







# **QCon***Pro***XS**

Professional USB-MIDI Controller Station

Expansion unit for QconProX - MIDI/Audio control surface with motorized faders for production



<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 OUVRIIR         </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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# ***Introduction***

Thank you for purchasing the ICON ProAudio QconProXS Midi/Audio control surface. We sincerely trust this product will provide years of satisfactory service, but if anything is not to your complete satisfaction, we will endeavor to make things right.

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

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

Please follow the step by step procedures starting from input the device's serial number to your personal information etc. By registering your product online, you will entitle to several different services and after-sales supporting at our ACS help center by visting our website at **[www.iconproaudio.com](http://www.iconproaudio.com)**. Also, all the registered products under your account will be listed on your personal product page where you could get update information such as firmware/driver upgrade, software bundle and user manual download 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 QconProXS 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?***

- QconProXS USB-MIDI Controller x 1pc
- Quick Start Guide x 1
- USB2.0 Cable x 1
- AC adaptor x 1pc

# ***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 inputing your user name and password.

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

## **3. Download all useful materials**

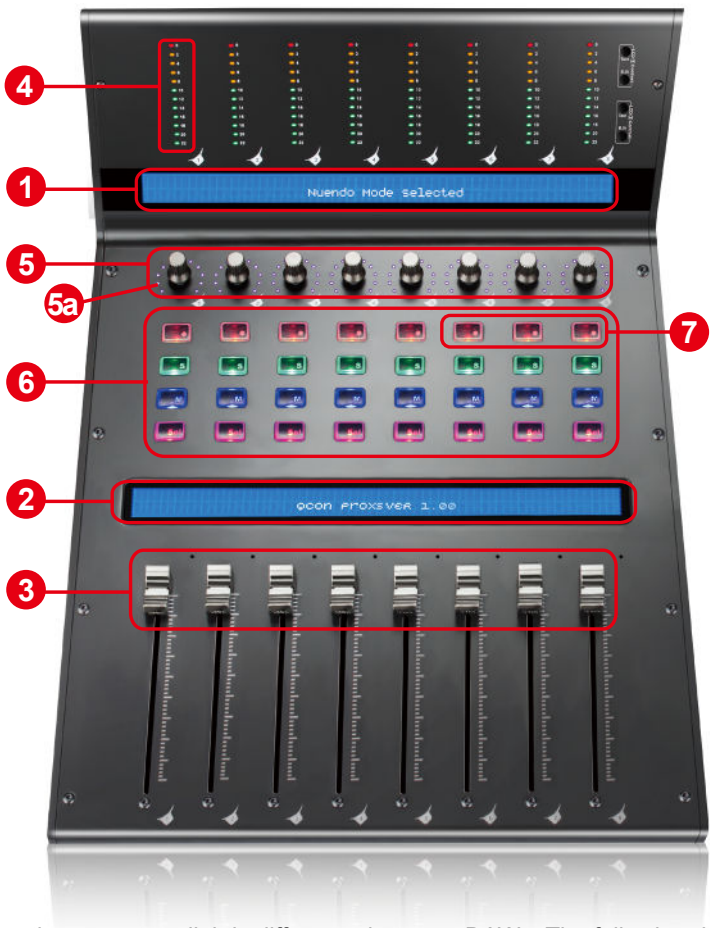
All your registered devices under your account will show on the page. Each product will be listed along with all its available files such as drivers, firmware, user manual in different languages and bundled software etc. for download. Please make sure you have download the necessary files such as driver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

# Features



- 8 touch-sensitive motorized channel faders with 10-bit resolution
- 12-segment LED level metering bridge equipped for channel (mono) level metering (Angled and located at the top for easy reading)
- 8 x dual function encoder knobs (Enter & rotate)
  - The multi-colour surround LED display will change colour according to the controlling parameter for easy control (Cubase only).
  - 11-segments LED surrounding the encoders to indicate the rotating position.
- Large dual backlit LCD displays show channel name (lower LCD) and different control parameters (upper LCD) for each channel
- Illuminated buttons for each channel including Rec-enable, Solo, Mute, Select and Monitor
- Expandable to 32-channels control surface with 3units of QconProXS and a Qcon ProX
- User A & User B 1/4" TRS connectors for connecting with pedals
- 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 2.0 high speed connectivity
- Mackie control build-in for Cubase, Nuendo, Samplitude, Logic Pro, Reaper, Studio One, Bitwig, Reason and Ableton Live.
- Mackie HUI protocol build-in for Pro Tools
- iMap - Self midi mapping software is provided for user-defined mode (MIDI Learn)
- Firmware upgrade available simply via USB connection and iMap software.
- Superior build quality and robust metal casing with Kensington lock port
- 12V/2.5A power adapter included

# Top Panel Layout



**Note:** Function operates slightly difference between DAWs. The following description is based on the functions that operate in Apple Logic Pro.

## 1. Upper LCD Display

The two-line backlit LCD display shows the parameter values as you adjust them and also provides feedback about channel selections, operating modes, and more.

## 2. Lower LCD Display

The two-line backlit LCD display shows the channel name.

## 3. Channel faders

The eight 100mm motorized faders are generally used for controlling the track volume of your DAW. Depending on your DAW, you may use the “Flip” button to

switch the function of these faders to change other settings. They are all touch sensitive to allow override automation the moment you touch a fader. Also, they are motorized; they will automatically move to reflect the current level of the selected channels in your DAW application. Any automation recorded in a project will be reflected by the fader positions. Any parameter adjustments made with these faders will be displayed directly above on the LCD display.

#### 4. Channel level metering (mono)

The 12-led showing the associated channel level.

#### 5. Dual Function Encoders with Multi-Colour Surround LED

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

##### 5a. Encoder LED

The 11-LED surrounding the encoder lights up to indicate the relative position of the rotation without having to look at your computer. On Cubase, the colour of the surround LED will change according to the controlling parameter.

#### 6. Control buttons

##### **Recording channel control buttons section**

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

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

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

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

#### 7. DAW Selector section

QconProXS has built-in Mackie Control protocols & HUI for different DAW such as Cubase™, Samplitude™, Ableton Live™, Logic Pro™ and ProTools™. By selecting the correct DAW and Mackie control (HUI) protocol, QconProXS has automatically mapped the major functions and work seamlessly with that DAW.



**6<sup>th</sup>Ch. Rec / 7<sup>th</sup>Ch. Rec buttons** - These buttons are used to scroll through the DAW list. The name of the DAW will display on the LCD.

**8<sup>th</sup>Ch. Rec button** - Press to enter the DAW selection.

To change your QconProXS DAW mode, turn off and on the power switch to enter the DAW selection mode. Select your desired DAW from the list with the “6<sup>th</sup>Ch. Rec ” / “7<sup>th</sup>Ch. Rec” buttons.

**Note:** *You have to select the “Unit Number” for QconProXS before you select the DAW.*

**Tips:** *DAW button could not be activated if a DAW software is running.*

**(Note:** *We will update QconProXS firmware from time to time to support additional DAW apart from the current existing list. Please check our official website to download and upgrade your QconProXS firmware).*

**(Tips:** *QconProXS will memorize your last selected DAW mode and re-enter the same mode few seconds after it's been switched on. (i.e. DAW mode selection is not needed if last mode is being used.)*

# Rear Panel Layout



## 1. User A / User B 1/4" TRS connectors

These 1/4" TRS connectors are able to connect to foot pedals to activate your selected functions. To set their parameters, select USER A and USER B parameters at Mackie control mode.

## 2. USB port

Connect your QconProXS to your Mac/PC via this USB port.

## 3. 12V/2.5A power adaptor

Connect the provided power adaptor here.

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

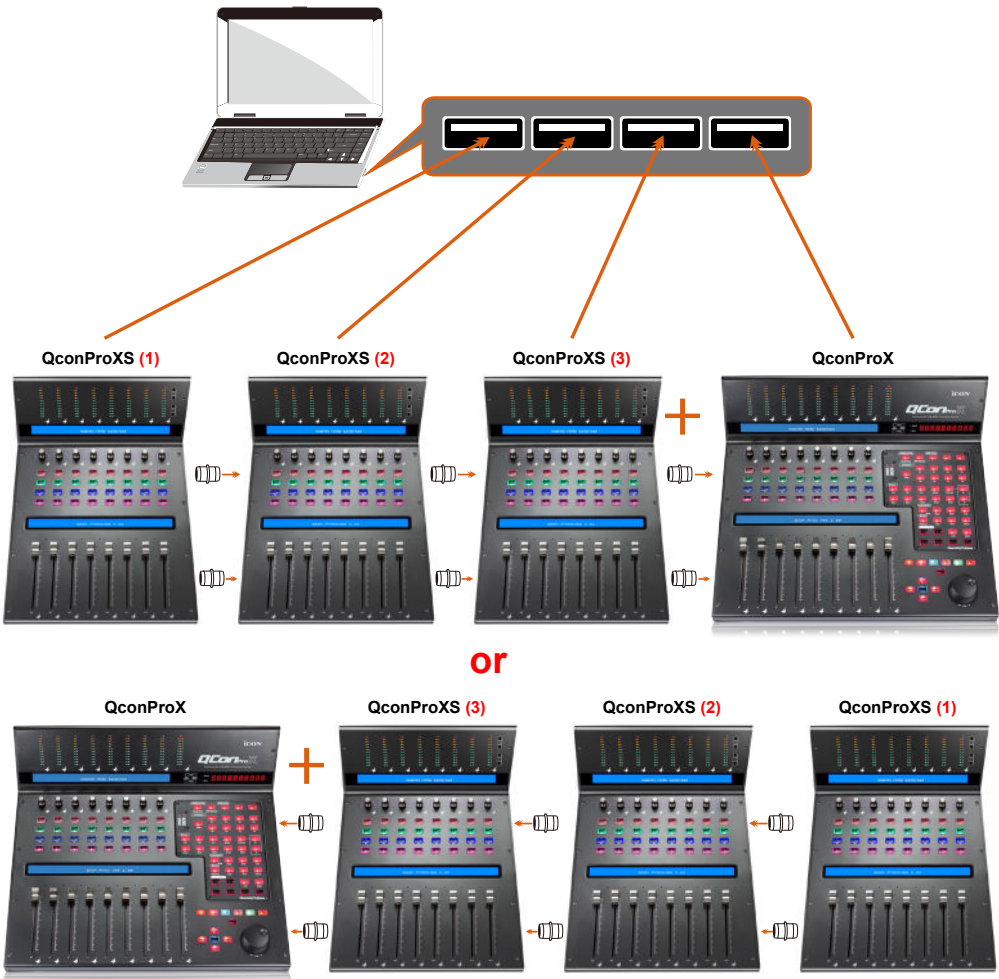
# Getting Started (Use as an extender with QconProX)

## Connecting Your QconProXS Controller

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

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

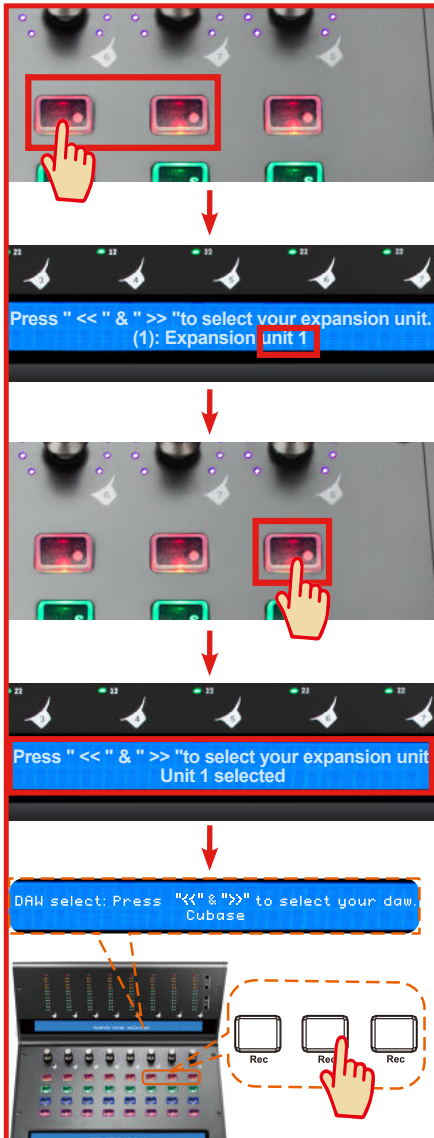
*(Tips: We recommended that you use ICON's OneHub USB hub, which allows you to connect up to 3 units of QconProXS, if you are not connecting QconProXS directly to your computer's USB port.)*



