



14 x 10 Bus-Powered Thunderbolt 3 Audio Interface

ZEN Q

SYNERGY CORE



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BEFORE YOU BEGIN

Congratulations on your purchase! We would like to turn your attention to the following:



Zen Q Synergy Core unites next-gen technology with traditional console-grade circuitry. Antelope Audio's signature sound quality comes from professional AD/DA conversion, Discrete ultra-linear preamps, and 64-bit AFC™ clocking. Empowered with the same core technologies driving high-end interfaces like the Orion Studio and the Galaxy 64 Synergy Core, home engineers and artists can raise their productions to a new level without getting up from their desk.

The interface is bundled with 37 analog-modeled effects to emulate a studio stocked with the rarest analog gear. The Synergy Core platform grants immersive control of iconic equalizers, dynamic processors, guitar amps, reverb, and more. In addition, over 50 optional expansions are available through Antelope Audio's Software Store.

The PC/Mac Control Panel application is the ultimate “mediator” between the Zen Q Synergy Core and your preferred DAW. To take complete advantage of the unit's capabilities, you are meant to handle tasks like gain adjustments, signal routing, effects processing, basic mixing



and metering from its intuitive, single-window environment. The resulting audio is routed into your DAW for recording in any format of your choice.

Thus, we encourage you to familiarize yourself with the '[Control Panel Application](#)' chapter before you begin working. Several 'Quick Start' examples are provided as well. This way, you can overcome common stumbling blocks for users new to Antelope Audio products.

Should you ever find yourself struggling, do not hesitate to contact our [Customer Support](#) team over phone, live chat and our ticket system. You can also visit [Antelope Audio on YouTube](#) and explore our video tutorials or join the [Antelope Audio Users](#) Facebook group and ask for advice. The [Knowledge Base](#) is also a valuable source of information.

We hope you will enjoy working with the Zen Q Synergy Core.

Best wishes,

Team Antelope



System Requirements

Mac

- Apple Mac 2016 or newer with Thunderbolt 3 (Type-C) port.
- Minimum: Mac OS X 10.13 High Sierra. Recommended: Mac OS X 11.02 Big Sur
- Available storage space (Minimum 4 GB)
- Memory (RAM): 4 GB minimum (8 GB or more recommended)

Windows:

- PC computer with Thunderbolt 3 (Type-C) port.
- Windows 10 (64-bit) with latest Microsoft Updates
- Available storage space (Minimum 4 GB)
- Memory (RAM): 4 GB minimum (8 GB or more recommended)
- CPU: Intel Core i3™ or AMD Ryzen (Higher recommended)

Additional Information:

- Stable Internet connection is required to download and update your Antelope Audio Software



ONLINE ACTIVATION INSTRUCTIONS

Please note that the mandatory device activation procedure requires an active Internet connection on your computer. Activating an Antelope Audio device offline is not possible.

Your Zen Q Synergy Core must be activated online to work. This chapter contains the necessary instructions:

1. Connect the Zen Q Synergy Core to a Windows or macOS computer using a Thunderbolt™ 3 cable.

Important:

The Zen Q Synergy Core is bus-powered from your computer's Thunderbolt™ port and no external power is necessary.

Note that legacy Thunderbolt™ 2 and 1 connections via external adapters are incompatible due to insufficient power delivery.

The Zen Q Synergy Core is compatible only with Thunderbolt™ 3.


[Read how to identify the ports on your Mac](#)

2. Open your internet browser and navigate to <https://en.antelopeaudio.com/login/>
3. Login to the Antelope Audio user area with your e-mail and password. If you don't have an account, visit <https://en.antelopeaudio.com/sign-up/> to create one.
4. Click on the 'Activate New Device' button.

Activation

Step by step activation of your new device.

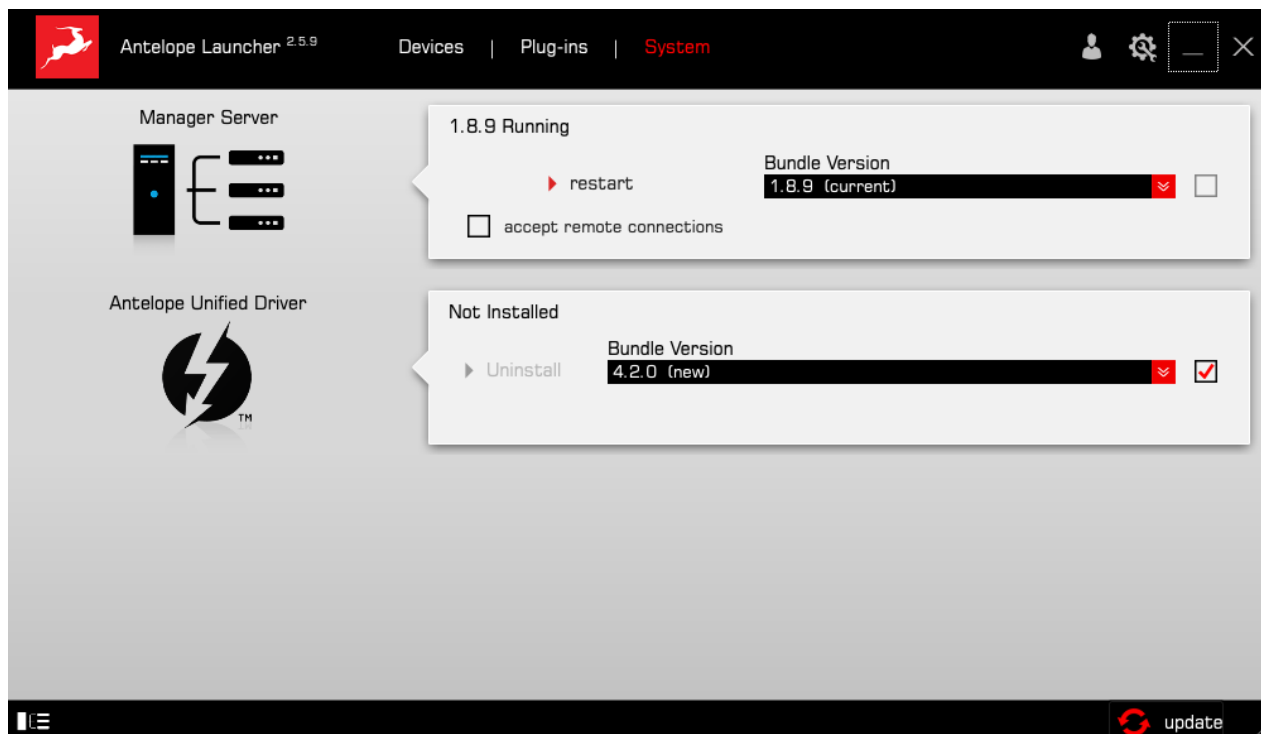
ACTIVATE NEW DEVICE

5. Click on 'Zen Q Synergy Core' from the device list.
6. Download and install the Antelope Launcher application for Windows or macOS.
7. Open the Antelope Launcher application and click on the 'Login' button.  Enter the e-mail and password you used to login into the Antelope Audio user area and click 'Login'.



A dialog box titled "Please Login" with a close button (X) in the top right corner. It contains two input fields: "Email" and "Password". Below the fields is a red "Login" button. At the bottom, there is a link for registration: "If you don't have an account visit our website to [Register](#)." and a link for password reset: "Forgot password? [Reset here](#)".

8. Go to the "System" menu. Select the latest Bundle Version in the Antelope Unified Driver field. Place a checkmark in the empty box and click on update. Wait until the installation is complete.



9. Click on 'Activate device'.

Note: If the Zen Q Synergy Core does not appear in the 'Devices' tab, click on 'Not seeing your device?' and follow the on-screen instructions.



10. In the Antelope Management Wizard window, choose 'Activate device or assign features' and click 'Continue'.

11. In the subsequent window, place a checkmark next to 'Register device' and click 'Continue'.

12. Upon successful activation, the final window will read 'Congratulations! You have successfully activated your device.' Click 'Done' and the activation is finished.

Please proceed with the 'Setting up' chapter below to configure the Zen Q Synergy Core for use with your Windows or macOS computer.

Note: The Zen Q Synergy Core will be listed in the 'My Hardware' page of the Antelope Audio user area with its serial number and activation date.

If you encounter difficulties during the driver installation process, [download the Windows or macOS driver](#) and complete the installation process manually.

Windows Users Only

If you are a Windows user, please download and install the Voicemeeter application to enable Windows audio with your unified Thunderbolt driver. You can find the application here:

<https://vb-audio.com/Voicemeeter/>

If you are experiencing Device Time Out Error, problems with your device update on Windows, please update via Golden Boot. We have identified that due to Windows configuration issues, the operating system does not auto refresh the device status when update is attempted over Thunderbolt on Windows. Due to this reason the device does time out, and it's needed to be updated via Golden Boot. To perform Golden Boot:

1. Unplug your Thunderbolt cable from your device Thunderbolt port
2. Hold-down Gain + HP Buttons on your interface
3. Plug the Thunderbolt cable back to your port and release the buttons.
4. Device will display Loader Golden Boot. Open the Launcher and proceed with your update.



SETTING UP

After online activation is complete, please update the Zen Q Synergy Core to the latest software and firmware versions available. To do this, simply open Antelope Launcher and click the 'Update' button below the 'Bundle Version' drop-down menu.

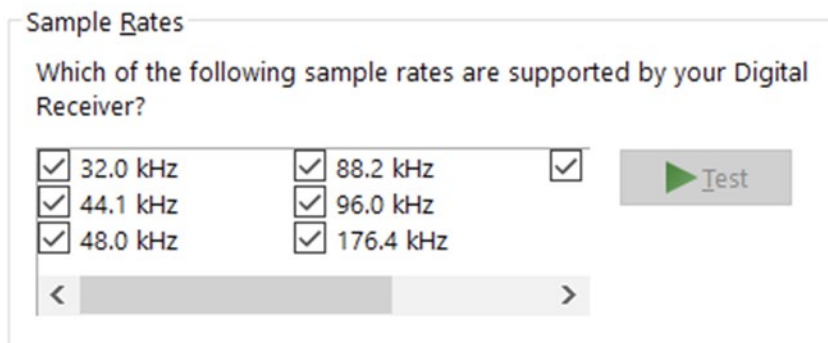


After the update is complete, you can proceed with the instructions for your operating system.

Configuring for Windows 10

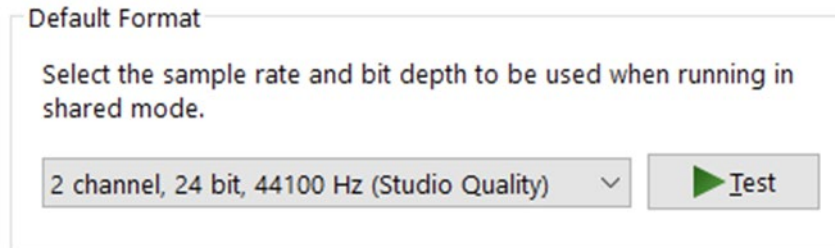
Windows 10 needs a few tweaks to get the Zen Q Synergy Core up and running:

1. Enter the **'Sounds'** options window from the Control Panel; or right-click the speaker icon in the system tray and choose 'Open Sound settings'.
2. Make sure the Zen Q Synergy Core is chosen under 'Output' and 'Input':
 - Under 'Output', the interface should be listed as 'ZenQ SC TB Audio Driver Playback 1/2'.
 - Under 'Input', the device should be listed as 'ZenQ SC TB Audio Driver Recording 1/2'.
3. Click 'Device Properties' under 'Output'. Then, click 'Additional Device Properties'.
4. Enter the **'Supported Formats'** tab and place checkmarks next to all the available sample rates.





5. Enter the **'Enhancements'** tab and disable all enhancements.
6. Enter the **'Advanced'** tab and choose any of the available “2 channel, 24-bit” modes from the drop-down menu. Click 'OK' to close the window.



7. Back in Sound settings, click 'Device Properties' under 'Input'. Then, click 'Additional Device Properties'. Enter the 'Enhancements' tab and disable all enhancements. Click 'OK' to close the window.

Tips

- If you are experiencing interruptions or failure when using your DAW and trying to playback audio from your OS at the same time, make sure that the device sample rate matches the one of your DAW session.
- In some cases, disabling the 'Exclusive mode' functionality from the 'Advanced' tabs might help when running multiple playback applications at the same time.
- Disabling the 32kHz sample rate isn't mandatory, but it might help in general.

