

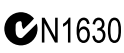






# **PLATFORM-M**

MIDI/Audio control surface with motorized faders



User manual



	<p><b>CAUTION</b></p> <p>RISK OF ELECTRIC SHOCK DO NOT OPEN RISQUE DE CHOC ELECTRIQUE NE PAS OUVRIR</p> <p>CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK DO NOT REMOVE COVER (OR BACK) NO USER-SERVICEABLE PARTS INSIDE REFER SERVICING TO QUALIFIED PERSONNEL</p> <p>ATTENTION: POUR EVITER LES RISQUES DE CHOC ELECTRIQUE: NE PAS ENLEVER LE COUVERCLE. AUCUN ENTRETIEN DE PIECES INTERIEURES PAR L'USAGER. CONFIER L'ENTRETIEN AU PERSONNEL QUALIFIE.</p> <p>AVIS: POUR EVITER LES RISQUES D'INCENDIE OU D'ELECTROCUTION, N'EXPOSEZ PAS CET ARTICLE A LA PLUIE OU A L'HUMIDITE</p>		  	<p>The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure, that may be of sufficient magnitude to electric shock to persons. Le symbol clair avec point de flèche à l'intérieur d'un triangle équilatéral est utilisé pour avertir l'utilisateur de la présence d'intérieur du coffret de voltage dangereux non isolé d'ampleur suffisante.</p> <p>The exclamation point within an equilateral triangle is intended to alert the user of the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance. Le point d'exclamation à l'intérieur d'un triangle équilatéral est employé pour avertir les utilisateurs de la présence d'instructions importantes pour le fonctionnement et l'entretien (service) dans le livret d'instruction accompagnant l'appareil.</p>
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## ***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 Platform M Midi/Audio control surface. 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 Platform M, as well as a guided tour through its front and rear panels, step-by-step instructions for its setup and use, and full specifications.

You'll also find a warranty card enclosed---please don't forget to fill it out and mail it so that you can receive online technical support at: [www.iconproaudio.com](http://www.iconproaudio.com). And so we can send you updated information about this and other ICON products in the future. 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 Platform M will operate without any trouble for many years. We recommend that you record your serial number in the space provided below for future reference.

Please write your serial number here for future reference:

Purchased at:

Date of purchase:

## What's in the package?

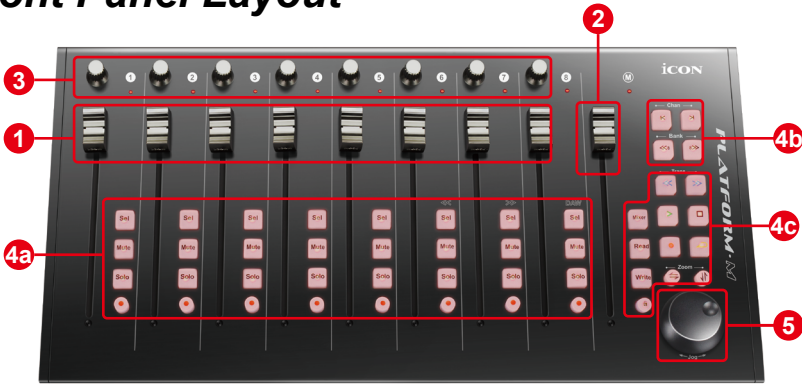
- Platform M USB-MIDI Controller x 1pc
- CD x 1
- App software – iMap (Mac & Windows)
- User manual & QSG
- DAW software
- Quick Start Guide x 1
- USB2.0 Cable x 1
- AC adaptor x 1pc

# Features



- Extremely compact, durable and versatile
- Customize the perfect setup with a variety of Platform extension modules
- 8 touch-sensitive motorized channel faders with 10-bit resolution
- 1 touch-sensitive motorized fader for master channel with 10-bit resolution
- 8 dual-functions encoder knobs (Rotate and enter)
- Jog wheel shuttle for fast search and control
- Illuminated buttons for each channel including Sel, Mute, Solo and Record
- 6 illuminated transport buttons including Play, Stop, Rec, Rewind, Fast forward and Loop
- Illuminated “Zoom” buttons with 2 directional keys (Left/Right & Up/Down) used in combination with the jog wheel
- 2 illuminated “Track” buttons for easy selection of different channels
- 2 illuminated “Bank” buttons for shifting 8-channels
- Mackie control build-in for Cubase, Nuendo, Samplitude, Logic Pro, Reaper, Bitwig, Studio One 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
- Class-compliant with Windows XP, Vista (32-bit), Windows 7/8/10 (32-bit & 64-bit) Mac OS X (IntelMac)
- USB 2.0 high speed connectivity
- Superior build quality and robust metal casing with Kensington lock port
- 12V/2.5A power adapter included

# Front Panel Layout



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

## 1. Channel faders

The eight 100mm motorized faders are generally used for controlling the track volume of your DAW. They are all touch sensitive to allow override automation the moment you touch a fader. Also, they are motorized; they will automatically move to reflect the current level of the selected channels in your DAW application. Any automation recorded in a project will be reflected by the fader positions.

## 2. Master fader

This 100mm motorized fader operates the same as the other 8 faders. It controls your DAW software's master channel fader.

**Note:** Except Pro Tools – Pro Tools software is designed in such a way that the fader next to your last channel fader always acts as the master channel fader.

## 3. Knobs

The eight rotary encoder knobs are generally used for controlling the track pan position, aux send levels and EQ of your DAW. You may also preset them to adjust specific parameters within plug-ins and virtual instruments.

## 4. Control buttons

### 4a) Recording channel control buttons section

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

**SOLO buttons** - Turn On and Off the solo state of the associated channel. The switch will light red 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 buttons** - Activate and deactivate the mute state of the associated channel. The switch will light red when the channel is muted.

**SEL buttons** - The SEL buttons activate the associated channels in the DAW software in order to perform a specific operation (for example, when adjusting EQ with the ASSIGNABLE ENCODERS, the SEL switch will be used to choose the channel you want to adjust). When a channel is selected, the associated SEL switch's red LED will light up.

#### 4b) Motorized fader control buttons section

- |                           |   |
|---------------------------|---|
| <b>Chan &lt; button</b> - | Shift "one" channel up for all faders (except the master channel).      |
| <b>Chan &gt; button</b> - | Shift "one" channel down for all faders (except the master channel).    |
| <b>BANK &lt; button</b> - | Shift "eight" channels up for all faders (except the master channel).   |
| <b>BANK &gt; button</b> - | Shift "eight" channels down for all faders (except the master channel). |

#### 4c) Transport and Zoom control buttons section

- |                              |   |
|------------------------------|---|
| <b>PLAY button</b> -         | Activate the play function of the DAW.  |
| <b>STOP button</b> -         | Activate the stop function of the DAW.  |
| <b>REC button</b> -          | Activate the record function of the DAW.  |
| <b>REWIND button</b> -       | Activate the rewind function of the DAW.  |
| <b>FAST FORWARD button</b> - | Activate the fast forward function of the DAW.  |
| <b>LOOP button</b> -         | Activate the loop function of the DAW.  |
| <b>Zoom L/R button</b> -     | Zoom in horizontally to the Graphical User Interface (GUI) of the DAW application. Activate the button and rotate the jog wheel to zoom in and out. |
| <b>Zoom U/D button</b> -     | Zoom in vertically to the Graphical User Interface (GUI) of the DAW application. Activate the button and rotate the jog wheel to zoom in and out.   |
| <b>MIXER button</b> -        | Press this button to launch the mixer window of the DAW.  |
| <b>READ button</b> -         | Press the READ button to activate the read function of the current audio track.   |
| <b>WRITE button</b> -        | Press the WRITE button to activate the write function of the current audio track.   |
| <b>LOCK button</b> -         | Activate to lock all motorized faders.  |

### 5. Jog wheel

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

# Side Panel Layout



## 1. USB port

Functions as a MIDI port to your notebook (or computer) and compatible software.

## 2. LCD Module (Platform D/Platform D2)

Connect your Platform D/Platform D2 here with the provided cable.

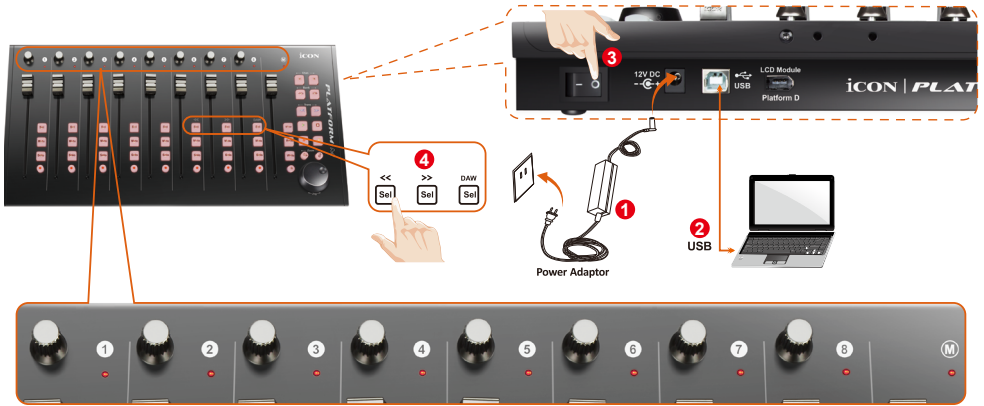
## 3. 12V/2.5A power adaptor

Connect the provided power adaptor here.

*(Note: Platform M is not able to work without the provided power adaptor connected. The USB bus power is not able to provide sufficient power supply for Platform M.)*

# Getting Started

## Connecting Your Platform M Controller



### 2 Connect the Platform M 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 other end to the Platform M. Your Mac/PC should automatically "detect" the new hardware and notify you that it is ready to use.

### 4 Select the DAW at Platform M.

Press << (channel 6's "Sel" button)/>> (channel 7's "Sel" button) to scroll through the DAW list, and then press the "DAW" (channel 8's "Sel" button) button to make the selection.

The DAW name will display on the LCD while you are scrolling through the list to make the selection if Platform D (optional) is installed. Otherwise, the 9 channel's LED indicator lights located on the top will indicate the DAW. The sequence is as follows:

- Channel 1 LED: Nuendo
- Channel 2 LED: Cubase
- Channel 3 LED: Logic Pro
- Channel 4 LED: Samplitude
- Channel 5 LED: Ableton Live
- Channel 6 LED: Pro Tools
- Channel 7 LED: User define
- Channel 8 LED: Reaper
- Channel 1+2 LEDs: Studio One
- Channel 3+4 LEDs: Reason
- Channel 5+6 LEDs: Bitwig

**Tip:** Platform M will memorise your last selected DAW mode and re-enter the same mode a few seconds after it has been switched on. (i.e. DAW mode selection is not needed if the last mode is being used.)

## 5 Setup your DAW

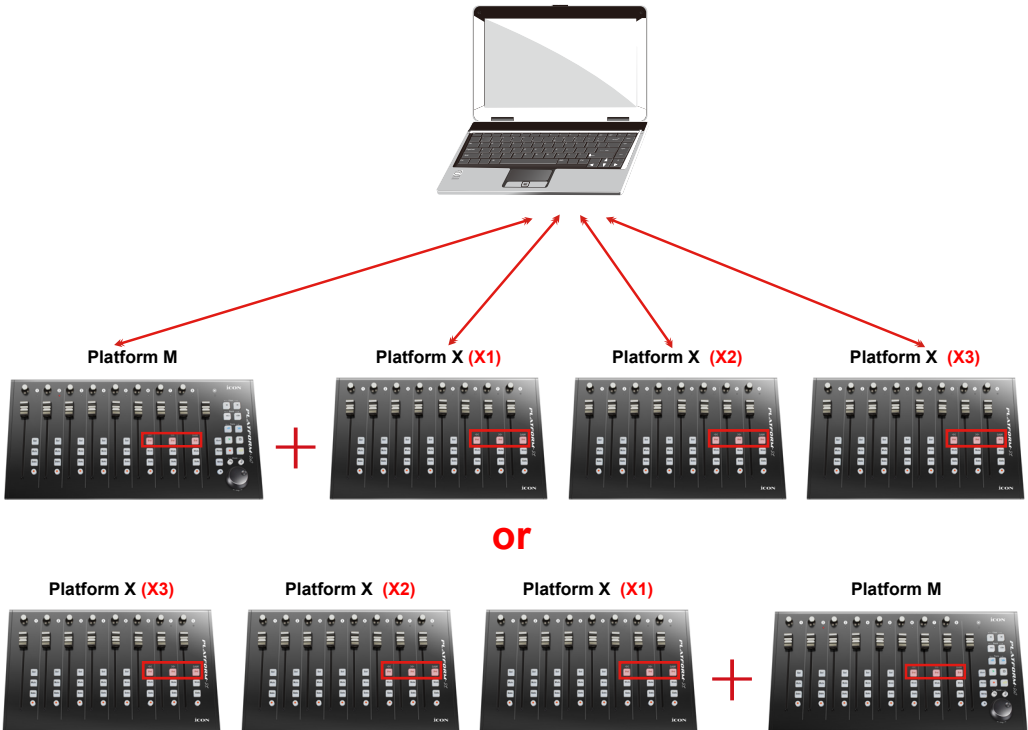
Activate the ICON Platform M controller in your DAW or MIDI software using “MIDI Setup” or “MIDI Devices”.

