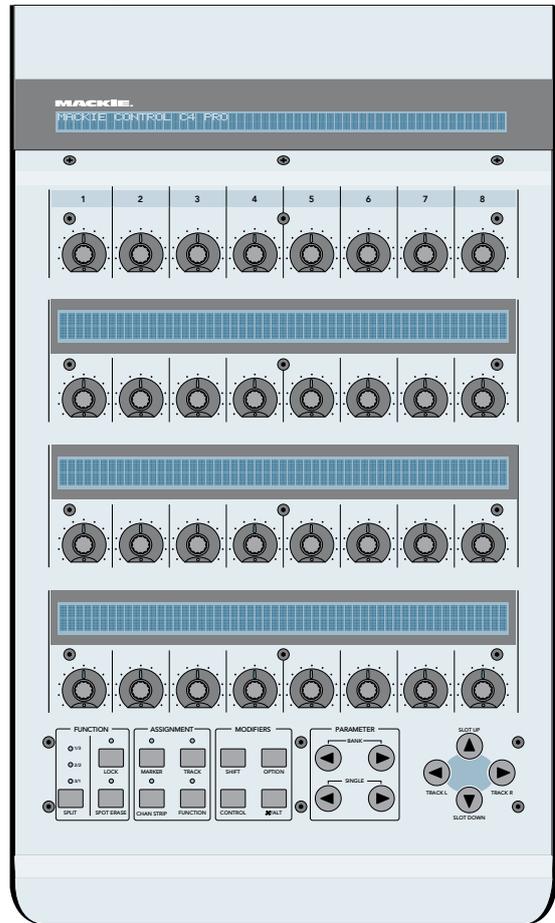
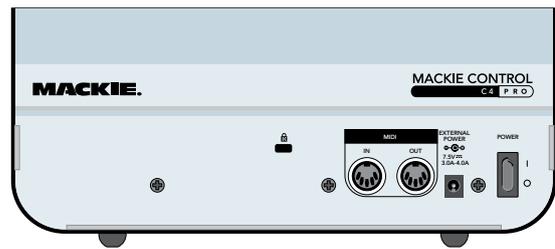


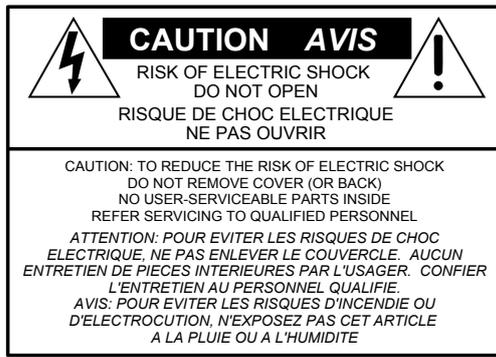
# Mackie Control C4 Pro

## Quick-Start Guide



DSP Plug-in and Virtual Instrument Controller

# MACKIE®



The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure, that may be of sufficient magnitude to constitute a risk of electric shock to persons.

Le symbole éclair avec point de flèche à l'intérieur d'un triangle équilatéral est utilisé pour avertir l'utilisateur de la présence à l'intérieur du coffret de "voltage dangereux", non isolé d'ampleur suffisante pour constituer un risque d'électrocution.



The exclamation point within an equilateral triangle is intended to alert the user of the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

Le point d'exclamation à l'intérieur d'un triangle équilatéral est employé pour avertir les utilisateurs de la présence d'instructions importantes pour le fonctionnement et l'entretien (service) dans le livret d'instruction accompagnant l'appareil.

## Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with a cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
15. This apparatus shall not be exposed to dripping or splashing, and no object filled with liquids, such as vases, shall be placed on the apparatus.
16. The AC adapter is used as the power device and should be protected from damage.
17. This apparatus has been equipped with a rocker-style power switch. This switch is located on the rear panel and should remain readily accessible to the user.
18. This apparatus does not exceed the Class A/Class B (whichever is applicable) limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications.

