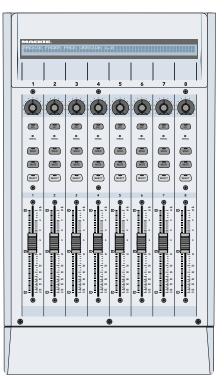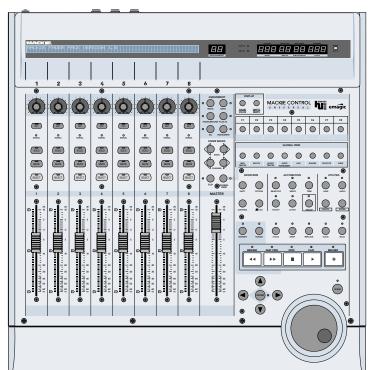# Mackie Control Universal
Mackie Control Extender
Quick-Start Guide

**Eight Channel Master Control Surface
and Eight Channel Extender for Digital Audio Workstations**

MACKIE.®

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  CAUTION   AVIS
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 constitute a risk of electric shock to persons.
Le symbole clair avec point de fl che l'int rieur d'un triangle quilat ral est utilis pour alerter l'utilisateur de la pr sence l'int rieur du coffret de "voltage dangereux" non isol d'ampleur suffisante pour constituer un risque d' l ctrocution.

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 l'int rieur d'un triangle quilat ral est employ pour alerter les utilisateurs de la pr sence d'instructions importantes pour le fonctionnement et l'entretien (service) dans le livret d'instruction accompagnant l'appareil.

Important Safety Instructions

1. Read instuctions — Read, understand and follow all safety and operating instructions before using this Mackie product.

2. Retain Instructions — Keep these safety and operating instructions for future reference.

3. Heed Warnings — Follow all warnings on this Mackie product and in these operating instructions.

4. Water and Moisture — Do not use this Mackie product near water – for example, near a bathtub, kitchen sink, garden hose, incontinent poodle, sweaty drummer, etc. – or when condensation has formed on the unit.

5. Cleaning — Clean only with a dry cloth.

6. Heat and Ventilation — Locate this Mackie product away from heat sources such as radiators, campfires, compost pits, heliarc welders, magma flows, etc. Do not block the ventilation openings or install in spaces that prevent adequate air circulation to the unit.

7. Power Sources — Connect this Mackie product only to a power source of the type described in these operating instructions or as marked on the product.

8. Power Cord Protection — Route power supply cords so that they are not likely to be walked upon, tripped over, or abraded by items placed upon or against them. Pay particular attention to cords at plugs, convenience receptacles, and the point where they exit the product.

9. Object and Liquid Entry — Do not drop objects or spill liquids into this Mackie product. Clean only with a damp cloth; do not clean with liquid or aerosol cleaners.

10. Attachments — Use this Mackie product with only the accessories specified in this manual.

11. Damage Requiring Service — This Mackie product should be serviced only by qualified service personnel when:

    A. The power supply cord or the plug has been damaged; or

    B. Objects have fallen onto, or liquid has spilled into the unit; or

    C. The unit has been exposed to rain or water; or

    D. The unit does not appear to operate normally or exhibits a marked change in performance; or

    E. The unit has been dropped, or its chassis damaged.

12. Servicing — Do not attempt to service this Mackie product. All servicing should be referred to the Mackie Service Department.

13. Lightning — Unplug the product during lightning storms or when unused for long periods of time. Note that this Mackie product is not completely disconnected from the AC mains service when the power switch is in the OFF position.

14. Grounding and Polarization — To prevent electric shock, do not use the polarized plug with an extension cord, receptacle or other outlet unless the blades can be fully inserted to prevent blade exposure. Do not defeat the grounding by plugging into an ungrounded receptacle or ground lift adapter.

This apparatus does not exceed the Class A/Class B (whichever is applicable) limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications.

ATTENTION — Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de class A/de class B (selon le cas) prescrites dans le réglement sur le brouillage radioélectrique édicté par les ministere des communications du Canada.

FCC Information

NOTE: This equipment has been tested and found to comply with the limits for Class B digital devices, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

$C \epsilon$ This product has been tested and complies with the following standards and directives as set forth by the European Union:

* EN 55022 Radiated and Conducted Emissions

* EN 55024 Electromagnetic Immunity

* EN 61000-4-2 Electrostatic Discharge Immunity

* EN 61000-4-3 RF Electromagnetic Fields Immunity

* EN 61000-4-4 Electrical Fast Transient/Burst Immunity

* EN 60950/IEC 950 Electrical Safety Requirements

WARNING — To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.