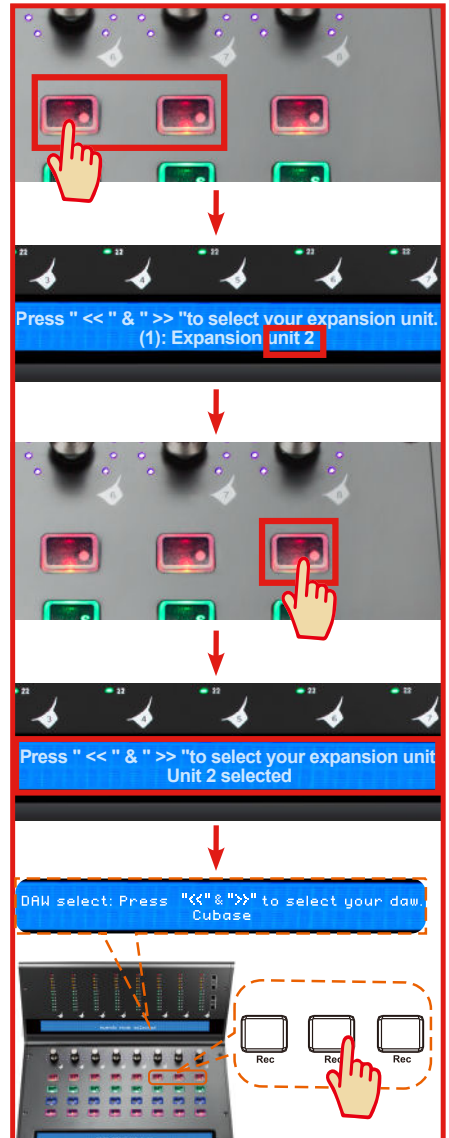
## 2. Select the DAW.

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

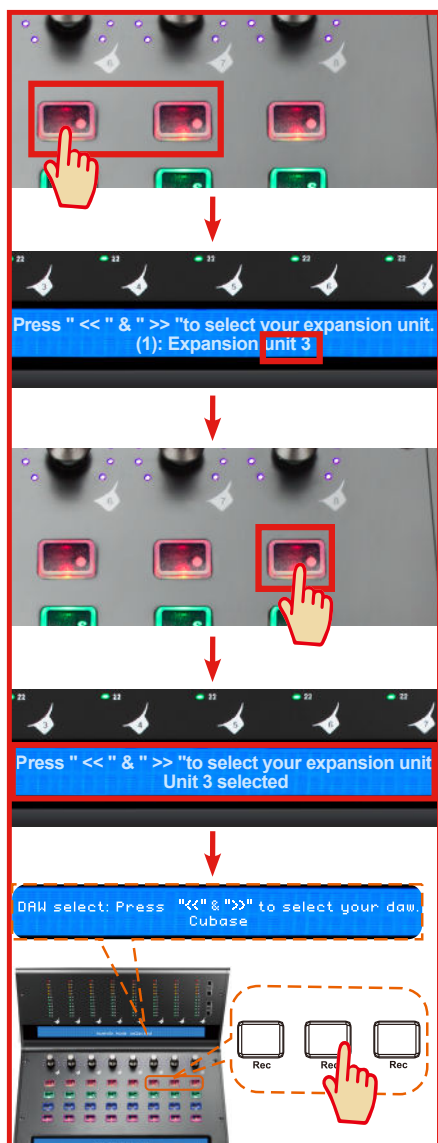
### 1 QconProXS (1)



### 2 QconProXS (2)



### 3 QconProXS (3)



### 4 QconProX



### 3. Setup your DAW

The QconProXS has built-in Mackie Control and HUI protocol which will save you considerable trouble in setting up the device at your DAW. Simply add the “Mackie Control” or “HUI” device under the “MIDI Controller” on your software. After the Mackie Control or HUI device has been added, select QconProXS controller as your MIDI input and output device in your DAW.

For the software below, please use Mackie Control

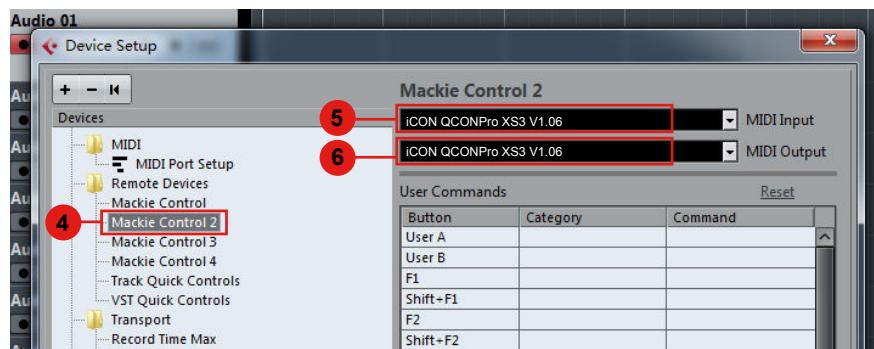
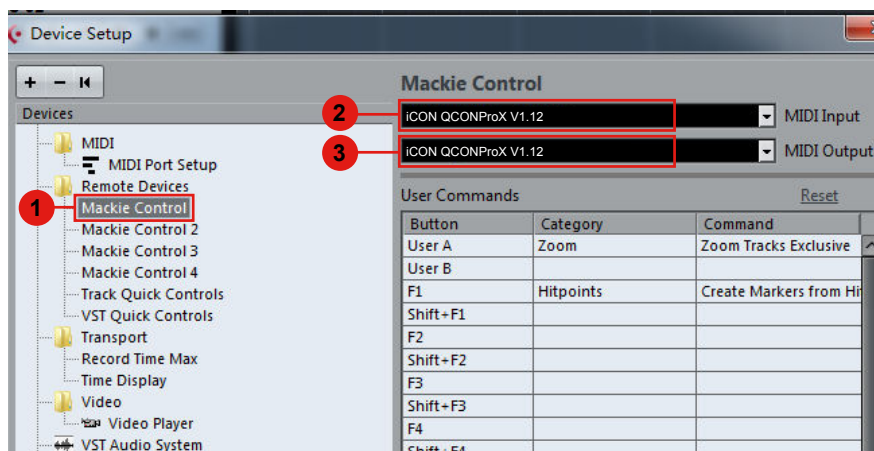
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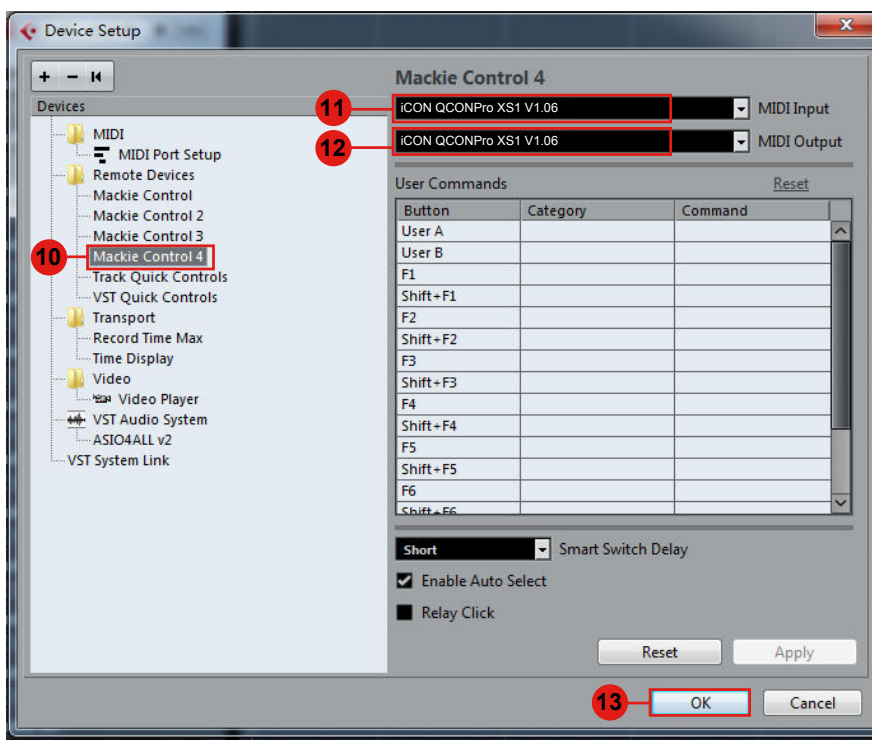
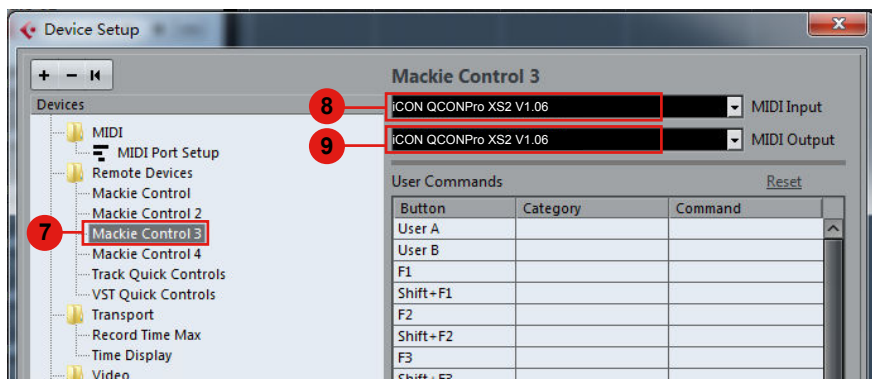
or the software below, please use HUI  
Pro Tools™.

*(Tips: You may also refer to our website at [www.iconproaudio.com](http://www.iconproaudio.com), where you'll find set up illustrations for different DAW's in each controller (QconProXS) product page's “Setup demo” section.*

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

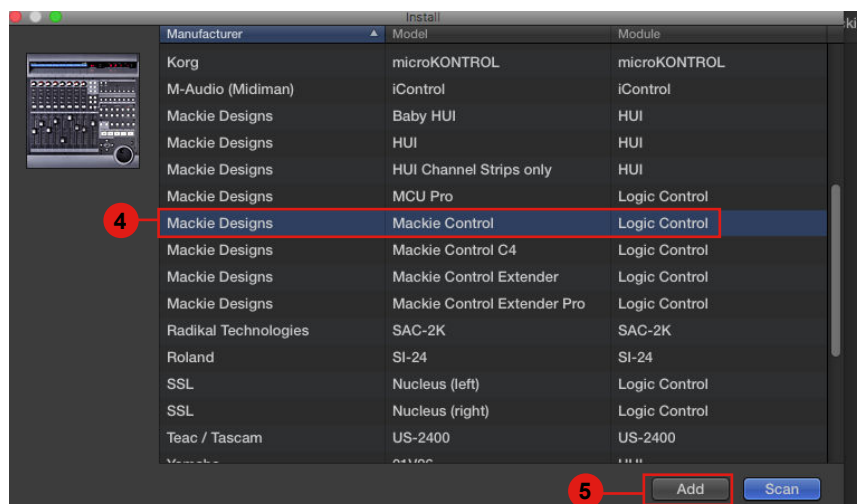
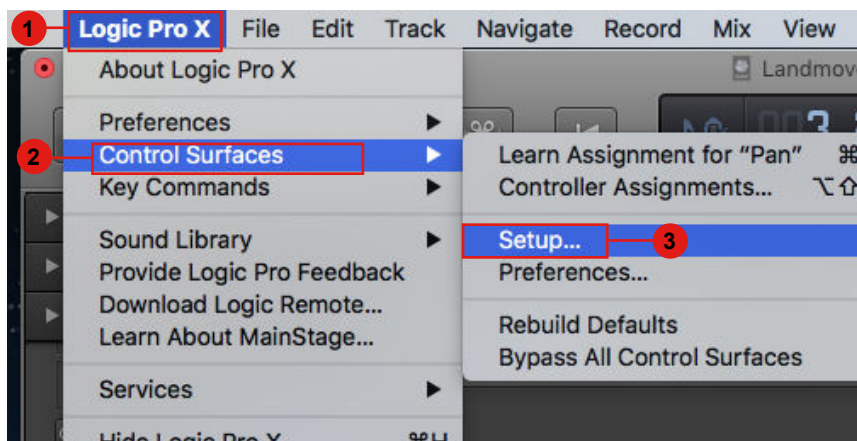
## Cubase