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

### FCC Information

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



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

- \* EN 55022 Radiated and Conducted Emissions
- \* EN 55024 Electromagnetic Immunity
- \* EN 61000-4-2 Electrostatic Discharge Immunity
- \* EN 61000-4-3 RF Electromagnetic Fields Immunity
- \* EN 61000-4-4 Electrical Fast Transient/Burst Immunity
- \* EN 60950/IEC 950 Electrical Safety Requirements

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



Part No. SW0455 Rev. A 01/07  
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## Installation

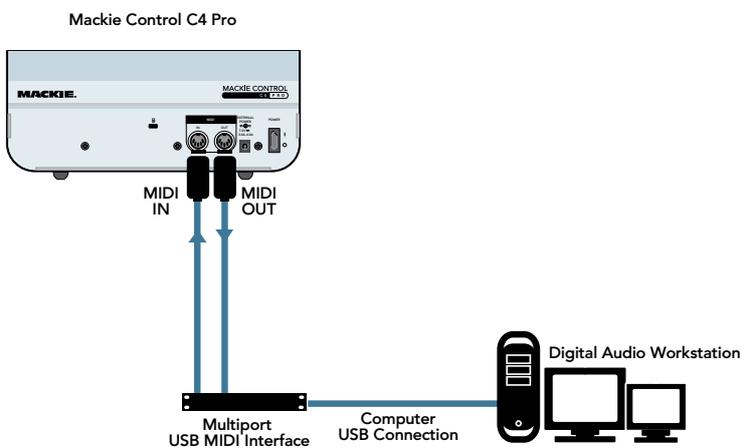
- Connect the Mackie Control C4 Pro to your USB MIDI interface via two MIDI cables. Connect the MIDI OUT from the MC C4 Pro to the MIDI IN on the USB MIDI interface (and MIDI IN to MIDI OUT). The USB connection is made between the USB MIDI interface and your computer's USB port. See "Hookup 1: MIDI" below.
- Connect one end of the external power supply to the Mackie Control C4 Pro, and the other end to an AC power source between 90 V and 264 V AC (50–60 Hz).
- Turn on the Mackie Control C4 Pro POWER switch.
- Launch your software program of choice.
- Select your software's console or surface manager set up window.
- Select the Mackie Control C4 in the MIDI device setup section of your DAW application.
- Once Mackie Control C4 is selected within your software's setup preferences, the unit will be recognized automatically.



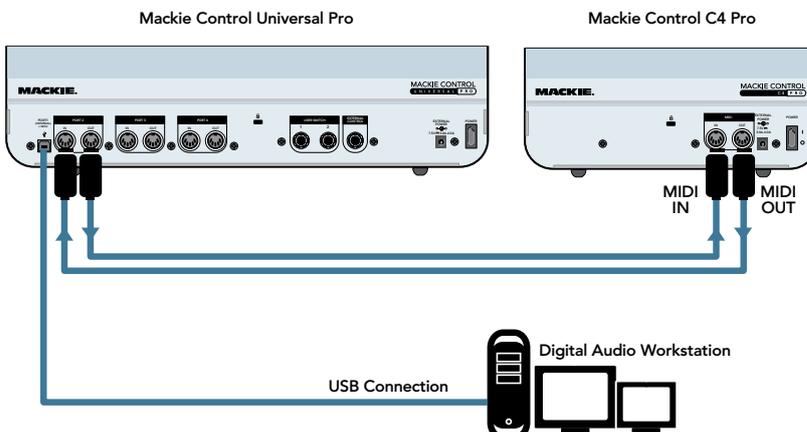
Visit the C4 page on our website ([www.mackie.com/products/c4/index.html](http://www.mackie.com/products/c4/index.html)) for helpful information on setting up the C4 with various DAW applications.

### *To connect the Mackie Control C4 Pro to your Mackie Control Universal Pro:*

1. If you are using the USB method to connect the MCU Pro to your computer, then the MCU Pro has three sets of MIDI IN/OUT connectors for connecting additional MC Extender Pro and C4 Pro units (or other MIDI devices). Always connect MIDI OUT from one unit to MIDI IN on the next unit (and MIDI IN to MIDI OUT). See "Hookup 2: MC C4 Pro to MCU Pro" below.



