







# Upod·Live

Standalone 2 Mic/1-Instrument in, 2 Line out, Bluetooth enabled USB Interface for your smartphone, PC or Mac with built-in DSP effects.

Everything you need for podcasts, karaoke, live performances and radio shows!

Here comes the fun!



<div style="text-align: center;">  <div style="background-color: black; color: white; padding: 2px; font-weight: bold; margin: 5px 0;">CAUTION</div>  </div> <p style="text-align: center; font-size: small;">             RISK OF ELECTRIC SHOCK              DO NOT OPEN              RISQUE DE CHOC ELECTRIQUE              NE PAS OUVRIR         </p> <p style="text-align: center; font-size: x-small;">             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 style="text-align: center; font-size: x-small;">             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.              AVIS: POUR EVITER LES RISQUES D'INCENDIE OU              D'ELECTROCUTION, N'EXPOSEZ PAS CET ARTICLE              A LA PLUIE OU A L'HUMIDITE         </p>	<div style="display: flex; flex-direction: column; align-items: center;">   </div> <p style="font-size: x-small;">             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 à l'intérieur du coffret de voltage dangereux non isolé d'ampleur suffisante.         </p> <p style="font-size: x-small;">             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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# ***Introductions***

Firstly, congratulations on your purchase of the ICON Pro Audio UpodLive audio interface! In these pages, you'll find a detailed description of the features of the UpodLive and a full list of specifications.

Please register the product on our website at the link below

[www.iconproaudio.com/registration](http://www.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 Upod LiveBT 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.

**Please note this product is not suitable for use in DAWs such as Pro Tools and Cubase. It is designed as a standalone product for use with live streaming applications on your mobile phone, PC and Mac and for live use.**

## ***What's in the package?***

- UpodLive USB Recording Interface
- Quick Start Guide
- USB A-C cable
- 3.5mm TRS audio cable
- Remote Control for playing samples
- 2x3A (AAA) batteries for remote control



# ***Register your ICON ProAudio product to your personal account***

## **1. Check serial number of your device**

Please go to [http:// iconproaudio.com/registration](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 downloaded the necessary files such as driver before you begin device installation.

# Features



The UpodLive is a standalone, live streaming DSP audio interface for your smartphone, PC or Mac, providing instant live streaming capability.

Whether you're broadcasting a live vocal performance to a streaming application, creating a podcast or simply enjoying a karaoke evening, the UpodLive has you covered.

Input your sound source via the 'line in' inputs or use the bluetooth connection to transmit your backing track from your phone or computer, (including internet sound sources such as 'YouTube'), plug your microphone/s into the combo inputs at the front, adjust the mic/output/line in and headphone levels and you're already halfway there!

Select one of the two reverbs, a 'broadcast' preset (to sound like a radio broadcast) or bypass any effect altogether, tune your vocal, pitchshift up and down, reduce background noise or accentuate/reduce carefully chosen low, middle and high frequencies to make your performance sparkle. Adjust associated parameters of these DSP effects using the ergonomically designed knobs (1 and 2), which can be adjusted 'on the fly', as you perform.

You can then broadcast directly to streaming media applications on the internet via the port on your phone. You will then be able to use the outstanding onboard audio delivered by the UpodLive together with video on your phone to produce a really professional and great sounding broadcast.

Use the remote control to deliver 16 fun audio samples (including laughter, clapping sounds and so on), particularly useful for podcasts and radio shows. Switch on the 'Voice Over' button when speaking over music to enable attenuation of the sound, (the music 'ducks' down to allow your voice to be heard clearly).

The iCON Pro Audio UpodLive is intended to be used as a standalone device, with

all the sound effects, processing and flexibility you need to convey a professional, rounded production whether you are singing, reciting, narrating or in conversation with a guest or fellow broadcaster.

There is a very handy LED meter beneath the main controls (part of the whole LED light which borders the device) which reflects input levels 1 and 2, the line in level, the output level and the two headphone levels when the respective knobs (1 and 2) are adjusted. This is particularly useful if performing or broadcasting live in a darkened club or room.

