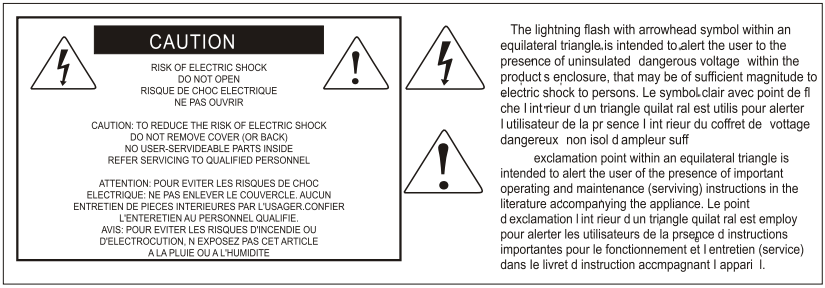
iCON

i-KEYBOARD MINI

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

User manual

DER GRÜNE PUNKT CE FC N1630



Important Safety Instructions

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

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

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Introduction

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

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

Please register the product on our website at the below link **www. iconproaudio.com/registration**:

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

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

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

What's in the package?

- iKeyboard 3 mini / iKeyboard 4 mini
  25/37-note velocity-sensitive piano-style keys USB MIDI controller keyboard x 1
- Quick Start Guide x 1
- USB 2.0 cable x 1

Register your ICON ProAudio product to your personal account

1. Check serial number of your device

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

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

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

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

Existing user:	Please log into your personal user page by inputing your user name and password.
New user:	Please click "Sign Up" and fill in all the information.

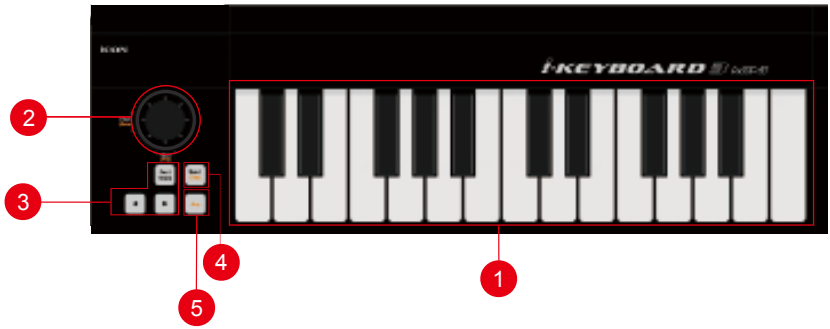
3. Download all useful materials

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

Features

- Velocity-sensitive piano style keyboard
- Combined pitch/modulation joystick
- Octave up/down buttons
- Transpose up/down buttons
- Sustain button
- Arpeggiator button is equipped to activate Arpeggiator function
- Combined Gate/Arp(type) joystick to adjust arpeggiator different parameters
- Tap button is equipped to use with arpeggiator function
- Multi velocity curves available for selection
- Midi output jack
- Class-compliant with Windows XP, Vista (32-bit & 64-bit), Windows 7 (32-bit & 64-bit),Windows 8 (32-bit & 64-bit), Windows 10 (32-bit & 64-bit) and Mac OS X (IntelMac)
- USB bus-powered
- USB 2.0 high speed connectivity
- Supporting most of the DAW including Cubase, Nuendo, Samplitude, Logic Pro, Ableton Live, Pro Tools, Reaper and Reason etc
- iMap™ software included for easy mapping of MIDI functions
- Firmware upgrade available simply via USB connection and iMap software
- Robust metal casing with Kensington lock port

Front Panel Layout



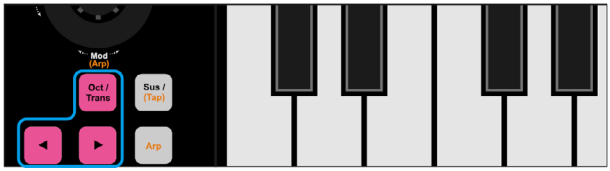
1. 25/37-note key switches

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

2. Modulation & pitch bend joystick

Vertically: Adjusts the modulation effect. It will return to “center” when released.
Horizontally: Adjusts the pitch bend. It will return to “center” when released.

3. Oct/Trans and </> buttons



When the Qct/Trans button is lit, octave function is activated, press the </> buttons to raise or lower the octave.

When the Qct/Trans button is unlit, transpose function is activated, press the </> buttons below to raise or lower the transpose.

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

4. Sustain button

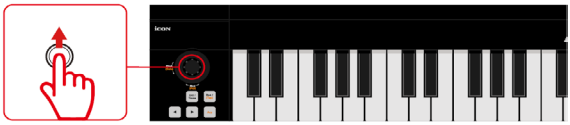
Hold the button and it works as a sustain pedal.

5. Arp button (Arpeggiator)

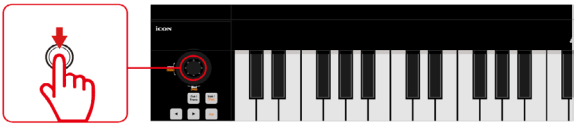
Press to activate the arpeggiator function and use in conjunction with controls below for adjusting different arpeggio parameters. An arpeggio will be automatically produced when you hold down a chord on the keyboard.

5.1 Gate joystick (Vertical)

Upward: Increase the arpeggio gate time (longer).

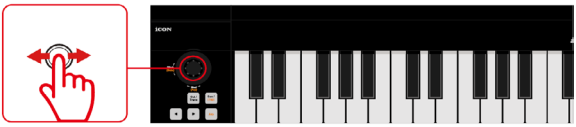


Downward: Decrease the arpeggio gate time (shorter).



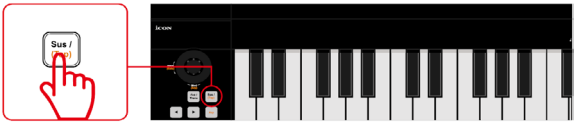
5.2 Arp joystick (Horizontal)

Move joystick left or right to adjust the type of arpeggio.(Horizontal).

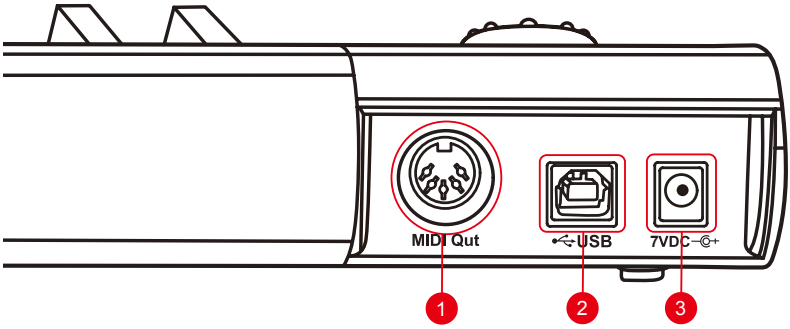


5.3 Tap button

Adjust the tempo of the arpeggio.



Rear Panel Layout



1. Midi Out Port

Use the MIDI Out terminal to connect an external synthesizer or sound module.
Note: *To use your iKeyboard mini as a MIDI input device for your sound module, USB cable is needed to connect as a power supply. Or you may connect a 7VDC external power supply that you could purchase from our official dealer.*

2. USB port

Functions as a MIDI port to your notebook (or computer) and compatible software. Also provides power to your iKeyboard mini.

3. 7VDC/350mA power adapter connector

Connect your 7VDC/350mA power adapter (optional) here.

Download the Windows driver from your "Personal User Page at www.iconproaudio.com"

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

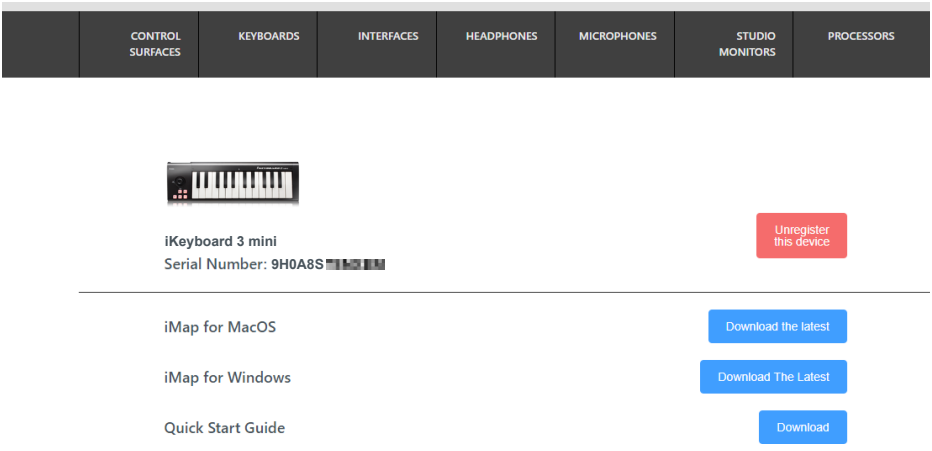


Diagram 1

1. iMap™ Software for Mac OS X

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

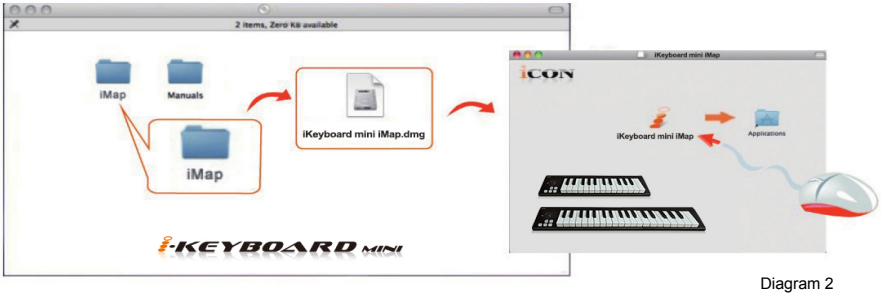


Diagram 2

Tips: By "drag and drop" the "iKeyboard mini" 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. **Download the Windows driver from your "Personal User Page at www.iconproaudio.com"**
   After you downloaded the driver file, please click it to start the installation process.

3. **Setup Wizard appear**
   Setup wizard appears, please click "Next".

