



P1-X

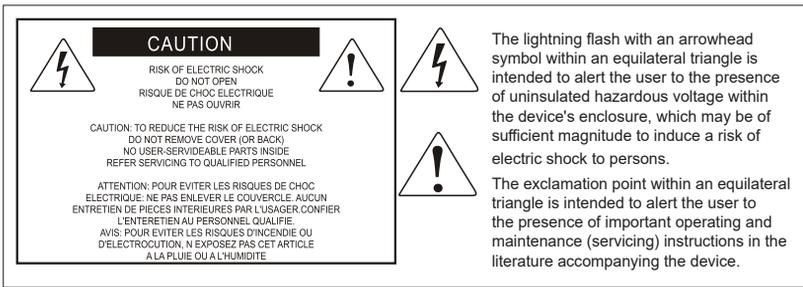
Professional Control Surface

**The future of DAW controllers is here!
Extend the revolution!**

Presenting the extender for the P1-M, the new shining star of mid-sized MIDI DAW control surfaces! Extend your P1 system with 8 12 bit ALPs faders, 8 endless, smooth action rotary encoder knobs and 32 channel buttons. Supported by highly advanced software and intuitive, intelligent design, the P1-X extender is further expandable with the D-4 display unit and further P1-X units.

Luxuriate in an extendable, outstanding quality mixing experience at a reasonable price!





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 plugs in any way. Do not open the unit. ALWAYS consult an electrician for any proposed electrical work and NEVER attempt any remedial work yourself.
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 for 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

Firstly, congratulations on your purchase of the ICON Pro Audio P1-X MIDI DAW controller extender for the P1-M. In these pages, you'll find a detailed description of the features of the P1-X and a full list of specifications.

Please register the product on our website at the link below
my.iconproaudio.com/registration

As with most electronic devices, we strongly recommend you retain the original packaging. In the unlikely event that the product is returned for servicing, the original packaging (or reasonable equivalent) is required. With proper care and adequate air circulation, your P1-X MIDI DAW controller extender will operate flawlessly for many years to come.

We trust that this product will provide years of excellent service and in the unlikely event that your product does not perform to the highest standard, every effort will be made to address the issue.

What's in the package?

- P1-X Extender unit
- Quick Start Guide x 1
- USB C Cable x 1
- AC adaptor x 1



Register your ICON Pro Audio product to your personal account

1. Check the serial number of your device

Please go to my.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". If you see any other message, please contact our after-sales service team

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

Existing user: Please log into your User Center 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 manuals in different languages and bundled software etc. for download.

Features Pt. 1

As your production needs grow, you may consider adding further channels to your P1-M MIDI DAW controller unit. The great news is, that you can add as many as your DAW (and desk!) allows!

Expanding the amount of channels of your P1-M system with the P1-X extender unit with 8 fresh new channels, brings you greater control and less banking through tracks.

The P1-X brings you 8 touch-sensitive, 12 bit motorized faders with beautifully designed fader caps, designed to ergonomically fit your finger for a more comfortable mixing experience.

Your P1-X comes with 8 endless, smooth action rotary encoders, 32 illuminated buttons per channel, (rec, solo, mute and sel)

As with the P1-M, the P1-X features the super-stable Cortex-M7 @500 MHz ARM chip , which will ensure the machines will offer you reliability, durability along with ground breaking functionality for many years to come.

A highly advanced user-friendly generation of iMAP™ software supports the P1-X as well as the P1-M. Simply launch at the start of each session to ensure that commands such as 'Lock' not only apply to the main unit, but to the P1-X extender as well. This is because of the clever way that the iMAP acts as a bridge between the hardware and the computer. There is no secondary software to worry about, so no lag - the communication is super fast and changes are affected immediately.

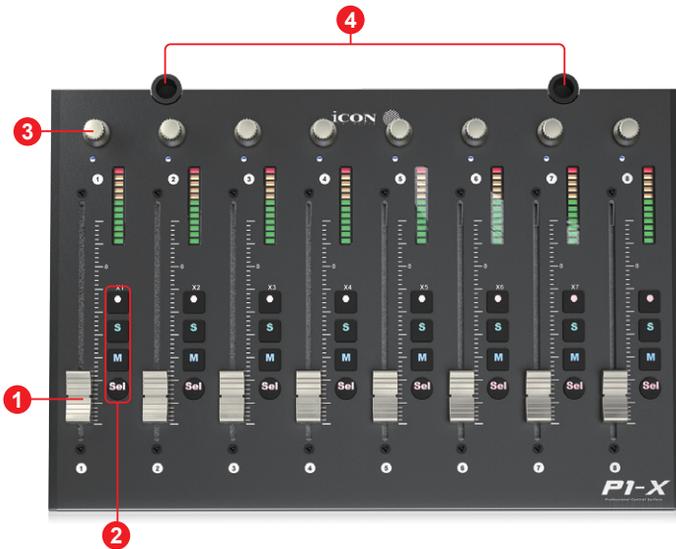
The only question now is, just how many P1-X units to add to your P1-M!

With the optional D-4 display unit, the P1-X, coupled with the P1-M and D-4T display unit gives you complete control over your projects. This intelligent, intuitive and highly attractive system will suit anyone's aesthetic and feature requirements. The professional feel, design and functionality of the P1-X and the P1-M will bring you closer to your music, improve your workflow and heighten your experience. Welcome to the revolution!

Features Pt.2

- Functions as an extender for the iCON Pro Audio P1-M MIDI DAW controller
- 8x touch-sensitive motorized faders with 12-bit resolution
- Extremely hardwearing, durable and versatile
- On-board 2 inch TFT display showing channel name, control values, channel colors etc. (DAW dependent)
- 8 smooth action dual-function encoder knobs (Rotate and Enter)
- Illuminated buttons for channel control including Mute, Solo and Record
- Supports Universal Mackie Control and HUI protocols for seamless integration with compatible music production software
- Supports Ability, Audition, Ableton Live, Bitwig, Cakewalk, Cubase/Nuendo, Digital Performer, FL Studio, Mixbus 32C, Pro Tools, Logic Pro, Reaper, Reason, Samplitude, Studio One and Tracktion Waveform
- iMap™ software included
- USB C high-speed connectivity
- Firmware upgrade available via USB C connection and iMap™ software
- Superior build quality and robust metal casing with Kensington lock port
- Superb reliability with the Cortex-M7 @500 MHz ARM chip

Top Panel Layout



NOTE: The P1-M is a universal DAW controller (i.e. not designed for one specific DAW). Functions will operate slightly differently between DAWs. Please refer to your DAW manual for each function.

1. Faders

The eight ergonomically designed, motorized faders are generally used for controlling the track volume of the DAW. Depending on your DAW, you may use the “Flip” button to swap the rotary encoders and the fader functions. This may be useful if making very intricate moves for PAN or plug-in parameter values commonly executed using the rotary encoders. The 12 bit resolution faders are capable of very detailed movement.

Any automation recorded in a project will be reflected by the fader positions. All faders are touch sensitive and allow the user to override automation the moment a fader is touched.

2. 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 - Activate/de-activate 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.

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

SEL button - Select the channel

3. Knobs

The eight smooth, noiseless, endless rotary encoder knobs are generally used for controlling the track pan position, aux send levels and EQ of your DAW. You may also use them to adjust specific parameters within plug-ins and virtual instruments, (as your DAW software allows). The push-button action of the knob can be used to change modes of operation within the DAW (this is DAW dependent) and the rotating action of the knob can be used to change parameters of PAN, EQ, plug-in values etc.

4. D4 sockets

These sockets are used to house the 'legs' of the D4 display unit. A D4 display unit will significantly enhance the experience of the user. Without a D4 unit, if the user wishes to affect a change in, say a plug in, they may observe parameter changes etc. in the DAW itself or on the smaller, on-board display, (information displayed is DAW-dependent).



Rear Panel Layout



1. USB C port

Functions as a MIDI port to your computer and compatible software.

2. 12V/2.5A power adapter port

Connect the power adaptor provided, here.

(Note: the P1-M is not able to work without the provided power adaptor connected. USB bus power from a computer is insufficient).

3. User A / User B ¼ inch inputs

These ¼ inch inputs are used to connect to foot pedals to activate selected functions in your DAW. To set their parameters, select USER A and USER B parameters in your DAW.

4. D4 display unit connector

Connect your optional D4 display module to this connector with the provided cable. The D4 displays a range of DAW dependent information as well as digital metering. The D4 TFT makes adjusting parameters of plugs-ins and EQ easy, with less staring at your DAW and more interaction with your DAW controller!



Getting Started with the P1-X



1. Connect the P1-X to your Mac/PC via the USB C port

Choose a USB port on your Mac/PC and insert the USB C cable. Connect the cable's other end to the P1-X. Switch on! Your Mac/PC should automatically “detect” the new hardware.

2. Configure the 3x DAWs you wish to connect to

You will have already allocated 3x DAWs in the P1-M iMAP and assigned them to the 3x DAW buttons on the P1-M, (see the iMAP section of the P1-M manual).

These are the DAWs that are used as examples in the P1-M manual;

DAW #1	Bitwig
DAW #2	Cubase
DAW #3	Logic

For clarity purposes, we'll continue to use these examples in the following pages to demonstrate how you will configure the DAWs to the P1-X .

Firstly, let's get one thing very clear;

You do NOT need to allocate DAWs to the P1-X so that it recognizes which is DAW#1 is, DAW #2 is and so on. You've already set that up on the P1-M. This will be communicated to the P1-X.

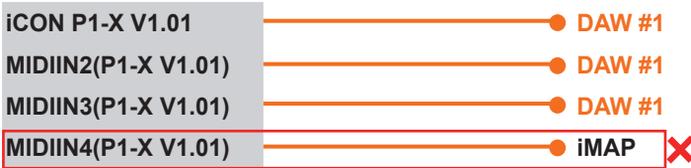
Now, you only have to ensure that the DAW programs know the P1-X and the P1-M are trying to communicate to them.

Read on to find out how.

Setting up the P1-X in the DAWs

Since you will have allocated 3 DAWs within the P1-M iMAP, you will need to configure those DAWs so that the P1-X recognizes them and the DAW/s recognize the P1-X, along with the P1-M. This is done in the same way as the P1-M. In some DAW's you might add the P1-X as another instance of 'Mackie Control', in others you may need to add the P1-X as a 'Mackie extender'. Please refer to your DAW manufacturer's manual if in doubt.

