



AIR·STAGE 1.1 **AIR·STAGE 1.2**

Professional live UHF wireless microphone system

Everything you need for top quality live vocal performances and presentations at super-fast transmission speeds with exemplary audio quality. An intelligent MUTE/POWER OFF system that detects movement and helps to preserve battery life, an auto frequency scan mode which detects the cleanest available channels, (ideal for the festival circuit where there may be multiple UHF systems in use), and super-fast pairing put YOU in control of this powerful and robust UHF wireless microphone system.



 CAUTION RISK OF ELECTRIC SHOCK DO NOT OPEN RISQUE DE CHOC ELECTRIQUE NE PAS OUVRIR  CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK DO NOT REMOVE COVER (OR BACK) NO USER-SERVICEABLE PARTS INSIDE REFER SERVICING TO QUALIFIED PERSONNEL ATTENTION: POUR EVITER LES RISQUES DE CHOC ELECTRIQUE: NE PAS ENLEVER LE COUVERCLE. AUCUN ENTRETIEN DE PIECES INTERIEURES PAR L'USAGER. CONFIER L'ENTRETIEN AU PERSONNEL QUALIFIE. AVIS: POUR EVITER LES RISQUES D'INCENDIE OU D'ELECTROCUTION, N'EXPOSEZ PAS CET ARTICLE A LA PLUIE OU A L'HUMIDITE	  The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure, that may be of sufficient magnitude to electric shock to persons. Le symbol clair avec point de flèche à l'intérieur d'un triangle équilatéral est utilisé pour avertir l'utilisateur de la présence à l'intérieur du coffret de voltage dangereux non isolé d'ampleur suffisante. The exclamation point within an equilateral triangle is intended to alert the user of the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance. Le point d'exclamation à l'intérieur d'un triangle équilatéral est employé pour avertir les utilisateurs de la présence d'instructions importantes pour le fonctionnement et l'entretien (service) dans le livret d'instruction accompagnant l'appareil.
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Important Safety Instructions

1. Read this manual thoroughly before using this unit.
2. Keep this manual for future reference.
3. Take notice of and comply with all warnings included in the user's manual or indicated on the appliance.
4. Follow all instructions included in this manual.
5. Do not expose this unit to rain or moisture. Avoid having water or other liquids spilled on this unit.
6. When cleaning the cabinet or other parts of this appliance, use only a dry or slightly damp soft cloth.
7. Do not block any ventilation openings or interfere with the proper ventilation of this unit. Install in accordance with the manufacturer's instructions.
8. Do not use or store near any heat sources such as radiators, heat registers, stoves, or other heat-producing appliances.
9. To avoid the risk of electrical shock, do not touch any exposed wiring while the unit is in operation.
10. Only use attachments/accessories specified by the manufacturer.
11. Unplug this unit and all connected electrical equipment during lightning storms or when left unused for a long period of time.
12. 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

Congratulations on your purchase of the ICON Pro Audio AirStage professional wireless microphone system!

There are two versions of this system; AirStage 1.1 and AirStage 1.2.

AirStage 1.1:

1x Receiver

1x Transmitter dynamic wireless stage microphone

AirStage 1.2

1x Receiver

2x Transmitter dynamic wireless stage microphones

In these pages, you'll find a detailed description of the features of the AirStage professional wireless microphone system, as well as a guided tour through its ports and onscreen display for both the receiver and microphones, step-by-step instructions for setup and use along with a full list of specifications.

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

With proper care and adequate air circulation, your AirStage professional wireless microphone system will operate flawlessly for many years to come.

We trust that this product will provide years of excellent service and in the unlikely event that your product does not perform to the highest standard, every effort will be made to address the issue.

What's in the package?

AirStage 1.1:

- Air Stage 1.1 receiver
- 2x matching receiver antennas
- 1x dynamic transmitter microphone
- 2x AA batteries
- ¼ inch jack audio cable (1m)
- DC Power adapter
- 1x silicone safety bracket

AirStage 1.2:

- Air Stage 1.2 receiver
- 2x matching receiver antennas
- 2x dynamic transmitter microphones
- 4x AA batteries
- ¼ inch jack audio cable (1m)
- DC Power adapter
- 2x silicone safety brackets



Register your ICON Pro Audio product to your personal account

1. Check the serial number of your device

Please go to [http:// iconproaudio.com/registration](http://iconproaudio.com/registration) or scan the QR code below.



