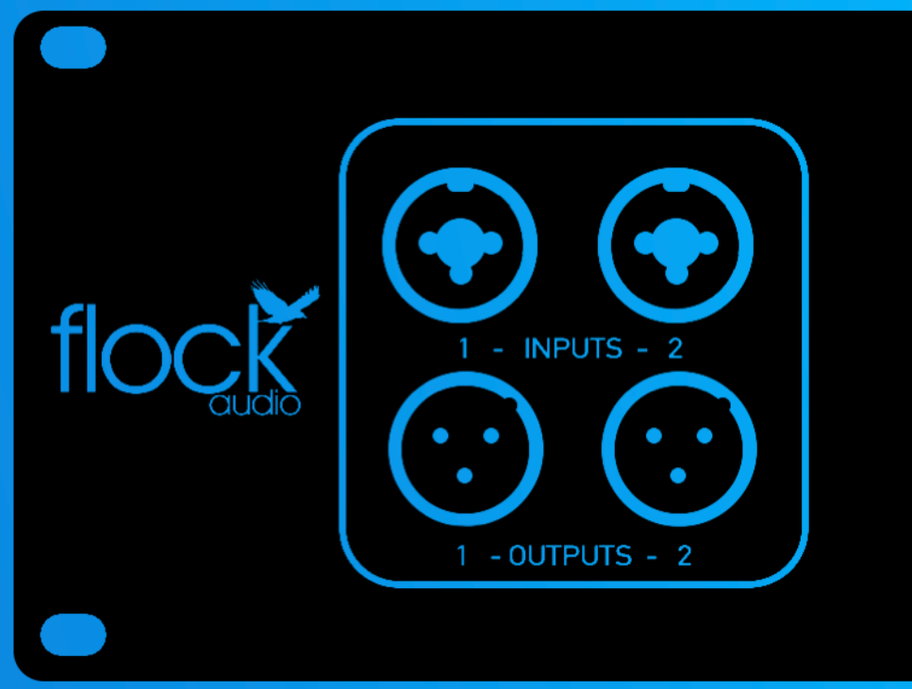
USER MANUAL

V.1.3.1

JANUARY 11, 2023



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Certifications:

Thank you...

Where do I begin to start by saying Thank you for your support…

I started working on a conceptual design known as “PATCH” in early 2016 when I decided to leave my stable career and chose to pursue the path less travelled of designing and developing a better & more efficient process for professional audio recording engineers in the depths of my basement home recording studio.

In need of a better solution other than the available 1870’s technology known as a traditional patch bay, the concept was born to create a fully digitally controlled but 100% analog circuit routing system that wouldn’t color or alter the audio signals passing through it.

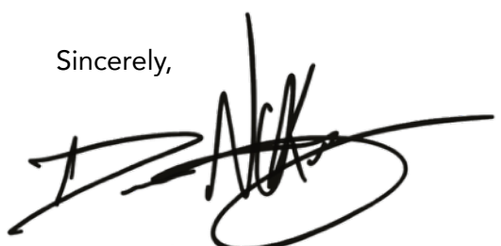
After 2 years of strenuous work and constant focus, Flock Audio the company I started, created the worlds first and most advanced digitally controlled analog audio routing system with features never before possible in conventional analog audio routing.

I’m honoured to have so many customers believe in what Flock Audio stands for…Innovations above Expectations. We have an incredible team of professionals from engineers, software developers & everyone in-house who helped create this one of kind piece of professional audio history.

We look forward to providing the pro audio world with more innovations and excellent service to help assist aspiring and seasoned professionals to create masterpieces for years to come.

Thank you again for choosing to make Flock Audio a part of your professional audio identity.

Sincerely,



Darren Nakonechny
(CEO/Director/Founder)

INTRODUCTION TO THE PATCH^{XT} SYSTEM…

The Flock Audio PATCH XT System is a digitally controlled, 100% analog audio patch bay routing system. A combination of Software known as the PATCH APP and a 192 Point Connection PATCH XT Hardware component allows users to easily route and control analog audio routings without having to resort to the use of manual patch cables.

