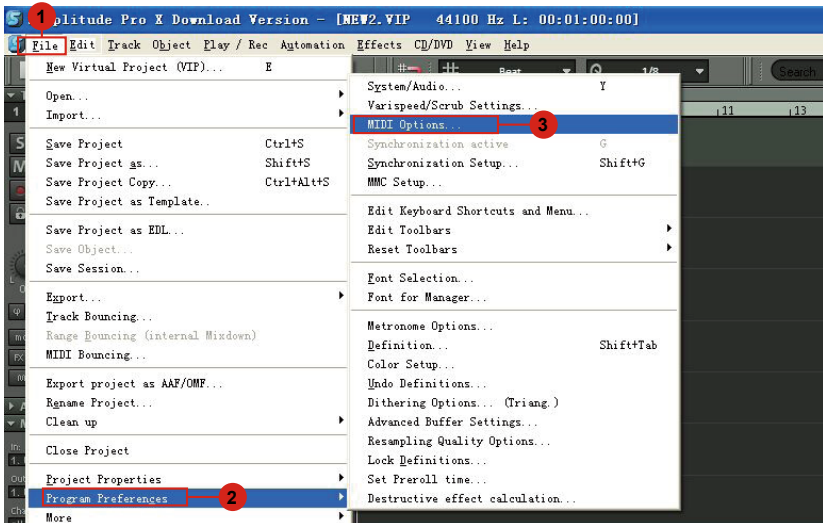


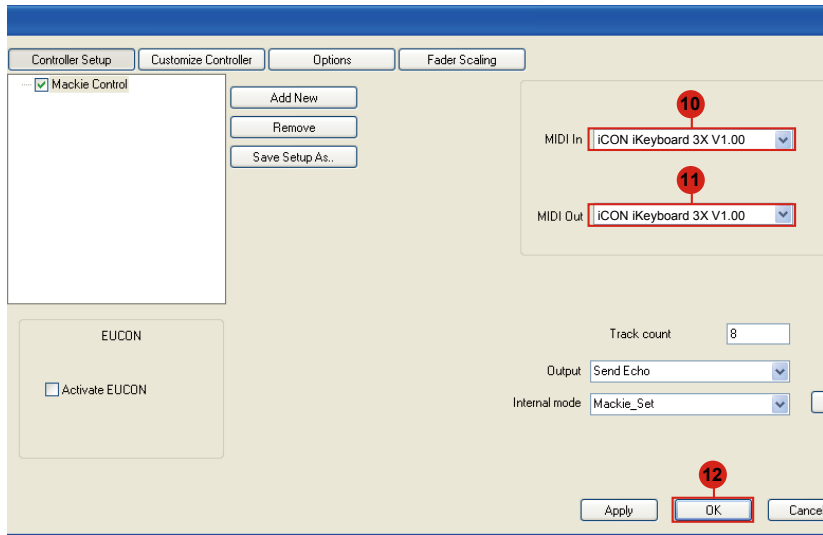
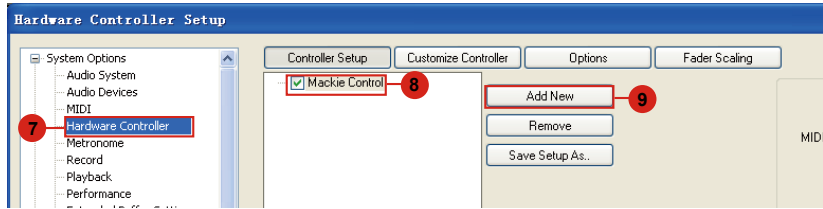
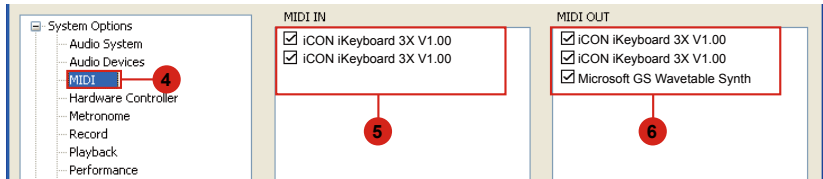
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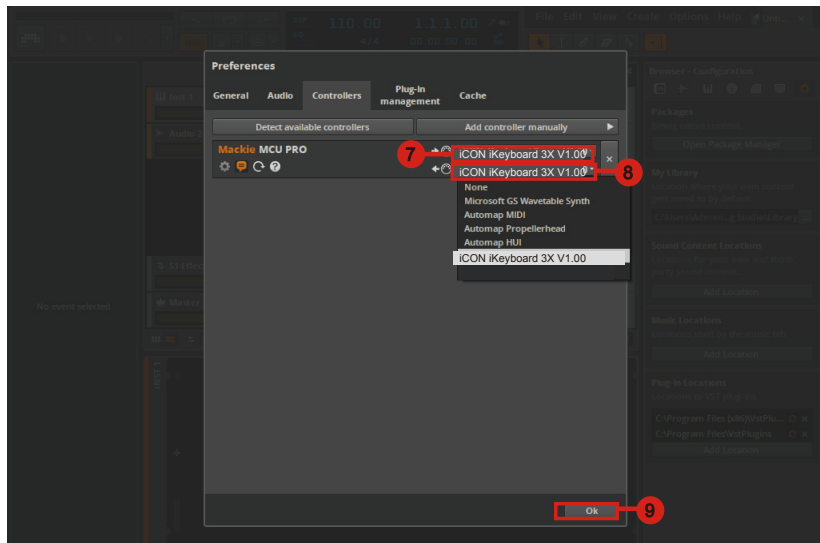
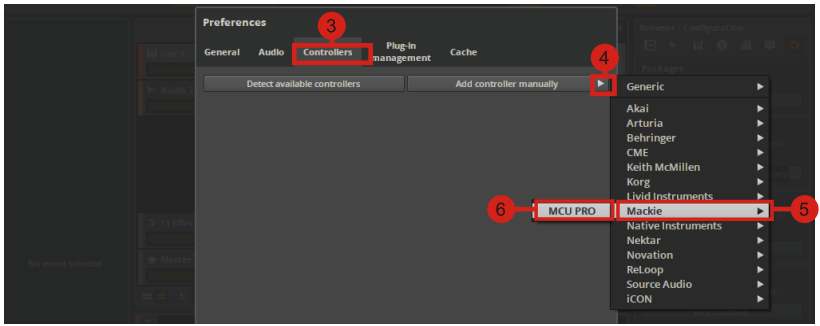
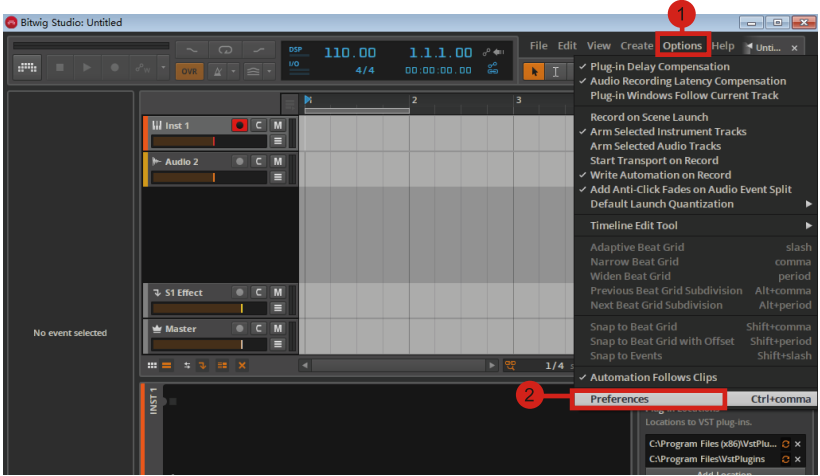