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

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

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

Existing users: Please log into your personal user page by inputting your user name and password.

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

3. Download all useful materials

All your registered devices under your account will show on the page. Each product will be listed along with all its available files such as drivers, firmware, the user manual in different languages and bundled software etc. for download.

Features Pt.1

The AirStage wireless microphone system delivers pristine audio in a variety of settings. Robust and intelligently designed, the AirStage comes packed with features and accessories that will ensure smooth operation and reliability for all your live performance projects, whether this is a live singing performance, a corporate presentation or for use in a house of worship.

The AirStage 1.2 system features UHF 640 - 690 MHz digital transmission for crystal-clear audio quality and rock-solid signal integrity with an overall coverage distance of approximately 100 meters (depending on the RF environment), and 7 hour battery life with normal use, (LO power) - approximately 6 hours of use if using the HI power option. The AirStage 1.1 system features UHF 640.25 - 665 Mhz digital transmission, (i.e. 50% of the UHF bandwidth of the AirStage 1.2 due to it using one microphone as opposed to two).

The stylish, sleek design features an easy-to-use screen display on the microphone and receiver, the parameters of which can be changed with ease.

Select your own frequency within the UHF range or allow the system to auto select the cleanest available channel for you. This is very useful in an environment where there are multiple frequencies used within the UHF range, (for example in a music festival environment or a concert with multiple artists and engineers who may be using their own UHF equipment).

The transmitter's LCD display screen shows useful information, such as indicators for AF and RF level, microphone battery level and mute as well as the current frequency and channel. The Mic's LCD display screen shows the RF signal, battery level, HI or LO power and a range of parameters which can be adjusted via the microphone itself.

Balanced XLR mono outputs are provided at the rear of the receiver (1x mono XLR output for the AirStage 1.1), as well as a stereo out 1/4" jack output.

Easily pair the transmitter and stage microphone/s within a matter of seconds with infrared technology.

The AirStage microphone itself is a robust, dynamic microphone, ergonomically designed to fit in the hand comfortably. Its intelligent MUTE/POWER OFF system means that battery life can be saved during long rehearsal periods where mics may inadvertently be placed down and not powered off, for example.

The AirStage microphone system combines practicality with distinctive, appealing aesthetics. Its sleek receiver and microphone designs exude professionalism, leaving no doubt about your commitment to excellence.

Features Pt.2

- Modern, attractive & robust design
- Super fast auto-pairing
- Option to select your own frequency
- Infrared connectivity
- Extremely easy to use - microphones and receivers pair in seconds
- UHF proprietary encryption technology for ultra-low latency & super fast wireless reception and transmission
- Very high audio quality
- Long battery life (microphone/s)
- LCD displays on handheld mics & receiver
- Portable, professional and stylish microphones
- Rock-steady reliability
- 200 channels within UHF frequency range (100 per Mic A /100 per Mic B) - AirStage 1.2
- 100 channels within UHF frequency range - AirStage 1.1
- Lock screen function (receiver and mic)
- 100 meters range (depending on RF environment)

Transmitters:

- Very high quality, robust dynamic stage wireless microphones
- AUTO SENSING mode - intelligent system mutes when no motion is detected (8 secs)
- AUTO SENSING mode - intelligent system powers off when no motion is detected (8 mins)
- On board microphone LED display showing battery life, channel etc.
- Battery-powered microphones (2x AA per microphone)
- 7 hour battery life (approximate) for continuous operation in normal use (LO power)
- Safety clamp to stop microphone from rolling
- SET and LOCK multifunction button to adjust, set and lock parameters

Receiver:

- Large display screen featuring adjustable parameters & meters/indicators
- 1/4 inch stereo line out jack
- 1x XLR balanced output (AirStage 1.1)
- 2x XLR balanced outputs (Air Stage 1.2)
- DC powered (adapter supplied)
- SYNC/SET and LOCK multifunction button
- Volume/Up and Down buttons to adjust parameters