The PATCH APP software application (OSX & Windows Compatible) is designed with familiarity in mind. PATH's in the application represent audio signal flows from top to bottom. Signal flows are divided up into single vertical columns allowing users to drag + drop available analog audio equipment connected to the PATCH XT's Hardware component. This analog audio equipment is cataloged in the Hardware Index located to the left side of the PATCH APP.

The PATCH XT Hardware component is a 3U rack mountable unit that acts as the centrepiece hub of an audio equipment processing setup. Utilizing digital control over analog audio signals is what makes the PATCH XT System unique and unlike anything else in the audio industry.

This manual with go more in-depth into the functions, features and recommended usage of the Flock Audio PATCH XT System.

IMPORTANT SAFETY NOTICES

#1. Do Not Self-Service

To avoid risk of electric shock, injury or death, it is recommended to never attempt to self-service a Flock Audio PATCH XT System. There are no self repairable or removable parts in the system. If your Flock Audio PATCH XT System requires repairs, please contact our support center to arrange for a Flock Audio Certified Repair Technician. (www.flockaudio.com/support)

#2. Avoid Liquid &/or Spills

To avoid risk of damage to your PATCH XT System, avoid having liquids &/ or spills near your PATCH XT System. If accidental spill occurs, safely shut off your PATCH XT System using the front power button, unplug the wall outlet. Once completed please contact Flock Audio Support to arrange for a Certified Repair Technician to remove and repair if required.

#3. Proper Rack mount Ventilation Requirements

Proper mount spacing and rack mount ventilation is required to ensure your Flock Audio PATCH XT System does not overheat. It is recommended that the rear of the rack is open for proper ventilation and that the user DOES NOT mount the PATCH XT System above any tube related audio equipment. If necessary, there should be a 1/2 - 1U Rack Space between the PATCH XT System and any warm or tube related audio equipment to avoid unexpected shutdowns or internal damage.

#4. Use Properly Grounded IEC Power Cables

It is recommended that you always use a properly shielded and grounded IEC Power Cable (110V/220V) with your PATCH XT System. The Chassis is designed to work with the earth ground inside the box for both a safe & quiet audio operation. Never remove or use a IEC cable accessory without the grounding pin.

#5. External 48V Phantom Power (I.E. Connected Preamp)

Although no damage or immediate danger will occur if 48V Phantom Power is engaged on a preamp connected to the Input of the PATCH XT System, it is not recommended to leave that 48V source active for a lengthly period of time. The PATCH XT System is equipped with its own 48V capabilities and once it detects an externally connected active 48V source, it will prompt the user both in the PATCH APP & Multi-Purpose LED on the Hardware to disable it.

#6. Discontinue Use During Electrical Storms

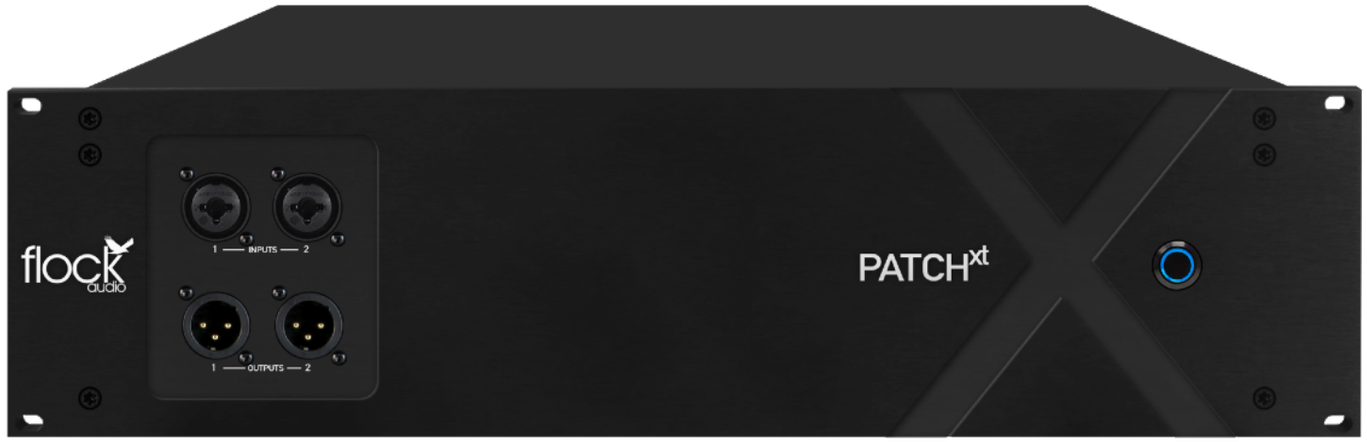
Never use your Flock Audio PATCH XT System during any electrical or dangerous lightning storms. Calmly shutdown your System, Unplug the IEC power cable from the wall outlet or power conditioner until it is safe to continue use. It is also recommended to keep the system unplugged if not in use for long extended periods of time.