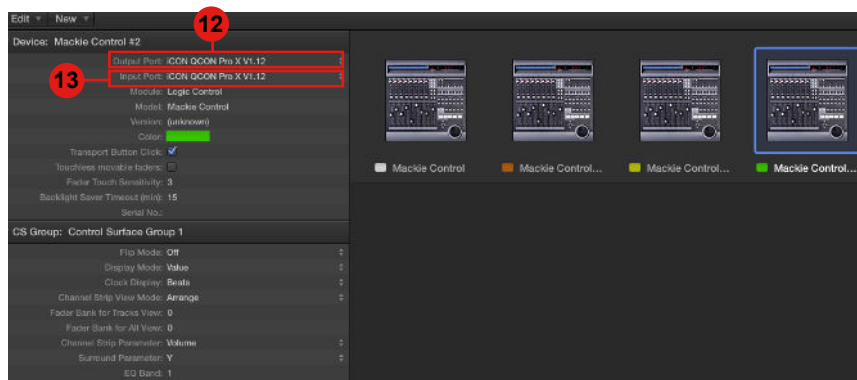
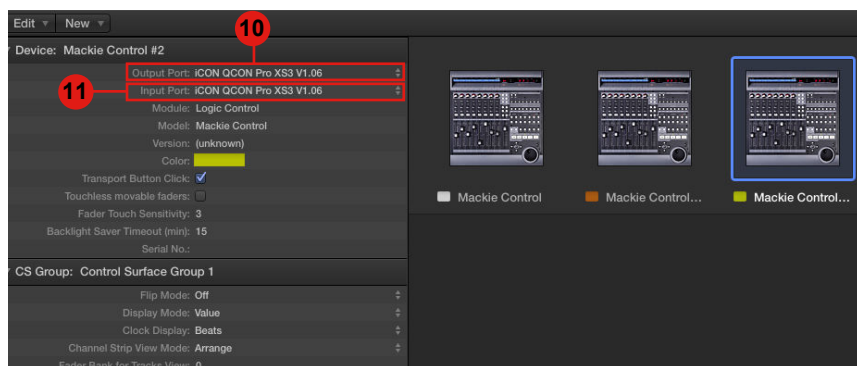
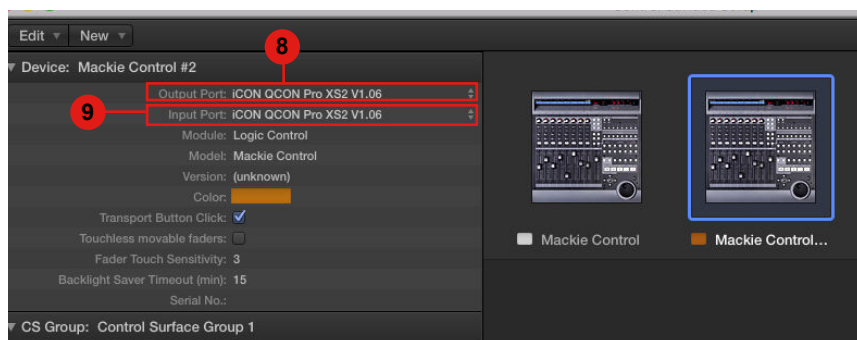




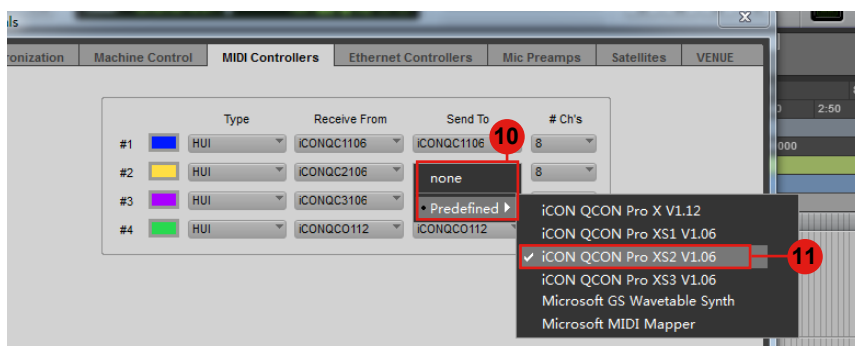
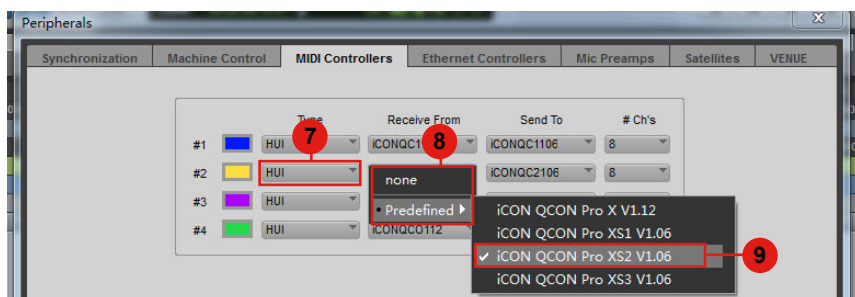
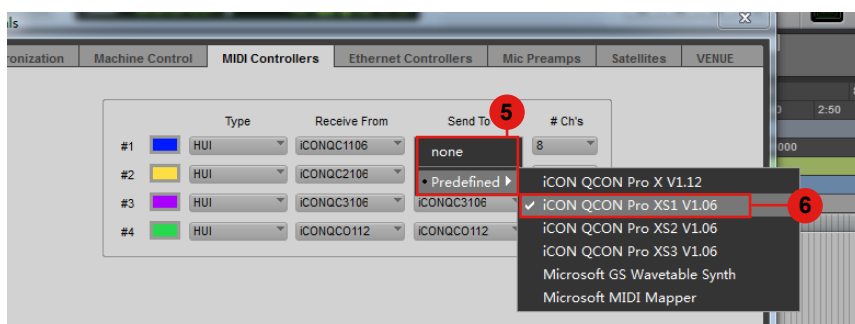
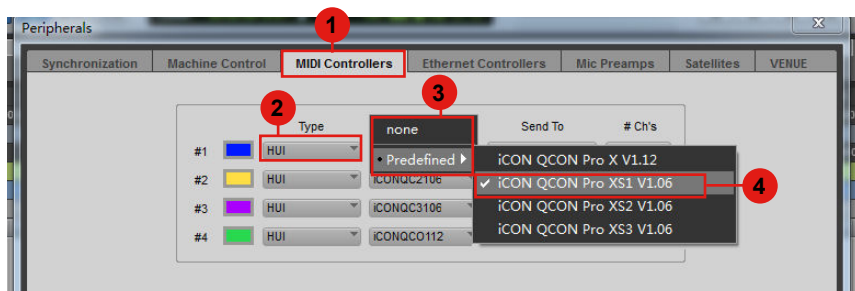
# Logic Pro

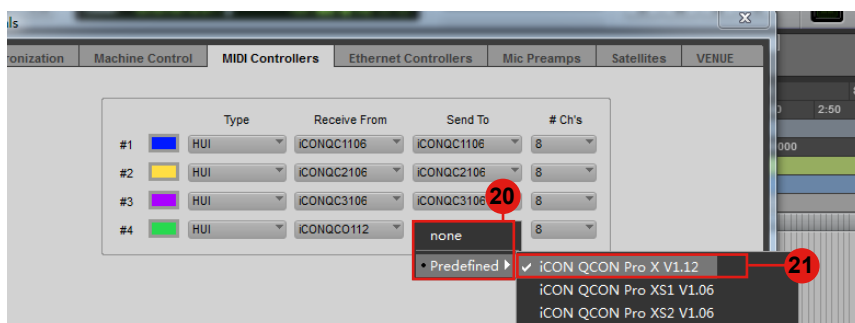
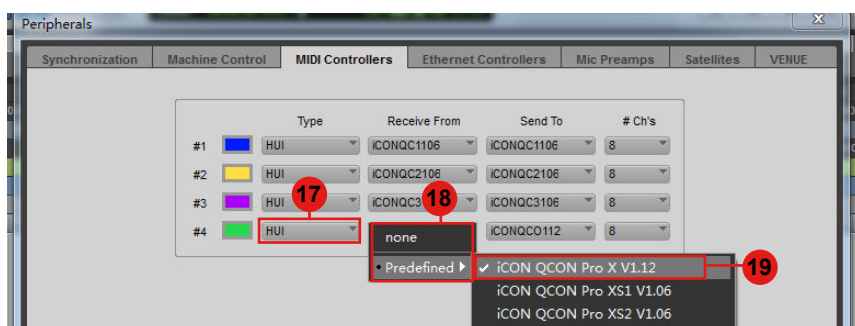
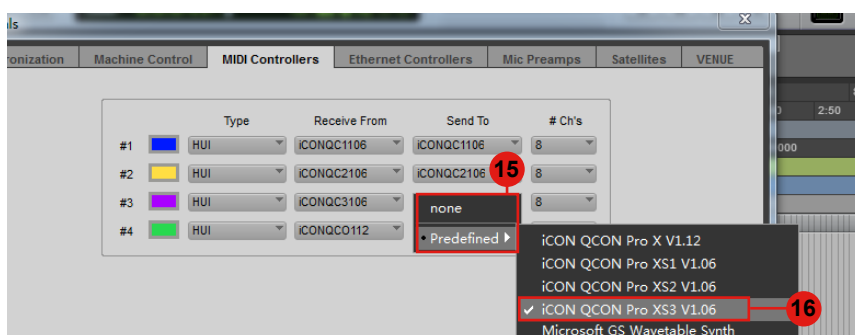
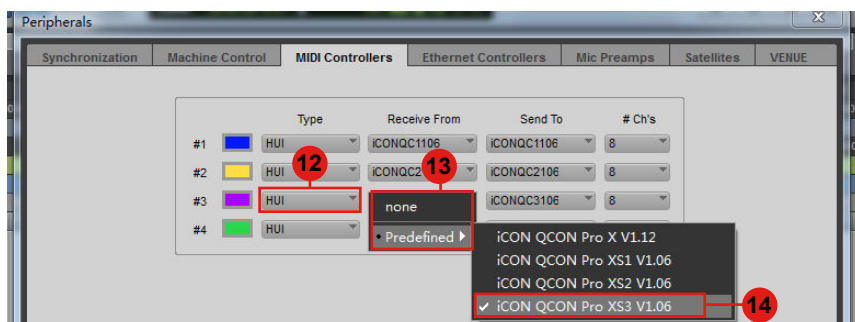






# Pro Tools





# Connecting Your QconProXS Controller (Standalone device)



## 2 Connect the QconProXS to your Mac/PC via the USB port

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

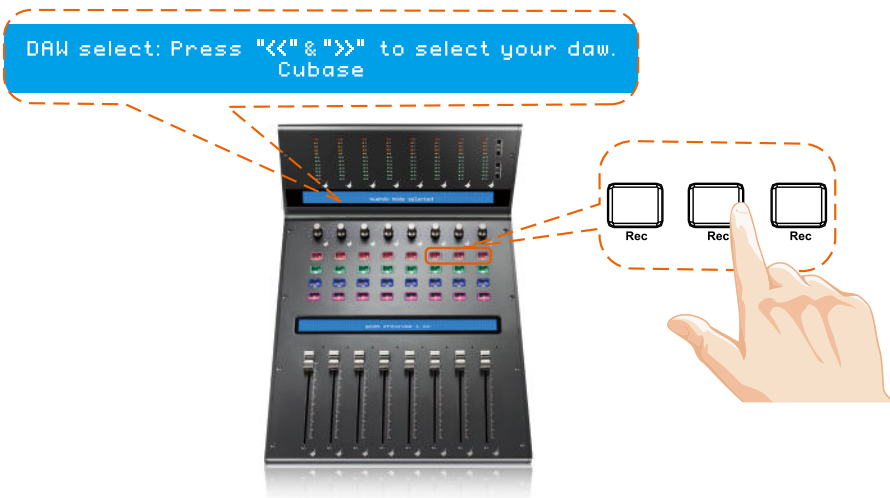
## 4 Select unit number

Select "unit number 1".