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

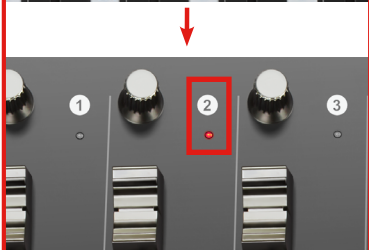
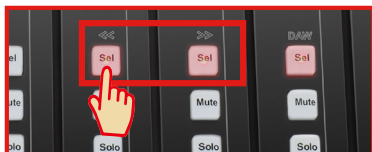
*(Tip: You may also refer to our website at [www.iconproaudio.com](http://www.iconproaudio.com), at each controller (Platform M) product page’s “Setup demo” section for different DAW set up illustrations.*

*For DAW that not on our setup demo list, please refer to your software user manual for the hardware setup.)*

## (Expander ~ use with Platform X)



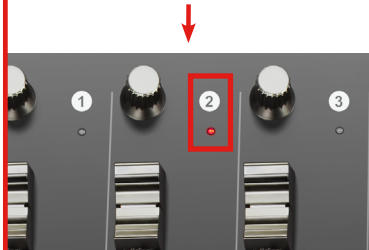
# 1 Platform M



- Channel 1 LED: Nuendo
- Channel 2 LED: Cubase
- Channel 3 LED: Logic Pro
- Channel 4 LED: Samplitude
- Channel 5 LED: Ableton Live
- Channel 6 LED: Pro Tools
- Channel 7 LED: User define
- Channel 8 LED: Reaper
- Channel 1+2 LEDs: Studio One
- Channel 3+4 LEDs: Reason
- Channel 5+6 LEDs: Bitwig



# 2 Platform X (X1)



- Channel 1 LED: Nuendo
- Channel 2 LED: Cubase
- Channel 3 LED: Logic Pro
- Channel 4 LED: Samplitude
- Channel 5 LED: Ableton Live
- Channel 6 LED: Pro Tools
- Channel 7 LED: User define
- Channel 8 LED: Reaper
- Channel 1+2 LEDs: Studio One
- Channel 3+4 LEDs: Reason
- Channel 5+6 LEDs: Bitwig



**X1**

### 3 Platform X (X2)

Channel 1 LED: Nuendo  
Channel 2 LED: Cubase  
Channel 3 LED: Logic Pro  
Channel 4 LED: Samplitude  
Channel 5 LED: Ableton Live  
Channel 6 LED: Pro Tools  
Channel 7 LED: User define  
Channel 8 LED: Reaper  
Channel 1+2 LEDs: Studio One  
Channel 3+4 LEDs: Reason  
Channel 5+6 LEDs: Bitwig

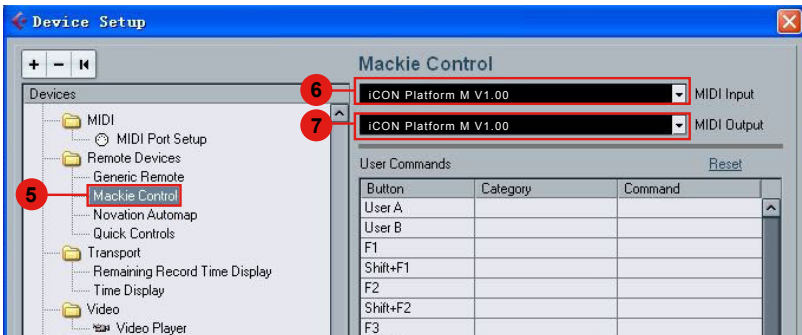
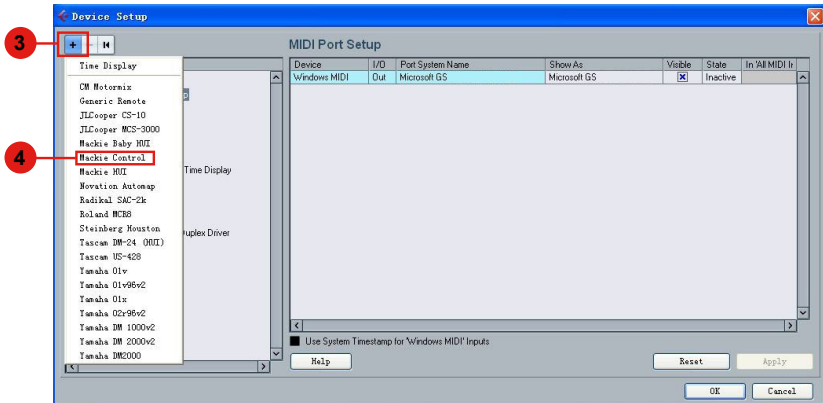
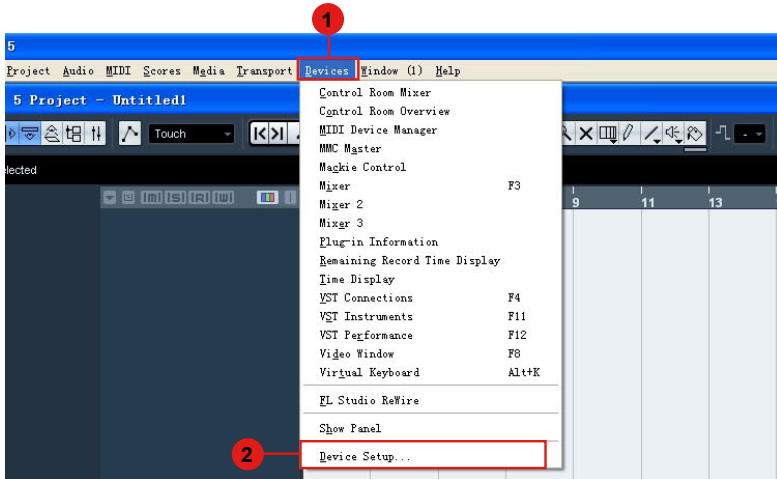
**X2**

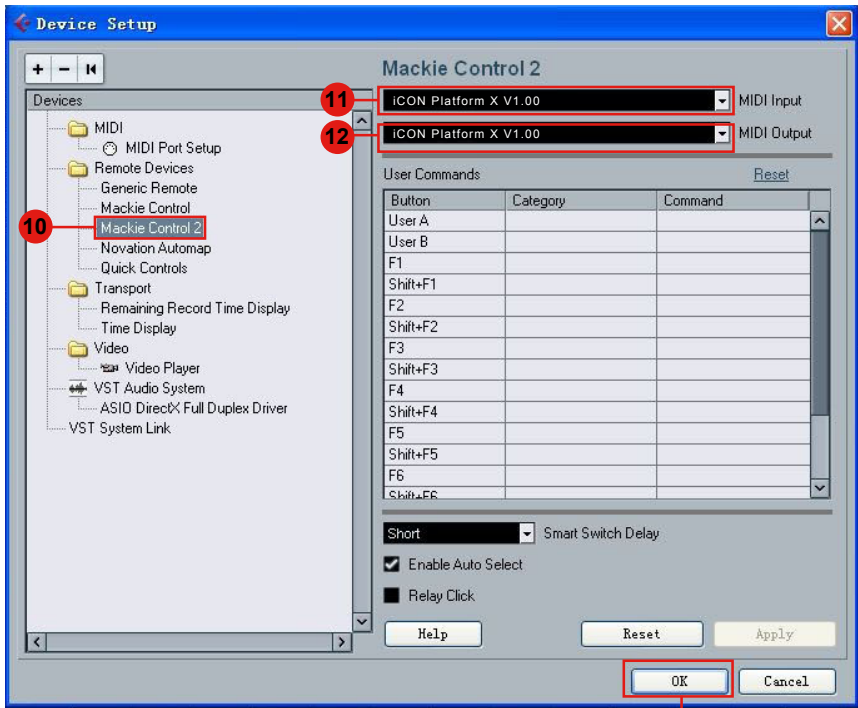
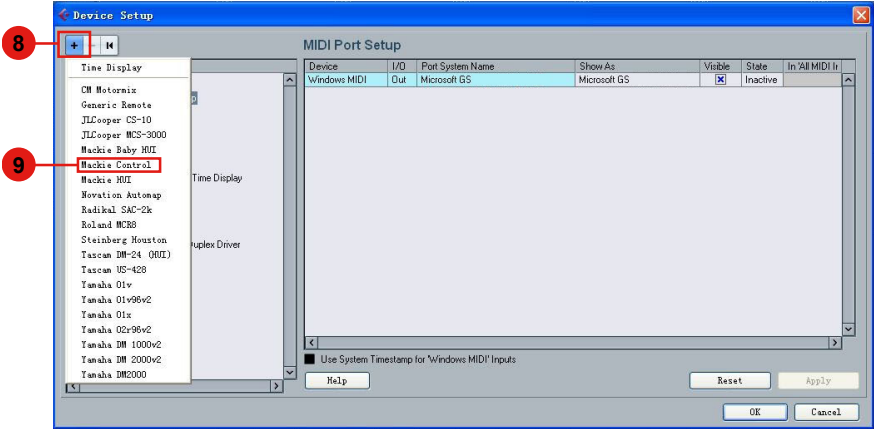
### 4 Platform X (X3)

Channel 1 LED: Nuendo  
Channel 2 LED: Cubase  
Channel 3 LED: Logic Pro  
Channel 4 LED: Samplitude  
Channel 5 LED: Ableton Live  
Channel 6 LED: Pro Tools  
Channel 7 LED: User define  
Channel 8 LED: Reaper  
Channel 1+2 LEDs: Studio One  
Channel 3+4 LEDs: Reason  
Channel 5+6 LEDs: Bitwig

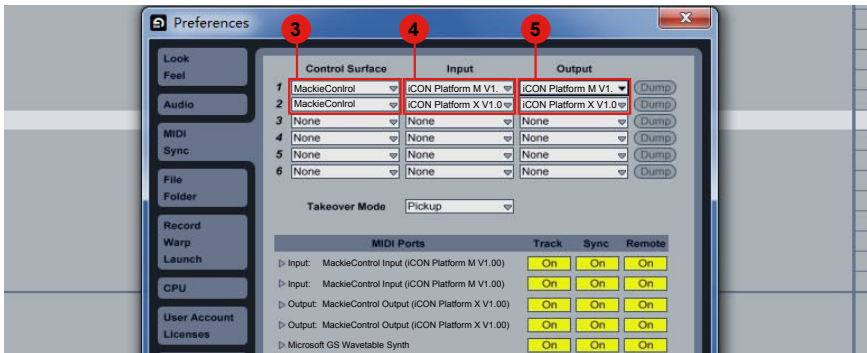
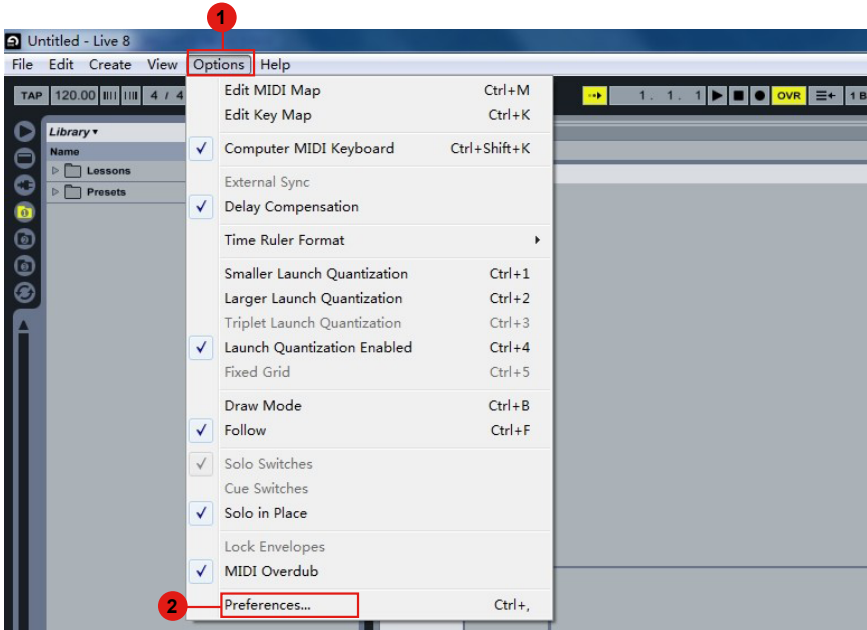
**X3**