#7. Disclaimer Notice

Flock Audio Inc. reserves the right to revise or change the information contained within this manual without notice. All revisions or changes will be noted by the Version Number located on the front title page of this manual and the latest digital manual will be provided via web link in the PATCH APP Software Application.

#8.Certifications

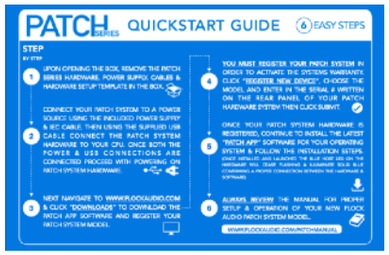
WHAT'S INCLUDED IN THE BOX



PATCH XT 3U HARDWARE

IEC POWER CABLE
(110V or 220V)

USB-A TO USB-B (6FT LOCKING)



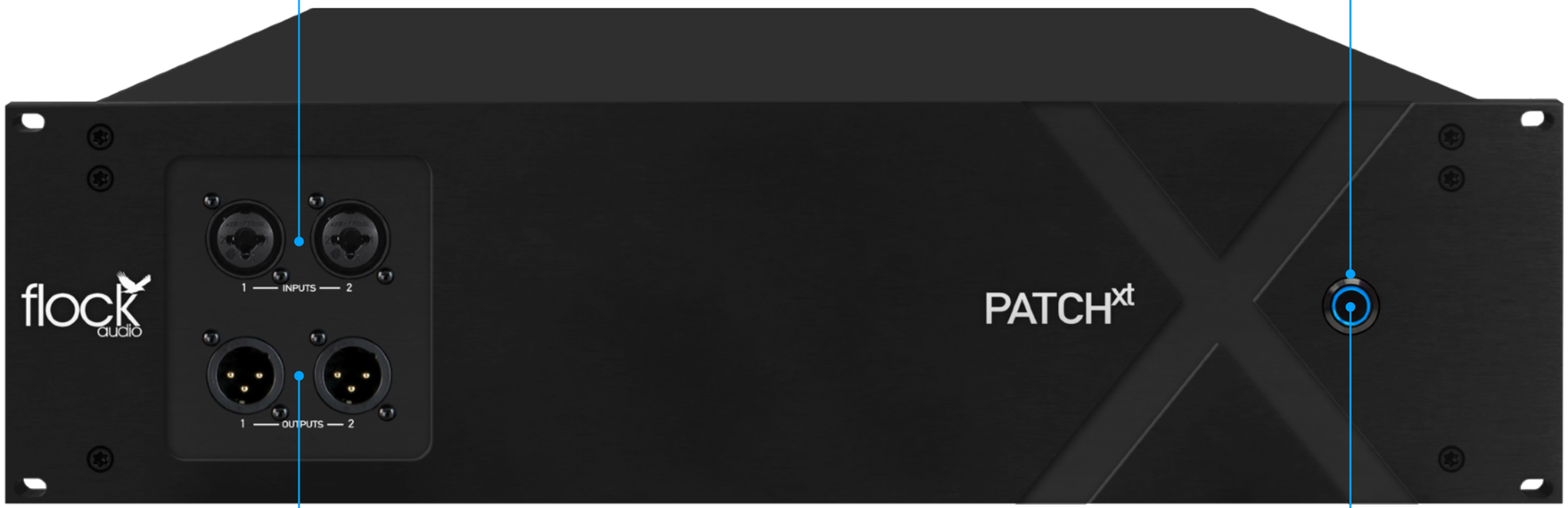
6 STEP QUICKSTART GUIDE

HARDWARE INDEX
SETUP SHEETS

FRONT INDENTIFICATIONS

Front Inputs 95-96
Neutrik XLR/TRS Combo Jacks
(Activated using Software)