## 5 Select the DAW

Press the 6<sup>th</sup> Ch. Rec / 7<sup>th</sup> Ch. Rec buttons to scroll through the DAW list and press the "8<sup>th</sup> Ch. Rec" button to make the selection.

**Tips:** QconProXS will memorize your last selected DAW mode and re-enter the same mode few seconds after it's been switched on. (i.e. DAW mode selection is not needed if last mode is being used.)



## 6 Setup your DAW

The QconProXS has built-in Mackie Control and HUI protocol which will save you considerable trouble in setting up the device at your DAW. Simply add the “Mackie Control” or “HUI” device under the “MIDI Controller” on your software. After the Mackie Control or HUI device has been added, select QconProXS controller as your MIDI input and output device in your DAW.

For the software below, please use Mackie Control

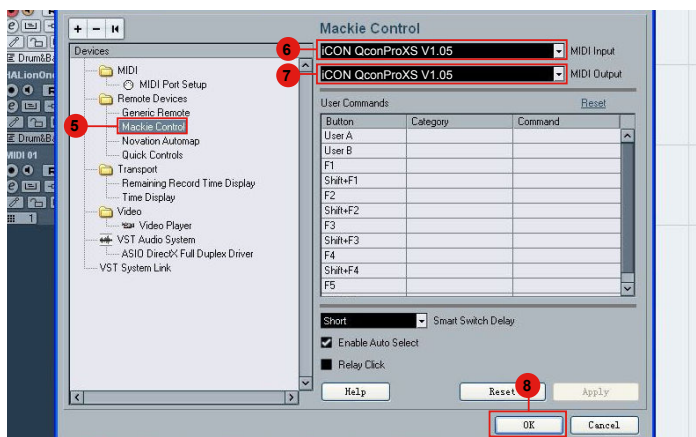
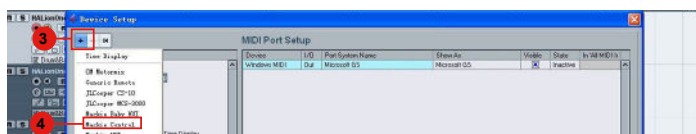
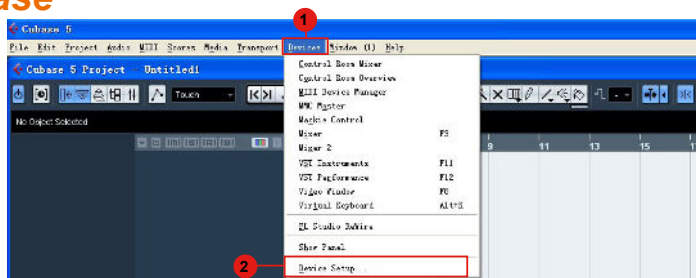
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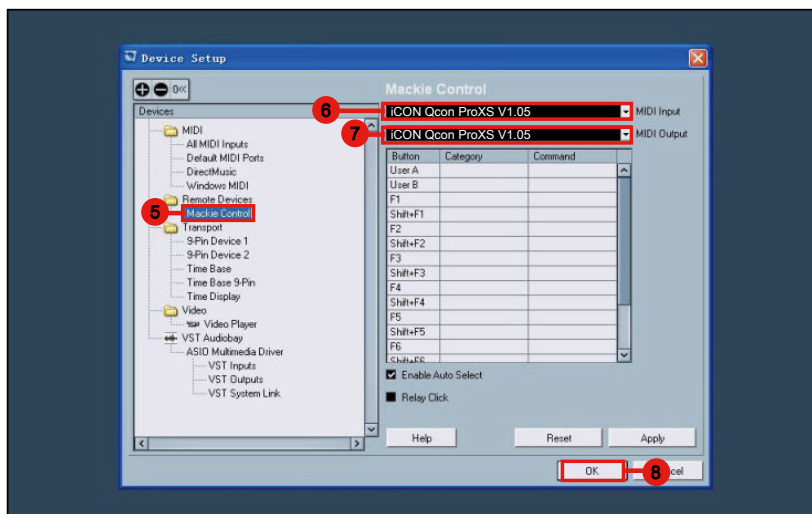
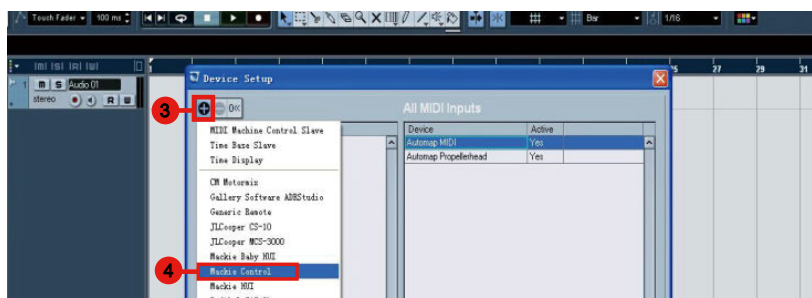
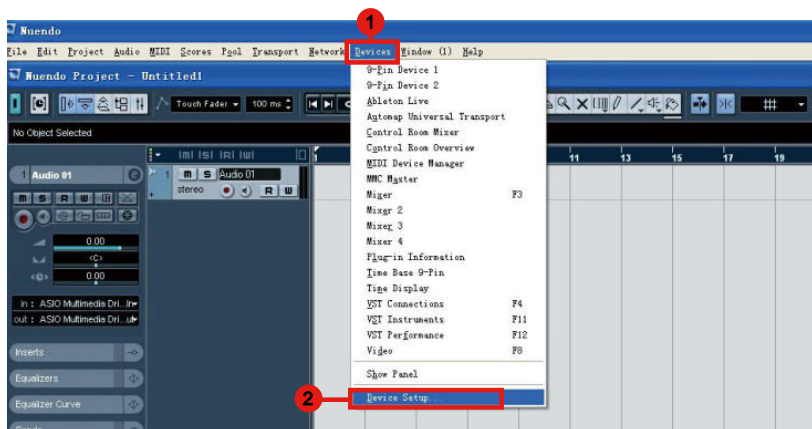
or the software below, please use HUI  
Pro Tools™.

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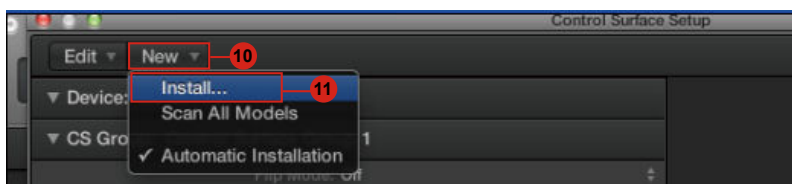
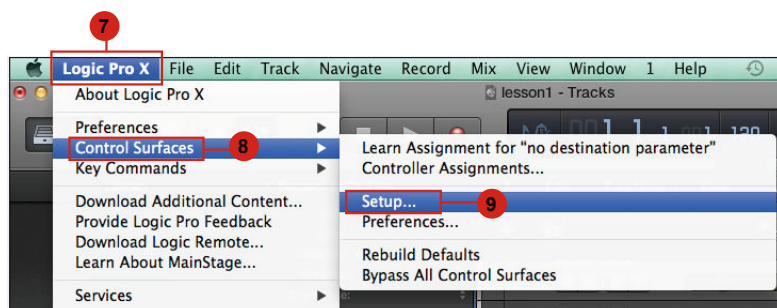
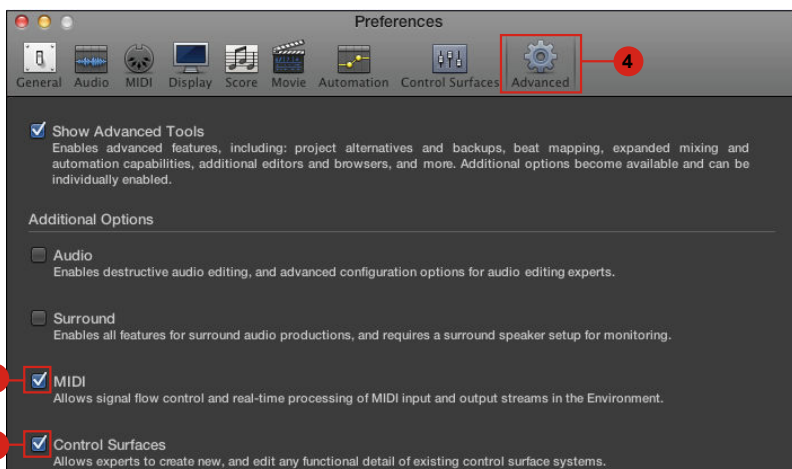
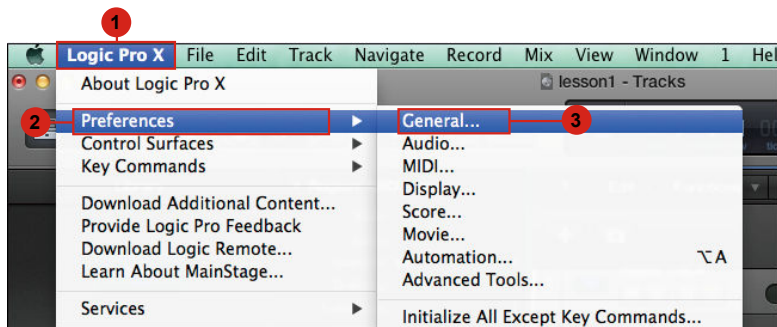
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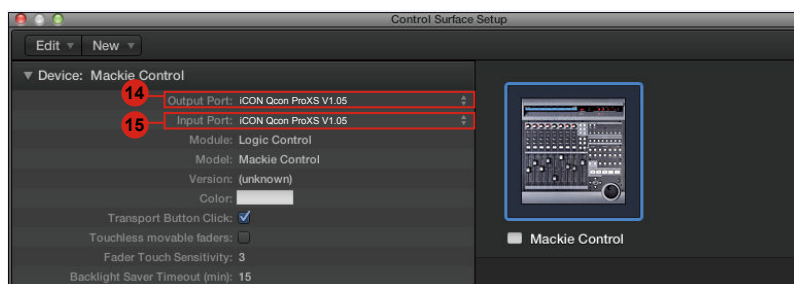
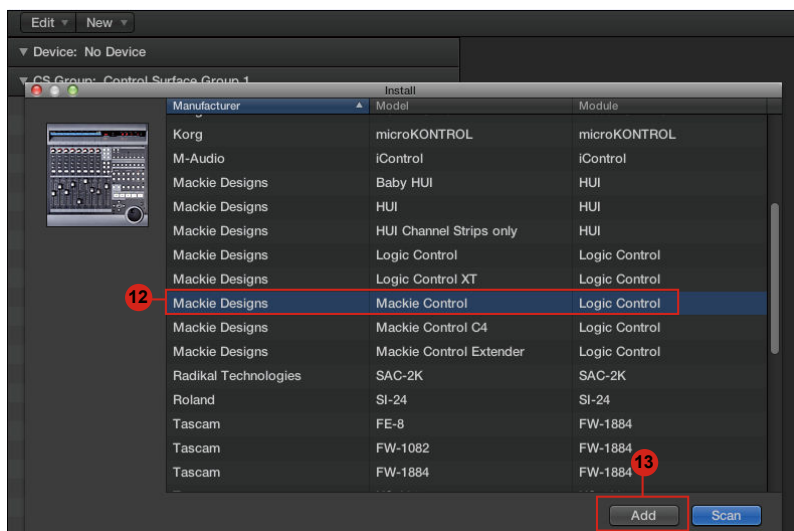
## Cubase