This is the basic principle of how to add the P1-X extender;



Note: MIDI port 4 is used by the iCON Pro Audio software, iMAP^(TM), to change the three DAWs you use, to update firmware and to program the 16 panel touchscreen with the functions of your choice.

These four options will appear as a menu from which you can select your chosen DAW.

So, remembering our examples of;

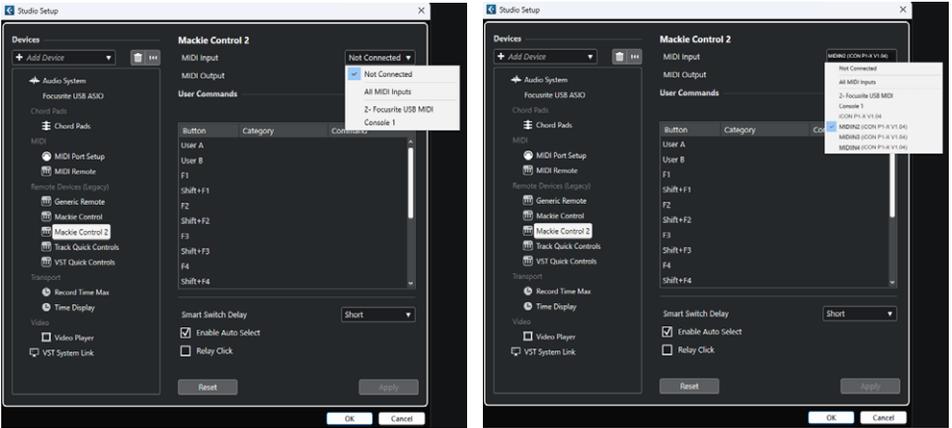
DAW #1	Bitwig
DAW #2	Cubase
DAW #3	Logic

We know that we need to select 'P1-X V1.01' (or whichever firmware version it is*), in Bitwig because that is the DAW we have chosen to be DAW #1 on the P1-M. When you press DAW #1 on the P1-M unit, the P1-M and P1-X will automatically go into Bitwig mode.

In our example, Cubase is our second DAW, so when we are configuring our DAW to work with the P1-X, we will need to select 'MIDIIN2 (P1-X V1.01)' (or whichever firmware version it is*) in the menu. When the P1-X is set up as a Mackie control device in Cubase, whenever we press '2' in the DAW Controller selection section on the P1-M, the P1-M and P1-X will automatically select Cubase.

The same applies for Logic, although this time we are going to select 'MIDIIN3 (P1-X V1.01)' (or whichever firmware version it is*) to automatically select this DAW.

Here's an example of how it is set up in Cubase.



As you can see, when configuring the device as a Mackie controller, there is a choice of 4 possible options.

Because we have set up Cubase to respond to DAW control button '2' on the P1-M, we are going to select 'MIDIIN2 (P1-X V1.01)' when connecting the P1-X.

Please also note, (although this is specific to Cubase), that users should use Mackie Control in the usual way to set up their devices in Cubase 12 onwards and not Cubase's MIDI Remote Manager.

Regardless of the supported DAWs you are using, the principle will be largely the same.

Launching the P1-X in Every Day Use

Please launch the controller/s first, then the iMAP, and then the DAW. This will allow the iMAP to communicate to the hardware directly.

The iMAP communicates directly to the hardware only and does not communicate to other software - this ensures that the speed of communication is fast and unhampered by secondary factors.

The iMAP acts as a kind of 'bridge' between the P1-M main unit and any P1-X extenders you may be using and ensures cohesion. The 'Lock' function, when used in conjunction with a P1-X extender unit for example, will work as expected. If the iMAP is not connected, it won't.

Of course, if you are expecting to make any changes with the programming of functions, the iMAP will need to run concurrently with the P1-M hardware.

Lastly, the reason for using the sequence of Controller, iMAP, DAW is because MIDI port 4 is used by the iCON Pro Audio software, iMAP™, to change the three DAWs you use, to update firmware and to program the P1-M's 16-panel touchscreen with the functions of your choice. You cannot use this port to connect your device.

Unfortunately, some DAWs will automatically try to occupy Port 4 when launched and this will prevent the iMAP from functioning properly. The iMAP, therefore, needs to be turned on before the DAW/s and after the controller to make sure it occupies that MIDI port and to ensure it is connected properly.



Remember

Every time you launch the P1-X

Step 1: Controller

Step 2: iMAP

Step 3: DAW

Remember to pause for a moment between each step to ensure each one has loaded correctly.

Installing iMap™ for the Mac

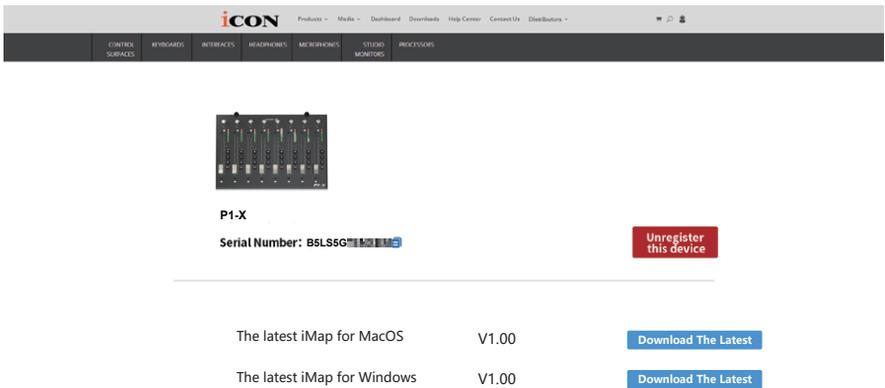
Please register your device and visit your Personal User Center at www.iconproaudio.com

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

The iMAP will also be available on the product page at www.iconproaudio.com

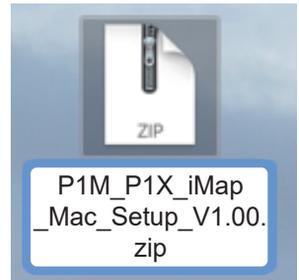
Tip: By “dragging and dropping” the “P1-M” icon into the “Applications” folder, you can create an “iMap” shortcut on your Mac’s desktop.

Note: There is **one** iMAP for both the P1-M and P1-X - you can swap between the two versions by clicking the “title”.



The screenshot shows the iCON website's user center for the P1-X product. The page includes a navigation menu, a product image of the P1-X interface, the serial number BSLSSG1M011115, and two download buttons labeled "Download The Latest" for both Mac and Windows versions.

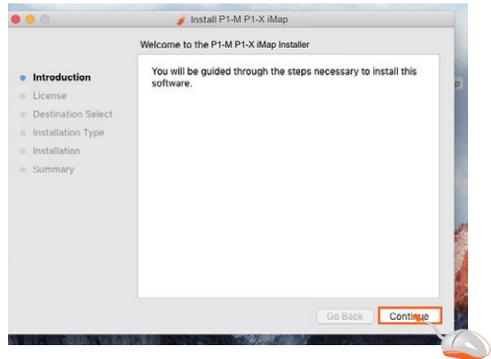
1. Download iMAP™ (Mac) from your User Center for your device. (Please refer to P.5 "register your ICON Pro Audio product to your personal account" for creating your User Center).



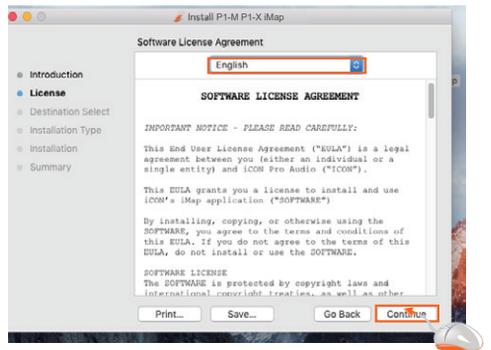
2. Unzip the file by clicking on it.



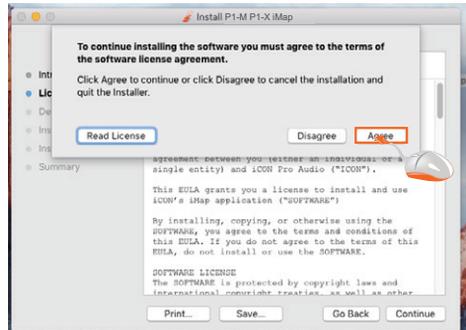
3. Click “Continue”.



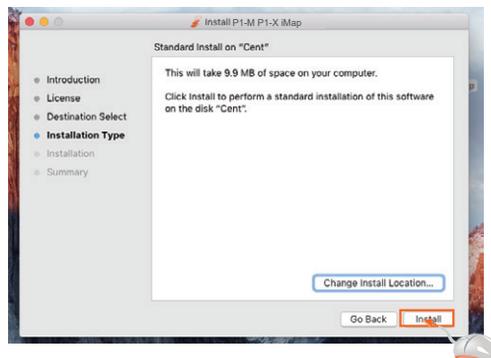
4. Read the license agreement. Click “Continue”.



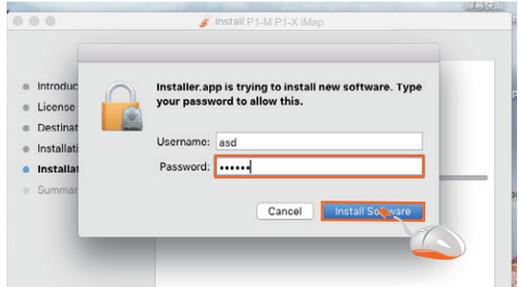
5. Click “Agree” to agree to the license terms.



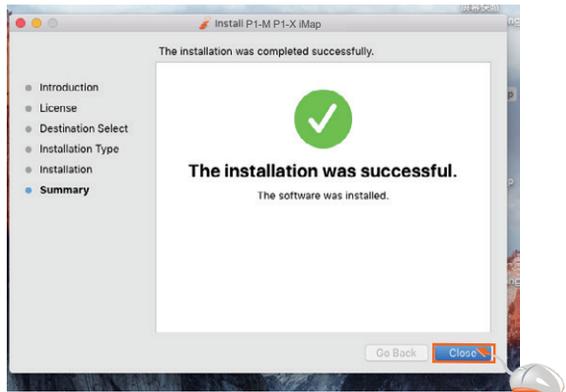
6. Click “install”.



