iCON Pro Audio

iKEYBOARD S VST

25/37/49/61/88-note velocity-sensitive piano-style keys USB MIDI controller keyboard with 24bit/192KHz audio interface build in

iKeyboard3S-VST

iKeyboard4S-VST

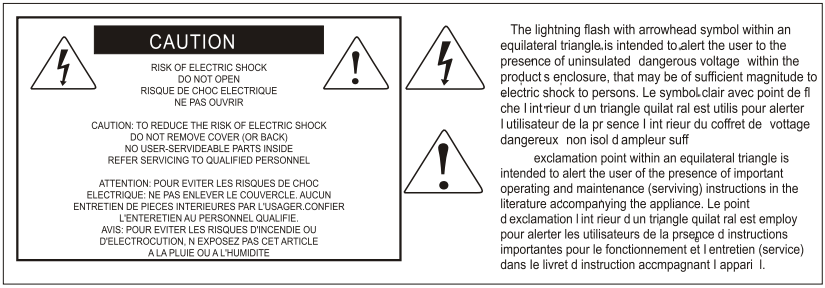
iKeyboard5S-VST

iKeyboard6S-VST

iKeyboard8S-VST

User manual

DER GRÜNE PUNKT CE FC CN1630



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 iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST 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 iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST, 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 iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST 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?

- iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST - 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

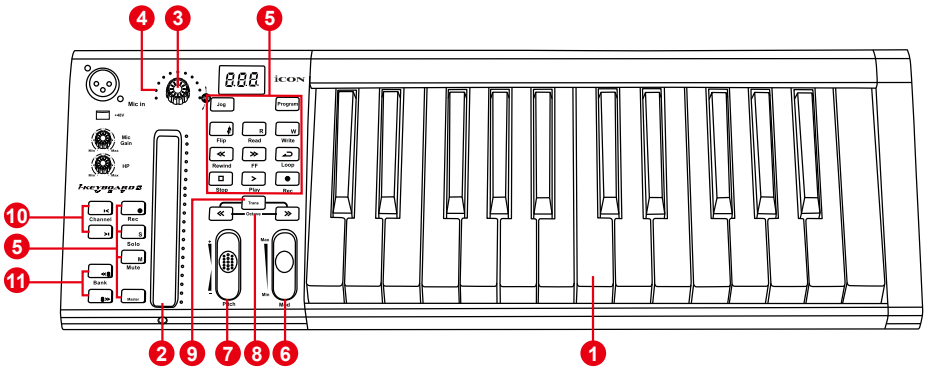
  DAW software – Bitwig & KiloHearts VST
- Quick Start Guide x 1
- USB 2.0 cable x 1

Features

- Powerful controller is equipped and easy setup with Mackie Control and HUI protocol
- 24-Bit 192KHz 2-In/2-Out USB Recording Interface
- High dynamic range:
  DAC: Dynamic Range: 114dB
  ADC: Dynamic Range: 114dB
- 2x2 analog I/O full duplex recording and playback
- 1 mic input with individual gain control
- 2 analog inputs and 2 analog outputs on 1/4” TRS jacks
- ICON innovative ProDriverVST™ VST plug-ins hosting rack is provided
- Different VST plug-ins are provided
- 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
- Single Transpose button use combine with keyswitch to shift pitch effectively.
- Octave up/down buttons
- Multi velocity curves available for selection (Key and Pads)
- Midi output jack
- 1 headphone output with assignable source and individual volume control
- Expression & sustain pedal TRS connectors

- Flexible channel routing via the software control panel
- Supports DirectSound, WDM and ASIO2.0
- Full duplex, simultaneous record/playback
- Mackie control build-in for Cubase, Nuendo, Samplitude, Logic Pro, Bitwig, Reasons, Reaper, Studio One 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
- Compatible with Mac OS (Intel-Mac) and 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)
- USB 2.0 high speed connectivity
- 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.*

Keyboard Controls

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

6. Modulation jogwheel

Rotate to adjust the modulation effect.

7. Pitch jogwheel

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

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.)*
***Note:** Only the first zone could be changing the pitch if several zones are set.*

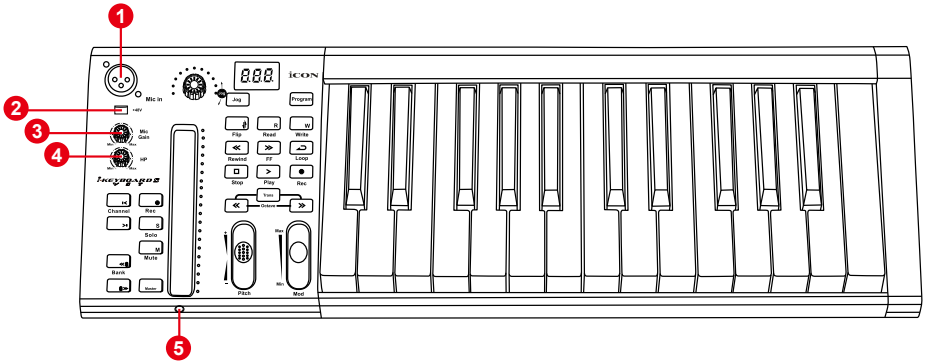
10. Channel </> buttons

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).

Audio recording interface



1. Mic input

Unbalanced mic level input. This connector will accept a standard 3-pin XLR plug.

2. 48V phantom power switch

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

3. Input gain level control

This potentiometer controls the input level of the analog microphone input.

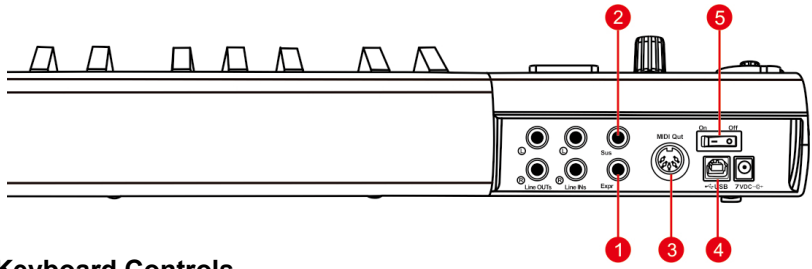
4. Headphone level control

This potentiometer controls the output level of the headphone output.

5. Headphone output

This output jack accepts a standard 1/4″ stereo TRS headphone connector.

Rear panel layout



Keyboard Controls

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)

3. Midi Out Port

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

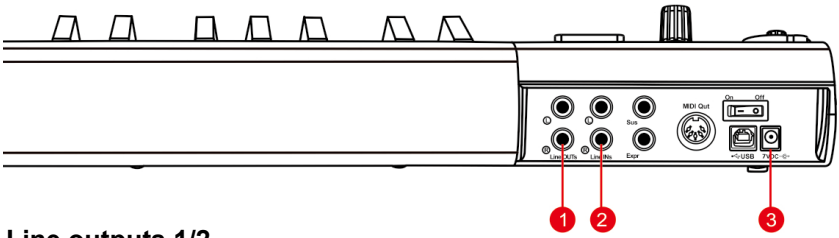
4. USB port

Functions as a MIDI port to your notebook (or computer) and compatible software.

5. Power switch

Power switch for your iKeyboardS-VST.

Audio recording interface



1. Line outputs 1/2

These are unbalanced analog outputs on standard 1/4″ TS connectors at +6dBU line level.

2. Line inputs 1/2

These are unbalanced analog inputs on standard 1/4″ TS connectors at –10dB line level.

3. 7VDC/1A power adaptor

iKeyboard S VST is USB-bus powered. If your computer does not supply sufficient power, connect a ICON 7VDC power supply adapter to this jack.

Note: You can get the power adapter from ICON distributors/dealers near you.

Getting Started

Mac driver installation

iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST is a class compliance device. Thus there is no driver installation needed for Mac. Also, it is fully supporting iOS devices by connecting to a camera kit.

Please follow the step-by-step procedures below to install your iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST USB recording interface.

1. Turn on your Mac

*(**Note:** Do not connect the iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST digital audio interface to your Mac yet.)*

2. Class compliance device

iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST is class compliance on Mac OSX, no driver installation is needed.

3. Copy the software control panel shortcut logo to your desktop

Open the previous “Mac” folder. Copy the “ProDriver VST” software panel shortcut logo and paste it to your desktop.

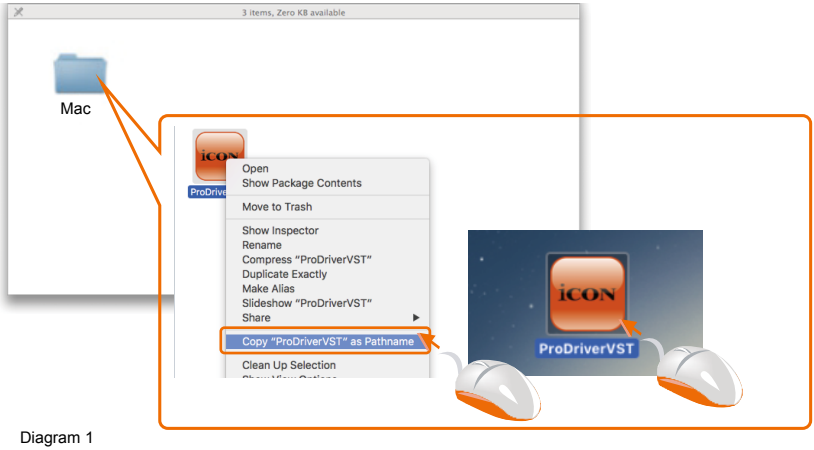


Diagram 1

4. Launch the software control panel

Click the iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST’s software control panel shortcut logo you have just copied to your desktop to launch the software control panel.

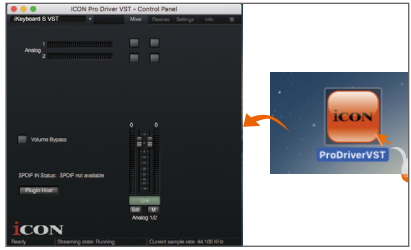


Diagram 2

5. Connect your iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST digital audio interface

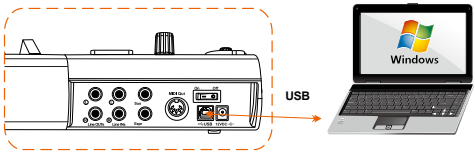


Diagram 3

Now connect the IKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST digital audio interface to your Mac's USB port.

Note: *iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST audio interface only support USB2.0. Your Mac must have a USB2.0 port.*

6. Audio MIDI setup

Open the “Audio MIDI setup” window and check if the iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST device has setup properly as shown below in diagram 4.

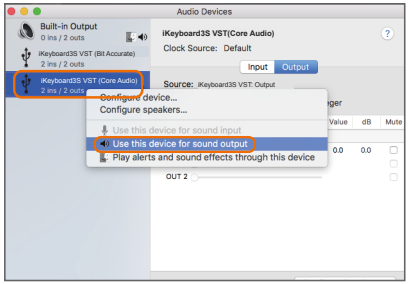


Diagram 4

Mixer control panel

The mixers work like a matrix mixer. Activate and adjust the corresponding input or output channel level. They are very useful and make your inputs and outputs very flexible. You may route any of your input(s) to any output(s).

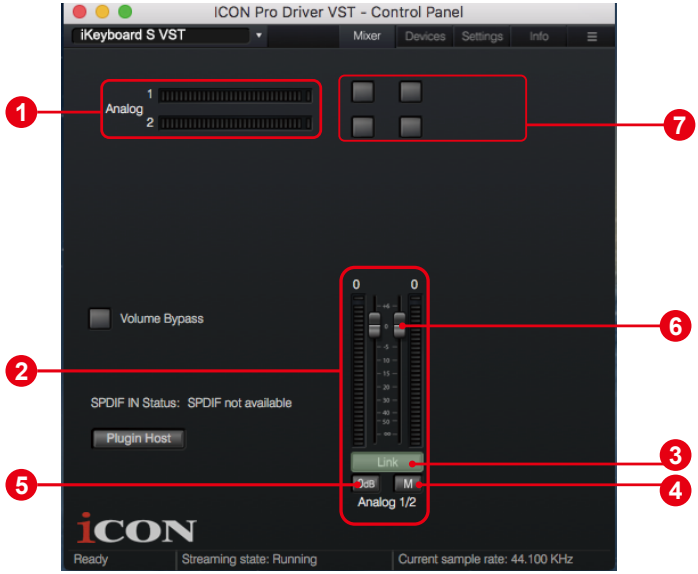


Diagram 5

1. **HW Input 1/2 level metering**
   Showing the hardware 1/2 input level. (HW In 1/2).

2. **HW Output 1/2 level metering**
   Showing the hardware 1/2 output level.(HW Out 1/2).

3. **Link switch**
   Switch to adjust both channels level simultaneously.

4. **Mute switch**
   Switch to mute the corresponding channel.

5. **“0dB” switch**
   Switch to instantly adjust the corresponding channel to “0dB” level.

6. **Gain control fader**
   Slide to adjust the gain level for the corresponding channel.

7. **Inputs & Outputs Matrix switches**
   Switch to turn On/Off the corresponding input channel route to the corresponding output channel. The matrix is very useful and makes your inputs and outputs very flexible. You may route any of your input(s) to any output(s).

Windows driver installation

Please follow the step-by-step procedures below to install your iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST USB recording interface and its driver.

1. Turn on your computer

Note: *Do not connect the iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST digital audio interface to your computer yet.*

2. Insert the Driver CD into your CD-Rom.

After you have inserted the provided Driver CD into your CD-Rom, an Installation screen should appear as shown in Diagram 6, then click "Windows" for the driver installation".

