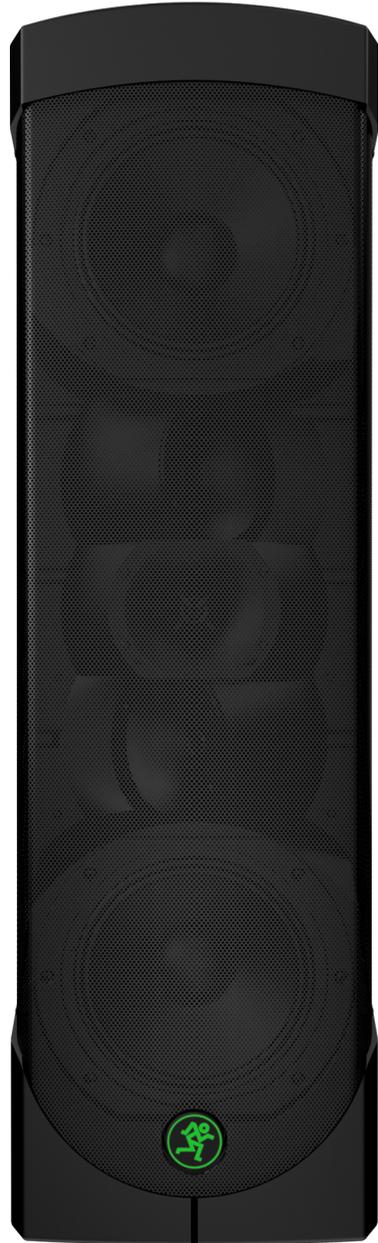


 **MACKIE®**  
**Connect™**

**REFERENCE GUIDE**



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## Need help with Mackie Connect?

- Visit [www.mackie.com/support](http://www.mackie.com/support) to find: FAQs, manuals, addendums, and other documents.
- Email us at: [techmail@loudtechinc.com](mailto:techmail@loudtechinc.com).
- Telephone 1-800-898-3211 to speak with one of our splendid technical support chaps (Monday through Friday, normal business hours, Pacific Time).



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## Introduction

Do you want to control FreePlay™ / Reach™ via your Android or iOS device? Of course you do! Well, you've come to the right place! After all, the Mackie Connect™ App is designed to be used in conjunction with both.

At this point, you must be well-versed in – or at least *somewhat* familiar with – the ins and outs of FreePlay / Reach. More information may be found by visiting the **FreePlay** and/or **Reach** Owner's Manual.

Mackie Connect is great for mobile freedom to control everything from levels and EQ to sound-enhancing tools like a feedback destroyer for amazing sound in any situation.

Mackie Connect allows control of FreePlay / Reach via Bluetooth with the following devices:

<b>*Supported Android Devices [requires versions 4.1-4.4 OR 5.0 or higher]</b>
Google Nexus 6
Samsung Galaxy S6
Samsung Galaxy S5
Samsung S5 Mini
Samsung S4 Mini
Samsung Note 4
Samsung Note 3
LG G Flex
LG G3
HTC One M9
HTC One M8
Moto G
Moto E
Sony Xperia Z3

<b>Compatible iOS Devices [requires iOS 8.0 or higher]</b>
iPhone 5
iPhone 5c
iPhone 5s
iPhone 6
iPhone 6 Plus
iPhone 6S
iPhone 6S Plus
iPad touch (5th generation)
iPad 2
iPad (3rd generation)
iPad (4th generation)
iPad Air
iPad Air 2
iPad mini (1st generation)
iPad mini 2
iPad mini 3
iPad mini 4



You should be able to stream audio from any Bluetooth-paired device. However, the Mackie Connect app is needed to mix audio, including wireless adjustments of level, EQ, FX and more.



The Mackie Connect app does not mix audio on its own. It requires a FreePlay or Reach to fully function.

## Mackie Connect V2.0

This version of the Reference Guide is written and designed for Mackie Connect V2.0. With each software update, some screen shots may look slightly different than what you see within these pages and there could be some functional differences, as well.

If you have any questions or comments about this Reference Guide (or our other documentation), please don't hesitate to contact us: [techmail@loudtechinc.com](mailto:techmail@loudtechinc.com)

## About This Guide

The entire guide does not need to be read to figure out how to use the Mackie Connect app. However, a certain amount of familiarity with FreePlay / Reach and its features is assumed.

As the saying goes, "a picture is worth a 1000 words". With that thought in mind, we added quite a few illustrations, screen shots and other images throughout to accompany the text.



This icon marks information that is critically important or unique! For your own good, read and remember them.



There's an illustration of a microscope, so, of course, you're going to get more detailed information when you see this little guy. There are explanations of features and practical tips listed here.



It's a good idea to pay attention to text displayed next to a note icon, as this icon draws attention to certain features and functions relating to the usage of the Mackie Connect app.

## Things to Remember:

- Never listen to loud music for prolonged periods.
- Life is short. Be cool.

## Getting Started

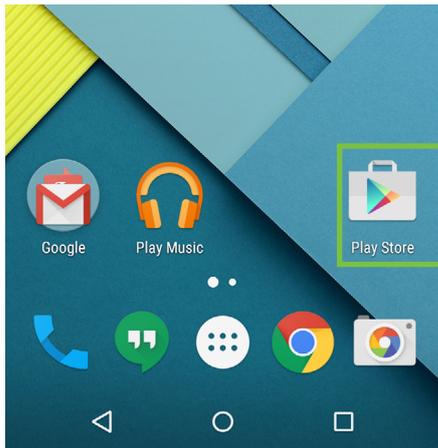
There are a few steps to accomplish before messin' around with the Mackie Connect app. For starters, we'll take a look at how to download, install and update the app. Next, we'll pair the device with the hardware via Bluetooth. The last step is setting levels.

*\* This is a list of our test devices, but the Android version of the app is anticipated to work with Android version 4.1 and higher.*

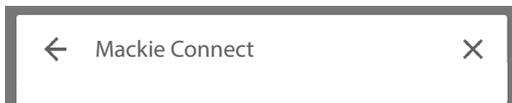
## Part I: Downloading and Installing the Mackie Connect App for Android

There are a couple of ways to download and install the Mackie Connect app. The easiest and fastest way to download and install it is directly from the device. You've downloaded apps before and it's the same method to download this one, as well. Here's how:

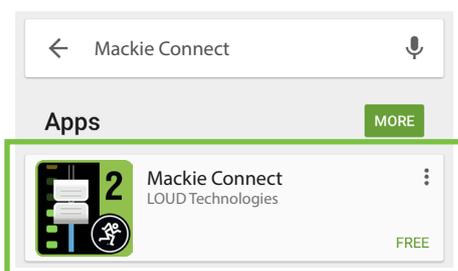
1. Start by turning the device on (if it's not already).
2. With a good data connection open up the Play Store.



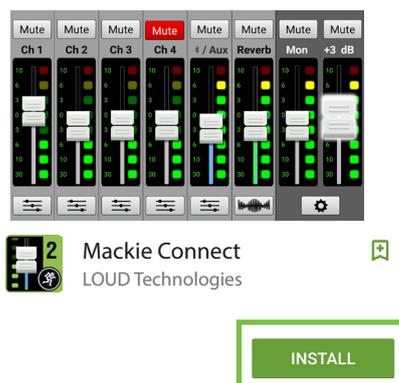
3. Type "Mackie Connect" in the search box located at the top of the screen followed by tapping the 'Search' button.



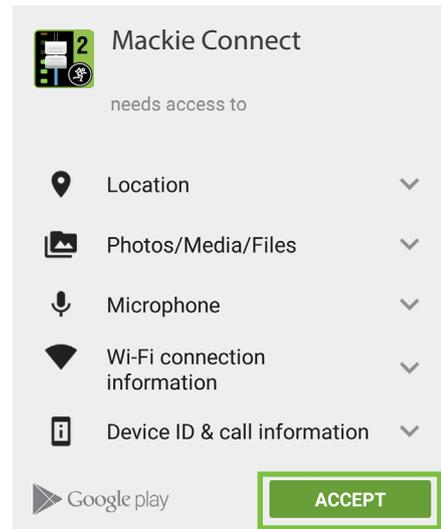
4. Select the Mackie Connect app.



5. Now tap the INSTALL button.



6. Now tap the green ACCEPT button to begin installing the Mackie Connect app to a device.

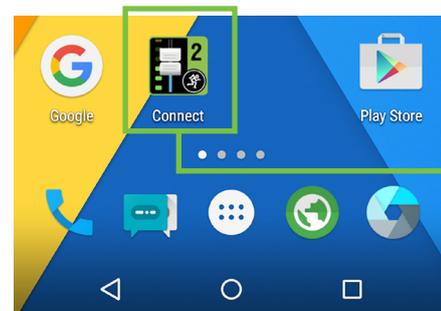


The Mackie Connect app is now ready for use. From here, there are two ways to open the Mackie Connect app.

First, simply tap the green OPEN button to open the app...



...or second, exit out of the Play Store back to the home screen. Tap the Mackie Connect app!



## Part II: Pairing and Connecting the Android Device via Bluetooth

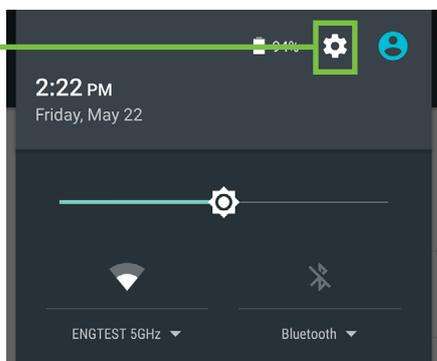
### NOTE

You should have to follow these instructions only once for each device paired via Bluetooth. After that they should remain paired, although you will need to connect manually to the FreePlay / Reach. If already paired, follow steps 6-8 to connect manually to the FreePlay / Reach.