*Hookup 1: MIDI*



*Hookup 2: MC C4 Pro to MCU Pro*

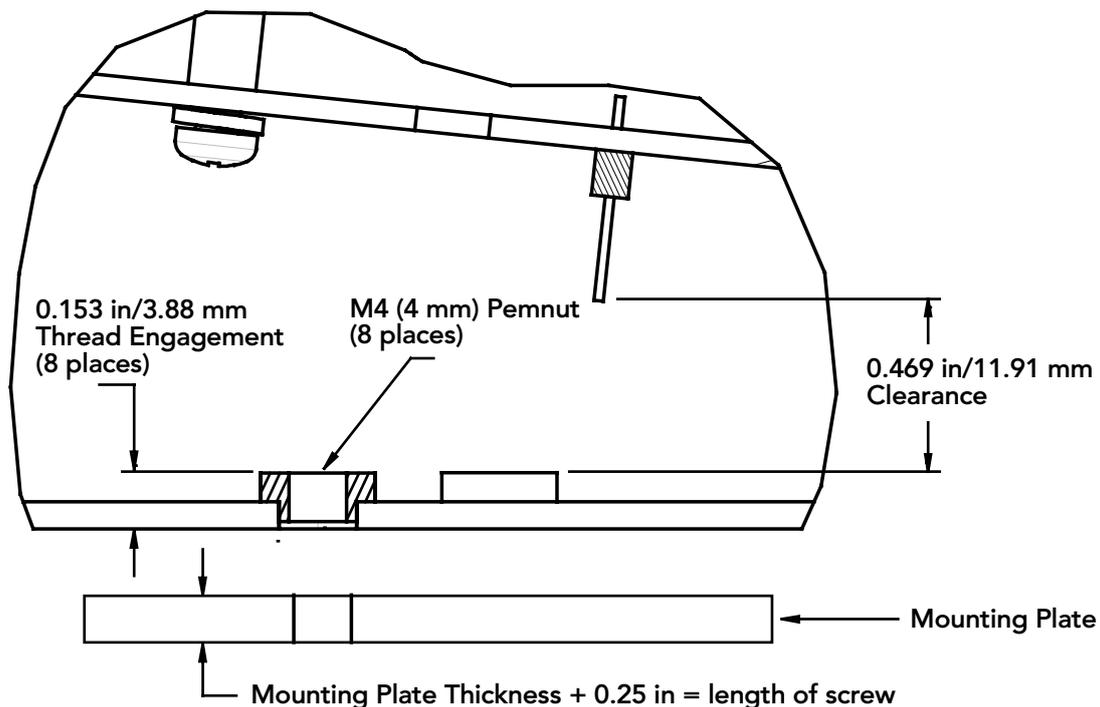
## VESA/Omnimount Mounting

The Mackie Control C4 Pro has holes in the bottom panel for mounting to a standard VESA wall mount or floating arm mount, using 75 mm or 100 mm mounting patterns. These holes accept M4 (4 mm) screws. The length of the screw will vary depending on the thickness of the mounting plate. The screw length is calculated by determining the thickness of the mounting plate and adding 0.25 inches to that for the threads to engage the pemnut in the bottom of the MC C4 Pro (see figure below).

The MC C4 Pro weighs 6.9 pounds (3.1 kg), so be sure to select a mounting arm or plate that can support the weight of the unit.



Many VESA mounts are designed for video monitors, and the mounting plate is perpendicular to your desktop surface. Since you most likely do not want the MC C4 Pro to be mounted perpendicular to your desktop, make sure your VESA mount is flexible enough so if it can be properly adjusted for your working space.



### Need Help?

- Visit [www.mackie.com](http://www.mackie.com) and click Support to find: FAQs (Frequently Asked Questions), manuals, addendums, and user forums.
- Email us at: [techmail@mackie.com](mailto:techmail@mackie.com).
- Telephone 1-800-898-3211 to speak with one of our splendid technical support representatives (Monday through Friday, from 7 AM to 5 PM PST).