Note: *If the Installation screen does not appear automatically. Go to the CD folder and double click "Setup" .*

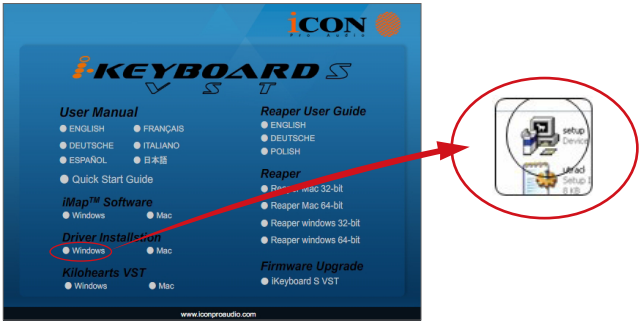


Diagram 6

3. Installation Wizard appears

Choose "Next" when you see the Welcome Screen shown in Diagram 7.

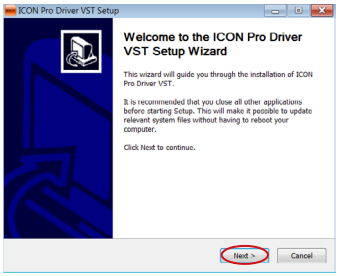


Diagram 7

4. License Agreement

Click “I Agree” to proceed.

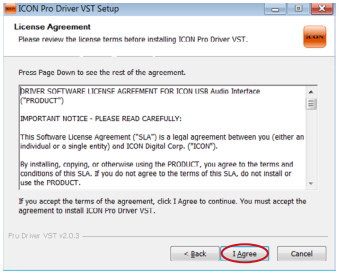


Diagram 8

5. Select components for installation

Check mark the components that you would like to install. We strongly recommend you to select all components.

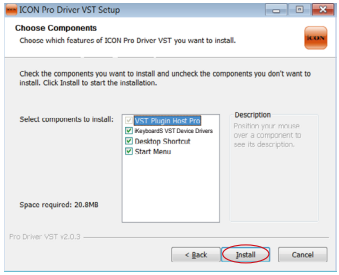


Diagram 9

6. Preparing installation files

The installation process started, the process may take some time depending on your computer performance, please be patient and wait for the process to finish.

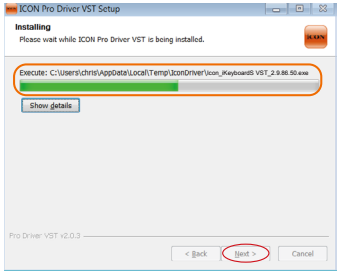


Diagram 10

7. Click “Install” to proceed.

Note: *Same message will appear three times as there are three different drivers installation.*

Diagram 11

Diagram 12

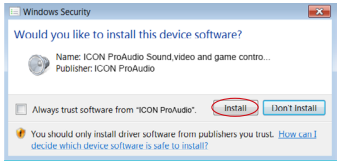


Diagram 13

8. Setup completed

A window as shown in Diagram 14 should appear. Choose "Finish".

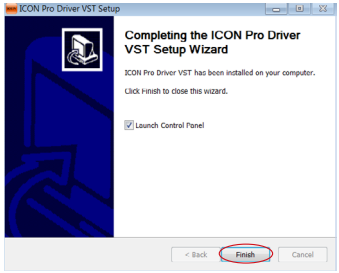


Diagram 14

9. Launch the software control panel

You may click the ICON ProAudio logo on the system tray to launch the software control panel (Page 18).

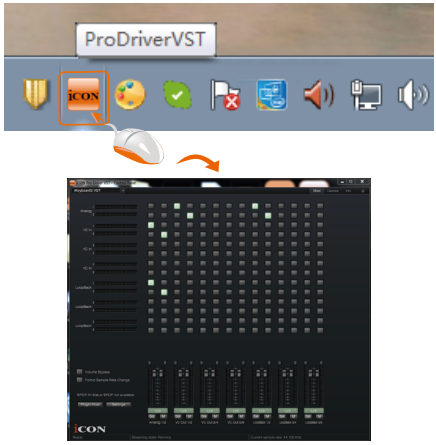


Diagram 15

10. Connect your iKeyboardS-VST digital audio interface

Now connect the iKeyboardS-VST digital audio interface to your computer's USB port.

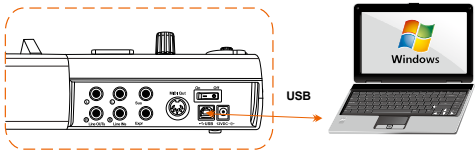


Diagram 16

ProDriver VST

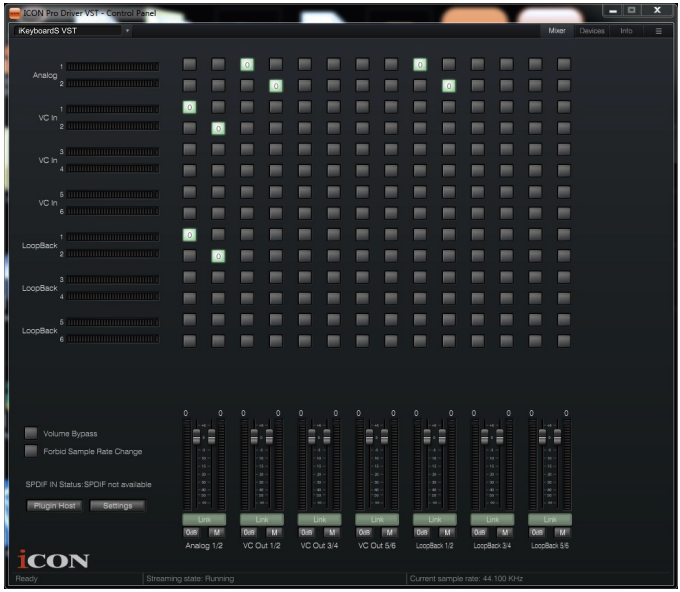


Diagram 17

Diagram 18

To make the iKeyboardS-VST very versatile and powerful, we have developed a new technology ProDriver VST - it is our innovative VST rack, plug-in host, and virtual signal router. Run it in standalone mode or with your favorite DAW. Pull up your guitar modeling VST and play, or plug in your midi controller and control your favorite virtual instruments without running through your digital audio workstation.

Mixer control panel

On the mixer control panel, there are four different main types of ASIO channels that you can manipulate.

1. **iKeyboardS-VST Hardware channels (HW In 1/2 & HW Out 1/2)**
   These are the hardware input and output channels on iKeyboardS-VST.

2. **iKeyboardS-VST Virtual channels (VC In 1/2, 3/4 and 5/6), (VC Out 1/2, 3/4 and 5/6)**
   These are the input and output virtual channels that related to the WDM.
   For example: WDM Out 1/2 linked to VC In1/2
   VC Out1/2 linked to WDM In1/2

3. **iKeyboardS-VST Loopback channels (LB 1/2, 3/4 and 5/6)**
   These are the ASIO loop-back channels.

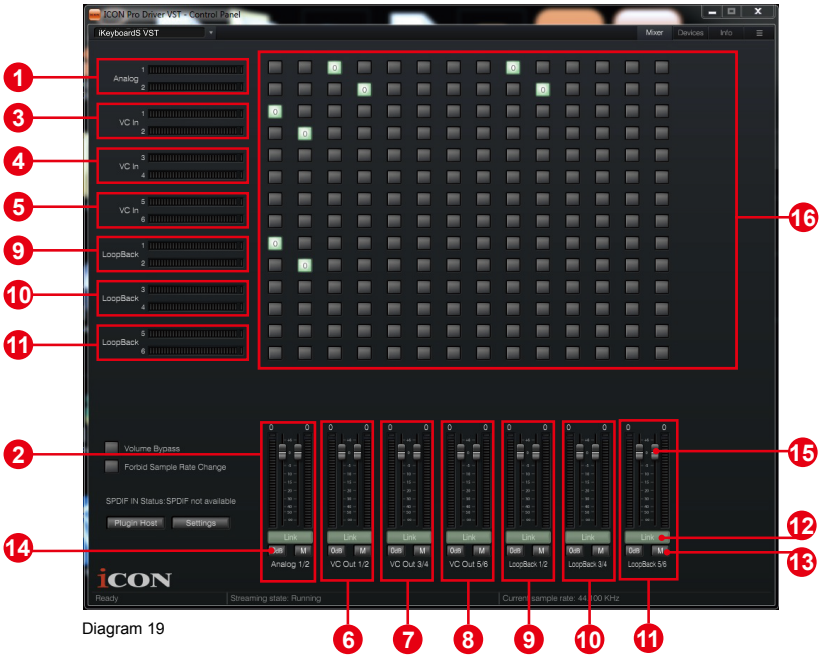


Diagram 19

By activating different cross points, you may route the corresponding signal to your desired channels.

1. **HW Input 1/2 level metering**
   Showing the hardware 1/2 input level (HW In 1/2).

2. **HW Output 1/2 level metering**
   Showing the hardware 1/2 output level (HW Out 1/2).

3. **VC In 1/2 (Virtual) input level metering**
   Showing the WDM 1/2 output level (VC In 1/2).

4. **VC In 3/4 (Virtual) input level metering**
   Showing the WDM 3/4 output level (VC In 3/4).

5. **VC In 5/6 (Virtual) input level metering**
   Showing the WDM 5/6 output level (VC In 5/6).

6. **VC Out 1/2 (Virtual) output level metering**
   Showing the ASIO 1/2 VC output level (VC Out 1/2).

7. **VC Out 3/4 (Virtual) output level metering**
   Showing the ASIO 3/4 VC output level (VC Out 3/4).

8. **VC Out 5/6 (Virtual) output level metering**
   Showing the ASIO 5/6 VC output level (VC Out 5/6).

9. **Loopback 1/2**
   Showing the ASIO loop-back 1/2 channel's level metering.

10. **Loopback 3/4**
    Showing the ASIO loop-back 3/4 channel's level metering.

11. **Loopback 5/6**
    Showing the ASIO loop-back 5/6 channel's level metering.

12. **Link switch**
    Switch to adjust both channels level simultaneously.

13. **Mute switch**
    Switch to mute the corresponding channel.

14. **"0dB" switch**
    Switch to instantly adjust the corresponding channel to "0dB" level.

15. **Gain control fader**
    Slide to adjust the gain level for the corresponding channel.

16. **Inputs & Outputs Matrix switches**
    Switch to turn On/Off the corresponding input channel route to the corresponding output channel. The matrix is very useful and makes your inputs and outputs very flexible. You may route any of your input(s) to any output(s).

Settings (Sample rate and latency settings)

Click the “Setting” button to launch the settings window.

Diagram 20

Sample rate setting

Select your desired sampling rate from 44.1KHz to 192KHz on the pull down window shown in Diagram 21.

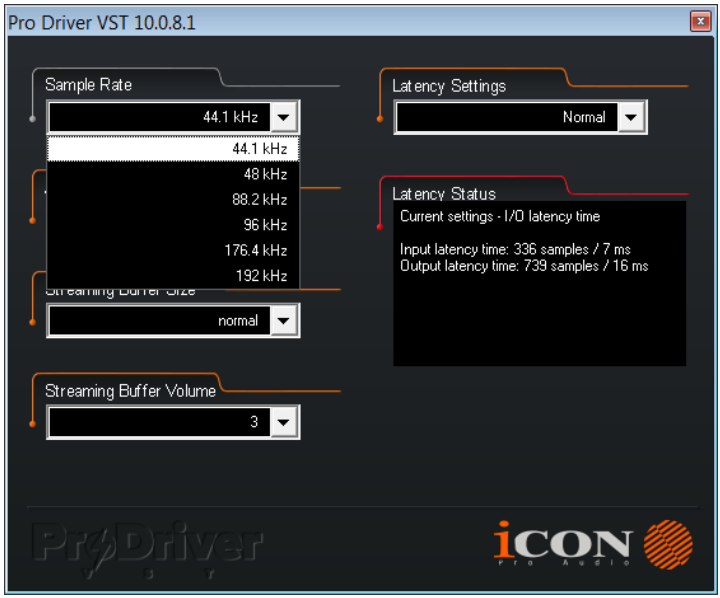


Diagram 21

Latency settings

There are six standard latency settings to select. If you would like to customize your own latency value, select custom.

- Safe (maximum latency)
- Extra Large
- Normal
- Small
- Very Small
- Minimum (minimum latency)
- Custom

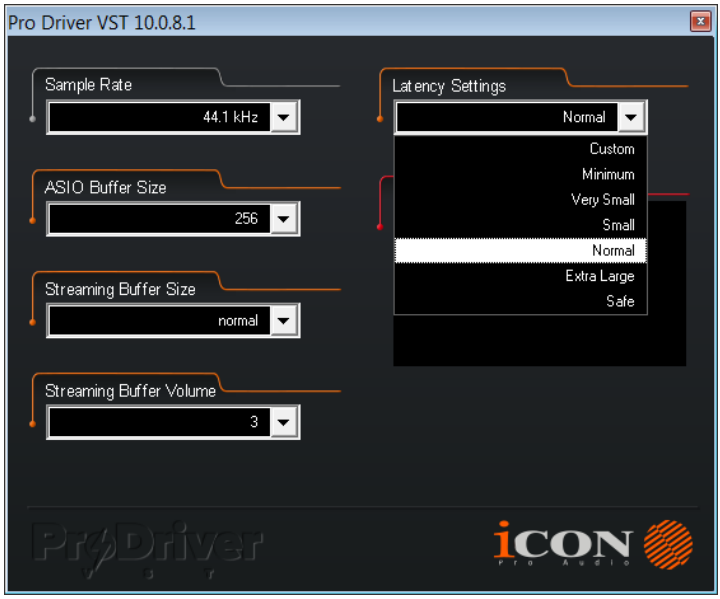


Diagram 22

There are three different settings you can adjust to customize your own latency settings: These values include:

1. ASIO buffer Size

You may adjust the value ranging from 32/64/128/256/512/1024/2048 and 4096.