7. Enter your username and password. Click “Install software”



8. Click “Close” after installing your iMAP software.



9. Click on the shortcut to launch the iMAP.



Installing iMap™ for Windows

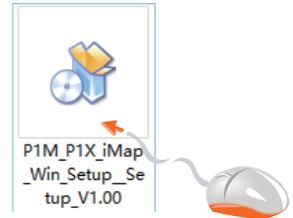
Please register your device, visit your Personal User Center at www.iconproaudio.com and download the iMAP. iMAP is also available on the product page on the website www.iconproaudio.com.

Note: There is one iMAP for both the P1-M and P1-X - you can swap between the two versions by clicking the "title".

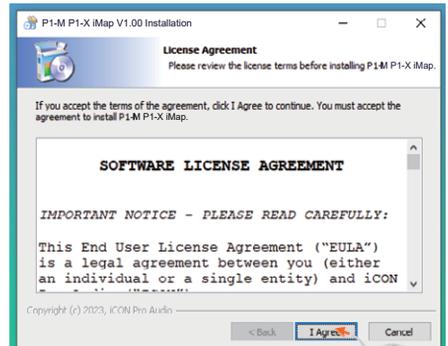
Please follow the procedures below step-by-step to install your iMap™ software.

1. Turn on your PC.
2. Download the iMap from your Personal User Center at www.iconproaudio.com

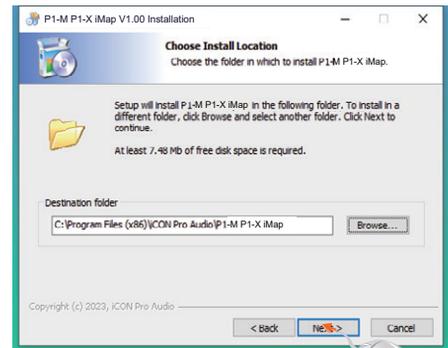
After you download the file, please click it to start the installation process.



3. The Setup Wizard will appear
Setup wizard appears, please click "I Agree"



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



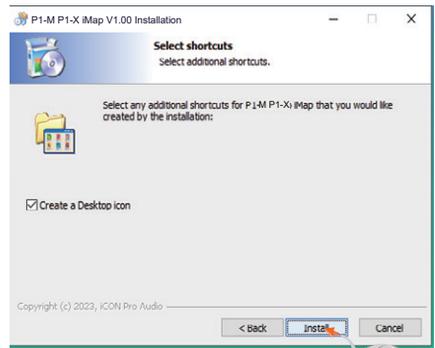
5. Select shortcut

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



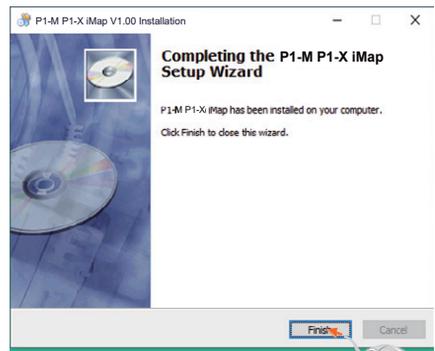
6. Create a shortcut on your desktop

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



7. iMap™ begins installation

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

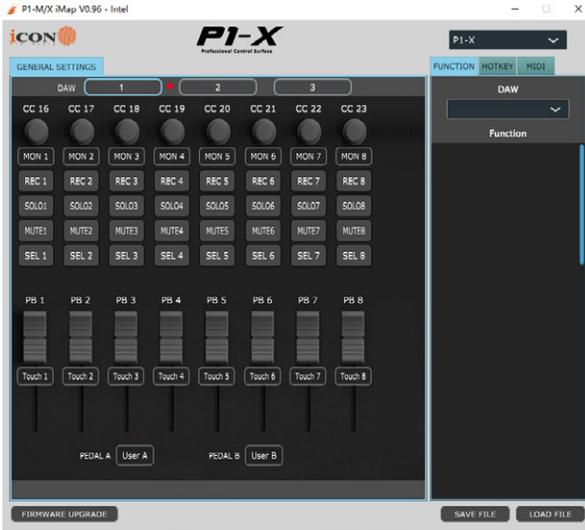


8. Installation finished

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



The iMAP™



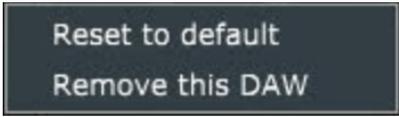
The intelligent design of the new, highly advanced iMap means that users can make changes in real time.

Please note that you must click on the 'title' of the iMAP to change the controller you are programming. In order to change the programming of the P1-X, click the title 'P1-M' to change it to 'P1-M' and vice versa.

Sending your own MIDI messages

You may adjust "Pitch", "Note", "CC", "Channel" and "Message" values for MCP and "Value 1", "Value 2" and "Function" for HUI, depending on the control element. The results will be transmitted to the P1-X instantaneously! Users may use the iMAP to program their own MIDI messages to both the faders and the rotary encoders, (buttons are covered by the touchscreen on the main unit – please see the manual for details).

On the iMAP, right-click the switchgear to 'Reset to default' values (i.e. the initial value of the current DAW mode you are in), if you decide you no longer wish to retain your MIDI mapping choices.



Please note that when using 'Bitwig,' right-clicking on any encoder and selecting 'restore to default' will result in all switchgear, (and the touchscreen on the main unit) reverting to their initial values.

Equally, selecting an alternative DAW (DAW buttons 1-3) will 'overwrite' any user programming to that of the selected DAW.

Using Virtual Instruments

Some users like to use DAW controllers to control the parameters of Virtual Instruments. It must be noted from the outset that this is entirely DAW and Virtual Instrument-dependent. Some Virtual Instruments have limited (and sometimes no) functionality.

There are various CC values that can be programmed i.e. CC1 (Modulation) and CC11 (Expression) are the most commonly used parameters).

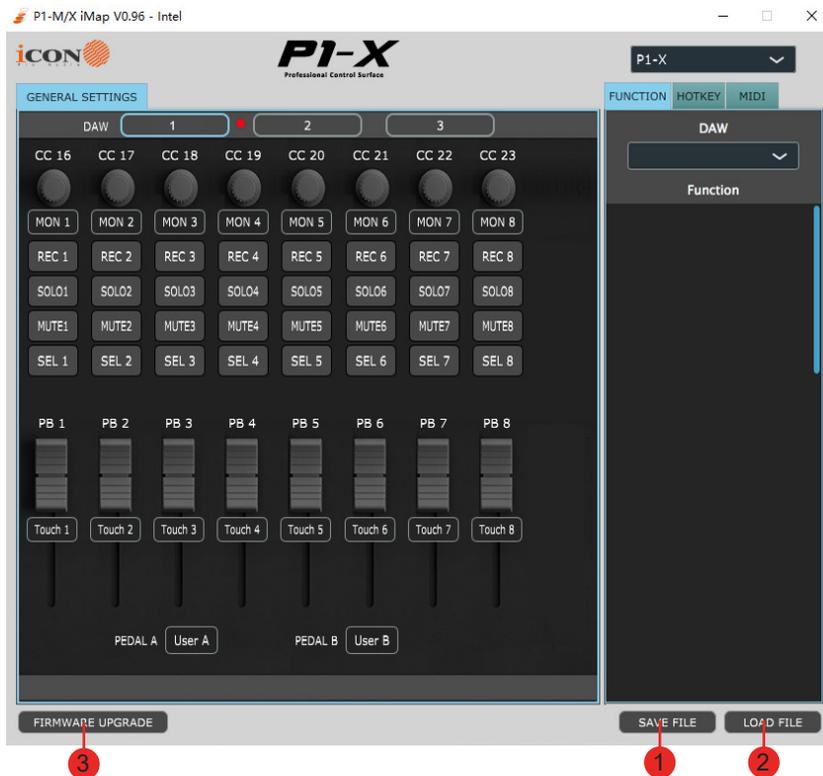
Please note that 'vibrato' has no CC value and, should that parameter be a feature of a Virtual instrument you would like to control, you may be able to map it via MIDI learn. MIDI learn instructions can be found in the manual for your DAW.

Please note that some virtual instruments have limited capability in respect of receiving communication from generic or universal external controllers.

*Please also note that the jog wheel on the P1-M can be used as a parameter controller of plug ins, EQs and instruments, **without** having to program it especially, by pressing the 'focus' button and hovering with your mouse over the parameter in question. This is a potentially extremely useful and powerful feature and very simple and easy to use! It's definitely one to remember!*



Other Functions in iMap™



1. “Save file” button

Click this button to save your current settings for the P1-X. The file is an “.imap” file.

2. “Load file” button

Click this button to load a previously saved “.imap” setting file for your P1-X.

3. “Firmware Upgrade” button

Click this button to enter into the firmware upgrade window for P1-X. Please refer to the firmware upgrade procedure, which follows.

Firmware upgrade

P1-X functional firmware upload procedure

IMPORTANT: CLICK THE "TITLE" OF THE IMAP TO SWAP BETWEEN THE P1-M AND P1-X VERSIONS. **ALWAYS** CHECK YOU ARE UPGRADING FIRMWARE FOR THE CORRECT DEVICE.

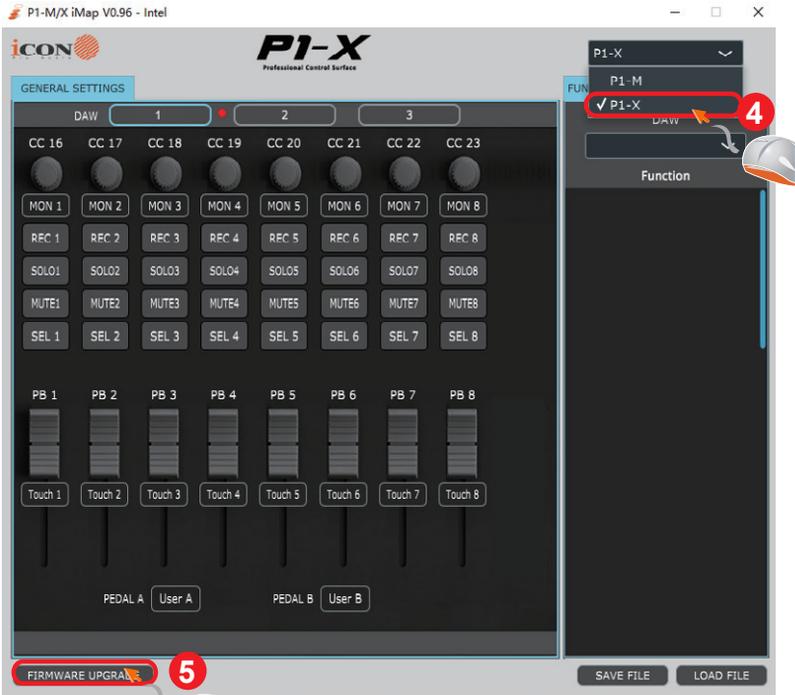


Warning: The firmware upload process *MUST* be completed and not interrupted during the file upload, otherwise the firmware may not be rewritten again.