# Cubase

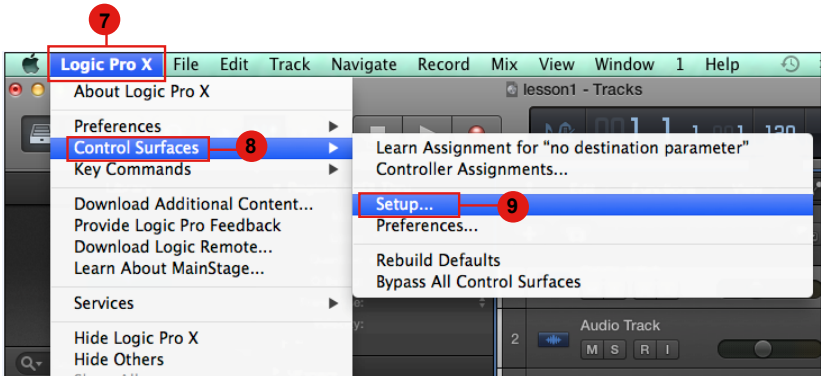
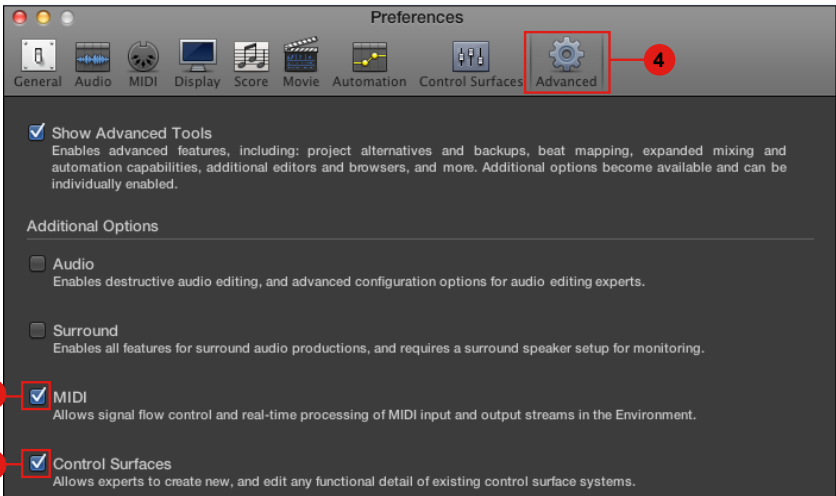
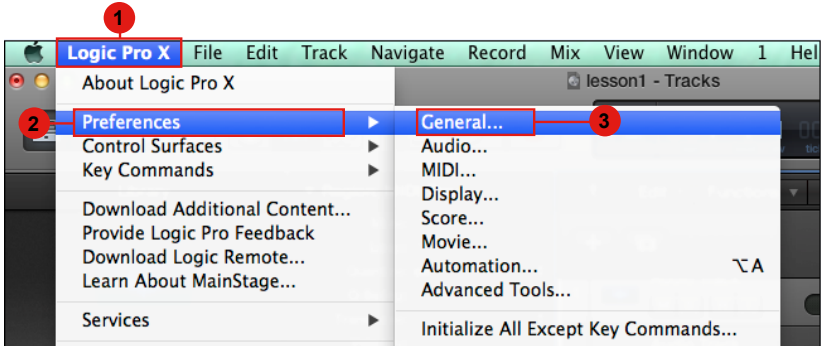


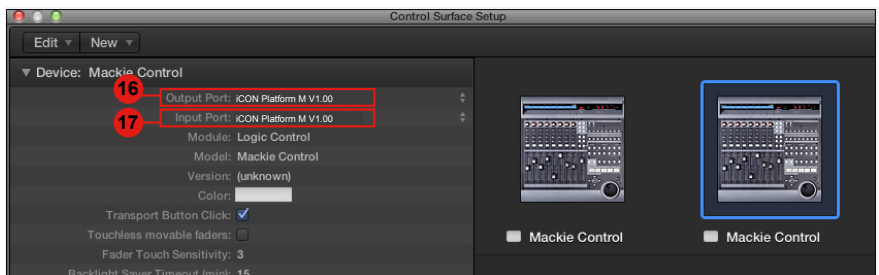
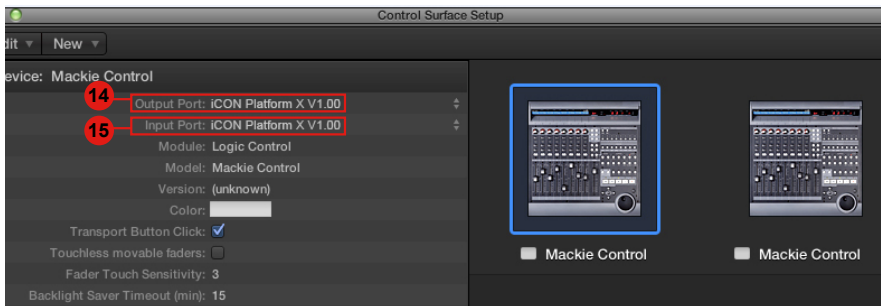
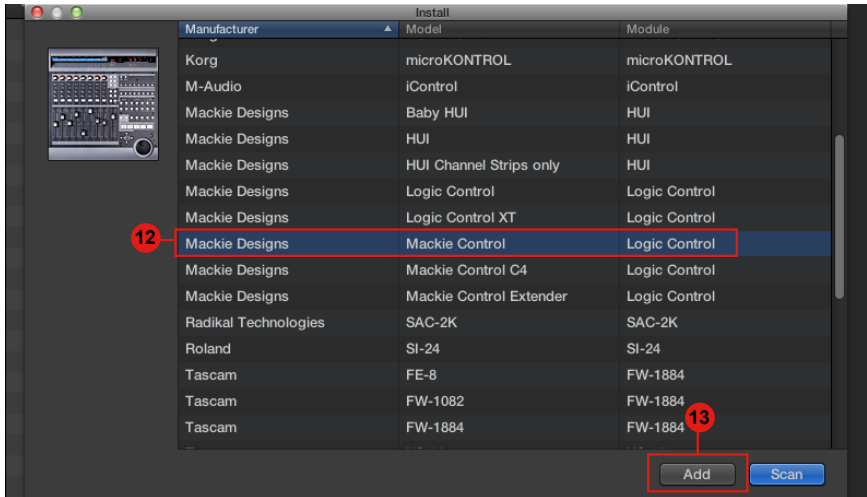


# Ableton Live

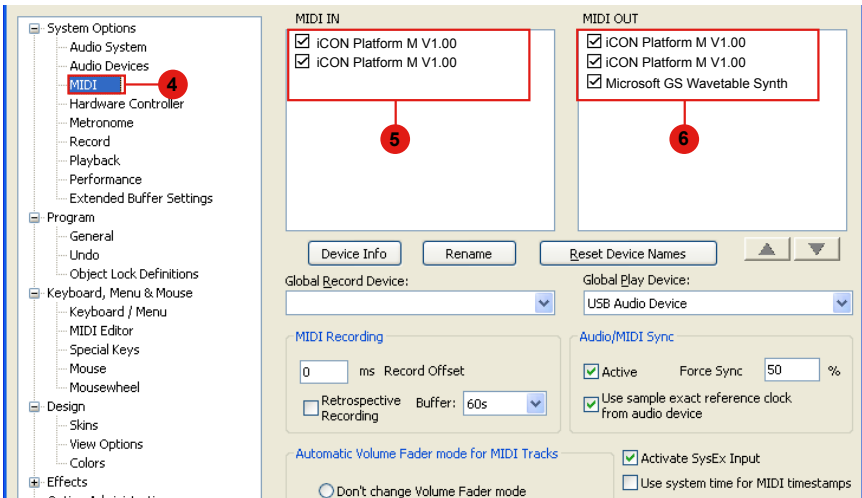
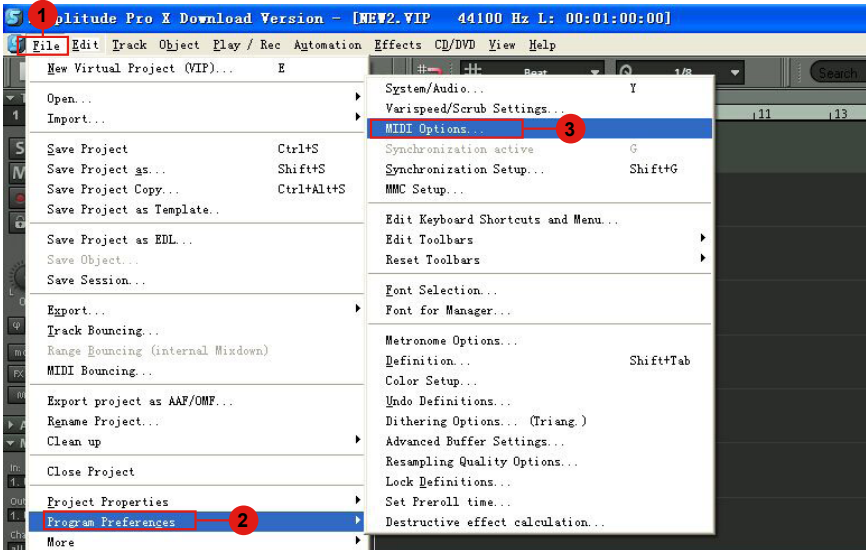


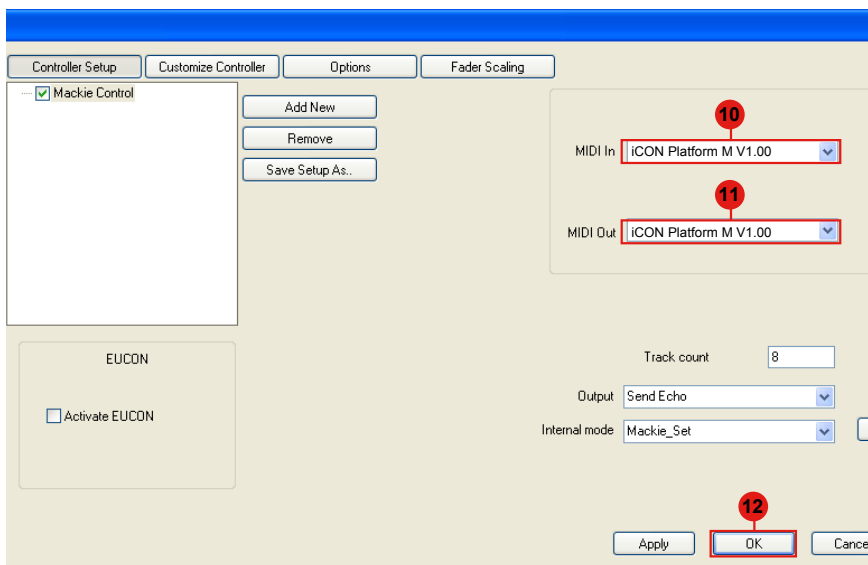
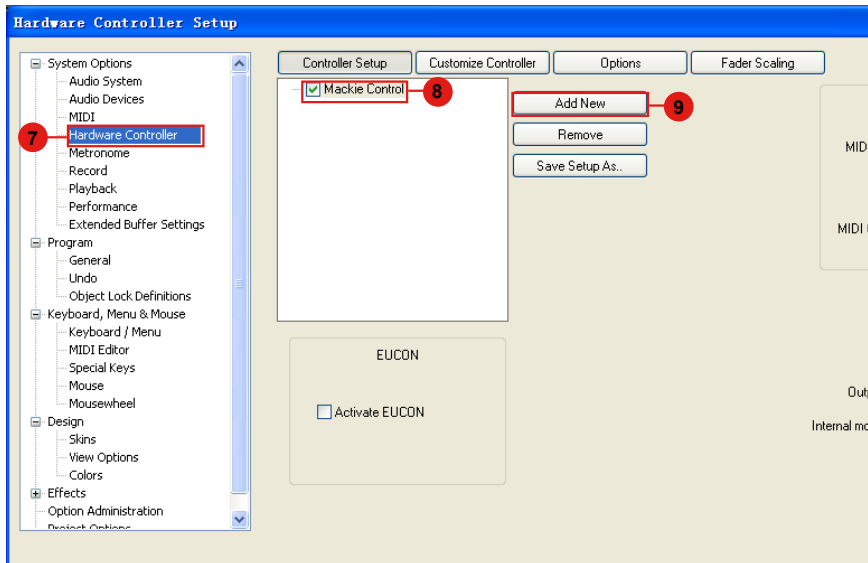
# Logic Pro



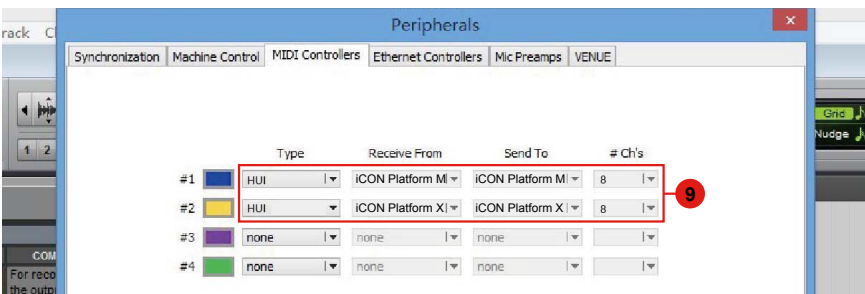
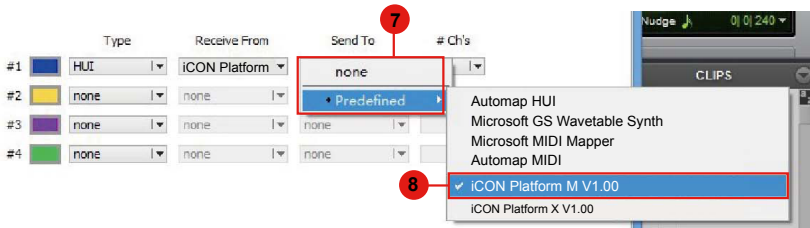
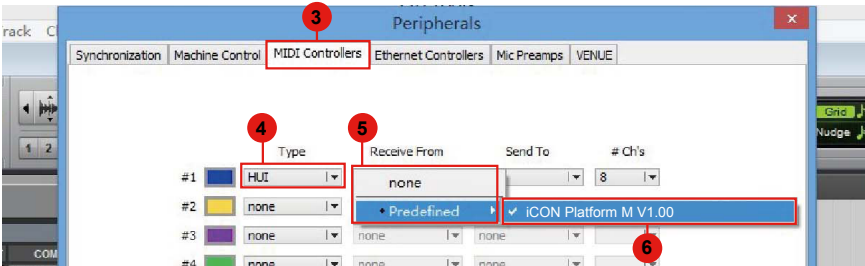
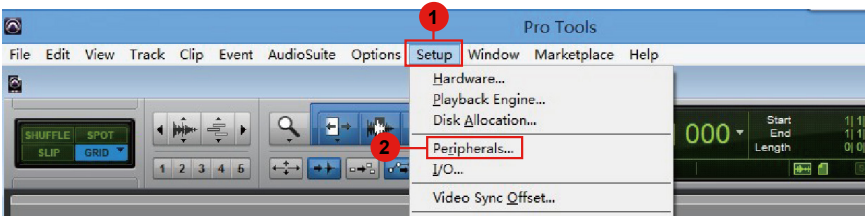