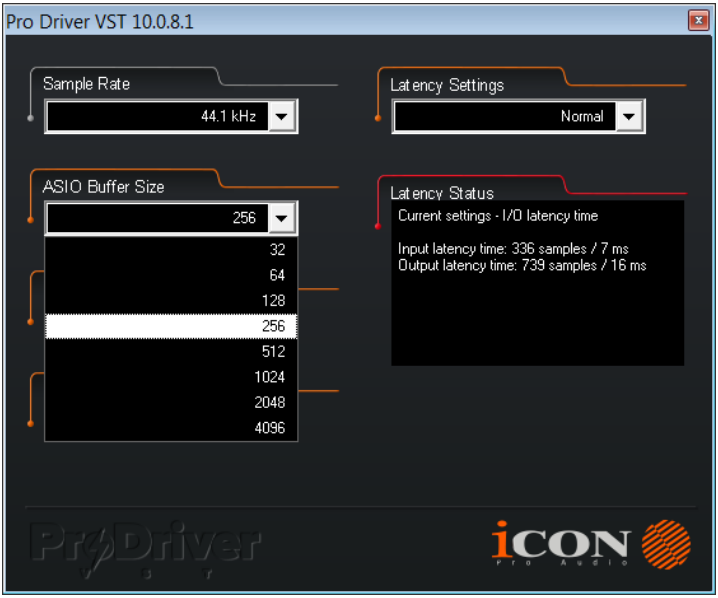


Diagram 23

2. Streaming buffer Size

Adjustable settings: Minimum/Low/Normal/High and Maximum.

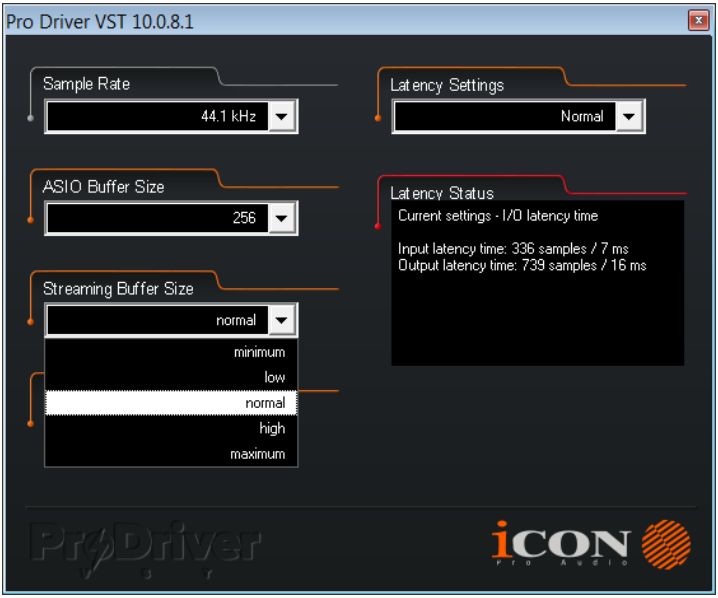


Diagram 24

3. Streaming buffer volume

Adjustable values: 2/3 and 4.

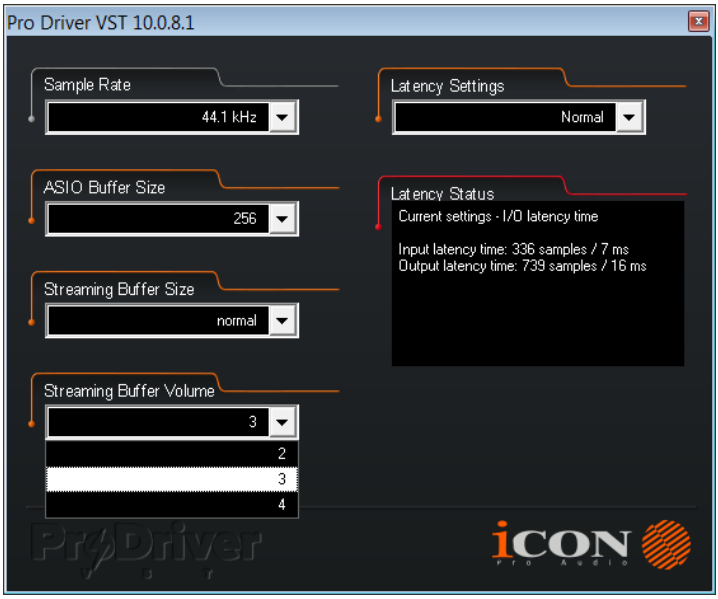


Diagram 25

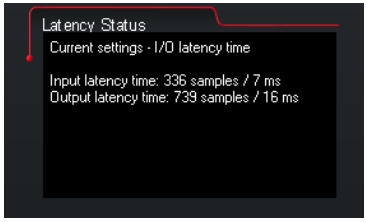


Diagram 26

*(**Note:** If a warning message appears on the "Latency Status" windows, please adjust a larger latency setting.)*

*(**Note:** If a clicking sound occurs, you should change to a larger buffer size for the settings. If the largest buffer size has been selected and there is still a clicking sound. It means your computer performance is not able to handle the task. (It is not caused by IKeyboardS-VST digital audio interface.)*

ProDriver VST hosting rack

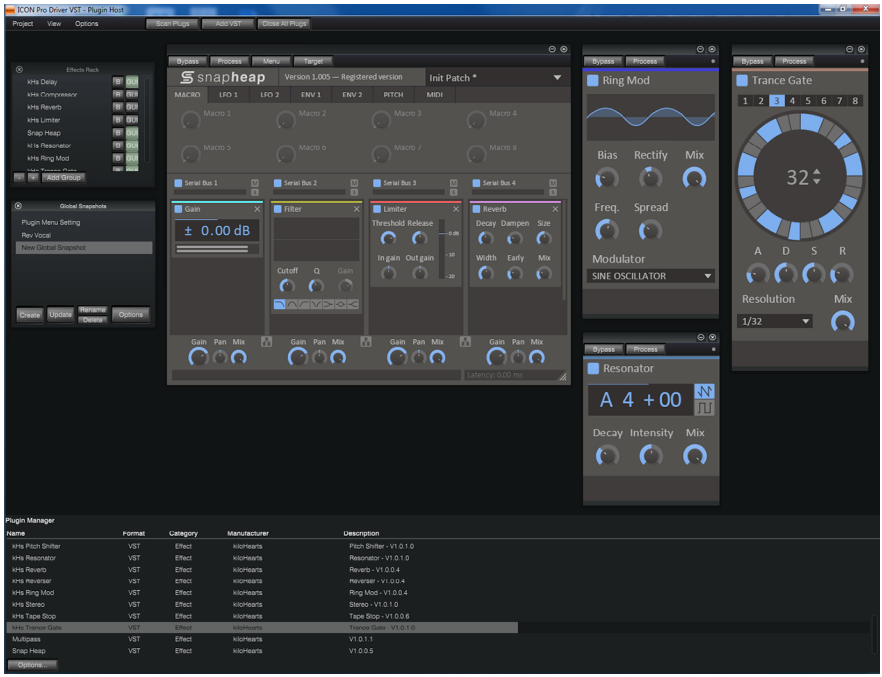


Diagram 27

With the ProDriver VST Rack, you can use any of your VST plug-ins with your DAW. Or you may use your device as a standalone VST plug-ins effector without the need to run a DAW.

Installing iMap™ Software to your Mac/PC

Installing iMap™ Software for MAC OSX

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

1. **Insert the Utility CD in your CD-Rom and double click “iKeyboardS-VST" Series iMap” icon.**

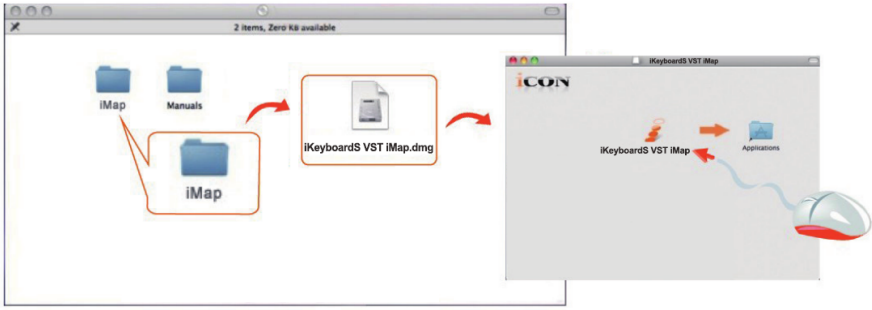


Diagram 28

Tips: *By “dragging and dropping” the “iKeyboardS-VST” 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 29; click “Install”.

*(**Note:** if the installation screen not appear automatically go to the CD folder and double click on “Setup”.)*

Diagram 29

③ Setup Wizard appear

Setup wizard appears, please click “Next”.

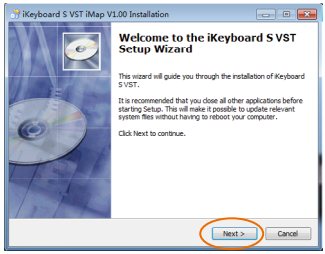


Diagram 30

④ Choose Install Location

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

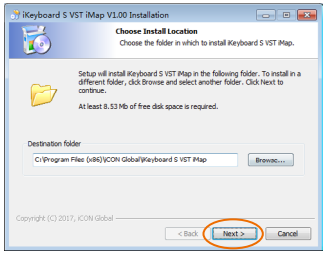


Diagram 31

⑤ Select shortcut

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

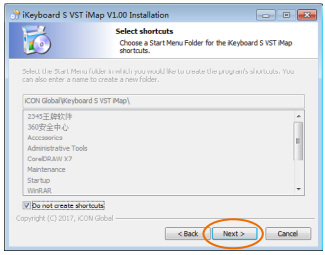


Diagram 32

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”.

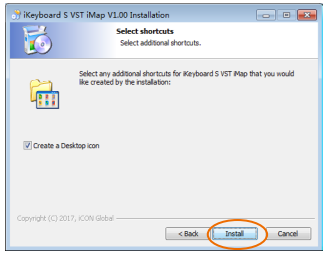


Diagram 33

⑦ iMap™ started to install

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

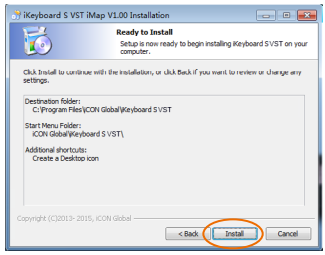


Diagram 34

⑧ Installation finished

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

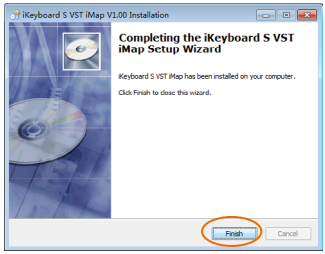


Diagram 35

Mode select & assign the MIDI messages to iKeyboardS VST 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 page.41 for “Assign the MIDI messages with “iMap™” software.