Introduction

Thank you for choosing Mackie Designs for your Digital Audio Workstation (DAW) control solution. Mackie Control Universal and Mackie Control Extender provide the familiar feel of analog-style mixing to your DAW environment. But they also deliver the most complete feature set and software compatibility of any control surface available today.

The labels for the buttons and controls are specific to Emagic Logic. Custom lexan overlays are available for other supported DAWs (see the Overlay Request Card included in the box). These overlays fit over the right-hand side of the control surface and correctly label the buttons for the functionality supported by the DAW you are using.

Software User's Guides

Consult the CD included in the box with your Mackie Control Universal, which contains additional manuals in PDF file format for all the currently supported platforms. Be sure to visit our website at www.mackie.com to obtain the latest manuals and marketing literature for all your Mackie products.

Changing Modes

Mackie Control Universal has three different modes of operation:

1. **Mackie Control** (use with APB Tools TH-S, Cakewalk Sonar, Magix Samplitude and Sequoia, MOTU Digital Performer, RML Labs Saw Studio, Steinberg Nuendo and Cubase SX, and Adobe Audition [previously Syntrillium Cool Edit Pro]).

2. **Logic Control** (use with Emagic Logic).

3. **HUI** (use with Digidesign Pro Tools).

When you first turn on Mackie Control Universal, the display prompts you to select a mode of operation:
   • Press Ch. 1 V-Pot to select Mackie Control.
   • Press Ch. 4 V-Pot to select HUI.
   • Press Ch. 8 V-Pot to select Logic Control.
Once you've made your selection, Mackie Control Universal will automatically boot into your selected mode each time you turn it on.
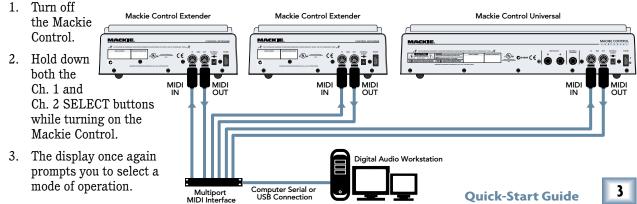
To change the mode of operation:
1. Turn off the Mackie Control.

2. Hold down both the Ch. 1 and Ch. 2 SELECT buttons while turning on the Mackie Control.

3. The display once again prompts you to select a mode of operation.

Installation

• Connect the Mackie Control Universal to your MIDI interface via two MIDI cables (IN and OUT).

• Connect one end of the external power supply to the Mackie Control Universal, and the other end to an AC power source between 90 VAC and 264 VAC (50–60 Hz).

• Turn on the Mackie Control Universal POWER switch.

• Launch your software program of choice.

• Select your software's console or surface manager set up window.

• Select the Mackie Control MIDI Mapping. If it is not included in the version of software you are using, go to the software company's website or to www.mackie.com/mackiecontrol and download the MIDI map for your particular application.

• Once the appropriate MIDI map is selected within your software's preferences, the unit(s) will be recognized automatically.

• Mackie Control Universal/Mackie Control Extender units can function as a single large console — a "Control Surface Group."

• Each Control Surface Group can be configured independently. As an example, you can control volume and pan settings with one unit while editing plug-in settings with the second unit (if the software that you are running will accept these parameters).

To connect one or more Mackie Control Universal and Mackie Control Extenders:
1. Connect the MIDI OUT jack on your computer's MIDI interface to the MIDI IN jack of the Mackie Control Universal or Mackie Control Extender.

2. Connect the MIDI IN jack on your computer's MIDI interface to the MIDI OUT jack of the Mackie Control Universal or Mackie Control Extender.

3. You need to have separate MIDI IN and OUT jacks on the MIDI interface for each Mackie Control Universal and Mackie Control Extender (see illustration below).

Mackie Control Extender — MIDI IN — MIDI OUT

Mackie Control Extender — MIDI IN — MIDI OUT

Mackie Control Universal — MIDI IN — MIDI OUT

Multiport MIDI Interface — Computer Serial or USB Connection — Digital Audio Workstation

Upgrading the Software

From time to time, software updates for the Mackie Control Universal may become available to download from our website. Register your product to be notified when updates are available, or check our website at www.mackie.com. You can register online at www.mackie.com (click on Product Registration).

To install a software update:

1. Download the software update from our website at www.mackie.com. This is delivered in the form of a MIDI file.

2. Make sure your Mackie Control Universal is plugged into the computer via MIDI and communicating with your preferred audio software application (DAW).

3. Disable the Mackie Control as a MIDI controller device in the control surface setup section of your audio software application.