Diagram 3

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

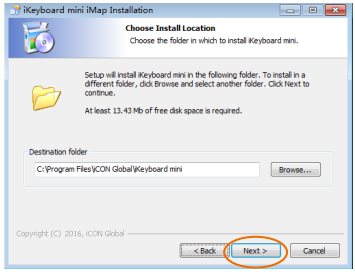


Diagram 4

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

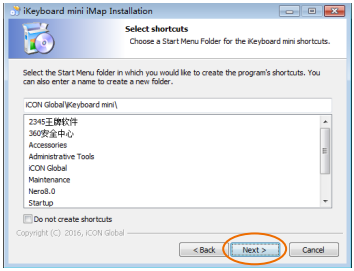


Diagram 5

6. Create a shortcut on your desktop

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

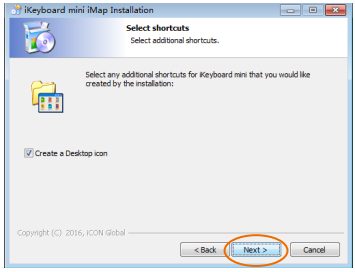


Diagram 6

7. iMap™ started to install

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

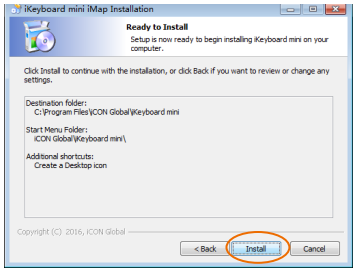


Diagram 7

8. Installation finished

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

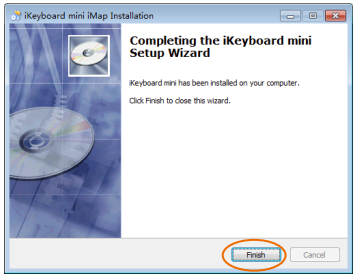


Diagram 8

Getting Started

Connecting your iKeyboard 3 mini/ iKeyboard 4 mini ikeyboard system

1. **Connect the iKeyboard 3 mini/iKeyboard 4 mini to your Mac/PC via the USB port.**

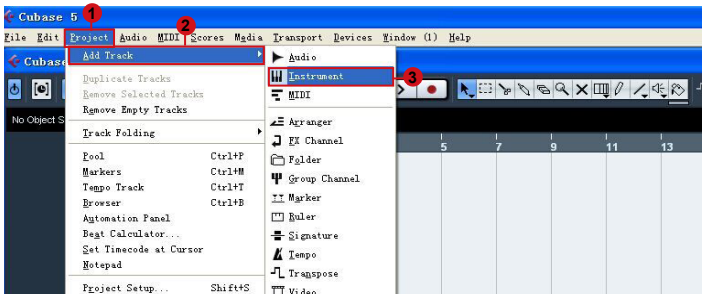
   Choose a USB port on your Mac/PC and insert the wide (flat) end of the USB cable.

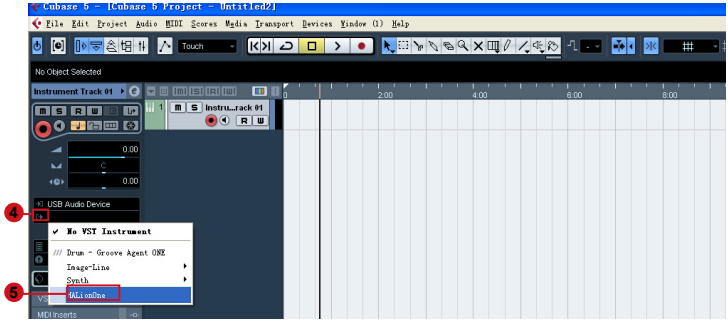
   Connect the cable's small jack end to the iKeyboard 3 mini/iKeyboard 4 mini. Your Mac/PC should automatically "see" the new hardware and notify you that it is ready to use.

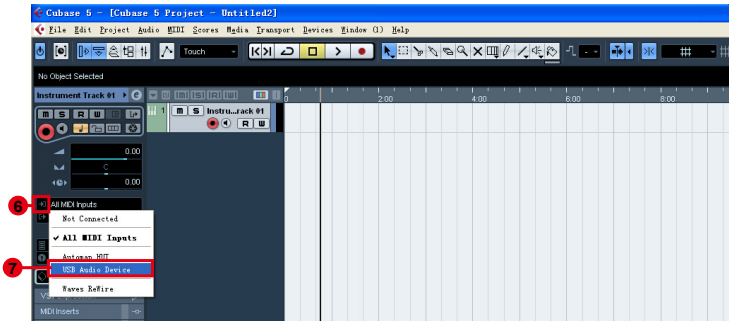
2. **Setup your DAW**

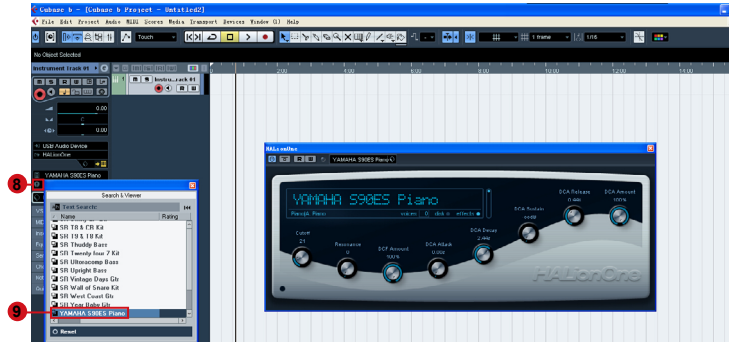
   (For Cubase™, Nuendo™, Bitwig™ & Reason™)
   Activate the ICON iKeyboard 3 mini/iKeyboard 4 mini controller in your DAW or MIDI software using "MIDI Setup" or "MIDI Devices".
   (For Logic™, Samplitude™, Ableton Live & Reaper , choose Mackie Control at the "Device List".)
   (For Pro Tools™, choose HUI at the "Device List".)
   *(**Note:** Every application does this a little different, so refer to your software user manual for the settings.)*

Cubase (ICON·DRIVER)

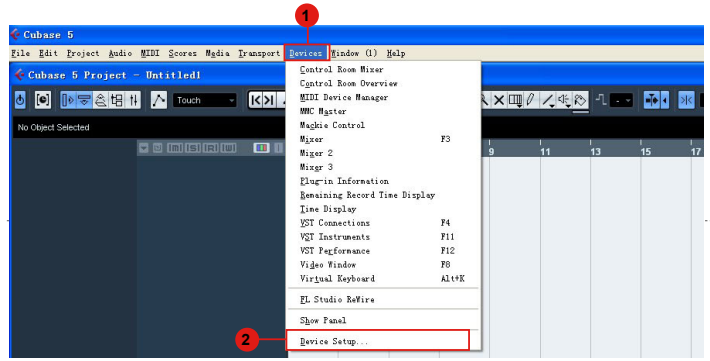


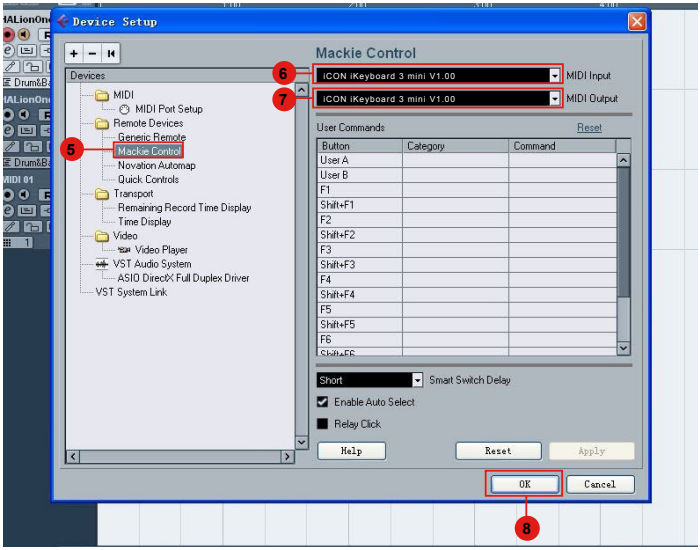




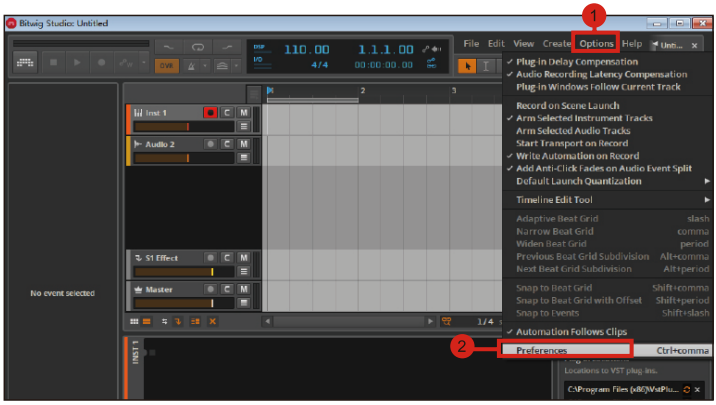


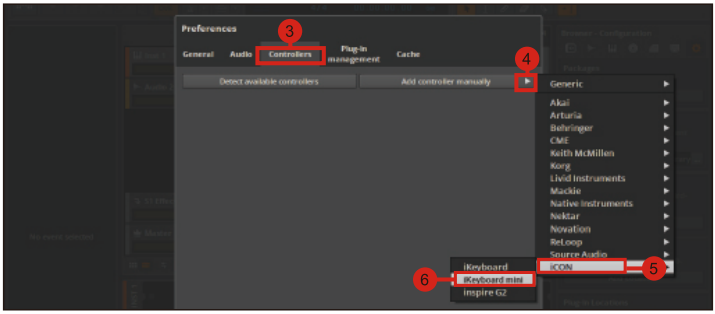
Cubase (Mackie Control)