## Samplitude

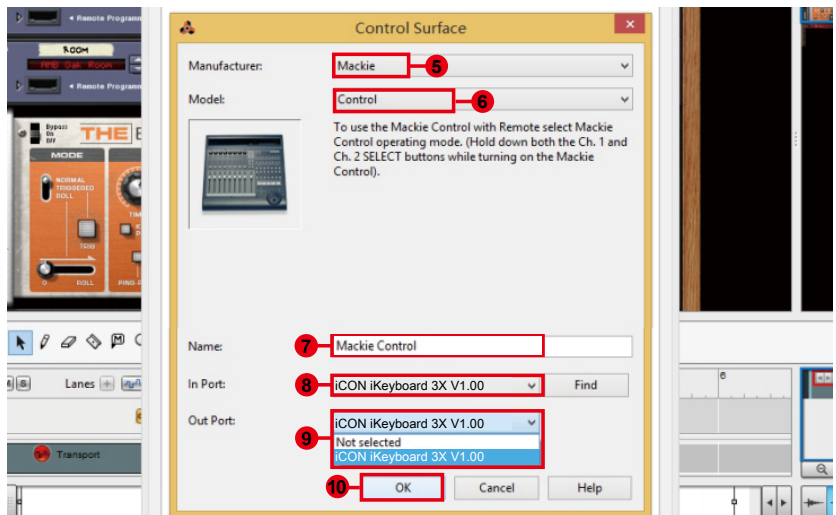
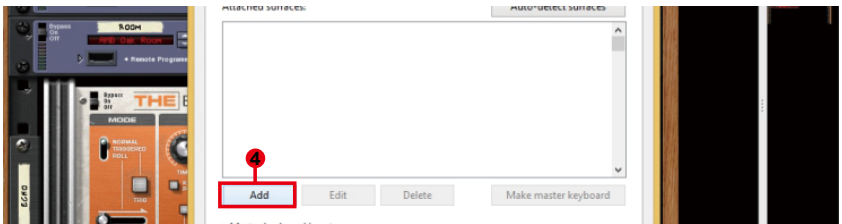
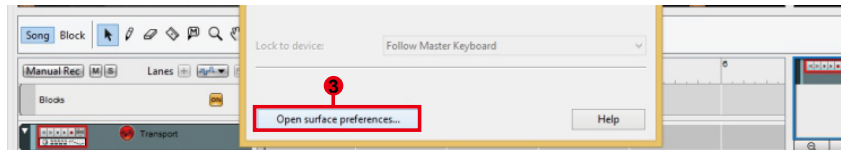
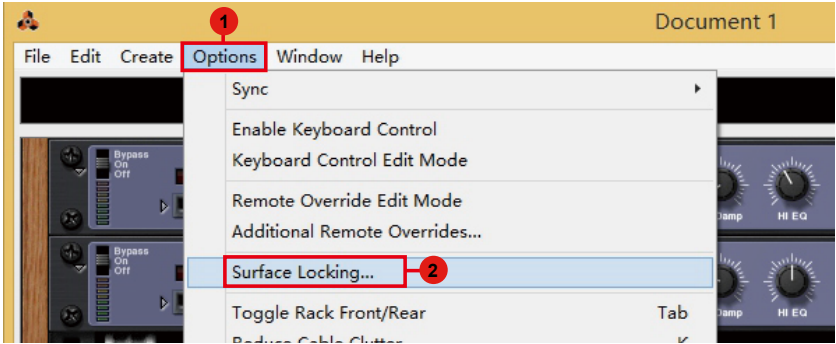




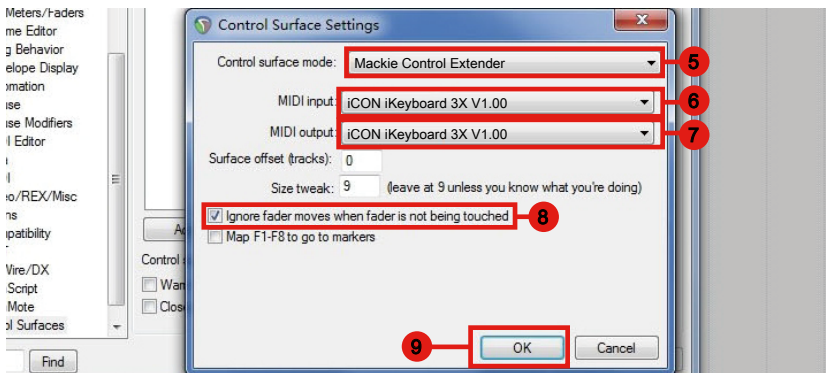
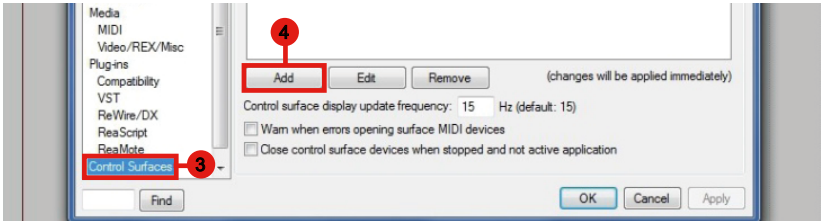
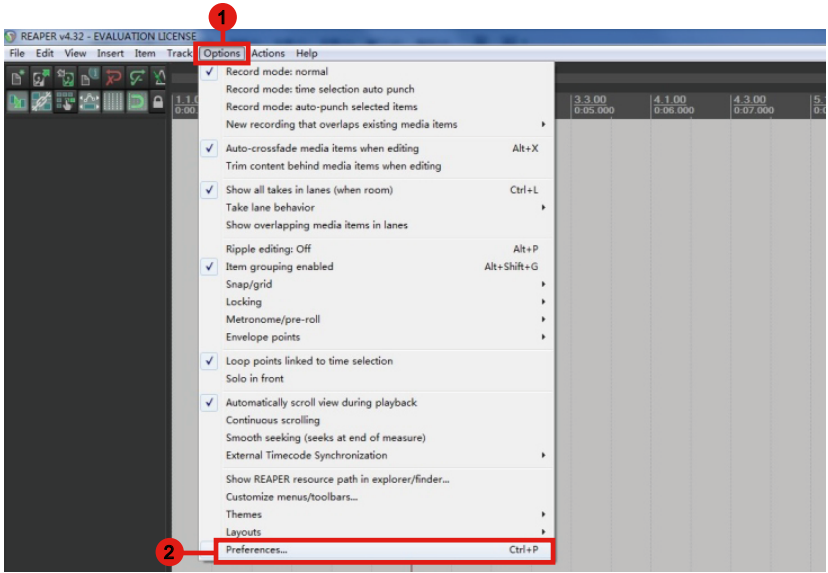