4. Disable MTC, MMC, MIDI Clock, MIDI Metronome, or any other MIDI signals being sent by your DAW.

5. Import the MIDI file you just downloaded from the Mackie web site into your audio software application, and make sure the Mackie Control is the target MIDI device on channel one.

6. Turn off the power on the Mackie Control.

7. Hold down the REC RDY buttons on channels 1 and 2 and the SELECT button on channel 1 as you turn the power on. This will put the Mackie Control into the Boot Loader Mode.

8. Once in the Boot Loader Mode, simply play back the MIDI file in its entirety from your audio software application. While the MIDI file is playing, you should see a series of dots parade across the display. If you do not see the dancing dots, restart at step 1.

9. Once the MIDI file has played through to the end (you'll know when), hit STOP in your audio software application. The controller will restart automatically.

10. Select the desired mode of operation (Mackie Control, Logic Control, or HUI), as described in the "Changing Modes" section on page 3.

11. Re-enable the controllers and MIDI options that you disabled in steps 3 and 4.

12. Apply the appropriate overlay to the master section and you're done.

Service

If you think your Mackie Control Universal or Mackie Control Extender has a problem, please do everything you can to confirm it before calling for service. If the problem is related to setting up and using Mackie Control with your DAW software, contact your software manufacturer's technical support.

If you are absolutely, positively sure it is a hardware related problem, then go to the repair section next for further instructions.

Repair

Service for Mackie Control Universal and Mackie Control Extender units purchased in the USA is available only from one of our authorized domestic service stations. It is also available at the factory, located in sunny Woodinville, Washington. (Service for Mackie products living outside the United States can be obtained through local dealers or distributors.) If your Mackie Control needs service, and it lives in the United States, follow these instructions:

1. Call Tech Support at 1-800-258-6883, 7 AM to 5 PM PST, to explain the problem and request an RA (Return Authorization) number. Have your Mackie Control's serial number ready. You must have an RA number before you can obtain service at the factory or an authorized service center.

2. Keep this quick-start guide. We don't need it to repair the controller.

3. Pack the controller in its original package, including endcaps and box. *This is very important.* When you call for the RA number, please let Tech Support know if you need new packaging. *Mackie is not responsible for any damage that occurs due to non-factory packaging.*

4. Include a legible note stating your name, shipping address (no P.O. boxes), daytime phone number, RA number, and a detailed description of the problem, including how we can duplicate it.

Need Help?

Contact our Technical Support staff at **1-800-258-6883**, Monday to Friday, from 7 AM to 5 PM PST. After hours, visit www.mackie.com and look under **Support**, or email us at techmail@mackie.com.

5. Write the RA number in **BIG PRINT** on top of the box.

6. Ship the controller to us. We suggest insurance for all forms of cartage. Ship to this address:

**MACKIE
SERVICE DEPARTMENT
16220 Wood-Red Rd. NE
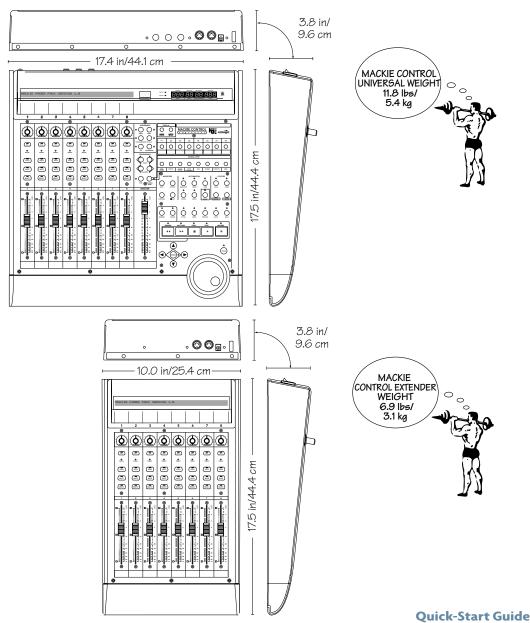Woodinville, WA 98072**

7. We'll try to fix the controller within five business days. Ask Tech Support for current turn-around times when you call for your RA number. We normally send everything back prepaid using three-day air. However, if you rush your controller to us by next day air, we'll treat it in kind by shipping it back to you the same way in which it was received. This paragraph does not necessarily apply to non-warranty service.
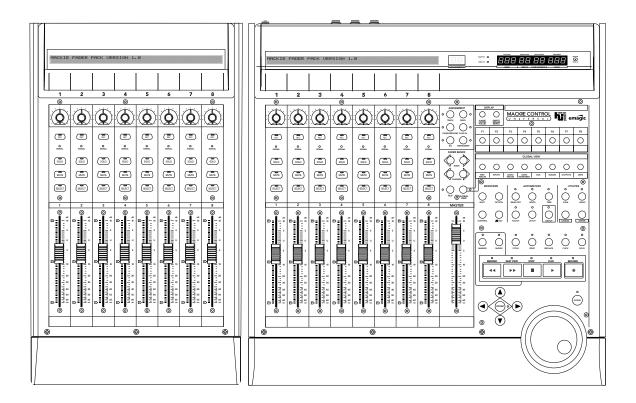
Please read the warranty information on page 7, then either register online at www.mackie.com or complete and return the Product Registration card included with your Mackie Control or Mackie Control Extender.