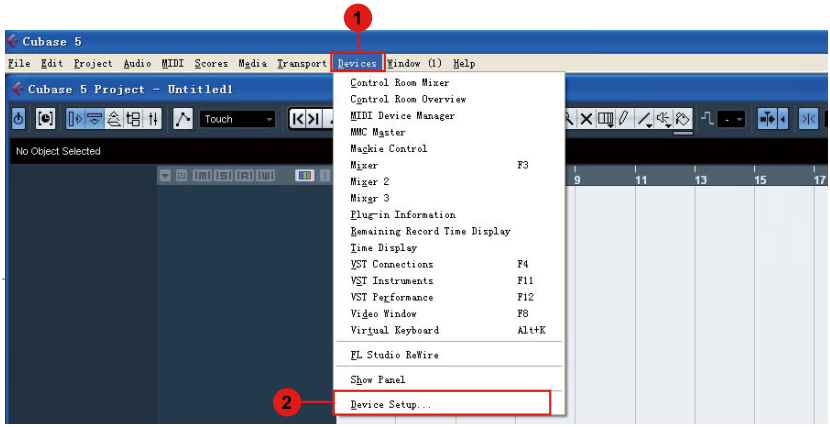
Tip: *Make sure you have selected the correct DAW mode in the pull down menu.*

Setup your DAW

(For Cubase™, Nuendo™, Bitwig™ & Reason™)
Activate the ICON iKeyboard3S-VST / iKeyboard4S-VST / iKeyboard5S-VST / iKeyboard6S-VST / iKeyboard8S-VST 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.)*

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

Cubase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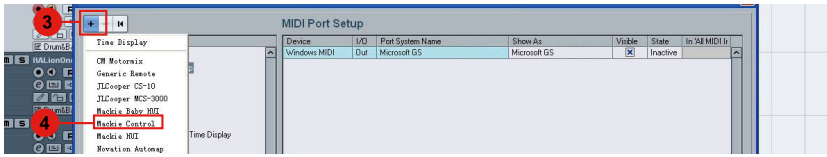
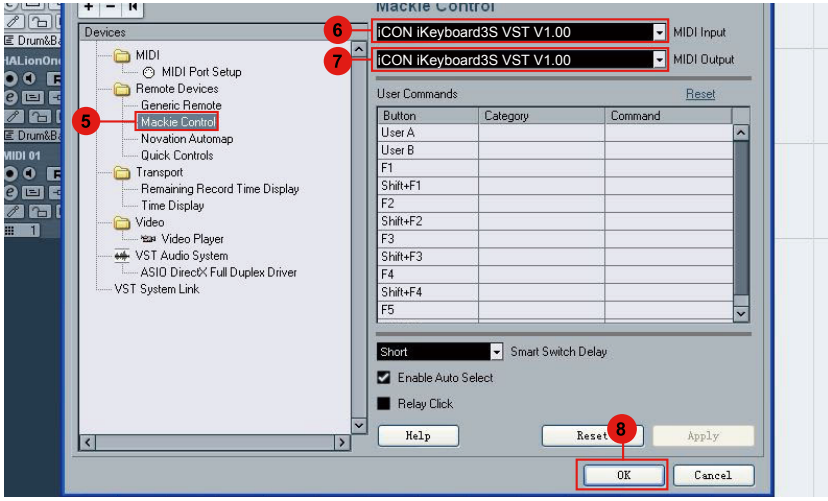
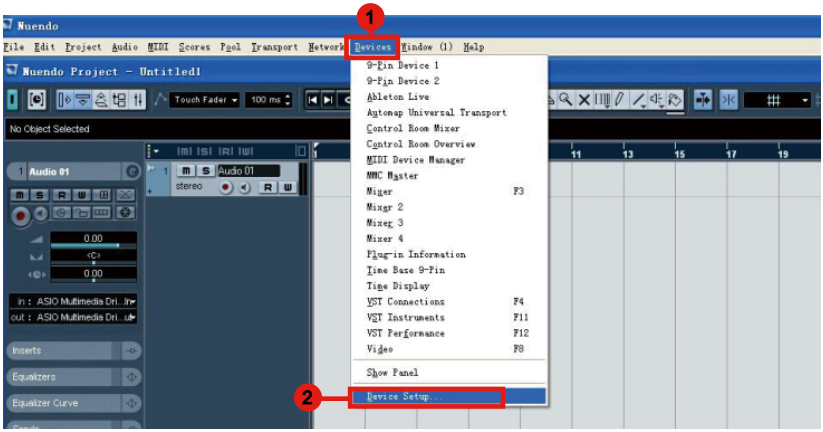
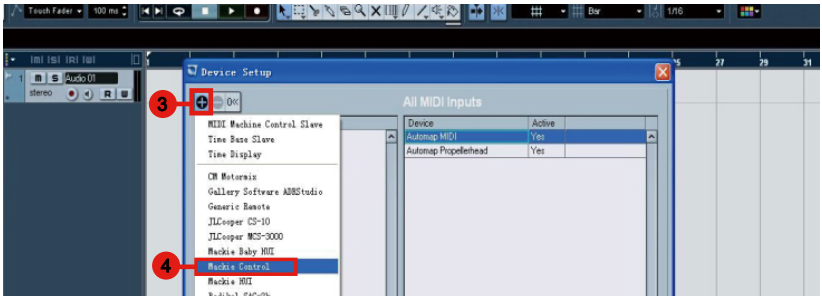
Cubase 5
File Edit Project Audio MIDI Scores Media Transport Devices Window (1) Help
Cubase 5 Project - Untitled1
Touch
No Object Selected
Control Room Mixer
Control Room Overview
MIDI Device Manager
MMC Master
Mackie Control
Mixer F3
Mixer 2
Mixer 3
Plug-in Information
Remaining Record Time Display
Time Display
VST Connections F4
VST Instruments F11
VST Performance F12
Video Window F8
Virtual Keyboard Alt+K
FL Studio ReWire
Show Panel
Device Setup...
2

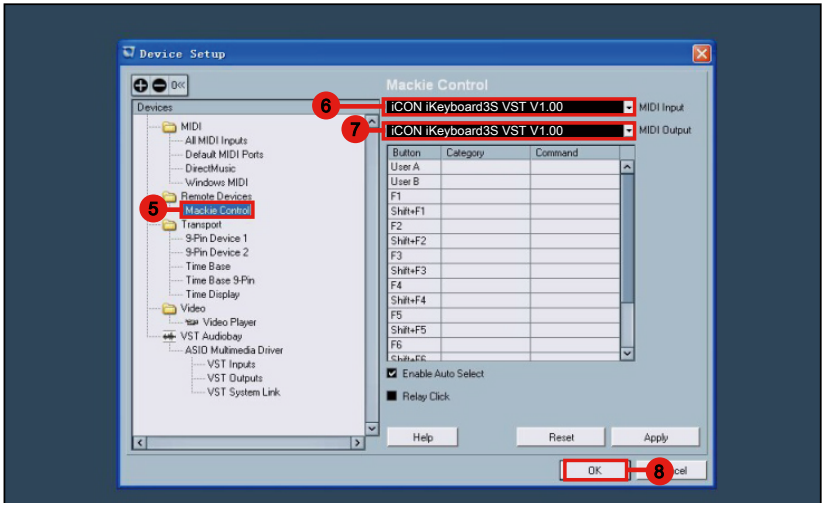

3
MIDI Port Setup
Device I/O Port System Name Show As Visible State In 'All MIDI In'
Windows MIDI Out Microsoft GS Microsoft GS Inactive
Time Display
CM Motormix
Generic Remote
JLCooper CS-10
JLCooper MCS-3000
Mackie Baby HUI
Mackie Control
Mackie HUI
Novation Automap
4


Devices
MIDI
MIDI Port Setup
Remote Devices
Generic Remote
Mackie Control
Novation Automap
Quick Controls
Transport
Remaining Record Time Display
Time Display
Video
Video Player
VST Audio System
ASIO DirectX Full Duplex Driver
VST System Link
5
6
iCON iKeyboard3S VST V1.00
MIDI Input
7
iCON iKeyboard3S VST V1.00
MIDI Output
User Commands
Reset
Button Category Command
User A
User B
F1
Shift+F1
F2
Shift+F2
F3
Shift+F3
F4
Shift+F4
F5
Short
Smart Switch Delay
Enable Auto Select
Relay Click
Help
Reset
Apply
8
OK
Cancel

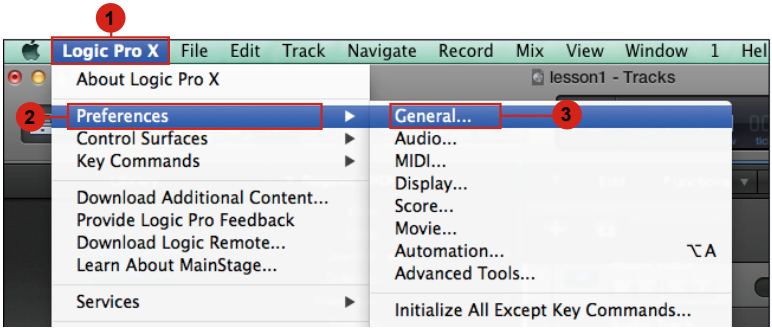
Nuendo

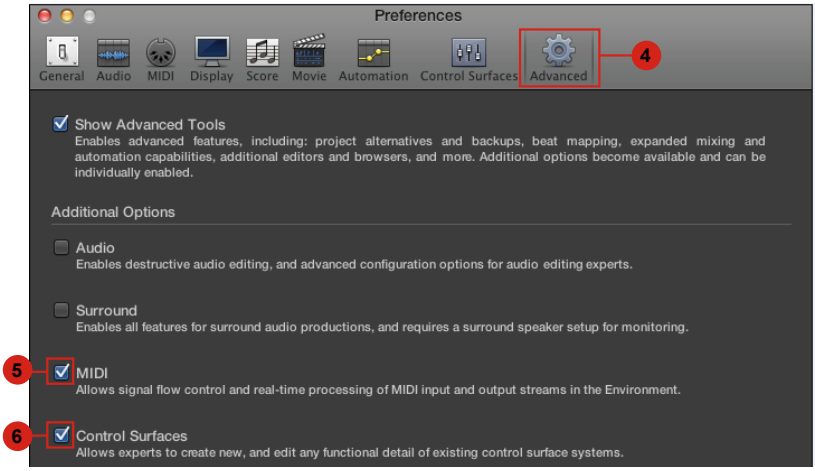

1
Nuendo
File Edit Project Audio MIDI Scores Pool Transport Network Devices Window (1) Help
Nuendo Project - Untitled1
No Object Selected
Audio 01
Devices
9-Pin Device 1
9-Pin Device 2
Ableton Live
Automap Universal Transport
Control Room Mixer
Control Room Overview
MIDI Device Manager
MMC Master
Mixer F3
Mixer 2
Mixer 3
Mixer 4
Plug-in Information
Time Base 9-Pin
Time Display
VST Connections F4
VST Instruments F11
VST Performance F12
Video F8
Show Panel
Device Setup...
2
Inserts
Equalizers
Equalizer Curve

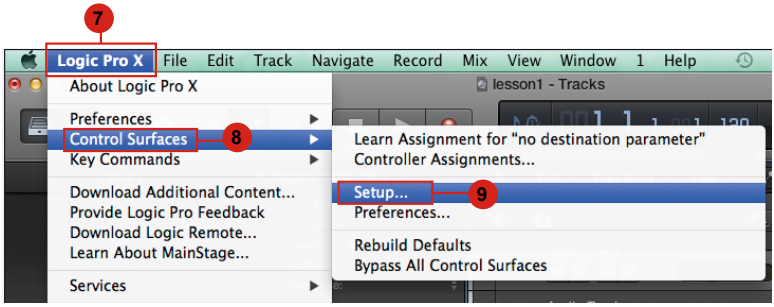

Device Setup
3
All MIDI Inputs
Device
Active
Automap MIDI
Automap Propellerhead
Yes
MIDI Machine Control Slave
Time Base Slave
Time Display
CM Motormix
Gallery Software ADBStudio
Generic Remote
JLCooper CS-10
JLCooper MCS-3000
Mackie Baby HUI
Mackie Control
Mackie HUI
4

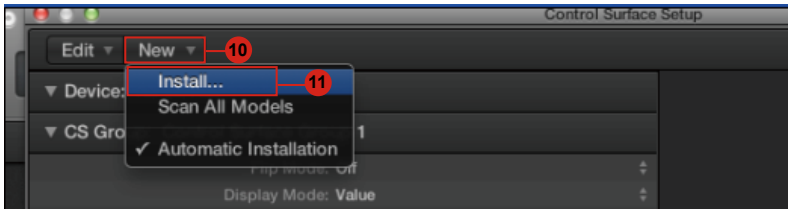

Device Setup
Devices
MIDI
All MIDI Inputs
Default MIDI Ports
DirectMusic
Windows MIDI
Remote Devices
Mackie Control
Transport
9-Pin Device 1
9-Pin Device 2
Time Base
Time Base 9-Pin
Time Display
Video
Video Player
VST Audiobay
ASIO Multimedia Driver
VST Inputs
VST Outputs
VST System Link
5
Mackie Control
6
iCON iKeyboard3S VST V1.00
MIDI Input
7
iCON iKeyboard3S VST V1.00
MIDI Output
Button
Category
Command
User A
User B
F1
Shift+F1
F2
Shift+F2
F3
Shift+F3
F4
Shift+F4
F5
Shift+F5
F6
Enable Auto Select
Relay Click
Help
Reset
Apply
OK
8

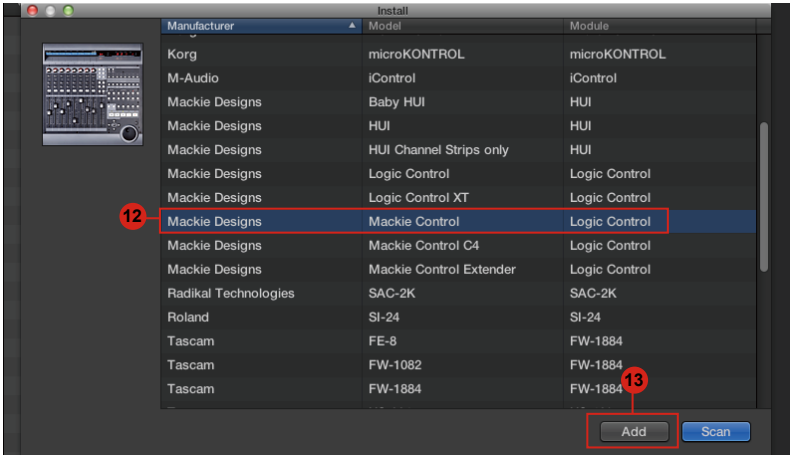
Logic Pro


1
Logic Pro X
File
Edit
Track
Navigate
Record
Mix
View
Window
1
Hel
About Logic Pro X
lesson1 - Tracks
2
Preferences
Control Surfaces
Key Commands
Download Additional Content...
Provide Logic Pro Feedback
Download Logic Remote...
Learn About MainStage...
Services
General...
3
Audio...
MIDI...
Display...
Score...
Movie...
Automation...
⌥A
Advanced Tools...
Initialize All Except Key Commands...