Further Reading

- Antelope Audio Knowledge Base - [Windows 10 Optimization](#)

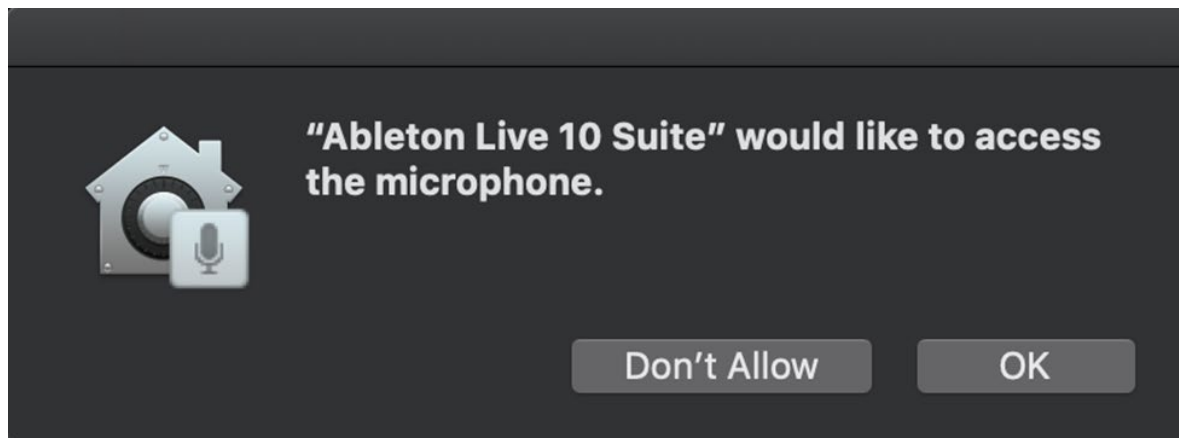
Configuring for macOS (10.14 and later)

The security settings in macOS (10.14 and later) may result in no input signal reaching your DAW, despite having everything set up correctly.



These steps apply when you are using the Zen Q Synergy Core in a DAW for the first time:

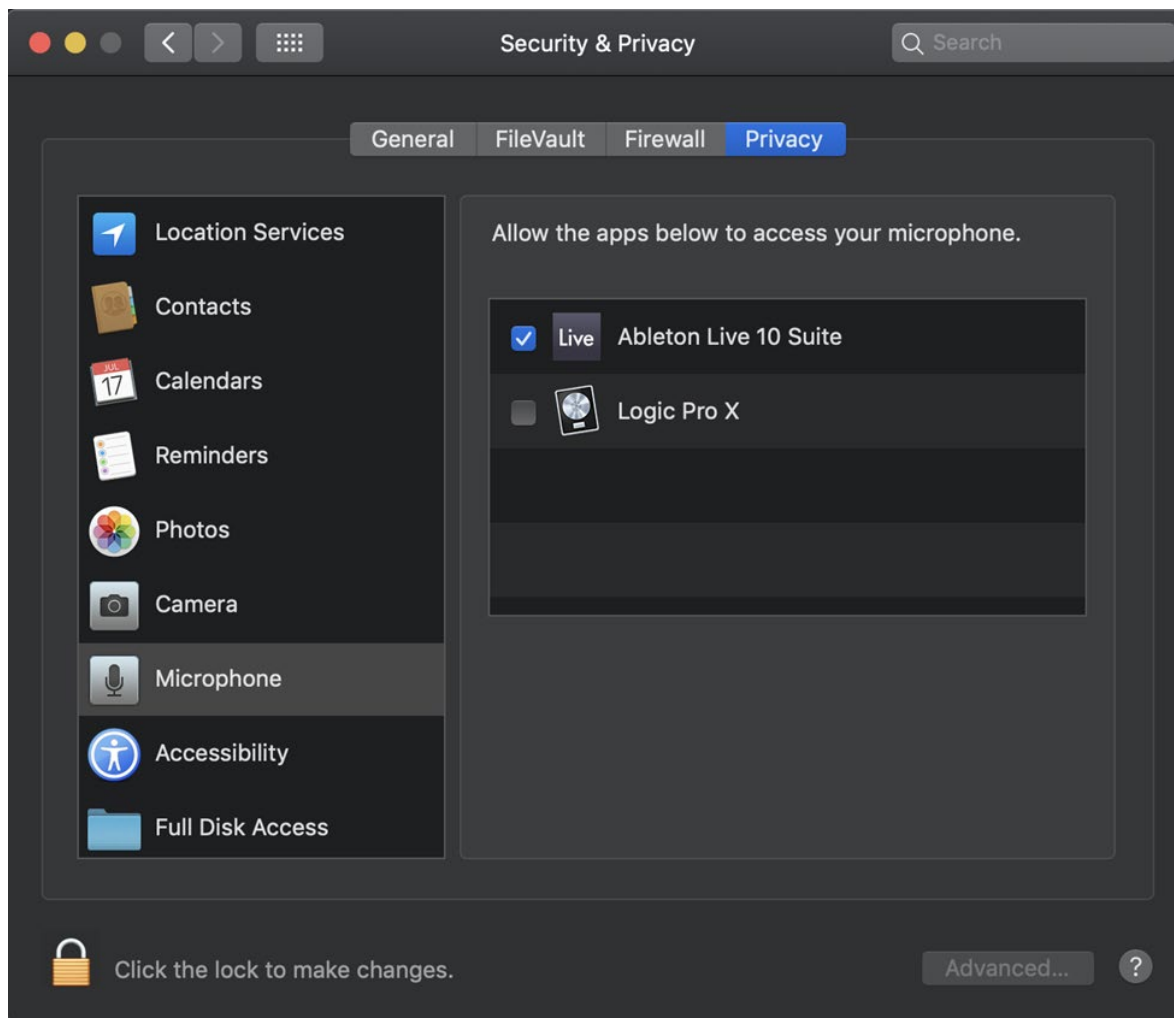
1. Launch your DAW and choose Zen Q Synergy Core as the input device. The following dialog box will appear (if using Ableton Live 10 Suite, for example):



2. Click 'OK' and your DAW should function normally.

However, if the events above did not occur for some reason, or you are using multiple DAWs, you must do a manual tweak for each in **'Security & Privacy'** settings:

1. Click the **'Apple'** symbol and choose **'System Preferences'**. Head to the **'Security & Privacy'** settings menu.
2. Click the **'Privacy'** tab. In the column on the left, choose **'Microphone'**. Make sure there's a checkmark next to any DAW you want to use.



Note: You may have to click the padlock symbol in the bottom left corner and enter your password to make changes.



THUNDERBOLT™ 3 FUNCTIONALITY

The Zen Q Synergy Core's Thunderbolt™ 3 connection enables the following functionality:

Daisy Chaining

Thunderbolt™ 3 can “daisy chain” devices. Daisy chaining means that one device can plug into the end of a chain of devices, one after the other. A basic example would be connecting the Zen Q Synergy Core to an external hard drive with two Thunderbolt™ 3 ports. One port is occupied by the unit while the other connects to a computer or another Thunderbolt™ 3 device in the chain.

The following rules are in place:

1. The Thunderbolt™ 3 specification places a limit of up to 6 devices per chain. However, the 6-device limit does not apply to the following Apple computers:

- 2018 MacBook Pro or later
- 2018 Mac mini or later
- 2017 iMac Pro or later

These machines have dual Thunderbolt™ 3 busses and support up to 12 devices per chain.

2. Each device must be powered on for subsequent devices to operate.

3. The device powering the Zen Q Synergy Core must output a minimum of 5V (3A) electrical current through Thunderbolt™.

4. If a USB or DisplayPort device is plugged directly into the Type-C connector downstream from any device, the Thunderbolt™ daisy chain is terminated at that point.

5. As Thunderbolt™ bandwidth is shared between daisy chained devices, the available bandwidth for each device inevitably decreases. Therefore, Antelope Audio cannot guarantee optimal performance in each and every daisy chain configuration possible.

Bus power

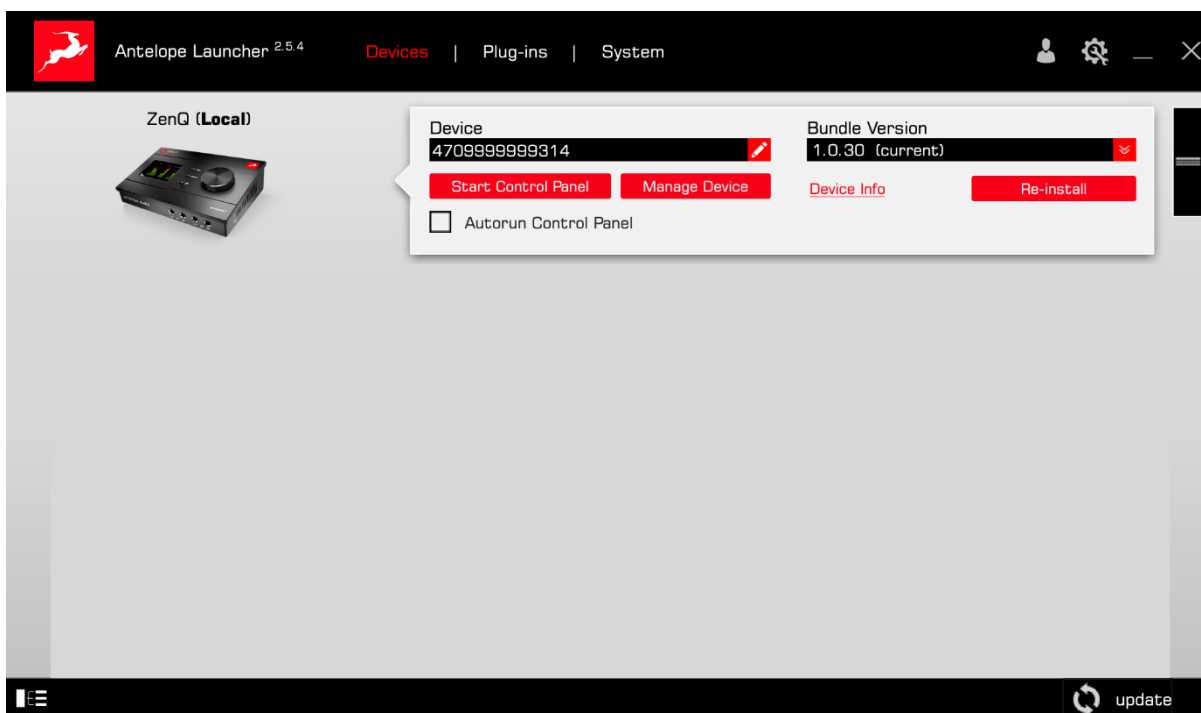
The Zen Q Synergy Core is bus-powered from your computer's Thunderbolt™ port. No external power is necessary.



ANTELOPE LAUNCHER

The Antelope Launcher is a streamlined hub for managing and troubleshooting your Antelope Audio products. The application is organized into the following tabs:

'Devices' tab



All Antelope Audio devices currently connected to your computer are listed in this section. The application functionality is identical for each Antelope device.

The following functionality is available in the 'Devices' tab:

Device

Click the black field to enter a name for your device. The device serial number is used by default. Erasing the name and clicking outside the field reverts to the serial number.

Bundle Version



By default, this drop-down menu shows the most recent software bundle available for your device. To update the software or roll-back to an older build, choose the desired Bundle Version from the drop-down menu and click the 'Update' button.

The bundle version includes the following software packages:

Device Firmware

Device Software Control Panel

Device Drivers

Start Control Panel

Click to start the device's Control Panel application. You can also click the device's picture. Place a check mark next to 'Autorun Control Panel' to have the Control Panel for a specific device launch automatically when you open Antelope Launcher.

Note: Feel free to bypass any operating system prompts, such as Windows Firewall.

Manage Device

Click to launch the Antelope Management Wizard. Use it to register/de-register devices and assign/un-assign features (such as AFX2DAW, Synergy Core FX, and so on).