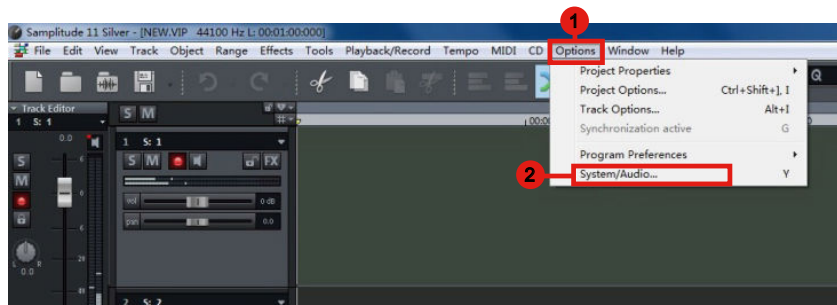


# Logic Pro

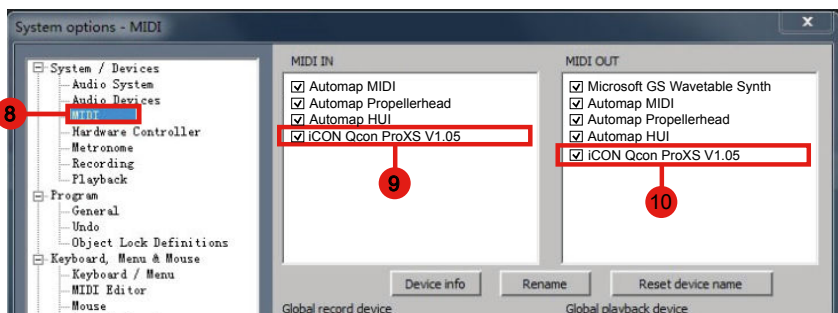
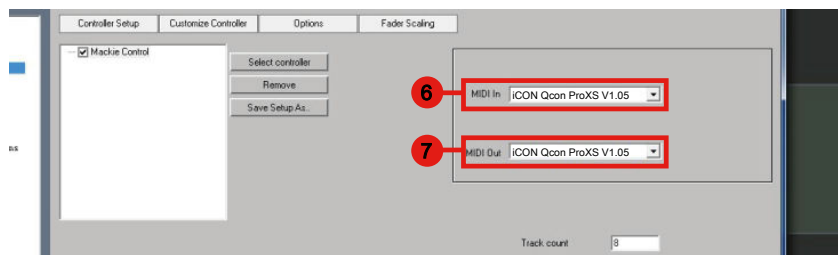
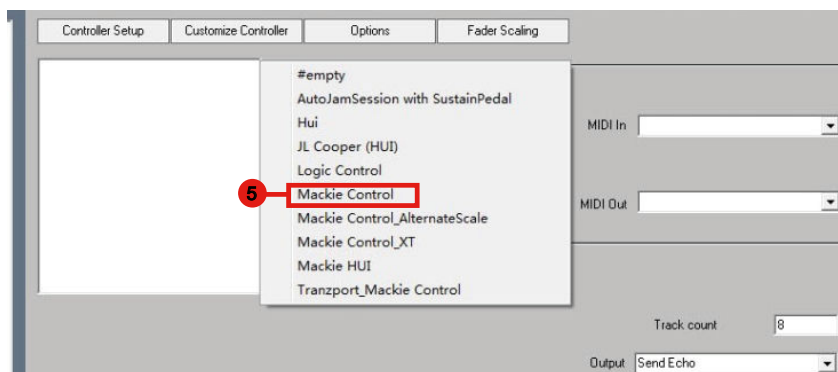
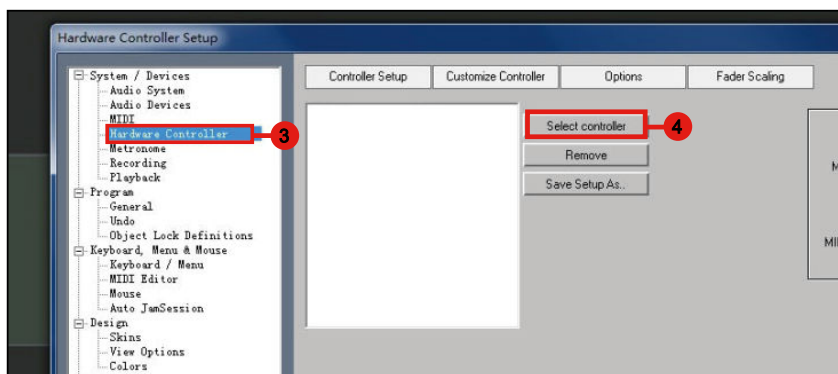


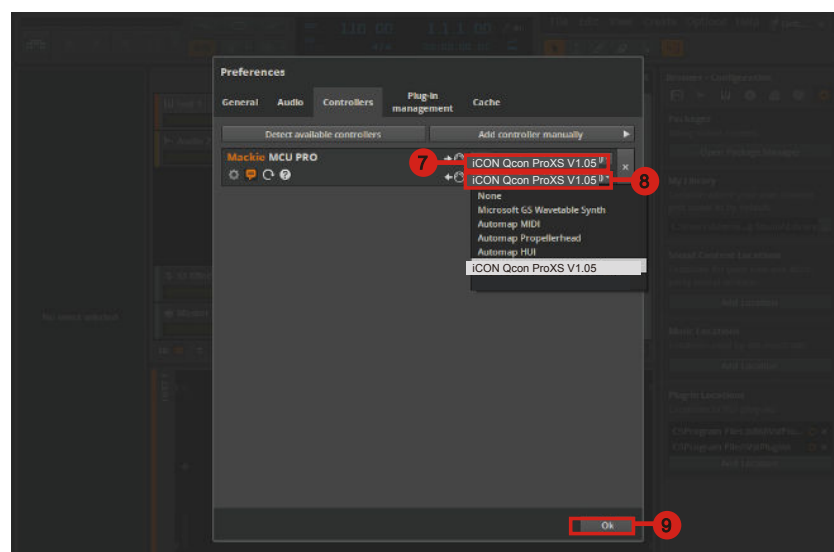
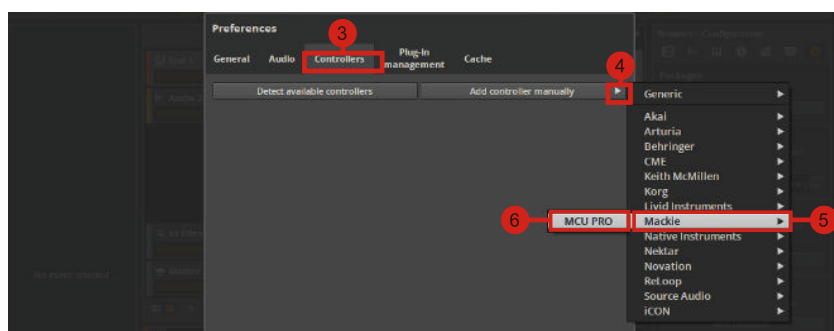
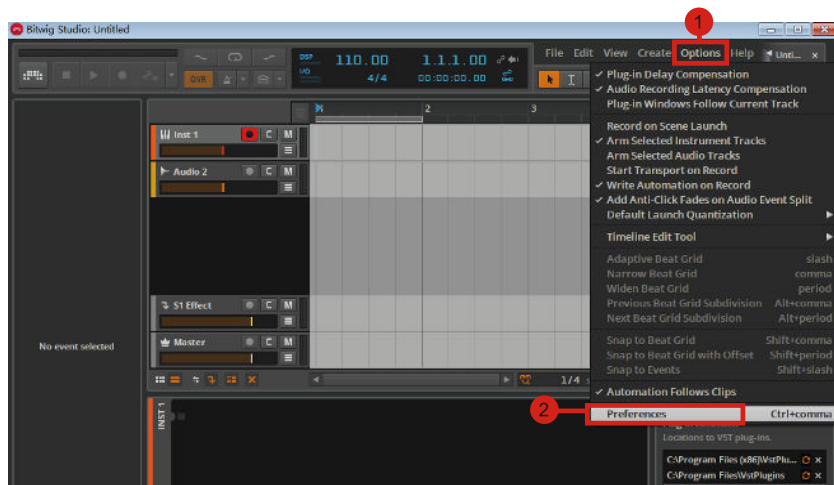


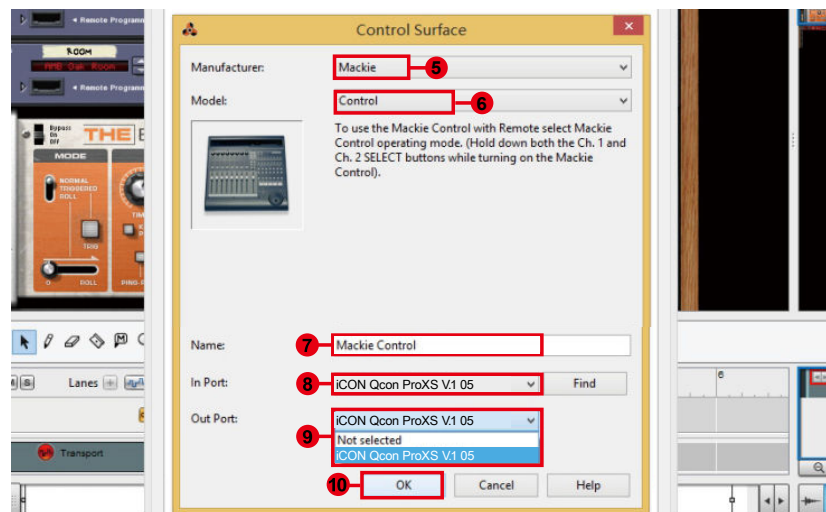
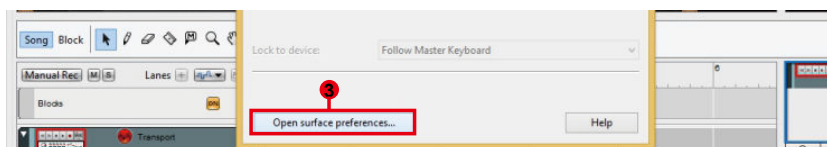
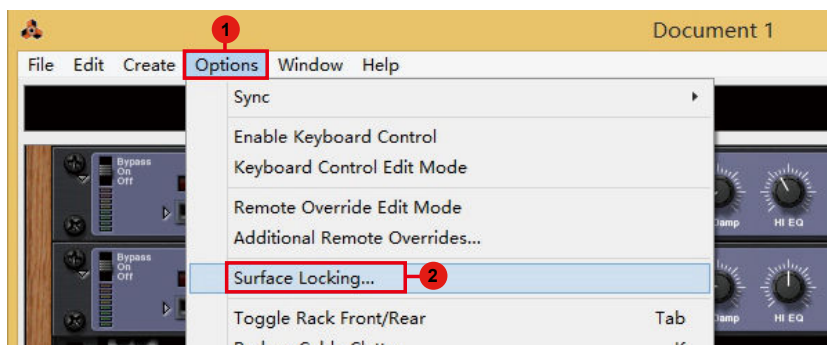
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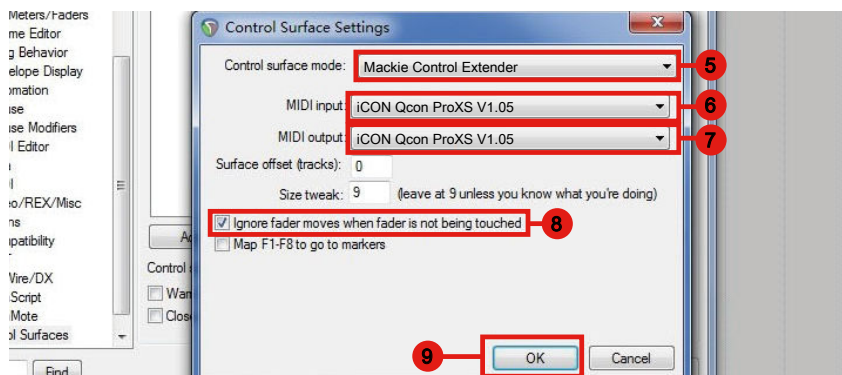
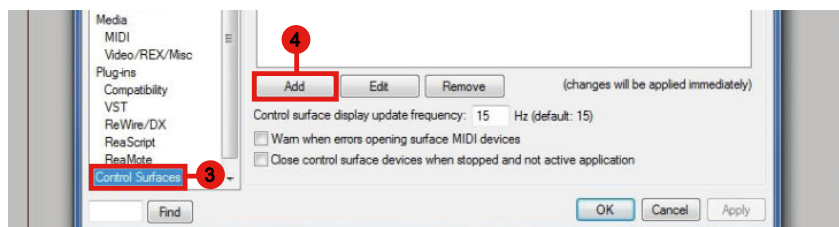
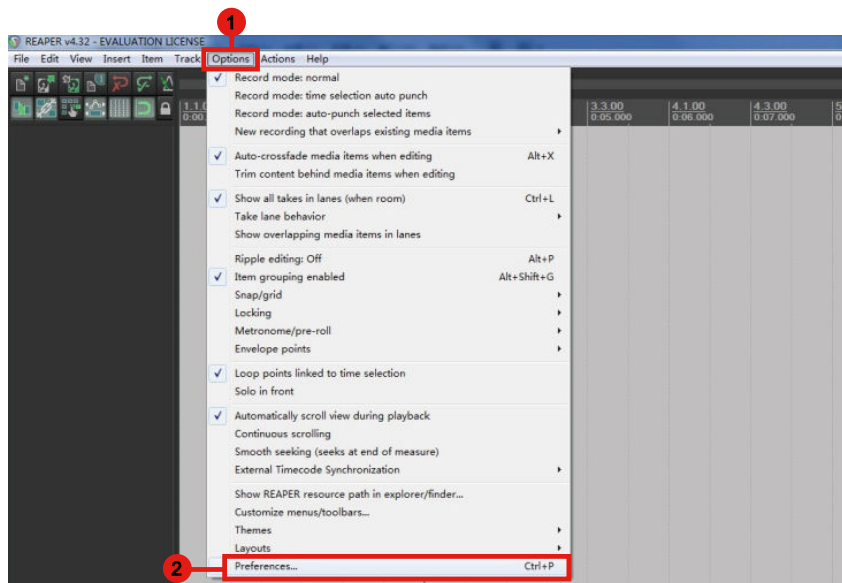