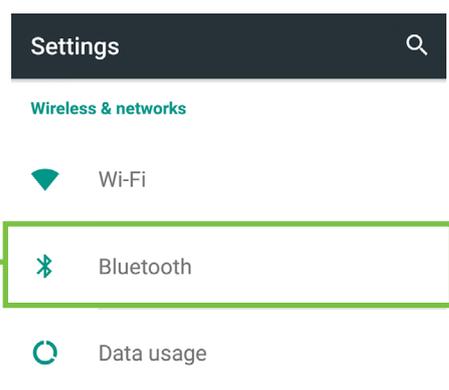
These are the steps necessary to pair the device with the FreePlay / Reach unit.

1. Start by turning both the device and the FreePlay / Reach on (if they're not already).

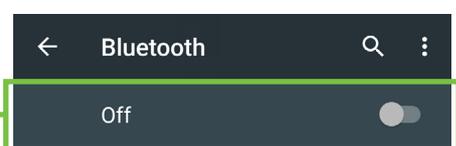
2. Tap the 'Tools' icon to open the device's settings.



3. Tap anywhere on the Bluetooth line to open it.



4. From here, enable Bluetooth simply by swiping right. [Tapping also enables / disables Bluetooth].

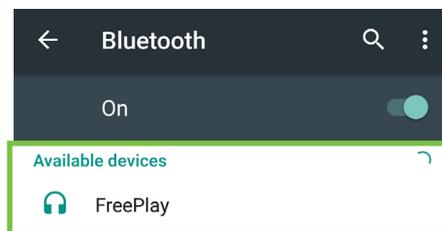


5. To enter pairing mode, press and hold the BT / Aux button on the rear panel of the FreePlay or side panel of the Reach.

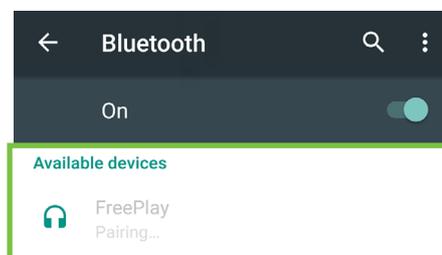


The button LED will illuminate and flash white while in pairing mode. If it does not, start the pairing process again, and make sure that FreePlay / Reach and your device are both in pairing mode at the same time.

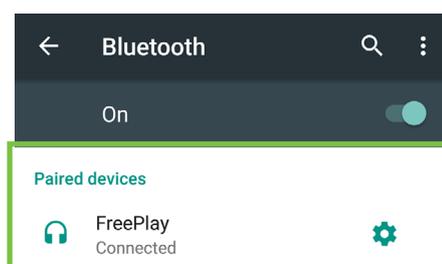
6. As seen below, FreePlay is listed as a device, but is not connected.



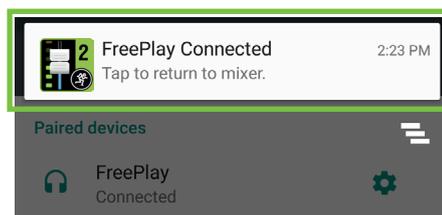
7. Since we're trying to connect FreePlay via Bluetooth, tap it.



8. From there, your device should indicate that it is successfully paired and connected.



9. Now simply return to the home screen on the device, tap the Mackie Connect icon to open the app and let the good times roll OR go straight to the app once connected!



## Part I: Downloading, Installing and Updating the Mackie Connect App for iOS Devices

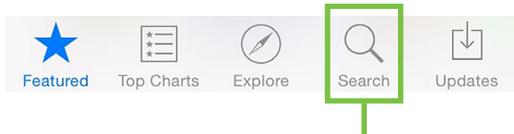
There are a couple of ways to download and install the Mackie Connect app. The easiest and fastest way to download and install it is directly from the device. You've downloaded apps before and it's the same method to download this one, as well. Here's how:

1. Start by turning the device on (if it's not already).

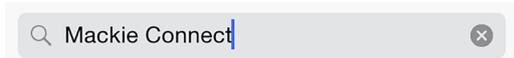
2. With a good data connection open up the App Store.



3. Select "Search" from the App Store options.

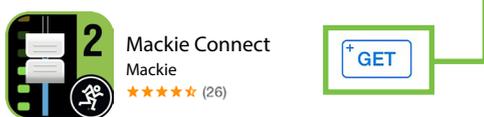


4. Type "Mackie Connect" in the search box followed by tapping the 'Search' button.

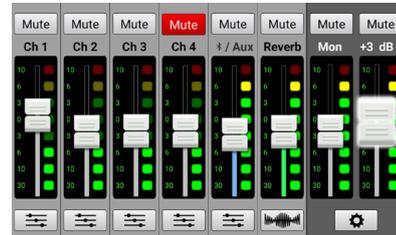


5. Select the Mackie Connect app.

6. Now tap the GET button.



7. This then turns into a green INSTALL button. To install the Mackie Connect app to a device, tap the green INSTALL button and enter your Apple ID password when prompted. The button turns into a circle, indicating that Mackie Connect is downloading to the device.



As seen in the screen shot below left, the Mackie Connect app icon shows the progress of the download.

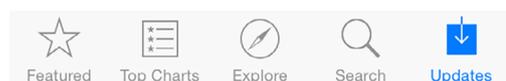
The download is complete once the entire app is illuminated. The Mackie Connect app is now ready for use.



8. It is possible that the Mackie Connect app has already been downloaded and installed. In this case, you're *probably* good to go. However, it is a good idea to go to the App Store to check for updates. You will want the latest and greatest version for the absolute best in functionality and versatility.

Once in the App Store, tap the Update button located near the bottom-right of the device.

The first screen shot below shows a device with all apps up to date. The second screen shot below displays two apps that need updating (which may or may not include the Mackie Connect app). Tapping the Update button here will horizontally display the icon, name and description of changes of each app needing an update. If you see Mackie Connect listed, tap the blue UPDATE button on the far right, followed by typing in your password. Or better yet, tap the blue Update All button in the upper-right corner of the screen. The updates will commence. Don't do anything until the downloads have completed.



## Part II: Pairing and Connecting the iOS Device via Bluetooth

**NOTE** You should have to follow these instructions only once for each device paired via Bluetooth. After that they should remain paired, although you will need to connect manually to the FreePlay / Reach. If already paired, follow steps 6-7 to connect manually to the FreePlay / Reach.

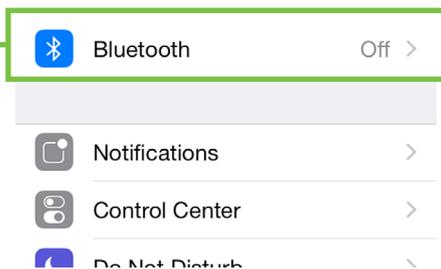
These are the steps necessary to pair the device with the FreePlay / Reach unit.

1. Start by turning both the device and the FreePlay / Reach on (if they're not already).

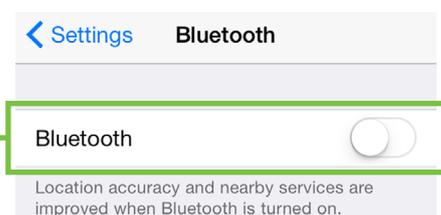
2. Tap the 'Settings' icon.



3. If the Bluetooth connection displays "Off" (as seen below) we'll need to turn it on. Tap anywhere on the Bluetooth line to open it.



4. From here, enable Bluetooth simply by swiping right. [Tapping also enables / disables Bluetooth].



5. To enter pairing mode, press and hold the BT / Aux button on the rear panel of the FreePlay or side panel of the Reach.



The button LED will illuminate and flash white while in pairing mode. If it does not, start the pairing process again, and make sure that FreePlay / Reach and your device are both in pairing mode at the same time.

6. As seen below, FreePlay is listed as a device, but is not connected. Since we're trying to connect FreePlay via Bluetooth, tap it.



7. From there, your device should indicate that it is successfully paired and connected.

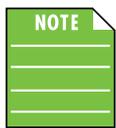


8. Now simply press the home button on the device to return to the home screen, tap the Mackie Connect icon to open the app and let the good times roll!

## Additional Bluetooth notes [Android and iOS]:



If the device had been previously connected to FreePlay / Reach via Bluetooth, but it displays “Not Connected”, it’s quite possible that the FreePlay / Reach is not powered on.



If the device had been previously connected to FreePlay / Reach via Bluetooth, but it displays “Not Connected”, it’s quite possible that you will need to manually reconnect it (as described in steps 6-8).



The Bluetooth fader / volume control of the Mackie Connect app is not the same as the OS / hardware Bluetooth level control, but rather a supplementary level control. In other words, the volume of the Bluetooth *on the device* need to be up in order to hear audio over Bluetooth. If this does not make sense, please refer to Appendix D: Optimizations for step-by-step instructions.



The Bluetooth may disconnect when affected by Electrostatic Discharge [ESD] or electrical fast transients (EFT). If this occurs, manually reconnect the Bluetooth connection.

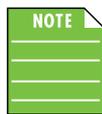


A Bluetooth connection and 1/8" line-level connection may NOT be used simultaneously. If there is a physical connection to the aux input, it will take priority over any Bluetooth connection. For example, if you are playing a song from a smart phone (connected via Bluetooth) and connect an MP3 player to the 1/8" jack, the smart phone song will be interrupted and the MP3 player now takes precedence.

## Part III: Level Setting Procedure

These instructions may be found on page 4 of the **FreePlay Owner’s Manual** and page 5 of the **Reach Owner’s Manual**, but are listed again below:

The following steps will help you set up FreePlay / Reach quickly.



These startup instructions are intended for the hardware only. Once proven that FreePlay / Reach performs as desired, then pair it with a smart phone and control it via the Mackie Connect app.