Device Info

Click to display the following information (useful for troubleshooting):

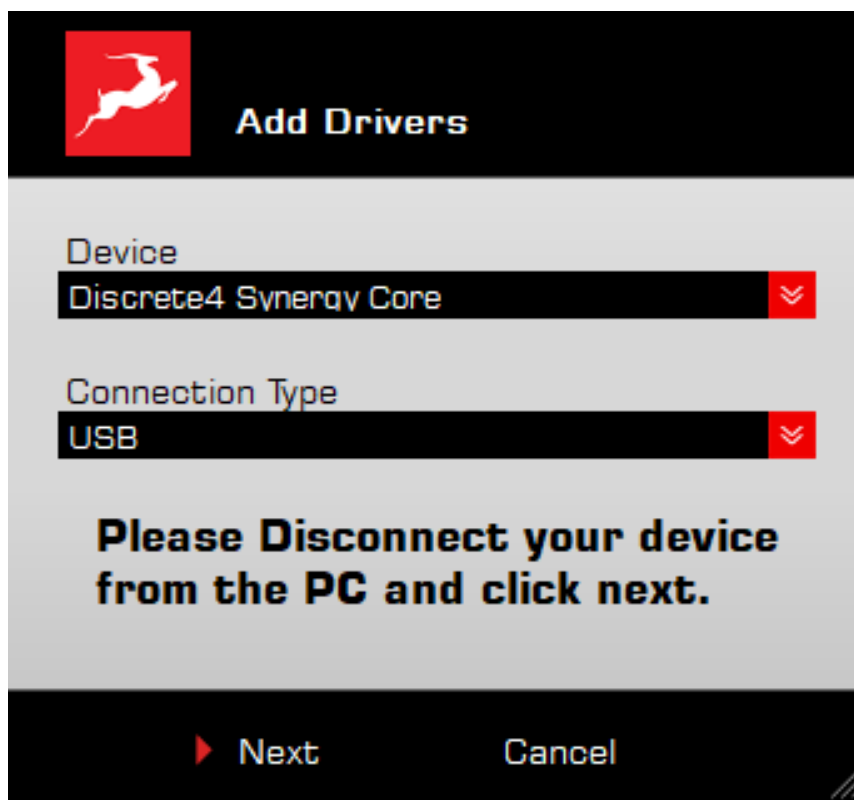
- Serial number
- Hardware version
- Firmware version
- Control Panel version
- USB/Thunderbolt™ driver version
- Software Bundle version



Click again to close.

Not seeing your device?

If a device is missing from the list, the most common reason is driver conflict. The Antelope Launcher makes it easy to re-install drivers and troubleshoot. Click 'Not seeing your device?' to launch the 'Add Drivers' wizard.

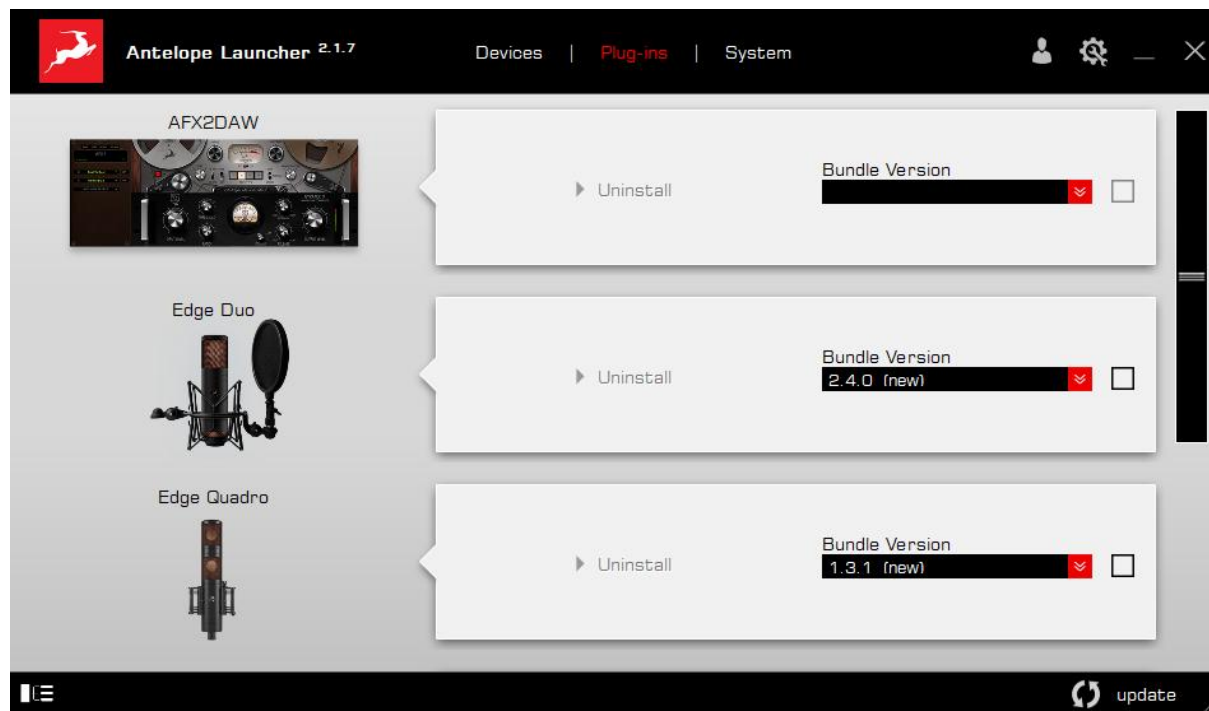


Choose your device and connection type from the drop-down menus, disconnect the device from your computer, and click 'Next' to perform a driver re-install.

Note: If the issue persists, please contact [Antelope Audio Customer Support](#).



'Plug-ins' tab



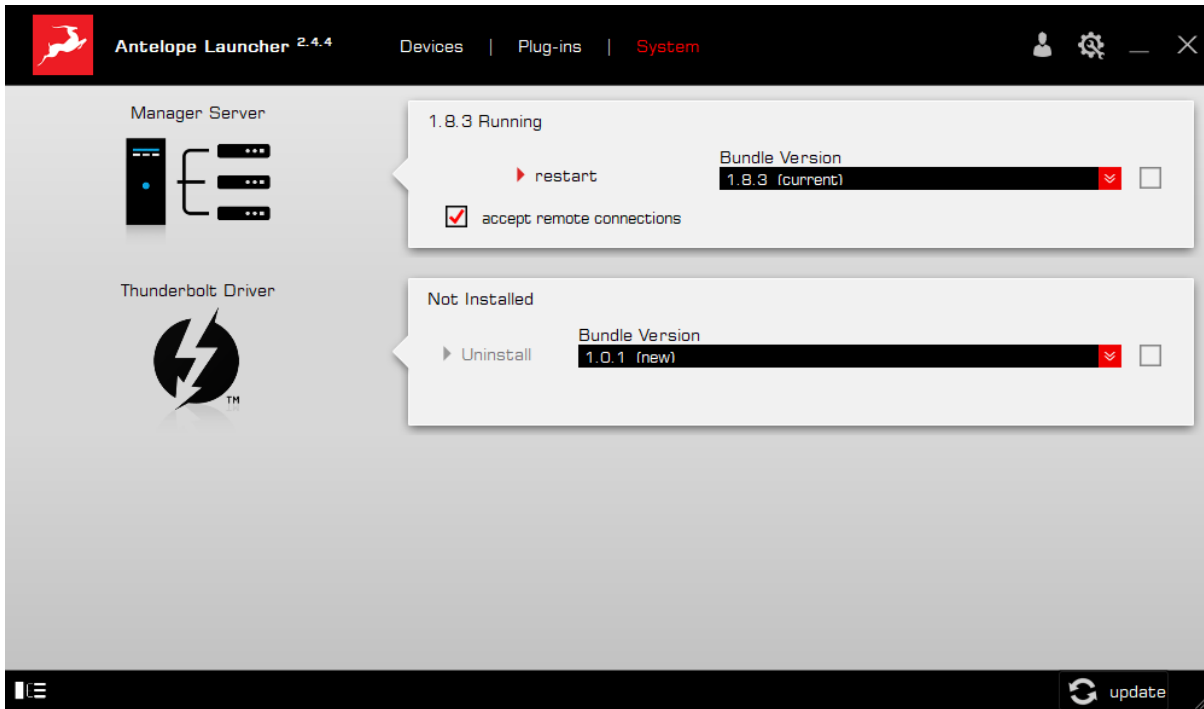
This section lets you install, update, and uninstall Antelope Audio software such as native mic emulations and AFX2DAW.

By default, the Bundle Version drop-down menus show the most recent software bundle available for each product. Clicking the menu shows the currently installed software bundle version and lets you roll-back to an older build.

To update or change the installed software version, choose your desired Bundle Version, click the check mark next to the drop-down menu, then click the 'Update' button on the bottom right.



'System' tab

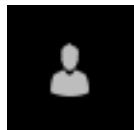


Here, you can do the following:

- Update or roll-back the Manager Server and Thunderbolt™ Driver versions. Choose your desired Bundle Version from the drop-down menu, click the check mark, then click the 'Update' button on the bottom right.
- Restart the Manager Server and enable/disable remote connections from other computers on your network.
- Install the Antelope Audio Thunderbolt™ driver. Choose a Bundle Version from the drop-down menu, click the check mark, then click the 'Update' button.
 - From this menu you can manually re-install the device driver if needed, without updating the device bundle.



Login button

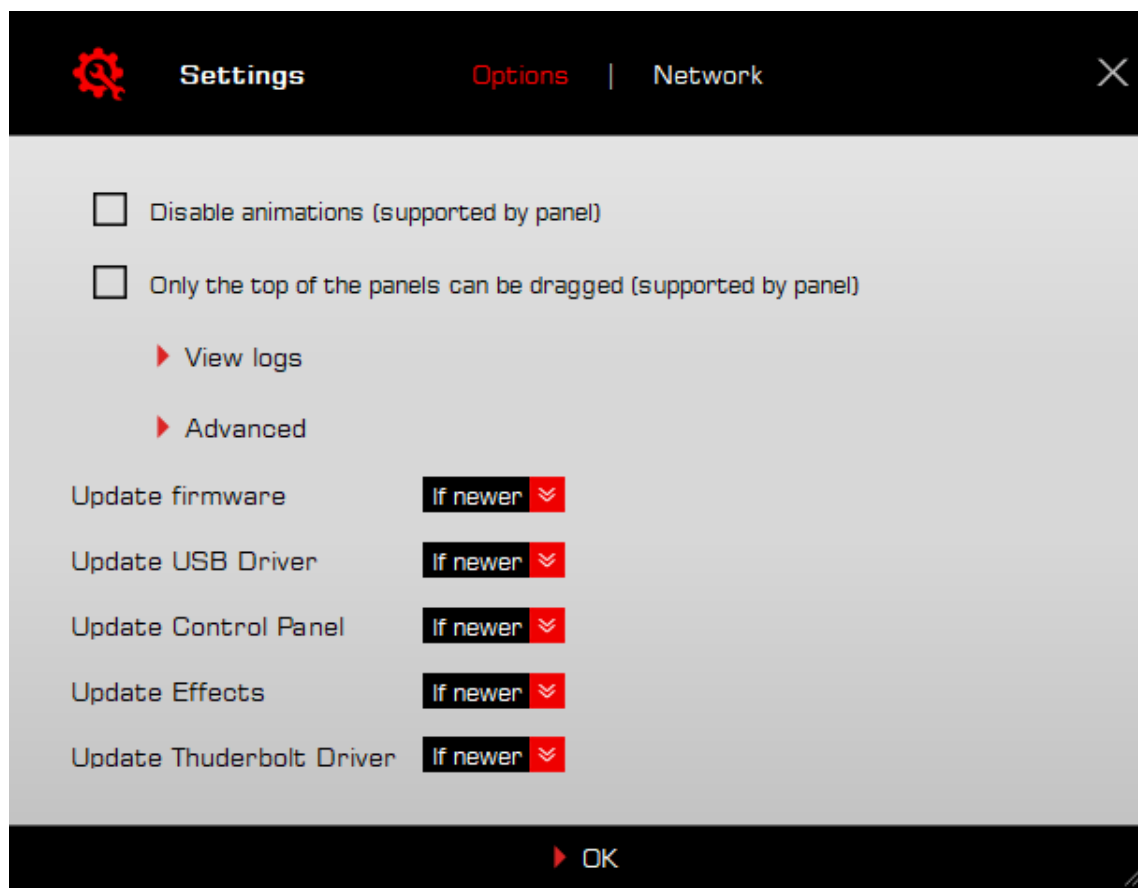


Click and enter your Antelope Audio username and password, then click 'Login'. If you don't have an Antelope Audio account, click 'Register' and follow the on-screen instructions.

Settings button



Click to open the Settings window.