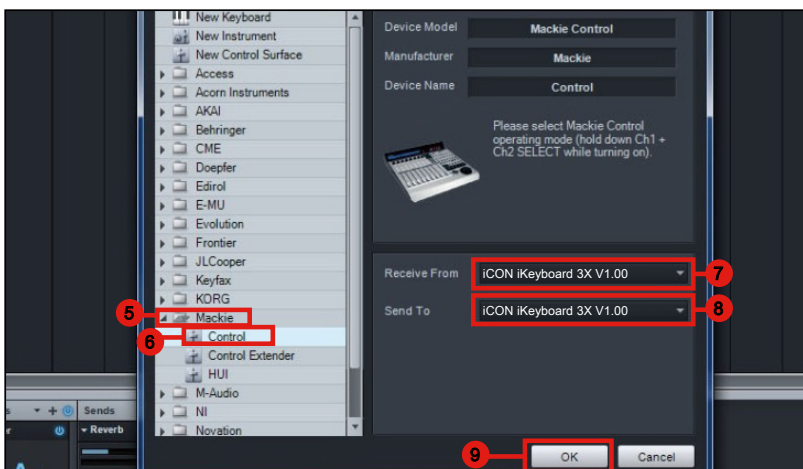
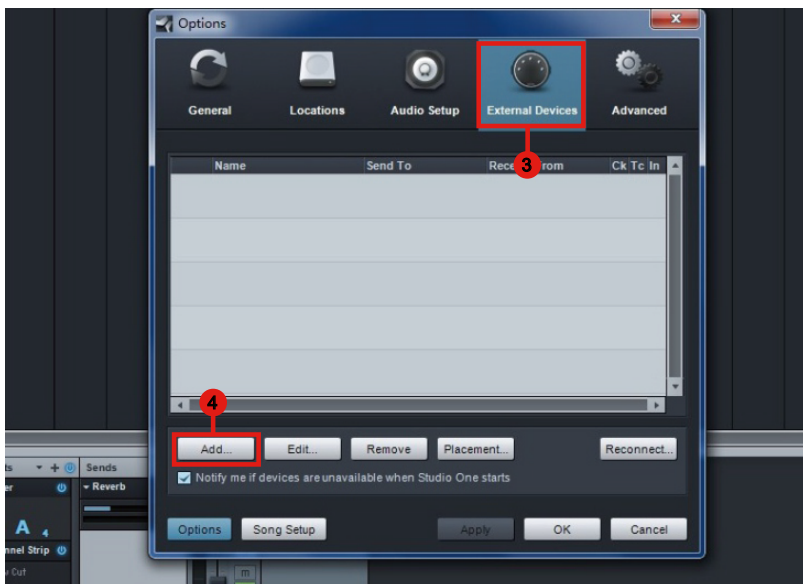
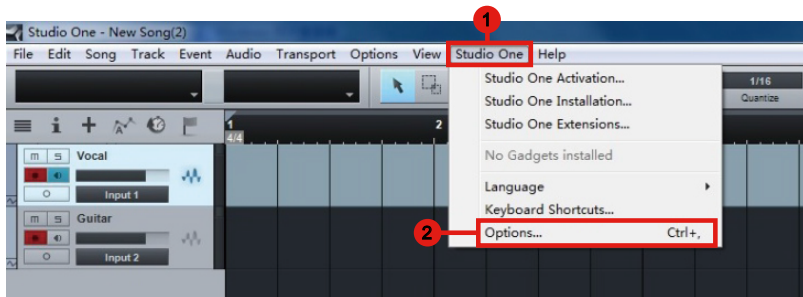
# Reason