# Using the Mackie Control C4 Pro

Please refer to your particular DAW's documentation for specific instructions on establishing communication with Mackie Control C4 Pro, and for operating instructions when using Mackie Control C4 Pro with the DAW. Visit our website for the latest information on all the currently supported DAW applications for the Mackie Control C4 Pro.

**Note:** Our website also contains documentation on how to set up the C4 with the various supported DAW applications.

[www.mackie.com/products/c4/index.html](http://www.mackie.com/products/c4/index.html)

## Front Panel

### 1. Scribble Strips

These backlit LCDs above the V-Pots display control names, parameters, values, and other information depending on the plug-in or instrument assigned to the C4 Pro.

### 2. V-Pots

The V-Pots serve a dual function on the Mackie Control C4 Pro, acting as a push-button and a rotary control. When a V-Pot is pressed, it may be used to change modes of operation or to change what appears in the display above the channel strips.

When a V-Pot is rotated, depending on its assigned function, it can be used to adjust a pan, send level, or other parameter.

### 3. Functions, Assignment, Modifiers

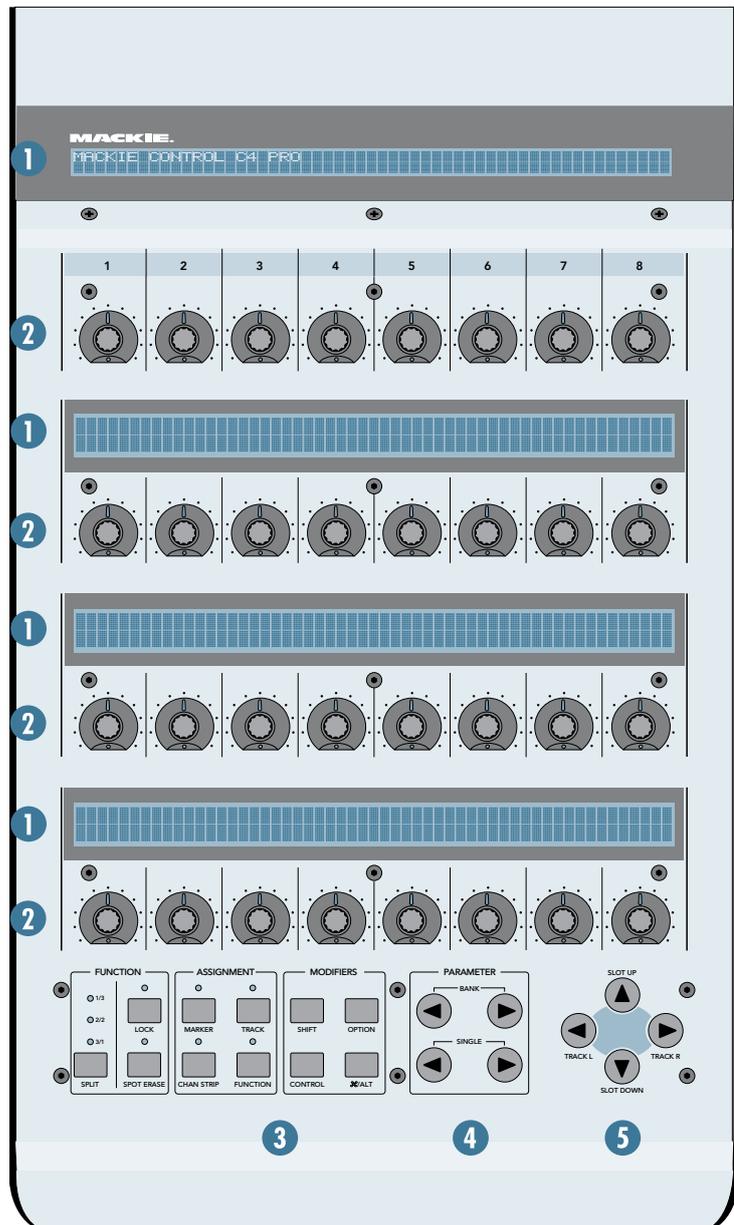
The function of these buttons vary, depending on the DAW application you are using. Place the overlay for your particular DAW application over this section to provide the correct labeling for these buttons, and refer to the documentation for the DAW application that describes how it operates with Mackie Control C4 Pro.