"Mackie.," the "Running Man" figure, "Mackie Control Universal," and "Mackie Control Extender" are trademarks or registered trademarks of LOUD Technologies Inc. All other brand names mentioned are trademarks or registered trademarks of their respective holders, and are hereby acknowledged.

3.8 in/ 9.6 cm

17.4 in/44.1 cm

17.5 in/44.4 cm

MACKIE CONTROL UNIVERSAL WEIGHT 11.8 lbs/ 5.4 kg

3.8 in/ 9.6 cm

10.0 in/25.4 cm

17.5 in/44.4 cm

MACKIE CONTROL EXTENDER WEIGHT 6.9 lbs/ 3.1 kg

MACKIE FADER PACK VERSION 1.0

1 2 3 4 5 6 7 8

MACKIE FADER PACK VERSION 1.0

1 2 3 4 5 6 7 8

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MACKIE CONTROL UNIVERSAL and MACKIE CONTROL EXTENDER LIMITED WARRANTY

Please keep your sales receipt in a safe place.

A. LOUD Technologies Inc. warrants all materials, workmanship and proper operation of this product for a period of two years from the original date of purchase. If any defects are found in the materials or workmanship or if the product fails to function properly during the applicable warranty period, LOUD Technologies, at its option, will repair or replace the product. **This warranty applies only to equipment sold and delivered within the U.S. by LOUD Technologies Inc. or its authorized dealers.**
B. Failure to register online or return the product registration card will not void the two-year warranty.
C. Service and repairs of Mackie products are to be performed only at an Authorized Mackie Service Center (see D below). Unauthorized service, repairs, or modifications will void this warranty.
D. To obtain factory-authorized service:
   1. Call LOUD Technologies at 800/258-6883, 7 AM to 5 PM Monday through Friday (Pacific Time) to get a Return Authorization (RA). *Products returned without an RA number will be refused.*
   2. Pack the product in its original shipping carton. If you do not have the carton, just ask for one when you get your RA number, and we'll send a shipping carton out promptly. Also include a note explaining exactly how to duplicate the problem, a copy of the sales receipt with price and date showing, and your return street address (no P.O. boxes or route numbers, please!). If we cannot duplicate the problem at the Authorized Mackie Service Center or establish the starting date of your Limited Warranty, we may, at our option, charge for service time.
   3. Ship the product to the Authorized Mackie Service Center recommended by Tech Support in its original shipping carton, **freight prepaid**. If returning it to the factory, ship it to:

MACKIE SERVICE DEPARTMENT
16220 Wood-Red Rd. NE
Woodinville, WA, 98072, USA

IMPORTANT: Make sure that the RA number is plainly written on the shipping carton.
E. LOUD Technologies and Authorized Mackie Service Centers reserve the right to inspect any products which may be the subject of any warranty claims before repair or replacement is carried out. LOUD Technologies and Authorized Mackie Service Centers may, at their option, require proof of the original date of purchase in the form of a dated copy of the original dealer's invoice or sales receipt. Final determination of warranty coverage lies solely with LOUD Technologies or its Authorized Service Centers.

F. Any Mackie product returned to LOUD Technologies and deemed eligible for repair or replacement under the terms of this warranty will be repaired or replaced within thirty days of receipt by LOUD Technologies. LOUD Technologies may use refurbished parts for repair or replacement of any product. Products returned to LOUD Technologies that do not meet the terms of this Warranty will be repaired and returned C.O.D. with billing for labor, materials, return freight and insurance. Products repaired under warranty at the factory will be returned freight prepaid by LOUD Technologies to any location within the boundaries of the USA.
G. LOUD Technologies warrants all repairs performed for 90 days or for the remainder of the original warranty period. LOUD Technologies assumes no responsibility for the quality or timeliness of repairs performed by Authorized Mackie Service Centers.
H. This warranty is extended to the original purchaser and to anyone who may subsequently purchase this product within the applicable warranty period.
I. This is your sole warranty. LOUD Technologies does not authorize any third party, including any dealer or sales representative, to assume any liability on behalf of LOUD Technologies or to make any warranty for LOUD Technologies Inc.
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