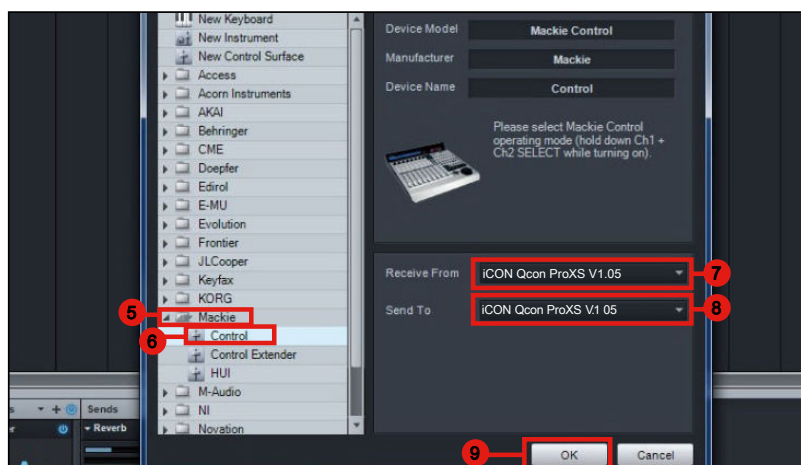
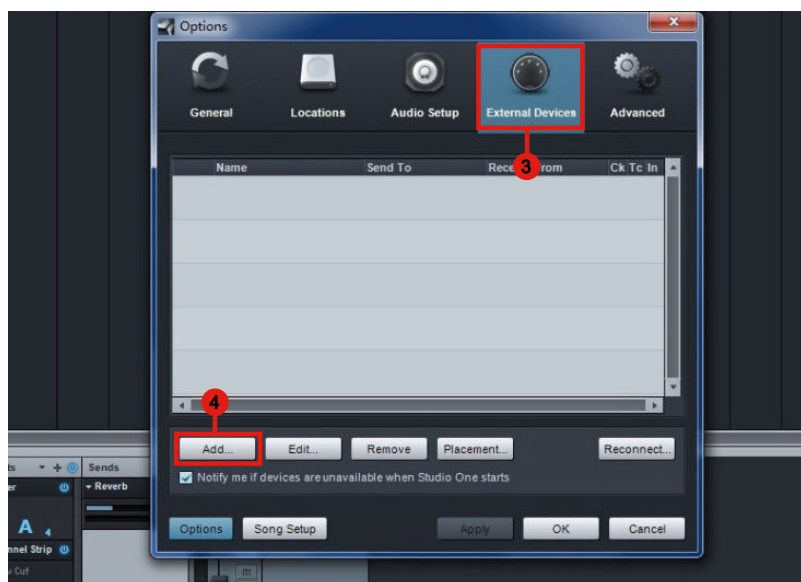
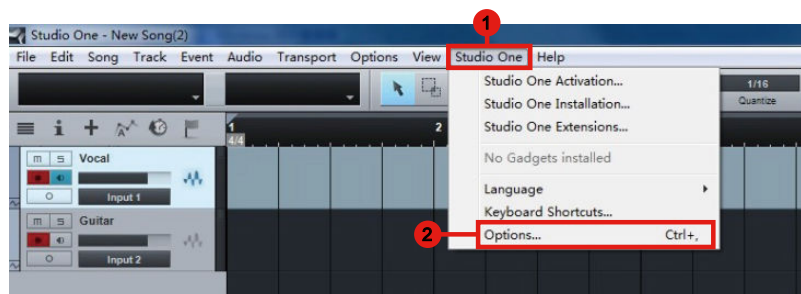




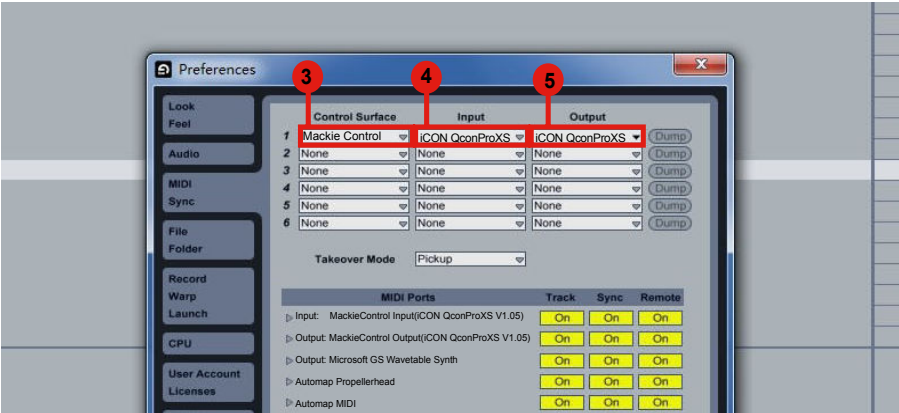
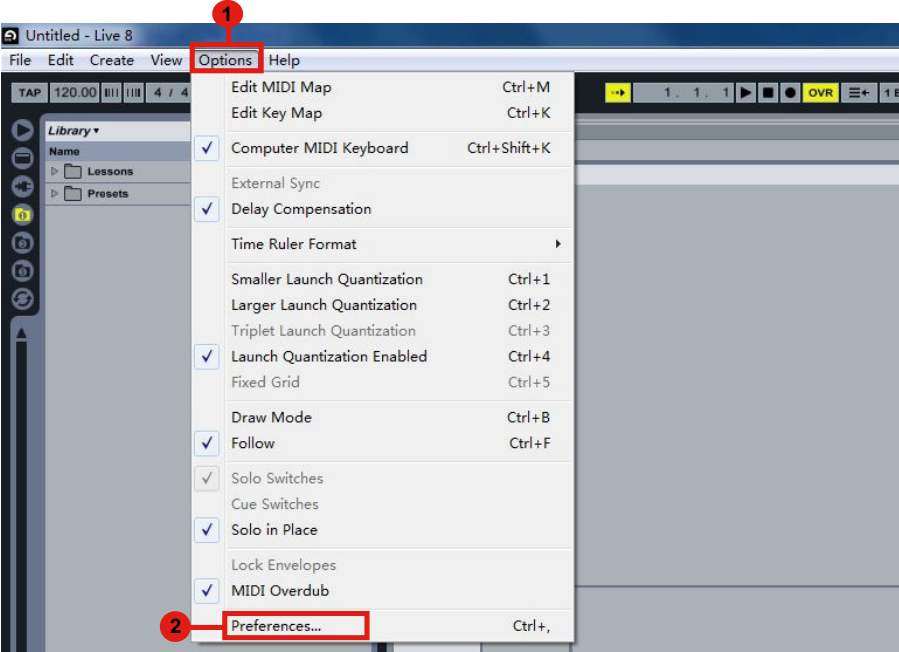




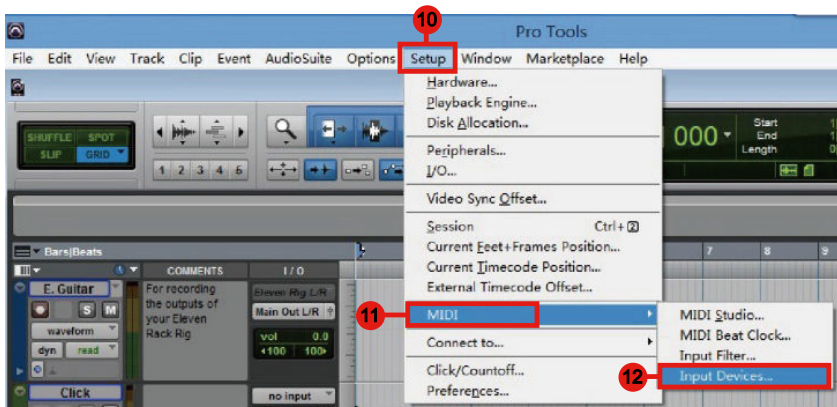
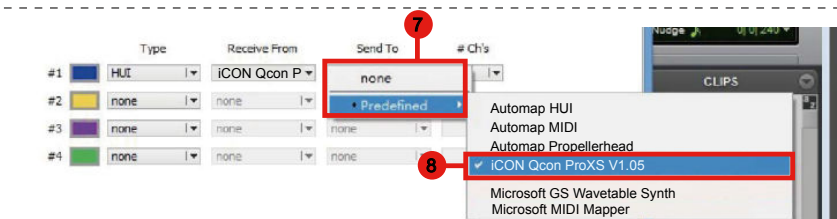
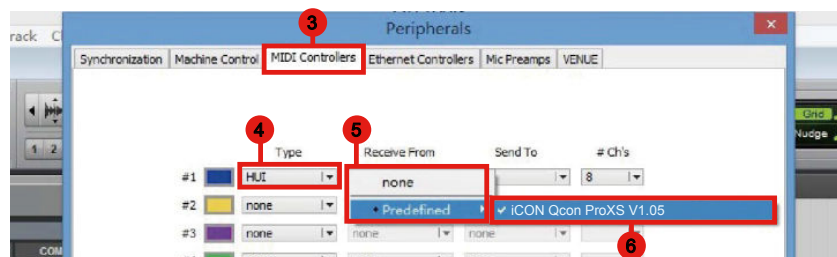
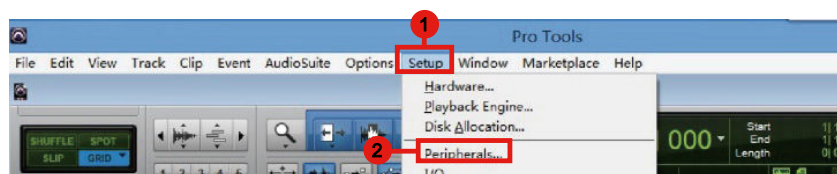
# Studio One