Multi-Purpose LED Indicator
Blue LED Indicator
(Learn more on Page 33)



Front Outputs 95-96
Neutrik XLR Male Jacks
(Activated using Software)

Power Toggle Button
Toggle On/Off Master Power Button

REAR PANEL

REAR INDENTIFICATIONS

USB-B Host Connector
USB-B to USB-A Cable
(USB 2.0 Connection)

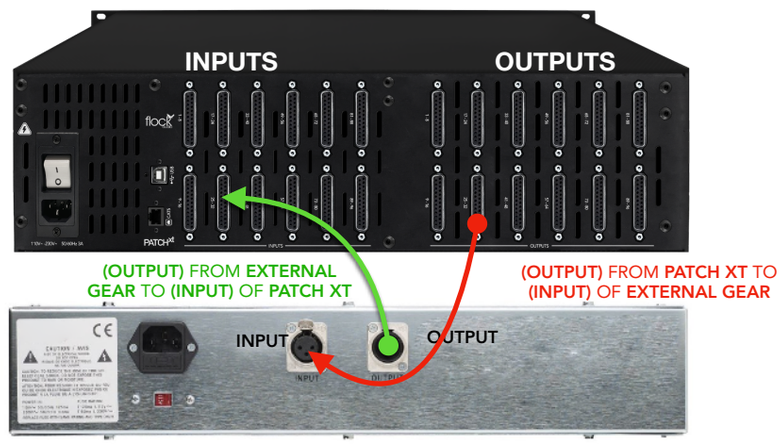
Ethernet Host Connector
Category 5 Cable for Long-Distance
Computer Control

Inputs & Outputs (95-96)
Channels 95-96 can be routed to the Front Panel Inputs & Outputs using the PATCH APP Software.

IEC Power Connection

Rear Inputs 1-96
DB-25/D-SUB Connectors
Inputs: 1-8, 9-16, 17-24, 25-32, 33-40, 41-48, 49-56, 57-64, 65-72, 73-80, 81-88, 89-96
(8 Balanced Audio Channels per Connector)
Tascam 25 Pinout Wiring Standard

Rear Outputs 1-96
DB-25/D-SUB Connectors
Outputs: 1-8, 9-16, 17-24, 25-32, 33-40, 41-48, 49-56, 57-64, 65-72, 73-80, 81-88, 89-96
(8 Balanced Audio Channels per Connector)
Tascam 25 Pinout Wiring Standard



IMPORTANT: Always ensure that the Power Connector is inserted snugly into the Power Input of the PATCH XT System Hardware.

PROFESSIONAL +4 LINE LEVEL

NOTE PATCH XT IS DESIGNED WITH A FIXED PROFESSIONAL LINE LEVEL OF +4 TO WORK IN ACCORDANCE WITH OTHER INDUSTRY STANDARD OUTBOARD PROCESSING HARDWARE. WHEN USING OTHER TYPES OF LEVELS FOR SIGNAL ROUTING, YOU MAY NEED TO HAVE ADDITIONAL ACCESSORIES CONNECTED INLINE.

REAR PANEL CABLE CONNECTIONS

⚠ INPUTS & OUTPUTS NOTICE

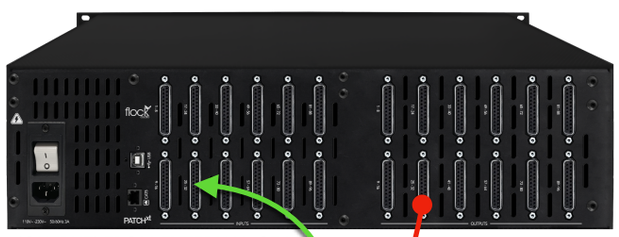
NOTE INPUTS & OUTPUTS ON THE REAR PANEL OF THE PATCH XT SYSTEM ARE SEPARATELY DESIGNATED. YOU CANNOT USE AN OUTPUT AS AN INPUT OR VICE VERSA. PLEASE ENSURE TO AVOID RISK OR DAMAGE TO THE PATCH SYSTEM OR OTHER EXTERNAL HARDWARE THAT IS CONNECTED THAT YOU MAKE THE PROPER CONNECTIONS ACCORDINGLY. TO LEARN MORE OF ABOUT PROPERLY CONNECTING EXTERNAL HARDWARE TO THE PATCH SYSTEM SEE THE BOTTOM OF THIS PAGE.