Preferences
General
Audio
MIDI
Display
Score
Movie
Automation
Control Surfaces
Advanced
4
Show Advanced Tools
Enables advanced features, including: project alternatives and backups, beat mapping, expanded mixing and automation capabilities, additional editors and browsers, and more. Additional options become available and can be individually enabled.
Additional Options
Audio
Enables destructive audio editing, and advanced configuration options for audio editing experts.
Surround
Enables all features for surround audio productions, and requires a surround speaker setup for monitoring.
5
MIDI
Allows signal flow control and real-time processing of MIDI input and output streams in the Environment.
6
Control Surfaces
Allows experts to create new, and edit any functional detail of existing control surface systems.

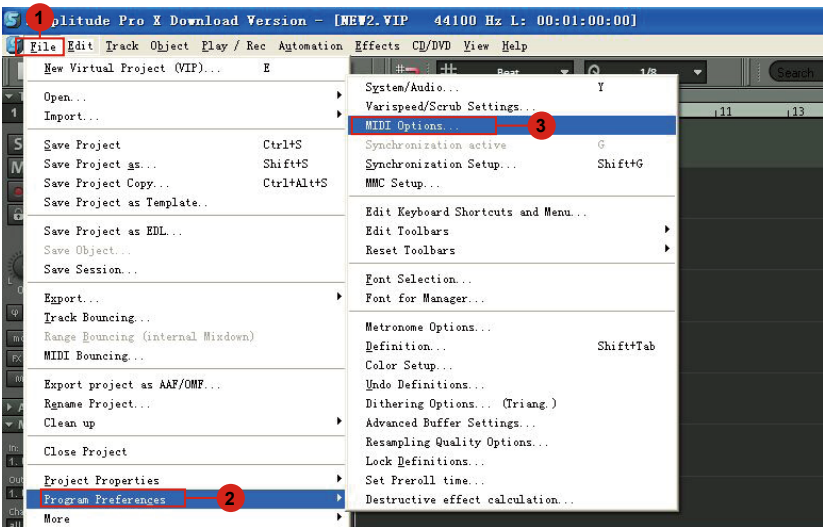

7
Logic Pro X
File
Edit
Track
Navigate
Record
Mix
View
Window
1
Help
About Logic Pro X
lesson1 - Tracks
Preferences
Control Surfaces
8
Key Commands
Download Additional Content...
Provide Logic Pro Feedback
Download Logic Remote...
Learn About MainStage...
Services
Learn Assignment for "no destination parameter"
Controller Assignments...
Setup...
9
Preferences...
Rebuild Defaults
Bypass All Control Surfaces

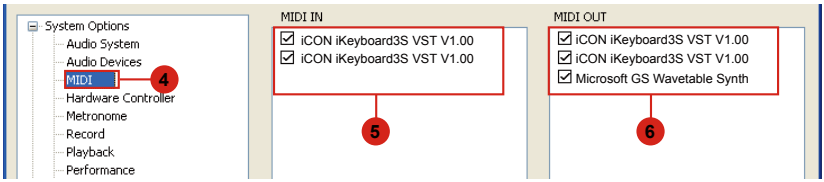

Control Surface Setup
Edit
New
10
Install...
11
Scan All Models
Automatic Installation
Device:
CS Gro
Display Mode: Value

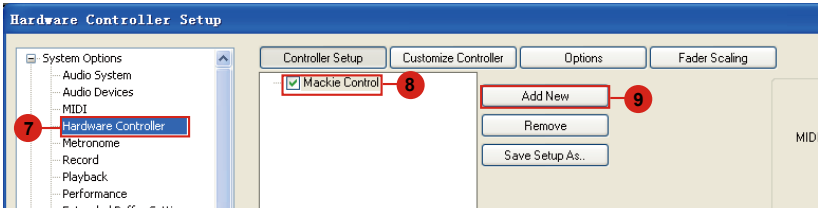

Install
Manufacturer
Model
Module
Korg
microKONTROL
microKONTROL
M-Audio
iControl
iControl
Mackie Designs
Baby HUI
HUI
Mackie Designs
HUI
HUI
Mackie Designs
HUI Channel Strips only
HUI
Mackie Designs
Logic Control
Logic Control
Mackie Designs
Logic Control XT
Logic Control
12
Mackie Designs
Mackie Control
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
13
Add
Scan

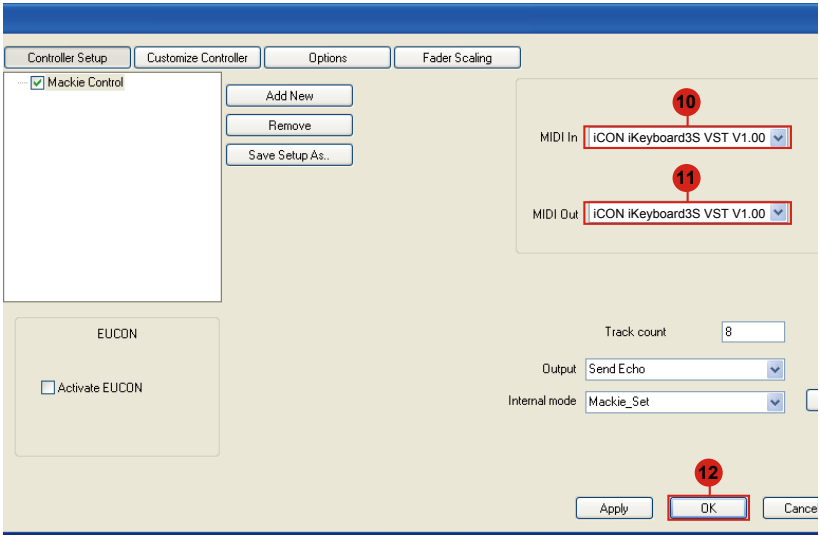
Control Surface Setup
Edit
New
Device: Mackie Control
14
Output Port: iCON iKeyboard3S VST V1.00
15
Input Port: iCON iKeyboard3S VST V1.00
Module: Logic Control
Model: Mackie Control
Version: (unknown)
Color:
Transport Button Click:
Touchless movable faders:
Fader Touch Sensitivity: 3
Backlight Saver Timeout (min): 15
Mackie Control

Samplitude

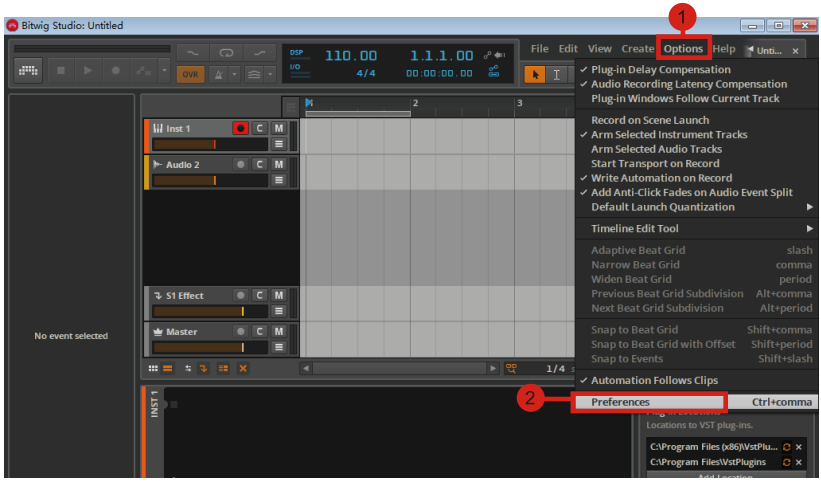

1
plitude Pro X Download Version - [NEW2.VIP 44100 Hz L: 00:01:00:00]
File Edit Track Object Play / Rec Automation Effects CD/DVD View Help
New Virtual Project (VIP)... E
Open...
Import...
Save Project Ctrl+S
Save Project as... Shift+S
Save Project Copy... Ctrl+Alt+S
Save Project as Template..
Save Project as EDL...
Save Object...
Save Session...
Export...
Track Bouncing...
Range Bouncing (internal Mixdown)
MIDI Bouncing...
Export project as AAF/OMF...
Rename Project...
Clean up
Close Project
Project Properties
Program Preferences
2
More
System/Audio... Y
Varispeed/Scrub Settings...
MIDI Options...
3
Synchronization active G
Synchronization Setup... Shift+G
MMC Setup...
Edit Keyboard Shortcuts and Menu...
Edit Toolbars
Reset Toolbars
Font Selection...
Font for Manager...
Metronome Options...
Definition... Shift+Tab
Color Setup...
Undo Definitions...
Dithering Options... (Triang.)
Advanced Buffer Settings...
Resampling Quality Options...
Lock Definitions...
Set Preroll time...
Destructive effect calculation...

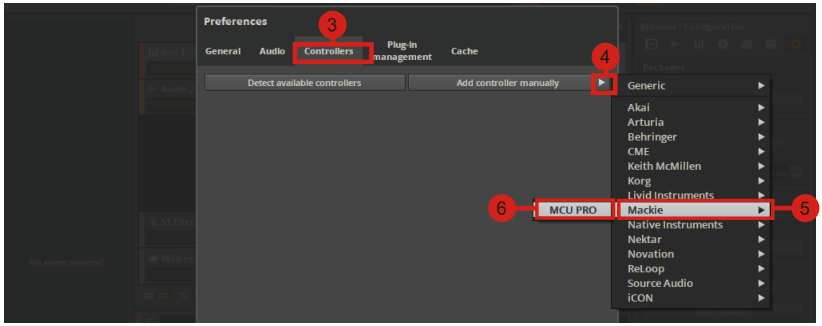

System Options
Audio System
Audio Devices
MIDI
Hardware Controller
Metronome
Record
Playback
Performance
4
MIDI IN
iCON iKeyboard3S VST V1.00
iCON iKeyboard3S VST V1.00
5
MIDI OUT
iCON iKeyboard3S VST V1.00
iCON iKeyboard3S VST V1.00
Microsoft GS Wavetable Synth
6

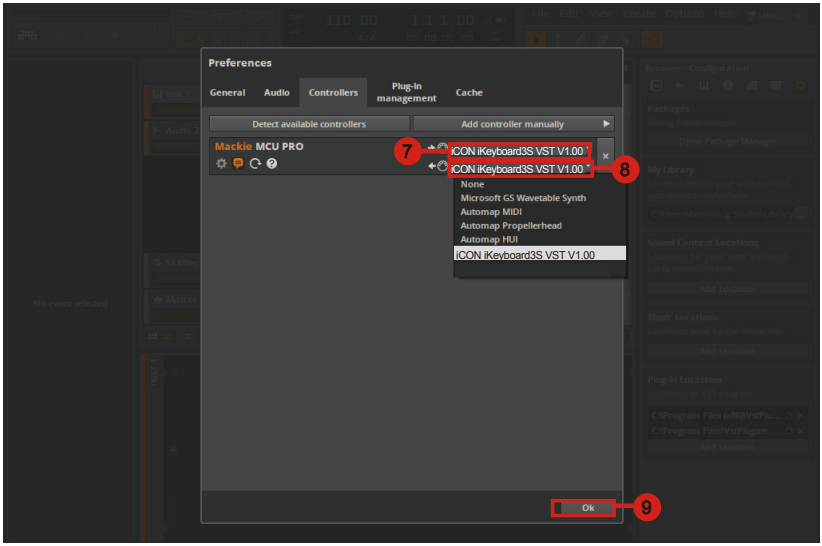

Hardware Controller Setup
System Options
Audio System
Audio Devices
MIDI
Hardware Controller
Metronome
Record
Playback
Performance
7
Controller Setup
Customize Controller
Options
Fader Scaling
Mackie Control
8
Add New
9
Remove
Save Setup As..


Controller Setup
Customize Controller
Options
Fader Scaling
Mackie Control
Add New
Remove
Save Setup As..
10
MIDI In
iCON iKeyboard3S VST V1.00
11
MIDI Out
iCON iKeyboard3S VST V1.00
EUCON
Activate EUCON
Track count
8
Output
Send Echo
Internal mode
Mackie_Set
12
Apply
OK
Cance

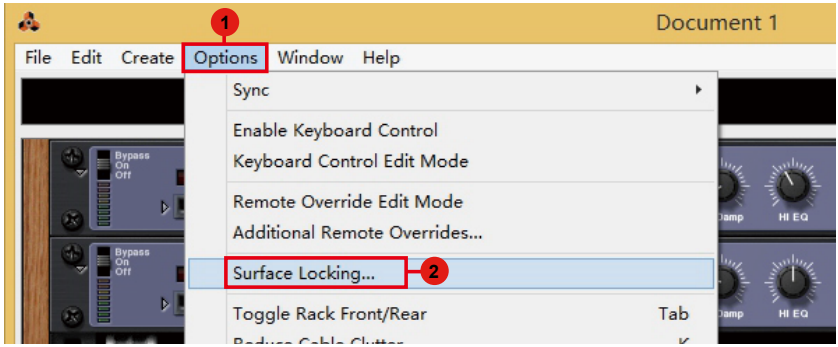
Bitwig

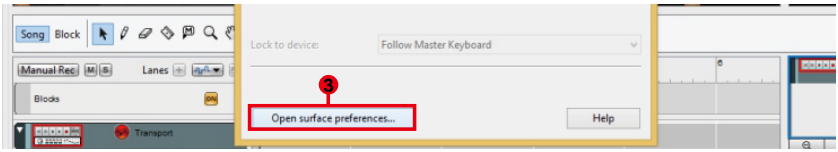

1
Bitwig Studio: Untitled
File Edit View Create Options Help
Plug-in Delay Compensation
Audio Recording Latency Compensation
Plug-in Windows Follow Current Track
Record on Scene Launch
Arm Selected Instrument Tracks
Arm Selected Audio Tracks
Start Transport on Record
Write Automation on Record
Add Anti-Click Fades on Audio Event Split
Default Launch Quantization
Timeline Edit Tool
Adaptive Beat Grid slash
Narrow Beat Grid comma
Widen Beat Grid period
Previous Beat Grid Subdivision Alt+comma
Next Beat Grid Subdivision Alt+period
Snap to Beat Grid Shift+comma
Snap to Beat Grid with Offset Shift+period
Snap to Events Shift+slash
Automation Follows Clips
2
Preferences Ctrl+comma
No event selected