The UpodLive is simple to use, effective and with the onboard DSP effects, you can record or perform live without fear of latency - great as a toolbox for vocalists in bands or solo artists. You can even create the T-Pain/Cher 'I Believe' type sound via the vocal tuning function, (crank the 'Rtn Speed' up!) or just give your voice a little subtle tuning assistance without fear of latency, CPU issues or PC direct-monitoring woes!

However you choose to use the UpodLive, three things are guaranteed; the quality of the product, value for money and well.... fun!

Enjoy!

The UpodLive is a smart, standalone device with high grade DSP effects, ideal for use with streaming applications or live performances. It's a 16-Bit 48KHz 2 mic-In/1 instrument-In, 2-Out USB recording interface

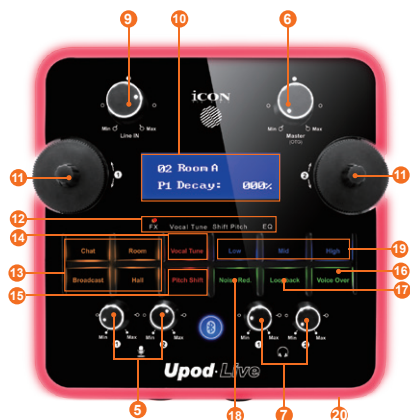
The main features include;

- Remote control for playing fun samples - suitable for podcasts and radio shows
- Compatible with iOS and Android
- Digital - equipped with I/O jack (Type C) & Analog I/O jack (3.5mm stereo TRRS) for direct connection to smartphone
- Built-in ICON high end DSP effects including reverb, vocal tuning, pitch shift, EQ, and noise reduction
- Large LCD display with two large control knobs for controlling DSP effects and main functions
- 2x2 analog I/O full duplex recording and playback
- ICON mic-preamp with individual gain control
- +48V phantom power
- +5V phantom power (2nd 1/4" jack only) for condenser microphones, that only require +5V power, (i.e. electret condenser mics)\*
- 2 analog 1/4" (6.35mm) TRS jacks outputs
- Built-in stereo 3.5mm stereo TRS line-in with individual gain control
- Equipped with bluetooth connectivity - line-in input shared with 3.5mm TRS line in
- Functions as a stand-alone device
- Attenuator (Voice-Over) function button equipped for music fade-out when mic signal is present
- Master volume control on the top panel
- 2 headphone outputs - 1 x 1/4" (6.35mm) TRS jack and 1 x 3.5mm stereo with individual volume control per output
- USB bus-powered
- 5V DC port for instances when not enough power is supplied via USB or standalone use is required.
- Switch for connecting Apple (iOS) or Android smartphones
- Plug & play and no driver installation is needed
- Class compliant with Mac10.11 or above and Windows 7 or above

*\* Some electret condenser mics require some power, but much less than +48v that most condenser microphones require. Do not press the +48V button in this case and always check your Microphone's user manual.*

***Please note that this device is NOT suitable for DAW recording and is designed as a standalone, independent device for live streaming.***

# Front/Top Panel



## 1. "Mic/Inst" inputs 1/2

Unbalanced mic level inputs. These hybrid connectors will accept a standard 3-pin XLR plug in both 1a and 1b or a 1/4" (6.35mm) TS connector for dynamic mics in 1a. Input 1b's 1/4" (6.35mm) input (on the right) is designed for condenser mics requiring only 5 volts of power, (as opposed to the standard 48 volts - this is a feature of some electret condenser mics).

### Summary:

**1a** can receive condenser or dynamic mics via its XLR connection (make sure +48V is turned **OFF** when connecting a dynamic mic via XLR) + dynamic mics via its 1/4" (6.35mm) TS connector.

**1b** can accept condenser or dynamic mics via its XLR connection (make sure +48V is turned **OFF** when connecting a dynamic mic via XLR) + condenser mics requiring only +5V of power via it's 1/4" (6.35mm) TS connection.