1. Make all initial connections with the power switch OFF.
2. Plug signal sources into FreePlay / Reach, such as:
  - Microphones plugged into the mic inputs.
  - Instrument level sources, such as acoustic guitars w/ active pickups into the instrument inputs
  - Line-level sources such as keyboards, drum machines, or MP3 players plugged into the line-level inputs.
  - Smart device paired and connected via Bluetooth.
- 3A. **FreePlay:** Connect the power adapter connector of the Power Block to FreePlay. Push the line cord securely into the Power Block and plug the other end into a grounded AC outlet.
- 3B. **Reach:** Push the line cord securely into the IEC connector and plug the other end into a grounded AC outlet.
4. Turn FreePlay / Reach on.
5. Be sure that the volume of the input is the same as it would be during normal use by selecting the input channel on the rear panel and turning the encoder to the right.
6. Slowly bring up the main output level to a comfortable listening level by selecting the main output on the rear panel and slowly turning the encoder to the right.
7. Read the rest of the **FreePlay Owner’s Manual / Reach Owner’s Manual** and the Mackie Connect app manual for more details!

## Welcome – Android

The welcome screen is the first thing you will see after tapping the Mackie Connect app. Here you are able to 'Connect', 'Demo' or 'Mix'. Tap the image you would like to connect to or demo: FreePlay (left) or Reach (right). For this example, we'll go with FreePlay.



If Mackie Connect **IS NOT** connected to FreePlay / Reach via Bluetooth, an image similar to what may be seen below is displayed.



As seen above, Android allows you the opportunity to connect via Bluetooth directly from the Mackie Connect Welcome screen. Tap the 'Connect' button here to connect, 'Demo' to demo the app or the back arrow – '<' – to return to the previous screen.

After Mackie Connect **IS** connected to FreePlay / Reach via Bluetooth, an image similar to what may be seen below is displayed. Tap the 'Mix!' button here to start mixing or the back arrow – '<' – to return to the previous screen.



**NOTE** Demo mode works exactly the same as if it were connected, except there are no bouncing meters and no sound. Other than that, it's a great way to get a feel of how FreePlay or Reach works before buying!

Additionally, you can get back to the Welcome screen by way of System View > About > Welcome.

## Welcome – iOS

The welcome screen is the first thing you will see after tapping the Mackie Connect app. Here you are able to demo or mix. Tap the image you would like to demo or mix: FreePlay (left) or Reach (right). For this example, we'll go with Reach.



If Mackie Connect **IS NOT** connected to FreePlay / Reach via Bluetooth, an image similar to what may be seen below is displayed.



From here, tap 'Demo' to demo the app or the back arrow – '<' – to return to the previous screen.

After Mackie Connect **IS** connected to FreePlay / Reach via Bluetooth, an image similar to what may be seen below is displayed. Tap the 'Mix' button here to start mixing or the back arrow – '<' – to return to the previous screen.



**NOTE** Demo mode works exactly the same as if it were connected, except there are no bouncing meters and no sound. Other than that, it's a great way to get a feel of how FreePlay or Reach works before buying!

Additionally, you can get back to the Welcome screen by way of System View > About > Welcome.

## Mackie Connect - Three Main Views

From here on out, operation is virtually identical between Android and iOS although some of the views will differ slightly whether you are operating a FreePlay or Reach.

In addition to the opening Welcome view, there are three main views in the Mackie Connect app:

- Mixer View • Channel View • System View •

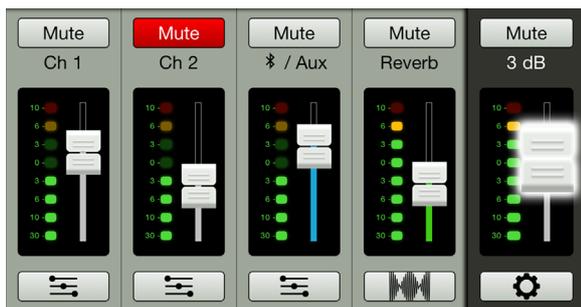
This page outlines what may be accomplished with each of these three views. Soon enough we will go through each of these in detail.

### Mixer View

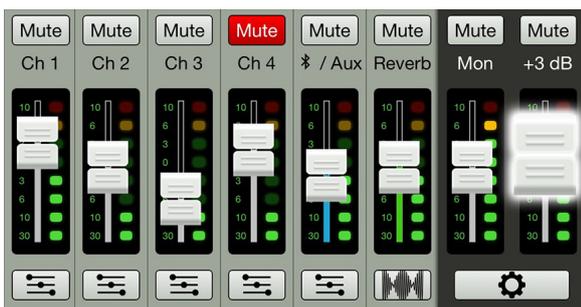
As seen in the images below, the Mixer View allows access to key controls such as levels, metering, mutes and more. From here you're able to one-touch navigate to the...

- Channel View 
- FX selection / channel 
- System View 

#### FREEPLAY



#### REACH

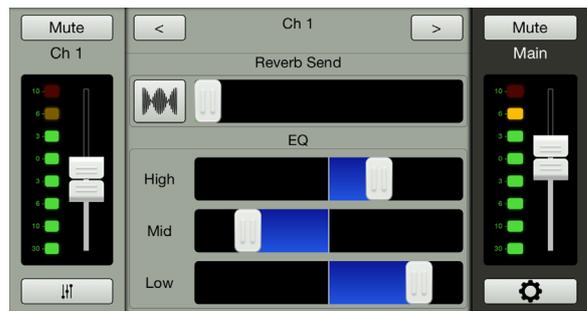


### Channel View

As seen in the images above-right, the Channel View allows access to key controls for each channel including EQ and FX send adjustments and navigation. From here you're able to one-touch navigate to the...

- Mixer View 
- System View 
- FX selection / channel 
- Adjacent channels 

#### FREEPLAY



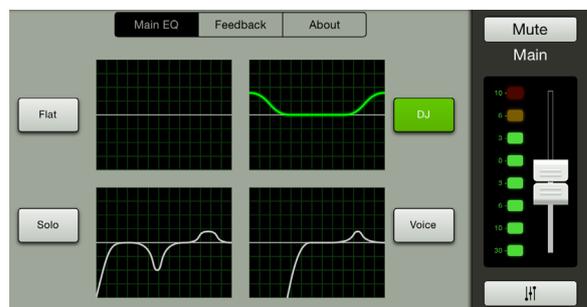
#### REACH



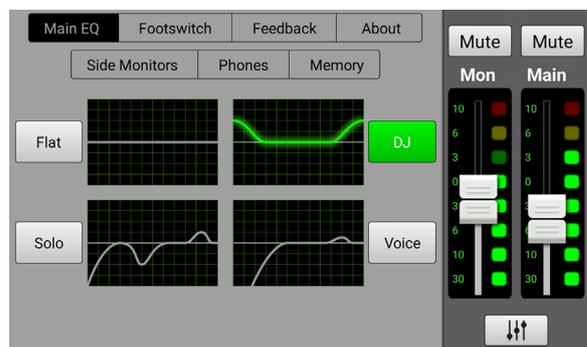
### System View

As seen in the images below, the System View allows access to deeper functionality including the main EQ, Feedback Destroyer, access to the About view and more. From here you're able to one-touch navigate back to the Mixer View.

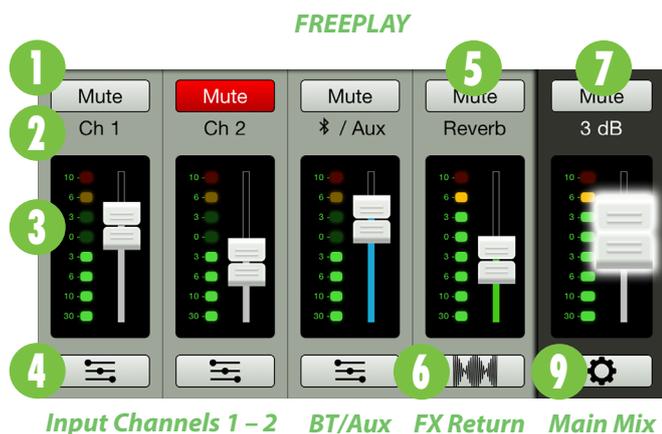
#### FREEPLAY



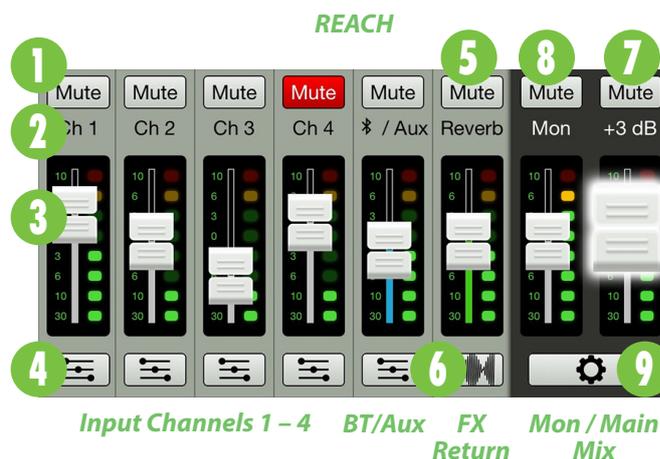
#### REACH



## Mixer View



Input Channels 1 – 2 BT/Aux FX Return Main Mix



Input Channels 1 – 4 BT/Aux FX Return Mon / Main Mix

### Introduction

As mentioned earlier, the Mixer View allows access to key controls such as levels, metering, mutes and more.

#### 1. Mute

Mute buttons do just what they sound like they do. They mute – turn off – the signal on the channel(s). Engaging a channel's mute switch provides the same results as sliding the channel fader all the way down.

Mute buttons illuminate red when engaged and are gray when disengaged.



#### 2. Channel Name

The input and output channels are labeled between the mute buttons and faders and meters. These labels display the fader value as the fader level is adjusted; in this case, 3 dB on the main mix. The FX channel will display the actively selected FX type; in this case, "Reverb".

#### 3. Channel Faders and Input Meters



The touch sensitive faders adjust the level of each channel going to the main output. Adjustments are made by touching and dragging channel faders up and down. Touched channel faders will "grow & glow" to indicate that they are being adjusted. The fader level ranges from  $-\infty$  to +12 dB.

The input meters display the input signal level to the channel before all channel processing. Changes made to the EQ, mute and fader do not affect these meters. In normal use, this meter should remain green with the occasional bump into the yellow zone.