REQUIRED CABLES FOR OPERATION

IEC Power Cable
(Included In Box)

REAR VIEW

USB-A To USB-B (Cable)
(6' USB 2.0 - Cable Included In Box)



CONNECTING PATCH XT TO EXTERNAL HARDWARE EXAMPLE.

NOTE ALL EXTERNAL HARDWARE MUST BE CONNECTED IN THIS METHOD, SHOWN TO THE LEFT SIDE OF THIS DESCRIPTION.

PATCH XT (OUT) —> EXTERNAL HARDWARE (IN)
EXTERNAL HARDWARE (OUT) —> PATCH XT (IN)

DB-25/D-SUB Cable Snakes
(Female/Male XLR & TRS Options Available)
(Cables Not Included)
(Cable examples courtesy of Pro Audio LA)

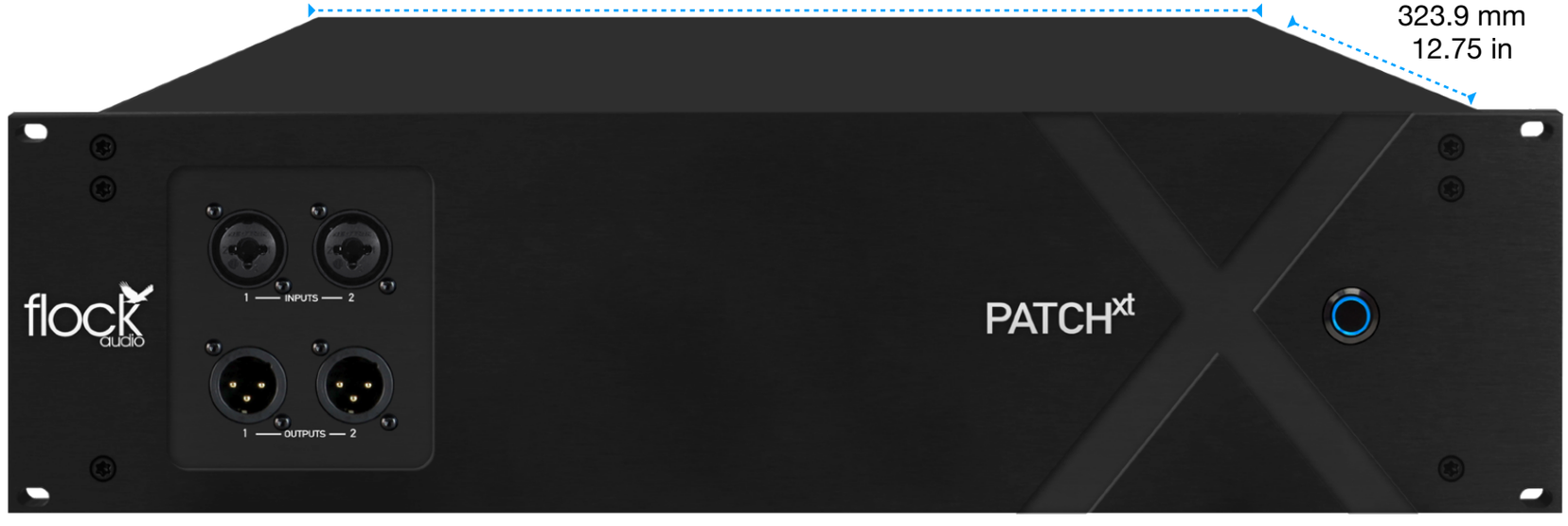
HARDWARE CHASSIS MEASUREMENTS

CHASSIS DIMENSIONS

425 mm
16.75 in

323.9 mm
12.75 in

133.4 mm
5.25 in



482.6 mm
19 in

482.6 mm
19 in

25 lbs /11.3 kg
(Weight)

FRONT VIEW

323.9 mm
12.75 in

133.4 mm
5.25 in

425 mm
16.75 in

REAR VIEW

THE PATCH APP OVERVIEW

SOFTWARE CONTROLLER OVERVIEW

PATCHAPP 3.0

OSX & WINDOWS COMPATIBLE

Hardware Index
All external audio equipment connected to the PATCH Series hardware will be cataloged in this Index.