**Note:** +48V phantom power will *only* be provided to the XLR connectors and should *only* be turned on for condenser mics requiring +48V power.

**2. HI-Z input** This is a high impedance input for guitar/bass or other instrument.

## 3. Mic/Instrument input switch

Switch input from mic to Instrument or vice versa.

## 4. 48V phantom power switch

Press to supply +48V phantom power to both XLR input. This phantom power circuit is suitable for most condenser microphones.

## 5. Input gain level controls 1/2

These potentiometers control the input level of the associated analog microphone (& instrument) inputs.

**6. Master level control**

This potentiometer controls the master output level of the analog outputs.

**Note:** Master level control will adjust the output level of both the Line output 1/2 and the 3.5mm stereo output.

**7. Headphone level control**

These potentiometers control the output level of the associated headphone output.

**8. Headphone output**

These output jacks accept a standard 1/4" stereo TRS headphone and a 3.5mm stereo TRS connector.

**9. Line in gain level control**

This potentiometer controls the input level of the Line-in inputs.

**10. LCD backlit display**

The two-line backlit LCD display shows the parameter values as you adjust them.

**11. FX/Vocal Tune/Pitch Shift/EQ control knobs**

These two encoders adjust the settings and parameters of FX, Vocal Tune, Pitch Shift and EQ where applicable.

**12. FX/Vocal Tune/Pitch Shift/EQ display LED**

These LEDs show the active control settings on the LCD.

**13. Voice Presets**

<b>Chat</b>	The default mode on startup, there is no sound processing of any kind.
<b>Broadcast:</b>	This is a 'preset' whereby the sound generated is close to that of broadcast radio.
<b>Room:</b>	This is a 'room reverb' preset. The sound generated is of a medium sized room.
<b>Hall:</b>	This is a 'hall reverb' preset. The sound generated is a of larger sized room, such as a concert hall.

**14. Vocal Tune button**

Press to activate the "Vocal Tune" mode.

**15. Pitch Shift button**

Press to activate the "Pitch Shift" mode.

## **16. Voice-Over mode (Attenuator)**

Activating the attenuator (Voice-Over mode) will ensure the volume of the music signal from line in inputs is lowered when there is an input signal from inputs 1 or 2, (i.e. a voice via a microphone). The volume will gradually increase again when there is no input signal. This is often referred to as 'ducking the signal' - a technique used by radio DJ's in professional broadcasts.

## **17. Loopback mode**

This is a function that sends the audio signal generated via your UpodLive to your phone through the 3.5mm TRRS smartphone jack or to the computer through the USB 2.0 compatible jack (Type-C).

## **18. Noise Reduction mode**

Activate noise reduction which assists in the removal of unwanted background noise.

## **19. EQ: Low/Mid/High**

Alter the low, middle and high tones of the signal produced.

## **20. LED bar**

This portion of the LED light reflects input levels 1 and 2, the line in level, the output level, and the two headphone levels when the respective knobs are adjusted. The illuminated part of the LED 'bar' increases or decreases according to the level set.

## Rear Panel



### 1. 3.5mm TRS input connectors

A –10dB unbalanced, 3.5mm TRS line level input.

### 2. Line outputs 1/2

Unbalanced +6dBu analog outputs with standard 1/4" TS connectors.

### 3. USB 1.1 compatible Connector (Type-C)

Connect this port with the USB cable provided to your Mac/PC's USB connector. Please note that the Apple Camera kit device is required when using the OTG connection.

### 4. 3.5mm TRRS Smart Phone connection jack

Connect this jack with the cable provided, to your smart phone's headset input jack.

### 5. Power supply connector

*UpodLive is USB-bus powered. If your computer does not supply sufficient power, connect a 5VDC power supply adapter to this jack.*

**Note:** An external power adapter is needed if the UpodLive is used as a standalone unit.



## Controlling the DSP effects



The selected mode can be noted via the lit LCD beneath the display screen. This indicates which mode you are in - either FX, Vocal Tune, Pitch Shift or EQ. Pressing the buttons in the respective 'mode set' (i.e. EQ - low, mid, high), will determine where the LED appears, (for 'mid', for example, the LED will appear in the EQ mode).