Lower the volume of the source if the input meter remains consistently yellow. If the input is too high [overloading], a clip indicator at the top of the meter will illuminate red. If clipping occurs, lower the volume of the source a little more.



You may notice latency with the metering. This is due to the limitations of Bluetooth, not FreePlay / Reach.

#### 4. EQ / FX Channel View

The buttons located at the bottom of channels 1 and 2 (and 3 and 4 on Reach) and the Bluetooth / Aux channel strip allow access to the selected channel's Channel View.

When tapped, the entire selected channel strip slides to the left and the main mix strip remains on the right. The middle then becomes occupied with the selected channel's EQ section and FX send level. See pages 13-14.

The sliders on the EQ / FX button lie horizontally in mixer view and vertically in channel view. Simply tapping this button again returns you to the mixer view.



Nav to Channel View

Nav to Mixer View

## Mixer View continued...

### 5. FX Return

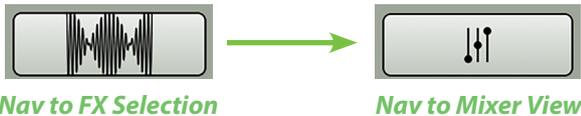
The FX return strip looks and works nearly identical to that of an input channel strip. The only differences are: (1) this fader adjusts the output level of the FX and (2) instead of an EQ or gear icon button at the bottom of the strip, there is an FX button. This is detailed below.

### 6. FX Channel Button

The button located at the bottom of the FX return channel strip allows access to the FX channel view for FX selection.

When tapped, the entire FX return channel strip slides to the left and the mon and main mix strips remain on the right. The middle then becomes occupied with the 16 FX from which to select. See page 14.

As seen below, the FX button in mixer view [sound wave icon] and channel view [vertical sliders] differs. Simply tapping this button again returns you to the mixer view.

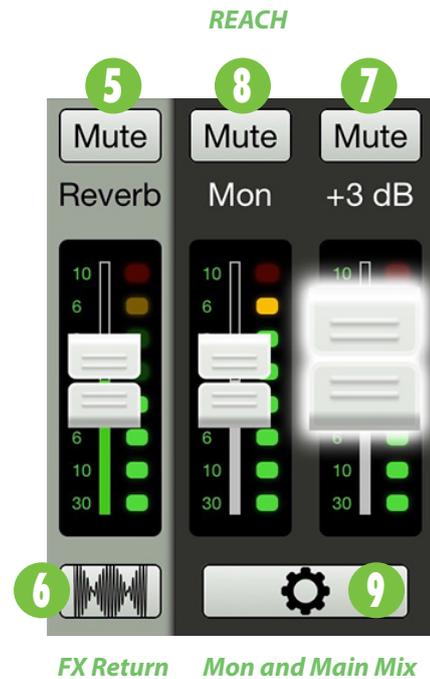


### 7. Main Mix

The main mix strip looks and works nearly identical to that of an input channel strip. The only differences are: (1) this fader adjusts the main output level of the loudspeaker and (2) instead of an EQ or FX button at the bottom of the strip, there is a gear icon button. This takes you to the system view and it is detailed on the right.

### 8. Mon Mix (Reach)

The mon mix strip looks and works nearly identical to that of an input channel strip. The only differences are: (1) this fader adjusts the level to the Earshot™ Personal Monitoring System (see page 17) and (2) instead of an EQ or FX button at the bottom of the strip, there is a gear icon button. This takes you to the system view and it is detailed on the right.



### 9. System View Button

The gear icon button located at the bottom of the main mix strip allows access to the System View.

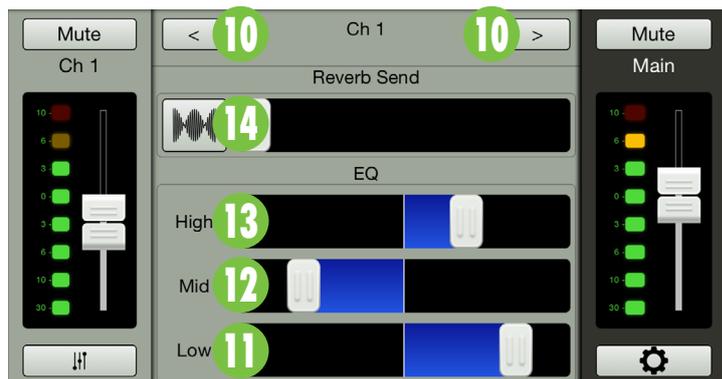
When tapped, all channel strips disappear and the main mix strip remains on the right. The rest of the screen then becomes occupied with the System View settings.

As seen below, the button in mixer view [gear icon] and channel view [vertical sliders] differs. Simply tapping this button again returns you to the Mixer View.



# Channel View

**FREEPLAY**



Ch 1

FX Send and EQ

Main Mix

**REACH**



BT Ch

FX Send and EQ

Mon / Main Mix

## Introduction

As mentioned earlier, the Channel View allows access to key controls for each channel including EQ and FX send adjustments and navigation FX selection/channel.

There are two possible channel views:

(1) The channel view for channel 1, channel 2 (and 3 and 4 on Reach) and the Bluetooth / Aux channel is displayed above and...

(2) the channel view for the FX channel is displayed on the following page.



Notice in both views that the controls for the currently selected channel are on the left side and the main mix controls remain on the right.

From here you're able to one-touch navigate to the Mixer View, System View, FX selection/channel or other adjacent channels.

## 10. < / >

No, this isn't "less than divided by greater than." I'm pretty sure someone's head would explode trying to work out that math problem! Rather, these two channel navigation buttons take you to the previous channel ["<" button] or next channel [ ">" button].

Additionally, you can switch between channels by swiping left and right on the channel name displayed between these two buttons.

Go ahead and switch between channels by tapping the buttons or swiping left and right. The rest of this Reference Guide can wait!

## 3-Band EQ

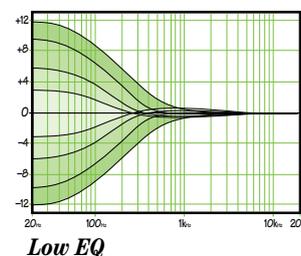
Mackie Connect has 3-band equalization at carefully selected points — low shelving at 80 Hz, mid peaking at 2.5 kHz, and high shelving at 5 kHz. "Shelving" means that the circuitry boosts or cuts all frequencies past the specified frequency. For example, dragging the low EQ slider 12 dB to the right boosts bass starting at 80 Hz and continuing down to the lowest note you never heard and 5 kHz on up boosts the treble in the case of the high EQ. "Peaking" means that certain frequencies form a "hill" around the center frequency — 2.5 kHz in the case of the mid EQ.



With too much EQ, you can screw things up royally. We've designed a lot of boost and cut into the equalizer circuit because we know everyone will occasionally need that. But if you max the EQs, you'll likely get mix mush. Equalize subtly and use the left sides of the EQ sliders (cut), as well as the right (boost).

## 11. Low EQ

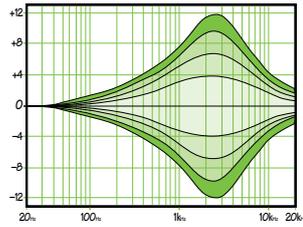
This slider gives you up to 12 dB boost or cut below 80 Hz. The processing is flat (no boost or cut) at the center position. This frequency represents the punch in bass drums, bass guitar, fat synth patches, and some really serious male singers.



## Channel View continued...

### 12. Mid EQ

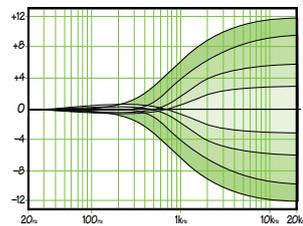
Short for “midrange,” this slider provides 12 dB of boost or cut, centered at 2.5 kHz and it is also flat at the center. Midrange EQ is often thought of as the most dynamic, because the frequencies that define any particular sound are almost always found in this range. You can create many interesting and useful EQ changes by dragging this slider left as well as right. For example, the mid EQ is useful for adjusting female vocals and many higher-timbred instruments.



**Mid EQ**

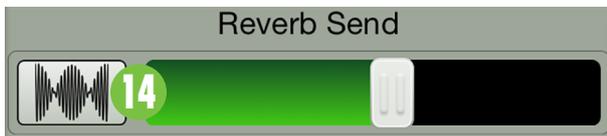
### 13. High EQ

This slider gives you up to 12 dB boost or cut at 5 kHz, and it is also flat at the center. Use it to add sizzle to cymbals, and an overall sense of transparency, or edge to keyboards, vocals, guitar and bacon frying. Turn it down a little to reduce sibilance, or to hide hiss.



**High EQ**

### 14. FX Send



The FX send slider controls the level being sent to the effect from the currently selected channel. In other words, drag the FX send slider right on the channels you want to have effects.

For example, you might want reverb on the vocal channel, but none on the other channels. Here you would simply drag the FX send slider right on the vocal channel until you like what you hear and drag this slider to the far left on the other channels.

Tapping the FX button [sound wave icon] takes you directly to the the FX channel where FX selection occurs. More information to the right, #13 FX.



If the FX send slider is up, but no FX are present, be sure to check that the FX return fader is also up and applicable mute buttons are off.

### 15. FX

We just looked at and dissected the channel 1, channel 2 (and 3 and 4 on Reach) and Bluetooth / Aux input section of the channel view, but there is one more channel view to discuss: the FX channel view!

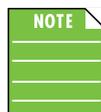
FreePlay / Reach includes 16 “gig ready” effects, including various reverbs, delays, choruses and combinations of these, as well.

On the FreePlay / Reach control panel, there are four preset effects to choose from, including Verb 1, Verb 2, Delay 1, or Delay 2.

FreePlay / Reach	Mackie Connect
Verb 1	Plate Reverb
Verb 2	Warm Theater
Delay 1	Tape Slap
Delay 2	Delay 1

Additional effects may be selected via Mackie Connect. The app also adds control over the master FX return level.