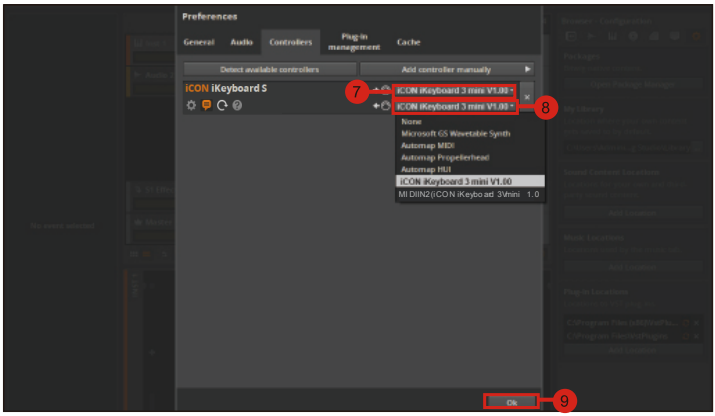




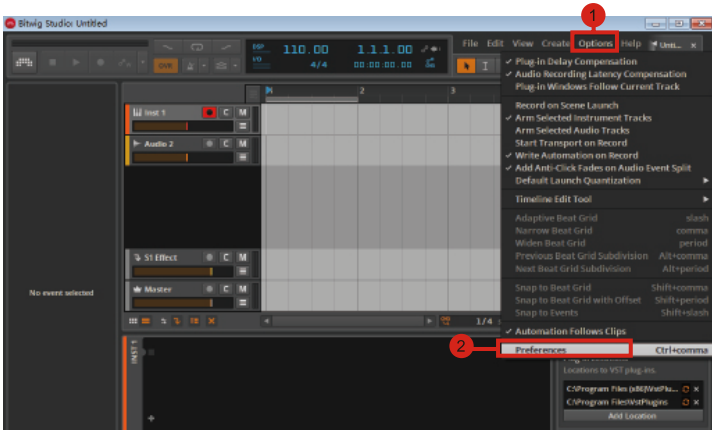
Bitwig (ICON·DRIVER)

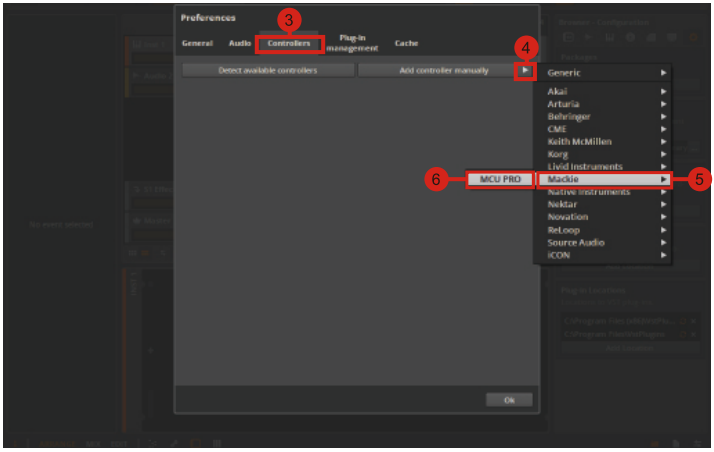


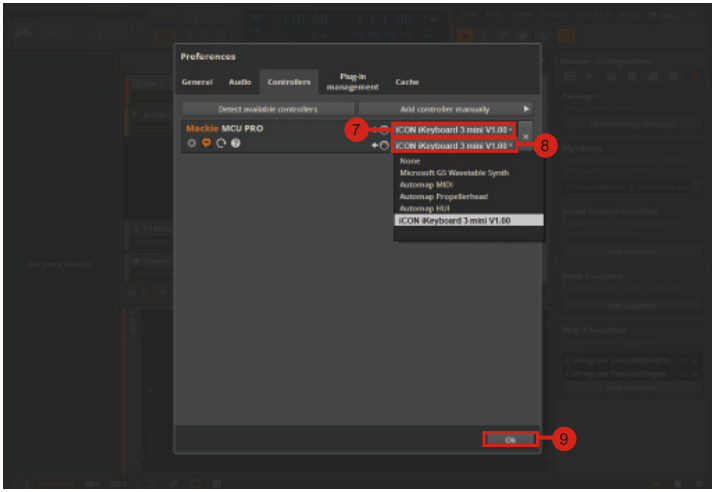




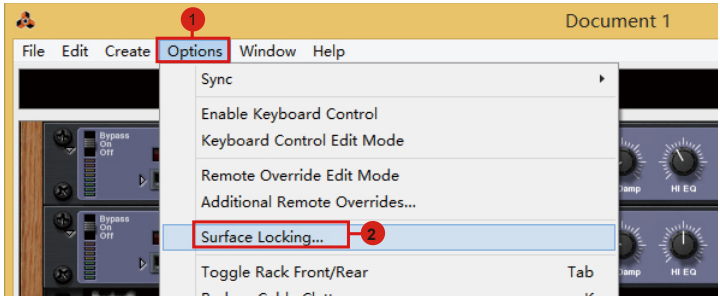
Bitwig (Mackie Control)

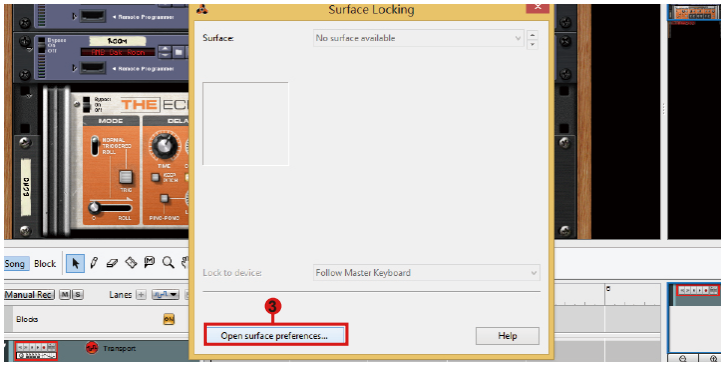


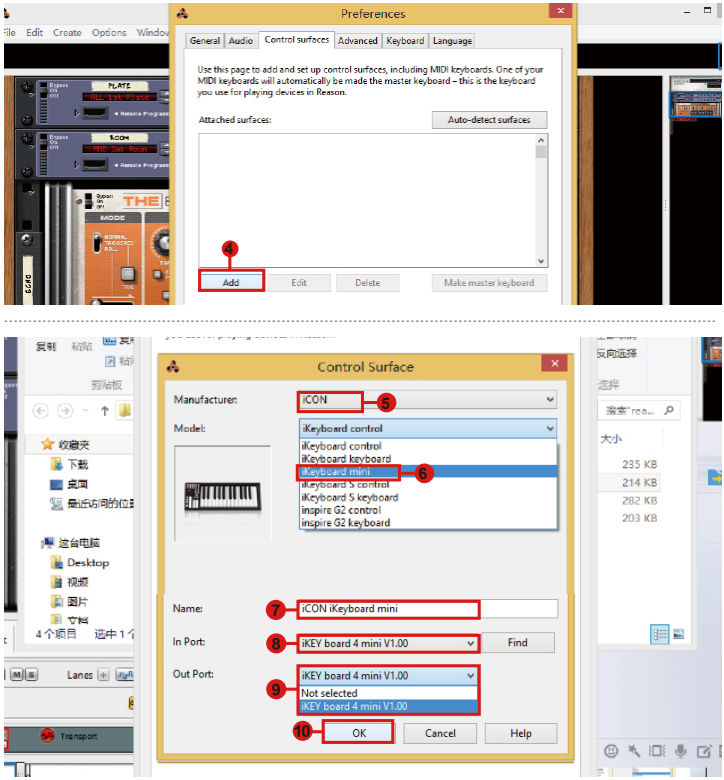




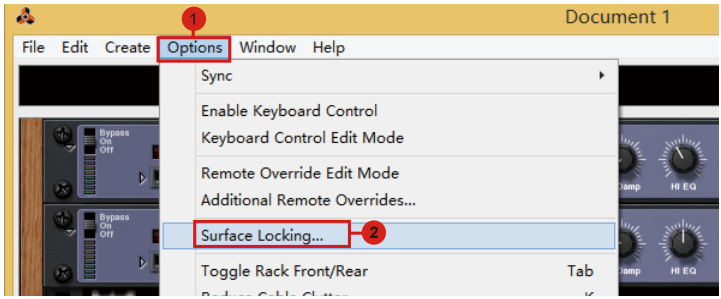
Reason (ICON·DRIVER)

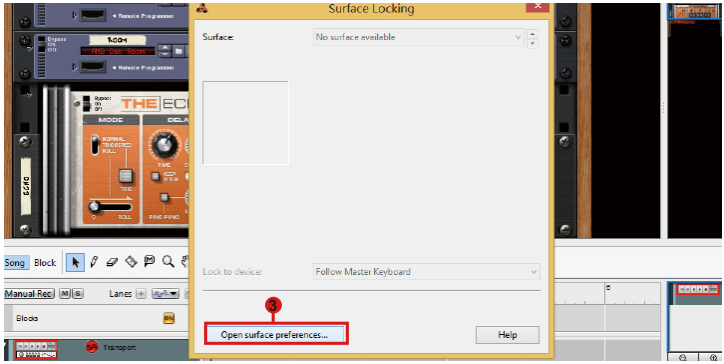


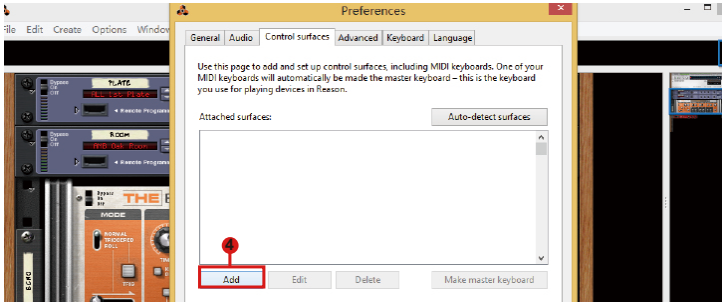


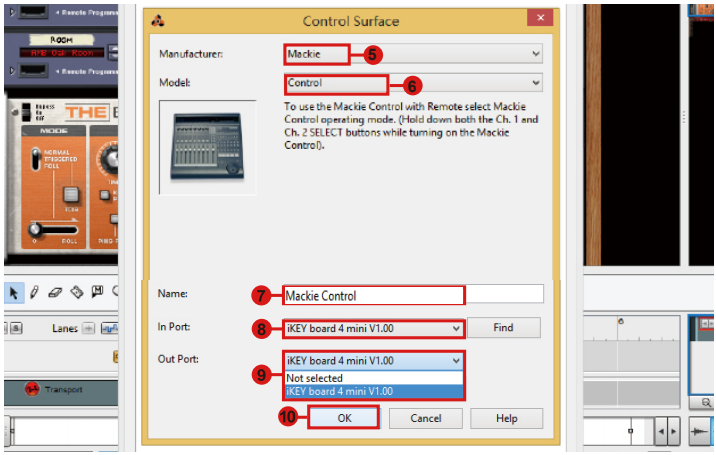


Reason (Mackie Control)