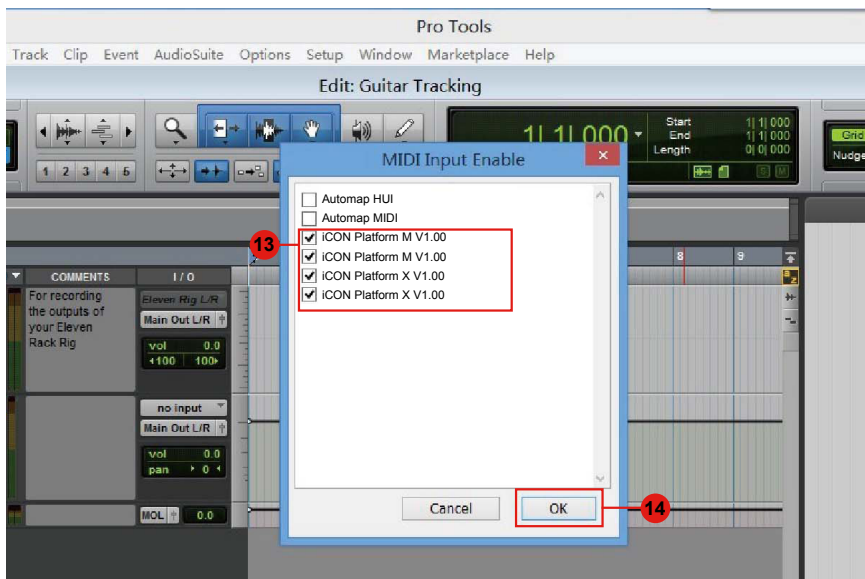
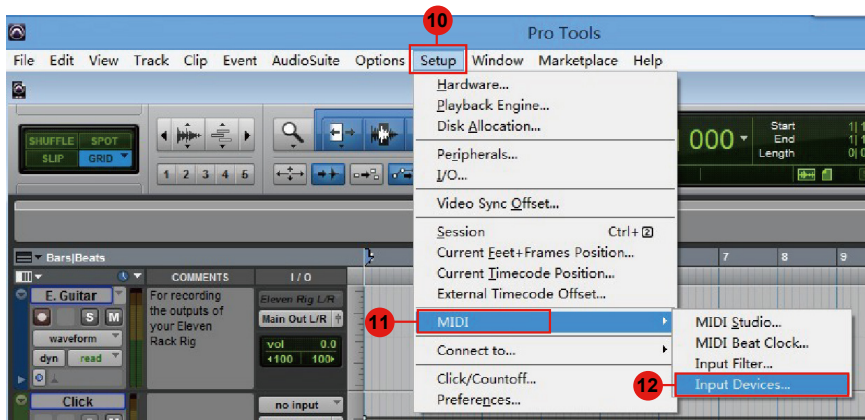
# Samplitude





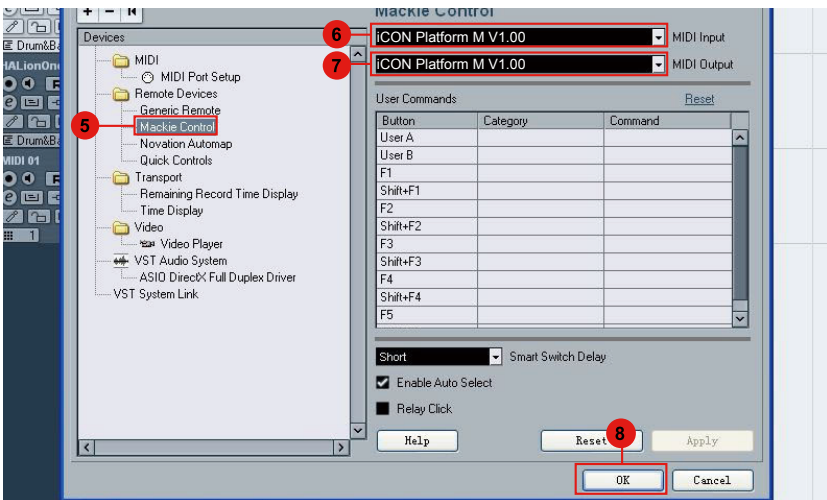
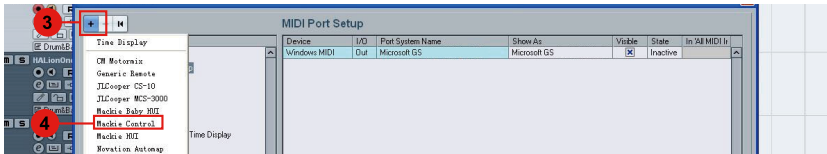
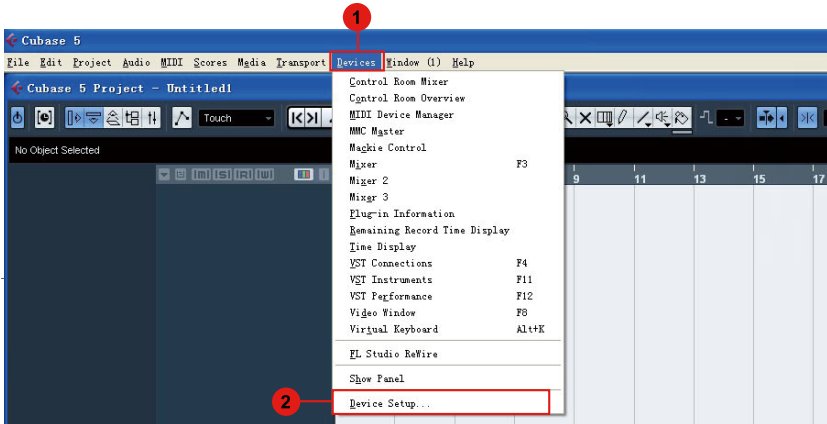
# Pro Tools



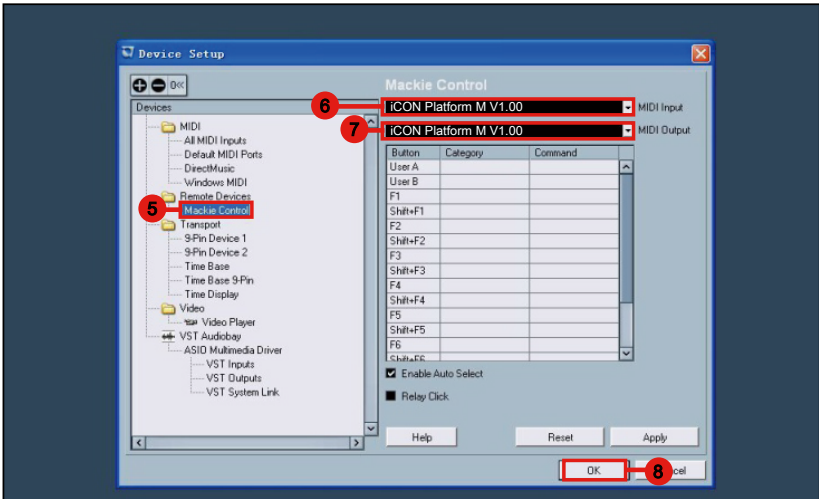
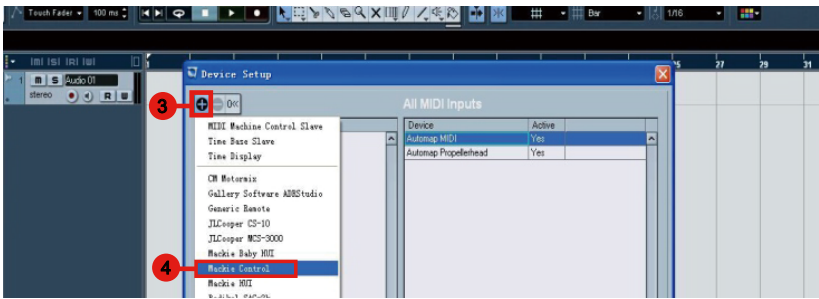
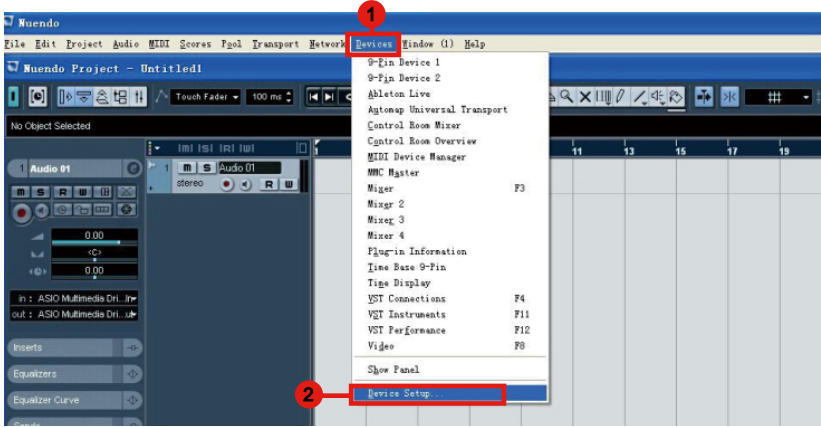


# (Standalone)

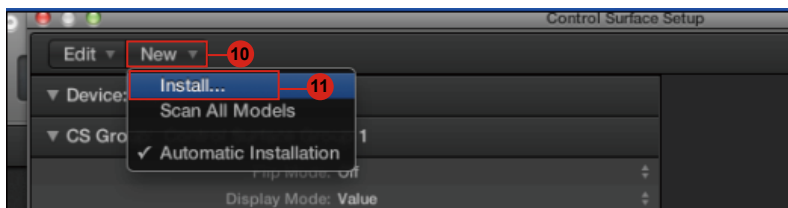
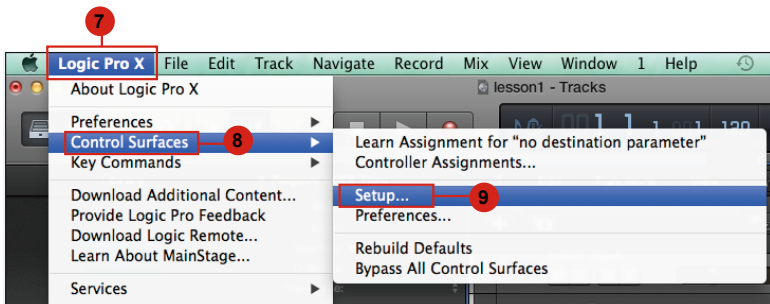
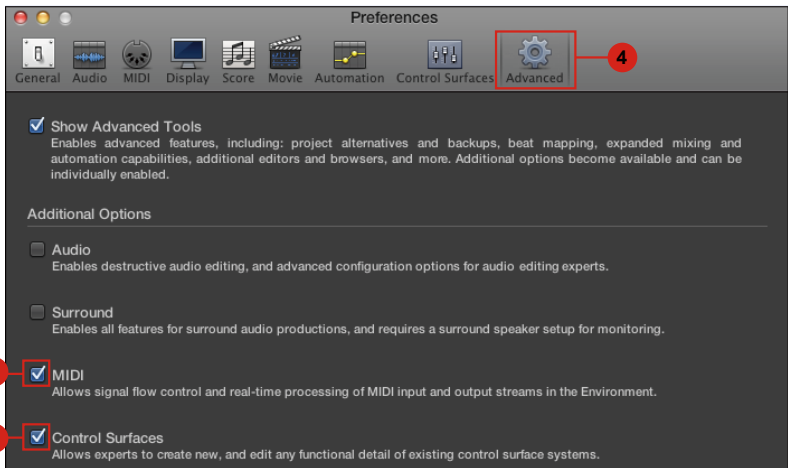
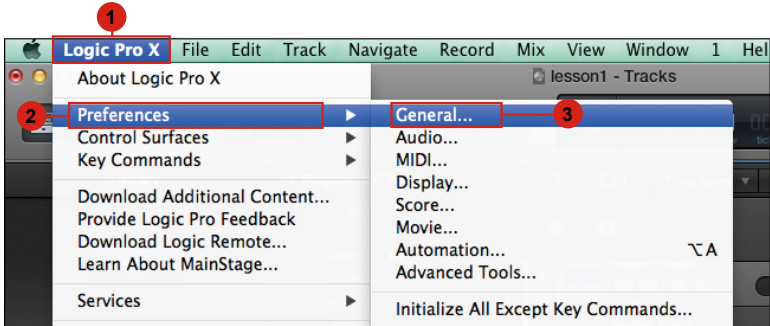
## Cubase