As seen in the screen shot below, this is where to select an effect to add to the input channel.



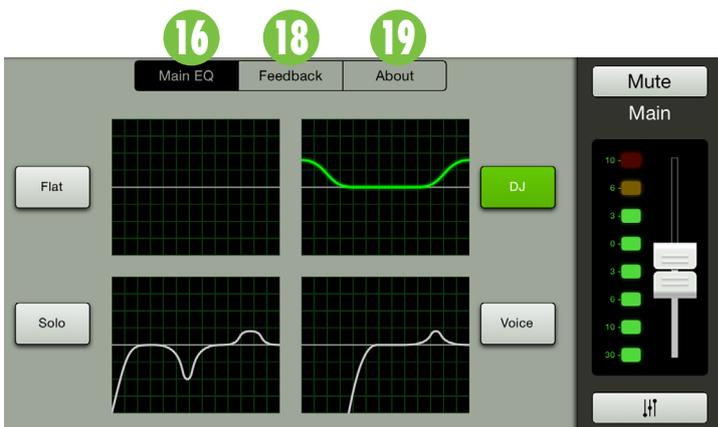
Only one effect may be selected at one time, but there are separate FX send level sliders for each channel.

The button of the currently selected effect will illuminate green.

Be sure to check out a more detailed description of each effect in Appendix C, page 22.

## System View

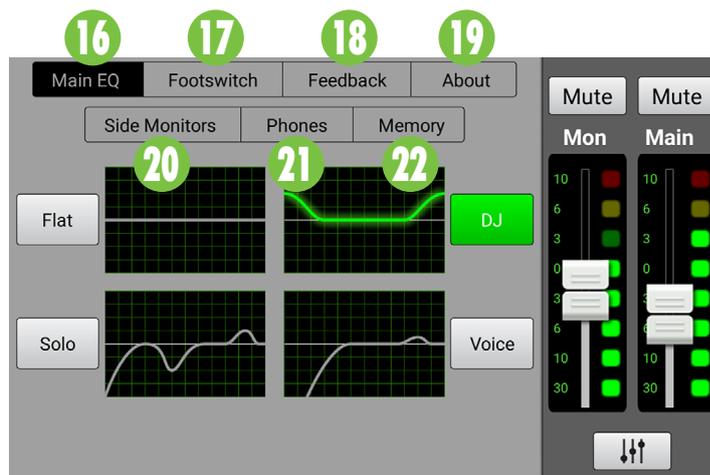
FREELPLAY



EQ Mode / System Menu Buttons

Main Mix

REACH



EQ Mode / System Menu Buttons

Mon / Main Mix

### Introduction

As mentioned earlier, the System View allows access to deeper functionality including the main EQ, Feedback Destroyer, access to the About view and more.

**NOTE**

Here the selected input channel disappears, but the Mon [Reach] and Main mix strip and their corresponding controls remain.

As seen in the screen shot above, there are multiple system menu buttons from which to choose from. The button of the currently selected menu will be backlit black.

- Main EQ
- Footswitch [Reach]
- Feedback
- About
- Side Monitors [Reach]
- Phones [Reach]
- Memory [Reach]

From here you're able to one-touch navigate back to the Mixer View with a simple, single tap of the Mixer View button.



Nav to Mixer View

### 16. Main EQ

With the main EQ tab selected, you are able to change the Main EQ mode to best suit your particular application. This EQ is applied to the output after all input levels, EQ and FX levels have been set.

There are four preset modes to choose from, including Flat, DJ, Solo and Voice. Simply press the button for the EQ mode you want. The button and voicing mode graphic will illuminate green.

**Flat EQ Mode** – No boost or cut made to the EQ. This mode is great for standard PA setups

**DJ EQ Mode** – This mode increases the lows and highs, perfect for music playback.

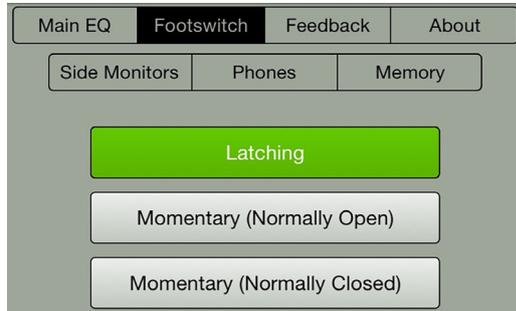
**Solo EQ Mode** – This mode features a low frequency roll-off to get rid of unwanted thumps and adds boost and sparkle to mid-range and high frequencies. This mode is perfect for singer-songwriters.

**Voice EQ Mode** – This mode features a significant low frequency roll-off to get rid of unwanted thumps. It also adds boost and sparkle to mid-range and high frequencies, critical for speech applications. This is perfect for venues where speech is the primary audio source in need of clear and precise intelligibility.

## System View continued...

### 17. Footswitch (Reach)

The footswitch tab is only available with Reach. Here you are able to select between latching, momentary (normally open) and momentary (normally closed), depending on what kind of footswitch you have connected to the footswitch jack of the Reach.



**Latching** — Latching means that the footswitch (and FX) are either on or off until the footswitch is 'clicked' again. Click to engage FX and click to disengage FX.

**Momentary (Normally Open)** — Momentary (Normally Open) means that the footswitch (and FX) are always OFF until the footswitch is engaged. Click and hold the footswitch down to engage FX. Once the footswitch is released, the FX are off again.

**Momentary (Normally Closed)** — Momentary (Normally Closed) means that the footswitch (and FX) are always ON until the footswitch is engaged. Click and hold the footswitch down to disengage FX. Once the footswitch is released, the FX are on again.

**NOTE** If you're unsure of what kind of footswitch you're using:

- If the footswitch clicks when pressed, it is most likely a **latching** footswitch.
- If the footswitch does NOT click when pressed, but rather it springs back, then it is most likely a **momentary** footswitch. If it is a momentary footswitch, try each option – Normally Open and Normally Closed – until it operates as expected.

### 18. Feedback desTROyer

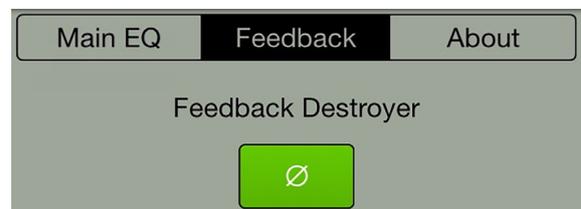
The multi-band Feedback Destroyer hunts down offending feedback frequencies and applies notch filters automatically to destroy feedback and maximize gain prior to feedback.

With the Feedback tab selected, you are able to turn the Feedback Destroyer on [button illuminates green] and off [gray background].

**Off [Default]** – The Feedback Destroyer is not engaged. Additionally, all filters clear when the Feedback Destroyer is turned off.

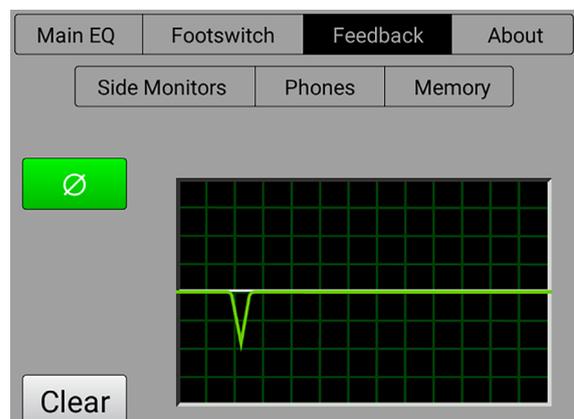
**On** – When the automatic Feedback Destroyer is turned on, scanning occurs continuously. The filters will engage sequentially when feedback is present until all are used and then it will be locked. If feedback is identified on an existing filter, the notch will deepen to further destroy the offending feedback frequency.

#### FREEPLAY



**Clear [Reach only]** – When tapped, all filters clear, but the Feedback Destroyer remains on. Think of it as a 'restart' button.

#### REACH

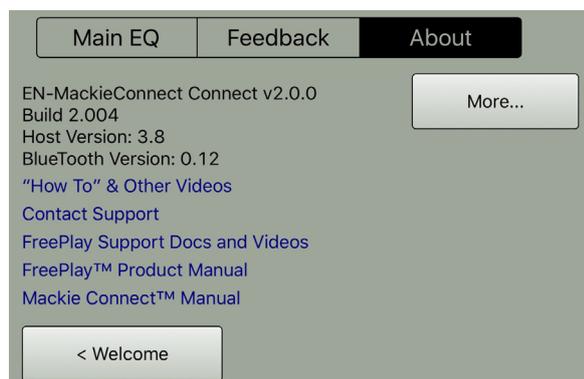


## System View continued...

### 19. About

Once tapped, the About tab displays information about the Mackie Connect app version that is currently installed on the device.

#### FREEPLAY



#### REACH



Additionally, the list below describes all of the goodies as shown in the images above:

**“How To” & Other Videos [FreePlay]** — I’m a fan of the written word, but perhaps you prefer videos. If so, multiple “How To” Freeplay videos have been created. Tap this link to check them out!

**Contact Support** — So you need to talk to someone and your psychiatrist doesn’t know the first thing about FreePlay / Reach? We’ve got your back... tap here to contact Tech Support using your device!

**Support Docs and Videos** — Several resources – including additional support documentation and videos – have been created for both FreePlay and Reach. Tap this link to check them out!

**Product Manual** — Need instantaneous information? Tap ‘Product Manual’ to open and review the selected product’s Owner’s Manual...all on your device!

**Mackie Connect Manual** — The Software Manual link works the same way as the ‘Product Manual’ link, but instead opens the Mackie Connect Reference Guide. In other words, what you’re looking at...Right. Now. Creepy. Let’s move on.

**< Welcome** — Tap this button to return to the opening Mackie Connect app welcome screen where you’ll be able to mix, demo or connect from there (as described on page 9).