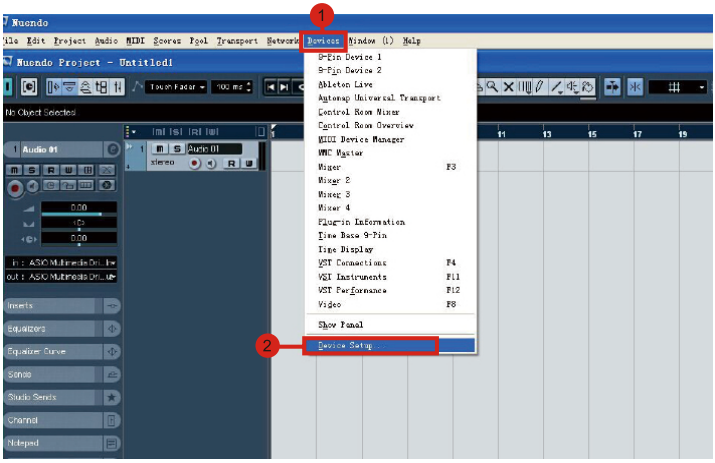


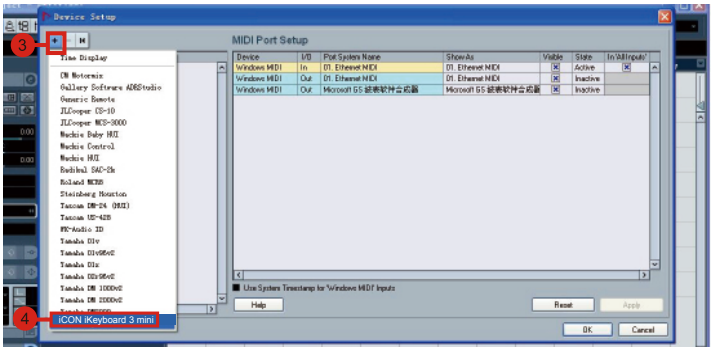

Surface Locking
Surface:
No surface available
Lock to device:
Follow Master Keyboard
3
Open surface preferences...
Help

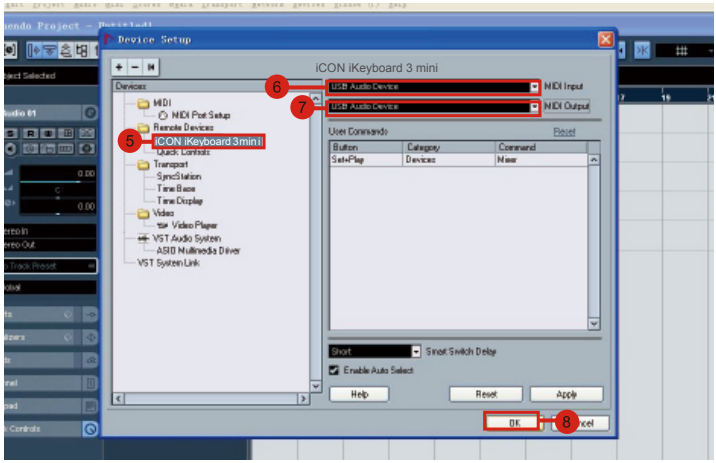

Preferences
General
Audio
Control surfaces
Advanced
Keyboard
Language
Use this page to add and set up control surfaces, including MIDI keyboards. One of your MIDI keyboards will automatically be made the master keyboard – this is the keyboard you use for playing devices in Reason.
Attached surfaces:
Auto-detect surfaces
4
Add
Edit
Delete
Make master keyboard


Control Surface
Manufacturer:
Mackie
5
Model:
Control
6
To use the Mackie Control with Remote select Mackie Control operating mode. (Hold down both the Ch. 1 and Ch. 2 SELECT buttons while turning on the Mackie Control).
Name:
7
Mackie Control
In Port:
8
iKEY board 4 mini V1.00
Find
Out Port:
iKEY board 4 mini V1.00
9
Not selected
iKEY board 4 mini V1.00
10
OK
Cancel
Help

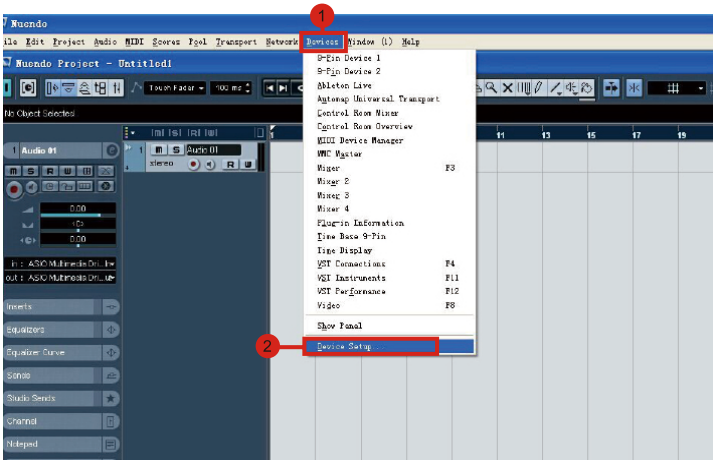
Nuendo (ICON·DRIVER)

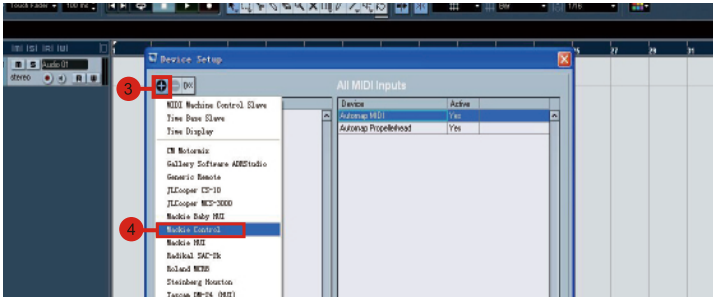


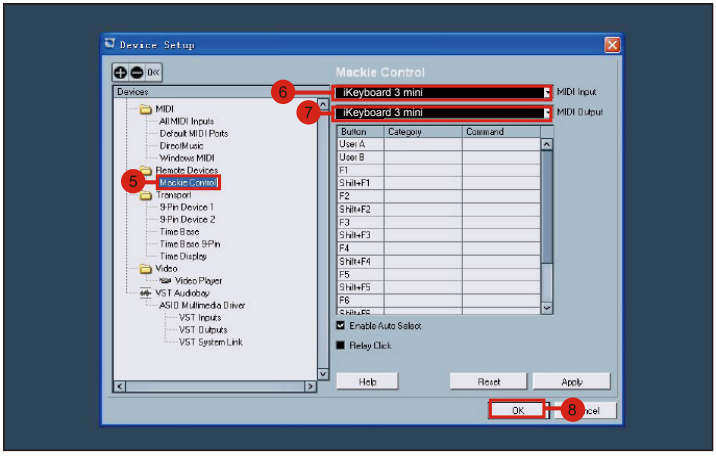




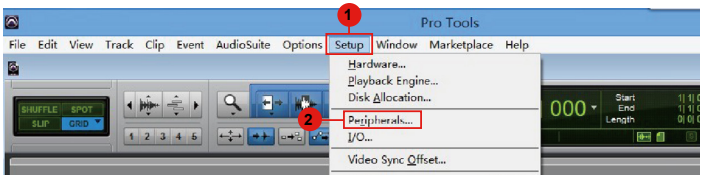
Nuendo (Mackie Control)