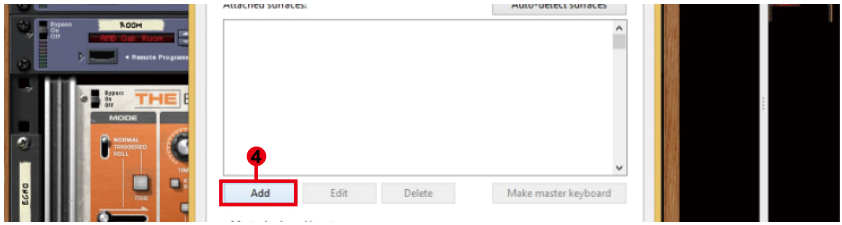

Preferences
3
General Audio Controllers Plug-in management Cache
Detect available controllers
Add controller manually
4
Generic
Akai
Arturia
Behringer
CME
Keith McMillen
Korg
Livid Instruments
Mackie
Native Instruments
Nektar
Novation
ReLoop
Source Audio
iCON
6
MCU PRO
5

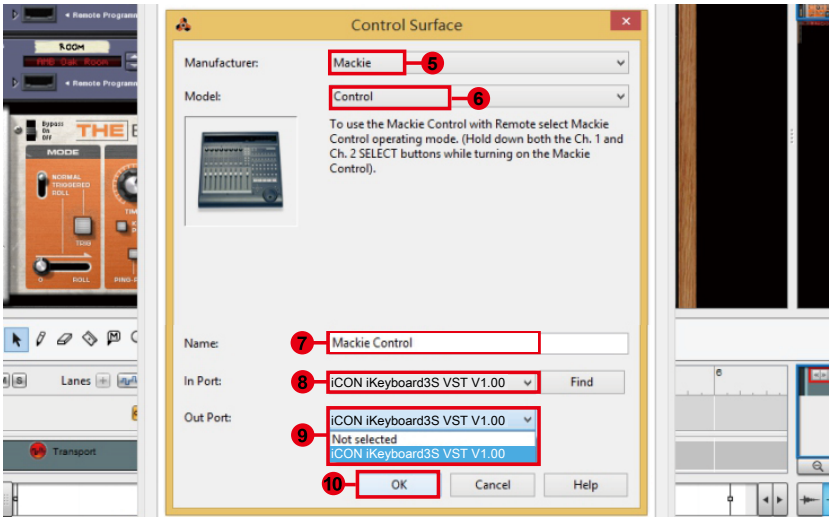

Preferences
General Audio Controllers Plug-in management Cache
Detect available controllers
Add controller manually
Mackie MCU PRO
7
iCON iKeyboard3S VST V1.00
iCON iKeyboard3S VST V1.00
8
None
Microsoft GS Wavetable Synth
Automap MIDI
Automap Propellerhead
Automap HUI
iCON iKeyboard3S VST V1.00
Ok
9

Reason

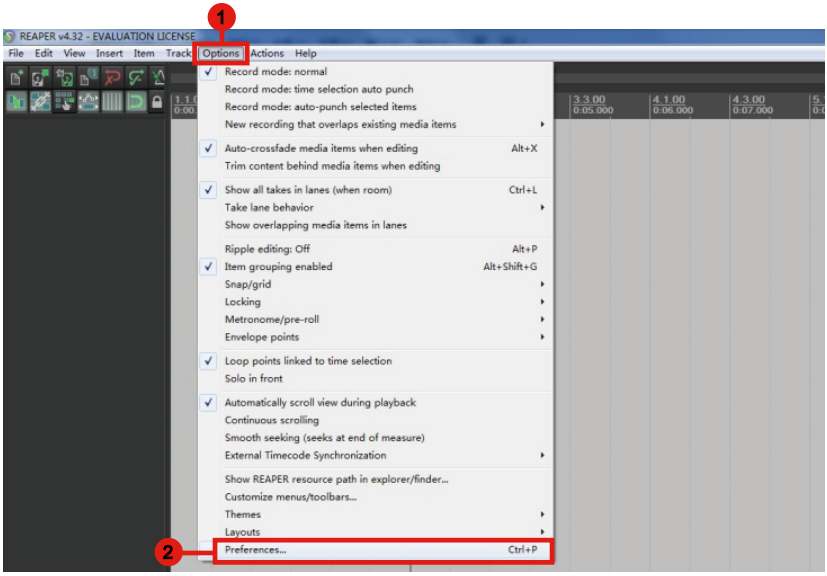

1
Document 1
File
Edit
Create
Options
Window
Help
Sync
Enable Keyboard Control
Keyboard Control Edit Mode
Remote Override Edit Mode
Additional Remote Overrides...
Surface Locking...
2
Toggle Rack Front/Rear
Tab

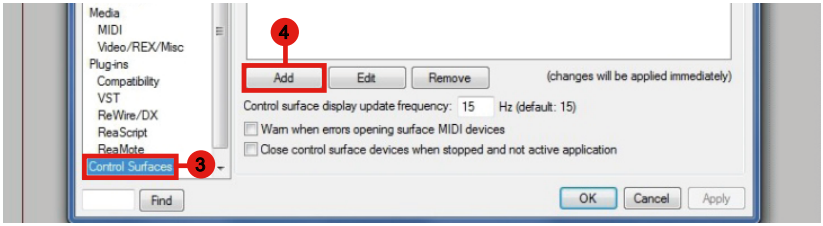

Song
Block
Manual Rec
Lanes
Blocks
Transport
Lock to device:
Follow Master Keyboard
3
Open surface preferences...
Help

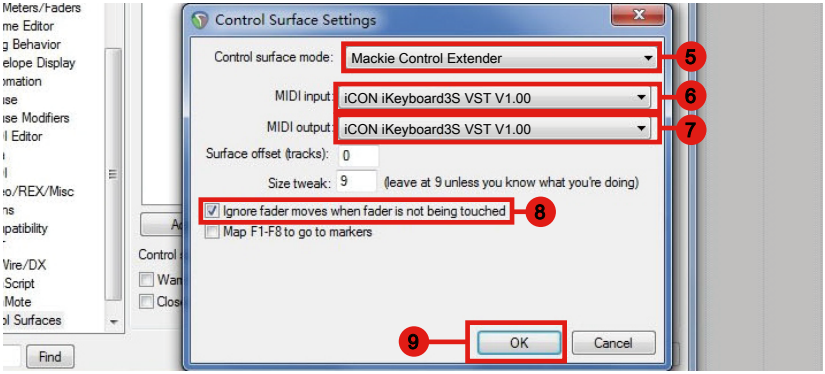

4
Add
Edit
Delete
Make master keyboard


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
iCON iKeyboard3S VST V1.00
Find
Out Port:
iCON iKeyboard3S VST V1.00
9
Not selected
iCON iKeyboard3S VST V1.00
10
OK
Cancel
Help
Lanes
Transport

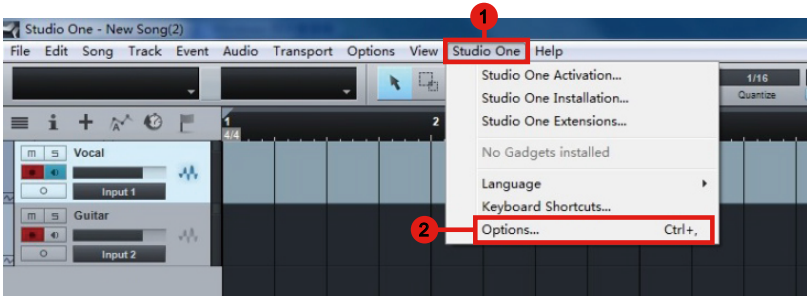
Reaper

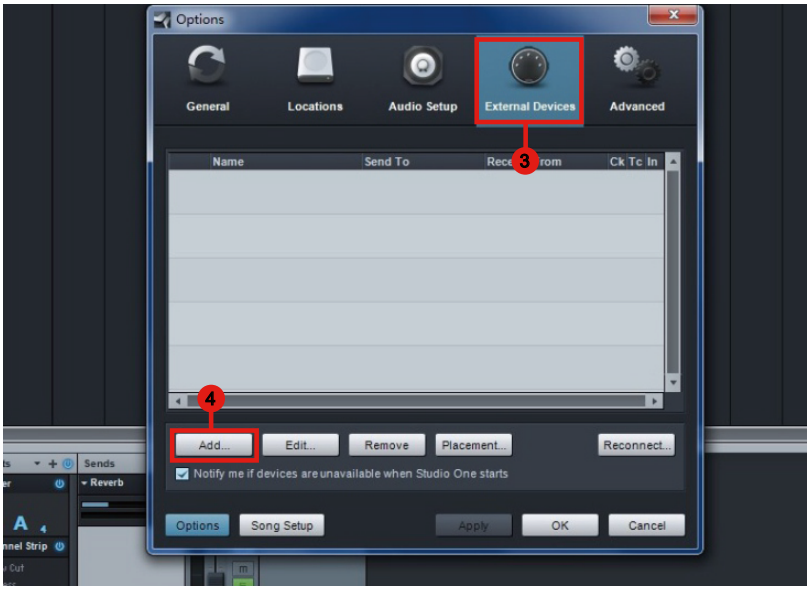

1
REAPER v4.32 - EVALUATION LICENSE
File Edit View Insert Item Track Options Actions Help
Record mode: normal
Record mode: time selection auto punch
Record mode: auto-punch selected items
New recording that overlaps existing media items
Auto-crossfade media items when editing Alt+X
Trim content behind 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

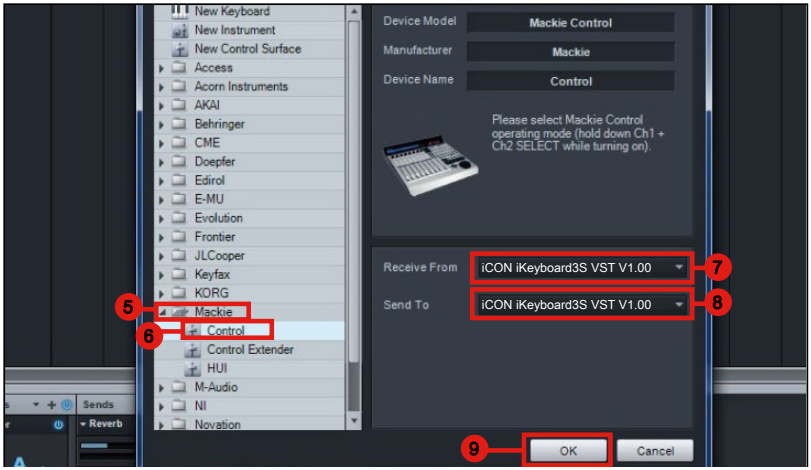

Media
MIDI
Video/REX/Misc
Plug-ins
Compatibility
VST
ReWire/DX
ReaScript
ReaMote
Control Surfaces
3
4
Add
Edit
Remove
(changes will be applied immediately)
Control surface display update frequency: 15 Hz (default: 15)
Warn when errors opening surface MIDI devices
Close control surface devices when stopped and not active application
Find
OK
Cancel
Apply


Control Surface Settings
Control surface mode: Mackie Control Extender
5
MIDI input: iCON iKeyboard3S VST V1.00
6
MIDI output: iCON iKeyboard3S VST 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
Find

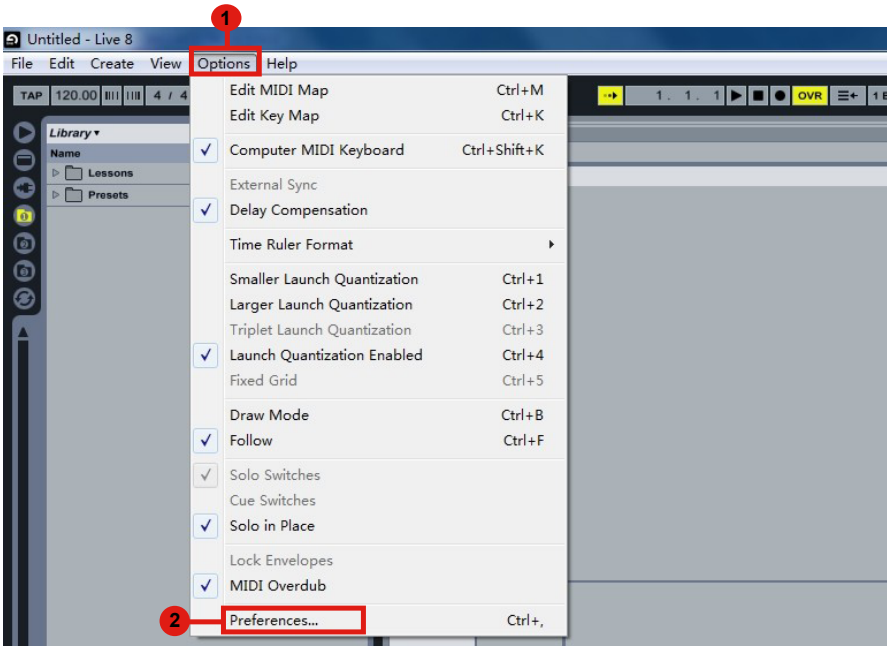
Studio One

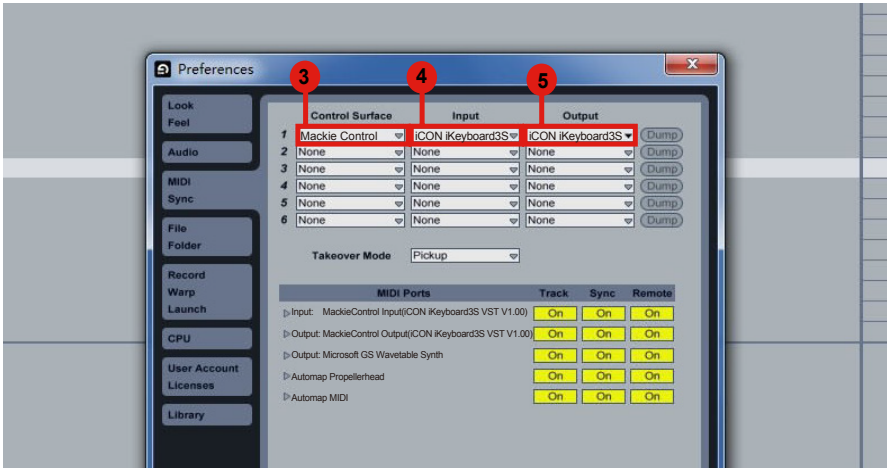

Studio One - New Song(2)
File Edit Song Track Event Audio Transport Options View Studio One Help
Studio One Activation...
Studio One Installation...
Studio One Extensions...
No Gadgets installed
Language
Keyboard Shortcuts...
Options... Ctrl+,
Vocal
Input 1
Guitar
Input 2
1
2