Operating the DSP effects is very simple. There are some adjustable parameters per effect/mode (with a few exceptions), although these are kept to a minimum for ease of use. Use the two knobs to make the necessary adjustments. Some effects (i.e. noise reduction), do not have any adjustable parameters so cannot be altered using the two knobs.

Mode	Left knob function	Adjustable range	Right knob function	Adjustable range
Chat	N/A	N/A	N/A	N/A
Broadcast	N/A	N/A	N/A	N/A
Room	Decay	0-100%	High Boost	0-100%
Hall	Decay	0-100%	Mix	0-100%
Vocal Tune	<b>Change key</b> C-B Press left knob to <b>Change scale:</b> Major Minor Natural Minor (Ntl Minor) Harmonic Minor (Hmn Minor) Melodic Minor (Mld Minor)	<b>Key:</b> C-B  <b>Scale:</b> Min/ Maj/Ntl Min/ Hmn Min/Mld Min	<b>Retune speed</b> How quickly the adjustment is made to the pitch of an incoming note. The faster the speed, the more unnatural and apparent, the sound. The lower the speed, the more subtle the tuning.	0-127
Pitch Shift	<b>Formant -100 - +100</b> Formant frequencies are essentially the resonant frequencies of the vocal tract. This varies from person to person. Adjusting the formant will modify the tonal quality of the sound - experimentation and trial and error is the key here.	-100 to +100	<b>Pitch -12 - +12</b> Change the pitch of your voice in half-steps/semitones to one full octave below (-12) and one octave above (+12) the note sung.	-12 to +12
Low	Adjusts the low EQ gain	-15 to +15	N/A	N/A
Mid	Adjusts the mid EQ gain	-15 to +15	N/A	N/A
High	Adjusts the high EQ gain	-15 to +15	N/A	N/A
Noise Reduction	N/A	N/A	N/A	N/A
Loopback	N/A		N/A	
Voiceover	N/A		N/A	

## Notes

**Chat:** There are no adjustable parameters for chat, (this is free of any effects or processing).

**Broadcast:** This is a 'preset' designed to sound like a radio broadcast. There are no adjustable parameters for this.

**Vocal Tune:** A second set of adjustable parameters (for adjusting Scale), are accessed by pressing the 1st knob.

**EQ:** The UpodLive has 3 band equalisation (low, mid and high frequencies) at carefully selected frequency points - simply increase or decrease the values to taste using the knob 1.

**Noise Reduction:** There are no adjustable parameters for this function

**Loopback:** This activates the 'Loopback' function for the OTG port (digital) or the 3.5mm mobile

phone port (analog) for broadcasting to a live streaming device. There are no adjustable parameters for this, (please see the 'Loopback' section for operational instructions).

**Voiceover:** There are no adjustable parameters for this function - speaking into the microphone via inputs 1 or 2 will activate the function (i.e. lower the volume of the music temporarily over which you are speaking).

# ***Using Bluetooth***

The UpodLive has a bluetooth facility.

The music transmitted via bluetooth is 'shared' with the 'line in' input of the UpodLive and operates in the same way.

Make sure the UpodLive is turned on and in pairing mode. Press the bluetooth button. You will see that it flashes. Now choose the device you'd like to pair.

On your device (computer, smartphone or tablet), go to the Bluetooth settings and pair/connect it to the UpodLive.

You will know that the UpodLive has been connected to your device as it will cease flashing and be permanently lit blue.

Select your sound file or open the YouTube app or website on your device. Start playing the video or audio you want to hear.

In your Audio Output Settings, after you have paired the devices, ensure that your device's audio output is set to Bluetooth. You can usually find this option in the audio or sound settings on your device.

Once connected, the audio should be transmitted wirelessly.