The AirStage Microphone

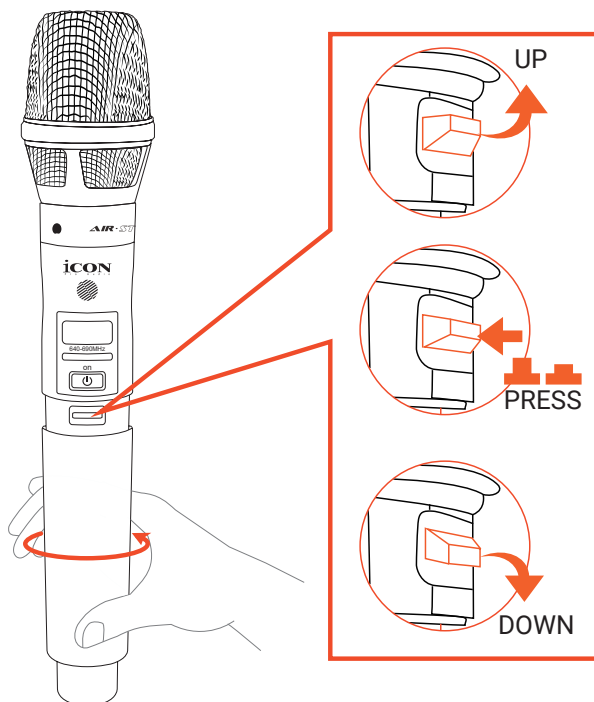


1. Grill
2. LCD screen
3. Power switch (Press and hold to turn on or off - press and release to display channel/frequency)
4. IR port (Receives infrared beam to synchronize frequencies)
5. SET and LOCK multifunction selection button - please see the following page.

The Microphone's SET and LOCK Multifunction Button

Unscrew the microphone chamber as shown above.

Slide the chamber cover down to reveal the SET and LOCK multifunction button.



Microphone: SET and LOCK multifunction button

Press 1 time Channel selection

Press 2 times Volume selection (Mic gain)

Press 3 times Power level selection (HI: 50mw / LO:30mw) *

Press 4 times AUTO SENSOR turned on or off **

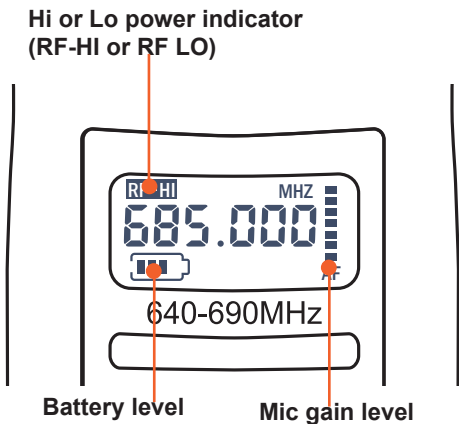
Press and hold to lock.

* - see pg 27 for an explanation ** - see pg 26 for an explanation

Press the multifunction button up and down to select different channels, increase or decrease volume, etc. via the microphone.

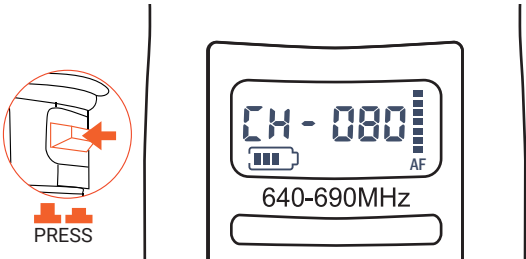
The Microphone's LCD Display

The LCD display will display information according to the selection you have made i.e. the channel/frequency you have chosen. There is additional information available on the display;

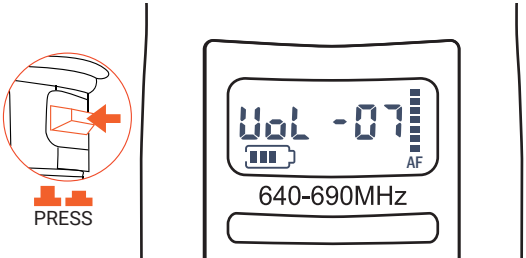


The microphone LCD displays for each mode:

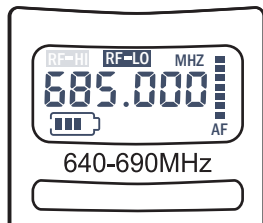
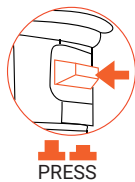
Channel selection:



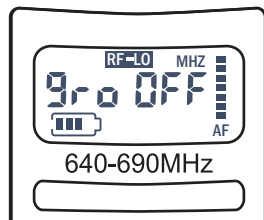
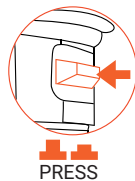
Volume selection (mic gain):