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

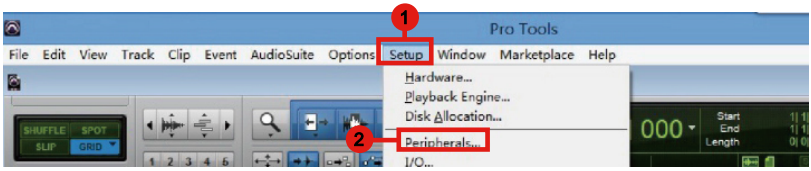

New Keyboard
New Instrument
New Control Surface
Access
Acorn Instruments
AKAI
Behringer
CME
Doepfer
Edirol
E-MU
Evolution
Frontier
JLCooper
Keyfax
KORG
Mackie
Control
Control Extender
HUI
M-Audio
NI
Novation
Device Model
Mackie Control
Manufacturer
Mackie
Device Name
Control
Please select Mackie Control operating mode (hold down Ch1 + Ch2 SELECT while turning on).
Receive From
iCON iKeyboard3S VST V1.00
Send To
iCON iKeyboard3S VST V1.00
5
6
7
8
9
OK
Cancel

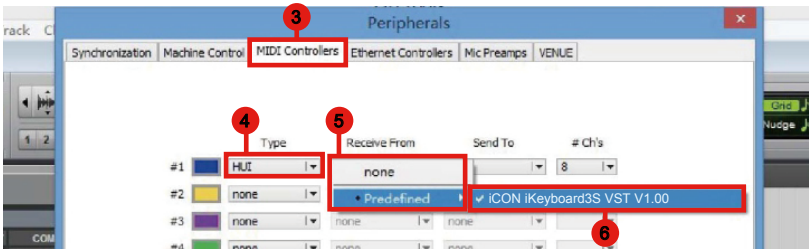
Ableton Live

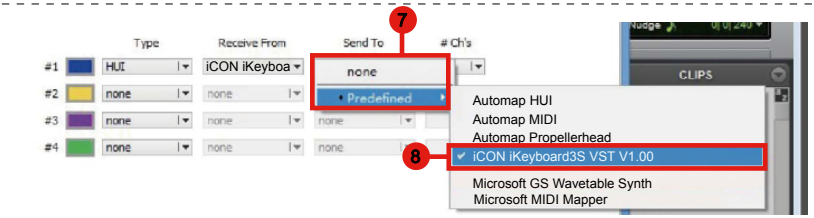


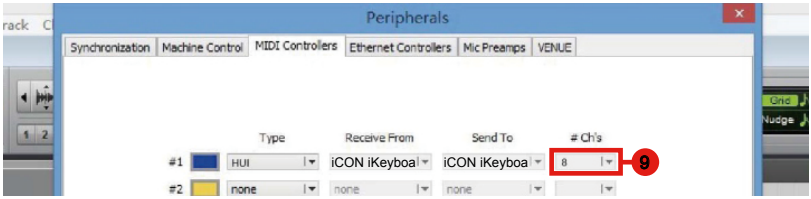


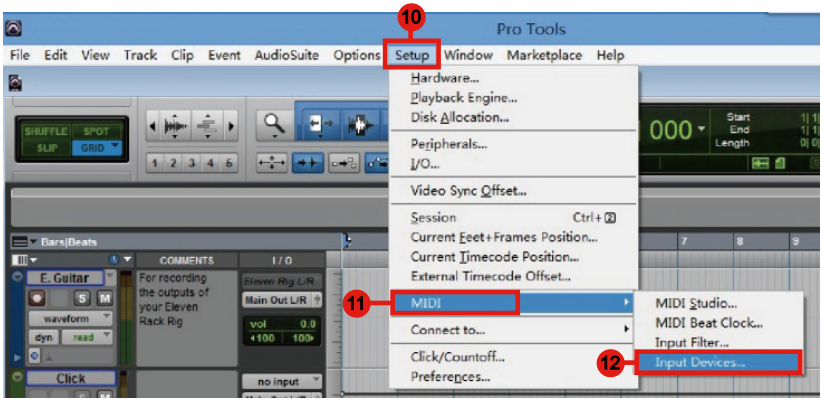
Pro Tools

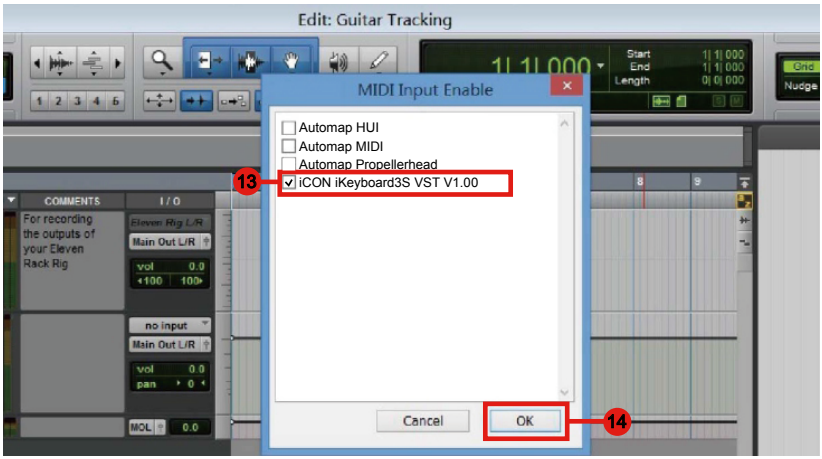

1
Pro Tools
File Edit View Track Clip Event AudioSuite Options Setup Window Marketplace Help
Hardware...
Playback Engine...
Disk Allocation...
2
Peripherals...
I/O...


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 iKeyboard3S VST V1.00
8
6


7
Type
Receive From
Send To
Ch's
#1 HUI
#2 none
#3 none
#4 none
iCON iKeyboa
none
Predefined
CLIPS
Automap HUI
Automap MIDI
Automap Propellerhead
8
iCON iKeyboard3S VST 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 iKeyboa
iCON iKeyboa
8
9
#2 none

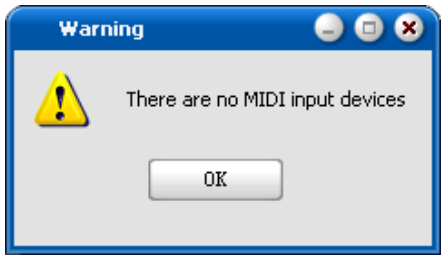

10
Pro Tools
File Edit View Track Clip Event AudioSuite Options Setup Window Marketplace Help
Hardware...
Playback Engine...
Disk Allocation...
Peripherals...
I/O...
Video Sync Offset...
Session Ctrl+2
Current Feet+Frames Position...
Current Timecode Position...
External Timecode Offset...
11
MIDI
Connect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


Edit: Guitar Tracking
MIDI Input Enable
Automap HUI
Automap MIDI
Automap Propellerhead
iCON iKeyboard3S VST V1.00
13
Cancel
OK
14
COMMENTS
I / O
For recording the outputs of your Eleven Rack Rig
Main Out L/R
no input
Start
End
Length
Nudge

Assigning MIDI functions with iMap™

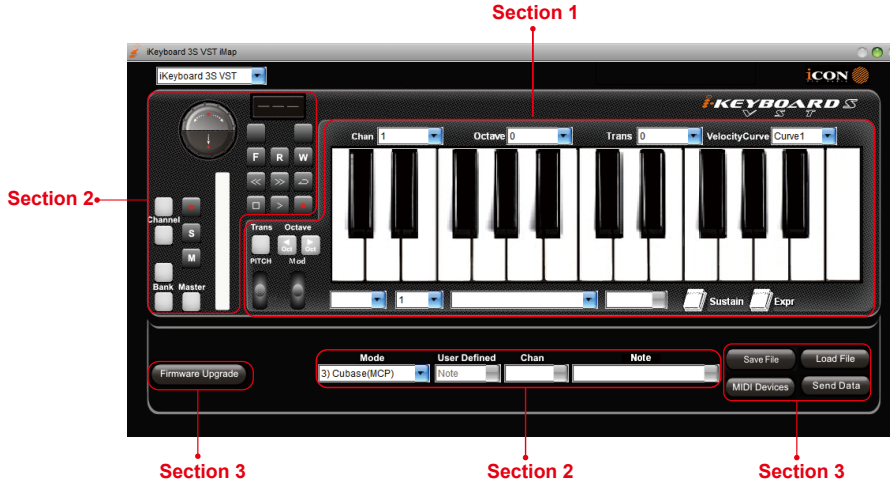
You can use iMap™ to easily assign the MIDI functions of your iKeyboardS-VST.

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



iMap™ iKeyboardS-VST software panel

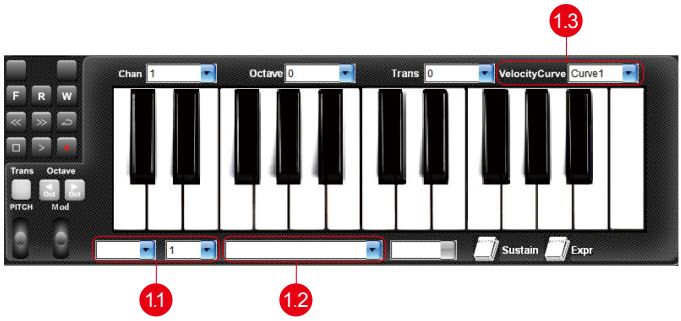
iKeyboardS-VST's iMap is divided into three main sections as described below:



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

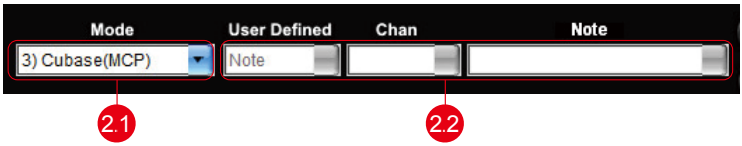
Select the available velocity curve of your keybed. For the difference velocity curve diagram, please refer to P.48.

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: *iKeyboardS-VST has built-in Mackie Control protocols & HUI for different DAW such as Cubase™, Samplitude™, Ableton Live™, Logic Pro™, Bitwig™, Reasons™, Reaper™, Studio One™ and ProTools™ By selecting the correct DAW and Mackie control (HUI) protocol, iKeyboardS-VST 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.)*

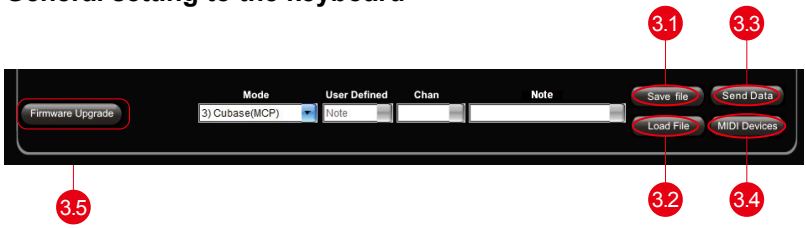
2.2 User defined mode (Advance user)

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
Program	0 to 16	0 to 127

Section 3

3.0 General setting to the keyboard



3.1 “Save file” button

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

3.2 “Load file” button

Click this button to load a previously saved “. iKeyboardS-VST” setting file for your iKeyboardS-VST.

3.3 “Send Data” button

Click this button to upload the iMap™ software settings to your iKeyboardS-VST via USB connection.

*(**Note:**You must have connected your iKeyboardS-VST 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 36. Please select “ICON iKeyboardS-VST” for the MIDI Out Devices.