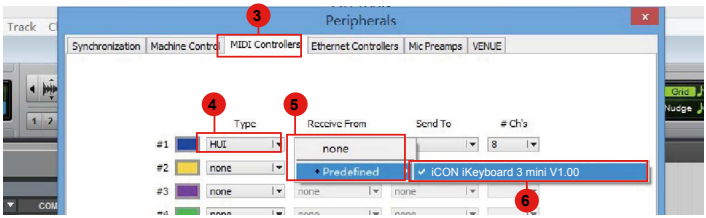


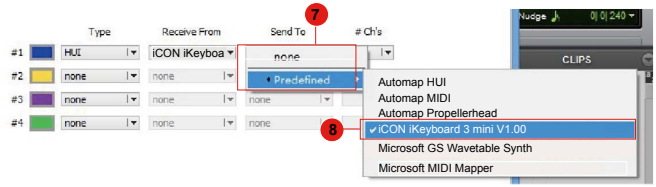


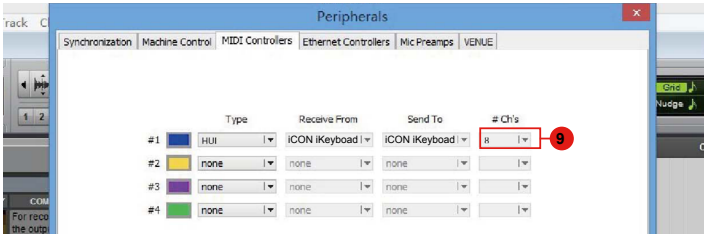


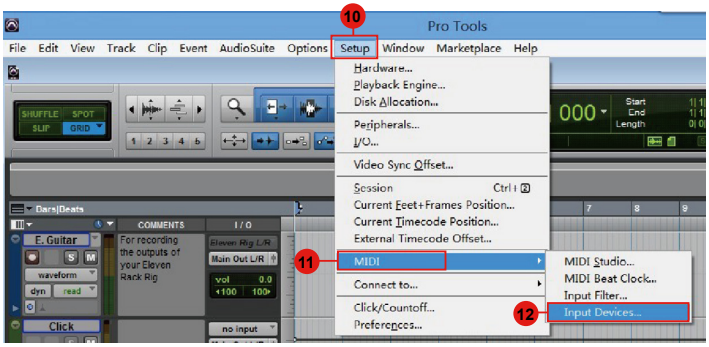
Pro Tools

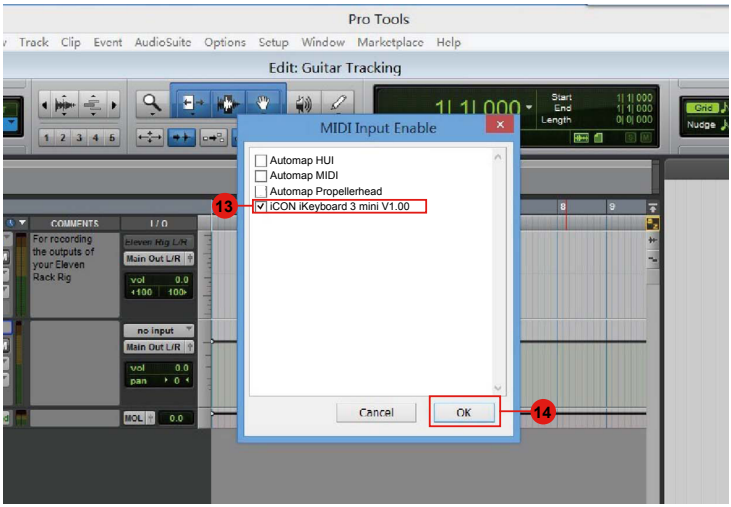

1
Pro Tools
File Edit View Track Clip Event AudioSuite Options Setup Window Marketplace Help
Hardware...
Playback Engine...
Disk Allocation...
2
Peripherals...
I/O...
Video Sync Offset...


3
Peripherals
Synchronization Machine Control MIDI Controllers Ethernet Controllers Mic Preamps VENUE
4
Type
5
Receive From
Send To
Ch's
#1 HUI
#2 none
#3 none
none
Predefined
iCON iKeyboard 3 mini V1.00
8
6

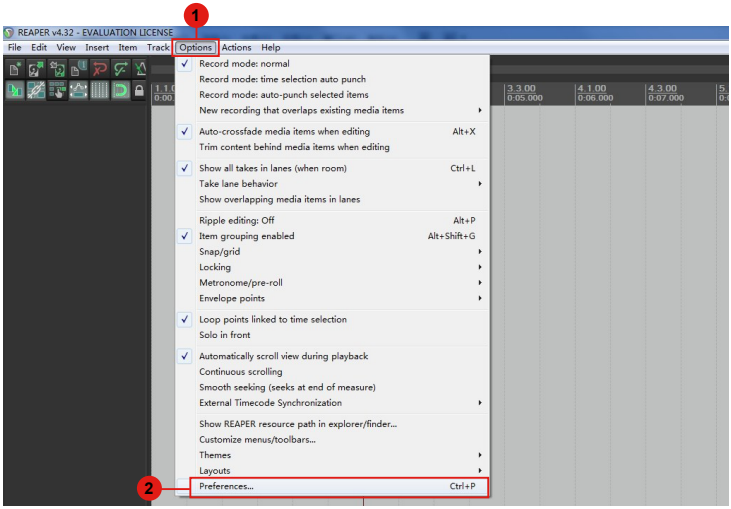

7
Type
Receive From
Send To
Ch's
#1 HUI
#2 none
#3 none
#4 none
iCON iKeyboa
none
Predefined
Automap HUI
Automap MIDI
Automap Propellerhead
8
iCON iKeyboard 3 mini V1.00
Microsoft GS Wavetable Synth
Microsoft MIDI Mapper

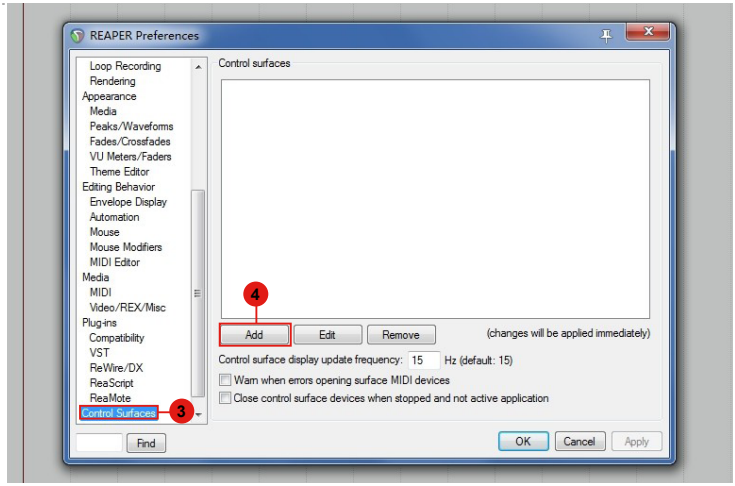

Peripherals
Synchronization Machine Control MIDI Controllers Ethernet Controllers Mic Preamps VENUE
Type
Receive From
Send To
Ch's
#1 HUI
iCON iKeyboard
iCON iKeyboard
8
9
#2 none
#3 none
#4 none

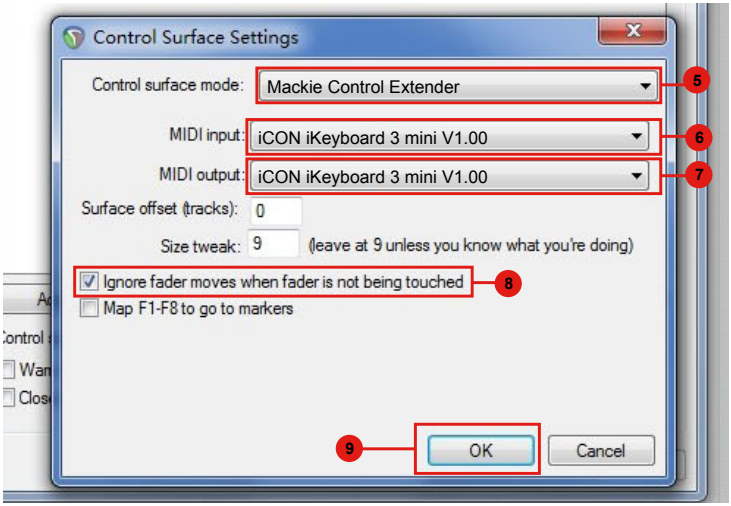

10
Pro Tools
File Edit View Track Clip Event AudioSuite Options Setup Window Marketplace Help
Hardware...
Playback Engine...
Disk Allocation...
Peripherals...
I/O...
Video Sync Offset...
Session Ctrl+2
Current Feet+Frames Position...
Current Timecode Position...
External Timecode Offset...
11
MIDI
Connect to...
Click/Countoff...
Preferences...
MIDI Studio...
MIDI Beat Clock...
Input Filter...
12
Input Devices...
E. Guitar
Click
COMMENTS
I / O


Pro Tools
Track Clip Event AudioSuite Options Setup Window Marketplace Help
Edit: Guitar Tracking
MIDI Input Enable
Automap HUI
Automap MIDI
Automap Propellerhead
iCON iKeyboard 3 mini V1.00
13
Cancel
OK
14

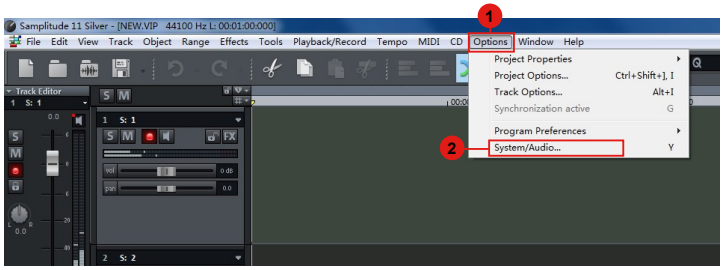
Reaper

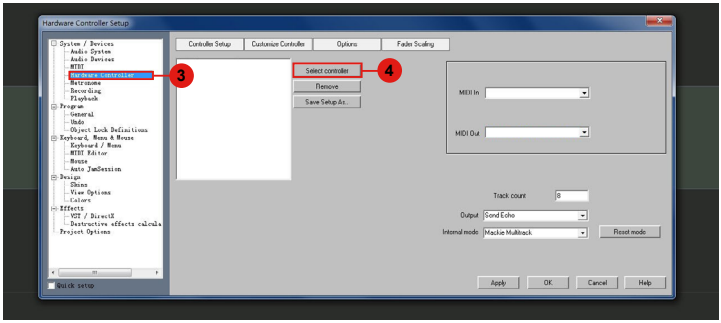

1
REAPER v4.32 - EVALUATION LICENSE
File Edit View Insert Item Track Options Actions Help
Record mode: normal
Record mode: time selection auto punch
Record mode: auto-punch selected items
New recording that overlaps existing media items
Auto-crossfade media items when editing Alt+X
Trim content behind media items when editing
Show all takes in lanes (when room) Ctrl+L
Take lane behavior
Show overlapping media items in lanes
Ripple editing: Off Alt+P
Item grouping enabled Alt+Shift+G
Snap/grid
Locking
Metronome/pre-roll
Envelope points
Loop points linked to time selection
Solo in front
Automatically scroll view during playback
Continuous scrolling
Smooth seeking (seeks at end of measure)
External Timecode Synchronization
Show REAPER resource path in explorer/finder...
Customize menus/toolbars...
Themes
Layouts
2
Preferences... Ctrl+P