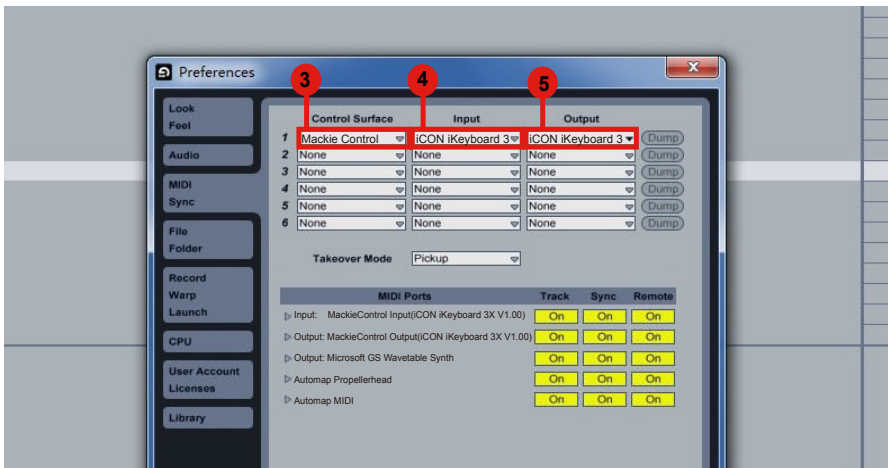
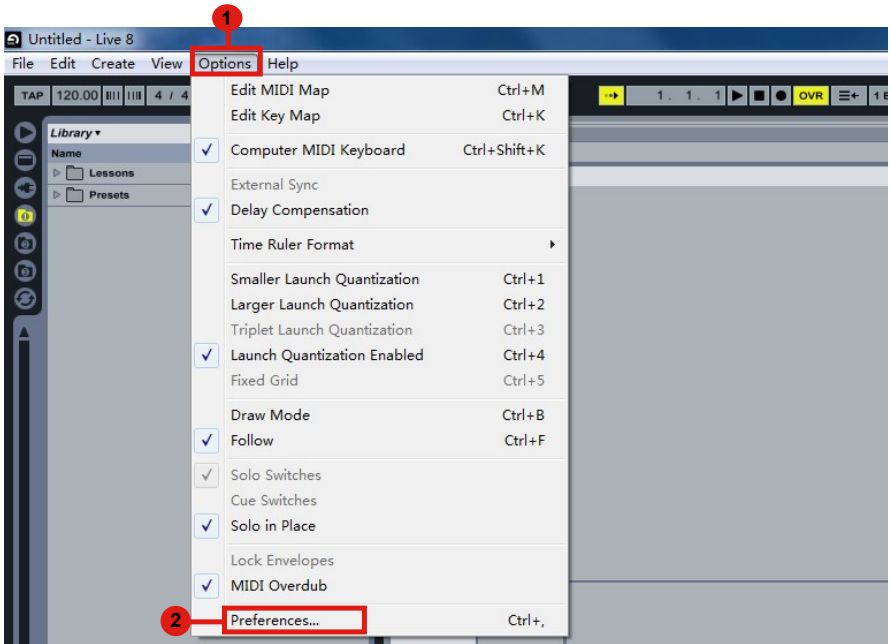
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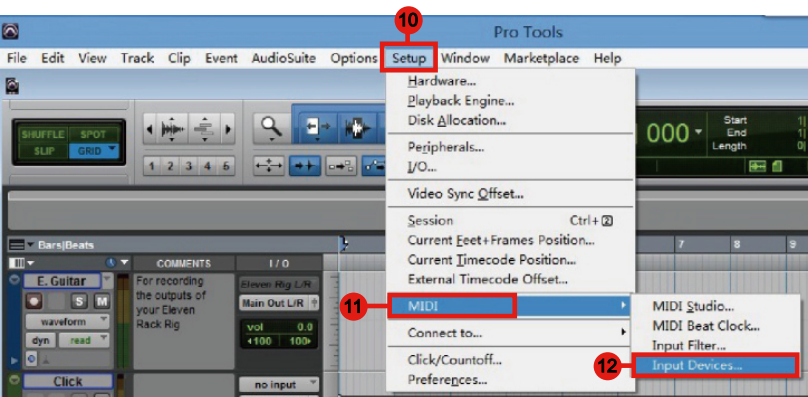
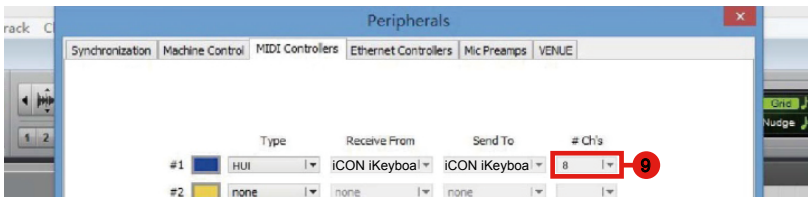
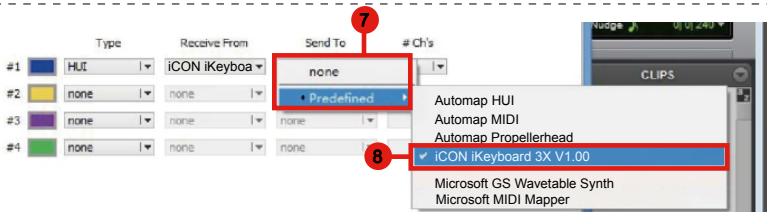
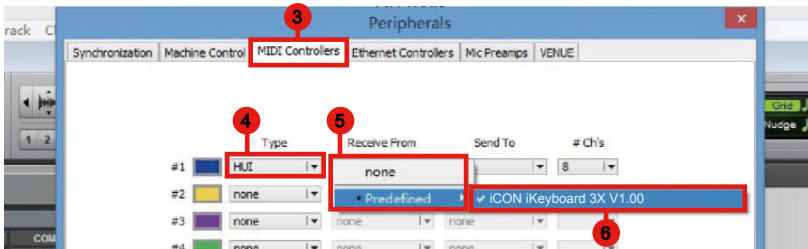
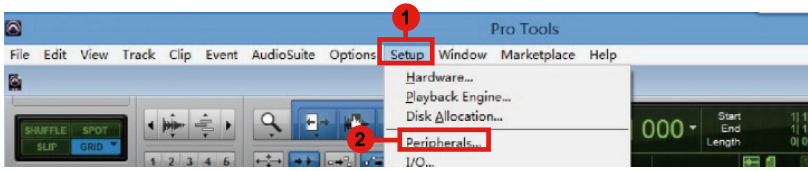
# Studio One

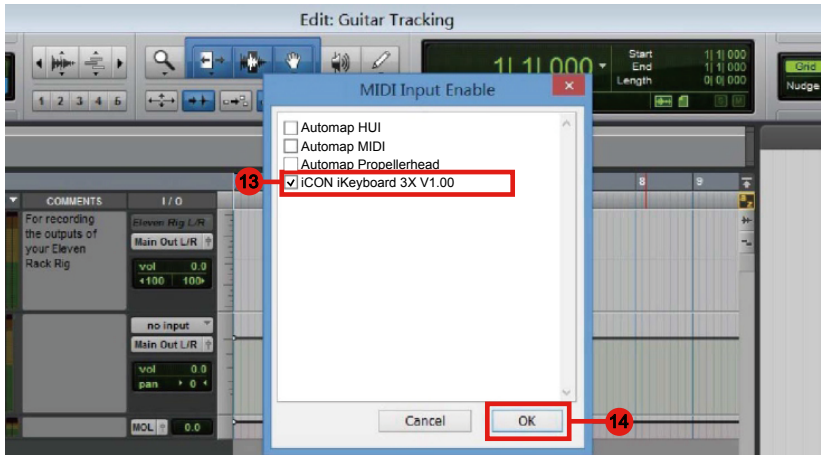


# Ableton Live



# Pro Tools






# Download the Windows driver from your “Personal User Page at [www.iconproaudio.com](http://www.iconproaudio.com)”

After you downloaded the driver file, please click it to start the installation process.

|  |                  |           |            |            |             |                 |            |
|--|------------------|-----------|------------|------------|-------------|-----------------|------------|
|  | CONTROL SURFACES | KEYBOARDS | INTERFACES | HEADPHONES | MICROPHONES | STUDIO MONITORS | PROCESSORS |
|--|------------------|-----------|------------|------------|-------------|-----------------|------------|

iKeyboard 3X  
Serial Number: 7QU1Z3

Unregister this device

---

iMap for MacOS [Download the latest](#)

iMap for Windows [Download The Latest](#)

Quick Start Guide [Download](#)

Diagram 1

## 1. iMap™ Software for Mac OS X

Please follow the procedures below step-by-step to launch your iMap™ software in Mac OS X.