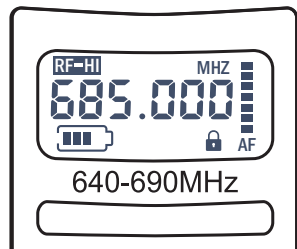
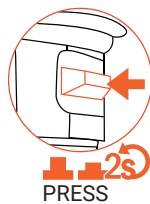
Power level selection (see page 27):



Auto-sensor (on or off) (see page 27):



The microphone displays this message when the microphone is locked, (long press to LOCK and UNLOCK);



The Receiver: front panel (AirStage 1.1)

The receiver is the 'hub' of the system. Here, various parameters may be adjusted. The display occupies the whole screen and is therefore set out a little differently than the AirStage 1.2.



The Receiver: front panel (AirStage 1.2)

The receiver is the 'hub' of the system. Here, various parameters may be adjusted. Mic A's information is displayed to the right and Mic B's information is displayed to the left on the LCD display.



1. Infrared (IR) data transmission launch window

This allows infrared communication between the microphone and receiver to take place. Infrared transmission functions as a synchronization frequency and does not transmit audio signals. When the receiver confirms the frequency point, it synchronizes the frequency with the handheld microphone through infrared communication.

2. Channel indicator

This shows the different channels that have been selected.

3. Frequency indicator

This shows the frequency which is allocated to the selected channel.

4. Mute indicator

This indicates that the microphone is muted via the AUTO-SENSOR function.

5/6. Reception indicators:

RF= radio reception

AF = audio transmission

Please see pages 25-27 for a detailed description and explanation of RF and AF.

7. Up and down arrow keys

These buttons allow the user to navigate up and down when adjusting a value - choosing a frequency for example, (after pressing the SYNC/SET and LOCK multifunction button). Use these to higher and lower the output level of each microphone, (when SYNC/SET and LOCK is not pressed prior).

8. SYNC/SET and LOCK multifunction button

This button is used to sync the microphone and receiver. Press this button once to pair the microphone using Infrared. Press it twice and then the corresponding arrow keys to select a frequency. Press it three times to auto select a frequency. Press the button for three seconds to lock the device. Press it again for 3 seconds to unlock it.

9. Power button

Used to turn the device on and off.

10. Receiving Antennas (x2)

Slot the antennas provided into place on the receiver device. Position them pointing upwards and slightly outward. This is referred to as the 'bunny ears' position.

11. Receiving antenna indicators

Indicates which antenna is actively receiving signal. This is displayed as the numerals.

I and II on the AirStage 1.2 receiver and 'A' and 'B' on the AirStage 1.1 receiver.

AirStage 1.1: A = antenna 1, B = antenna 2

AirStage 1.2: I = antenna 1, II = antenna 2

12. Battery life indicator

Battery life for the given microphone is displayed here, (when the microphone is paired with the receiver).

The Receiver: back panel (AirStage 1.1)



1. Antenna ports

Slot in the antenna included in the AirStage pack here via the BNC connectors.

2. Balanced output

Connect XLR leads to your chosen output here. This is a balanced mono output.

3. 1/4 inch jack output (unbalanced)

Connect 1/4" jack leads here. This connection is stereo and unbalanced.

4. Power port

Connect the included DC power adapter here.

The Receiver: back panel (AirStage 1.2)



1. Antenna ports

Slot in the antenna included in the AirStage pack here via the BNC connectors.

2. Mic A and Mic B balanced outputs

Connect XLR leads to output ports for Mic A and Mic B here. Both ports are mono.

3. 1/4 inch jack output (unbalanced)

Connect 1/4" jack leads here. This connection is stereo and unbalanced.

4. Power port

Connect the included DC power adapter here.

Getting Started Step 1: Choosing a Channel

Understanding channels and frequencies

The LCD display on the AirStage 1.2 receiver shows the frequencies and channels of each paired microphone. Mic A's information is displayed on the right and Mic B's information is displayed on the left. The AirStage 1.1 receiver shows all the information for its paired microphone using the whole screen.

Mic A uses frequencies on and between 640.25 - 665 Mhz

As users progress through the channels, the frequency changes in 0.25 Mhz steps.

Mic B uses frequencies on and between 665.25 - 690 Mhz.