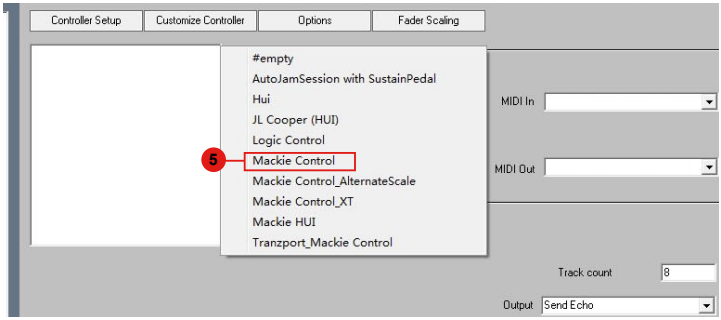

REAPER Preferences
Loop Recording
Rendering
Appearance
Media
Peaks/Waveforms
Fades/Crossfades
VU Meters/Faders
Theme Editor
Editing Behavior
Envelope Display
Automation
Mouse
Mouse Modifiers
MIDI Editor
Media
MIDI
Video/REX/Misc
Plug-ins
Compatibility
VST
ReWire/DX
ReaScript
ReaMote
Control Surfaces
3
Control surfaces
4
Add
Edit
Remove
(changes will be applied immediately)
Control surface display update frequency: 15 Hz (default: 15)
Warn when errors opening surface MIDI devices
Close control surface devices when stopped and not active application
Find
OK
Cancel
Apply

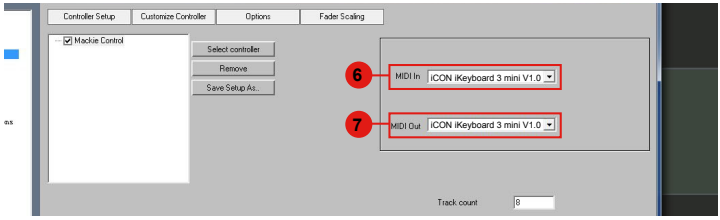

Control Surface Settings
Control surface mode:
Mackie Control Extender
5
MIDI input:
iCON iKeyboard 3 mini V1.00
6
MIDI output:
iCON iKeyboard 3 mini V1.00
7
Surface offset (tracks):
0
Size tweak:
9
(leave at 9 unless you know what you're doing)
Ignore fader moves when fader is not being touched
8
Map F1-F8 to go to markers
9
OK
Cancel

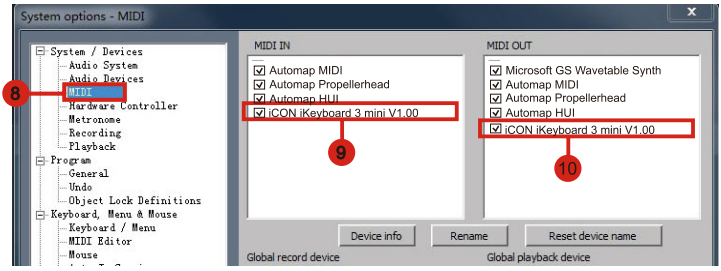
Samplitude


1
File Edit View Track Object Range Effects Tools Playback/Record Tempo MIDI CD Options Window Help
Project Properties
Project Options... Ctrl+Shift+J, I
Track Options... Alt+I
Synchronization active G
Program Preferences
2
System/Audio... Y

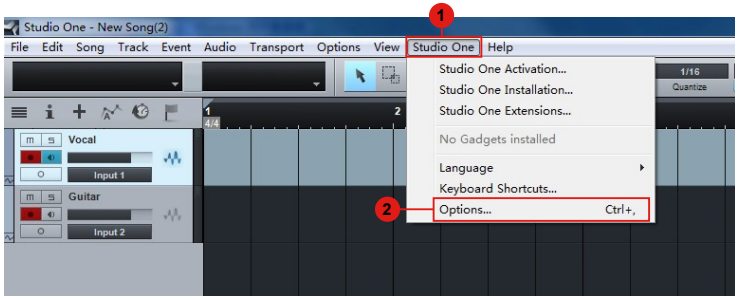

Hardware Controller Setup
3
4
Select controller
Remove
Save Setup As...
MIDI In
MIDI Out
Track count
Output
Send Echo
Internal mode
Mackie Multiback
Reset mode
Apply
OK
Cancel
Help

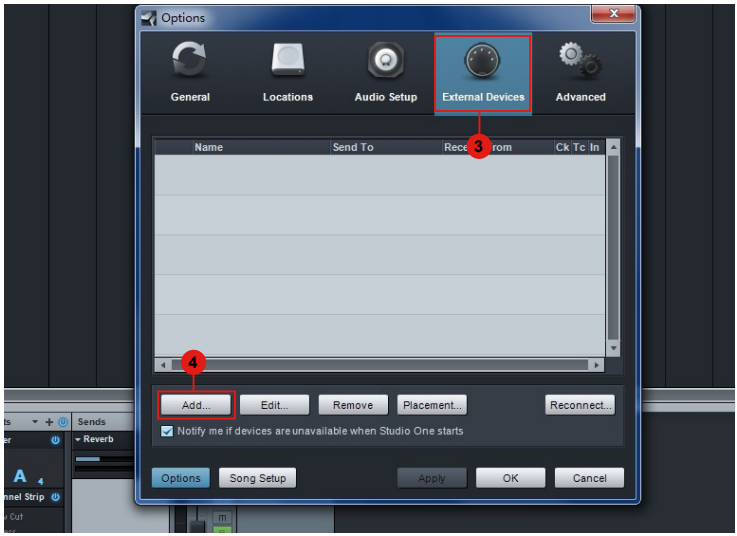

Controller Setup
Customize Controller
Options
Fader Scaling
#empty
AutoJamSession with SustainPedal
Hui
JL Cooper (HUI)
Logic Control
5
Mackie Control
Mackie Control_AlternateScale
Mackie Control_XT
Mackie HUI
Tranzport_Mackie Control
MIDI In
MIDI Out
Track count
8
Output
Send Echo

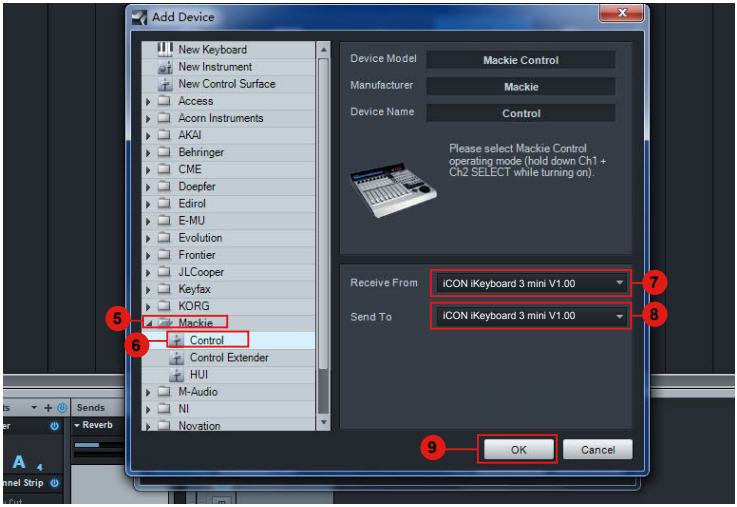

Controller Setup
Customize Controller
Options
Fader Scaling
Mackie Control
Select controller
Remove
Save Setup As...
6
MIDI In
iCON iKeyboard 3 mini V1.0
7
MIDI Out
iCON iKeyboard 3 mini V1.0
Track count
8


System options - MIDI
System / Devices
Audio System
Audio Devices
8
MIDI
Hardware Controller
Metronome
Recording
Playback
Program
General
Undo
Object Lock Definitions
Keyboard, Menu & Mouse
Keyboard / Menu
MIDI Editor
Mouse
MIDI IN
Automap MIDI
Automap Propellerhead
Automap HUI
iCON iKeyboard 3 mini V1.00
9
MIDI OUT
Microsoft GS Wavetable Synth
Automap MIDI
Automap Propellerhead
Automap HUI
iCON iKeyboard 3 mini V1.00
10
Device info
Rename
Reset device name
Global record device
Global playback device

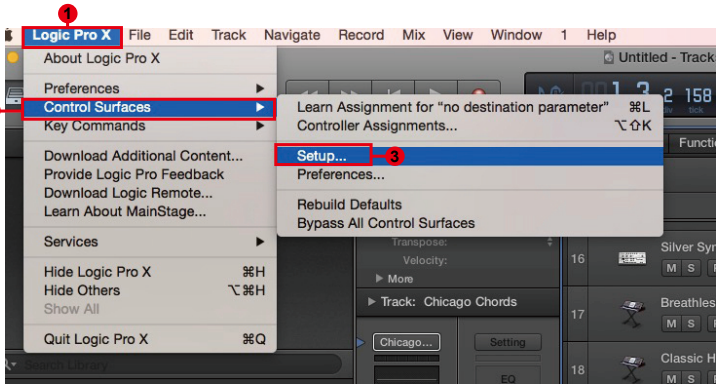
Studio One

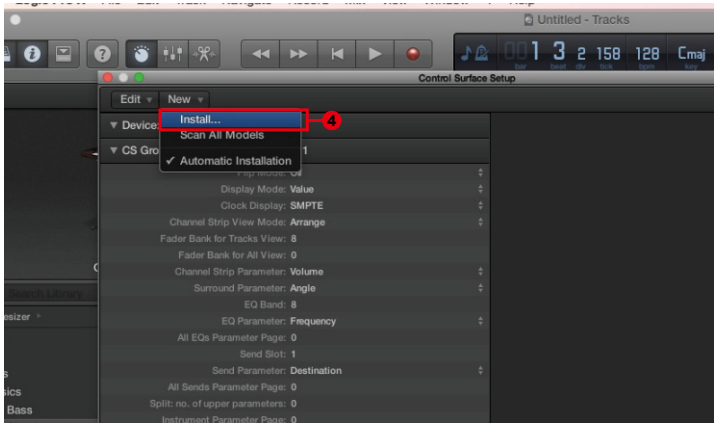

Studio One - New Song(2)
File Edit Song Track Event Audio Transport Options View Studio One Help
Studio One Activation...
Studio One Installation...
Studio One Extensions...
No Gadgets installed
Language
Keyboard Shortcuts...
Options... Ctrl+,
Vocal
Input 1
Guitar
Input 2
1
2