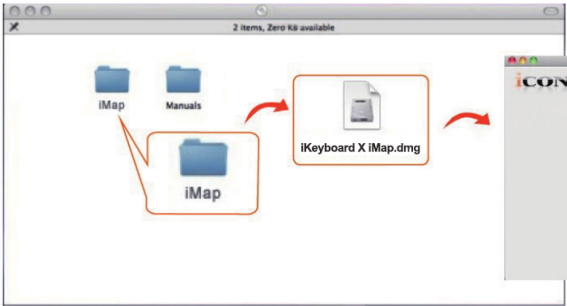


Diagram 1

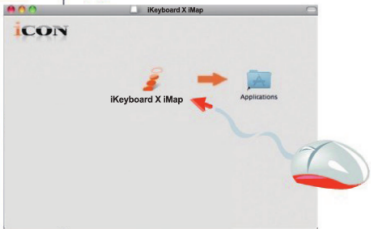


Diagram 2

**Tips:** By “dragging and dropping” the “iKeyboard X” icon into the “Applications” folder, you can create a “iMap” shortcut on your Mac’s desktop.

# Installing iMap™ Software for Windows

Please follow the procedures below step-by-step to install your iMap™ software.

## ① Turn on your PC

## ② Download the Windows driver from your “Personal User Page at [www.iconproaudio.com](http://www.iconproaudio.com)”

After you downloaded the driver file, please click it to start the installation process.

## ③ Setup Wizard appear

Setup wizard appears, please click “Next”.



Diagram 3

## ④ Choose Install Location

Choose your preferred install location for iMap™ or use the default location and click “Next”.

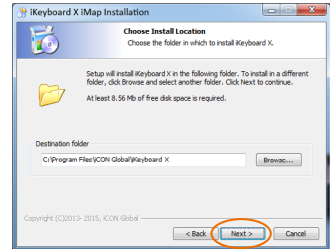


Diagram 4

## ⑤ Select shortcut

Select the start menu folder in which you would like to create the iMap™ shortcut. Then click “Next”.

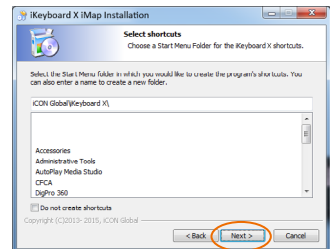


Diagram 5



**⑥ Create a shortcut on your desktop**

Please untick the box if you do not want to place a shortcut icon on your desktop for iMap™, otherwise click “Next”.

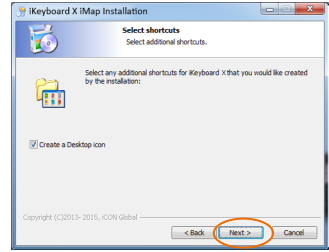


Diagram 6

**⑦ iMap™ started to install**

The iMap™ installation has now started, wait for it to finish. Then click “Finish”.

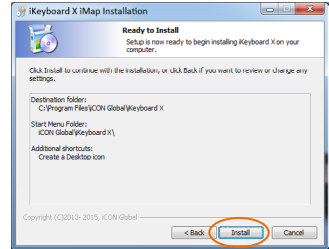


Diagram 7

**⑧ Installation finished**

Click “Finish” to complete the iMap™ software installation.



Diagram 8

# Assigning MIDI functions with iMap™

You can use iMap™ to easily assign the MIDI functions of your iKeyboard X.

**Note:** If your iKeyboard X is not connected to your Mac/PC, the message “There are no MIDI input devices” will appear. Please connect iKeyboard X to your Mac/PC with the provided USB cable.

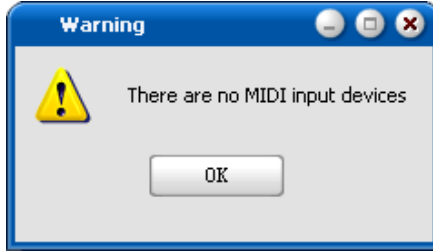
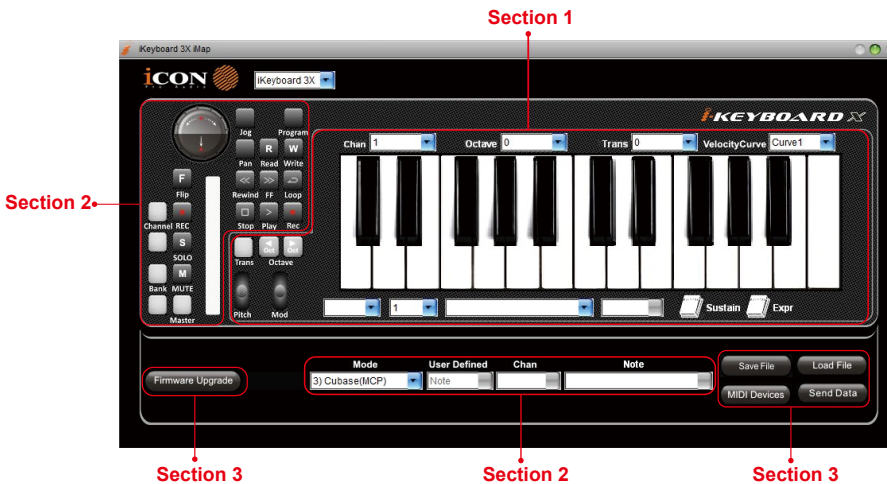


Diagram 9

## iMap™ iKeyboard X software panel

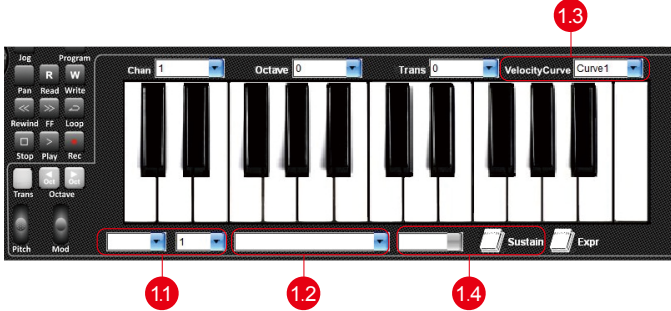
iKeyboard X's iMap is divided into three main sections as described below:



# Section 1

## 1.0 Keyboard elements assignment

These elements include the key switches, velocity curve, modulation/pitch bend jog wheel, Sustain & Expression pedal, Transpose & Octave buttons. These elements are assigned by the top three drop down windows. To assign a control, select it by clicking it and assign a different midi message by the two drop down menus (MIDI Channel & CC).