### 4. Parameter

These buttons may also vary depending on the DAW application you are using, but generally they are used to shift the controls left and right in banks of eight, or to shift single controls left and right.

### 5. Navigation

These four arrow buttons are used to navigate around the graphic editor in your DAW application.



## Rear Panel

### 6. MIDI IN/OUT

These are standard 5-pin MIDI input and output connectors. Connect this to the MIDI IN/OUT ports on your MIDI interface or the Mackie Control Universal Pro (MIDI IN to MIDI OUT and vice-versa).

### 7. Power Connector

This is where you connect the supplied external AC power supply to provide power to the Mackie Control C4 Pro.

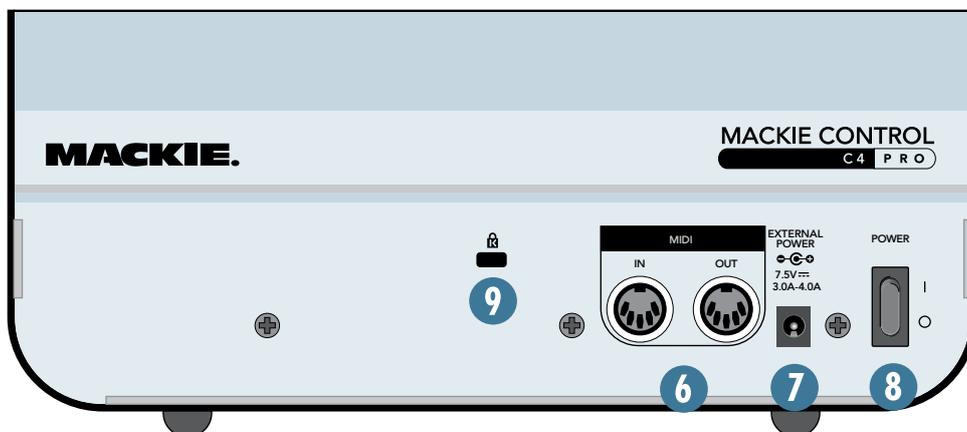
The AC power supply provided with your MC C4 Pro is a universal power supply, so it can be connected to an AC power source between 90 VAC and 264 VAC (50–60 Hz).

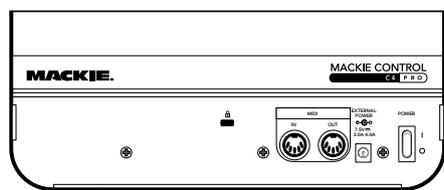
### 8. POWER Switch

This turns the power to the MC C4 Pro on and off.

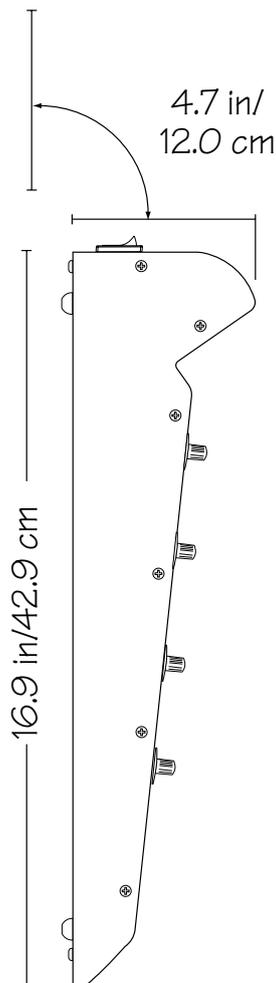
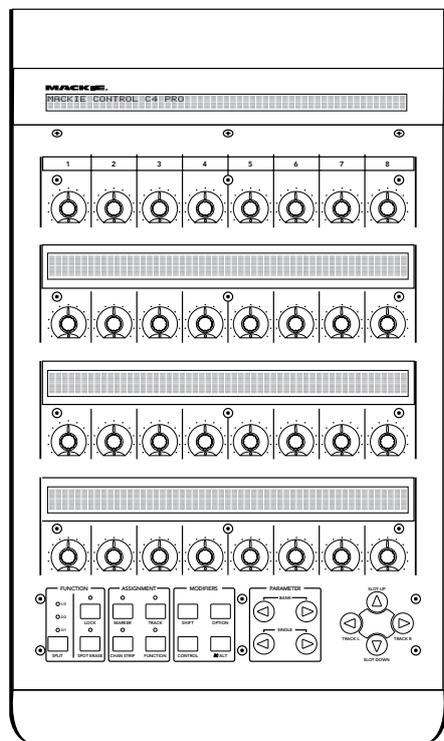
### 9. Kensington Lock

