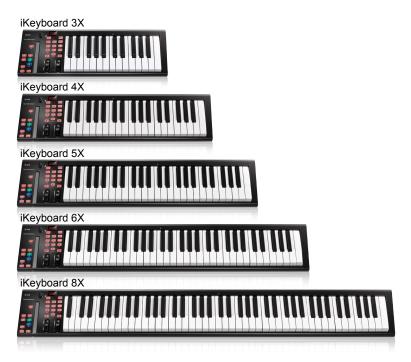






25/37/49/61/88-note velocity-sensitive piano-style keys USB MIDI controller keyboard







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 products enclosure, that may be of sufficient magnitude to electric shock to persons. Le symbol.clair avec point de fl che intriteur d un triangle quilat rat est uillis pour alerter lutilisateur de la pr sence i int rieur du coffret de vottage dangereux non isol d ampleur suff

exclamation point within an equilateral triangle is intended to alert the user of the presence of important operating and maintenance (serviving) instructions in the literature accompanying the appliance. Le point d exclamation lint rieur dun triangle quilat al est employ pour alerter les utilisateurs de la prsence d instructions importantes pour le fonctionnement et l entretien (service) dans le livret d instruction accmpagnant l appari l.

Important Safety Instructions

- 1. Read this manual thoroughly before using this unit.
- 2. Keep this manual for future reference.
- 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.
- 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 heatproducing 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 3X / iKeyboard 4X / iKeyboard 5X / iKeyboard 6X / iKeyboard 8X 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 3X / iKeyboard 4X / iKeyboard 5X / iKeyboard 6X / iKeyboard 8X, as well as a guided tour through its front and side panels, step-by-step instructions for its setup and use, and full specifications.

You'll also find a warranty card enclosed---please don't forget to fill it out and mail it so that you can receive online technical support at: www.iconproaudio.com. And so we can send you updated information about these and other ICON products in the future. As with most electronic devices, we strongly recommend you retain the original packaging. In the unlikely event the product must be returned for servicing, the original packaging (or reasonable equivalent) is required.

With proper care and adequate air circulation, your iKeyboard 3X / iKeyboard 4X / iKeyboard 5X / iKeyboard 6X / iKeyboard 8X will operate without any trouble for many years. We recommend that you record your serial number in the space provided below for future reference.

Please write your serial number here for future reference:

Purchased at:

Date of purchase:

What's in the package?

- iKeyboard 3X / iKeyboard 4X / iKeyboard 5X / iKeyboard 6X / iKeyboard 8X
 -25/37/49/61/88-note velocity-sensitive piano-style keys USB MIDI controller keyboard x 1
- CD x 1

App software - iMap (Mac & Windows)

User manual & QSG

DAW software - Bitwig

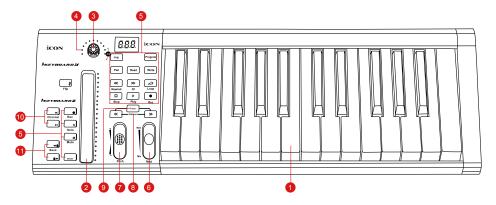
- Quick Start Guide x 1
- USB 2.0 cable x 1

Features



- Powerful controller is equipped and easy setup with Mackie Control and HUI protocol.
- Backlit LED touch fader reacts in real-time with DAW. Synchronize automatically with different channel value when switching between channels.
- Dual function encoder knob (Enter & rotate)
- 11-segment LED surrounding the encoder to indicate the rotating position.
- Velocity-sensitive piano style keyboard
- Modulation and Pitch jog-wheel
- 3-segment LED screen
- 18 assignable LED backlit buttons
- Illuminated channel buttons including Rec-enable, Solo and Mute.
- 6 illuminated transport buttons including Play, Stop, Rec, Rewind, Fast forward and Loop
- Octave up/down buttons
- Transpose up/down buttons
- Multi velocity curves available for selection (Key and Pads)
- Midi output jack
- Expression & sustain pedal TRS connectors
- Sustain pedal connector polarity reversible
- Class-compliant with Windows XP, Vista (32-bit/64-bit), Windows 7/8/10 (32-bit & 64bit), and Mac OS X (IntelMac)
- USB 2.0 high speed connectivity
- Mackie control build-in for Cubase, Nuendo, Samplitude, Logic Pro and Ableton Live.
- Mackie HUI protocol build-in for Pro Tools.
- iMap[™] software included for easy mapping of MIDI functions
- Firmware upgrade available simply via USB connection and iMap software.
- Robust metal casing with Kensington lock port