### 1.1 MIDI Channel

Assign MIDI channel from 0-16.

### 1.2 CC value

Assign MIDI CC value from 0-127.

### 1.3 Velocity Curve

Select the available velocity curve of your keyboard. For the difference velocity curve diagram, please refer to P.33.

### 1.4 Sustain Pedal

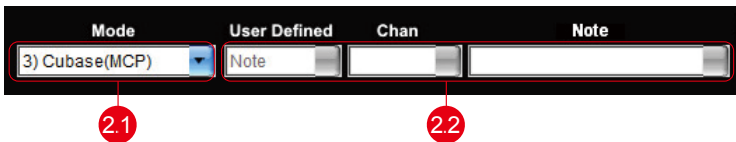
You could reverse the sustain pedal connector polarity. Please refer to P.32 for details.

# Section 2

## 2.0 Control surface elements assignment

These elements include all the buttons, the knob and the touch pad. These elements are assigned by the lower four drop down menus.

**Note:** iKeyboard X has built-in Mackie Control protocols & HUI for different DAW such as Cubase™, Samplitude™, Ableton Live™, Logic Pro™, Bitwig™, Reason™, Reaper™, Studio One™ and ProTools™. By selecting the correct DAW and Mackie control (HUI) protocol, iKeyboard X has automatically mapped the major functions and work seamlessly with that DAW.



## 2.1 Control Mode

|                        |   |
|------------------------|---|
| <b>Mackie Control:</b> | Select "Mackie Control" for Mackie control protocol |
| <b>HUI:</b>            | Select "HUI" for HUI control protocol               |
| <b>User Defined:</b>   | Set your own midi settings for all the controllers  |

*(Tip: Please refer to Appendix A for Mackie Control and HUI protocol functions.)*

*(Note: In "Mackie Control / HUI" mode, settings are fixed and not changeable.)*

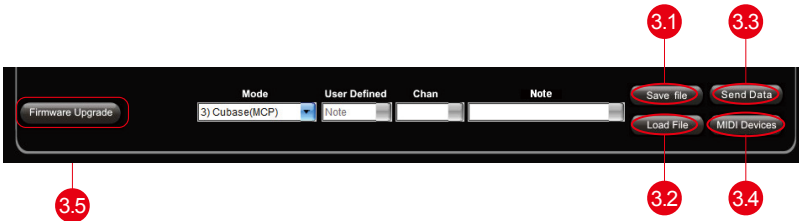
## 2.2 User defined mode (Advance user)

If you would like to assign your own midi mapping, select "User Defined" mode at the control mode drop down menu. To assign a control, select it by clicking it and assign a different midi message by the three drop down menus. The table below shows the different types of midi messages and their changeable parameters.

| MIDI Message Type | Channel | Parameters    |
|-------------------|---------|---------------|
| Note              | 0 to 16 | -1(C) to 9(G) |
| CC                | 0 to 16 | 0 to 127      |

## Section 3

### 3.0 General setting to the keyboard



#### 3.1 "Save file" button

Click this button to save your current settings for the ikeyboard X. The file is an "ikeyboard X" file.

#### 3.2 "Load file" button

Click this button to load a previously saved ". ikeyboard X" setting file for your ikeyboard X.

#### 3.3 "Send Data" button

Click this button to upload the iMap™ software settings to your ikeyboard X via USB connection.

*(Note: You must have connected your ikeyboard X to your Mac/PC, otherwise the settings upload will not be successful.)*

### 3.4 “MIDI Devices” button

Click this button, a MIDI device select window will appear as shown in diagram 10. Please select “ICON ikeyboard X” for the MIDI Out Devices.



Diagram 10

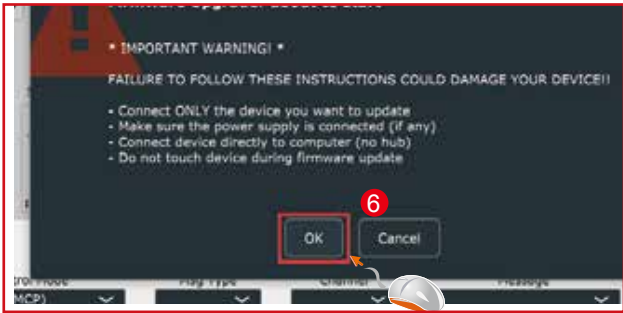
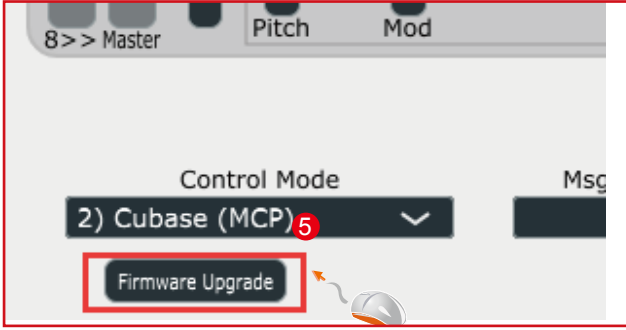
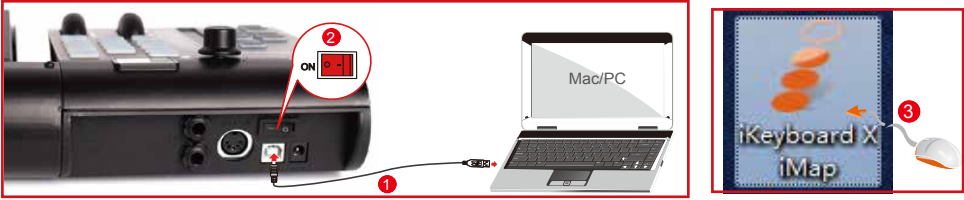
*(Note: Please make sure you have pressed this button every time you launched iMap, select your ICON product on the MIDI input-output Device pop-up menu to make sure the communication between iMap and your ICON product is created successfully.)*