As users progress through the channels, the frequency changes in 0.25 Mhz steps.

AirStage 1.1 uses frequencies on and between 640.25 - 665 Mhz, (the same as Mic A on the AirStage 1.2)

As users progress through the channels, the frequency changes in 0.25 Mhz steps.

Manual channel/frequency selection:

Press the SYNC/SET and LOCK multifunction key twice to enter channel/frequency selection mode. Press the up and down keys to select a specific frequency.



Users may navigate through the channels in increments of 0.25 Mhz using the up and down buttons of Mic A and Mic B.

Mic A has 100 channels to choose from (within the range of 640.25 - 665 Mhz), as does Mic B, (within the range of 665.25 - 690 Mhz).

AirStage 1.1 has 100 channels and mirrors the frequencies of Mic A on the AirStage 1.2 unit, (within the range of 640.25 - 665 Mhz).

Example:



AirStage 1.1



AirStage 1.2

On the AirStage 1.1 receiver, we can see Channel 100 is set as 665.000Mhz.

On the AirStage 1.2 receiver, we can see Mic B's channel 7 is set at 641.750 Mhz and Mic A's channel 194 is set at 688.500 Mhz.

Frequency Auto Scan:

Press the SYNC/SET and LOCK multifunction button three times to automatically scan the cleanest available frequencies. This is usually the preferred option rather than scrolling through channels. The reason for this is the receiver will detect other UHF signals used in the immediate area and avoid those frequencies, so will skip to the next available clean frequency.

This feature is useful when operating in an environment where multiple UHF devices may be used such as music festivals, (whether these are AirStage units or other, less cool units by other brands).

Once a frequency/channel has been decided upon, the next step is to pair the microphone/s and the receiver. This is achieved via infrared communication and is covered in the next section.

Getting Started Step 2: Pairing the Mic and Receiver with IR

Pairing the microphone/s and receiver is easy. It requires infrared (IR) connectivity.

Infrared (IR):

Press the SYNC/SET and LOCK multifunction button on the receiver once. "IR..." will appear on the LCD display of the receiver. The IR SYNC LED light will blink.

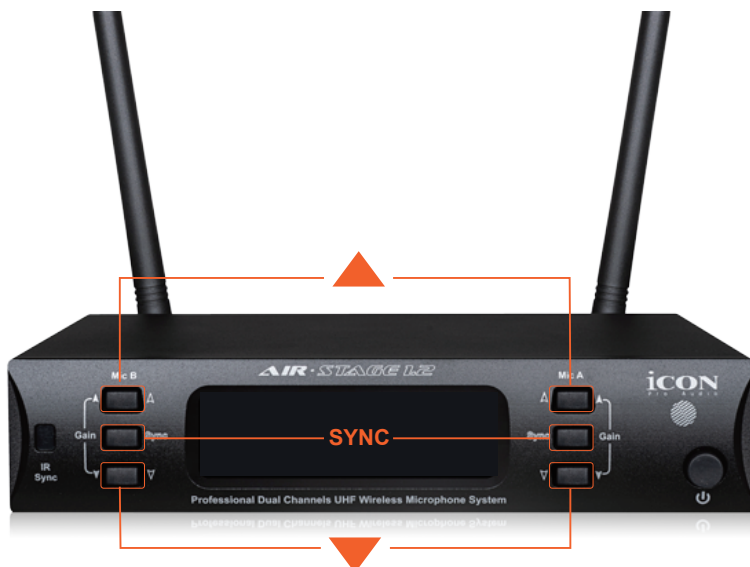


Point the IR port on the handheld transmitter toward the IR window on the receiver.

The frequency which was selected via the receiver will appear on the microphone LCD display. This indicates that both units are paired successfully.

Remember: For users of AirStage 1.2: when pairing Mic A and Mic B, press the correct SYNC/SET and LOCK multifunction button once. Mic A is located to the right on the receiver. Mic B is located to the left on the receiver.

Note: Only when the frequency displayed on the microphone and receiver match will they be able to 'communicate'



Receiver: 'SYNC'/SET and LOCK multifunction button

'SYNC' button press	Feature	Description
Press one time	IR mode	Required for Mic A and/or B to communicate with the receiver. The Mic's IR window must point toward the receiver's IR window in order for them to pair, once a frequency/channel has been chosen.
Press two times	Frequency/channel selection mode	Adjust the channel using the up and down arrow keys for both Mic A and B.
Press three times	Frequency/channel auto scan	Scans the immediate environment for any possible interference and selects the ideal frequency/channel.