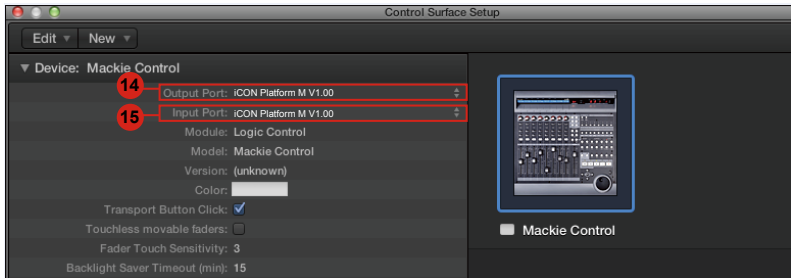
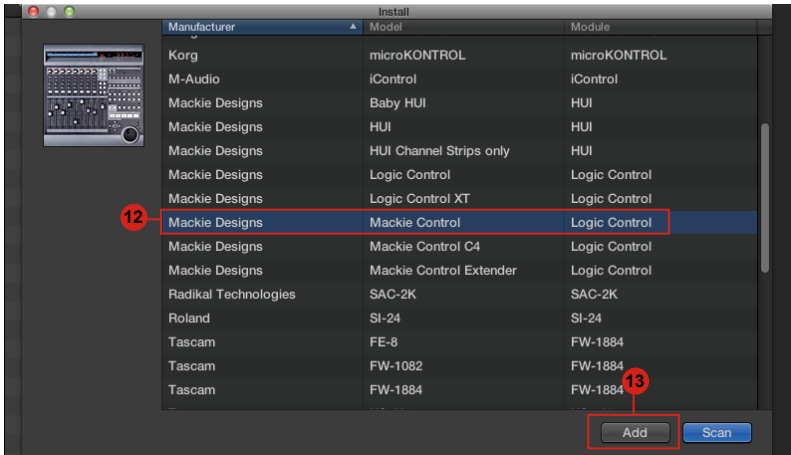


# Nuendo

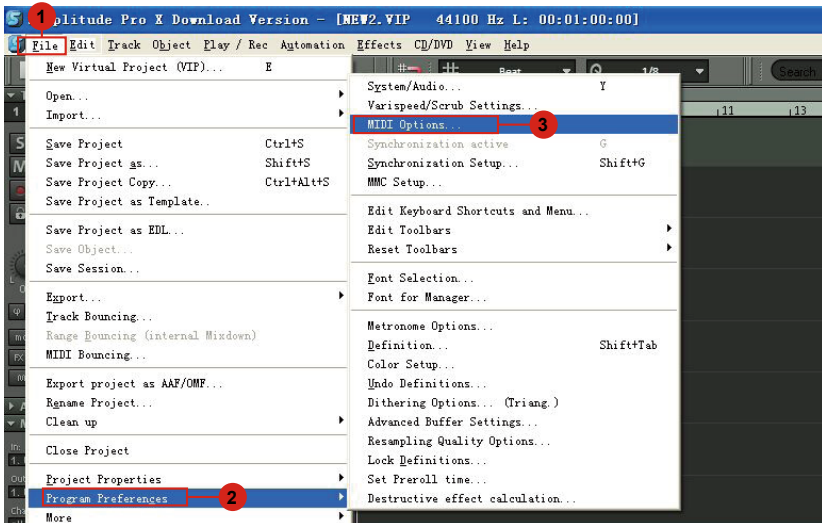


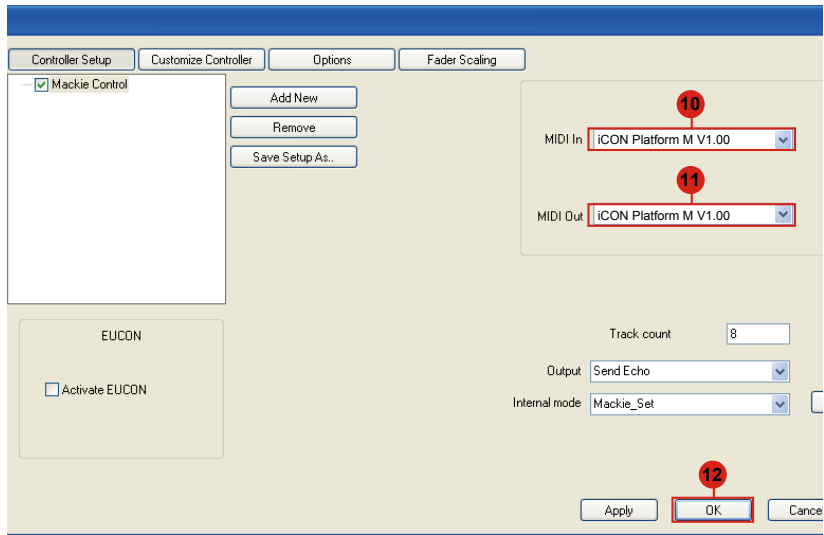
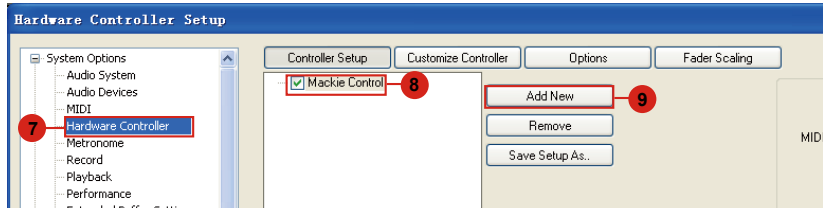
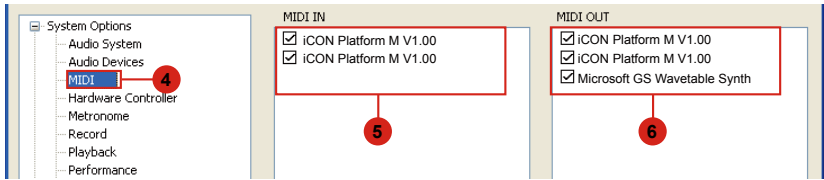
# Logic Pro

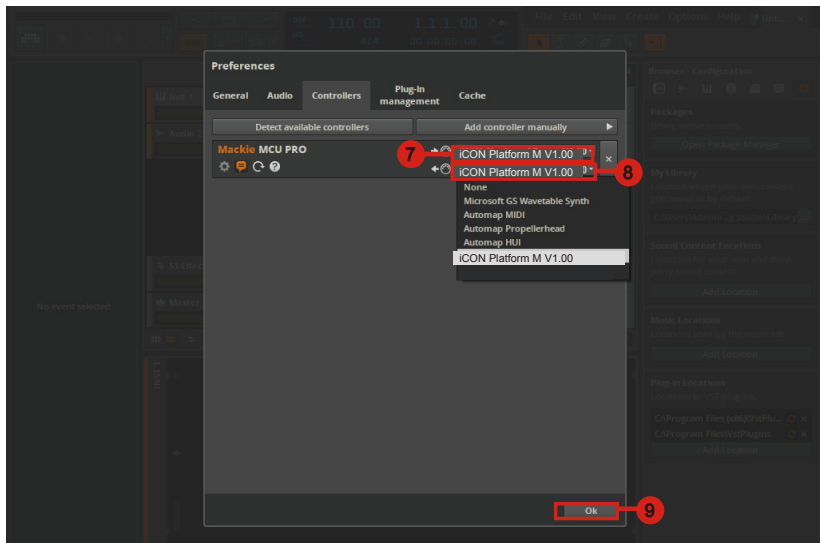
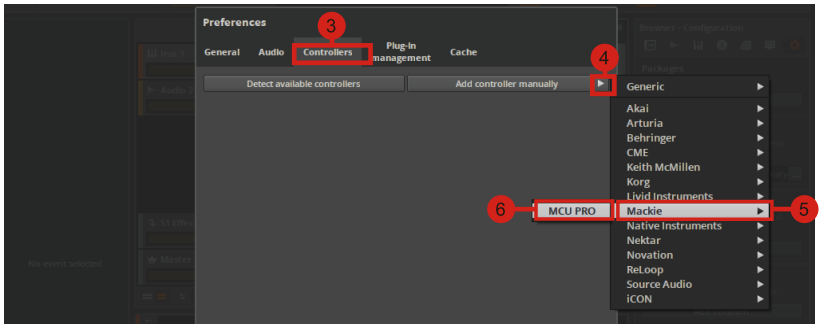
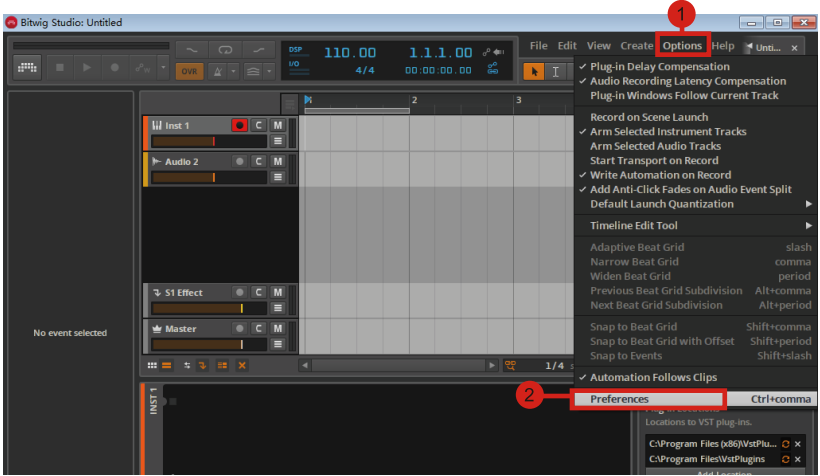




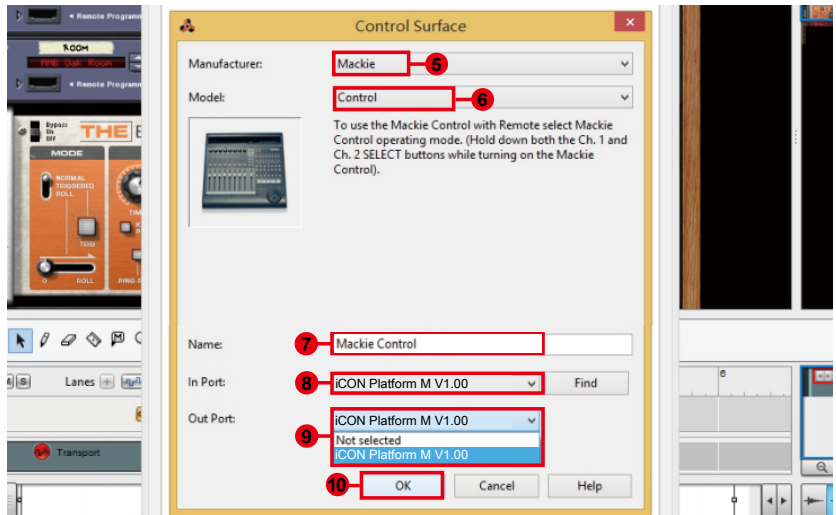
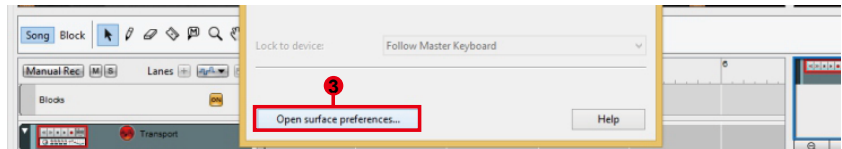
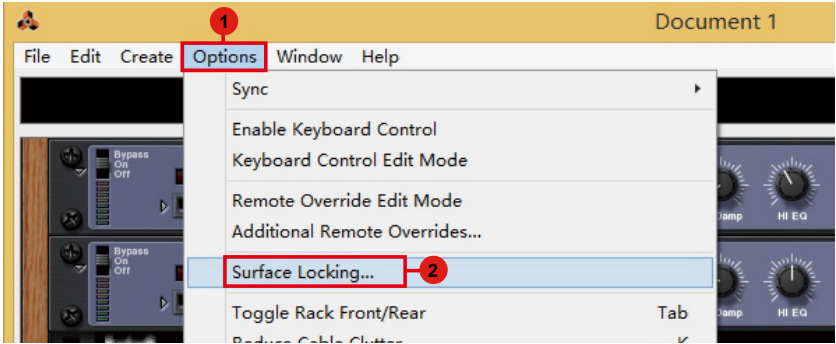
## Samplitude