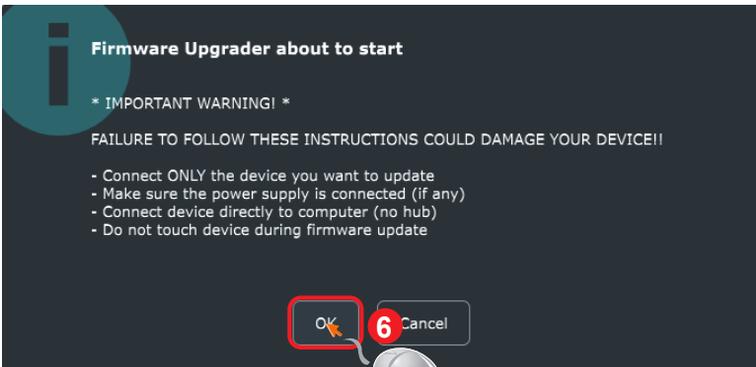
Step1: Connect the P1-X using a USB C connection. Press the “MIDI Device” button at the top to select your connected P1-X as the “MIDI In and Out” device in the pull-down menu?

Click 'Firmware update'.

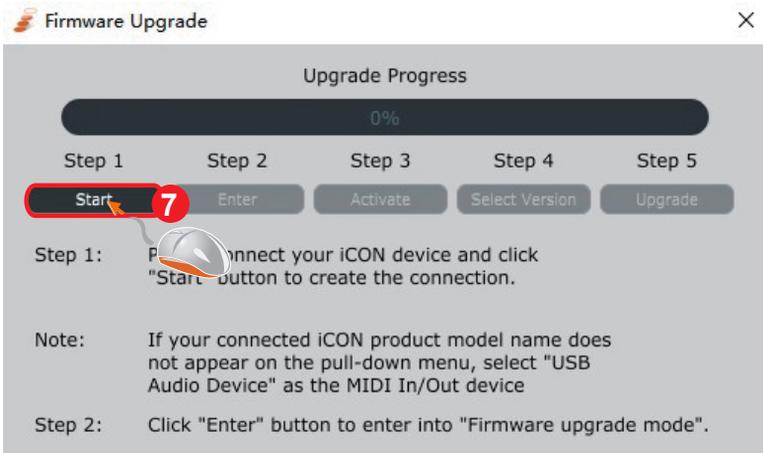


Note: If your connected name “P1-X” does not appear on the pull-down menu, select “USB Audio” as the MIDI In and Out device.

Step 2: Read the warning notice.

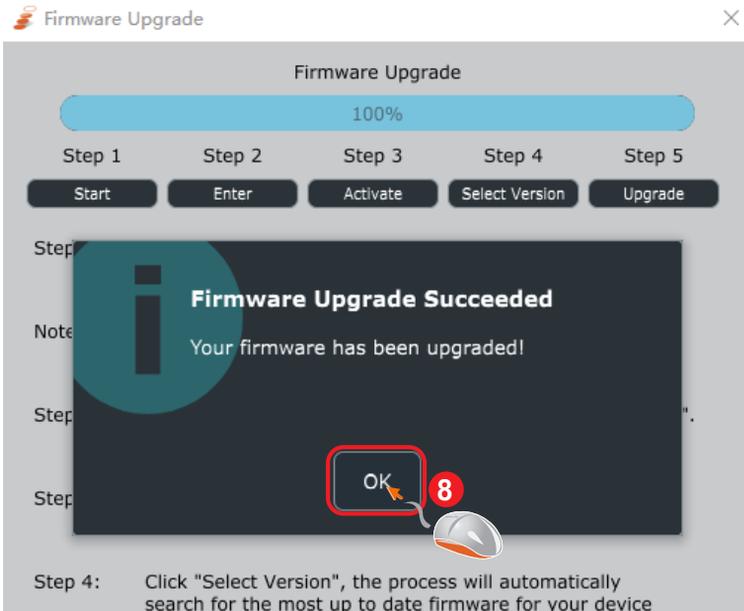


Step 3: Click the “Start” button.

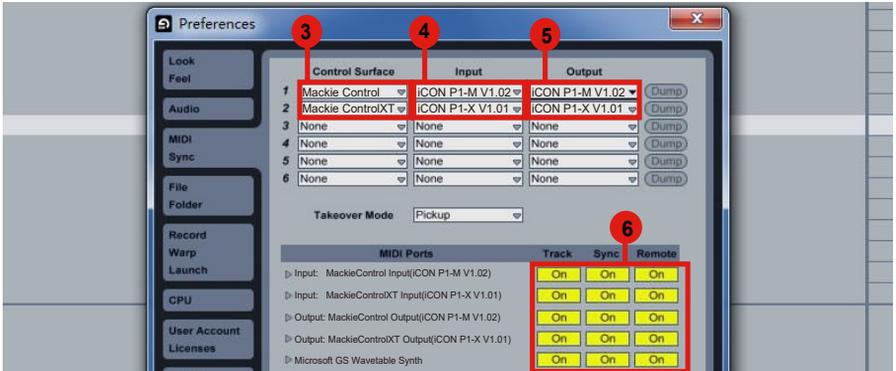
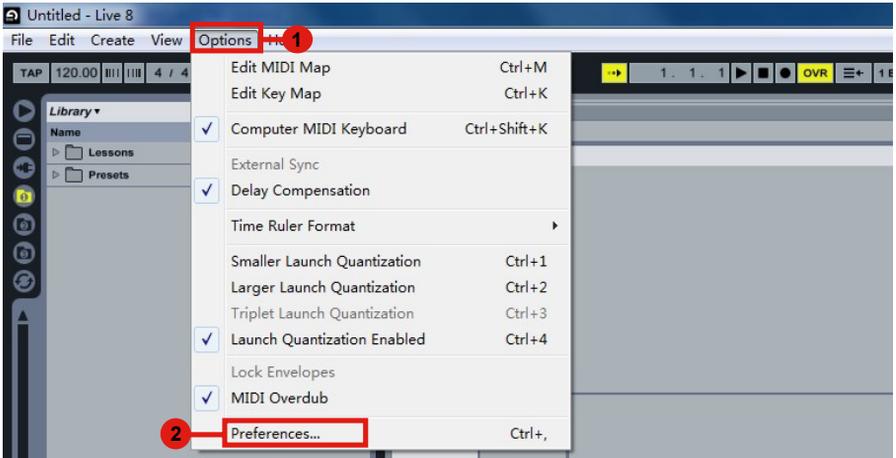


Step 4: Allow the firmware upgrade process to complete.

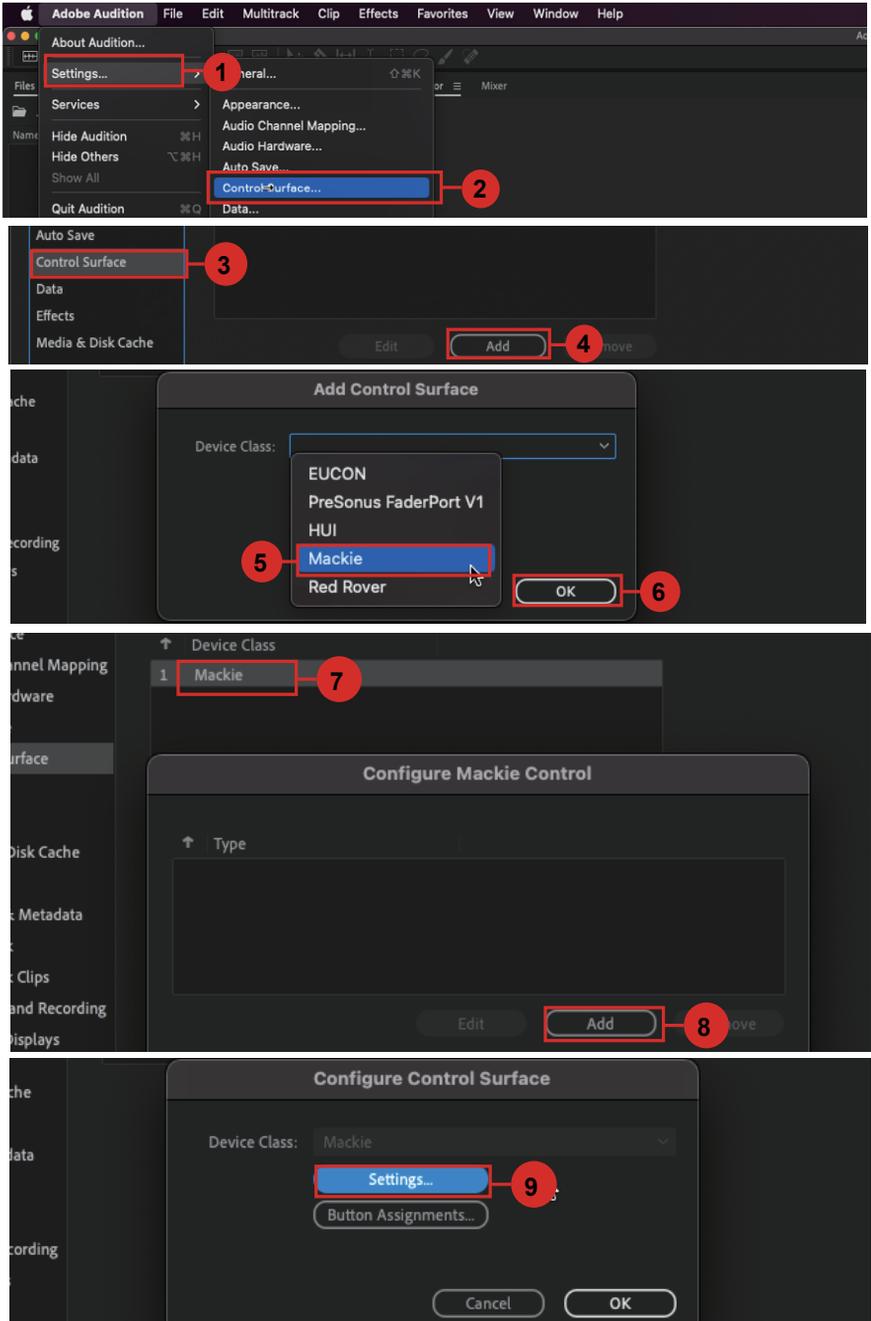
Step 5: Press ‘ok’ once the firmware update has been completed