To help prevent theft, the Mackie Control C4 Pro has a security slot designed to fit the popular Kensington security locks. A variety of models are available from their website at [www.kensington.com](http://www.kensington.com).





10.0 in/25.4 cm



16.9 in/42.9 cm

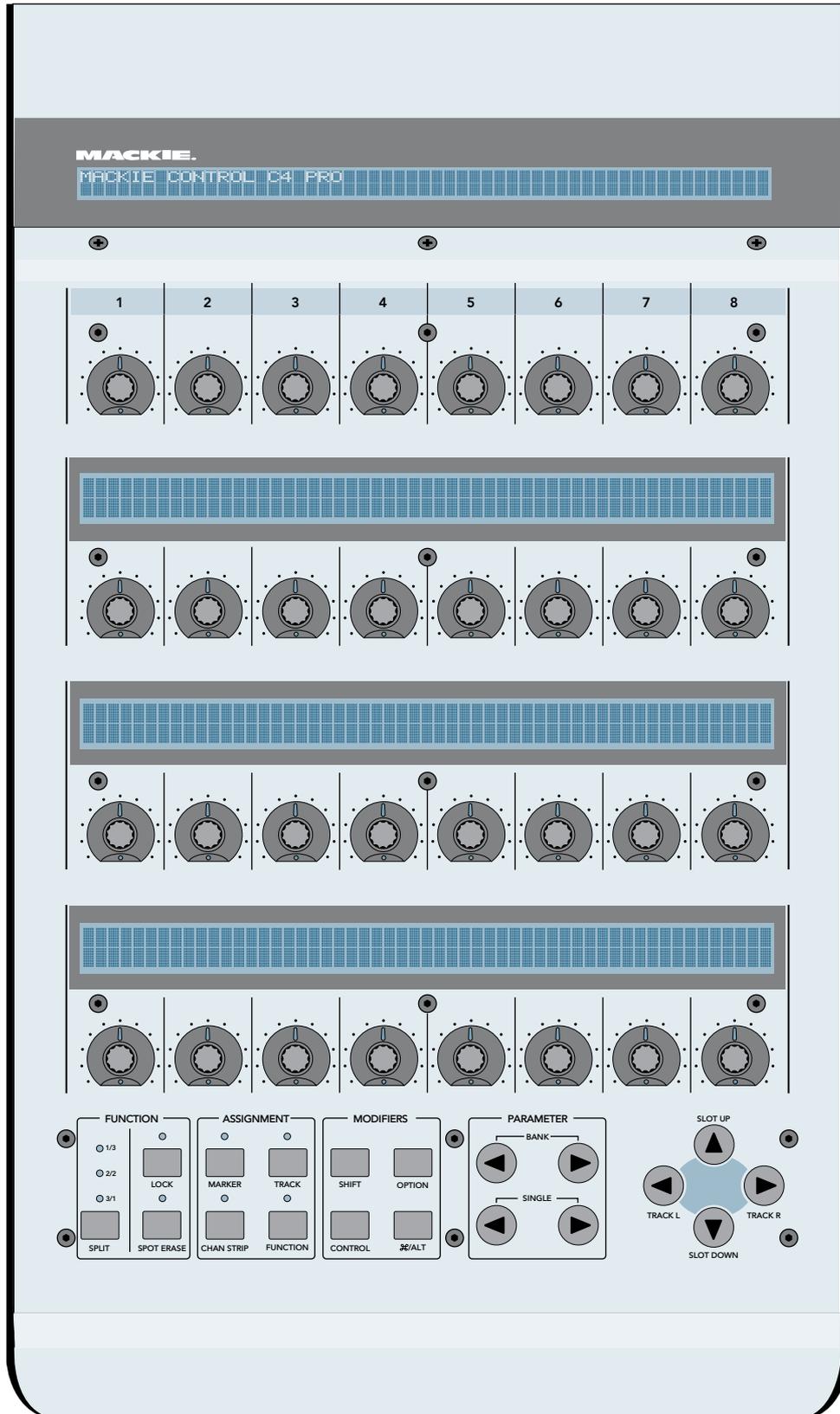
4.7 in/  
12.0 cm

MACKIE  
CONTROL C4  
PRO  
WEIGHT  
10.7 lbs/  
4.9 kg



# Upgrading the Software

From time to time, software updates for the Mackie Control C4 Pro may become available to download from our website. Register your product to be notified when updates are available, or check our website at [www.mackie.com](http://www.mackie.com). You can register online at [www.mackie.com](http://www.mackie.com) (click on Product Registration).



## Service

If you think your Mackie Control C4 Pro has a problem, please do everything you can to confirm it before calling for service. 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, documentation, and user forums. You may find the answer to the problem without having to send your Mackie Control C4 Pro away.

If the problem is related to setting up and using Mackie Control C4 Pro with your DAW software, contact your software manufacturer's technical support.

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

## Repair

Service for Mackie products purchased in the USA is available at a factory-authorized service center. Service for Mackie products living outside the United States can be obtained through local dealers or distributors.

If your Mackie Control C4 Pro needs service, and it lives in the United States, follow these instructions:

1. Call Tech Support at 1-800-898-3211, 7 am to 5 pm PST, to explain the problem and obtain a Service Request Number. Have your Mackie Control C4 serial number ready. *You must have a Service Request Number before you can obtain service at the factory.*
2. Keep this quick-start guide. We don't need it to repair the controller.