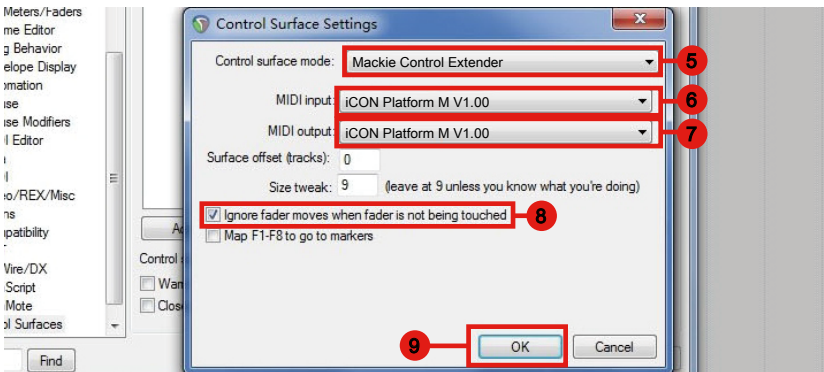
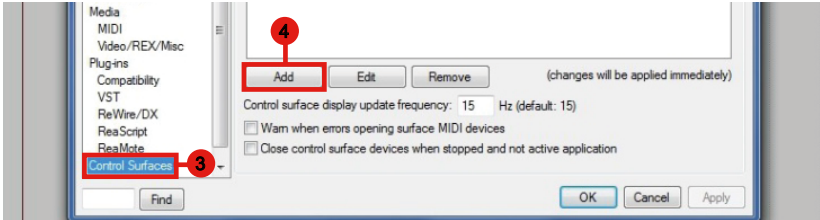
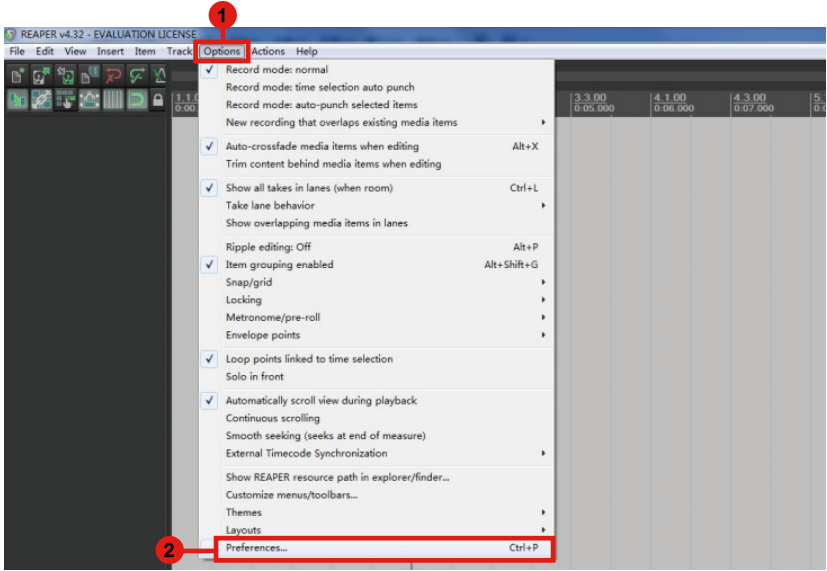




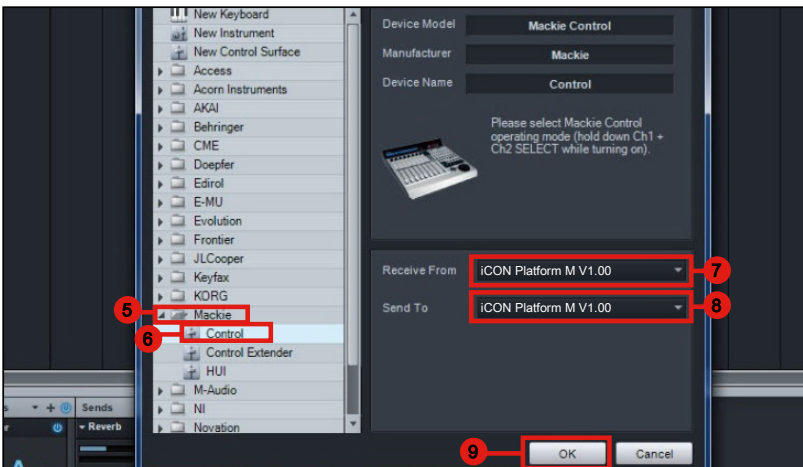
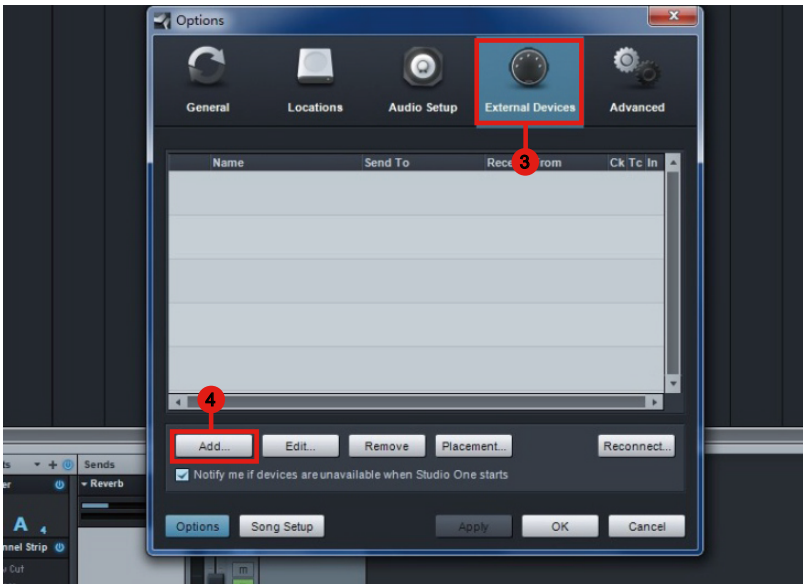
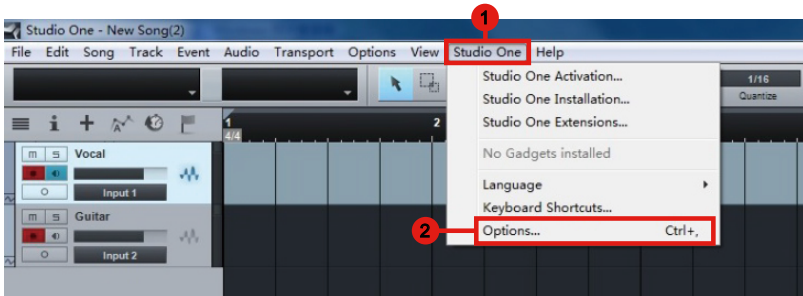
# Reason



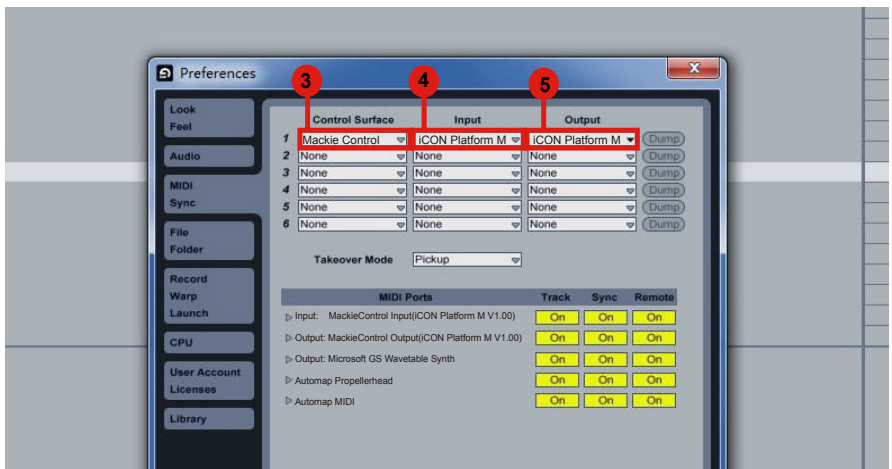
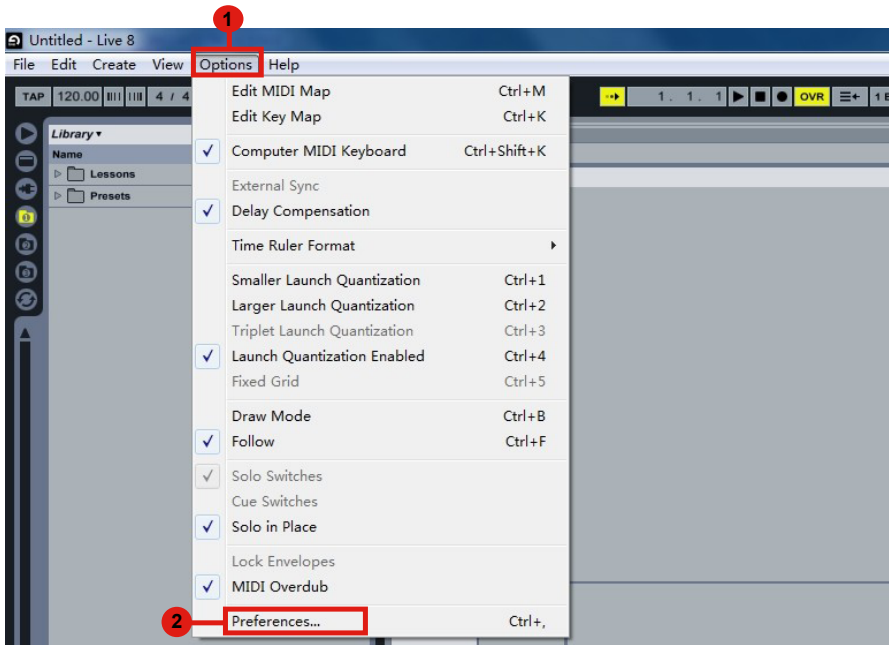
# Reaper



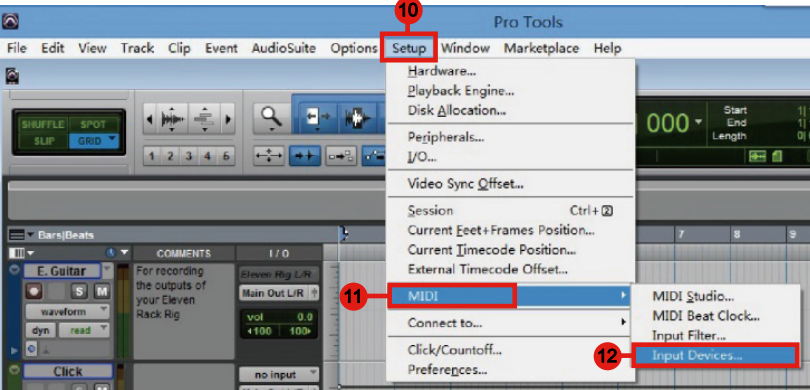
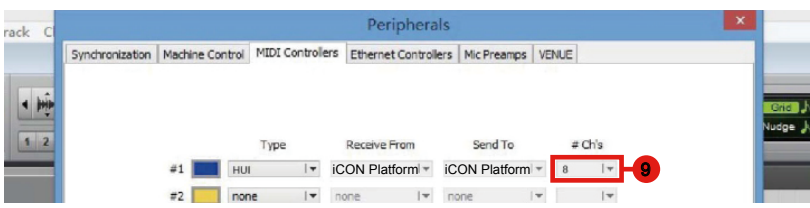
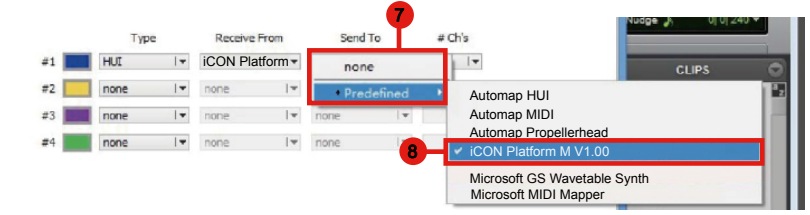
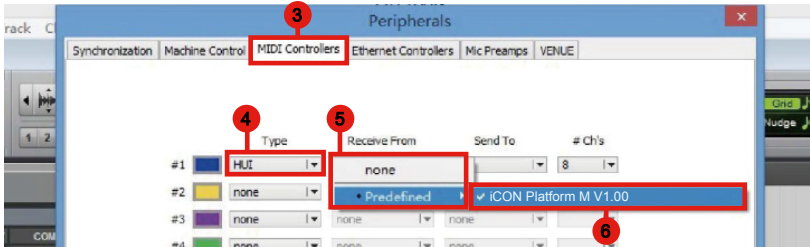
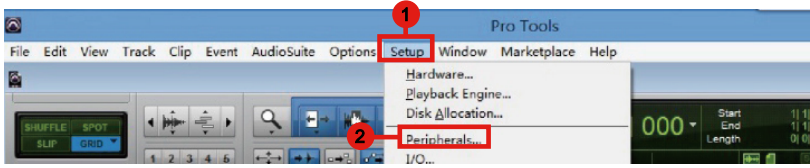
# Studio One

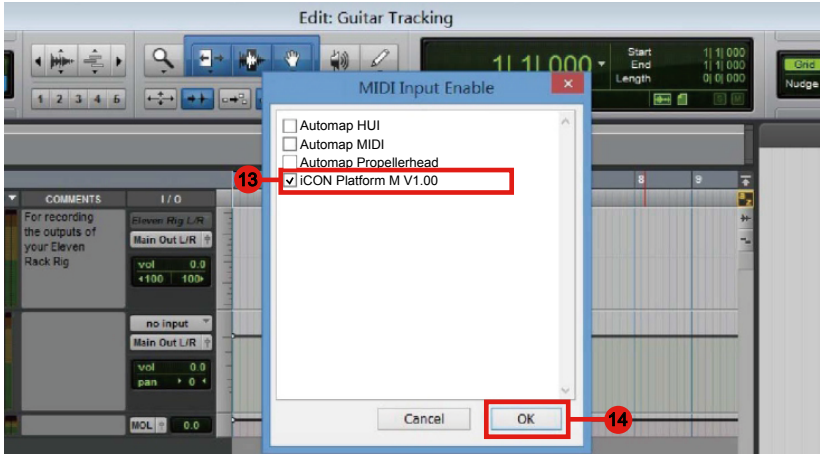


# Ableton Live



# Pro Tools



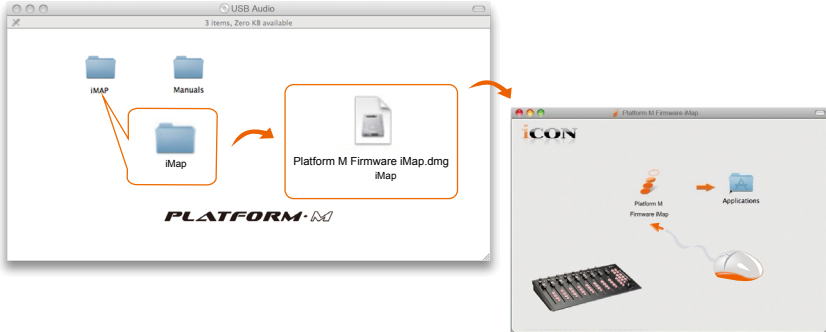


# iMap™ Software for Mac OS X

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

1. Insert the Utility CD in your CD-Rom and double click “Platform M iMap” icon.

**Tip:** By “drag and drop” the “Platform-M” icon into the “Applications” folder, you could 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. Insert the Utility CD in your CD-Rom.