LOCK: Long press the receiver SYNC/SET and LOCK button (3 secs). Buttons on the the receiver will no longer respond until you long press the receiver SYNC/SET and LOCK button (3 secs) again to UNLOCK.

Note: When the SYNC/SET and LOCK button is NOT pressed (and not locked), the arrow keys act as an output volume control for each mic. Pressing UP (▲) will increase the volume of the mic and pressing DOWN (▼) will decrease the volume.

Getting Started Step 2b: Pairing the Mic and Receiver without IR

There may very well be scenarios where the microphone and receiver cannot be paired together using IR as they are physically distant. This may be the case when there are control rooms/areas where the receivers are situated away from the main stage area, for example.

It is still possible to pair the microphone and receiver. If the receiver is set to, say channel 7, the mic can also be set to channel 7 also using its SET and LOCK multifunction button. Once the mic is turned on, the user should press once to enter channel selection mode and use the button in an up and down motion to navigate to the correct channel, (in this example, channel 7).

In order for this to work, the user obviously has to know the channel to select and the receiver must be pre-tuned to that specific channel.

The above process is dependent on the RF environment.



Using the AirStage Pt. 1: Communication

AF (Audio Frequency)

AF refers to the sound that we can hear with our ears.

In the context of wireless microphones, AF represents the audio signal generated by a microphone or instrument. When you speak into a wireless microphone, your voice is converted into an AF signal that needs to be transmitted wirelessly.

The transmitter in the microphone converts this AF into RF for wireless transmission.

RF (Radio Frequency):

RF stands for radio frequency.

In wireless microphone systems, RF is the carrier signal that carries the audio information.

Here's how it works:

The transmitter (in the Airstage handheld microphone) modulates the AF signal onto an RF carrier frequency. This modulated RF signal is transmitted wirelessly. The receiver demodulates the RF signal, extracting the original audio information.

Both RF and AF are required to communicate using the Airstage system.

On the Airstage 1.1 and 1.2 receiver's LCD display, there are AF and RF meters which are prominently displayed;



AirStage 1.1



AirStage 1.2

Radio Frequency

The stronger the radio frequency, the higher the reading on the RF meter. The numerals 'I' or 'II' will display above the RF meter on the AirStage 1.2 receiver. This indicates where the signal is being received from at any given time; antenna 1 (I) or antenna 2 (II). This is displayed as A and B on the AirStage 1.1 unit.*



Note: always check the battery level of your microphone/s to avoid transmission failure, (spare batteries are *always* a good idea!). Battery level can be checked on the receiver *and* on the microphone;

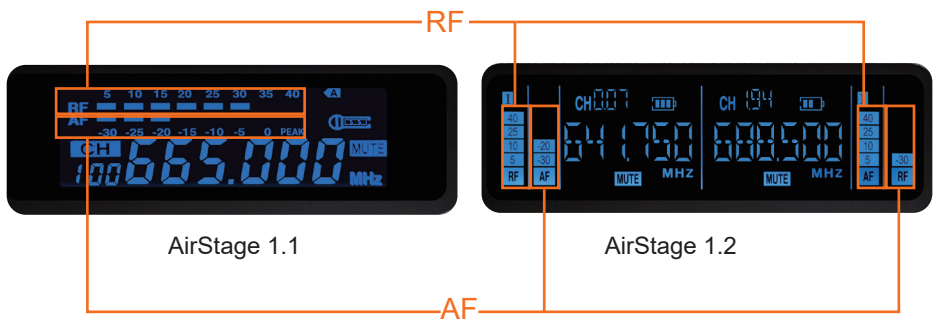
As there is more available space on the AirStage 1.1 display, the RF meter has a little more detail than the AirStage 1.2;

Audio Frequency

As discussed, this relates to the sound we can hear, as opposed to radio frequency which is effectively the carrier signal.

There is a AF level meter next to the radio frequency meter to help you manage audio levels. There is an AF level meter for both Mic A and Mic B on the AirStage 1.2 receiver and a single AF meter for AirStage 1.1. Essentially, this measures the strength of the audio signal (you will see the meter rise and fall depending on the signal that passes through the microphone).