Front Panel Layout



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

1. 25/37/49/61/88-note key switches

25/37/49/61/88-note velocity-sensitive piano-action key switches.

2. Backlit LED touch fader to control DAW's Channel/Master faders

The touch fader could be used to adjust the parameter of different channels. Press the two "Track or Bank" shifting buttons to shift between channels. Also, by pressing the "Master" button, the fader will change to control the parameters of the master channel.

3. Dual function encoders

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.

4. 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.

5. Control buttons

Recording channel control buttons section

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

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

Master button - Switch the touch fader to control the DAW master fader.

Transport control buttons section

PLAY button - Activate the play function of the DAW.

STOP button - Activate the stop function of the DAW.

REC button - Activate the record function of the DAW.

REWIND button - Activate the rewind function of the DAW.

FAST FORWARD button - Activate the fast forward function of the DAW.

LOOP button - Activate the loop function of the DAW.

Automation section

READ button - Press the READ button to activate the read function of the current audio track.

WRITE button - Press the WRITE button to activate the write function of the current audio track.

Other control buttons

Jog button - Activate to use the encoder as a jog wheel.

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

Program button - Use together with the encoder to change the sound bank of your softsynth.

(Tip: Please refer to Appendix A for Mackie Control and HUI protocol functions.)

6. Modulation jog wheel

Rotate to adjust the modulation effect.

7. Pitch jog wheel

Rotate to adjust the pitch bend. It returns to default, "0" when released.

8. Octave buttons

Raise or lower the pitches played on your keyboard.

9. Transpose button (Use in conjuction with the Octave up/dwon buttons)

Raise or lower the pitches (by less than an octave) played on your keyboard.

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

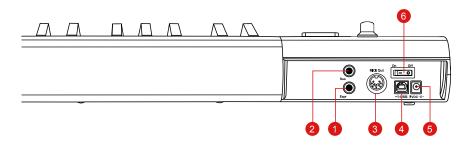
10. Track </> buttons

Track <	Shift "one" channel up for all faders (except the master channel).
Track >	Shift "one" channel down for all faders (except the master channel).

11. Bank </> buttons

Bank <	Shift "eight" channels up for all faders (except the master channel).
Bank >	Shift "eight" channels down for all faders (except the master channel).

Rear panel layout



1. Expression Pedal Input

A standard expression pedal can be connected via this 1/4" input.

2. Sustain Pedal Input

This 1/4" jack can be used to connect a momentary footswitch, like a piano's sustain pedal. (ICON SPD-01)

Tip: You may reverse the sustain pedal connector polarity with the provided iMap.

3. Midi Out Port

Use the MIDI Out terminal to connect an external synthesizer or sound module.

4. USB port

Functions as a MIDI port to your notebook (or computer) and compatible software. Also provides power to your iKeyboard 3X/4X/5X/6X/8X.

5. 7V/1A DC power adapter connector

Connect your 7V/1A DC power adapter (optional) here.

6. Power switch

Power switch for your iKeyboard 3X/4X/5X/6X/8X.

Getting Started Connecting your iKeyboard X controller

1. Connect the ikeyboard X 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 X. Your Mac/PC should automatically "see" the new hardware and notify you that it is ready to use.