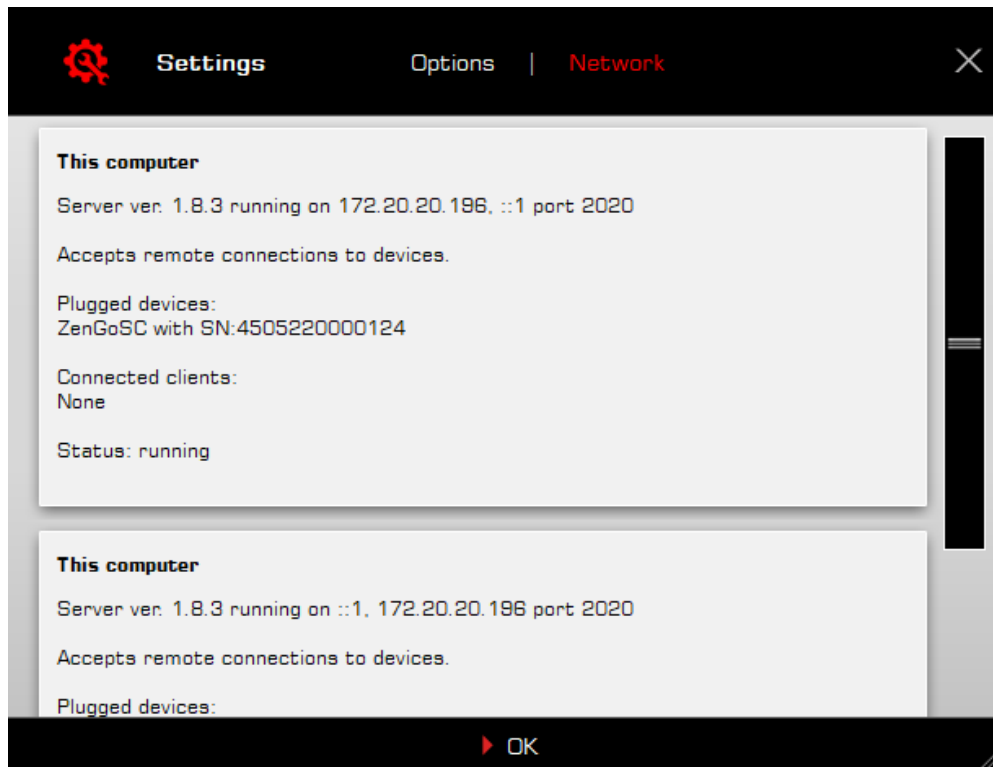


Here, you can do the following:

- Click 'View Logs' to view, save, and send activity logs to Antelope Audio Customer Support.
- Click 'Advanced' to enable or disable automatic updates for each of the following:
 - Device firmware
 - USB Driver
 - Control Panel
 - Effects
 - Thunderbolt™ driver

Make your selection(s) in the drop-down menu(s) and click 'OK'.

- Click 'Network' to view network status and logs.





HARDWARE PANELS EXPLAINED

Top Panel



1. Display

The display provides the following information:

- Gain/Volume metering for up to three inputs and outputs e.g. Analog inputs (inputs 1 - 2), S/PDIF inputs (channels 1 - 2) and HP1 output (L/R channels).
- Current clock source - Internal, S/PDIF, ADAT.
- Lock indicator - lights up when the unit is 'locked' to a digital audio and clock source.
- Current device sample rate e.g. 32kHz - 192kHz.

Note: The display is not touch-sensitive.



2. Function Keys - Gain, HP/MON, Antelope button.

'Gain' button - the 'Gain' button features the following functionality:

- Press (and keep pressing) 'Gain' to cycle through input gain adjustments for the interface's analog inputs. For inputs A1 and A2, press and hold the rotary control to activate or deactivate 48V phantom power. For inputs G1 and G2, press the rotary control to switch between Line and Hi-Z mode. Turn the rotary control to adjust input gain. Press the 'Antelope button' to exit.
- Press and hold 'Gain' to enter the **Control Menu**.

Control Menu

Turn the rotary control to navigate the menu and select an entry. Press the rotary control to enter the sub-menu for the entry. Turn the rotary control to browse the available options and make adjustments. Press the rotary control to confirm.

The Control Menu has the following entries:

- Power OFF - press the rotary control to enter standby. Press again to wake the device.
- Clock Source - choose the clock source (Internal, S/PDIF, ADAT).
- Sample Rate - choose the device sample rate (32kHz - 192kHz). Make sure your choice always matches the DAW and operating system sample rates.
- Monitor Trim - choose an audio signal trim value for the monitor outputs (14dBu - 20dBu). By default, this option is set to 20dBu. Trim can be used to compensate for the perceived volume differences between two or more sets of speakers so that they produce the same perceived volume level.
- Line Out Trim - choose an audio signal trim value for the monitor outputs (14dBu - 20dBu). By default, this option is set to 20dBu.

Press the 'Antelope button' to exit the Control Menu.



'HP/MON' button - the 'HP/MON button' features the following functionality:

- Press (and keep pressing) 'HP/MON' to cycle through volume adjustments for the Headphone (HP1, HP2), Monitor, and Line outputs. Turn the rotary control to adjust volume. Press the rotary control to mute and un-mute. Press the 'Antelope button' to exit.
- Press and hold the 'HP/MON' button to enter the **System Menu**.

System Menu

Turn the rotary control to navigate the menu and select an entry. Press the rotary control to enter the sub-menu for the entry. Turn the rotary control to browse the available choices and make adjustments. Press the rotary control to confirm.

The System Menu has the following entries:

- Device Info - display the device's serial number, hardware revision and firmware version. This information is useful when contacting Customer Support. Turn the rotary control to return to the System Menu.
- Scr Save Time - choose how long it takes for the display's screensaver to appear when the unit is idle. The choices range between 'Off' (screensaver disabled) and up to 120 minutes. We recommend choosing the shortest duration of time you are comfortable with to prevent display burn-in.
- Scr Save Style - choose the screensaver style (Star or Black).
- Factory Reset - press the rotary control to restore the unit to its factory default settings. This is useful for troubleshooting and is also a quick way to erase presets.

Press the 'Antelope button' to exit the Control Menu.

'Antelope button' - when inside a menu, press the button to exit the menu.



3. Rotary Control

Large stepped encoder for precise adjustment of gain, volume, and other values. Also used for menu navigation.

- When not inside a menu, turn the encoder to adjust Line output volume.
- When not inside a menu, press the encoder to mute or un-mute the Line outputs.

Front Panel



The Zen Q Synergy Core front panel is home to a pair of switchable Line/Hi-Z instrument inputs (labeled 'G1' and 'G2') and a pair of stereo headphone outputs (labeled 'HP1' and 'HP2'). The headphone outputs have dedicated volume controls accessed from the 'HP/MON' button on the unit's top panel, and from the Windows/macOS Control Panel application.



Rear Panel



The Zen Q Synergy Core rear panel is laid out as follows (from left to right):



Analog inputs A2 and A1

Dual microphone/line level/high-impedance instrument (Hi-Z) mono inputs on combined 3-pin XLR and 1/4-inch TS/TRS connectors. Use the interface's top panel controls or the Windows/macOS Control Panel application to choose the mode of operation (Mic/Line/Hi-Z) and to activate or deactivate 48V phantom power for condenser microphones.

Important! Always use the following connections:

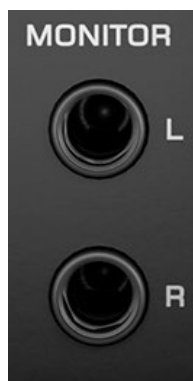
- Connect microphones with 3-pin XLR microphone cables. As a general precaution, make sure 48V phantom power is switched off before connecting dynamic and ribbon microphones.
- Connect line-level audio sources (such as synthesizers and keyboards) with 1/4-inch TS (unbalanced, mono) or TRS (balanced, mono and stereo) audio cables.
- Connect high-impedance electric musical instruments (such as electric guitars and basses) with 1/4-inch TS (unbalanced, mono) instrument cables.



In the professional audio realm, it is not uncommon to connect line-level equipment using 3-pin balanced XLR (microphone) cables instead of 1/4-inch TS/TRS audio cables. However, this is not the correct approach here.

Connecting line-level equipment to the Zen Q Synergy Core with XLR cables will activate the interface's microphone preamps and the line-level signal will be amplified to the point of audible distortion. Note that choosing 'Line' from the 'PREAMPS' tab in the Windows/macOS Control Panel application will not prevent this.

If your line-level equipment is limited to XLR connections, you can still use balanced XLR (microphone) cables by attaching standard 3-pin XLR to 1/4-inch TRS adapters to them. 3-pin XLR to 1/4-inch TRS audio/microphone cables are also readily available. Make sure to correctly identify the type of XLR connector (male or female - usually male) used for your equipment's line outputs in order to obtain the right adapter or cable.



Monitor outputs

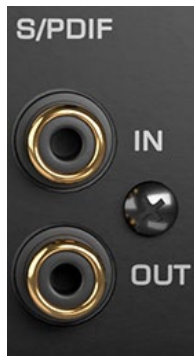
Stereo monitor outputs (L/R) on 1/4-inch TRS jacks.





Line outputs

Line outputs 1 and 2 on 1/4-inch TRS jacks.



S/PDIF digital audio input and output

2 channels of incoming and outgoing stereo digital audio over coaxial RCA cables. For use with compatible equipment.



ADAT Input

Provides 8 digital audio inputs over ADAT using a TOSLINK connector. For use with compatible equipment. Standard ADAT Lightpipe audio limits apply according to the sample rate:

- 44.1/48 kHz – 8 inputs
- 88.2/96 kHz – 4 inputs
- 176.4/192 kHz – 2 inputs



Thunderbolt™ 3 port

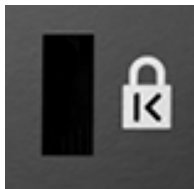
Thunderbolt™ 3 port on Type-C connector for computer connection.

Important:

Note that legacy Thunderbolt™ 2 and 1 connections via external adapters are incompatible due to insufficient power delivery.

The Zen Q Synergy Core is compatible only with Thunderbolt™ 3.

Read how to identify the ports on your Mac (<https://support.apple.com/en-us/HT201736>)



Kensington lock

Anti-theft system used to physically lock the unit inside kiosks, stores, demonstration rooms and so on.



CONTROL PANEL APPLICATION



Welcome to the Zen Q Synergy Core Windows/macOS Control Panel application! More than just an alternative to the physical top panel controls, it provides straightforward and comprehensive access to each aspect of the interface's functionality. This includes settings, signal routing, audio mixing, effects chains, monitoring, metering, and presets. We encourage you to get comfortable with the application to make the most of your new audio interface.

Quick Start

Let's begin with some quick examples of essential tasks being accomplished in the Control Panel.

Note: These examples do not convey the "correct" or "only" way of accomplishing the following tasks. They merely illustrate some fundamental logic and offer solutions to the initial stumbling blocks most often encountered by novice users.



Monitor incoming microphone audio via headphones

Say you want to monitor incoming microphone audio from input A1 via Headphone output 1 (HP1). Connect your equipment and open the Control Panel. Do the following:

1. In the 'PREAMPS' section, head to the leftmost preamp and click on the signal type selector drop-down menu. Choose 'Mic' and don't forget to activate 48V phantom power if your microphone requires it.
2. Click the input selector above the 'AFX' area and choose PREAMPS > PREAMP 1 from the menu.
3. Adjust input gain and headphone output level until you hear the microphone audio in your headphones.

Apply Synergy Core FX to incoming audio

Click the 'AFX' area below the input selector to open the Synergy Core FX rack window. Click the 'ADD NEW EFFECT' button and make your choices. Close the window when you are done.


Play guitar through the virtual amps and cabinets, listening from studio monitors

1. Connect your guitar to input A1 and your monitors to the interface's monitor outputs.
2. Open the Control Panel and head to the leftmost area in the 'PREAMPS' row. Choose 'Hi-Z' from the signal type selector drop-down menu.
3. Click the input selector above the 'AFX' area and choose PREAMPS > PREAMP 1 from the menu.



4. Click the 'AFX' area below the input selector to open the Synergy Core FX Rack. Click 'ADD NEW EFFECT' and make your guitar amp and cabinet choices from the menu. If you don't know where to start, the 'Modern (US)' amp and 'Modern 4 x 12' cabinet combination make for a great modern rock/metal rig.

Sing with microphone emulations and monitor live with headphones

1. Connect your headphones to input HP1 on the front panel.
2. Connect your Antelope Audio Edge or Verge modeling microphone to inputs A1 and/or A2 on the rear panel. In this example, we are using the Edge Solo, which is connected to input A1.
3. Open the Control Panel and head to the leftmost preamp from the PREAMPS row. Click the input selector above the 'AFX' area and choose PREAMPS > PREAMP 1 from the menu.
4. Click on the  mic emulations button to open the mic emulations window. Choose Edge Solo with the dial and select an emulation from the drop-down menu.
5. Adjust microphone gain with the gain knobs. You should be hearing mic audio in your headphones at this point.