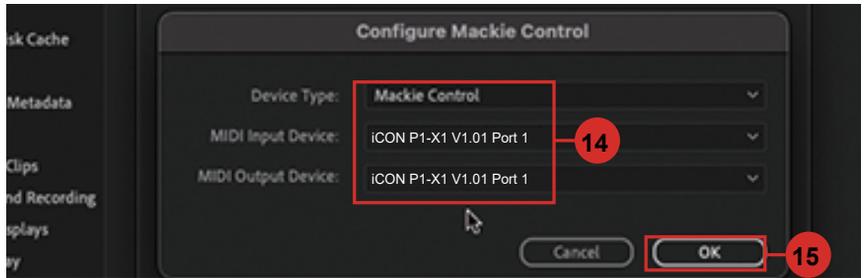
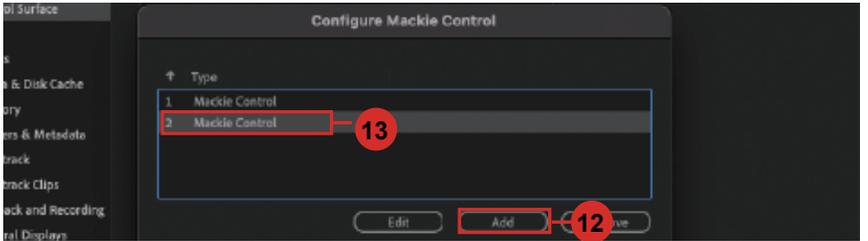
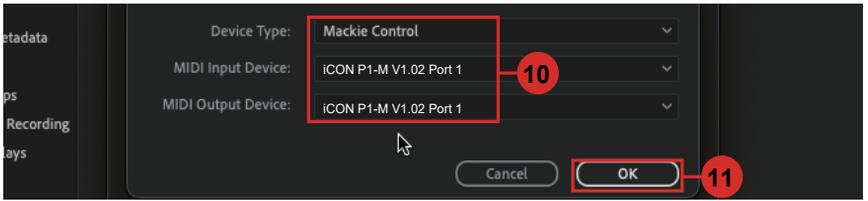


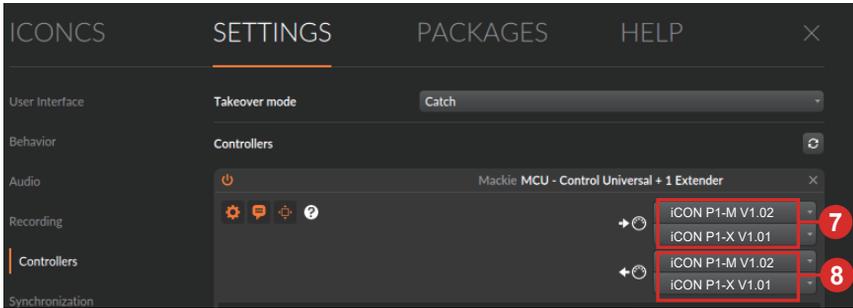
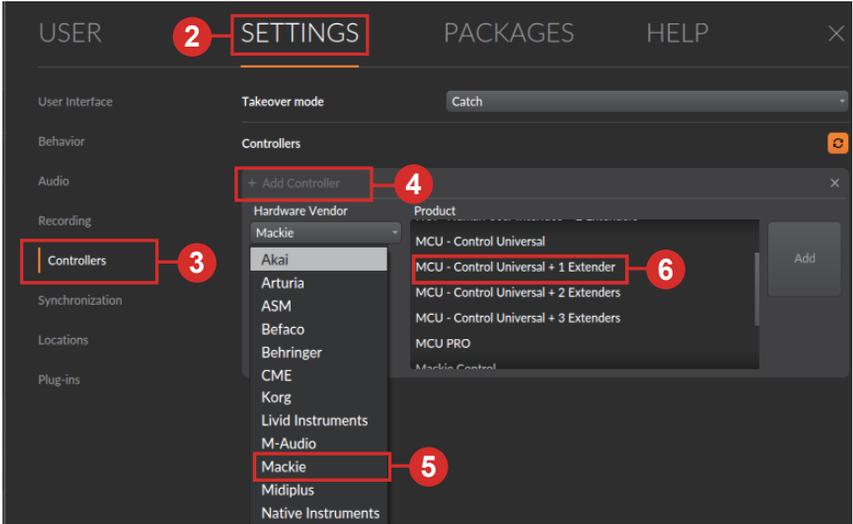
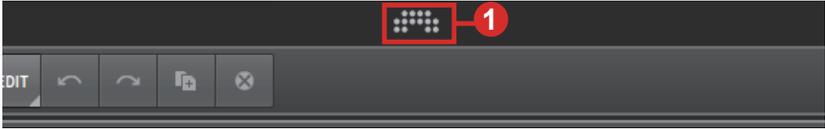
Ableton Live



Audition







1 File **Edit** Utilities Help

2 Preferences... P

3 [Add Button]

4 Connected Controllers/Surfaces

Controller/Surface	In Port	Out Port	A...	W...	WAI color
Mackie Control - 1	iCON P1M V1.02	iCON P1M V1.02	<input type="checkbox"/>	<input checked="" type="checkbox"/>	■

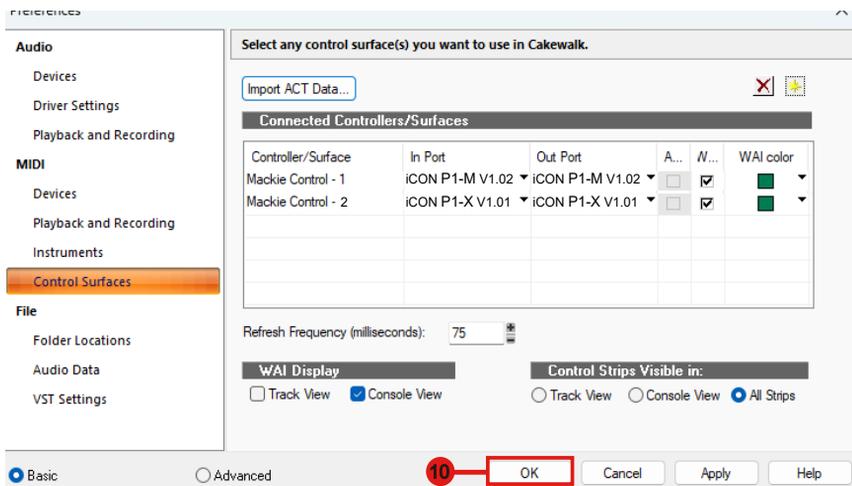
5 MIDI Devices...

6 OK

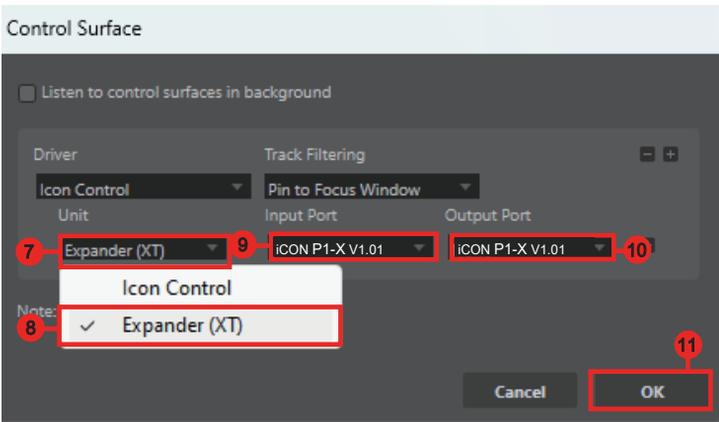
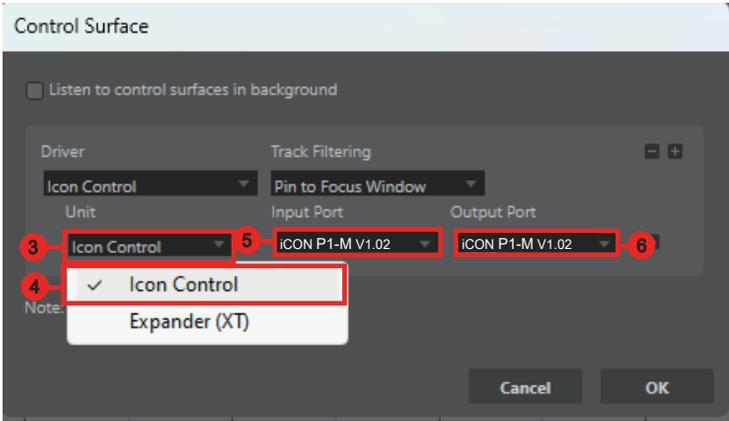
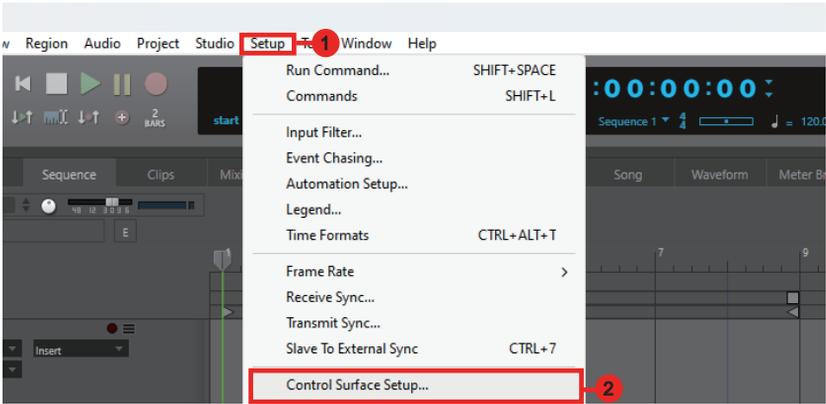
7 MIDIOUT2(iCON P1-X V1.0...)