2. Mode select & assign the MIDI messages to iKeyboard X with iMap software

Select Mackie Control or HUI mode from the pull down menu for pre-mapped MIDI mapping. Select User Defined mode for self MIDI assignment. Refer to P.25 for "Assign the MIDI messages with "iMap[™]" software.

Tip: Make sure you have selected the correct DAW mode in the pull down menu.

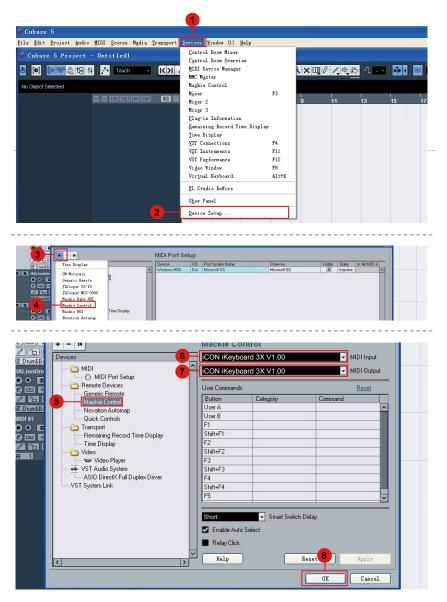
3. Setup your DAW

Activate the ICON iKeyboard X controller in your DAW or MIDI software using "MIDI Setup" or "MIDI Devices".

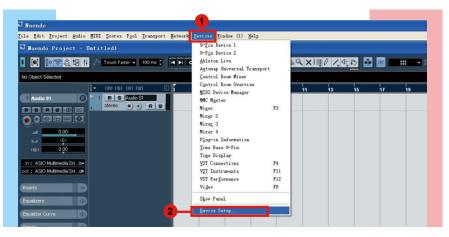
For Logic[™], Cubase[™] and Nuendo[™], choose Mackie Control at the "Device List".

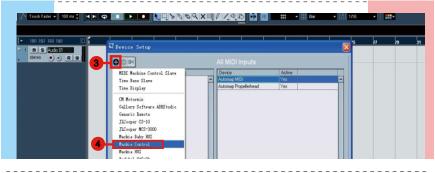
(Note: Every application does this a little different, so refer to your software user manual for the settings.)

Cubase



Nuendo





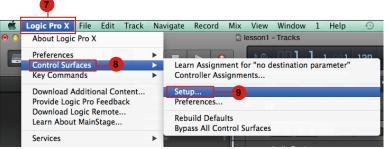
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Devices 6	ICON iKe	eyboard 3X V	/1.00	 MIDI Input 	
😂 MIDI	7 ICON IK	eyboard 3X V	/1.00	MIDI Output	
All MIDI Inputs Default MIDI Ports	Button	Category	Command		
DirectMusic	User A			^	
Windows MIDI	User B				
Remote Devices	F1				
5 Mackie Control	Shift+F1				
Transport	F2				
	Shift+F2				
Time Base	F3			_	
Time Base 9-Pin	Shift+F3 F4			_	
Time Display	F4 Shift+F4			- 11	
🗀 Video	E5				
Video Player	Shift+F5				
ASID Multimedia Driver	F6	-			
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Logic Pro





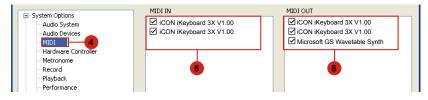
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	Mackie Designs	HUI	HUI
	Mackie Designs	HUI Channel Strips only	HUI
	Mackie Designs	Logic Control	Logic Control
	Mackie Designs	Logic Control XT	Logic Control
12	Mackie Designs	Mackie Control	Logic Control
	Mackie Designs	Mackie Control C4	Logic Control
	Mackie Designs	Mackie Control Extender	Logic Control
	Radikal Technologies	SAC-2K	SAC-2K
	Roland	SI-24	SI-24
	Tascam	FE-8	FW-1884
	Tascam	FW-1082	FW-1884
	Tascam	FW-1884	FW-1884
			Add Scan