Record in your DAW

Recording with the Zen Q Synergy Core is very simple. First, make sure the interface is chosen as your main input and output device in your DAW. Next, open the Control Panel and click on 'DAW I/O'. Note the following:

- Inputs 1 - 8 in your DAW correspond to the 8 channels labeled 'Record 1 - 8' in the 'TO DAW' row. Use the input selectors to choose your audio sources and add Synergy Core FX from the 'AFX' area. Then create new tracks in your DAW and assign the inputs with the matching numbers to them, e.g. 'Record 1' = 'Input 1'.
- Likewise, Outputs 1 - 8 in your DAW correspond to the channels labeled 'PLAY 1 - 8' in the 'FROM DAW' row. These channels can be chosen as audio inputs from the input



selectors. Assign Output 1 - 8 to any audio track you want to take outside your DAW. In the Control Panel, simply click and choose 'COMPUTER PLAY' 1 - 8.

Mouse & Keyboard Shortcuts

The following features are accessible via mouse & keyboard shortcuts in the Control Panel application:

- Return to default value (all knobs and faders):
double-click the knob or fader.
- Change text labels for the 2 input channels in the 'PREAMPS' section:
double-click the text label and enter text.
- Adjust parameter values in 1dB increments (all knobs and faders):
Hold Ctrl (Windows) / Command (macOS) and drag.
- Click active clipping indicators on peak meters to clear them.
- Click and drag the edges of the Zen Q Synergy Core Control Panel application window to resize it.

Main View

From top to bottom, the Control Panel application is organized as follows:



Function strip 1

Contains the following:



On/Standby button

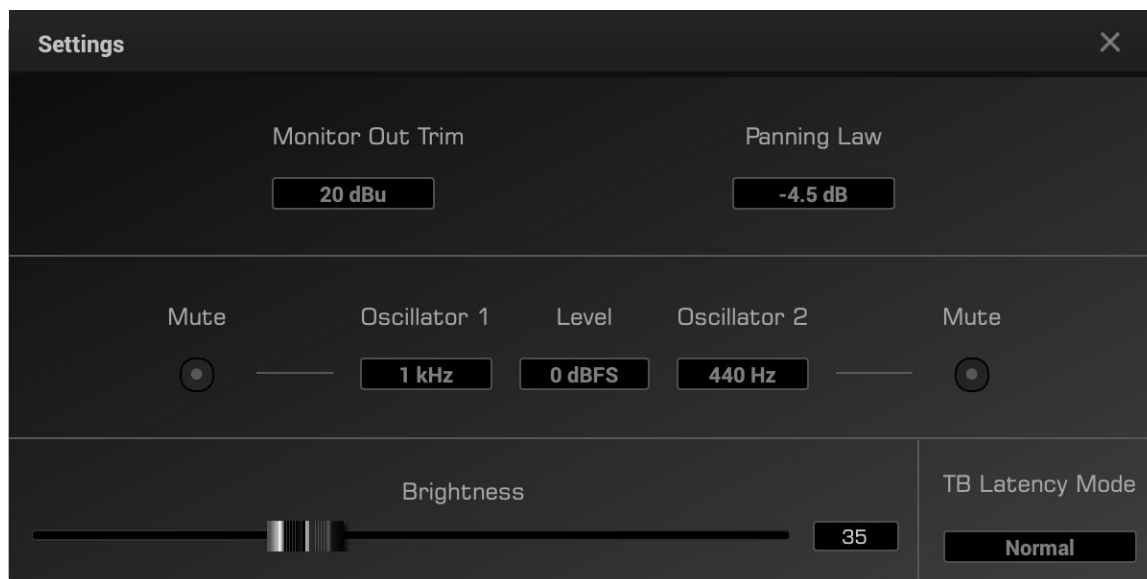
Click to put the Zen Q Synergy Core in standby mode. Click again to power on.



Settings button

Click to open the Settings Window with the following options:

Settings Window



Monitor Out Trim

Click to choose an audio signal trim value for the monitor outputs (14dBu - 20dBu). By default, this option is set to 20dBu. Trim can be used to compensate for the perceived volume differences between two or more



	sets of speakers so that they produce the same perceived volume level.
Line Out Trim	Click to choose an audio signal trim value for the line outputs (14dBu - 20dBu). By default, this option is set to 20dBu.
Panning Law	Click to specify Panning Law compensation between 0dB (none) to -4.5dB. When a mono input feeds a stereo bus, the panning law determines how you perceive the sound level as the audio sweeps from one side of the stereo field to the other. If panning audio left and right causes a noticeable difference in perceived volume level, adjust Panning Law compensation to calibrate the interface's outputs to your listening equipment.
Mute	Click to mute or un-mute Oscillator 1.
Oscillator 1	Click to choose Oscillator 1 frequency (440Hz or 1kHz). Oscillator 1 generates a test signal which is fed to the monitor outputs for troubleshooting and calibration.
Level	Click to choose the output level for Oscillator 1 and Oscillator 2 (-18dBFS - 0dBFS).
Oscillator 2	Click to choose Oscillator 2 frequency (440Hz or 1kHz). Oscillator 2 generates a



	test signal which is fed to the monitor outputs for troubleshooting and calibration.
Mute	Click to mute or un-mute Oscillator 2.
TB Latency Mode	Click to change the Thunderbolt™ latency mode. Try the different settings if you experience audio glitches and interruptions.



Minimize button

Click to minimize the Zen Q Synergy Core Control Panel application.



Maximize button

Click to maximize the Zen Q Synergy Core Control Panel application window. Click the button again, or the adjacent Resize button, to return to default size.



Resize button

When you maximize or manually resize the Zen Q Synergy Core Control Panel application window, clicking this button will return it to its default size.



Close button

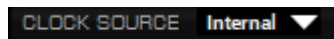


Click to close the Zen Q Synergy Core Control Panel application.



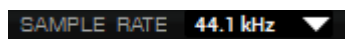
Function strip 2

Contains the following:



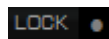
Clock Source selector

Click to choose the clock source (Internal, S/PDIF, ADAT) from the drop-down menu.



Sample Rate selector

Click to choose the device sample rate (32kHz - 192kHz) from the drop-down menu. Make sure your choice always matches the DAW and operating system sample rates.



Lock indicator

Lights up when the unit is 'locked' to a digital audio and clock source.



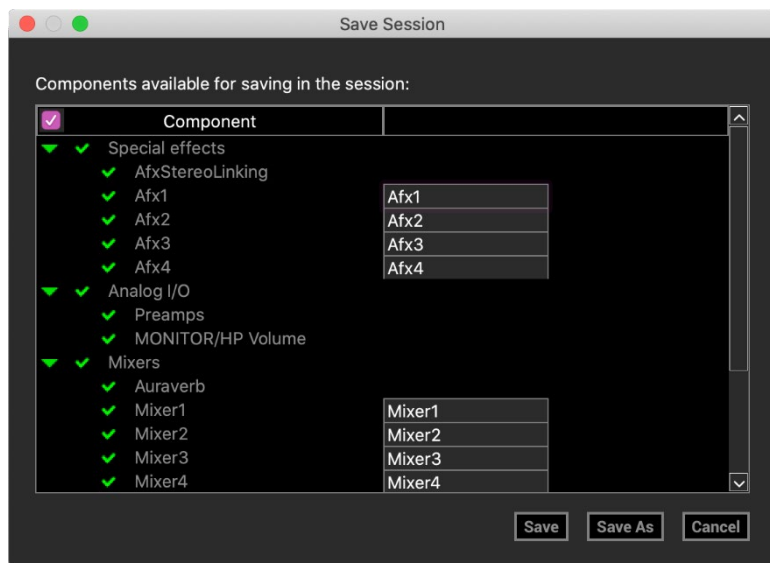
Session controls

Sessions are 'snapshots' of Control Panel configurations. Think of them as Control Panel presets that you can save, load, and share with other computers and Zen Q Synergy Core users.

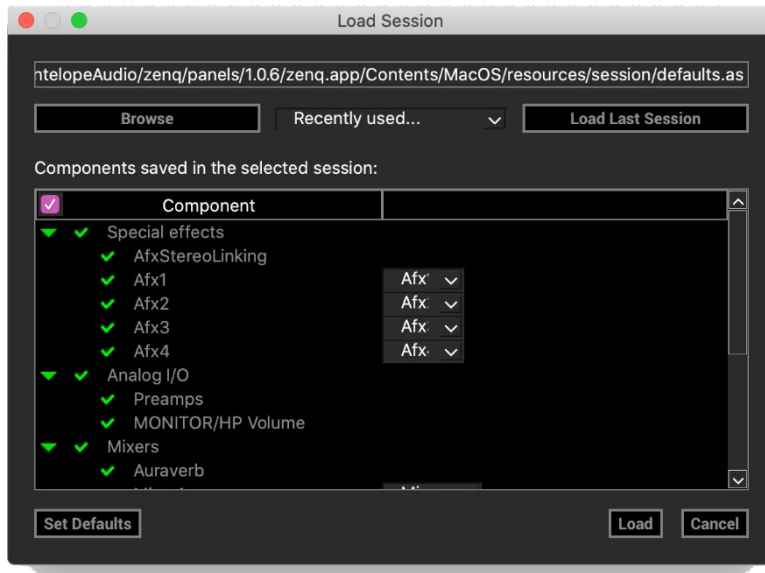


The field to the left of the 'Save' button shows the currently loaded Session file. Click the 'Save' and 'Load' buttons to save and load Session files (*.as).

In the Save Session window, you can choose the exact components you want stored and export Session files (*.as) from the 'Save As' button. When your Session is already saved in *.as file format, click the 'Save' button to save any changes you have made to it.



In the Load Session window, you can browse your computer for Session files (*.as) and choose which components to load. You can also choose from a drop-down list of recently loaded Sessions or load the last used Session. Clicking the 'Set Defaults' button restores the component selection to its default setting. Clicking the 'Set Defaults' button followed by the 'Load' button will return the Control Panel application to its default state.



Preamps strip



Contains the following controls for the Zen Q Synergy Core's analog audio inputs:



Signal type selector

Click to choose the signal type you are recording from the drop-down menu:

- **Mic** - choose this when recording a microphone.
- **Line** - choose this when recording line-level musical instruments and equipment, such as synthesizers, keyboards, samplers, mixer outputs, external preamps, effects processors and so on.
- **Hi-Z** - choose this when recording electric stringed instruments, such as electric guitars and basses with active or passive magnetic pickups, or electro-acoustic instruments with piezo pickups.



Link button

Click to link the controls for inputs A1 – A2 and G1 – G2. When linked, any change made to the controls for one input will be automatically reflected by the other. Click again to de-link.



Gain control

Click and drag to adjust input gain. The available gain range is defined by the signal type:

- Mic: 0dB to 65dB
- Line: -6dB to 20dB
- Hi-Z: 0dB to 60dB

As a rule of thumb, adjust gain until you get the input signal to consistently peak around -12dB on the peak meter. If you manage that and there's an excessive amount of noise (such as hiss and hum), decrease gain until you obtain a comfortable signal-to-noise ratio (the signal is not too weak, and the noise is much quieter or inaudible). You can also try using a noise gate.

If none of these approaches produce satisfactory results, the problem could be in your signal chain or equipment. For example, some low-sensitivity dynamic microphones are naturally noisy when amplified; magnetic pickups on electric stringed instruments are prone to electro-magnetic interference (EMI), which causes hum and buzz; electronic components in analog equipment may deteriorate over time; low-quality and worn-out cables degrade signals, and so on. Inspect your equipment, and practice proper gain-staging (make sure the output from one unit in the signal chain to the input of the next is not too weak or too strong).



Peak meter

Visualizes the input signal strength. Peak meters are also present on the Zen Q Synergy Core's display. When the peak meter is going into the red, it means the signal is too strong and will be degraded by audible distortion and clipping. Occasional dips into the yellow are acceptable.



48V Button

Hold Ctrl (Windows) / Command (Mac) and click to activate 48V phantom power for condenser microphones. Click again to de-activate. As a general precaution, make sure to deactivate 48V phantom power before connecting dynamic and ribbon microphones.



Phase flip button

Click to reverse (flip) the input signal's phase. Click again to return to normal. It's good practice to check how your input signal sounds with and without phase flip before recording.



Mic emulations button

Shown in 'Mic' mode. Click to open the Edge & Verge mic emulations window. Mic emulations are explained in the ['Edge & Verge Mic Emulations' chapter](#).



Text label

Click and type text to change the channel's label.



Function strip 3

Contains the following:



Control Panel View selector

Click to choose between three Control Panel views - 'Monitors & Headphones', 'Digital Outs', and 'DAW I/O'. The three views are explained in the Control Panel Views sub-chapter below. Understanding them is crucial to operating the Zen Q Synergy Core.



AuraVerb button

Click to open the AuraVerb effect window. AuraVerb is explained in the [AuraVerb sub-chapter](#).



Mixer 8 - 16 switch

Click to expand the mixer in 'Monitors & Headphones' view from 8 to 16 audio channels.