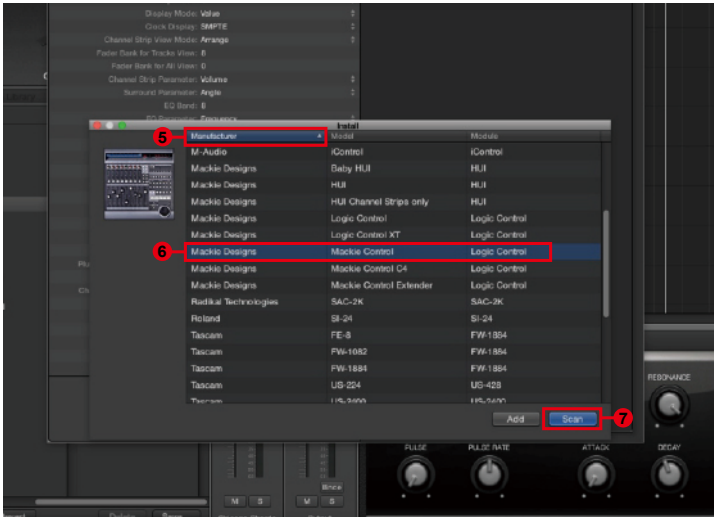

Options
General
Locations
Audio Setup
External Devices
Advanced
Name
Send To
Add...
Edit...
Remove
Placement...
Reconnect...
Notify me if devices are unavailable when Studio One starts
Options
Song Setup
Apply
OK
Cancel
3
4

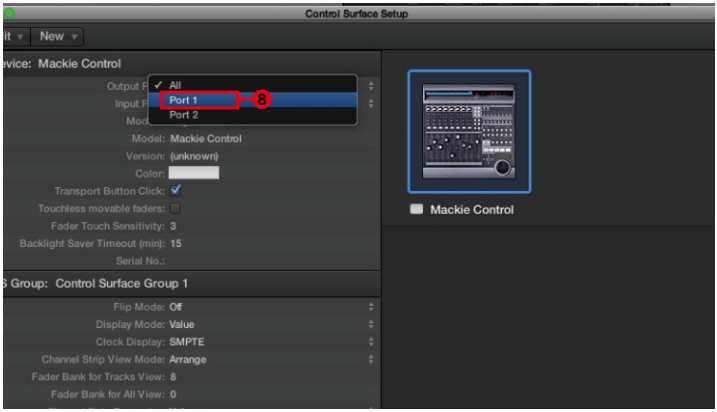

Add Device
New Keyboard
New Instrument
New Control Surface
Access
Acorn Instruments
AKAI
Behringer
CME
Doepfer
Edirol
E-MU
Evolution
Frontier
JLCooper
Keyfax
KORG
Mackie
Control
Control Extender
HUI
M-Audio
NI
Novation
Device Model
Mackie Control
Manufacturer
Mackie
Device Name
Control
Please select Mackie Control operating mode (hold down Ch1 + Ch2 SELECT while turning on).
Receive From
iCON iKeyboard 3 mini V1.00
Send To
iCON iKeyboard 3 mini V1.00
OK
Cancel
5
6
7
8
9

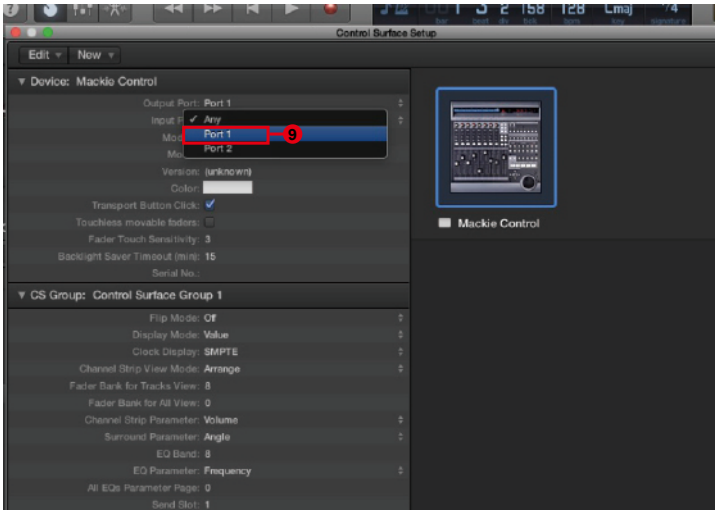
Logic Pro


1
Logic Pro X
File
Edit
Track
Navigate
Record
Mix
View
Window
1
Help
About Logic Pro X
Preferences
2
Control Surfaces
Key Commands
Download Additional Content...
Provide Logic Pro Feedback
Download Logic Remote...
Learn About MainStage...
Services
Hide Logic Pro X ⌘H
Hide Others ⌥⌘H
Show All
Quit Logic Pro X ⌘Q
Learn Assignment for "no destination parameter" ⌘L
Controller Assignments... ⌥⇧K
Setup...
3
Preferences...
Rebuild Defaults
Bypass All Control Surfaces
Untitled - Track
Transpose:
Velocity:
More
Track: Chicago Chords
Chicago...
Setting
EQ
Silver Syr
Breathles
Classic H

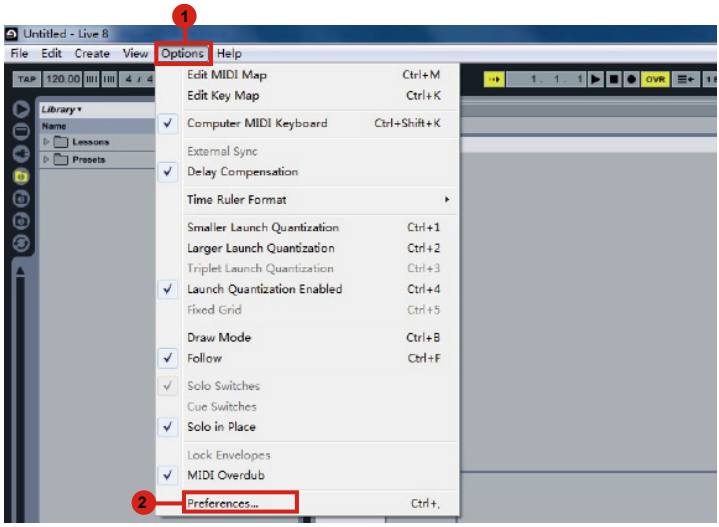

Untitled - Tracks
Control Surface Setup
Edit
New
Install...
4
Scan All Models
Automatic Installation
Device
CS Gro
Display Mode: Value
Clock Display: SMPTE
Channel Strip View Mode: Arrange
Fader Bank for Tracks View: 8
Fader Bank for All View: 0
Channel Strip Parameter: Volume
Surround Parameter: Angle
EQ Band: 8
EQ Parameter: Frequency
All EQs Parameter Page: 0
Send Slot: 1
Send Parameter: Destination
All Sends Parameter Page: 0
Split: no. of upper parameters: 0
Bass

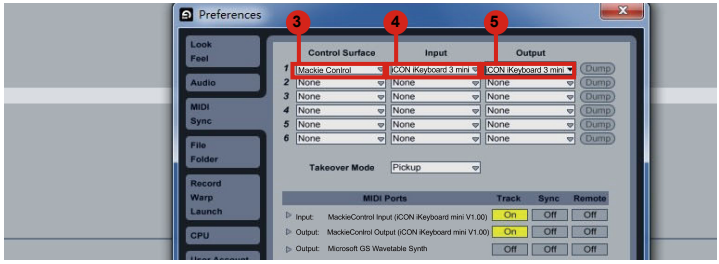

5
Manufacturer
Model
M-Audio
iControl
Mackie Designs
Baby HUI
HUI
HUI Channel Strips only
Logic Control
Logic Control XT
6
Mackie Control
Mackie Control C4
Mackie Control Extender
Radikal Technologies
SAC-2K
Roland
SI-24
Tascam
FE-8
FW-1884
FW-1082
US-224
US-428
Add
Scan
7
REZONANCE
PULSE
PULSE RATE
ATTACK
DECAY


Control Surface Setup
New
Device: Mackie Control
All
Port 1
Port 2
8
Model: Mackie Control
Version: (unknown)
Color:
Transport Button Click:
Touchless movable faders:
Fader Touch Sensitivity: 3
Backlight Saver Timeout (min): 15
Serial No.:
Group: Control Surface Group 1
Flip Mode: Off
Display Mode: Value
Clock Display: SMPTE
Channel Strip View Mode: Arrange
Fader Bank for Tracks View: 8
Fader Bank for All View: 0
Mackie Control


Control Surface Setup
Edit
New
Device: Mackie Control
Output Port: Port 1
Any
Port 1
Port 2
9
Version: (unknown)
Color:
Transport Button Click:
Touchless movable faders:
Fader Touch Sensitivity: 3
Backlight Saver Timeout (min): 15
Serial No.:
CS Group: Control Surface Group 1
Flip Mode: Off
Display Mode: Value
Clock Display: SMPTE
Channel Strip View Mode: Arrange
Fader Bank for Tracks View: 8
Fader Bank for All View: 0
Channel Strip Parameter: Volume
Surround Parameter: Angle
EQ Band: 8
EQ Parameter: Frequency
All EQs Parameter Page: 0
Send Slot: 1
Mackie Control

Ableton Live

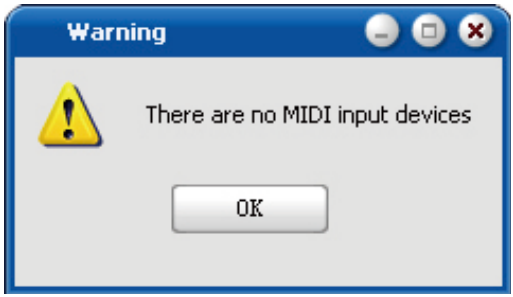




Assigning MIDI functions with iMap™

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

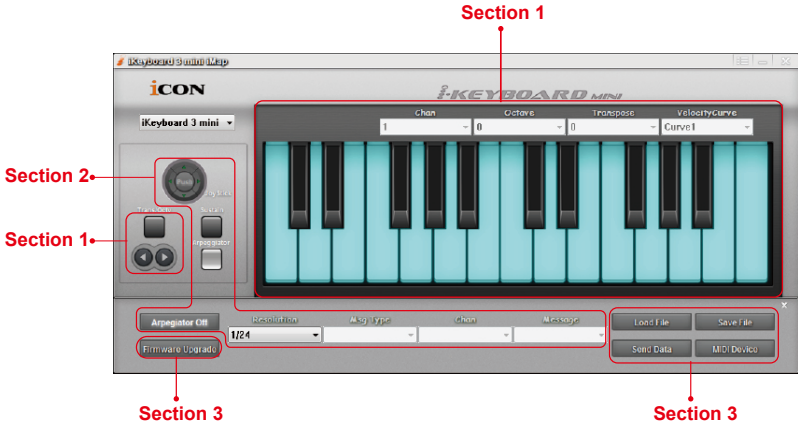
Note: *if your iKeyboard mini is not connected to your Mac/PC, the message "There are no MIDI input devices" will appear. Please connect iKeyboard mini to your Mac/PC with the provided USB cable.*



iMap™ iKeyboard mini software panel

Please select iKeyboard 3 mini or iKeyboard 4 mini from the pull down menu according to your purchased model.