Samplitude

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Save Project as Template Save Project as EDL Save Object Save Session	Edit Keyboard Shortcuts and Menu Edit Toolbars Reset Toolbars
Egport Irack Bouncing Range Bouncing (internal Mixdown) MIDI Bouncing	Font Selection Font for Manager Metronome Options Definition Shift+Tab Color Setup
Export project as AAF/OMF Rgname Project Clean up	yndo Definitions Dithering Options (Triang.) ▶ Advanced Buffer Settings
Close Project	Resampling Quality Options Lock Definitions
Project Properties	Set Preroll time



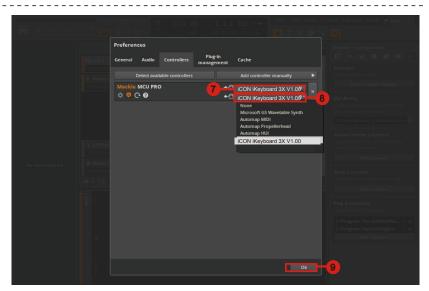
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- Audio Devices			Add	INew 9		
MIDI						
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Performance						

Controller Setup Customize Cor	troller Options	Fader Scaling)				
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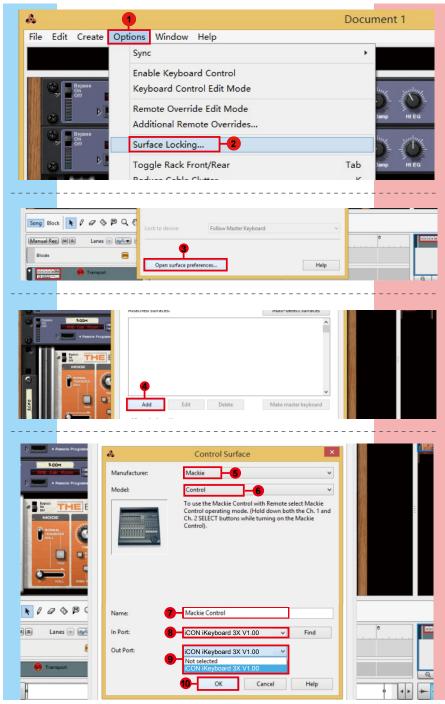
Bitwig