Control Panel Views

The three Control Panel views - 'Monitors & Headphones', 'Digital Outs', and 'DAW I/O' - contain input selectors, Synergy Core FX chains, mixer controls, volume controls, and peak meters for the Zen Q Synergy Core's analog and digital audio outputs. The majority of your Control Panel application activity is going to happen here. Thus, we encourage you to read this sub-chapter thoroughly.



Monitors & Headphones view

The 'Monitors & Headphones' view contains three separate 16-channel virtual mixers. The first is routed to the Zen Q Synergy Core's Monitor and Headphone 1 (HP1) outputs and is accessed from the 'Monitor/HP1' tab on the left. The second is routed to the secondary headphone output (HP2) and is accessed from the 'Headphones 2' tab on the lower left. The third is routed to the Line outputs 1 and 2 on the interface's rear panel and is accessed from the 'Line Out' tab on the lower left.



Important! The three mixers share their audio inputs and applied Synergy Core FX, but the pan controls, volume faders, and Solo/Mute/Link controls are individual for each.

From top to bottom, the 'Monitors & Headphones' view is organized as follows:



Input selectors

Each mixer channel has its own audio input selector found above it. The inputs are color-coded. Click on an input selector to make your choice. The following inputs are available:

PREAMP 1 - 4	Analog inputs A2 - A1 and G1 - G2.
EMU MIC 1 - 2	Analog inputs A2 - A1 with Antelope Audio Edge & Verge Mic Emulations applied. This way, you can monitor and record 'dry' microphone audio from PREAMP 1 - 2 and 'mic emulation' microphone audio from EMU MIC 1 - 2 on different mixer and DAW channels.
COMPUTER PLAY 1 - 8	DAW Outputs 1 - 8. Assign an audio track to Output 1 - 8 in your DAW and choose the COMPUTER PLAY input with the same number from the input selector. This way, you can route DAW audio to the interface's outputs and treat it with Synergy Core FX.
S/PDIF IN 1 - 2	Two channels of incoming S/PDIF stereo digital audio.
ADAT IN 1 - 8	Up to 8 channels of incoming ADAT digital audio.
MUTE	No audio input.
OSCILLATOR 1 - 2	Test signals from oscillators 1 and 2.



AFX strip

Mixer channels 1 to 6 let you apply Synergy Core FX to the input signal. Click inside the AFX areas above channels 1 to 6 to open the FX Rack (explained below). Click the 'BP' button inside the area to bypass all FX applied to that channel.

Synergy Core FX Rack

Click to open the Synergy Core FX Rack. It looks like this and it offers the following functionality:



- Use the 'SAVE' and 'LOAD' buttons to store and recall FX Chains.
- Click the 'BP ALL' button to bypass all FX in the rack. Click again to re-activate.
- Hold Ctrl (Windows) or Command (Mac) and click the 'DEL ALL' button to clear the FX Rack.
- Click the drop-down menu below the audio input label to choose factory presets.
- Click the 'ADD NEW EFFECT' button to add Synergy Core FX. Their graphics and parameters appear to the right.



- On the left, you can click and drag the FX to change their order in the effects chain. A 'BP' button is available next to each effect to bypass it.
- Hold Ctrl (Windows) or Command (Mac) and drag to adjust the effects parameters in smaller increments.
- Hold Shift and use the mouse scroll wheel to scroll up and down through the FX rack.

The Zen Q Synergy Core comes with 37 Synergy Core FX included. Additional effects can be purchased from the Antelope Audio [online software store](#). A user manual for the Antelope Audio Synergy Core FX library is available [here](#).

Mixer



This section contains pan controls, volume faders, and Solo/Mute/Link buttons for each channel of the three 16-channel virtual mixers titled 'Monitor/HP1', 'Headphone 2', and 'Line Out'. 8 channels are visible by default. Click the 'Mixer' switch in Function strip 3 to flip between 8-channel and 16-channel views.

Output volume and metering

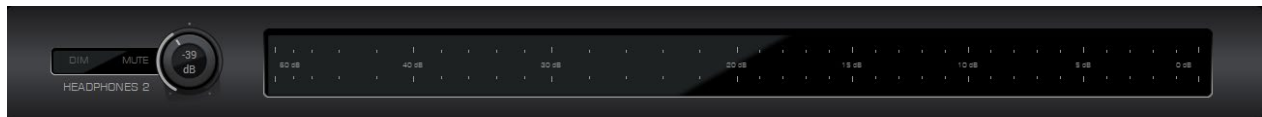


This section contains the following:



- Output volume knob with Dim and Mute buttons for the Zen Q Synergy Core's monitor output.
- Output volume knob with Dim and Mute buttons for the Zen Q Synergy Core's Headphone 1 output, labeled 'HP1' on the interface's front panel.
- Peak meters for the 'Monitor/HP1' virtual mixer's 2-channel stereo output.

When operating the second virtual mixer titled 'Headphone 2', the section looks like this and contains the following:



- Output volume knob with Dim and Mute buttons for the Zen Q Synergy Core's Headphone 2 output, labeled 'HP2' on the interface's front panel.
- Peak meters for the 'Headphones 2' virtual mixer's 2-channel stereo output.

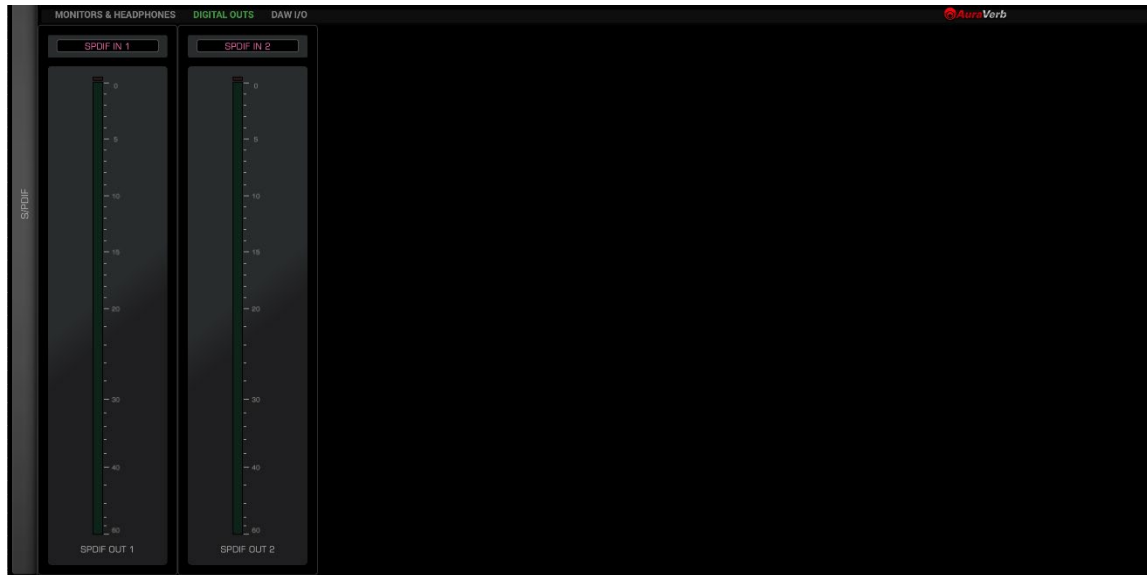
When operating the third virtual mixer titled 'Line Out', the section looks like this and contains the following:



- Output volume knob with Dim and Mute buttons for the Zen Q Synergy Core's Line outputs 1 and 2 on the interface's rear panel.
- Peak meters for the 'Line Out' virtual mixer's 2-channel stereo output.



Digital Outs view



Contains the following:

- Input selectors for digital output channels 'S/PDIF 1' and 'S/PDIF 2'. Click to choose the audio inputs you want to feed into the Zen Q Synergy Core's S/PDIF digital audio outputs.
- Peak meters visualizing the output signal strength. Note the lack of output volume controls. That's because volume control is not a feature of digital audio transmission protocols like AES/EBU, S/PDIF and ADAT. Thus, if the digital output signal is too weak or too strong, you have to make volume/gain adjustments at the input stage.



DAW I/O view



'DAW I/O' view provides an overview of audio going in to and out of your DAW. Please read this sub-chapter carefully to grasp the working principles and minimize confusion.

The inputs and Synergy Core FX assigned to Channels 1 - 8 of the virtual mixers in 'Monitors & Headphones' view are routed to Inputs 1 - 8 in your DAW. Think of it like this - when you open your DAW, create a new track, and assign it to record audio from 'Input 1', you will get the audio from mixer Channel 1.

You may be compelled to ask - Channel 1 of *which* mixer? You may remember that the three virtual mixers share their audio inputs and Synergy Core FX chains. More importantly, we are only taking the inputs and Synergy Core FX into your DAW - not the virtual mixer outputs. This means audio is routed to your DAW before it reaches any of the virtual mixers' pan and volume controls, so they don't get in the way of recording and mixing in your DAW.

While working inside your DAW, you presumably want to hear its Master bus output instead of the virtual mixers' output through your monitoring equipment. Your DAW's Master bus output, as well as your system audio output, are always routed to 'COMPUTER PLAY' inputs 1 and 2.

Use the Input Selectors to assign 'COMPUTER PLAY' inputs 1 and 2 to a pair of mixer channels in 'Monitors & Headphones' view and silence the rest of the channels from the 'Monitor/HP1'



mixer controls. Audio from the silenced channels will only be heard through your DAW's Master bus, which is now routed to your monitoring equipment.

The rest of the 'COMPUTER PLAY' inputs receive audio from DAW Outputs 3 - 8. Thus, if you want to send an audio track from your DAW to any of the interface's analog and digital outputs, and/or into the Synergy Core FX processing - assign this track to Output 3 - 8, switch to the Control Panel application, and assign the 'COMPUTER PLAY' input with the matching number anywhere you want.

Note that the Input Selectors and AFX areas from 'Monitors & Headphones' view are mirrored in 'DAW I/O' view. This way, you can clearly see which audio input you are recording from each channel, what Synergy Core FX are being applied to it (if any) and make changes without having to switch between views.

Loopback Function – Also note that the Input Selectors in 'DAW I/O' view have two additional choices: 'LOOPBACK HP1/MON' 1 - 2 and 'LOOPBACK HP2' 1 - 2. These choices let you return the 2-channel stereo outputs from two of the three virtual mixers in 'Monitors & Headphones' view into your DAW or streaming application. This feature can be useful in many scenarios where you need a ready mix to be recorded/broadcasted, by allowing you to set levels and use effects on any signals, be it from the interface's inputs or computer playback and then sum them all down to stereo. Streaming, VoIP/Video calls, real-time effects printing, live music performances across multiple software applications are just a few scenarios where the loopback function can be utilized.

Should any questions arise, do not hesitate to contact our [Customer Support](#) team over phone, live chat and our ticket system. You can also visit [Antelope Audio on YouTube](#) and explore our video tutorials or join the [Antelope Audio Users](#) Facebook group and ask for advice. The [Knowledge Base](#) is also a great resource.



AuraVerb

AuraVerb provides richness and color using a special new approach and a unique algorithm. The reverb features eight different controls, including a 'Color' parameter to create everything between darkened textures to bright, sizzling presence. In addition, there are 24 presets done by award-winning audio engineer and producer Brian Vibberts.



AuraVerb is a Send effect designed for live performance and monitoring. Turn the 'Send' knob on a mixer channel (pictured above) to hear the reverb applied to it.



Drag the faders in the 'Returns' area to hear AuraVerb from the monitor and/or headphone outputs.



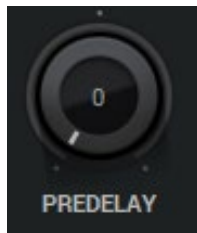
Parameters

The following parameters are available in AuraVerb:



Color

The Color control lets you adjust the overall tone of the reverb. At 0, the space created is darker, like a lushly carpeted area. At 100, the reverb is at its brightest, which can add some 'sizzle' to a lead vocal, for example.



PreDelay

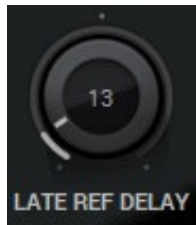
Common for most reverbs, the pre-delay lets you create a bit of space between the source and the onset of reverb. This happens by controlling the amount of delay time that precedes the initial sound from the reverb. This parameter is used to place the reverberated signal later in time with respect to the unprocessed signal.

Natural settings for this are based on the size of the environment and range from 0 to 32 milliseconds. Fine adjustment of this parameter with respect to the tempo of the song or dramatic timing of the piece can help set the feel of the reverb within the mix.



Early Reflection Gain

This is the linear gain value for all early reflections. These reflections are perceptually grouped with the direct sound when set at lower levels and can nicely thicken a track when increased.