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



Section 1

1. Keyboard elements assignment

These elements include the key switches, velocity curve , Transpose & Octave buttons. They are assigned by the top four drop down windows.

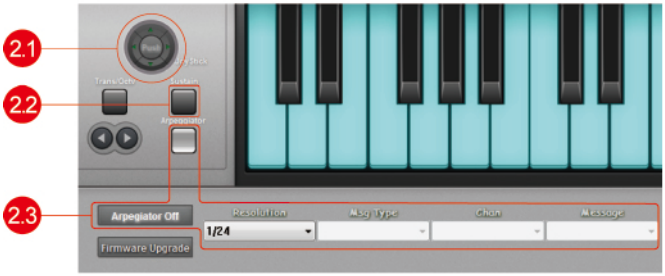
1.1 Keyswitch

Assignbale elements	Chan (MIDI Channel)	Octave	Transpose	Velocity Curve
Keyswitch	1-16	-4 to +4	-4 to +4	Curve 1-7

Note: *For the difference velocity curve diagram, please refer to P.36.*
Tip: *You may also adjust the Octave/Transpose parameter by the following controls Press Oct/Transpose button to select Octave or Transpose and click the two arrow buttons below to adjust the parameter.*

2. Control surface elements assignment

These elements include all the buttons and the Joystick. These elements are assigned by the lower three drop down menus and the “Toggle/Momentary” button.



2.1 Joystick

Assignable elements	Message Type	Chan (MIDI Channel)	Message
Right direction	CC	1-16	0-127
	Pitch	1-16	-
Left direction	CC	1-16	0-127
	Pitch	1-16	-
Upward	CC	1-16	0-127
	Pitch	1-16	-
Downward	CC	1-16	0-127
	Pitch	1-16	-
Enter (Centre)	CC	1-16	0-127
	Momentary / Toggle		

Tip: Toggle – Midi message will be send and activate once.
Momentary – Midi message will stay active.

2.2 Button (Sustain)

	Message type	Chan (MIDI Channel)	Message
Sustain	CC	1-16	0-127
	Momentary / Toggle		

Tip: Toggle – Midi message will be send and activate once.
Momentary – Midi message will stay active.

2.3 Arpeggiator

	Resolution								
Arpeggiator	1/32	1/24	1/16	1/12	1/8	1/6	1/4	1/2	1/1
	On/Off								

3. General setting to the keyboard

3.1 “Save file” button

Click this button to save your current settings for the iKeyboard mini. The file is an “ikeyboard mini” file.

3.2 “Load file” button

Click this button to load a previously saved “. ikeyboard mini” setting file for your iKeyboard mini.

3.3 “Send Data” button

Click this button to upload the iMap™ software settings to your iKeyboard mini via USB connection.

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

3.4 “MIDI Devices” button

Click this button, a MIDI device select window will appear as shown in diagram 9. Please select “ICON iKeyboard mini” for the MIDI Out Devices.

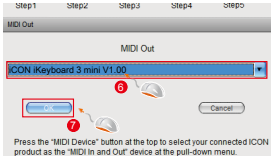
Diagram 9

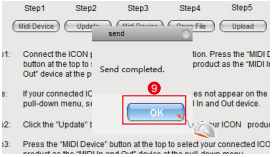
3.5 “Firmware Upgrade” button

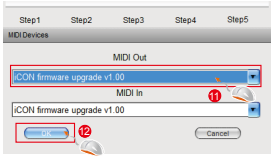
Click this button to enter into the firmware upgrade window for iKeyboard mini. Please refer to P.35 for the firmware upgrade procedure.

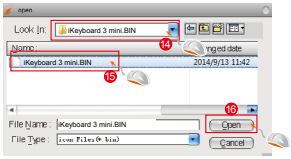
Firmware upgrade

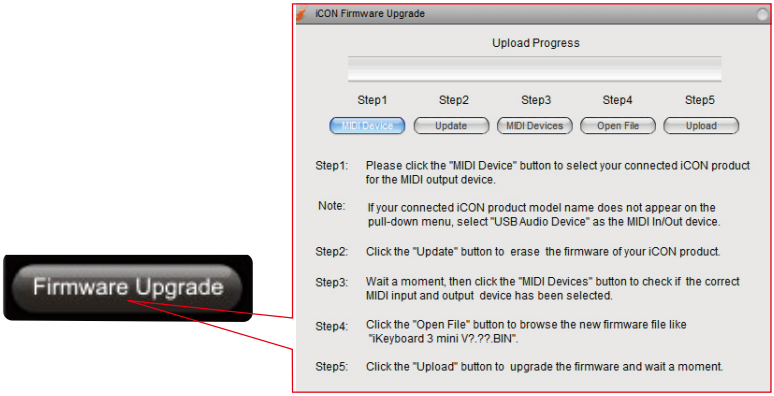
iKeyboard mini functional firmware upload procedure











Step 1: Connect the ICON product using a USB connection. Press the “MIDI Device” button at the top to select your connected ICON product as the “MIDI In and Out” device at the pull-down menu.

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

Step 2: Click the “Update” button.

Step 3: Press the “MIDI Device” button at the top to select your connected ICON product as the “MIDI In and Out” device at the pull-down menu.

Step 4: Click the “Open File” button to browse the new firmware file.

Step 5: Click the “Download” button to upload the firmware.

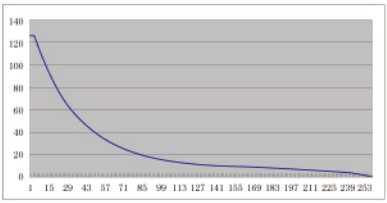
Warning: *The firmware upload process “MUST” be completed and not be interrupted during the file uploading, otherwise the firmware may not be rewritten again.*

Restore the factory default settings

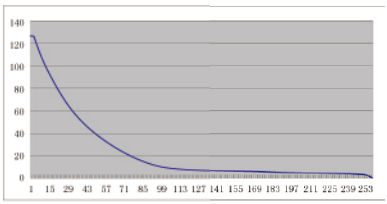
To restore your iKeyboard mini settings to factory default, simply import the "Factory Default" setting file into your iKeyboard mini with the original setting of the iMap software.

Velocity curve

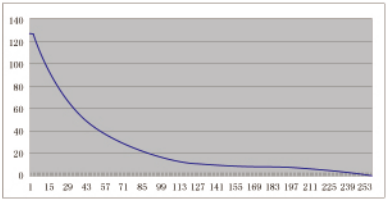
Curve 1



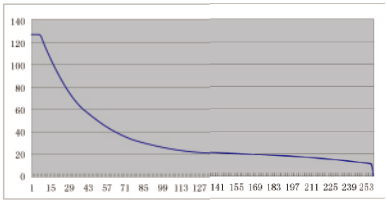
Curve 2



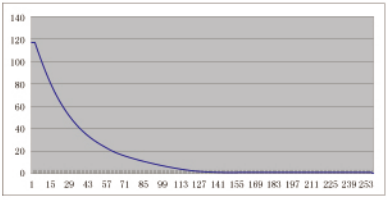
Curve 3



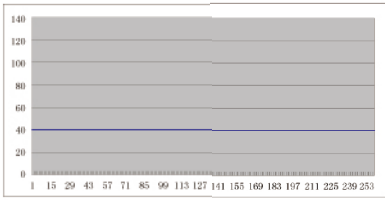
Curve 4



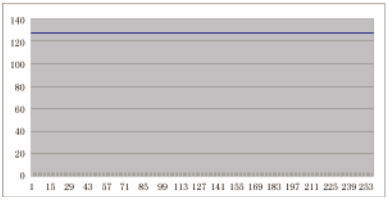
Curve 5



Curve 6



Curve 7



Specifications

Connector:	To computer	USB connector (mini B type)
	To i-series controller	USB connector (standard type)
Power supply:		USB bus power
Current consumption:		100mA or less
Weight:	iKeyboard 3 mini	0.8kg (1.76lb)
	iKeyboard 4 mini	1.12kg (2.47lb)
Dimensions:	iKeyboard 3 mini	402.4(L) x 121.3(W) x 41(H)mm
		15.85”(L) x 4.78”(W) x 1.61”(H)
	iKeyboard 4 mini	543.4(L) x 121.3(W) x 41(H)mm
		21.39”(L) x 4.78”(W) x 1.61”(H)

Services

If your iKeyboard mini needs servicing, follow these instructions.

Check our online Help Center at **http://support.iconproaudio.com/hc/en-us**, for information, knowledge, and downloads such as:
1. FAQ
2. Download
3. Learn More
4. Forum

Very often you will find solutions on these pages. If you don't find a solution, create a support ticket at our online Help Center at the link below, and our technical support team will assist you as soon as we can.
Navigate to **http://support.iconproaudio.com/hc/en-us** and then sign in to submit a ticket.
As soon as you have submitted an inquiry ticket, our support team will assist you to resolve the problem with your ICON ProAudio device as soon as possible.

To send defective products for service:

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

If you are located in US
Send the product to:
North America
Mixware, LLC – U.S. Distributor
11070 Fleetwood Street – Unit F.
Sun Valley, CA 91352; USA
Tel.: (818) 578 4030
Contact: www.mixware.net/help

If you are located in Europe
Send the product to:
Sound Service GmbHEuropean HeadquarterMoriz-Seeler-Straße 3D-12489 Berlin
Telephone: +49 (0)30 707 130-0
Fax: +49 (0)30 707 130-189
E-Mail: info@sound-service.eu

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.
Tel: (852) 2398 2286
Fax: (852) 2789 3947
Email: info.asia@icon-global.com

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

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