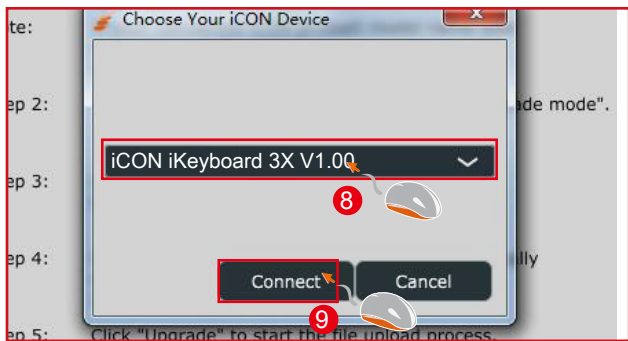
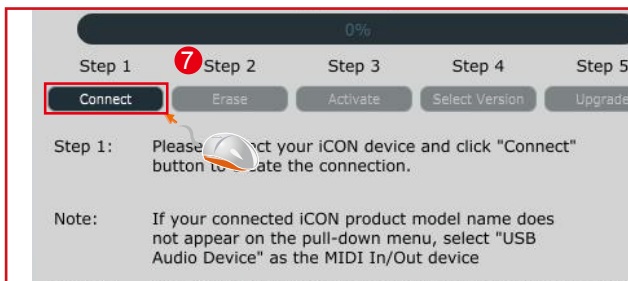
### 3.5 “Firmware Upgrade” button

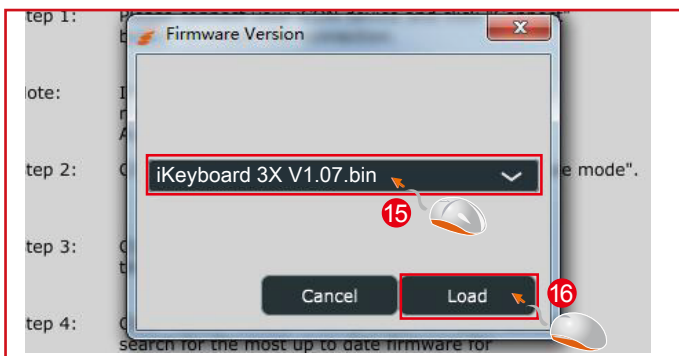
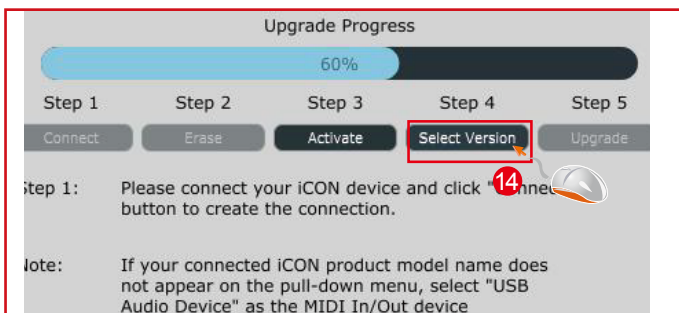
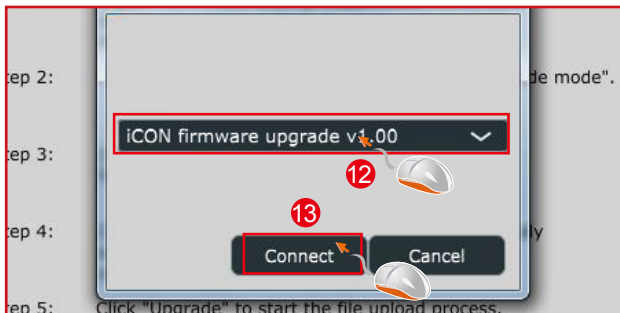
Click this button to enter into the firmware upgrade window for ikeyboard X. Please refer to P.29 for the firmware upgrade procedure.

# Firmware upgrade

## iKeyboard X functional firmware upload procedure









## ***Restore the factory default settings***

To restore your ikeyboard X settings to factory default, simply import the “Factory Default” setting file into your ikeyboard X with the original setting of the iMap software.

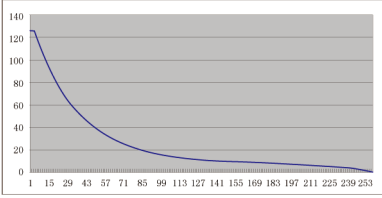
## ***Reverse sustain pedal connector polarity***

There are two major type of sustain pedal on the market, they are having a reverse polarity and thus will have the exact opposite reaction. You may adjust the polarity of your iKeyboard X sustain pedal connector with the provided iMap (V1.03 or above). Please follow the below instructions to adjust the polarity.

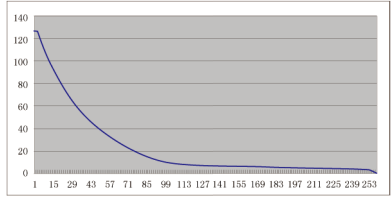
- 1.Launch iMap again and click “MIDI Devices” button to select iKeyboard X or USB Audio Device form the pop-up menu
- 2.Click the ‘Sustain Pedal” logo and select “reverse” on the left-side pull down menu.
- 3.Click “Send Data” button to upload the settings to your iKeyboard X.
- 4.Close iMap software.

# Velocity curve

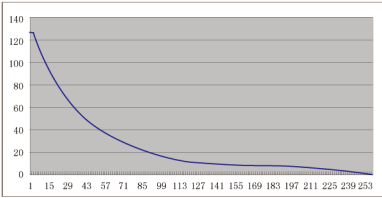
**Curve 1**



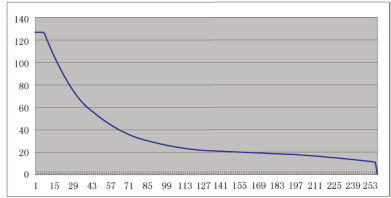
**Curve 2**



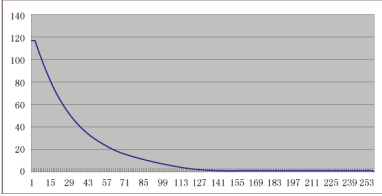
**Curve 3**



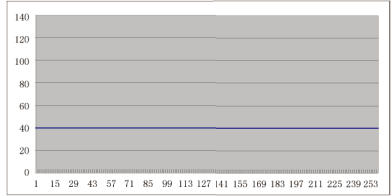
**Curve 4**



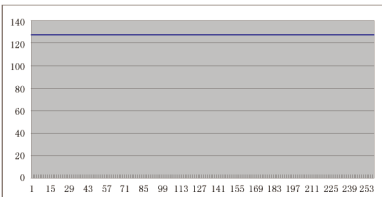
**Curve 5**



**Curve 6**










**Curve 7**





# Appendix A

## Mackie Control mode function table

(Nuendo/Cubase/Logic/Bitwig/Reaper/Samplitude/Reaper/Studio One/Live)