3. Pack the controller in its original package, including endcaps and box. *This is very important.* When you call for the Service Request Number, please let Tech Support know if you need new packaging. *Mackie is not responsible for any damage that occurs due to non-factory packaging.*

**Please write your serial number here for future reference (i.e., insurance claims, tech support, return authorization, etc.)**

**Purchased at:**

**Date of purchase:**

4. Include a legible note stating your name, shipping address (no P.O. boxes), daytime phone number, Service Request Number, and a detailed description of the problem, including how we can duplicate it.
5. Write the Service Request Number in **BIG PRINT** on top of the box. Units sent without the Service Request Number will be refused.
6. Tech Support will tell you where to ship the controller for repair. We suggest insurance for all forms of cartage.
7. You will need to contact the authorized service center for their latest turn-around times when you call for your Service Request Number. The controller must be packaged in its original packing box, and must have the Service Request Number on the box. Once it's repaired, the authorized service center will ship it back prepaid (if it was a warranty repair).

**Note:** Under the terms of the warranty, you must ship or drop-off the unit to an authorized service center. The return ground shipment is covered for those units deemed by us to be under warranty.

**Note:** You must have a sales receipt from an Authorized Mackie Dealer to qualify for a warranty repair.

Please read the warranty information on page 11, then either register online at [www.mackie.com](http://www.mackie.com) or complete and return the Product Registration card included with your Mackie Control C4 Pro.

"Mackie," the "Running Man" figure, "Mackie Control Universal," "Mackie Control Extender," and "Mackie Control C<sup>4</sup>" are trademarks or registered trademarks of LOUD Technologies Inc. All other brand names mentioned are trademarks or registered trademarks of their respective holders, and are hereby acknowledged.



# MACKIE.®

## MACKIE CONTROL C4 PRO LIMITED WARRANTY

Please keep your sales receipt in a safe place.