**More** — Tap the More button to reveal detailed version information about the app, Bluetooth, firmware and more of the connected device. For the most part, this information is useless mumbo jumbo. There is no need to go here unless requested by Technical Support.

**Front LED [Reach]** — Sure, you could go to the side panel of the Reach and press the “Mon” and “Main” buttons simultaneously to turn the front panel Running Man logo on or off... or you could simply turn it on or off right from the Mackie Connect app! Here you are able to turn the Running Man logo on [button illuminates green] and off [gray background].

**Factory Reset [Reach]** — Since settings may be changed via Mackie Connect, it may be necessary to reset the FreePlay / Reach to its factory settings. This process is known around the office as the “Vulcan Mind Meld”.

Please keep in mind that this erases all settings, including any levels, EQs, etc. that may have been set. Be sure to power down any amps and/or powered speakers before resetting FreePlay / Reach.

Simply tap the ‘Factory Reset’ button [Reach] or press and hold the following buttons simultaneously to reset it to its factory settings:

- FreePlay – Main, Channel 2 and FX buttons.
- Reach – Mon, Channel 2 and Channel 4 buttons.



If you use the factory default key combination, you are also wiping the FreePlay’s / Reach’s memory of previously paired devices. To remedy this, on your smartphone, tablet or other Bluetooth device, you will need to ‘forget device’ in the Bluetooth settings, then re-pair in order to regain communication and functionality.

### 20. Side Monitors (Reach)

Here you are able to select which Earshot™ side monitor speakers (if any) will output sound. There are four choices to choose from, but only one may be selected at a time: only the left, only the right, both or neither (mute; default).

Simply press the button(s) of the Earshot monitor(s) you want to output sound. The button of engaged side monitors will illuminate green.

The level of the selected Earshot side output(s) may be adjusted by raising and lowering the Mon fader.



## System View continued...

### 21. Phones (Reach)

With headphones connected to the phones jack and the Phones tab selected, you are able to turn the Reach Main and Earshot™ speakers on [button illuminates green] and off [gray background].

**Off [Default]** – The Reach speakers are not engaged. You will only have signal through the headphones (when connected).



**On** – The Reach speakers are engaged. Signal will be present through the Reach speakers and headphones (when connected).



**VERY IMPORTANT**  **WARNING:** The headphone amp is loud and can cause permanent hearing damage. Even intermediate levels may be painfully loud with some headphones. BE CAREFUL! Always turn the phones level control all the way down before connecting headphones or doing anything new that may affect the headphone volume. Then turn it up slowly as you listen carefully.

### 22. Memory (Reach)

When the memory tab is selected, settings for Reach may be saved to memory and recalled at a later time. What's more, each setting may be custom-named! No more having to reset levels and FX upon every power-up or trying to remember what "Preset #2" is. Hint: it's not "Karaoke"; that's Preset #3...of course!

There are three user presets and a fourth to recall the factory default settings.

Left to right are the save button, preset number, recall button and preset name:

**Save Button** – Tap this button to save the current settings to the corresponding preset.



Be careful when saving presets, as the new settings will replace the currently saved settings.

**Preset Number** – While the preset name is user-editable (see below), the preset number will remain as-is, in order.

**Recall Button** – Tap this button to recall the settings of the selected preset.

**Preset Name** – Tap in the name box to bring up the blinking cursor and keyboard. Simply type in the name you want for that preset followed by a carriage return. If the name is too long to fit, it will display the first 22 letters followed by an ellipsis...



**Factory Default Recall Button** — Tap this button to return all settings – faders, mutes, FX, etc. – to their original factory settings. It is a convenient way to start with a fresh slate, essentially “zeroing out” the board.



This is not the same as the “Vulcan Mind Meld” which will ERASE all settings, as well as the memory of previously paired devices.

# Appendix A: Service Information

## Troubleshooting

If you think your FreePlay / Reach has a problem, please check out the following troubleshooting tips and do your best to confirm the problem. Visit the Support section of our website ([www.mackie.com/support](http://www.mackie.com/support)) where you will find lots of useful information such as FAQs and other documentation. You may find the answer to the problem without having to send your FreePlay / Reach away.

Here are three useful tips that could correct any of the issues outlined below (or possibly any other issue that we haven't yet discovered):

**(1)** — Restart the device. Don't just restart the Mackie Connect app. Restart the *device*! Completely power it down, then power it back up.

**(2)** — Restart FreePlay / Reach. This is especially useful after firmware and software updates where the hardware and software aren't quite on the same page. A simple reboot of the hardware can sometimes work great wonders.

**(3)** — Level setting procedure. If you are having any sound (or non-sound) issues, try following the level setting procedure as outlined on page 8 to verify that all of the volume controls in the system are properly adjusted.

### No power

- Our favorite question: Is it plugged in? Make sure the AC outlet is live [check with a tester or lamp].
- Our next favorite question: Is the power switch on? If not, try turning it on.
- Using batteries on the FreePlay?
  - Are they fully charged?
  - Are they facing the correct direction?
- The internal AC line fuse may be blown. This is not a user serviceable part. If you suspect the AC line fuse is blown, please contact Technical Support.

### No sound

- Is the input level control for the input source turned all the way down? Verify that all the level controls in the system are properly adjusted. Look at the level meter to ensure that the FreePlay / Reach is receiving a signal.
- Is the signal source working? Make sure the connecting cables are in good repair and securely connected at both ends. Make sure the output level control of the source is turned up sufficiently.
- Make sure the source(s) are not turned off or muted. If you find something like this, make sure the level is turned down before disengaging the offending switch.

### Poor sound

- Is it loud and distorted? Make sure that you're not overdriving a stage in the signal chain. Verify that all level controls are set properly.
- Is the input connector plugged completely into the jack? Be sure all connections are secure.

### Noise / Hum

- Make sure all connections to the FreePlay / Reach are good and sound. Make sure all of the connecting cables work and are securely connected at both ends. Try the same source signal in another channel, set up *exactly* like the suspect channel.
- Make sure none of the signal cables are routed near AC cables, power transformers, or other EMI-inducing devices.
- Is there a light dimmer or other SCR-based device on the same AC circuit as the FreePlay / Reach? Use an AC line filter or plug the FreePlay / Reach into a different AC circuit.

## Service Information continued...

- Try disconnecting the cable connected to the main input jack. If the noise disappears, it could be a “ground loop,” rather than a problem with the FreePlay / Reach. Try some of the following troubleshooting ideas:
  - o Are you using unbalanced cables? Swap them out with balanced cables to see if that fixes the problem. Use balanced connections throughout your system for the best noise rejection.
  - o Whenever possible, plug all the audio equipment’s line cords into outlets which share a common ground. The distance between the outlets and the common ground should be as short as possible.
- Has the band been together long?

## Bluetooth / Other Issues

- Are you running the latest and greatest Mackie Connect software? Go to the Play Store [Android] or App Store [iOS] and check for an update.
- Leave Mackie Connect and then return by pressing the Home button on the device.
- Force quit the Mackie Connect app.

Here’s how via Android:

- o Tap the menu button.
- o Swipe the Mackie Connect app left or right, or tap the “X” in the upper-right corner.
- o Voilà, you force quite the Mackie Connect app...nicely done!

Here’s how via iOS:

- o Double-tap the home button.
- o Swipe left and right until you find the Mackie Connect app.
- o Swipe the Mackie Connect app up.
- o Voilà, you force quite the Mackie Connect app...nicely done!

- Please email or call Technical Support if you are having other issues:
  - o [techmail@loudtechinc.com](mailto:techmail@loudtechinc.com)
  - o 1-800-898-3211

# Appendix B: Technical Information

## Specifications

### Supported Devices and OSs

#### Android

Version Requirement	V4.1–4.4 OR V5.0 or higher required
Android	Google Nexus 6, Samsung Galaxy S6, Samsung Galaxy S5, Samsung S5 Mini, Samsung S4 Mini, Samsung Note 4, Samsung Note 3, LG G Flex, LG G3, HTC One M9, HTC One M8, Moto G, Moto E, Sony Xperia Z3

#### iOS

Version Requirement	iOS 8.0 or higher required
iPhone	iPhone 5, iPhone 5c, iPhone 5s, iPhone 6, iPhone 6 Plus, iPhone 6S, iPhone 6S Plus
iPod touch	iPod touch (5th generation)
iPad	iPad 2, iPad (3rd generation), iPad (4th generation), iPad Air, iPad Air 2, iPad mini (1st generation), iPad mini 2, iPad mini 3, iPad mini 4

### Equalization

Low Shelving	±12 dB @ 80 Hz
Mid-Peaking	±12 dB @ 2.5 kHz
High-Peaking	±12 dB @ 5 kHz
Increments	±3 dB

### System Processing

Channel EQ	3-band
Main EQ	4 voicing modes
FX	16 presets
Feedback Destroyer	3-band, On / Off

### Bluetooth Information

Bluetooth Protocol	3.0
Bluetooth Function	Audio Streaming and User Interface Control

### About

Reference Guide Version	V2.0
Part Number, Rev and Date	SW1119, Rev C, October 2015

### Disclaimer

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Since we are always striving to make our products better by incorporating new and improved materials, components, and manufacturing methods, we reserve the right to change these specifications at any time without notice.

Please check our website for any updates to this Reference Guide: [www.mackie.com](http://www.mackie.com).

# Appendix C: Table of Effects Presets

All FX listed below may be accessed via the Mackie Connect App. Descriptions and examples of the four FX that are accessed via FreePlay / Reach [Verb 1, Verb 2, Delay 1 and Delay 2] are noted in the *Title* column.

None of the FX LEDs on FreePlay / Reach will illuminate when an FX is selected via the Mackie Connect App.