# Ableton Live



# Pro Tools









# Download the Mac iMap from your Personal User Page at [www.iconproaudio.com](http://www.iconproaudio.com)

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

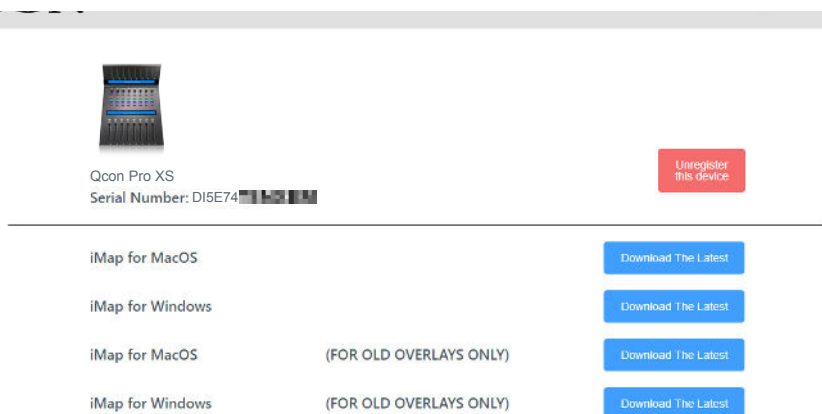


Diagram 1

## 1. iMap™ Software for Mac OS X

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

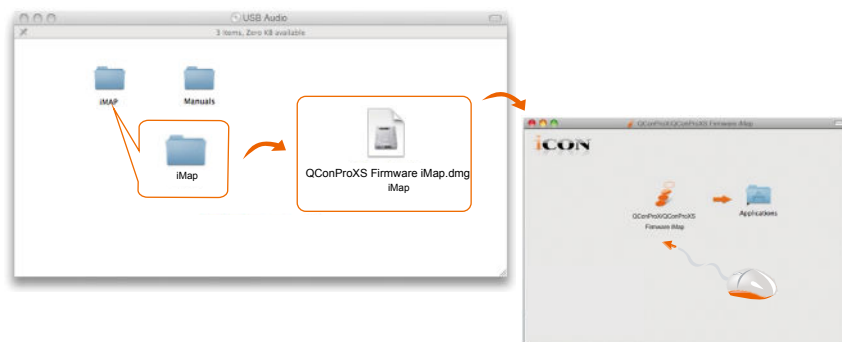


Diagram 2

**Tips:** By "drag and drop" the "QconProXS" 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 iMap from your Personal User Page at [www.iconproaudio.com](http://www.iconproaudio.com).

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

## 3. Choose Install Location

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

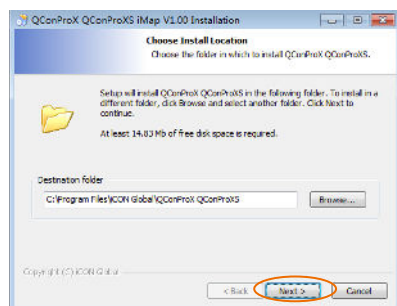


Diagram 3

## 4. Select shortcut

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

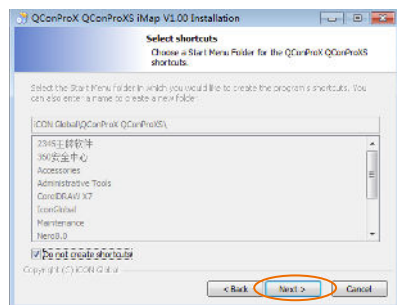


Diagram 4

## 5. Create a shortcut on your desktop

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

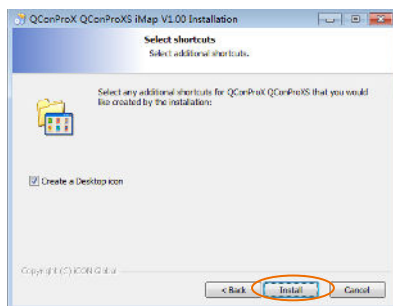


Diagram 5

## 6. iMap™ started to install

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

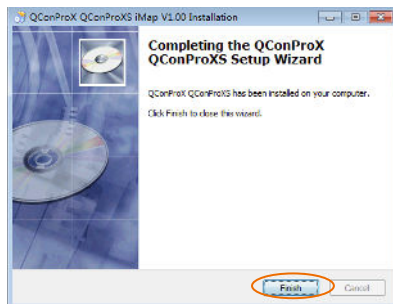


Diagram 6

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

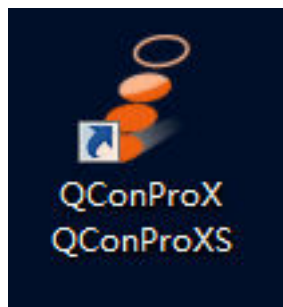
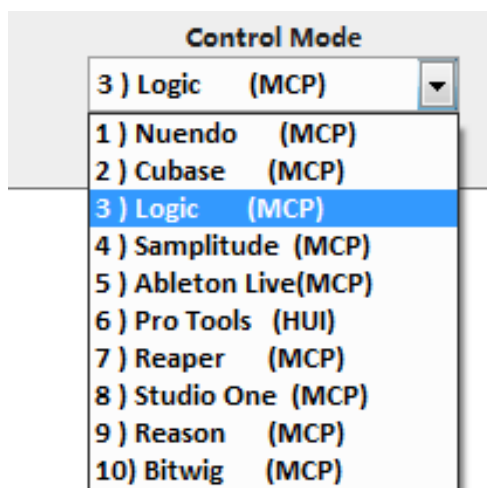


Diagram 7

# ***Assigning DAW Mode (Mackie Control/HUI) or Defining MIDI Functions with iMap™***

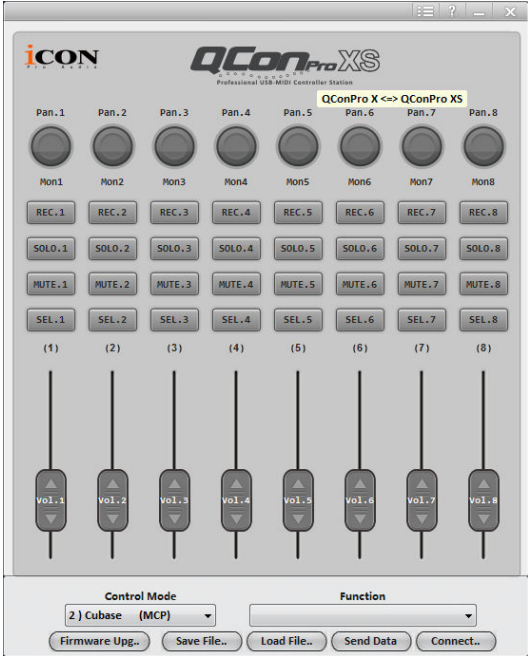


There are two different methods for setting up your QconProXS. In general, it is simpler and faster to set the device to pre-mapped DAW modes with Mackie Control/HUI protocol, depended on which DAW you use. The device has built-in DAW Mackie/HUI protocols as follows:

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

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

# Assigning DAW Mode (Mackie control/HUI) Using iMap™



iMap™ QconProXS software panel

**Tips:** You may also use the hardware to select DAW mode instead of through iMap. Please refer to P.19-20 for instructions.

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

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

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

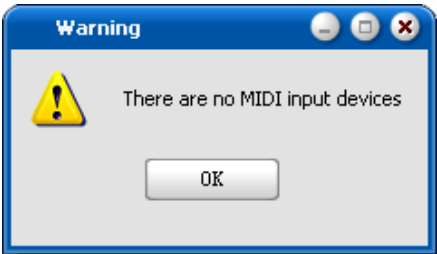
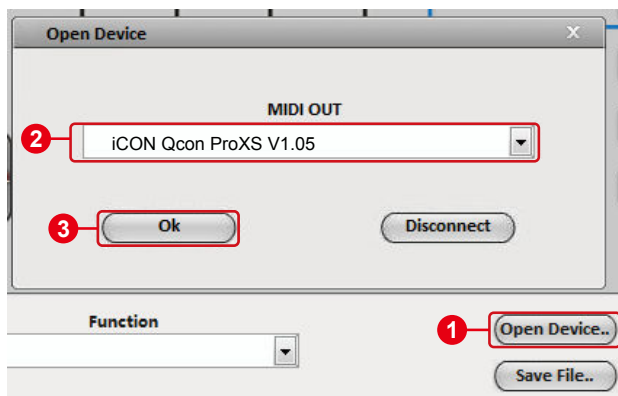


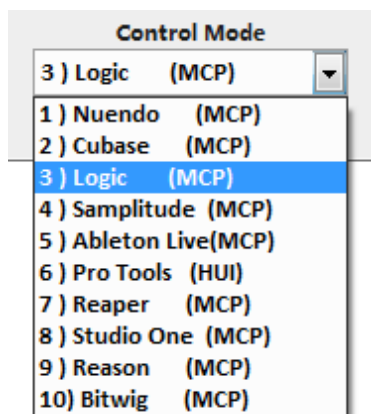
Diagram 8

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



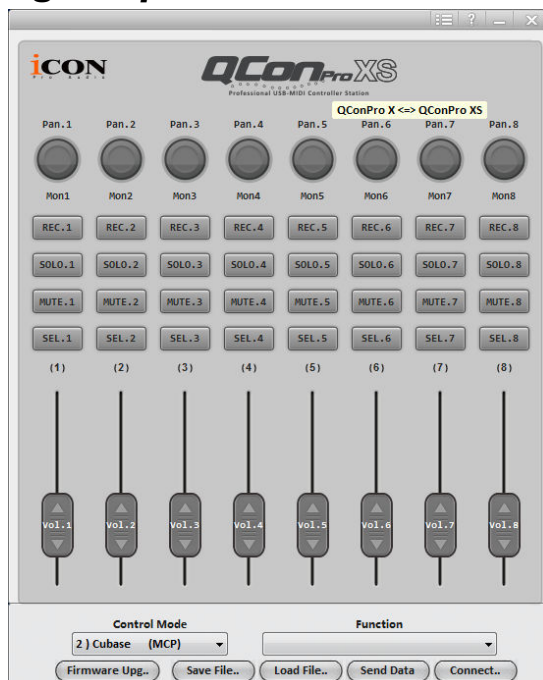
4. According to your DAW, select the DAW Mackie/HUI protocol mode from the “Mode” pull-down menu. Different DAW modes are listed below:

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



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

# Assigning MIDI Messages in User-Defined Mode Using iMap™



iMap™ QconProXS software panel

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

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

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

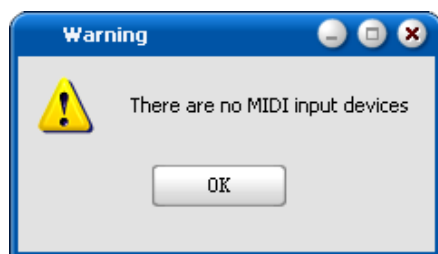
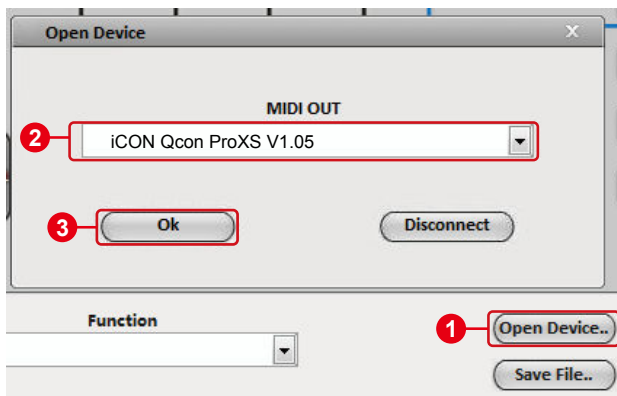


Diagram 9

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



4. **1** Select the DAW mode for your intended DAW. **2** Then select the control elements such as buttons, knob (rotate/enter), or faders that you would like to assign a new midi function. **3** After selecting a control element, select a function from the “Function” pull down menu. Please see below for each control element setting in User-Defined Mode.