It's worth noting that the steps can vary depending on the device and operating system you're using. If you encounter any issues, refer to the specific instructions for the bluetooth device you're connecting from. Also, make sure that the UpodLive and the bluetooth device are within the effective range for Bluetooth connectivity.

## ***Using Loopback***

The UpodLive has a 'loopback' function which allows you to use your mobile phone to broadcast to the internet using streaming applications.

If you're not quite sure how the principle works, imagine an example where you are equipped with a speaker and a microphone. In ordinary circumstances, the microphone captures your voice, and the speaker relays this signal to your audience.

With loopback, the audio is redirected back from the speaker to the microphone input.

By the same principle, the output of your mobile phone, (the headphone socket), can be effectively used as an 'input' using loopback.

This means that, using the UpodLive's onboard loopback facility, you can broadcast the audio you create to a streaming application on the internet on your phone via its headphone socket.

You must follow the instructions for how to use the specific software you are using on your phone, (this will differ from application to application).

Ensure your connection is secured via the 3.5mm jack (select Android or iPhone using the switch) or the USB C connection, (only one will work at a time). In essence, the 3.5mm connection is analog and the OTG (USB C) connection is digital. For more on OTG connections, read 'Using the OTG Connection'.

Once you select 'loopback' on the UpodLive, you will be able to broadcast to the live streaming application on your phone.

# Using the OTG Connection

"OTG" stands for "On-The-Go". It refers to a feature available on many modern smartphones and tablets. OTG allows these devices to act as "hosts", enabling them to connect and interact with various USB peripherals. The UpodLive's 'OTG' capability allows the user to broadcast on social media, taking advantage of the UpodLive's easy to use and adaptable audio capabilities.

In order to use this feature, a special 'OTG cable must be used – a standard USB cable will not work. 'OTG' cables have an additional pin in the mobile phone connector, which allows the device to act as a 'host'. You will need to connect to an external power supply (5V DC) when you are connecting the USB port to a mobile device, as the power supply required via the USB port cannot be received from a PC/ Mac.

1. Ensure that your smartphone or tablet supports OTG functionality. Most newer Android devices support OTG, but it's always a good idea to verify this in the device specifications or manual.
2. Obtain an OTG cable - you will need an Apple Camera kit to connect.
3. Turn on the UpodLive. Connect the UpodLive via the USB C port.
4. Plug the other end of the OTG cable into your mobile or tablet's charging or data port. Your device should recognize the UpodLive automatically.
5. Launch your chosen streaming or recording application on the device.
6. Check to see if it is receiving audio from the device. You should be able to hear the output of the UpodLive on your phone/device and/or see the signal of the output (depending on the app you are using).
7. Start streaming (select 'Loopback') – the audio output from the UpodLive will be reflected in your broadcast.
8. When you have completed your broadcast, safely eject the UpodLive. You can usually find an option to eject or safely remove USB 'peripherals' in the settings or notification panel of your device.