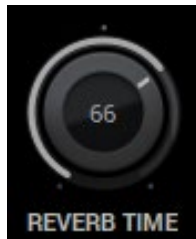
Late Reflection Delay

Among other things, AuraVerb calculates reflected energy from the side walls and ceiling of the virtual space. Late Reflection Delay controls the delay of these bursts of reflections, either creating echoes or supporting the spatial impression of the simulated acoustic space.



Richness

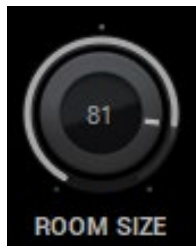
Richness controls the complexity of the reverb envelopment and dampening nuances. At 0, there is less dampening and a brighter decay. This sound is light or airy, but by increasing the Richness, you can add a sense of spaciousness to the sound and smoothly increase reverb time for lower frequencies.



Reverb Time

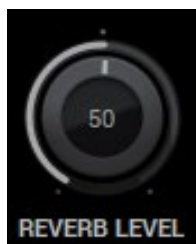
Reverb Time controls the length of decay, while Room Size increases the virtual space dimensions. The perceived decay time will also be affected by Richness and Color on sources with a lot of high frequency content. Generally, as the size of the space increases, the Reverb Time will also increase.

Setting Reverb Time to 50% gives a natural sounding tail for all room sizes. Interesting big spaces or subtle ambience reverbs can be created by setting Reverb Time unusually high or low with respect to the Room Size parameter.



Room Size

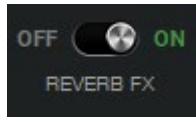
Room Size increases the virtual space dimensions



Reverb Level



This is the output level control of the reverb. Since inputs for AuraVerb are assigned to Send knobs on Mixer 1's channels, we recommend balancing the channel volume levels from the Send controls and using Reverb Level to adjust the amount of reverb in the Master bus.



REVERB FX ON/OFF Switch

Use it to enable and disable AuraVerb.



Preset Manager

The Preset Manager lets you save and load presets. Use the drop-down menu to choose a preset. Click the 'S' button to save a preset. Click the 'L' button to load a preset.



EDGE & VERGE MIC EMULATIONS



The Zen Q Synergy Core features integrated real-time microphone emulations. It is possible to monitor and record with mic emulations on. It is also possible to record 'dry' audio and mic emulation audio on separate tracks for more production flexibility.

Note that the Edge & Verge mic emulations are intended for use with the Antelope Audio Edge & Verge modeling microphones only. We cannot guarantee optimal (or even usable) results with other microphones, modeling or not.


The Edge Quadro microphone is not compatible with the Zen Q Synergy Core because it requires four microphone inputs. The interface has two. Hence, instructions for it are excluded from this manual.

Getting Started

Connect your headphones to input HP1 on the front panel. Connect your Antelope Audio Edge or Verge modeling microphone to inputs A1 and/or A2 on the rear panel. In our example, we are using the Edge Solo, which is connected to input A1.

1. Open the Control Panel and head to the leftmost preamp from the PREAMPS row. Click on the input selector above the 'AFX' area and choose PREAMPS > PREAMP 1 from the menu.
2. Choose 'Mic' from the signal type drop-down menu and activate 48V phantom power.



3. Click on the  mic emulations button to open the mic emulations window. Choose Edge Solo with the dial and choose a microphone emulation from the drop-down menu.
4. Adjust microphone gain with the gain knobs. You should be hearing mic audio in your headphones at this point.

Using Mic Emulations

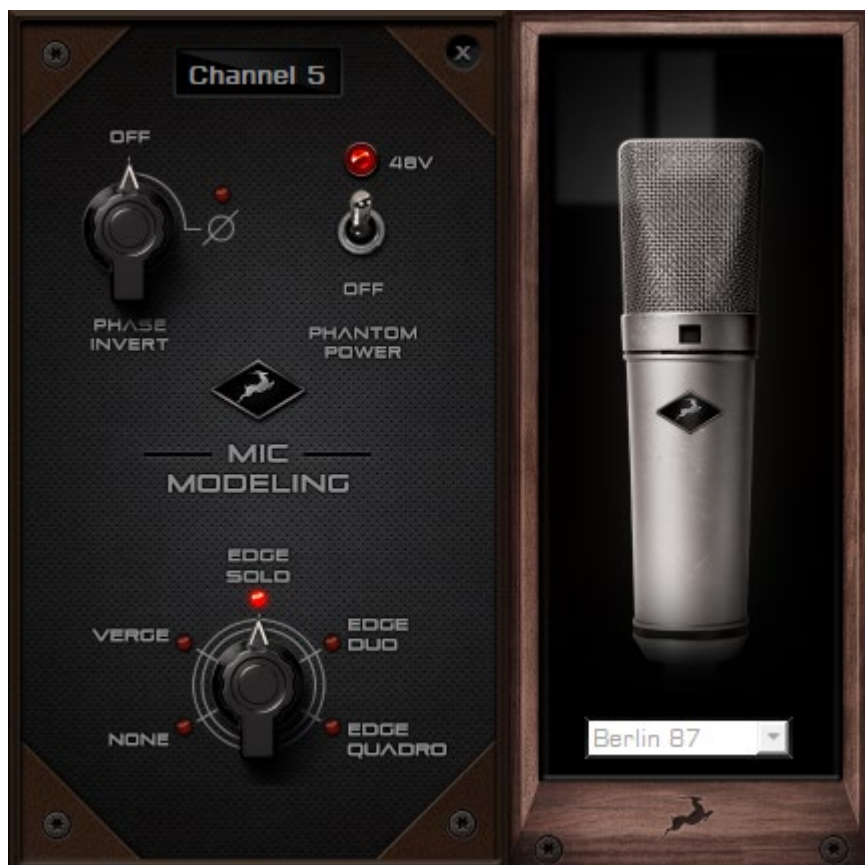
In the 'Mic Emulations' window, click and rotate the dial to access the emulations available for your modeling microphone:



Following is a guide to using the mic emulations for each Antelope Audio modeling microphone.



Edge Solo



Edge Solo Mic Emulations Window

The following functionality is available:

- Choose mic emulations from the drop-down menu on the right.
- Click and turn the 'Phase Invert' dial to flip the signal polarity.
- Click and drag the '48V' switch to activate or turn off phantom power.

Recording and Monitoring Edge Solo

Edge Solo is a single-membrane condenser microphone. This means the microphone will occupy one physical mic preamp input and one virtual 'MIC EMU' output.



Edge Solo mic emulations work on a single input audio channel. Recording and monitoring both 'dry' and 'mic emulation' audio means dealing with two mono tracks.

- Route the 'PREAMP' input for Edge Solo to your desired outputs to monitor 'dry' audio.
- Route the 'EMU MIC' output for Edge Solo (same number as the 'PREAMP' input) to your desired analog and digital outputs to monitor/record 'mic emulation' audio.
- Route 'PREAMP' and 'EMU MIC' channels to different outputs and record or monitor from them to get both 'dry' and 'mic emulation' audio.

For more information about Edge Solo, visit its [product page](#).

Edge Duo

Note to owners of the legacy 'Edge' modeling microphone: 'Edge' and 'Edge Duo' have nearly identical hardware, so feel free to use the 'Edge Duo' emulations with your legacy 'Edge' mic.

Edge Duo Mic Emulations Window



The following functionality is available:

- Choose mic emulations from the drop-down menu in the middle.
- Click and turn the 'Phase Invert' dial to flip the signal polarity.



- Click and drag the '48V' switch to activate or turn off phantom power.
- Click and turn the 'Channel Swap' dial to swap the Edge Duo inputs.
- Click and turn the 'Pattern' knob to adjust the polar pattern. Note that some mic models have fixed or limited polar pattern adjustment.

Recording and Monitoring Edge Duo

Edge Duo is a dual-membrane condenser microphone – it has one capsule with dual membranes and connects with a Y-XLR cable (included), one XLR connector for each membrane. The Left (white) connector is the front membrane, the Right (red) is for the rear membrane.

The microphone occupies two physical mic preamp inputs and two 'EMU MIC' virtual outputs.

Note: You can use Edge Duo as a single-membrane condenser mic by disconnecting one of the XLR connectors. In this case, the mic emulations will be visible, but they won't function correctly – you cannot swap inputs and you cannot adjust polar pattern.

Recording and monitoring Edge Duo as a single-membrane condenser mic

Route the 'PREAMP' input for Edge Duo to your desired outputs to monitor 'dry' audio and record from Inputs 1 – 8 in your DAW (e.g. you are using Channel 1 in the mixer, so you are recording from Input 1).

Recording and monitoring Edge Duo as a dual-membrane condenser mic

In this case, you will record and monitor two concurrent mono inputs, one coming from each membrane. They will sound slightly different in tone and volume, due to the physical distance between the membranes and the performer. You may have to compensate with individual gain adjustments for each membrane.

Route the 'PREAMP' inputs occupied by Edge Duo to your desired outputs to monitor 'dry' audio and record from Inputs 1 – 8 in your DAW (e.g. you are using Channel 1 in the mixer, so you are recording from Input 1).



Recording and monitoring Edge Duo as a modeling microphone

Make sure that 'Edge Duo' mic emulations are enabled. Route the 'EMU MIC' inputs corresponding to the 'PREAMP' inputs occupied by Edge Duo to your desired outputs for monitoring and record from Inputs 1 – 8 in your DAW (e.g. you are using Channel 1 in the mixer, so you are recording from Input 1).

Recording and monitoring 'dry' and 'mic emulation' audio simultaneously

With the Edge Duo, monitoring and recording 'dry' and 'mic emulation' audio simultaneously means handling four concurrent mono signals – two 'dry' tracks and two 'mic emulation' tracks. 'Dry' audio comes from the 'PREAMP' inputs, and 'Mic Emulation' audio comes from the 'EMU MIC' outputs. Route them anywhere you want and record from Inputs 1 – 8 in your DAW (e.g. you are using Channel 1 in the mixer, so you are recording from Input 1).

For more information about Edge Duo, visit its [product page](#).

Verge

Verge is a small-diaphragm condenser microphone that's as simple to use as the Edge Solo. Its dimensions and ability to handle high sound pressure levels make it a better fit for positioning in tight spaces and recording very loud sources, such as drum kits.





Verge Mic Emulations Window

The following functionality is available:

- Choose mic emulations from the drop-down menu on the right.
- Click and turn the 'Phase Invert' dial to flip the signal polarity.
- Click and drag the '48V' switch to activate or turn off phantom power.

Recording and Monitoring Verge

Verge is a single-membrane, small-diaphragm condenser microphone. This means the microphone will occupy one physical mic preamp input and one 'EMU MIC' virtual output.

Verge mic emulations work on a single input audio channel. Recording and monitoring both 'dry' and 'mic emulation' audio means dealing with two mono tracks simultaneously.

- Route the 'PREAMP' input for Verge to your desired outputs to monitor 'dry' audio.
- Route the 'EMU MIC' output for Verge (same number as the 'PREAMP' input) to your desired outputs to monitor 'mic emulation' audio.
- Route 'PREAMP' and 'EMU MIC' blocks to your desired outputs to monitor and record both 'dry' and 'mic emulation' audio.
- Record from Inputs 1 – 8 in your DAW.

For more information about Verge, visit its [product page](#).



CUSTOMER SUPPORT INFORMATION

Antelope Audio Customer Support can be reached by the following means:

Online

Visit support.antelopeaudio.com

Phone

We are there for you around the clock, 21 hours/day, Monday to Friday.

North America +1-916-238-1643 01:00 a.m. – 10:00 p.m. (EST)

International +44 19 2593 3423 06:00 a.m. – 03:00 a.m. (GMT)

Pour le Support francophone: +44 20 3389 8108 09:00 a.m. - 17:30 p.m. (GMT+1)

Live Chat

Live Chat is available during the following hours Monday to Friday

International 06:00 a.m. – 06:00 p.m. (GMT)

Note: If you're trying to reach us outside working hours, we advise you to file a ticket in our customer support system or leave a voice message.

Additional Resources

- The [Antelope Audio YouTube channel](#) is home to various tutorial videos and endorser content which you may find helpful and inspiring.



- The [Antelope Audio Users Facebook group](#) lets you interact with fellow users and some of our employees. Note, however, that it is not meant to be a support group. Please contact our customer support team for such inquiries.
- The [Knowledge Base](#) in our Customer Support section is an often-overlooked source of troubleshooting information, answers to commonly asked questions and Antelope know-how.



MY ANTELOPE AUDIO PRODUCT ISN'T WORKING.

WHAT SHOULD I DO?

If you can't find a solution on your own, please get in touch with us so we check if you are having a hardware-related issue. If this is the case, we'll guide you through the repair process. If the product should be returned, a RMA number will be issued so we can begin the procedure.