| Controller   | Function  |
|--|---|
| Encoder  | Adjust channel Pan parameter  |
| Encoder with "Jog" button activated  | Rotate: Scrolling the play-line forward & backward<br>Enter: Add marker |
| TouchPad Fader   | Adjust channel/Master volume  |
| Button "Master"  | Activate to use the touchpad fader as Master fader                      |
| Button "M"   | Mute track  |
| Button "S"   | Solo track  |
| Button "  " 1-8 | Record track  |
| Button "Channel <"   | Shift one channel up  |
| Button "Channel >"   | Shift one channel down  |
| Button "8 <<"  | Shift eight channel up  |
| Button "8 >>"  | Shift eight channel down  |
| Button "  "     | Activate the stop function  |
| Button "  "     | Activate the play function  |
| Button "  "     | Activate the record function  |
| Button "<<"  | Activate the rewind function  |
| Button ">>"  | Activate the fast forward function                                      |
| Button "  "     | Activate the loop function  |
| Button "Flip"  | Swap the parameter settings of the faders and the rotary encoder knobs  |
| Button "  "   | Activate the read function of the DAW                                   |
| Button "  "   | Activate the write function of the DAW                                  |
| Button "Program"   | Activate to select different sound patches on your DAW                  |

**HUI mode function table  
(ProTools)**

| <b>Controller</b>  | <b>Function</b>   |
|--|---|
| Encoder  | Adjust channel Pan parameter  |
| Encoder with "Jog" button activated  | Rotate: Scrolling the play-line forward & backward<br>Enter: Add marker |
| TouchPad Fader   | Adjust channel/Master volume  |
| Button "Master"  | Activate to use the touchpad fader as Master fader                      |
| Button "M"   | Mute track  |
| Button "S"   | Solo track  |
| Button "  " 1-8 | Record track  |
| Button "Channel <"   | Shift one channel up  |
| Button "Channel >"   | Shift one channel down  |
| Button "8 <<"  | Shift eight channel up  |
| Button "8 >>"  | Shift eight channel down  |
| Button "  "     | Activate the stop function  |
| Button "  "     | Activate the play function  |
| Button "  "     | Activate the record function  |
| Button "<<"  | Activate the rewind function  |
| Button ">>"  | Activate the fast forward function                                      |
| Button "  "     | Activate the loop function  |
| Button "Flip"  | Swap the parameter settings of the faders and the rotary encoder knobs  |
| Button "  "   | Activate the read function of the DAW                                   |
| Button "  "   | Activate the write function of the DAW                                  |
| Button "Program"   | Activate to select different sound patches on your DAW                  |

# Specifications

## Connector:

|                      |                               |
|----------------------|-------------------------------|
| USB                  | USB connector (standard type) |
| Sustain & Expression | 2x1/4" TS connectors          |
| MIDI I/O             | 5-pin Din connector           |

|                            |               |
|----------------------------|---------------|
| <b>Power supply</b>        | 7V/1A DC      |
| <b>Current consumption</b> | 100mA or less |

## Weight:

|              |        |           |
|--------------|--------|-----------|
| iKeyboard 3X | 2.4kg  | 5.3(lb)   |
| iKeyboard 4X | 3.2kg  | 7.06(lb)  |
| iKeyboard 5X | 4kg    | 8.82(lb)  |
| iKeyboard 6X | 4.8kg  | 10.58(lb) |
| iKeyboard 8X | 6.61kg | 14.57(lb) |

## Dimensions:

|              |                             |
|--------------|-----------------------------|
| iKeyboard 3X | 530(L)x189(W)x74(H)mm       |
|              | 21"(L)x7.44"(W)x2.91"(H)    |
| iKeyboard 4X | 695(L)x189(W)x74(H)mm       |
|              | 27.4"(L)x7.44"(W)x2.91"(H)  |
| iKeyboard 5X | 860(L)x189(W)x74(H)mm       |
|              | 33.9"(L)x7.44"(W)x2.91"(H)  |
| iKeyboard 6X | 1025(L)x189(W)x74(H)mm      |
|              | 40.4"(L)x7.44"(W)x2.91"(H)  |
| iKeyboard 8X | 1403(L)x189(W)x74(H)mm      |
|              | 55.24"(L)x7.44"(W)x2.91"(H) |

# Services

If your ikeyboard X needs servicing, follow these instructions.

Check our online Help Center at <http://support.iconproaudio.com/hc/en-us>, for information, knowledge, and downloads such as:

1. FAQ
2. Download
3. Learn More
4. Forum

Very often you will find solutions on these pages. If you don't find a solution, create a support ticket at our online Help Center at the link below, and our technical support team will assist you as soon as we can.

Navigate to <http://support.iconproaudio.com/hc/en-us> and then sign in to submit a ticket.

As soon as you have submitted an inquiry ticket, our support team will assist you to resolve the problem with your ICON ProAudio device as soon as possible.

To send defective products for service:

1. Ensure the problem is not related to operation error or external system devices.
2. Keep this owner's manual. We don't need it to repair the unit.
3. Pack the unit in its original packaging including end card and box. This is very important. If you have lost the packaging, please make sure you have packed the unit properly. ICON is not responsible for any damage that occurs due to non-factory packing.
4. Ship to the ICON tech support center or the local return authorization. See our service centers and distributor service points at the link below:

If you are located in US

Send the product to:

**North America**

**Mixware, LLC – U.S. Distributor**

**11070 Fleetwood Street – Unit F.**

**Sun Valley, CA 91352; USA**

**Tel.: (818) 578 4030**

**Contact: [www.mixware.net/help](http://www.mixware.net/help)**

If you are located in Europe

Send the product to:

**Sound Service**

**GmbH European**

**Headquarter Moriz-Seeler-Straße**

**3D-12489 Berlin**

**Telephone: +49 (0)30 707 130-0**

**Fax: +49 (0)30 707 130-189**

**E-Mail: [info@sound-service.eu](mailto:info@sound-service.eu)**

If you are located in Hong Kong

Send the product to:

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**No. 5-7 Wong Chuk Yueng Street,**

**Fotan,**

**Sha Tin, N.T., Hong Kong.**

**Tel: (852) 2398 2286**

**Fax: (852) 2789 3947**

**Email: [info.asia@icon-global.com](mailto:info.asia@icon-global.com)**

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