	<b>Title</b>	<b>Description</b>	<b>Example of its use</b>
<b>Reverbs</b>	Bright Room	This room has a bright tone with lots of scattered reflections to simulate harder, more reflective surfaces.	Useful on vocals that require a brighter reverb to cut through the mix, or for giving acoustic instruments a livelier vibe.
	Warm Lounge	This preset features a medium sized room sound, with just enough enhancement of the lower mids to produce a warm tone.	Useful for vocals on songs that require a larger, more "wet" sound, or for giving dimension to bright horns without adding harshness.
	Small Stage	This preset simulates the sound of a small concert stage, with a medium reverb time and reverberant space.	Useful for vocals or guitars in fast paced, high-energy songs that call for a "live" sounding reverberation.
	Warm Theater [Verb 2 on FreePlay / Reach]	This reverb has a warm bodied tone and medium long reverb time to simulate the live acoustics of a theater space.	Perfect for vocals, drums, acoustic and electric guitars, keyboards and more.
	Warm Hall	This reverb simulates the sound of a spacious, yet cozy, heavily draped and carpeted concert hall with an especially warm tone.	Perfect for adding natural concert hall ambience to close-mic'ed orchestral instruments.
	Concert Hall	This hall reverb is characterized by its large, spacious sound, long pre-delay, and vibrant tone.	Adds life to acoustic instruments and vocals from solos to full-on symphonies and choirs.
	Plate Reverb [Verb 1 on FreePlay / Reach]	This preset emulates vintage mechanical reverberation that was generated with a metal plate. Its sound is characterized by lots of early reflections and no pre-delay.	Perfect for thickening percussive instruments, such as a snare drum, or tight vocal arrangements.
	Cathedral	This reverb emulates the extremely long tails, dense diffusion and long pre-delays and reflections that would be found in a very large, stone walled house of worship.	Gives amazing depth to choirs, wind instruments, organs and soft acoustic guitars.
<b>Choruses</b>	Chorus	This preset provides a soft, ethereal sweeping effect that is useful for thickening and for making a particular sound pop out of the mix.	Perfect for enhancement of electric and acoustic guitar and bass, or to add a dramatic effect to vocals, particularly group harmonies and choirs.
	Chorus + Reverb	This preset perfectly combines the chorus effect above with a large, roomy reverb.	This effect thickens the sound with chorus while adding warmth and spaciousness thanks to the smooth reverb.
<b>Delays</b>	Doubler	This effect simulates the sound of a vocal or instrument being recorded twice (double-tracked) on a multi-track recorder.	Provides a vibe that is similar to chorus without the subtle swirl.
	Tape Slap [Delay 1 on FreePlay / Reach]	This effect provides a single, relatively rapid delay of the original signal, with the added warmth that vintage tape-based echo units provided.	Often used on vocals for a 1950's era feel, or on guitars for a surf-type tone. Often used by people whose favorite number is 13.
	Delay 1 [Delay 2 on FreePlay / Reach]	This preset provides 300 ms delay. The smaller the delay time, the faster the delay.	This FX works best with full, up-beat music like rock where the delay needs to cut through the mix.
	Delay 2	This preset provides 380 ms delay. The smaller the delay time, the faster the delay.	This FX works best with full, up-beat music like rock where the delay needs to cut through the mix.
	Delay 3	This preset provides 480 ms delay. The smaller the delay time, the faster the delay.	This FX works best with full, up-beat music like rock where the delay needs to cut through the mix.
	Reverb + Delay	This effect combines the Warm Theater reverb effect with the echoes of the 3-repeat delay effect.	Perfect for thickening vocals while adding dimensions, it can also be used as a spacey effect on electric guitars.

# Appendix D: Android and iOS Optimizations

## Android Optimizations



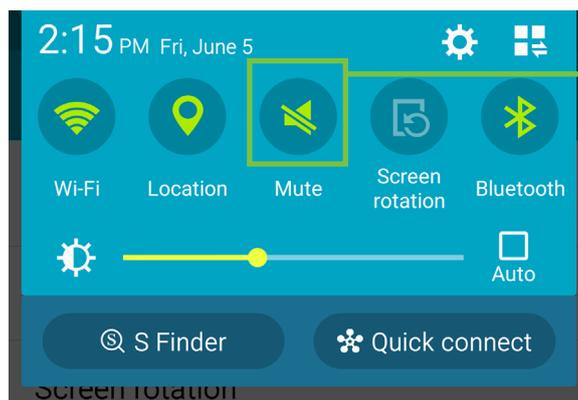
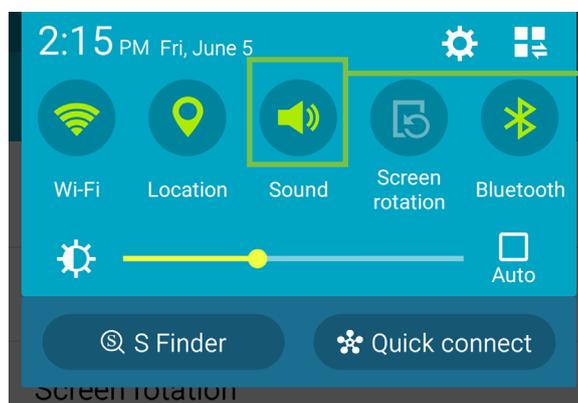
Below is a list of ways to trick out your Android device to optimize its use with the Mackie Connect app. When you have some additional time, use your favorite search engine to search “trick out your Android device” for other ways to optimize your Android device. All of the following tips and tricks may be found by going to Settings on the Android device.

**Android Optimization #1 :** Mute sounds, including phone calls, email alerts, calendar event warnings, alarms and other extraneous Android noises (except music apps; those will continue to play).



If a mic is plugged into FreePlay / Reach, the person on the other end of a call can't hear you, so they're better off leaving a voicemail, anyway.

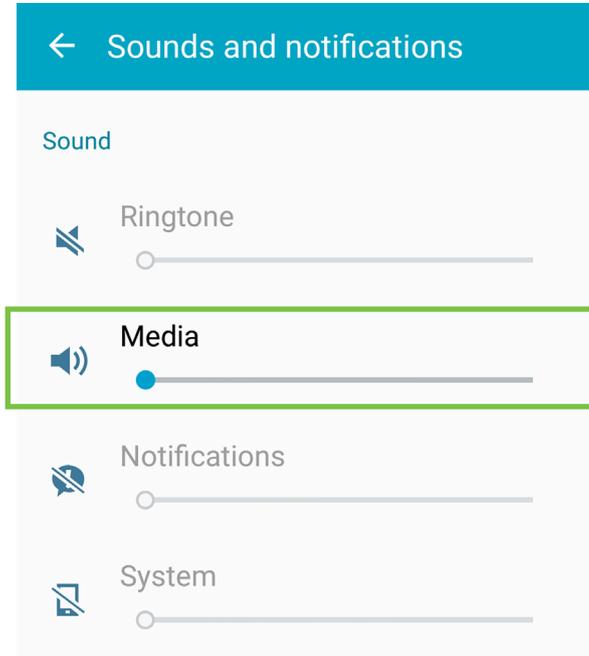
Simply tap the 'Sound' button to mute the device.



**Android Optimization #2 :** The volume of the Bluetooth *on the device* needs to be up in order to hear audio over Bluetooth. This is because the Bluetooth fader / volume control of the Mackie Connect app is not the same as the OS / hardware Bluetooth level control, but rather a supplementary level control.

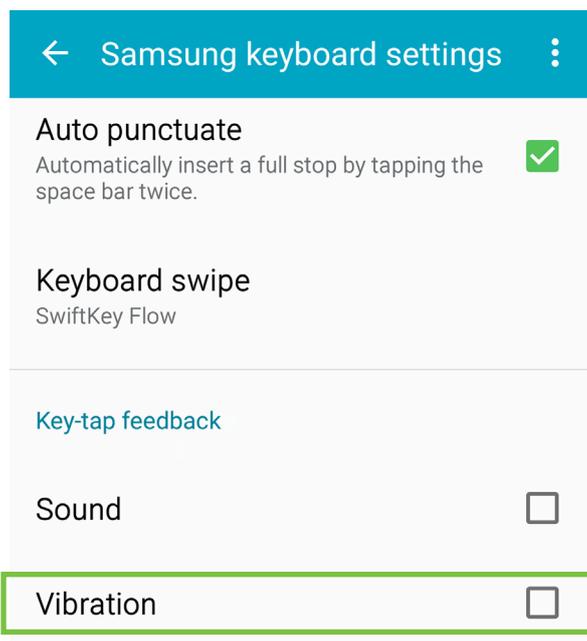
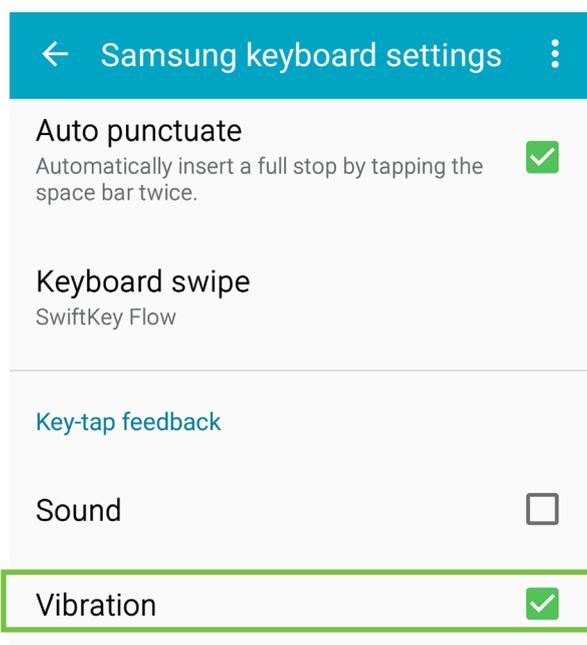
Simply drag the 'Media' slider to the right.

Note that the ringtone, notifications and system levels are all off [sliders fully left].



**Android Optimization #3** : Turn off 'Vibrate' on Key-tap feedback.

Simply tap the 'Vibration' button so it is *unchecked*.



**Android Optimization #4 : Mackie Connect and Auto Updating Apps**

A new feature allows apps to be updated in the background. This is great for consumer apps like games, etc. However, you use apps like Mackie Connect and auto-updating your apps can cause problems if the process is not properly understood. Before you update that app, let's first understand how updates generally work.