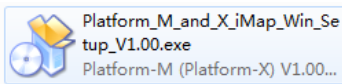
After you have inserted the CD into your CD-Rom, an installation screen should appear as shown in diagram 1; click "Install".

*(Note: If the Installation screen do not appear automatically. Go to the CD folder and double click "Setup".)*

*(Note: If the file was downloaded from our website, please unzip the file and click the setup icon.)*



Diagram 1



## 3. Choose Install Location

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

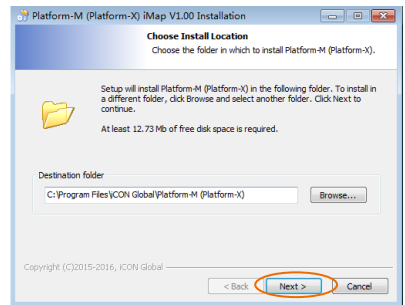


Diagram 2

## 4. Select shortcut

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

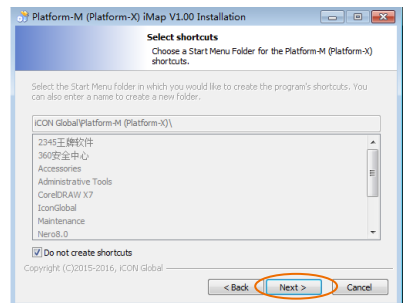


Diagram 3

## 5. 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”.

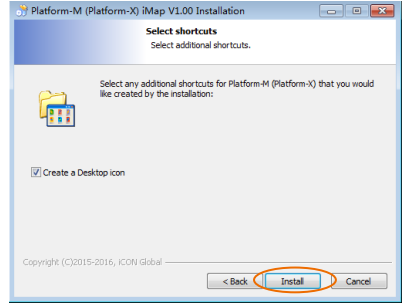


Diagram 4

## 6. iMap™ started to install

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



Diagram 5

## 7. Click the iMap logo on your desktop to launch the iMap software.

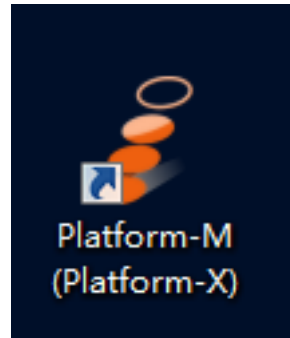
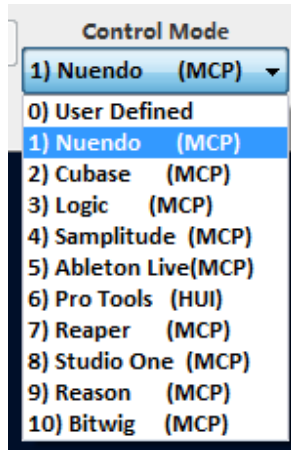


Diagram 6

# Assigning DAW mode (Mackie Control/HUI) or self define MIDI functions with iMap™

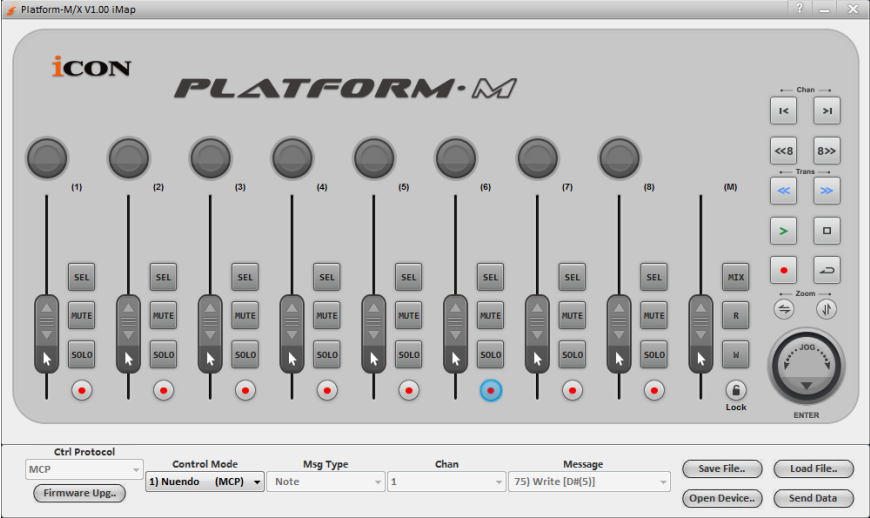


There are two different methods for setting up your Platform M. In general, it is simpler and faster to set the device to pre-mapped DAW modes with Mackie Control/HUI protocol, depended on which DAW you use. The device has built-in DAW Mackie/HUI protocols as follows:

1. Nuendo (Mackie Control Protocol) – For Nuendo
2. Cubase (Mackie Control Protocol) – For Cubase
3. Logic (Mackie Control Protocol) – For Logic Pro X
4. Samplitude (Mackie Control Protocol) – For Samplitude Pro
5. Ableton Live (Mackie Control Protocol) – For Ableton Live
6. ProTools (HUI Control Protocol) – For Pro Tools
7. Reaper (Mackie Control Protocol) – For Reaper
8. Studio One (Mackie Control Protocol) – For Studio One
9. Reason (Mackie Control Protocol) – For Reason
10. Bitwig (Mackie Control Protocol) – For Bitwig

Or you can define each control element on your Platform M with your own MIDI messages provided in iMap's function pull-down menu. However, unless you fully understand the MIDI structure of your DAW, this can be very troubling to set up. We strongly recommend that you use the pre-mapped DAW modes, as they are programmed according to the most popular user preferences, and are most likely to suit your needs.

# Assigning DAW mode (Mackie control/HUI) with iMap™



## iMap™ Platform M software panel

**Tip:** You may also use the hardware to select DAW mode instead of through iMap. Please refer to P.9 for instructions.

To begin DAW mode setup, connect your Platform M with iMap. Follow the steps below:

- 1. Connect Platform M to your Mac/PC.
- 2. Launch iMap and click “Connect Device”.

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

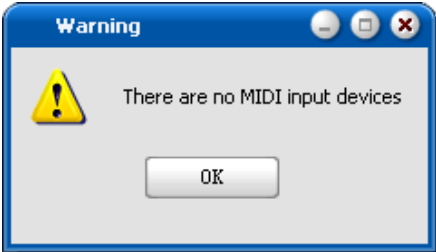
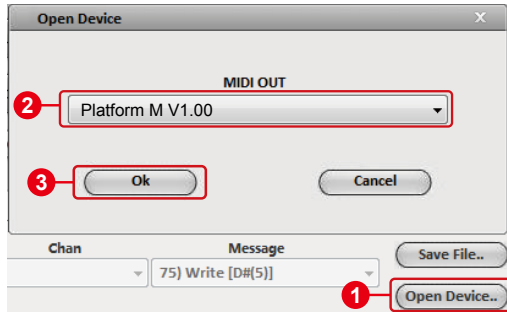


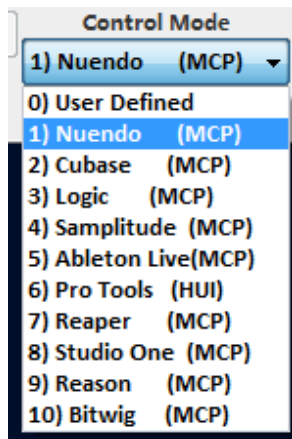
Diagram 7

3. Select “ Platform M” from the pop-up menu as your MIDI out device.



4. According to your DAW, select the DAW Mackie/HUI protocol mode from the “Mode” pull-down menu. There are different DAW modes as listed below:

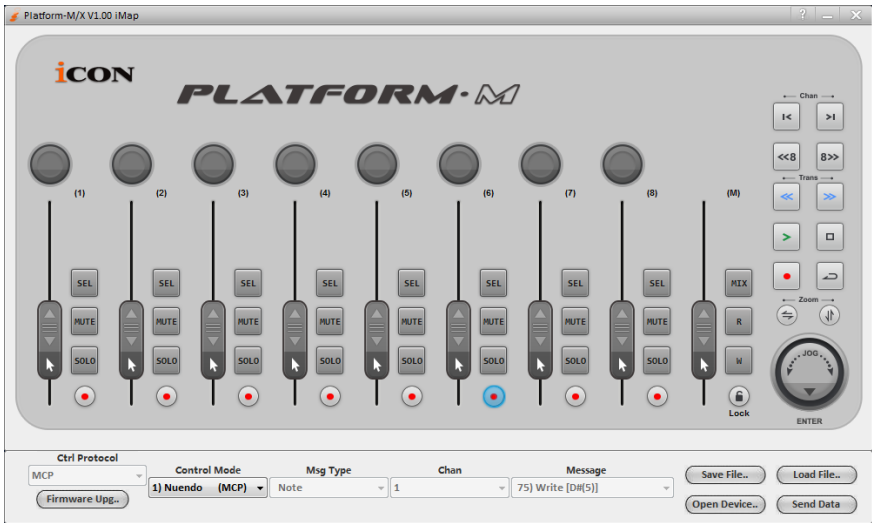
1. Nuendo (Mackie Control Protocol) – For Nuendo
2. Cubase (Mackie Control Protocol) – For Cubase
3. Logic (Mackie Control Protocol) – For Logic Pro X
4. Samplitude (Mackie Control Protocol) – For Samplitude Pro
5. Ableton Live (Mackie Control Protocol) – For Ableton Live
6. ProTools (HUI Control Protocol) – For Pro Tools
7. Reaper (Mackie Control Protocol) – For Reaper
8. Studio One (Mackie Control Protocol) – For Studio One
9. Reason (Mackie Control Protocol) – For Reason
10. Bitwig (Mackie Control Protocol) – For Bitwig



**Note:** In DAW mode (Mackie Control/HUI), you cannot change any MIDI message settings for any control on Platform M.

5. After you have finished creating all settings, click “Send Data”.
6. Close iMap.

# Assigning MIDI message with User Define mode at iMap™



## iMap™ Platform M software panel

To begin the “User defines” mode setup, let make the connection of your Platform M with iMap. Please follow the below steps:

1. **Connect Platform M to your Mac/PC.**
2. **Launch iMap and click “Connect Device” button.**

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

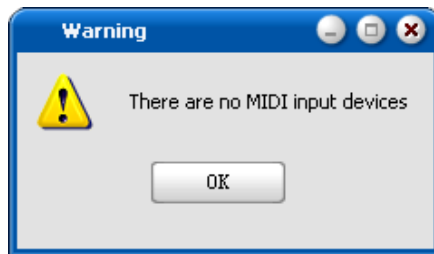
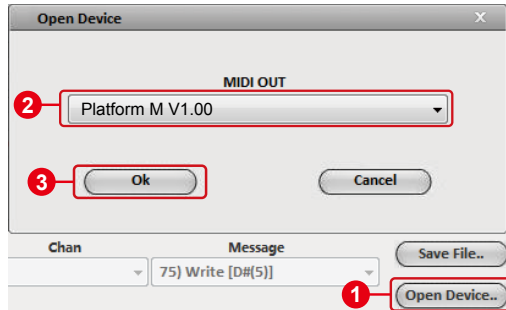
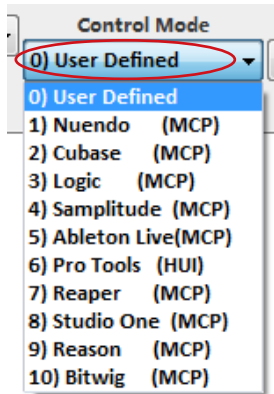


Diagram 8

3. Select “Platform M” from the pop-up menu as your MIDI out device.



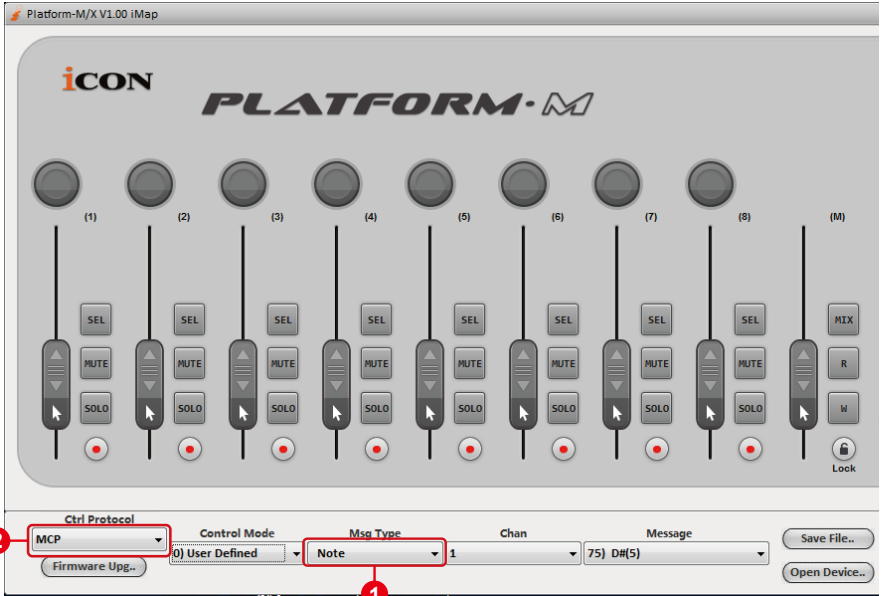
4. Select “User-Defined Mode” at the “Mode” pull-down menu. Please see below (P40) for each control element setting in User-Defined Mode.