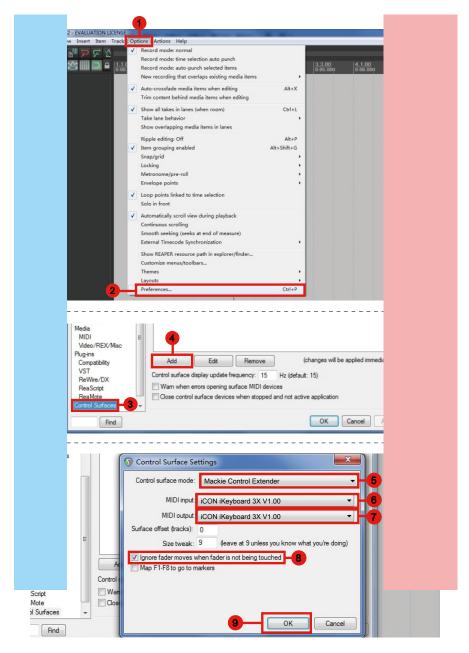




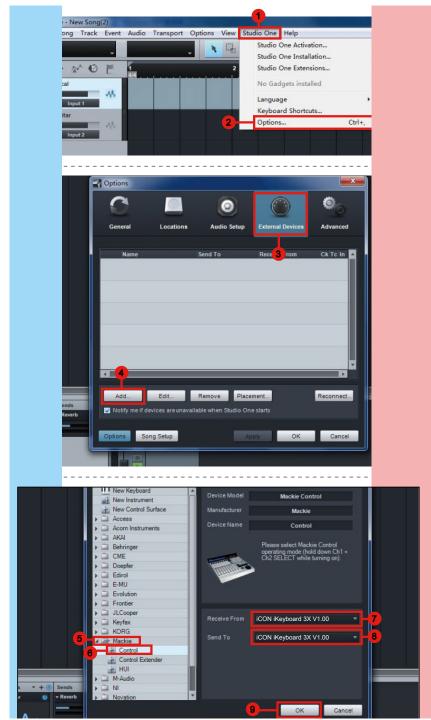




Reaper



Studio One

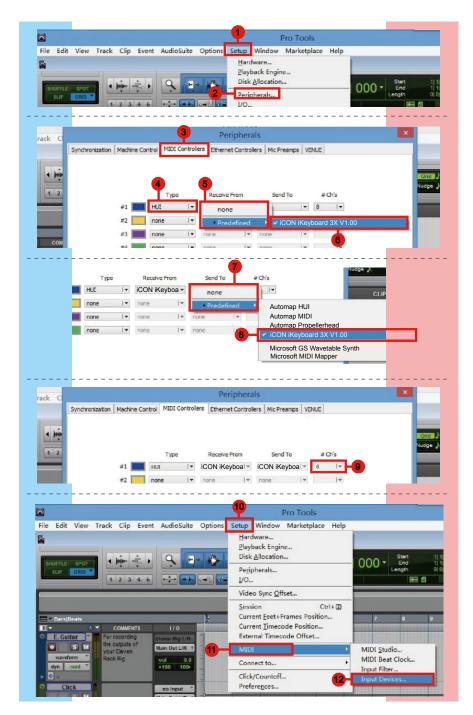


Ableton Live

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O Untitled - Live 8			
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	Edit Key Map	Ctrl+K	
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Name Name Pesots Presets Second Secon	Time Ruler Format	•	
	Smaller Launch Quantization	Ctrl+1	
9	Larger Launch Quantization	Ctrl+2	
	Triplet Launch Quantization	Ctrl+3	
	✓ Launch Quantization Enabled	Ctrl+4	
	Fixed Grid	Ctrl+5	
	Draw Mode	Ctrl+B	
	V Follow	Ctrl+F	
	✓ Solo Switches		
	Cue Switches	_	
	Solo in Place		
	Lock Envelopes		
	MIDI Overdub		
2	Preferences	Ctrl+,	



Pro Tools





iMap[™] Software for Mac OS X

Please follow the procedures below step-by-step to launch your $iMap^{TM}$ software in Mac OS X.

 Insert the Utility CD in your CD-Rom and double click "iKeyboard X" Series iMap" icon.

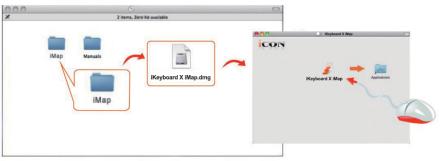


Diagram 1

Tips: By "dragging and dropping" the "iKeyboard X" icon into the "Applications" folder, you can create a "iMap" shortcut on your Mac's desktop.

Installing iMap[™] Software for Windows

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

1 Turn on your PC

② Insert the Utility CD in your CD-Rom

After you have inserted the CD into your CD-Rom, an installation screen should appear as shown in diagram 2; click "Install".

(Note: If the installation screen not appear automatically go to the CD folder and double click on "Setup".)



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 5

Select shortcut

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

6 Create a shortcut on your desktop

Please untick the box if you do not want to place a shortcut icon on your desktop for $iMap^{TM}$, otherwise click "Next".

The iMap[™] installation has now started, wait

😚 iKeyboard X	iMap Installation
6	Select shortcuts Select additional shortcuts.
m	Select any additional divirtuuts for Keyboard X that you would like created by the installation:
V Create a Des	itap ion
Copyright (C)2013	- 2015, ICON Global
	Diagram 6



Diagram 7

(8) Installation finished

⑦ iMap[™] started to install

for it to finish. Then click "Finish".