1. You are notified of a Mackie Connect update through the App Store.
2. You download and install the update. Boom. The app is updated.

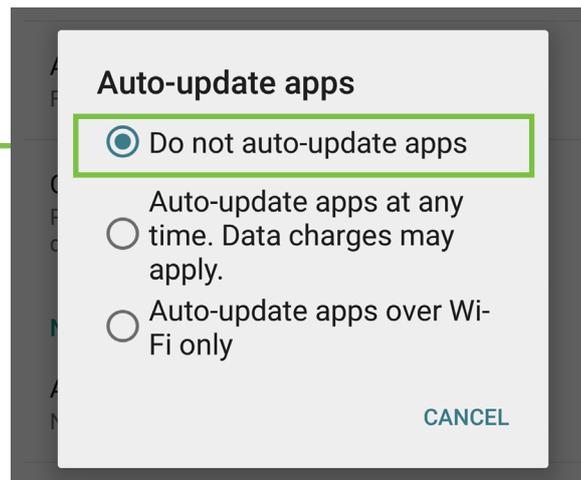
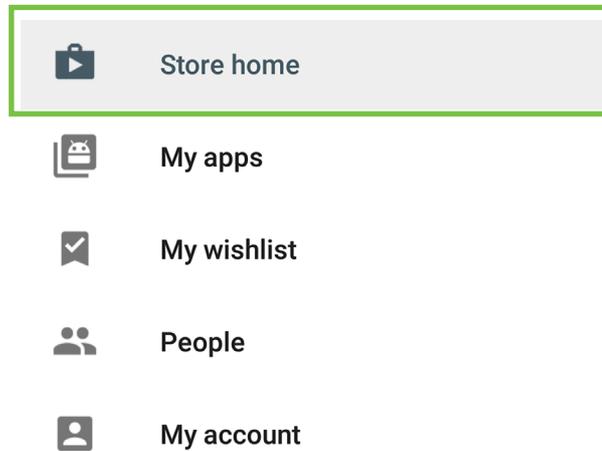
But now, the operating system can update an app in the background automatically, including the Mackie Connect App. While highly unlikely, it is possible that this could cause serious problems during a presentation or performance. Obviously this is not something you want to happen.

To avoid this, we strongly recommend you disable automatic updates for Apps.

Here's how:

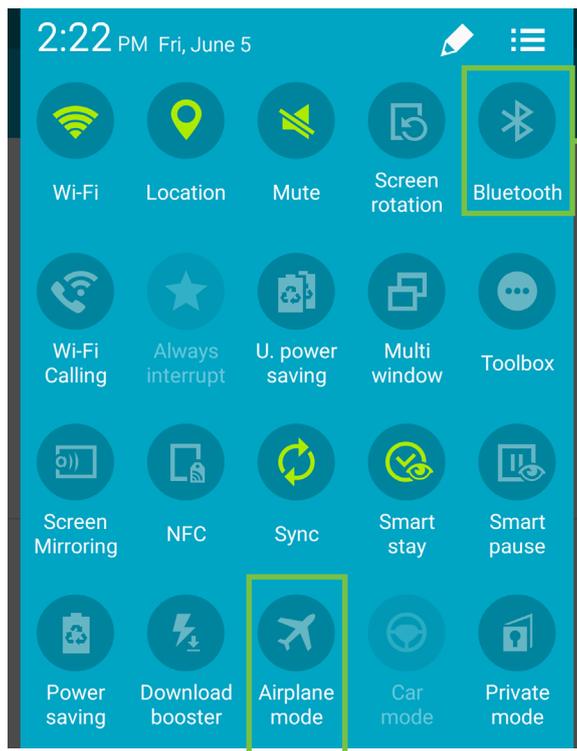
Go to Settings > App Store Home.

Select "Do not auto-update apps".



**Android Optimization #5 : Blocking calls.**

To block calls, put the phone into 'Airplane Mode', then turn Bluetooth back on.



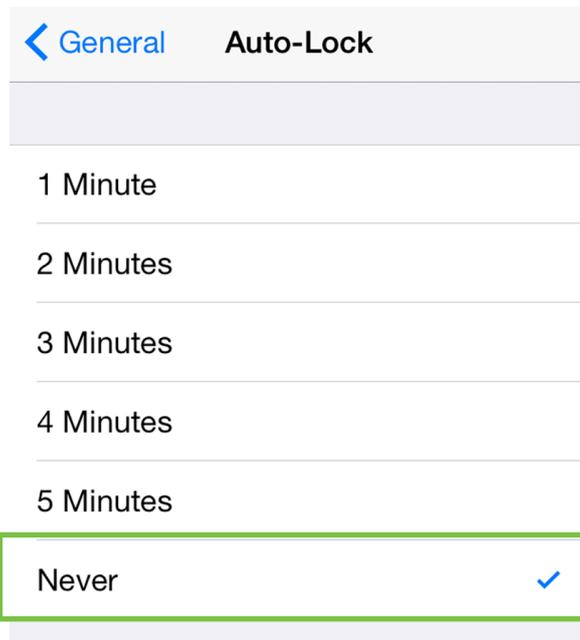
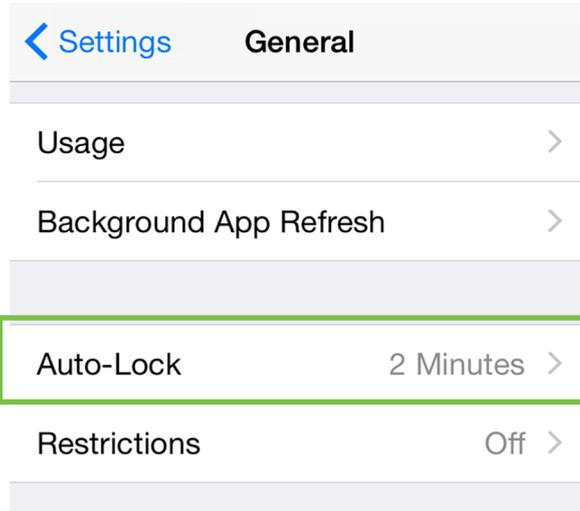
## iOS Optimizations



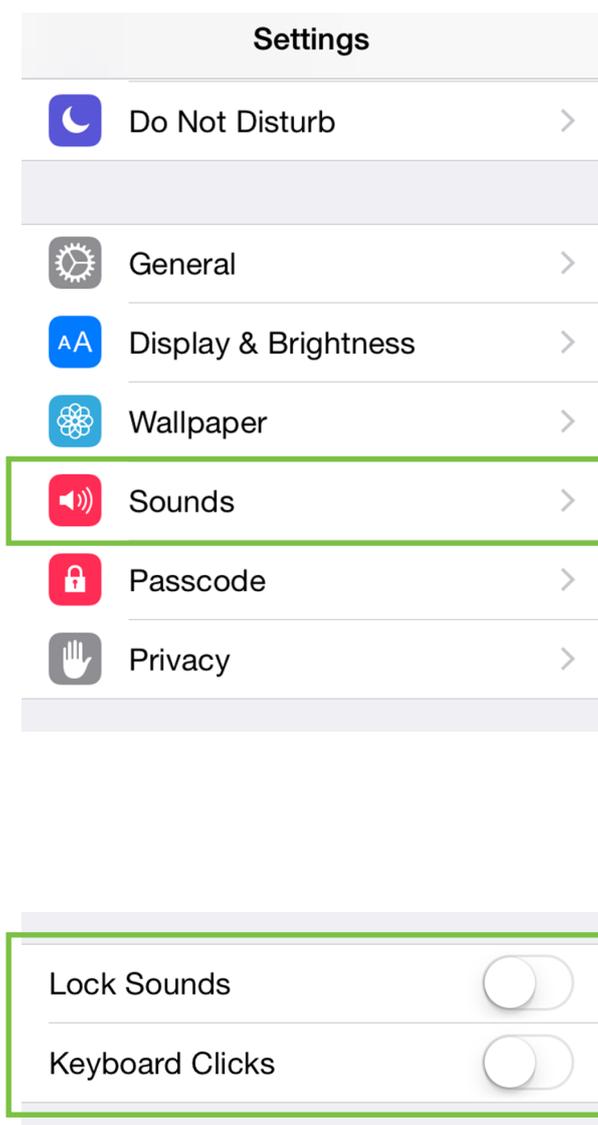
Below is a list of ways to trick out your iOS device to optimize its use with the Mackie Connect app. When you have some additional time, use your favorite search engine to search “trick out your iOS device” for other ways to optimize your iOS device. All of the following tips and tricks may be found by going to Settings > General on the iOS device.

**iOS Optimization #1** : Prevent the device from turning off in the middle of a presentation (or worse yet, a rockin’ karaoke performance!).

Simply change the Auto-Lock from its current selection to “Never”.



**iOS Optimization #2** : Turn off Lock Sounds and Keyboard Clicks.



**iOS Optimization #3** : Mute sounds, including email alerts, calendar event warnings, alarms and other extraneous iOS noises (except music apps; those will continue to play).

Use Side Switch to: Mute

Flip the side switch on the device (next to the volume up/down switch) so that the orange dot is visible. It indicates that the device is indeed muted (except for the music apps).

## iOS Optimization #4 : Mackie Connect and Auto Updating Apps in iOS8

iOS8 adds an interesting new feature allowing apps to be updated in the background. This feature is great for consumer apps like games, etc. However, you use apps like Mackie Connect and auto-updating your apps can cause problems if the process is not properly understood. Before you update that app, let's first understand how updates generally work.

1. You are notified of a Mackie Connect update through the iOS App Store.
2. You download and install the update. Boom. The app is updated.

But now with iOS8, the operating system can update an app in the background automatically, including the Mackie Connect App. While highly unlikely, it is possible that this could cause serious problems during a presentation or performance. Obviously this is not something you want to happen.

To avoid this, we strongly recommend you disable automatic updates for Apps in iOS8.

Here's how:

Go to Settings > iTunes & App Store.

Simply turn App Updates off.





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