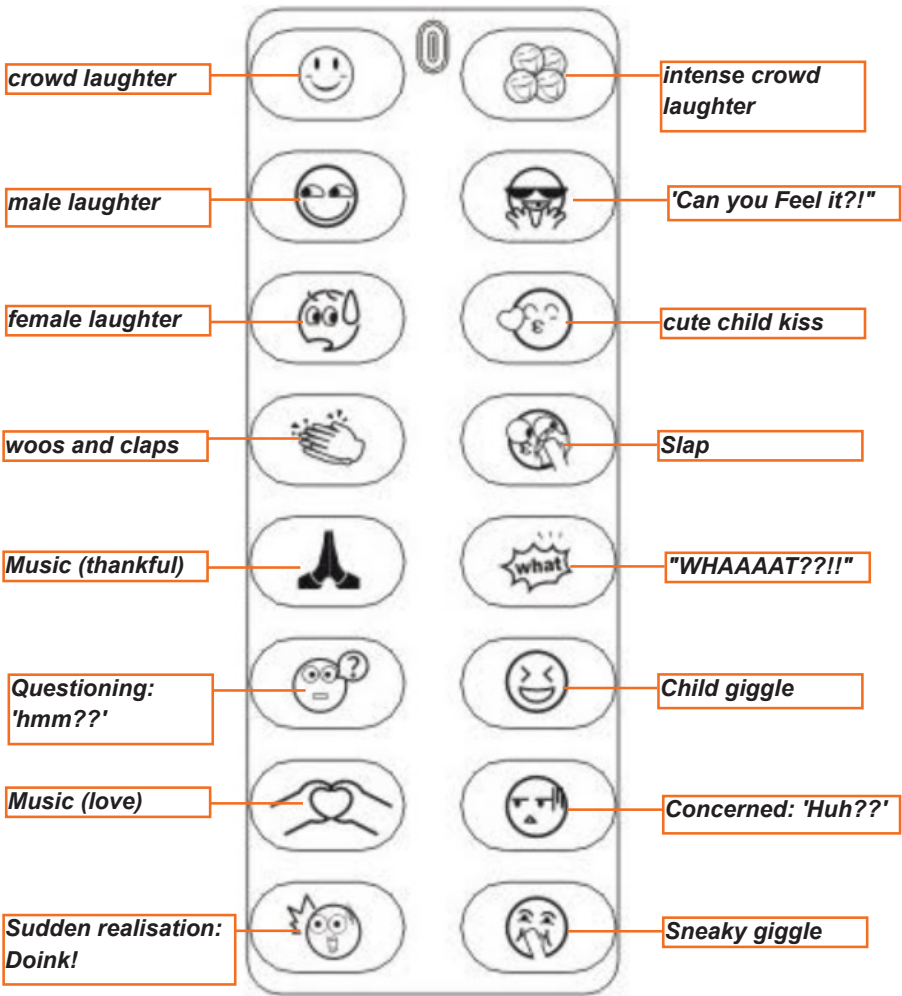
Please note that the above steps may vary slightly depending on your mobile/tablet or iPhone /Android device's manufacturer, model, operating system version, and streaming application.

Additionally, not all mobile and tablet devices are guaranteed to work with OTG, as some may require specific drivers or have compatibility limitations.

**Please note that the Apple Camera kit device is required when using the OTG connection.**

# Using the Remote Control

The remote control is extremely useful particularly for podcasts and radio broadcasts. Instantly launch samples of various sound effects, such as laughter, audience applause and so on. The remote control is powered by 2x 3A (AAA) batteries. Batteries are included.



# Hardware Connections (with PC/Mac only)

Connect the UpodLive digital audio interface outputs to your amplifier, powered monitors or surround system. Two-channel stereo operation, the default outputs are channels 1 and 2.

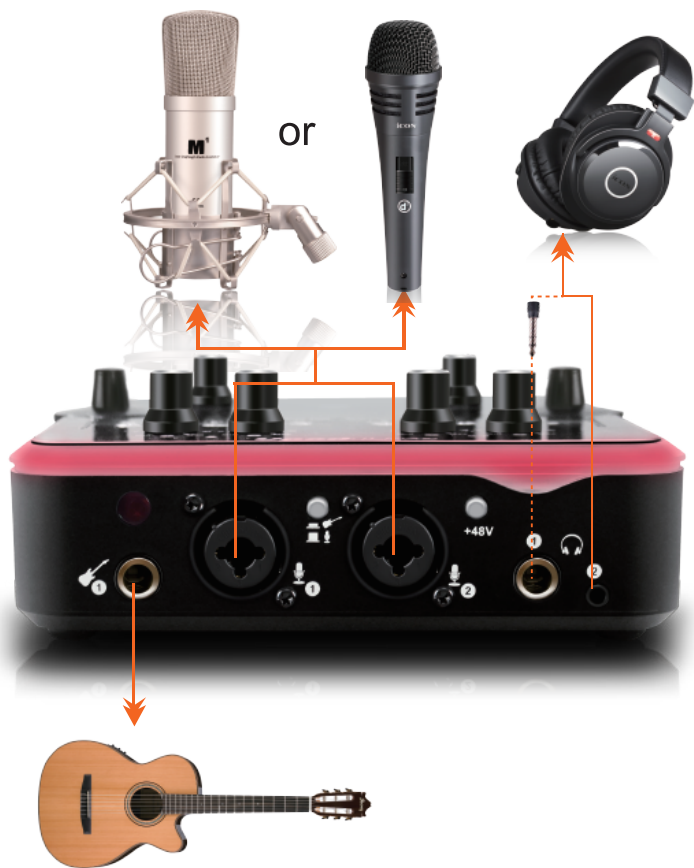
If you are monitoring through headphones, connect your headphones to the device's headphone output.