8 OK

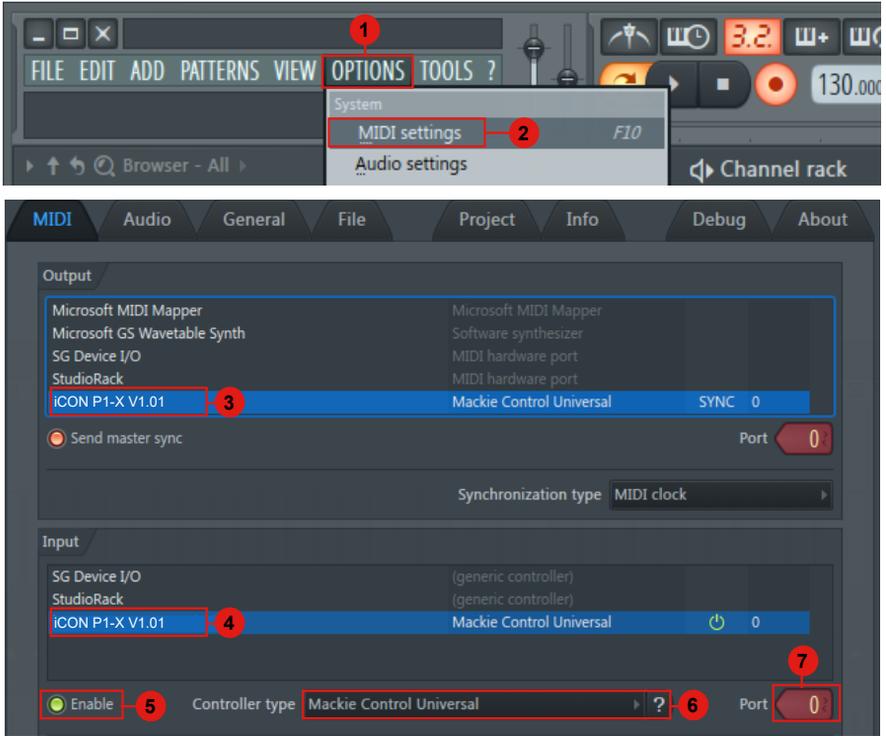
9 OK



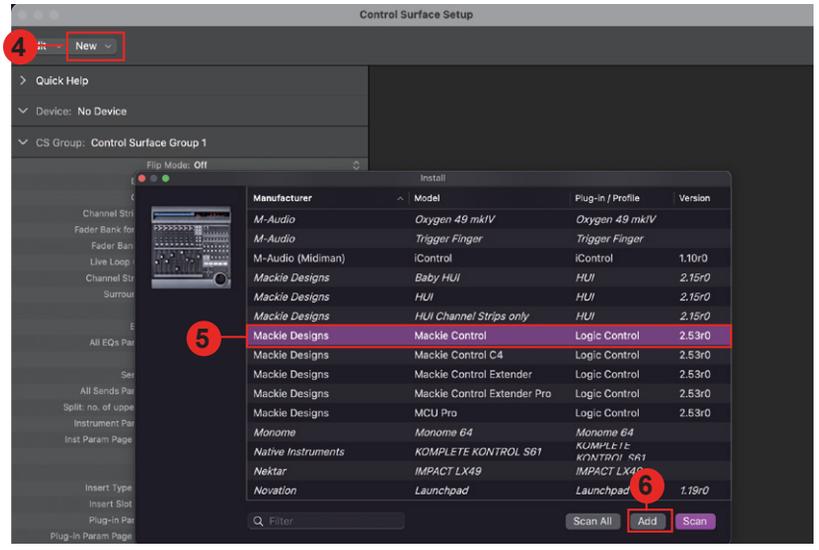
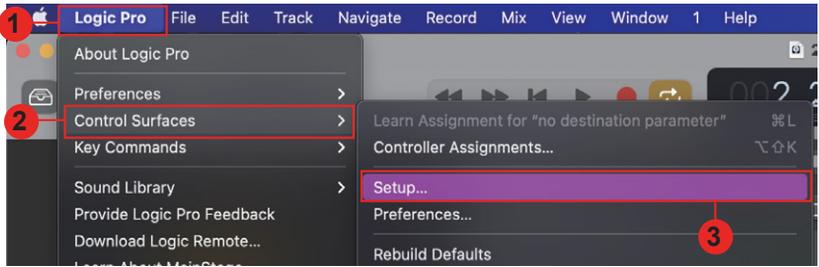
Digital Performer 11



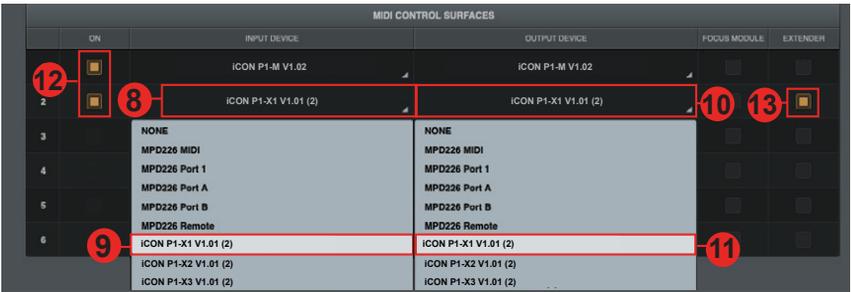
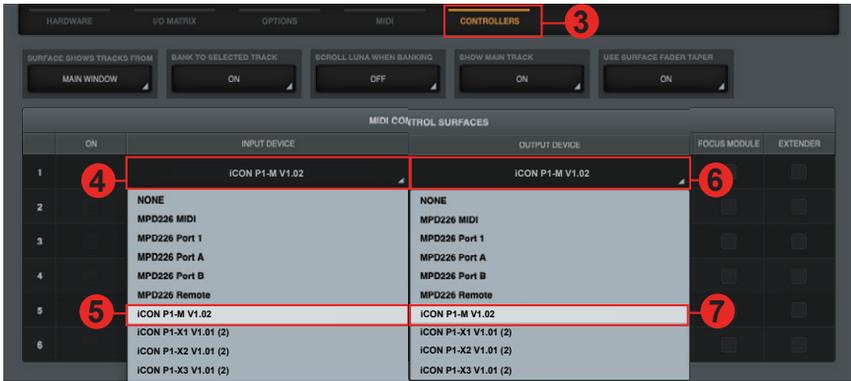
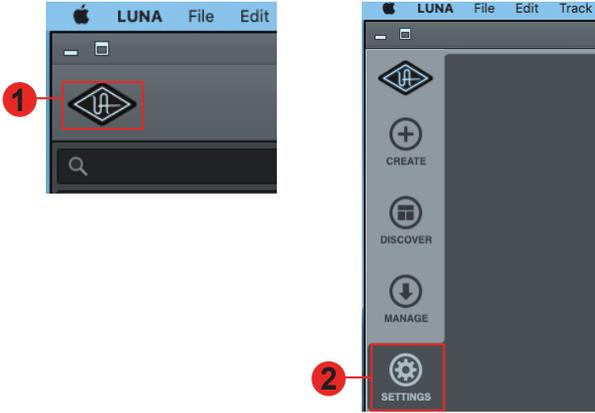
FL Studio



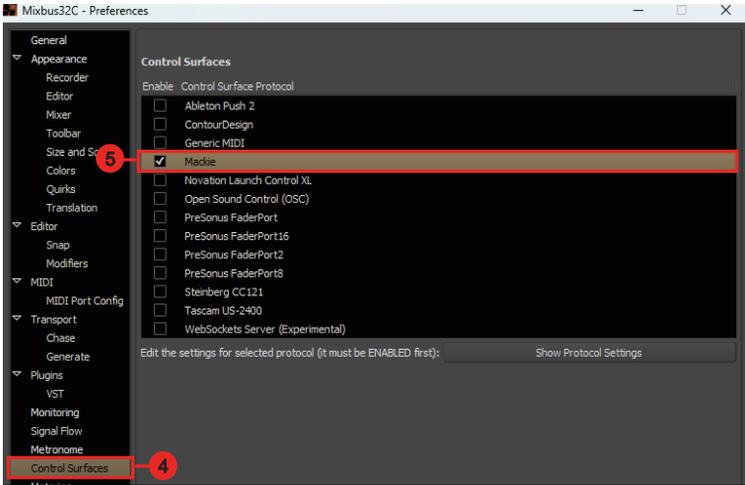
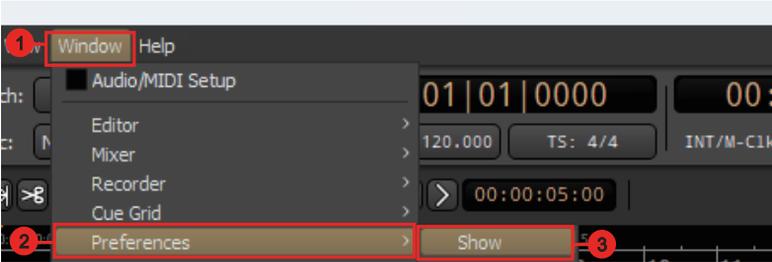
Logic Pro