Click "Finish" to complete the $iMap^{TM}$ software installation.



Diagram 8

Assigning MIDI functions with iMap[™]

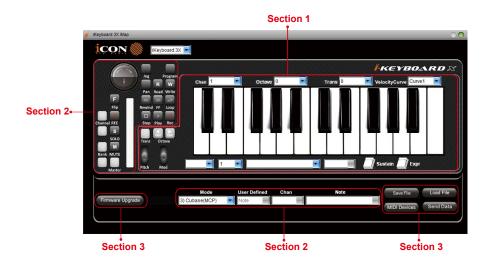
You can use iMap[™] to easily assign the MIDI functions of your iKeyboard X.

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

Warr	ning 🥥 🗐 😣
⚠	There are no MIDI input devices
	OK
	Diagram 9

iMap[™] iKeyboard X software panel

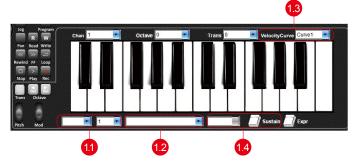
ikeyboard X's iMap is divided into three main sections as described below:



Section 1

1.0 Keyboard elements assignment

These elements include the key switches, velocity curve, modulation/pitch bend jog wheel, Sustain & Expression pedal, Transpose & Octave buttons. These elements are assigned by the top three drop down windows. To assign a control, select it by clicking it and assign a different midi message by the two drop down menus (MIDI Channel & CC).



1.1 MIDI Channel

Assign MIDI channel from 0-16.

1.2 CC valuel

Assign MIDI CC value from 0-127.

1.3 Velocity Curve

Select the available velocity curve of your keybed. For the difference velocity curve diagram, please refer to P.33.

1.4 Sustain Pedal

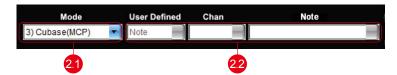
You could reverse the sustain pedal connector polarity. Please refer to P.32 for details.

Section 2

2.0 Control surface elements assignment

These elements include all the buttons, the knob and the touch pad. These elements are assigned by the lower four drop down menus.

Note: iKeyboard X has built-in Mackie Control protocols & HUI for different DAW such as CubaseTM, SamplitudeTM, Abelton LiveTM, Logic ProTM, BitwigTM, ReasonsTM, ReaperTM, Studio OneTM and ProToolsTM By selecting the correct DAW and Mackie control (HUI) protocol, ikeyboard X has automatically mapped the major functions and work seamlessly with that DAW.



2.1 Control Mode

Mackie Control:	Select "Mackie Control" for Mackie control protocol
HUI:	Select "HUI" for HUI control protocol
User Defined:	Set your own midi settings for all the controllers

(*Tip:* Please refer to Appendix A for Mackie Control and HUI protocol functions.) (Note: In "Mackie Control / HUI" mode, settings are fixed and not changeable.)

2.2 User defined mode (Advance user)

If you would like to assign your own midi mapping, select "User Defined" mode at the control mode drop down menu. To assign a control, select it by clicking it and assign a different midi message by the three drop down menus. The table below shows the different types of midi messages and their changeable parameters.

MIDI Message Type	Channel	Parameters
Note	0 to 16	-1(C) to 9(G)
CC	0 to 16	0 to 127

Section 3

3.0 General setting to the keyboard

					3.1	3.3
Firmware Upgrade	3) Cubase(MCP)	User Defined	Chan	Note	Save file	
3.5					3.2	3.4

3.1 "Save file" button

Click this button to save your current settings for the ikeyboard X. The file is an "ikeyboard X" file.

3.2 "Load file" button

Click this button to load a previously saved ". ikeyboard X" setting file for your ikeyboard X.

3.3 "Send Data" button

Click this button to upload the iMap[™] software settings to your ikeyboard X via USB connection.