The AF meter range is from -30 to 0, in stepped increments of -10, (-30, -20, -10, 0, (plus PEAK on the AirStage 1.1's meter).



Volume:

It's always a good idea to make sure that all systems (i.e. amplification equipment etc.), have low volume settings or are muted before speaking/singing into the microphones, to avoid feedback or potential ear damage. Gradually increase volume on the respective equipment when you are comfortable that the microphones have a stable connection.

Metering on the receiver will assist you in managing audio levels.

Output level:

Press "▼ or ▲" button to adjust the microphone output on the receiver. The values are 0-31. Mic A and Mic B's values can be adjusted individually by using the corresponding buttons.

Mic Gain level:

Use the up and down buttons on the handheld microphone after selecting 'Volume' on the LCD display, to alter each mic's gain. The adjustable values are from 0-7. The mic's gain level is shown on the LCD display of the microphone;

Pressing the SET & LOCK multifunction button up or down whilst in AUTOSENSING mode will toggle between "gro on" and "gro off". Select "gro off" to turn off the AUTO SENSOR.

The MUTE notification appears on the receiver when the microphone stops picking up sound, when the AUTOSENSING option is selected.

Power:

Users have the choice of using high or low power options. Unscrew the mic and press the multifunction button three times and select either high or low power, (displayed as 'HI' and 'LO').

Power usage is as follows;

High power (HI): 50mw

Low power (LO): 30mw

This means that, using 'high power' (HI), the radio frequency is transmitted with 50 megawatts of power. Using low power (LO), radio frequency is transmitted with 30 megawatts of power.

The High option provides a much stronger RF signal, but will increase battery power consumption. The advantages of this is that even with physical obstacles and potential interference, the transmission is much stronger than with the low power option.

Battery life is approximately 7 hours using low power and approximately 6 hours using high power.

The type and quality of AA batteries used will also have an effect on battery life. We recommend the use of the highest quality batteries possible and to check regularly on battery life.

There is no significant difference in transmission distance between HI and LO power options, remaining at approximately 100 meters, (depending on the RF environment).

Always remove batteries when the microphone/s are not in use.

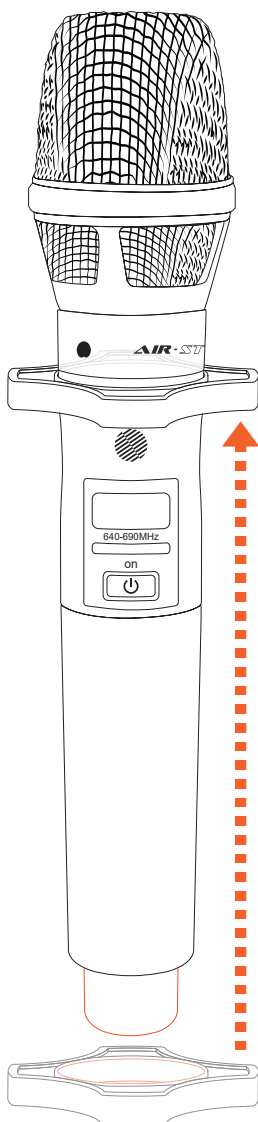
Settings Retention

When powering off the AirStage system, its 'memory' of the chosen frequencies should be retained for both the microphone/s and receiver. This negates the need to set up the system every time it is powered on.

However, it is always best to check if powering off the units for long periods of time or if batteries have been removed from the microphone.