Diagram 36

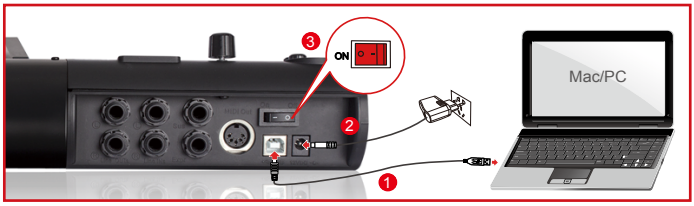
*(**Note:** Please make sure you have pressed this button every time you launched iMap, select your ICON product on the MIDI input-output Device pop-up menu to make sure the communication between iMap and your ICON product is created successfully.)*

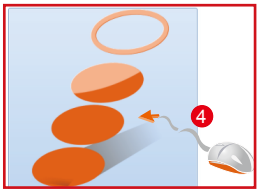
3.5 “Firmware Upgrade” button

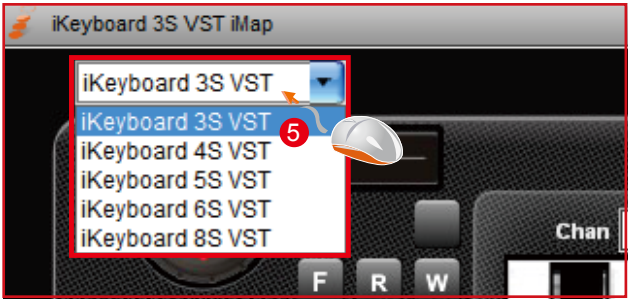
Click this button to enter into the firmware upgrade window for iKeyboardS-VST. Please refer to P.45 for the firmware upgrade procedure.

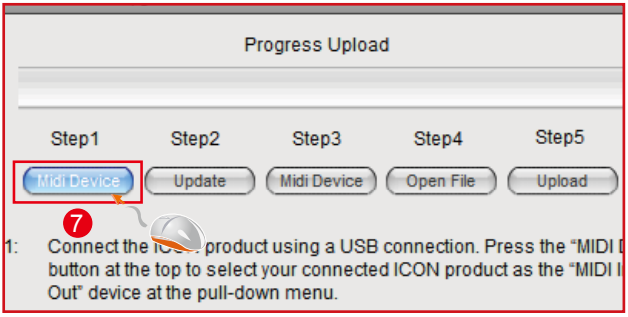
Firmware upgrade

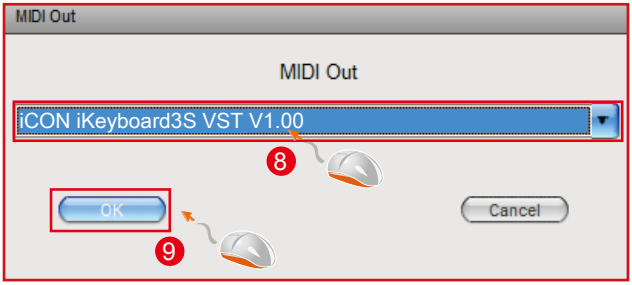
iKeyboardS-VST functional firmware upload procedure



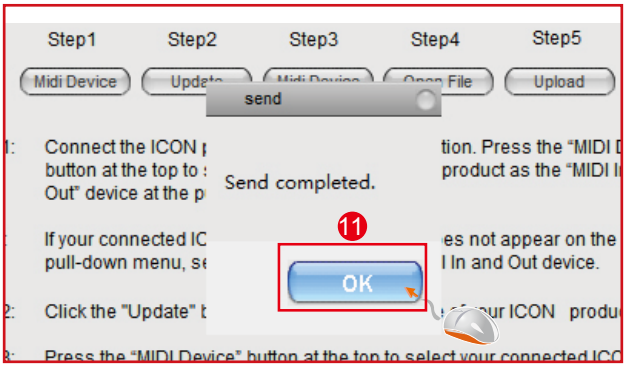




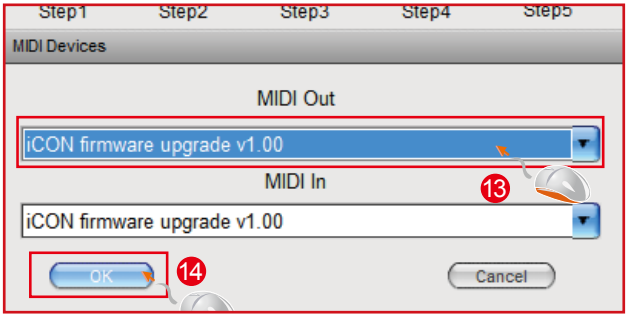



MIDI Out
MIDI Out
iCON iKeyboard3S VST V1.00
8
OK
Cancel
9

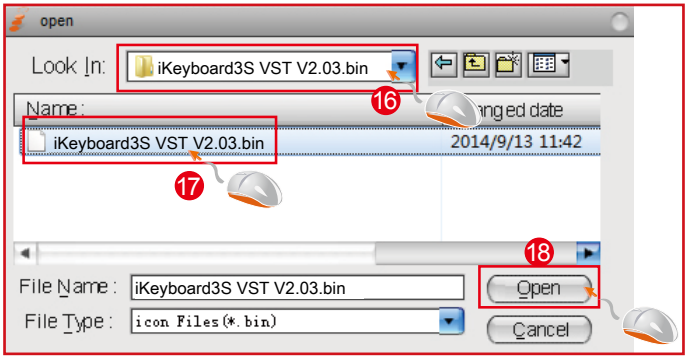
Progress Upload
Step1
Step2
Step3
Step4
Step5
Midi Device
Update
Midi Device
Open File
Upload
10
Connect the ICON product using a USB connection. Press the "MIDI De
button at the top to select your connected ICON product as the "MIDI In
Out" device at the pull-down menu.
If your connected ICON product model name does not appear on the


Step1
Step2
Step3
Step4
Step5
Midi Device
Upload
send
Send completed.
11
OK
Connect the ICON
button at the top to
Out" device at the p
tion. Press the "MIDI
product as the "MIDI
If your connected IC
pull-down menu, se
es not appear on the
In and Out device.
Click the "Update" b
ur ICON produ
Press the "MIDI Device" button at the top to select your connected ICO

Step1
Step2
Step3
Step4
Step5
Midi Device
Update
Midi Device
Open File
Upload
12
Connect the ICON product using a USB connection. Press the "MIDI De
button at the top to select your connected ICON product as the "MIDI In
Out" device at the pull-down menu.
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.


Step1
Step2
Step3
Step4
Step5
MIDI Devices
MIDI Out
iCON firmware upgrade v1.00
MIDI In
iCON firmware upgrade v1.00
OK
Cancel
13
14

Progress Upload
Step1
Step2
Step3
Step4
Step5
Midi Device
Update
Midi Device
Open File
Upload
15
1: Connect the ICON product using a USB connection. Press the "MIDI D
button at the top to select your connected ICON product as the "MIDI In
Out" device at the pull-down menu.


open
Look In:
iKeyboard3S VST V2.03.bin
16
Name:
nged date
iKeyboard3S VST V2.03.bin
2014/9/13 11:42
17
18
File Name:
iKeyboard3S VST V2.03.bin
Open
File Type:
icon Files(*.bin)
Cancel

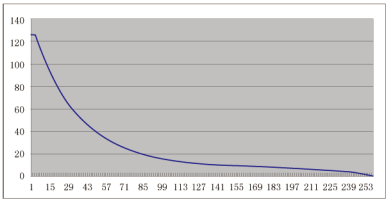
Step1
Step2
Step3
Step4
Step5
Midi Device
Update
Midi Device
Open File
Upload
19
Upload
Upload completed.
OK
20
1: Connect the ICON
ection. Press the "MIDI
button at the top to
N product as the "MIDI In
Out" device at the p
If your connected IC
does not appear on the
pull-down menu, s
IDI In and Out device.
2: Click the "Update"
are of your ICON produc
3: Press the "MIDI Device" button at the top to select your connected ICOI

Restore the factory default settings

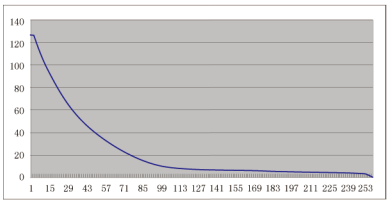
To restore your iKeyboardS-VST settings to factory default, simply import the “Factory Default” setting file into your iKeyboardS-VST with the original setting of the iMap software.

Velocity curve

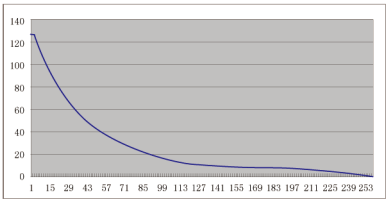
Curve 1



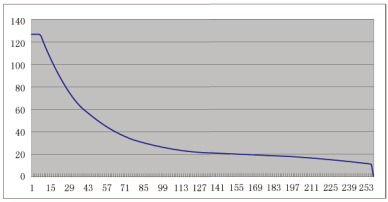
Curve 2



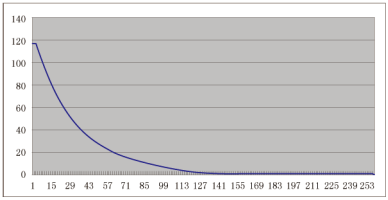
Curve 3



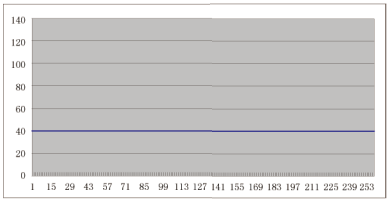
Curve 4



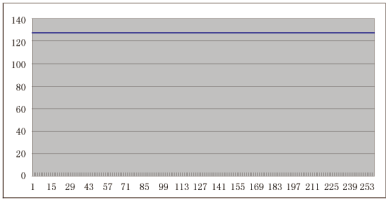
Curve 5



Curve 6



Curve 7



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 " "	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 " "	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

Specifications

Connector:

USB	USB connector (standard type)
Sustain & Expression	2x1/4” TS connectors
MIDI I/O	5-pin Din connector
Line in (L/R)	2x1/4” TS connectors
Line Out (L/R)	2x1/4” TS connectors
Mic in	XLR balanced connector
Headphone out	1/4” stereo connector

Power supply	7V/1A DC
Current consumption	500mA or less

Weight:

iKeyboard 3S VST	2.45kg	5.4(lb)
iKeyboard 4S VST	3.25kg	7.17(lb)
iKeyboard 5S VST	4.05kg	8.93(lb)
iKeyboard 6S VST	4.85kg	10.7(lb)
iKeyboard 8S VST	6.66kg	14.7(lb)

Dimensions:

iKeyboard 3S VST	530(L)x189(W)x77(H)mm
	21"(L)x7.44"(W)x3"(H)
iKeyboard 4S VST	695(L)x189(W)x77(H)mm
	27.4"(L)x7.44"(W)x3"(H)
iKeyboard 5S VST	860(L)x189(W)x77(H)mm
	33.9"(L)x7.44"(W)x3"(H)
iKeyboard 6S VST	1025(L)x189(W)x77(H)mm
	40.4"(L)x7.44"(W)x3"(H)
iKeyboard 8S VST	1403(L)x189(W)x77(H)mm
	55.24"(L)x7.44"(W)x3"(H)

Mic Input (at Minimum Gain):

Frequency Response	22Hz to 22kHz (+/-0.1dB
Dynamic Range	93dB, A-weighted
Signal-to-Noise Ratio	-93dB, A-weighted
THD+N	<0.0061% (-90dB)
Crosstalk	-87dB @ 1kHz
Input Impedance	Mic in: 1.8K Ohms, typical
Adjustable Gain	+34dB
Total Gain Range	+50dB

Line Inputs 1/2 (Unbanced):

Frequency Response	22Hz to 22kHz (+/-0.1dB
Dynamic Range	100dB, A-weighted
Signal-to-Noise Ratio	-100dB, A-weighted
THD+N	<0.0061% (-90dB)
Crosstalk	-100dB @ 1kHz
Nominal Input Level	Unbalanced: +4dBV, typical;
Maximum Input level	Unbalanced: +11dBV, typical;
Input Impedance	10K Ohms, typical

Line Outputs 1/2 (Unbanced):

Frequency Response	22Hz to 22kHz (+/-0.1dB
Dynamic Range	102dB, A-weighted
Signal-to-Noise Ratio	-102dB, A-weighted
THD+N	<0.003% (-90 dB)
Crosstalk	-100dB @ 1kHz
Nominal Output Level	Unbalanced: +4dBV, typical;
Maximum Output Level	+11dBV, typical;
Output Impedance:	150 Ohm
Load Impedance	600 Ohm minimum

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

Frequency Response	22Hz to 22kHz (+/-0.1dB
Power into Ohms	90 mW into 100 Ohms
THD+N	<0.06% (-66dB)
Signal-to-Noise Ratio	-90dB, A-weighted
Max Output Level into 100 Ohms	+2.0dBV, typical
Output Impedance	75 Ohm
Load Impedance	32 to 600 Ohms

Services

If your iKeyboardS-VST needs servicing, follow these instructions.

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

Very often you will find solutions on these pages. If you don't find a solution, create a support ticket at our online ACS (Auto Customer Support) at the below link, and our technical support team will assist you as soon as we can.
Navigate to **http://support.iconproaudio.com/hc/en-us** and then sign in to submit a ticket or click "Submit a ticket" without the need to sign in.
As soon as you have submitted an enquiry ticket, our supporting team will assist you to resolve the problem with your ICON ProAudio device as soon as possible.

To send defective products for service:

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

   If you are located in Honk 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 Musikanlagen-Vertriebsgesellschaft mbH
   Am Spitzberg 3
   D-15834 Rangsdorf
   Telephone: +49-(0)33708-933-0
   Fax: +49-(0)33708-933-189
   E-Mail: info@sound-service.eu

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

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