(Note: You must have connected your ikeyboard X 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 10. Please select "ICON ikeyboard X" for the MIDI Out Devices.



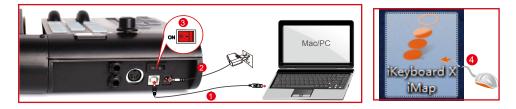
(Note: Please make sure you have pressed this button every time you launched iMap, select your ICON product on the MIDI input-output Device pop-up menu to make sure the communication between iMap and your ICON product is created successfully.)

3.5 "Firmware Upgrade" button

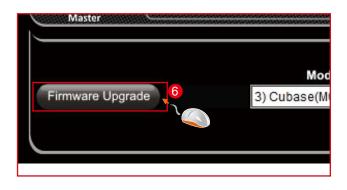
Click this button to enter into the firmware upgrade window for ikeyboard X. Please refer to P.29 for the firmware upgrade procedure.

Firmware upgrade

iKeyboard X functional firmware upload procedure



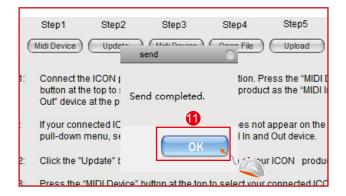


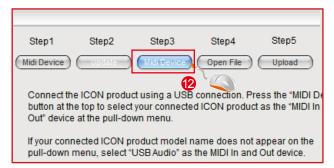


	F	Progress Uploa	ad	
Step1	Step2	Step3	Step4	Step5
button at th		t your connecte	Open File	

MIDI Out	
MIDI Out	
iCON iKeyboard 3X V1.00	<u> </u>
8	
<u> </u>	Cancel

	P	rogress Uploa	d	
Step1	Step2	Step3	Step4	Step5
Midi Device	Update	(Midi Device)	Open File	Upload
button at the		your connecte		ress the "MIDI De ct as the "MIDI In
16		re du at re e de l re		

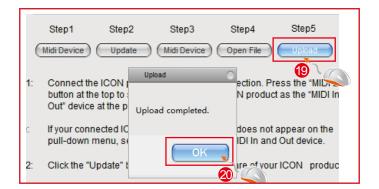




Step1	Step2	Step3	Step4	Step5
MIDI Devices				
		MIDI Out		
iCON firmwa	are upgrade v	r1.00		x
		MIDI In	(3
iCON firmwa	are upgrade v	1.00		•
ОК	3 14		C	ancel

	Р	rogress Uploa	d	
Step1	Step2	Step3	Step4	Step5
(Midi Device)	Update	(Midi Device)	Open File	Upload
button at th		your connecte		ress the "MIDI D ct as the "MIDI In

ᡒ open	٢
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📄 iKeyboard 3X V2.03.bin 🥆	2014/9/13 11:42
•	18 💌
File Name : iKeyboard 3X V2.03.bin	
File Type : icon Files (*. bin)	



Restore the factory default settings

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

Reverse sustain pedal connector polarity

There are two major type of sustain pedal on the market, they are having a reverse polarity and thus will have the exact opposite reaction. You may adjust the polarity of your iKeyboard X sustain pedal connector with the provided iMap (V1.03 or above). Please follow the below instructions to adjust the polarity.

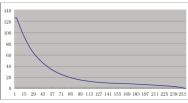
1.Launch iMap again and click "MIDI Devices" button to select iKeyboard X or USB Audio Device form the pop-up menu

2. Click the 'Sustain Pedal" logo and select "reverse" on the left-side pull down menu.

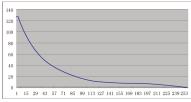
- 3. Click "Send Data" button to upload the settings to your iKeyboard X.
- 4.Close iMap software.