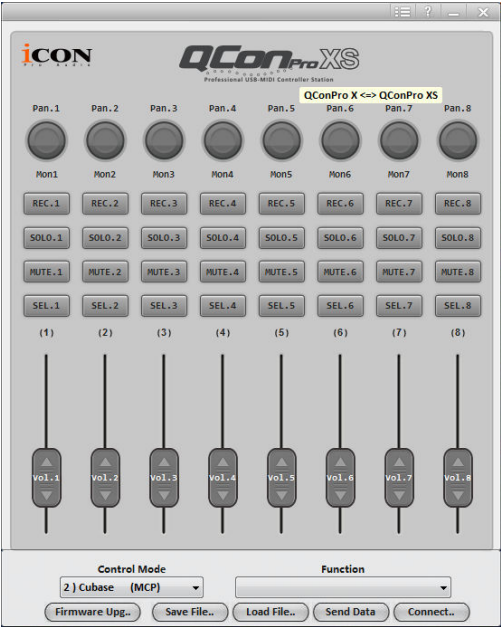


5. After you have finished all setting, click “Send Date” button.
6. Close iMap.



# Control Element Setup in User-Defined Mode

## iMap™ QconProXS software panel



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

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

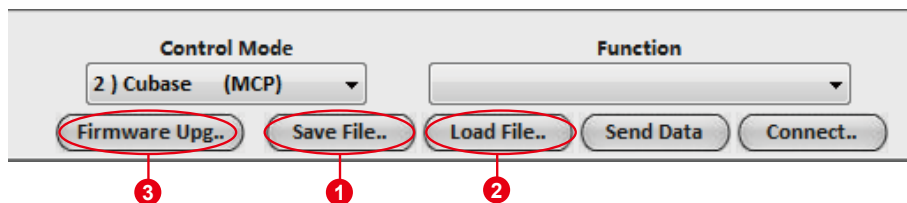
**Table “Suggest protocol for different DAW”**

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

**Table “Control elements chart”**

Control protocol	Control	Element	Available MIDI message setting values		
			Message type	Channel	Message
MCP	Faders	Slide	Pitch	1-9	0-127
			CC	-	Bank MSB to Poly Mode On
Touch sensitive		Note	-	C(-1) to G(9)	
Slide		CC	-	0-9	
HUI		Touch sensitive	CC	-	0-100
MCP	Knobs	Rotate	CC	-	Bank MSB to Poly Mode On
		Enter	Note	-	C(-1) to G(9)
HUI		Rotate	CC	-	0-9
		Enter	CC	-	0-100
MCP	Buttons	All buttons except "Lock", "<<",">>","DAW"button	Note	-	C(-1) to G(9)
HUI		All buttons except "Read", "Write", "Touch", "Latch", "Trim", "Off", "Plug-in"	CC	-	0-100

## Other Functions in iMap™



### 1. “Save file” button

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

### 2. “Load file” button

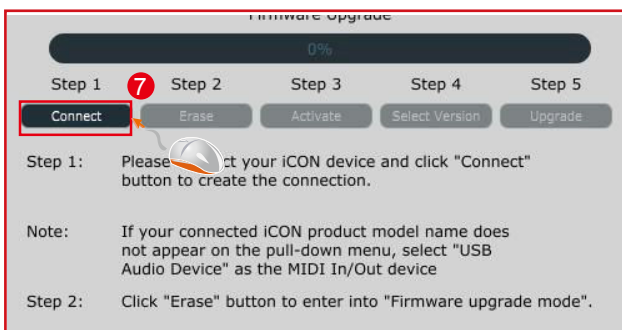
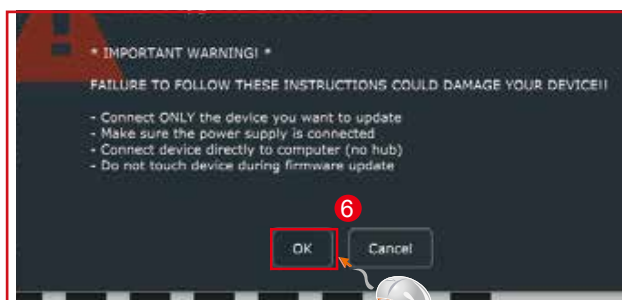
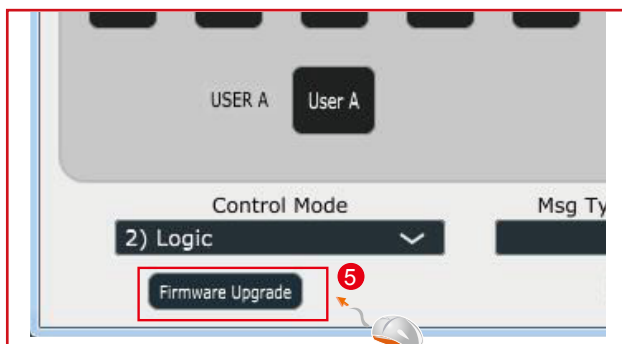
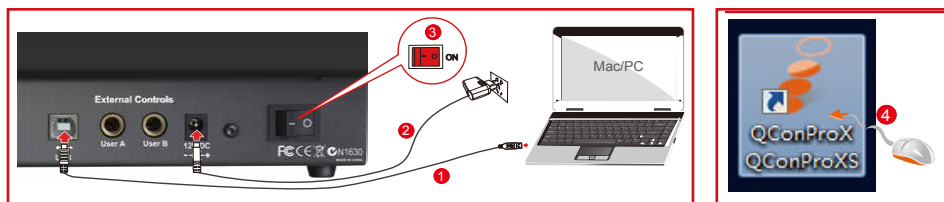
Click this button to load a previously saved “. QconProXS” setting file for your QconProXS.

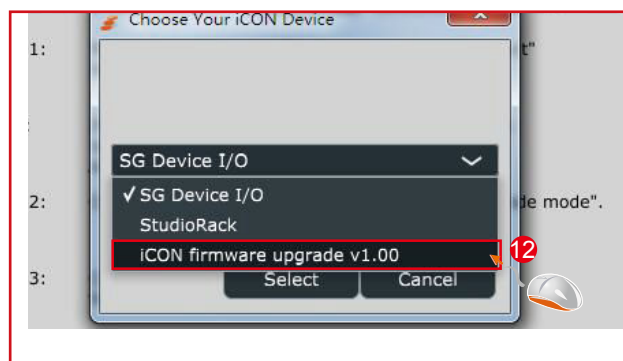
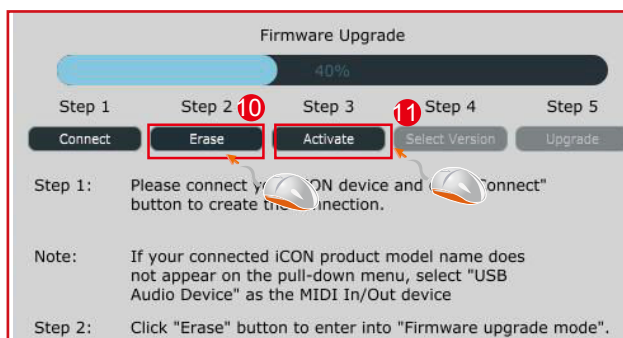
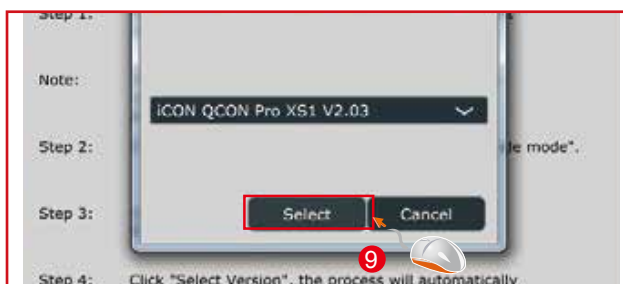
### 3. “Firmware Upgrade” button

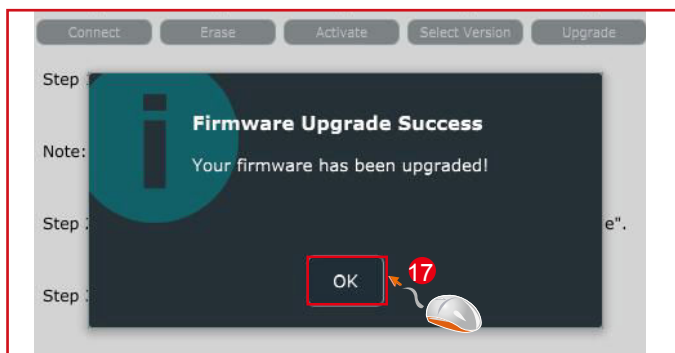
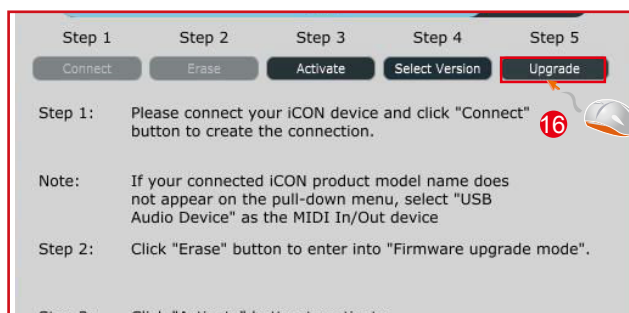
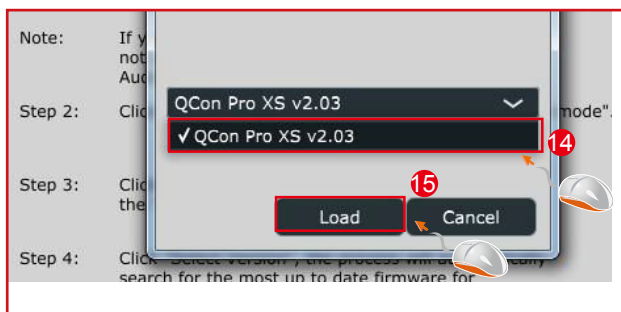
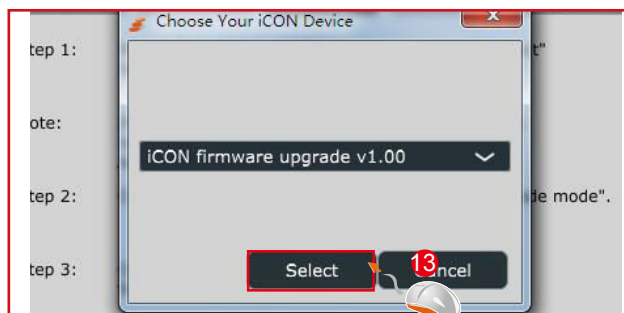
Click this button to enter into the firmware upgrade window for QconProXS. Please refer to P.43 for the firmware upgrade procedure.

# Firmware upgrade

## QconProXS functional firmware upload procedure







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

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

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

# Specifications

Connector:	To computer	USB connector (standard type)
Power supply:		12V/2.5A DC
Current consumption:		2A or less
Weight:		4.09kg (9.02lb)
Dimensions:		309(L) x 416(W) x 188(H)mm
		12.17"(L) x 16.38"(W) x 7.4"(H)



# Services

**If your QconProXS 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 Help Center at the link below, and our technical support team will assist you as soon as we can.

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

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

To send defective products for service:

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

If you are located in US

Send the product to:

**North America**

**Mixware, LLC – U.S. Distributor**

**11070 Fleetwood Street – Unit F.**

**Sun Valley, CA 91352; USA**

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

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

If you are located in 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**

**3D-12489 Berlin**

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

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

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

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

**[www.iconproaudio.com](http://www.iconproaudio.com)**



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