5. After you have finished creating all settings, click “Send Data”.
6. Close iMap.

# Control element setup at User defines mode

## iMap™ Platform M software panel



There are controls including faders, knobs, buttons and jog wheel etc. on Platform M that you could set your own MIDI messages. Four types of message including "Pitch", "Note", "Program" & "CC" value you may adjust depended on the control element **1**. Please refer to the below table for different control available setting values.

## “Control elements chart”

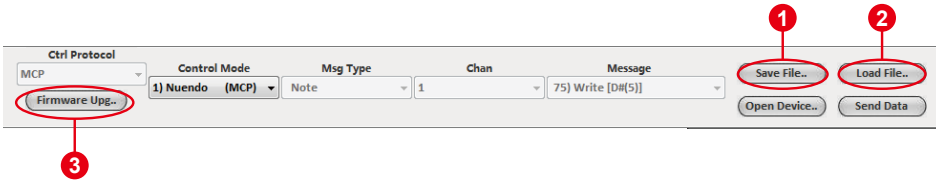
Control protocol	Control	Element	Available MIDI message setting values		
			Message type	Channel	Message
MCP	Faders	Slide	Pitch	1-16	0-127
		Touch sensitive	Note	1-16	C(-1) to G(9)
			CC	1-16	Bank MSB to Poly Mode On
Program			1-16	0-127	
HUI		Slide	CC	-	Volume 1 to X-fader touch master
		Touch sensitive	CC	-	Volume 1 to X-fader touch master
MCP	Knobs	Rotate	CC	1-16	Bank MSB to Poly Mode On
		Enter	Note	1-16	C(-1) to G(9)
			CC	1-16	Bank MSB to Poly Mode On
Program			1-16	0-127	
HUI		Rotate	CC	-	Volume 1 to X-fader touch master
		Enter	CC	-	Volume 1 to X-fader touch master
MCP	JogWheel	Rotate counter-clockwise	Note	1-16	C(-1) to G(9)
			CC	1-16	Bank MSB to Poly Mode On
			Program	1-16	0-127
		Rotate clockwise	Note	1-16	C(-1) to G(9)
			CC	1-16	Bank MSB to Poly Mode On
			Program	1-16	0-127
		Enter	Note	1-16	C(-1) to G(9)
			CC	1-16	Bank MSB to Poly Mode On
			Program	1-16	0-127
HUI		Rotate counter-clockwise	-	-	-
		Rotate clockwise	-	-	-
		Enter	-	-	-
MCP	Buttons	All buttons except "Lock" button	Note	1-16	C(-1) to G(9)
			CC	1-16	Bank MSB to Poly Mode On
			Program	1-16	0-127
HUI		All buttons except "Read", "Write", "Lock", "Hori-Zoom" & "Vert-Zoom"	CC	-	Volume 1 to X-fader touch master

Also, according to your using DAW, select the control protocol (MCP or HUI) **2** in order to create the communication bridge between your Platform M to the DAW. Please refer to below table for the suggested control protocol for different DAW.

### “Suggested protocol for different DAW”

Nuendo	MCP
Cubase	MCP
Logic Pro X	MCP
Samplitude Pro	MCP
Ableton Live	MCP
Pro Tools	HUI
Reaper	MCP
Studio One	MCP
Reason	MCP
Bitwig	MCP

# Other Functions in iMap™



## 1. “Save file” button

Click this button to save your current settings for the Platform M. The file is an “. Platform M” file.

## 2. “Load file” button

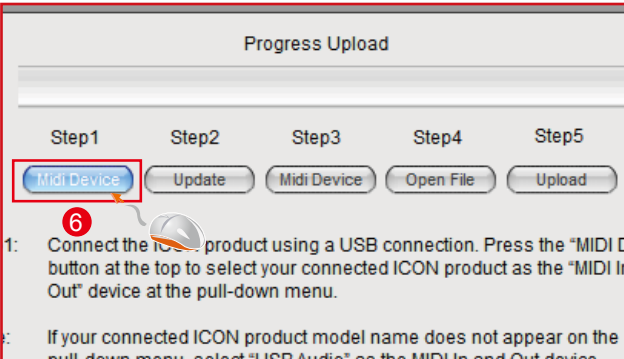
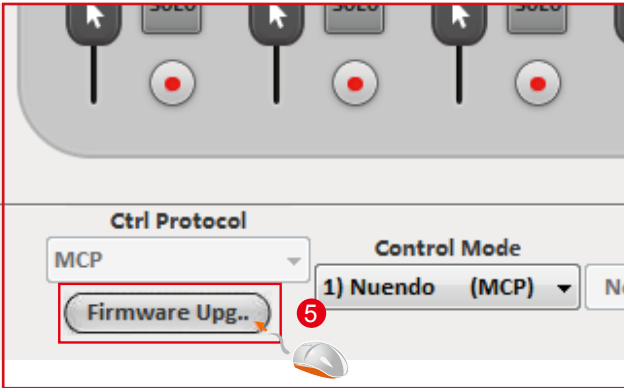
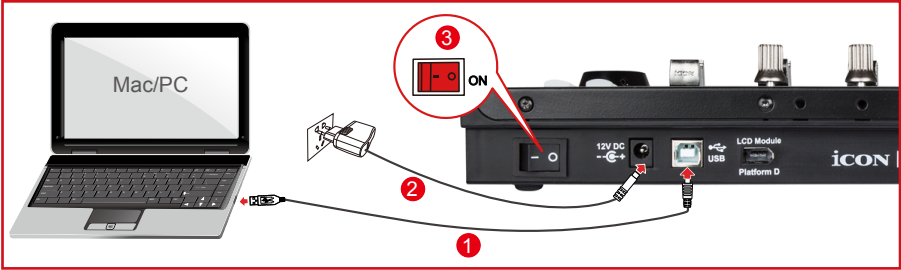
Click this button to load a previously saved “. Platform M” setting file for your Platform M.

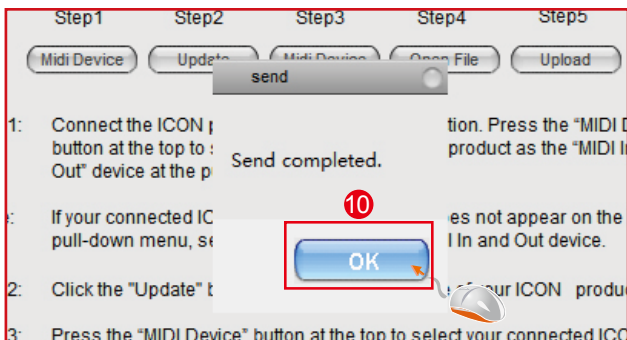
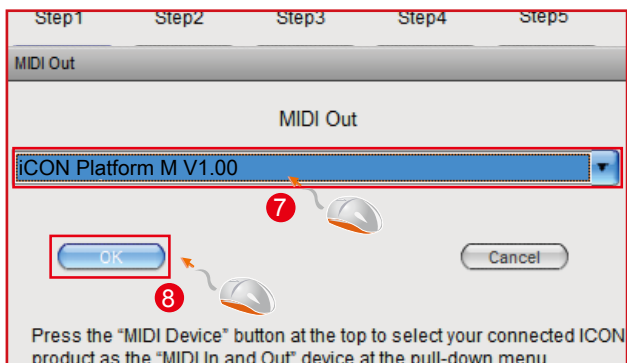
## 3. “Firmware Upgrade” button

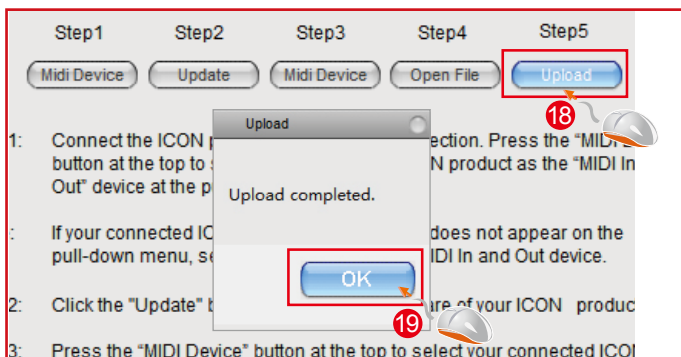
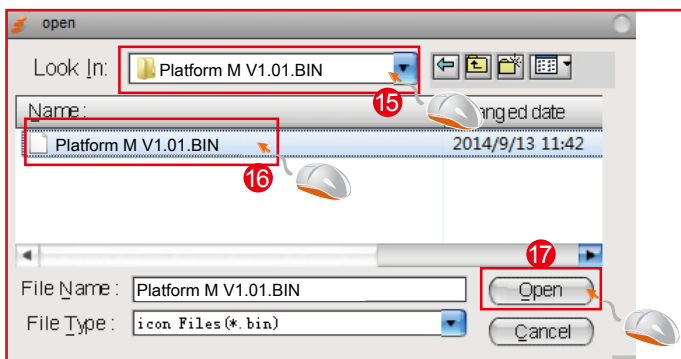
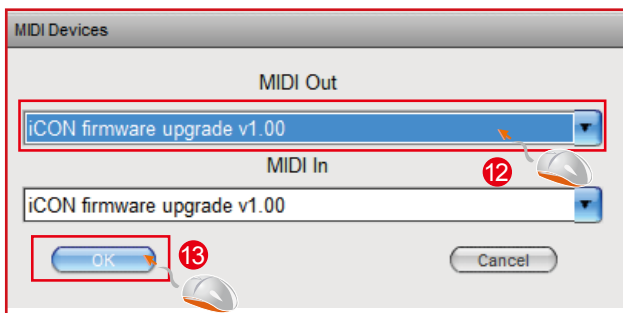
Click this button to enter into the firmware upgrade window for Platform M. Please refer to P.45 for the firmware upgrade procedure.

# Firmware upgrade

## Platform M functional firmware upload procedure







# **Restore the factory default settings**

*To restore your Platform M settings to factory default, simply launch iMap and import the original settings (i.e. without making any changes) to the device through the following steps.*

1. Connect Platform M with the provided USB cable and launch iMap software.
2. Click the “MIDI Device” button and select “Platform M” as the MIDI input and output device.  
**Note:** *If Platform M does not appear on the pull down menu, select USB audio as the MIDI I/O device.*
3. Click “Send Data” to upload the setting to your Platform M.
4. Close iMap, and then turn the Platform M power of off & on again.

# Specifications

Connector:	To computer	USB connector
Power supply:		12V/2.5A DC
Current consumption:		2.0A or less
Weight:		1.765kg (3.89lb)
Dimensions:		395(L) x 196(W) x 58(H)mm
		15.6"(L) x 7.7"(W) x 2.3"(H)

# Services

If your Platform M needs servicing, follow these instructions.

Check our online help centre 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 ACS (Auto Customer Support) at the below link, and our technical support team will assist you as soon as we can.

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 centres and distributor service points at the link below:

If you are located in Honk Kong

Send the product to:

**ASIA OFFICE:**

**Unit F, 15/F., Fu Cheung Centre,  
No. 5-7 Wong Chuk Yueng Street, Fotan,  
Sha Tin, N.T., Hong Kong.**

If you are located in Europe

Send the product to:

**Servicecenter-Siedler**

**Am alten Bach 18**

**41470 Neuss**

**Germany**

**Tel: +49 2137 7864212**

**[www.servicecenter-siedler.de](http://www.servicecenter-siedler.de)**

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