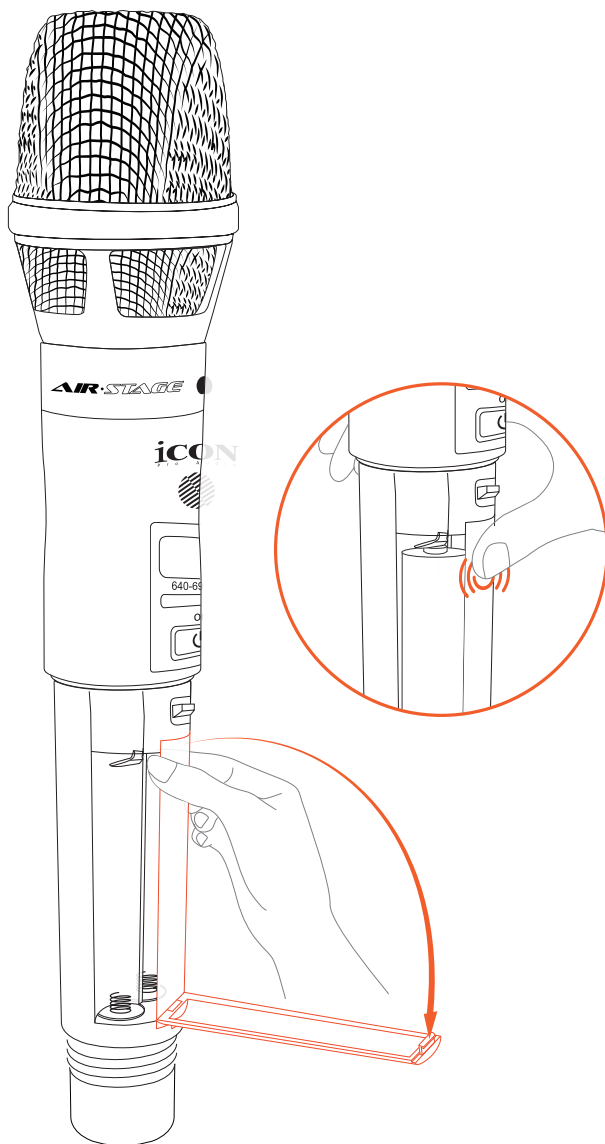
Using the AirStage Pt.2: Using the silicone safety brackets

Slide the silicone safety bracket onto the microphone as shown, below. This will stop the microphone from rolling on surfaces where it is placed horizontally.



Using the AirStage Pt.3: Replacing the batteries

The AirStage microphone is powered by two AA batteries, which fit snugly into the chamber of the microphone. With normal use, (LO power option) the AirStage battery life is approximately 7 hours. Unscrew the mic chamber and lift the protective cover beneath, to replace the batteries, (please see diagram below).



Specifications

Transmitter (hand-held microphone)	
RF generation and control	PLL
Frequency ranges	UHF640-690MHz
Switching bandwidth	max.60MHz
Channel grid	250 kHz
RF power output	8-10mW
Nominal/peak deviation	24kHz≤45kHz
Current loss	≤90mA
Use range	60m(ideal)
Pickup	Dynamic
Battery	1.5V*2
Power life	5--7h
Dimension	51.4(L)x51.4(W)x 264(H) mm 2.02(H)x 2.02(W)x 10.39(H) inch
Weight	0.401 KG

Receiver	
Sensitivity	2uV(Signal=12dB)
Switching bandwidth	max.60 MHz
Receiving channel	200
Channel spacing	>250 kHz
Spurious rejection	≥80dB
Image rejection	≥80dB
SNR	≥90dB
AF output	0--300mV
Receiving channel	Two channels
Power	DC12--18V
Power consumption	5w
Dimension	209(L)x135(W)x 242(H) mm 8.22(H)x 5.31(W)x 9.53(H) inch
Weight	0.683 KG

Services

If your AirStage microphone system needs servicing, follow these instructions.

Check our online Help Center at <http://support.iconproaudio.com>, for information, knowledge, and downloads such as:

1. FAQ
2. Download
3. Product Registration
4. Video Tutorials

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 <https://support.iconproaudio.com> and then sign in to submit a ticket. Once you have submitted an inquiry ticket, our support team will assist you to resolve the problem with your ICON Pro Audio 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. 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.
3. 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 the United States please visit our help centre - <https://support.iconproaudio.com> and submit a ticket to the technical support team.

If you are located in Europe, please email the support team and wait for a response before sending the product to:

Sound Service GmbH
European Headquarters
Moriz-Seeler-Straße 3 D-12489 Berlin
Telephone: +49 (0)30 707 130-0
Fax: +49 (0)30 707 130-189
E-Mail: service@sound-service.eu

If you are located in **Hong Kong** please email the support team and wait for a response before sending the product to:

ASIA OFFICE:
Unit F, 15/F., Fu Cheung Centre,
No. 5-7 Wong Chuk Yueng Street,
Fotan,
Sha Tin, N.T., Hong Kong.
Tel: (852) 2398 2286
Fax: (852) 2789 3947
Email: info.asia@icon-global.com

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



天猫官方旗舰店



天猫店艾肯旗舰店

抖音号



抖音iCON艾肯

哔哩哔哩



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Support



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