Velocity curve

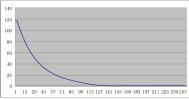
Curve 1



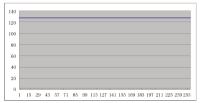
Curve 3



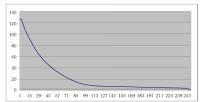
Curve 5



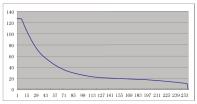
Curve 7



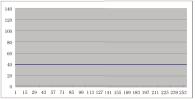
Curve 2



Curve 4



Curve 6



Appendix A

Mackie Control mode function table (Nuendo/Cubase/Logic/Bitwig/Reaper/Samplitude/Reaper/Studio One/Live)

Controller	Function
Encoder	Adjust channel Pan parameter
Encoder with "Jog" button activated	Rotate: Scrolling the play-line forward & backward Enter: Add marker
TouchPad Fader	Adjust channel/Master volume
Button "Master"	Activate to use the touchpad fader as Master fader
Button "M"	Mute track
Button "S"	Solo track
Button " 💽 " 1-8	Record track
Button "Channel <"	Shift one channel up
Button "Channel >"	Shift one channel down
Button "8 <<"	Shift eight channel up
Button "8 >>"	Shift eight channel down
Button " 🗖 "	Activate the stop function
Button " 🕨 "	Activate the play function
Button "	Activate the record function
Button "<<"	Activate the rewind function
Button ">>"	Activate the fast forward function
Button "🔁 "	Activate the loop function
Button "Flip"	Swap the parameter settings of the faders and the rotary encoder knobs
Button "Read"	Activate the read function of the DAW
Button "	Activate the write function of the DAW
Button "Program"	Activate to select different sound patches on your DAW

HUI mode function table (ProTools)

Controller	Function
Encoder	Adjust channel Pan parameter
Encoder with "Jog" button activated	Rotate: Scrolling the play-line forward & backward Enter: Add marker
TouchPad Fader	Adjust channel/Master volume
Button "Master"	Activate to use the touchpad fader as Master fader
Button "M"	Mute track
Button "S"	Solo track
Button " 💽 " 1-8	Record track
Button "Channel <"	Shift one channel up
Button "Channel >"	Shift one channel down
Button "8 <<"	Shift eight channel up
Button "8 >>"	Shift eight channel down
Button " 🗖 "	Activate the stop function
Button "	Activate the play function
Button "	Activate the record function
Button "<<"	Activate the rewind function
Button ">>"	Activate the fast forward function
Button "🔁 "	Activate the loop function
Button "Flip"	Swap the parameter settings of the faders and the rotary encoder knobs
Button "Read"	Activate the read function of the DAW
Button "Write"	Activate the write function of the DAW
Button "Program"	Activate to select different sound patches on your DAW

Specifications

Connector:

USB	USB connector (standard type)
Sustain & Expression	2x1/4" TS connectors
MIDI I/O	5-pin Din connector

Power supply	7V/1A DC
Current consumption	100mA or less

Weight:

iKeyboard 3X	2.4kg	5.3(lb)
iKeyboard 4X	3.2kg	7.06(lb)
iKeyboard 5X	4kg	8.82(lb)
iKeyboard 6X	4.8kg	10.58(lb)
iKeyboard 8X	6.61kg	14.57(lb)

Dimensions:

530(L)x189(W)x74(H)mm
21"(L)x7.44"(W)x2.91"(H)
695(L)x189(W)x74(H)mm
27.4"(L)x7.44"(W)x2.91"(H)
860(L)x189(W)x74(H)mm
33.9"(L)x7.44"(W)x2.91"(H)
1025(L)x189(W)x74(H)mm
40.4"(L)x7.44"(W)x2.91"(H)
1403(L)x189(W)x74(H)mm
55.24"(L)x7.44"(W)x2.91"(H)

Services

If your ikeyboard X 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.
- 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 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: ICON Europe GmbH Am Spitzberg 3 15834 Rangsdorf Germany Telephone: +49-(0)33708-933-0 Fax: +49-(0)33708-933-189 E-Mail: info@sound-service.eu

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