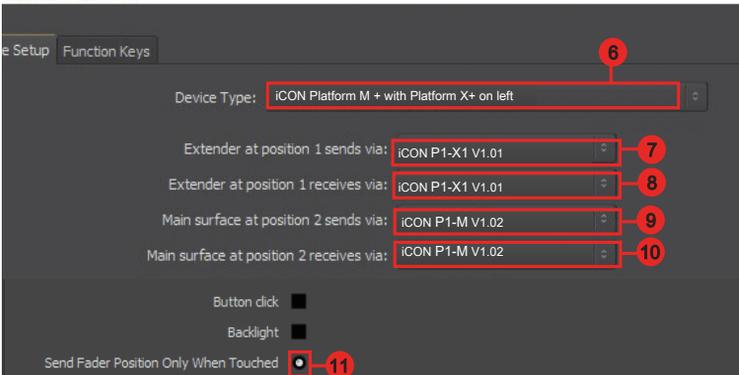
Luna



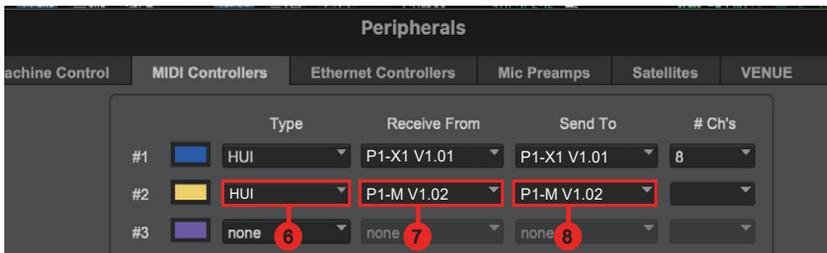
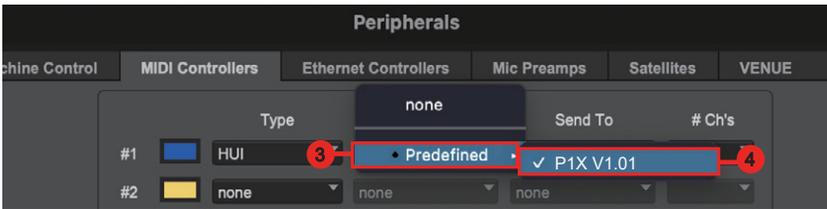
Mixbus 32C



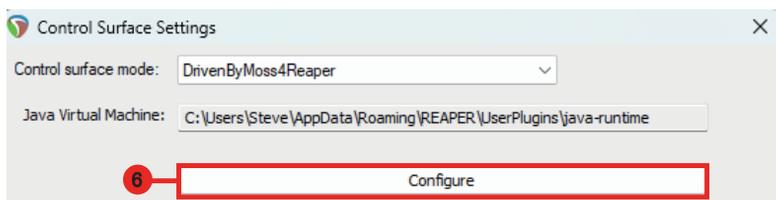
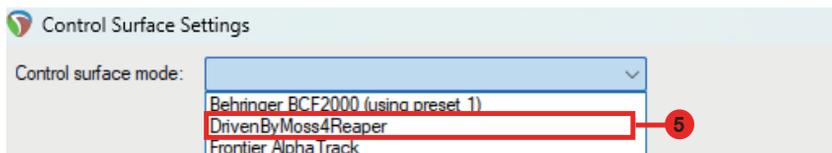
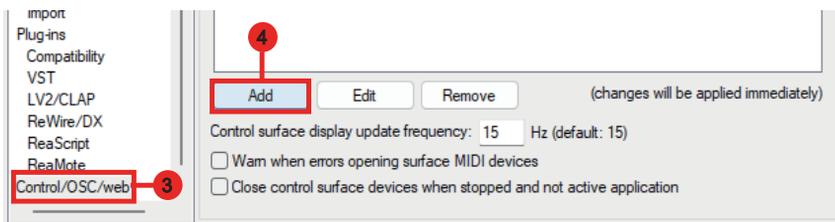
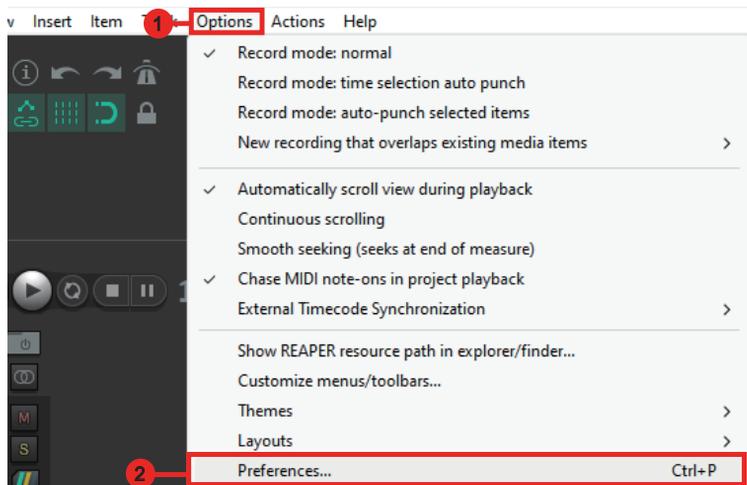
Protocol Settings

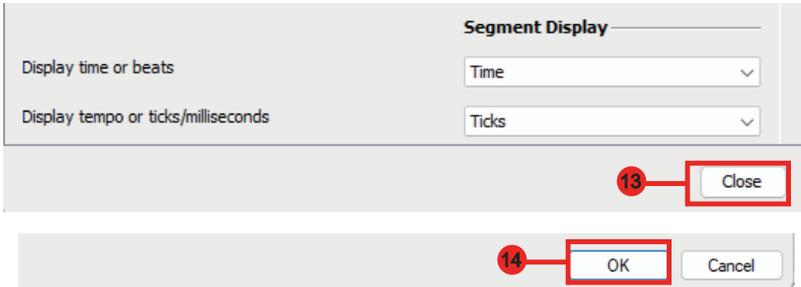
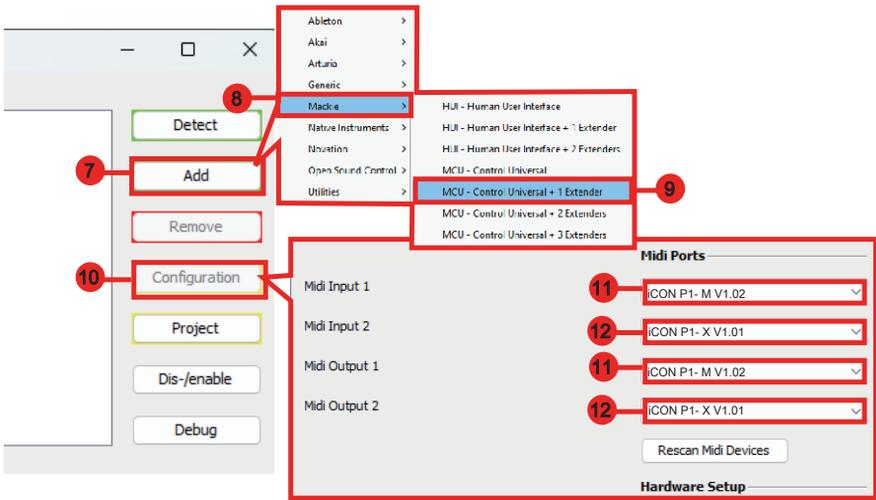


Pro Tools



Reaper





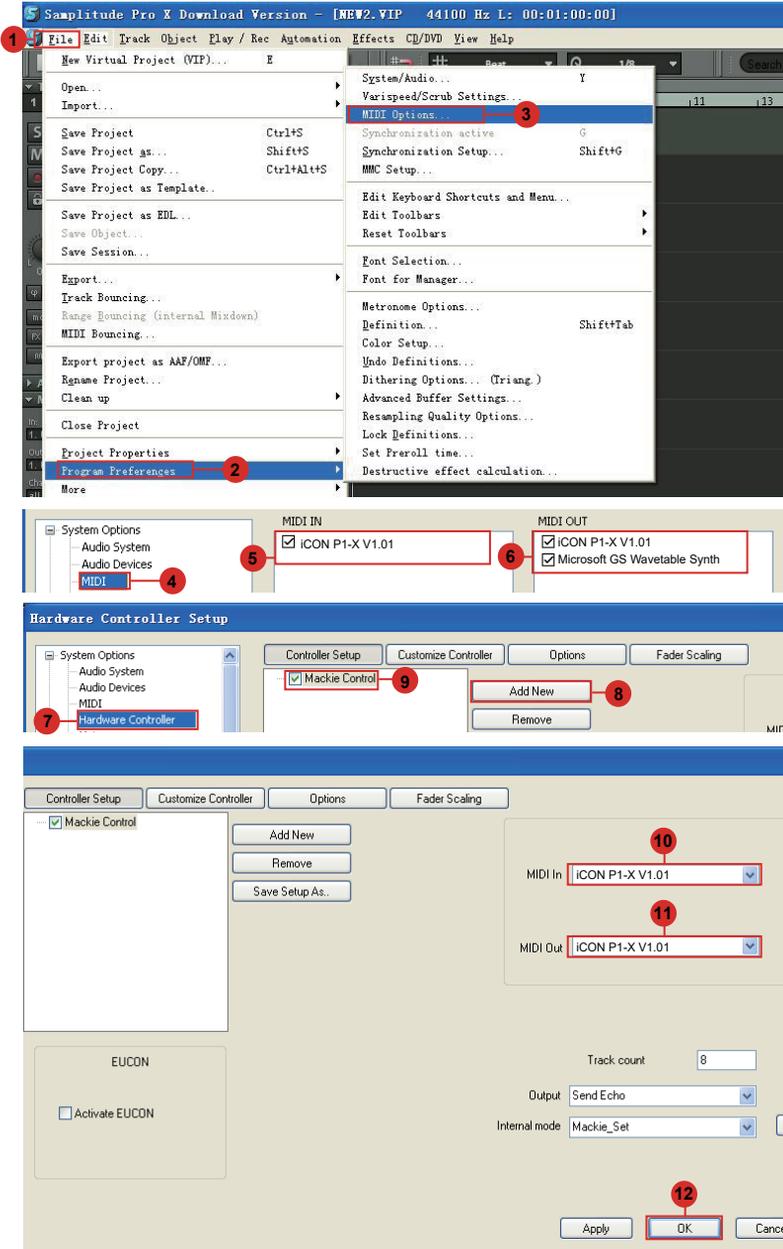
Reason

The image shows a sequence of steps in the Reason software interface:

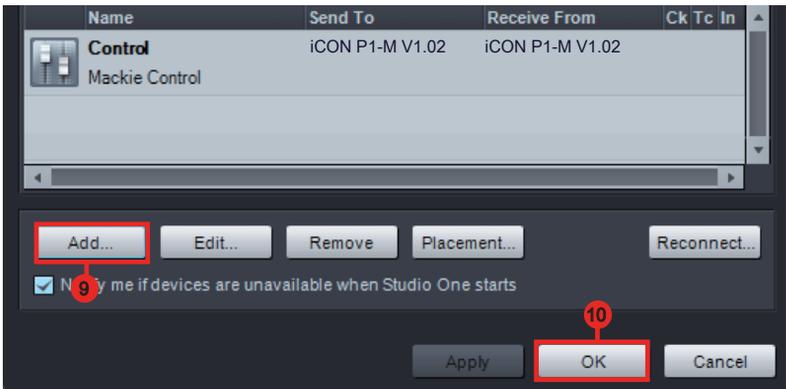
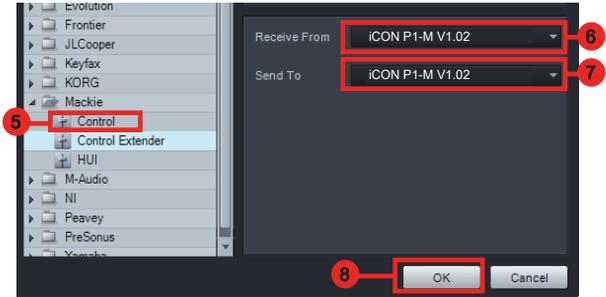
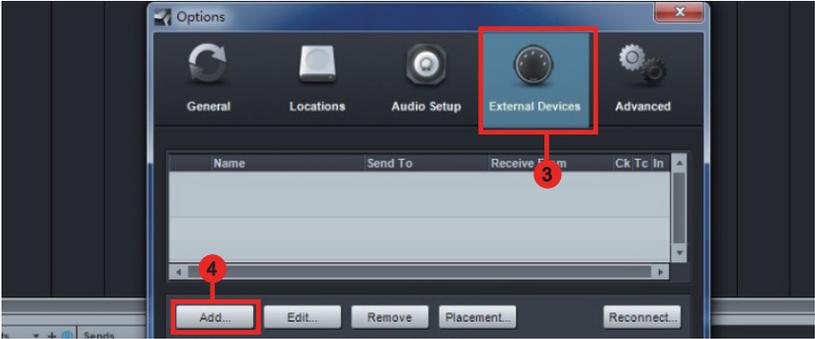
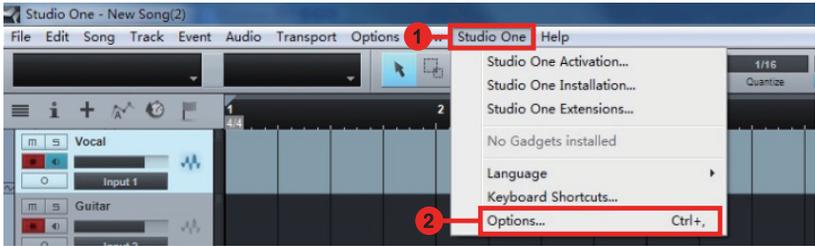
1. The **Edit** menu is open in the top menu bar.
2. The **Preferences...** option is selected from the Edit menu.
3. The **Preferences** dialog box is open, with the **MIDI** tab selected.
4. The **Add manually** button is clicked in the **Remote keyboards and control surfaces** section.
5. The **Control Surface** dialog box is open, with **Mackie** selected in the **Manufacturer** dropdown.
6. **Combo, Extender Left** is selected in the **Model** dropdown.
7. The **Combo, Extender Left** model is highlighted in the list.
8. **iCON P1-M V1.02** is selected in the **Control Input** dropdown.
9. **iCON P1-X V1.01** is selected in the **Extender Input** dropdown.
10. **iCON P1-M V1.02** is selected in the **Control Output** dropdown.
11. **iCON P1-X V1.01** is selected in the **Extender Output** dropdown.
12. The **OK** button is clicked.

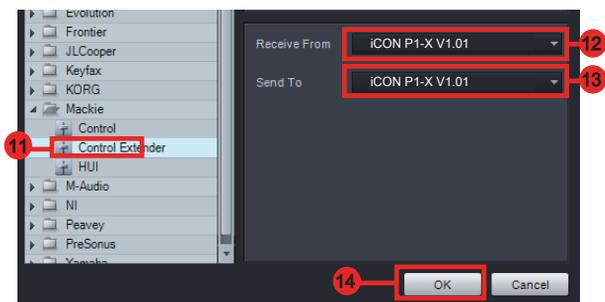
Below the Control Surface dialog, the **Reset All Master Section Settings** dialog is shown, with **Lock Mackie Combo, Extender Left to This Device** selected.

Samplitude

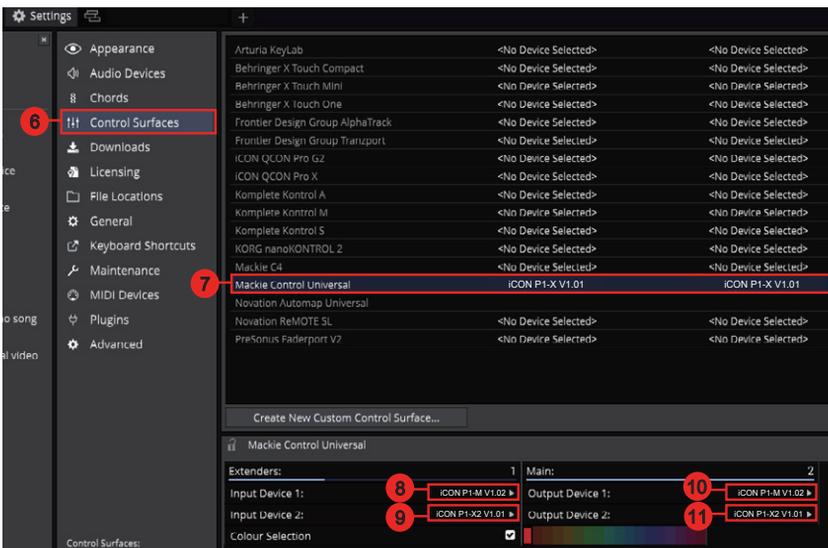
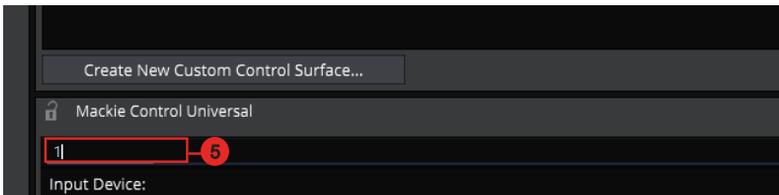


Studio One



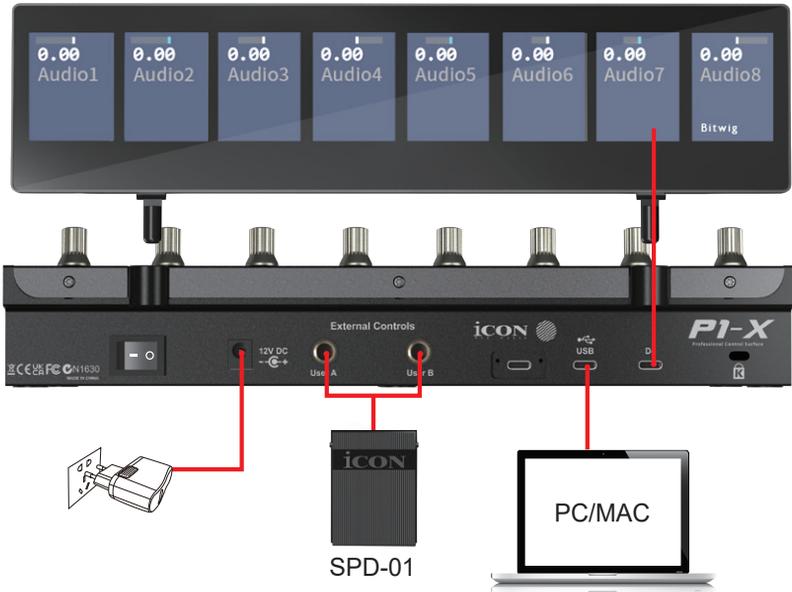


Tracktion Waveform



Hardware Connections

D4



Expanding your P1-X

D-4 Display Unit



The P1-X's display capabilities are expandable with the D-4 display unit.

- Extremely compact and durable
- Extremely simple installation for the P1-X MIDI DAW controller with magnetic fixtures - simply slot in!
- Large 2 inch TFT display showing channel name, control values, etc. for each channel
- Channel colors shown onscreen - (DAW dependent); extremely useful when dealing with many tracks in a project i.e. guitars=red, drums=blue etc.
- Adjustable tilt angle for different viewing positions
- Robust construction
- Magnetic 'slot in' fixtures
- Connect via included ergonomic USB C cable
- Clear and detailed display
- Lower 'bar' display showing color modes of the DAW channels. This is useful if you wish to group instrument tracks according to a certain color, i.e. guitar tracks as purple, drum tracks as yellow etc.). *

* only a few DAWs support this at the moment.



The P1-X is expandable, not only with the very fetching D-4 display unit, but with further P1-X extender units!

As we know, each unit consists of 8 12 bit faders, 8 smooth-action endless rotary encoder knobs, and 4 buttons per channel including rec, mute and solo. Each unit gives you more immediate hands on, tactile control of your projects with 8 freshly available channels to control, which means less banking through tracks and more opportunity to interact physically with the music!

The P1-X units work seamlessly in tandem with the P1-M and will further enhance your recording and mixing experience. More faders means more control at your fingertips!



Specifications

Connector: To computer	USB connector
Power supply:	12V/2. 5A DC
Current consumption:	2. 0A or less
Weight:	1.509kg (3.33lb)
Dimensions:	300(L) x 204(W) x 61(H)mm
	11.8"(L) x 8"(W) x 2. 4"(H)

Services

If your P1-X needs servicing, follow these instructions.

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

1. FAQ
2. Download
3. Product Registration
4. Video Tutorials

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> and then sign in to submit a ticket. Once you have submitted an inquiry ticket, our support team will assist you to resolve the problem with your ICON Pro Audio 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 the **United States**

please visit our help centre - <https://support.iconproaudio.com> and submit a ticket to the technical support team.

If you are located in **Europe**, please email the support team and wait for a response before sending the product to:

Sound Service GmbH
European Headquarters
Moriz-Seeler-Straße3 D-12489 Berlin
Telephone: +49 (0)30 707 130-0
Fax: +49 (0)30 707 130-189
E-Mail: service@sound-service.eu

If you are located in **Hong Kong** please email the support team and wait for a response before sending 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.
Tel: (852) 2398 2286
Fax: (852) 2789 3947
Email: info.asia@icon-global.com

For additional update information please visit our website at: www.iconproaudio.com



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抖音号



抖音iCON艾肯

哔哩哔哩



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Support



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Dashboard



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