Connect your microphones to the device's analog input.

## Power Pack



***Hardware Connections (Use as a standalone device)***





# ***Minimum System Requirements***

***Important:*** The UpodLive digital audio interface is supported by MacOS 10.11 or above and Windows 7 or above. Earlier versions of Mac or Win operating systems are not supported.

## ***Windows OS:***

Pentium 4 -1.0GHz or higher

1.0Ghz RAM

DirectX 8.1 or higher

Windows 7 or above

## ***macOS:***

Intel-Mac 1.0GHz or higher

1.0GHz RAM

MacOS 10.11 or above

# Specifications

## Mic Input:

Frequency Response .....	22Hz to 20kHz (+/-0.2dB)
Dynamic Range .....	90dB, A-weighted
Signal-to-Noise Ratio.....	-90dB, A-weighted
THD+N .....	<0.0061% (-86dB)
Crosstalk.....	-85dB @ 1kHz
Input Impedance: Mic in .....	1.8K Ohms, typical
Adjustable Gain .....	+39dB

## Inst Input:

Frequency Response .....	22Hz to 20kHz (+/-0.2dB)
Dynamic Range .....	90dB, A-weighted
Signal-to-Noise Ratio .....	-90dB, A-weighted
THD+N .....	<0.0061% (-86dB)
Crosstalk.....	-75dB @ 1kHz
Input Impedance: Inst in .....	500K Ohms, typical;
Total Gain Range:.....	+38dB

## Line Inputs (RCA IN, Unbalanced):

Frequency Response .....	22Hz to 20kHz (+/-0.2dB)
Dynamic Range .....	90dB, A-weighted
Signal-to-Noise Ratio.....	-90dB, A-weighted
THD+N .....	<0.003% (-86dB)
Crosstalk.....	-90dB @ 1kHz
Input Impedance.....	10K Ohms, typical
Adjustable Gain .....	+8dB

## Line Outputs 1/2 (Stereo, Unbalanced):

Frequency Response .....	22Hz to 20kHz (+/-0.2dB)
Dynamic Range .....	90dB, A-weighted
Signal-to-Noise Ratio.....	-90dB, A-weighted
THD+N .....	<0.003% (-86 dB)
Crosstalk.....	-90dB @ 1kHz
Nominal Output Level.....	Unbalanced: +2dBV, typical;

## Headphone Outputs: (at Maximum Volume; Into 100 Ohm load):

Frequency Response .....	22Hz to 20kHz (+/-0.2dB)
Power into Ohms .....	20 mW into 100 Ohms
THD+N .....	<0.06% (-66dB)
Signal-to-Noise Ratio.....	-90dB, A-weighted
Max Output Level into 100 Ohms .....	+2.0dBV, typical
Load Impedance.....	32 to 600 Ohms

# Services

**If your UpodLive 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.

Navigate to <http://support.iconproaudio.com/hc/en-us> and then sign in to submit a ticket or click "Submit a ticket" without the need to sign in.

As soon as you have submitted an enquiry ticket, our supporting 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 Pro Audio 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 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 Hong 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:

**Sound Service**

**GmbHEuropean**

**HeadquarterMoriz-Seeler-Straße**

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