A. LOUD Technologies Inc. warrants all materials, workmanship and proper operation of this product for a period of two years from the original date of purchase. If any defects are found in the materials or workmanship or if the product fails to function properly during the applicable warranty period, LOUD Technologies, at its option, will repair or replace the product. **This warranty applies only to equipment sold and delivered within the U.S. by LOUD Technologies Inc. or its authorized dealers.**

B. Failure to register online or return the product registration card will not void the two-year warranty.

C. Service and repairs of Mackie products are to be performed only at an Authorized Mackie Service Center (see D below). Unauthorized service, repairs, or modifications will void this warranty.

D. To obtain factory-authorized service:

1. Call LOUD Technologies at 800/898-3211, 7 AM to 5 PM Monday through Friday (Pacific Time) to get a Service Request Number. *Products returned without a Service Request Number will be refused.*
2. Pack the product in its original shipping carton. Also include a note explaining exactly how to duplicate the problem, a copy of the sales receipt with price and date showing, and your return street address (no P.O. boxes or route numbers, please!). If we cannot duplicate the problem or establish the starting date of your Limited Warranty, we may, at our option, charge for service time.
3. Ship the product in its original shipping carton, freight prepaid to the authorized service center. The address of your closest authorized service center will be given to you by Technical Support.

**IMPORTANT: Make sure that the Service Request Number is plainly written on the shipping carton.**

E. LOUD Technologies reserves the right to inspect any products that may be the subject of any warranty claims before repair or replacement is carried out. LOUD Technologies may, at our option, require proof of the original date of purchase in the form of a dated copy of the original dealer's invoice or sales receipt. Final determination of warranty coverage lies solely with LOUD Technologies.

F. Any products returned to one of the LOUD Technologies factory-authorized service centers and deemed eligible for repair or replacement under the terms of this warranty will be repaired or replaced within thirty days of receipt. LOUD Technologies and its authorized service centers may

use refurbished parts for repair or replacement of any product. Products returned to LOUD Technologies that do not meet the terms of this Warranty will be not be repaired unless payment is received for labor, materials, return freight, and insurance. Products repaired under warranty will be returned freight prepaid by LOUD Technologies to any location within the boundaries of the USA.

G. LOUD Technologies warrants all repairs performed for 90 days or for the remainder of the warranty period. This warranty does not extend to damage resulting from improper installation, misuse, neglect or abuse, or to exterior appearance. This warranty is recognized only if the inspection seals and serial number on the unit have not been defaced or removed.

H. LOUD Technologies assumes no responsibility for the quality or timeliness of repairs performed by an authorized service center.

I. This warranty is extended to the original purchaser and to anyone who may subsequently purchase this product within the applicable warranty period. A copy of the original sales receipt is required to obtain warranty repairs.

J. This is your sole warranty. LOUD Technologies does not authorize any third party, including any dealer or sales representative, to assume any liability on behalf of LOUD Technologies or to make any warranty for LOUD Technologies Inc.

**K. THE WARRANTY GIVEN ON THIS PAGE IS THE SOLE WARRANTY GIVEN BY LOUD TECHNOLOGIES INC. AND IS IN LIEU OF ALL OTHER WARRANTIES EXPRESS AND IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE WARRANTY GIVEN ON THIS PAGE SHALL BE STRICTLY LIMITED IN DURATION TO TWO YEARS FROM THE DATE OF ORIGINAL PURCHASE FROM AN AUTHORIZED MACKIE DEALER. UPON EXPIRATION OF THE APPLICABLE WARRANTY PERIOD, LOUD TECHNOLOGIES INC. SHALL HAVE NO FURTHER WARRANTY OBLIGATION OF ANY KIND. LOUD TECHNOLOGIES INC. SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES THAT MAY RESULT FROM ANY DEFECT IN THE MACKIE PRODUCT OR ANY WARRANTY CLAIM.** Some states do not allow exclusion or limitation of incidental, special, or consequential damages or a limitation on how long warranties last, so some of the above limitations and exclusions may not apply to you. This warranty provides specific legal rights and you may have other rights which vary from state to state.

# **MACKIE®**

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