What's an RMA number?

Issuing a RMA (Return Merchandise Authorization) number is required for any factory service or repair procedure. Please, don't attempt to send us your device without receiving a RMA number first, as the device will be returned and not serviced.

How do I get an RMA number?

The Antelope Audio Customer Support team is in charge of issuing RMA numbers. Visit support.antelopeaudio.com and get in touch.

After your RMA has been issued, you will receive an email with instructions on how to proceed.

RMA shipping information

Alongside the product you are returning please, include a letter containing your full name, shipping address, RMA number issued by our technical support team and a note with a short information about the technical issue.

Please use the original box if possible, because a worn out one will surely not protect your product sufficiently on its way to the Antelope Audio HQ. Additional cushioning materials in



multiple layers between the unit and the box walls to prevent from shock, vibration and various tears and scratches.

Please remove any labels or old shipment markings it may have and ensure you add your shipping address inside the box in case the original shipment label becomes illegible during transportation.

The shipping costs are covered by the owner of the product. Antelope Audio will not cover any local customs charges.

We recommend using a courier service of your choice (e.g. DHL, UPS, FedEx). The package should be insured for its real value, marked as fragile and a tracking number should be provided. We do not recommend using standard mail delivery services.

Please, don't forget to add the RMA number, issued by the Antelope Audio technical support, on all shipping paperwork.

Antelope Audio cannot be held responsible for undelivered packages – lost or damaged on the way to the Antelope Audio HQ. For damage claims, please contact your shipping service provider of choice.

Antelope Audio cannot cover any repair costs for product damages due to poor packaging.



LIMITED WARRANTY POLICY

This is a non-transferable voluntary Limited Product Warranty provided to end-customers who have purchased Antelope Audio-branded hardware product (hereinafter referred to as “Product”) from an authorized Antelope Audio re-seller.

For customers covered by consumer protection laws or regulations in their country of purchase or, if different, their country of residence, the benefits conferred by Antelope Audio's Limited Warranty are in addition to, and not instead of, rights and remedies conveyed by such consumer protection laws and regulations and it does not exclude, limit or suspend buyer's rights arising from consumer law. Consumers have the right to choose whether to claim service under the Antelope Audio Limited Warranty or under their consumer law rights.

All claims made under the Antelope Audio Limited Warranty will be governed by the terms set out in this warranty document.

Warranty Coverage

Antelope Audio warrants that the Product will be free from defects in material and workmanship for the period of 1 (one) year commencing on the date of purchase of Product by end-customer from authorized Antelope Audio's re-seller.

Except where explicitly prohibited by applicable local law, this warranty is limited to the original purchaser and is non-transferable. This warranty provides you with specific legal rights, and you may have additional rights that vary under local laws.

In general, this warranty means your Antelope Audio hardware product will operate in accordance with published technical specifications, as specified by its data-sheet, and in the operating environment for which it was intended for the length of the warranty period.



This version of the warranty applies to products purchased on or after January 1, 2018. For prior versions of the Antelope Audio limited warranty, please contact customer service.

Limited Factory Refurbished (B-stock) Warranty

Antelope Audio warrants products sold as “B-stock, Factory Refurbished or Open Box” to be free from defects in materials (unless otherwise stated in product description) and workmanship. Only products purchased from an authorized dealer or directly from Antelope Audio are covered by this Warranty.

The Limited Factory Refurbished (B-stock) Warranty is valid for the period of 6 (six) months, commencing on the date of purchase of Product, if local regulations do not require otherwise.

All warranty terms contained hereunder apply also to the B-stock Warranty, unless otherwise specified.

Remedies

Antelope Audio’s entire liability and your exclusive remedy for any Antelope Audio Product that is not operating in accordance with its published technical specifications is at Antelope Audio’s discretion:

- 1) to repair the Product at Antelope Audio’s expense using new or equivalent-to new refurbished parts in good working condition; or
- 2) to replace the Product at Antelope Audio’s expense with a product with equivalent functionality formed from new and/or equivalent-to new refurbished parts in good working condition, or
- 3) to refund the price paid. Should Antelope Audio decide to refund the price paid, it may deduct from the paid Product’s price any damages caused to the Product; where, within



fourteen (14) days of the expiration of the warranty period,(i) Antelope Audio has received written notice of any nonconformity;(ii) after Antelope Audio's written authorization, customer has returned the nonconforming product to the designated place; and (iii)Antelope Audio has determined that the Product is nonconforming and that such non conformity is not the result of any of the exclusions designated below.

These warranty obligations are conditioned upon the hardware being returned to the original place of purchase, or another place as directed by Antelope Audio, with the original sales receipt attached. You will be required to pay shipping and handling charges for returning the product. You may be required to pay any other applicable tariffs, duties, taxes, or other fees with regard to returning the products.

Any repaired or replacement Product will be warranted for the remainder of the original warranty period.

Obsolete or Discontinued Products

An obsolete or discontinued product will be repaired or replaced with the same product if available. If Antelope Audio is unable to replace your obsolete or discontinued product with the same product, Antelope Audio will replace the obsolete or discontinued product, in its sole discretion, with a product having similar function and capacity.

Exclusions

This warranty does not cover problems or damage resulting from, but not limited to, any of the following: (i)Wear and tear associated with normal use; (ii)Any modification, abuse, accident, disassembly, misapplication, misuse, negligence, acts of God, accident; (iii)Unauthorized repair or attempted repair by anyone other than Antelope Audio or someone authorized by Antelope Audio to do warranty work; any unauthorized repairs will void this warranty(iv)Any improper operation, maintenance or installation, including any use not in accordance with any supplied product instructions; (v)Connection to any improper voltage supply; (vi)Use of consumables or spare parts not supplied by Antelope Audio, except where



such restriction is prohibited by applicable local law; (vii) Any other cause which does not relate to a Product defect in materials or workmanship.

The warranty does not apply to any Products which have been subject to misuse, neglect, accident or modification or which have been soldered or altered such that they are not capable of being tested under normal test conditions.

This warranty does not cover (i) any counterfeit products, i.e. Products that Antelope Audio, at its sole discretion, determines were not manufactured by Antelope Audio or any of its authorized manufacturing partners; (ii) Products purchased from a person or entity which is not an authorized dealer or re-seller of Antelope Audio; (iii) Product sold “as is” or “with all faults”, to the extend permitted by local law.

This warranty is not valid in case any manufacturer label(s), serial numbers, date stamp(s) or warranty sticker(s) has been altered or removed from the Product.

Limitation of Liability

ANTELOPE AUDIO SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, REVENUE, OR DATA (WHETHER DIRECT OR INDIRECT) OR COMMERCIAL LOSS FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON YOUR PRODUCT EVEN IF Antelope Audio HAS BEEN ADVISED PREVIOUSLY OF THE POSSIBILITY OF SUCH DAMAGES. Some local laws do not allow the exclusion or limitation of special, indirect, incidental or consequential damages, so this limitation or exclusion may not apply in your jurisdiction. ANTELOPE AUDIO WILL NOT ASSUME OR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH ITS PRODUCTS.

Data Recovery

In the event of data loss using Antelope Audio storage devices, Antelope Audio is not responsible for backing up or recovering any data that you may have lost.



No Other Warranties

No Antelope Audio employee, dealer, re-seller, or other agent is authorized to make any modification, extension, or addition to this warranty.

How to Make a Warranty Claim

Valid warranty claims should be processed through your point of purchase. Please also verify the return policy directly with the retailer where you purchased your product. Any warranty claims that cannot be reprocessed through your original point of purchase should be addressed directly to Antelope Audio. Our customer service contact information can be found on the web or in the documentation included with your Product.

Returning Your Product

In the event that you need to return your Antelope Audio products for repair or replacement, Antelope Audio will provide you with a Return Merchandise Authorization Number (RMA#) as well as return instructions. Do not return your product without prior approval from Antelope Audio. Any product returned without a valid unique RMA# will be refused and returned to the sender at the sender's expense. To avoid problems at the time of receipt, clearly write your RMA# on the outside of the package and include a copy of your RMA confirmation-mail within the package.

In certain situations, for in-warranty units, we may (entirely at our opinion) offer you a temporary replacement unit, provided that we have such on stock in your state. To request a temporary replacement unit, a valid credit card must be provided to secure the new replacement unit for shipping prior to Antelope Audio receiving the defective one.

Request a Return Material Authorization Number (RMA#)

Please follow these steps to obtain an RMA number:



(I) For end user customers, submit a claim online at: support.antelopeaudio.com. For business to business (B2B) / Direct customers of Antelope Audio please email us at techsupport@antelopeaudio.com

(ii) A valid proof of purchase is required for RMA processing (i.e. receipt, invoice, etc). Antelope Audio will provide you with the RMA number within 2 working days as of the claim submission date.

RMA Return Addresses

We have multiple RMA receiving locations worldwide. Your RMA confirmation will specify the specific return address you must use when sending your RMA package. Any packages received at an unauthorized location may be refused and returned to the sender at the sender's expense.

Products Lost or Damaged During Transit

The original packaging material should be used to pack the product for return; if the original packaging is not available, you should use such materials that provide the same or greater protection to the product. All packages that arrive with any external damage or appear inadequately packed will be refused and returned to the sender at the sender's expense. We are not responsible for damage incurred during shipping to our RMA receiving locations or for lost or stolen products.

Company information

Antelope Audio is the trade name, under which the company Elektrosfera Ltd., registered under the legislation of the Republic of Bulgaria with UIN: 131052590, is doing business and is worldwide known. Elsewhere in this document where the trade name **Antelope Audio** is used shall refer to Elektrosfera Ltd., with address of management: Tsarigradsko Shose Blvd., 7th km, Building of BIC IZOT, floor 6, Mladost region, Sofia, Bulgaria.



If any term hereunder is held to be illegal or unenforceable, it shall be severed from this warranty and the legality or enforce ability of the remaining terms shall not be affected.



SAFETY NOTES

To reduce the risk of electrical shocks, fire, and related hazards:

- Do not remove screws, cover, or cabinet. There are no user serviceable parts inside. Refer servicing to qualified service personnel.
- Do not expose this device to rain, moisture or spillover of liquid of any kind.
- Should any form of liquid or a foreign object enter the device, do not use it. Switch off the device and then unplug it from the power source. Do not operate the device again until the foreign object is removed, or the liquid has completely dried and its residues fully cleaned up. If in doubt, please consult the manufacturer.
- Do not handle the power cables with wet hands!
- Avoid placing things on the cabinet or using the device in a narrow and poorly ventilated place which could affect its operation or the operation of other closely located components.
- If anything goes wrong, turn off the device first and then unplug the power. Do not attempt to repair the device yourself. Consult authorized service personnel or your dealer instead.
- Do not install near any heat sources such as radiators, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not use harsh chemicals to clean your unit. Clean only with specialized cleaners for electronics equipment.
- Connect all your devices before powering your unit.
- Never operate the unit without this earth connection.
- Power supply cable should be routed so that it is not likely to be walked on or squeezed by items placed upon or against it.
- Both occasional and continued exposure to high sound pressure levels can cause permanent ear damage via headphones and monitors.
- The device is designed to operate in a temperate environment, with a correct Operating Temperature of 0-50° C, 32-122° F.



TECHNICAL SPECIFICATIONS

Analog Inputs

2 × Mic / Line Inputs / Hi-Z Inputs

2 × Line inputs / Hi-Z Inputs

48V phantom power and independent preamp gain for each input

Analog Outputs

1 × Monitor Out on TRS 1/4 Jacks, +20 dBu max, signal balanced, DC-coupled

1 × Line Out on TRS 1/4 Jacks, +20 dBu max, signal balanced, DC-coupled

2 × Stereo Headphone Outputs

Mic Preamp

EIN: -128 dBu (A-weighted)

Dynamic Range: -121 dB (A-weighted)

THD: -106 dB

Max input level: +20 dBu

Max Gain: 65 dB

Monitor

Max output level +20 dBu

D/A Monitor Converter



Dynamic Range: 127 dB (A-Weighed)

THD + N: -115 dB

D/A Line Out Converter

Dynamic Range: 127 dB (A-Weighed)

THD + N: -115 dB

A/D Converter

Dynamic Range: 122 dB

THD + N: -116 dB

Digital Inputs

1 × S/PDIF

1 × ADAT IN (up to 8 channels @ 44.1/48.0 kHz)

Digital Outputs

1 × S/PDIF

Computer I/O

1 × Thunderbolt 3

Clocking System



4th Generation Acoustically Focused Clocking (AFC™)

64-bit DDS

Sample Rates (kHz)

44.1, 48, 88.2, 96, 176.4, 192

Physical Dimensions:

198 x 137 x 57.5 mm

Weight: 800 g (approx.)