PATH
All signal flows in the PATCH APP are referred to as PATH's. PATH's represent an active signal flow chosen by the user. All PATH's are shown vertically in the Active Routings section of the PATCH APP. PATH signal flows go from top to bottom in each PATH Routing column.

"M" Mute Paths
Users can easily Mute entire PATH's by Clicking the "M" at the bottom of each PATH.

"S" Solo Paths
Users can Solo entire PATH's by Clicking the "S" at the bottom of each PATH. Note: If you have Multiple PATH's Soloed, Un-Solo All PATH's by Holding Command + Clicking "S".

Hardware Setup Menu
This menu is where all external audio equipment connected to the PATCH Series System's hardware is managed and named accordingly to the users preference. This Hardware Setup Menu also includes various other setting controls Including: 48V Safeguard Toggles, Master 48V Bypass Toggles, Digital Rack Number Controls and Link/Unlinking controls.

Quick Strip
Users can choose up to 3 Stored Routings to keep in this menu, making their most frequently used Routings easier to access.

"C" Clear Single PATH
Clicking the "C" at the bottom of each PATH can clear individual Routings on each PATH.

Toggle & Control Center
The Toggle & Control Center allows users to quickly control viewing options and manage active analog audio Routing signals. The Toggle section allows users to redirect Inputs & Outputs 1-2 (Patch XT), 31-32 (PATCH) and/or 16 (PATCH LT) from the rear side of the PATCH Series Hardware to the Front Panel Inputs & Outputs.

Movable PATH Arrows
These arrows allow the user to move entire populated PATHs (Signal Chains) left or right throughout the Active Routing Grid.

Undo/Redo
Users can quickly undo/redo a Routing choice or use the Undo/Redo buttons as a quick A/B reference.

Routings Menu
Create, store, recall & manage all existing analog Routings from the Routings Menu. This menu allows the user to store & recall desired analog audio Routings.

48V Phantom Power
Individually controlled 48V phantom power will appear on the first slot of each Digital Rack Space when a "48V allowed" Input Item is placed in the first slot.

Multing
By clicking "▷" located to the right-side of each Digital Space it will enable Multing capability, effectively allowing you to split a signal processing chain into multiple PATH's.

Settings Menu
User preference settings, support, updates & multiple unit setup parameters are located in the Settings Menu.

Host Signal
This indicator will illuminate in blue when the PATCH APP is properly communicating with the PATCH Series Hardware. If Host Signal is red, the connection between the Software & Hardware needs to be reconnected.

HARDWARE SETUP MENU

Hardware Setup Menu Overview

HARDWARE SETUP MENU

The Hardware Setup Menu is where all of the physically connected analog audio equipment is organized by the user. The Hardware Setup Menu provides personal preferences for each input & output allowing the user to customize the specific Digital Rack Spaces according to their needs.

Deny / Allow - Each Input on the PATCH Series Hardware is protected with a Safeguard switch that prevents accidental 48V Phantom Power engagements on incompatible external audio equipment. By default the PATCH APP denies all connected external audio equipment from receiving 48V phantom power. In order to use 48V you must select "Allow" which will grant permission for the user to engage 48V phantom power on this input connection. Note: This switch does not turn on 48V, it only allows the user to turn on 48V with-in the Active Routings Section of the application.

Unlink / Link - The Lock icon allows the user to link both the Input & Output of a corresponding channel together to display only 1 Digital Rack Space in the Hardware Index or Unlink the channels to display 2 Digital Rack Spaces for separate Routing configurations. When Unlinked, the 2 Digital Rack Spaces will show in the Hardware Index, by default the top corresponding numbered rack will represent the input and the bottom corresponding numbered rack will represent the output.

Pair **Stereo Pairing** - This pairing icon, when activated, allows the user to connect/link the corresponding I/O together to control them simultaneously within the Active Routing grid. Selecting this Stereo Paring option between Digital Rack Spaces allows for easy stereo bus processing control. More information on Page 25.

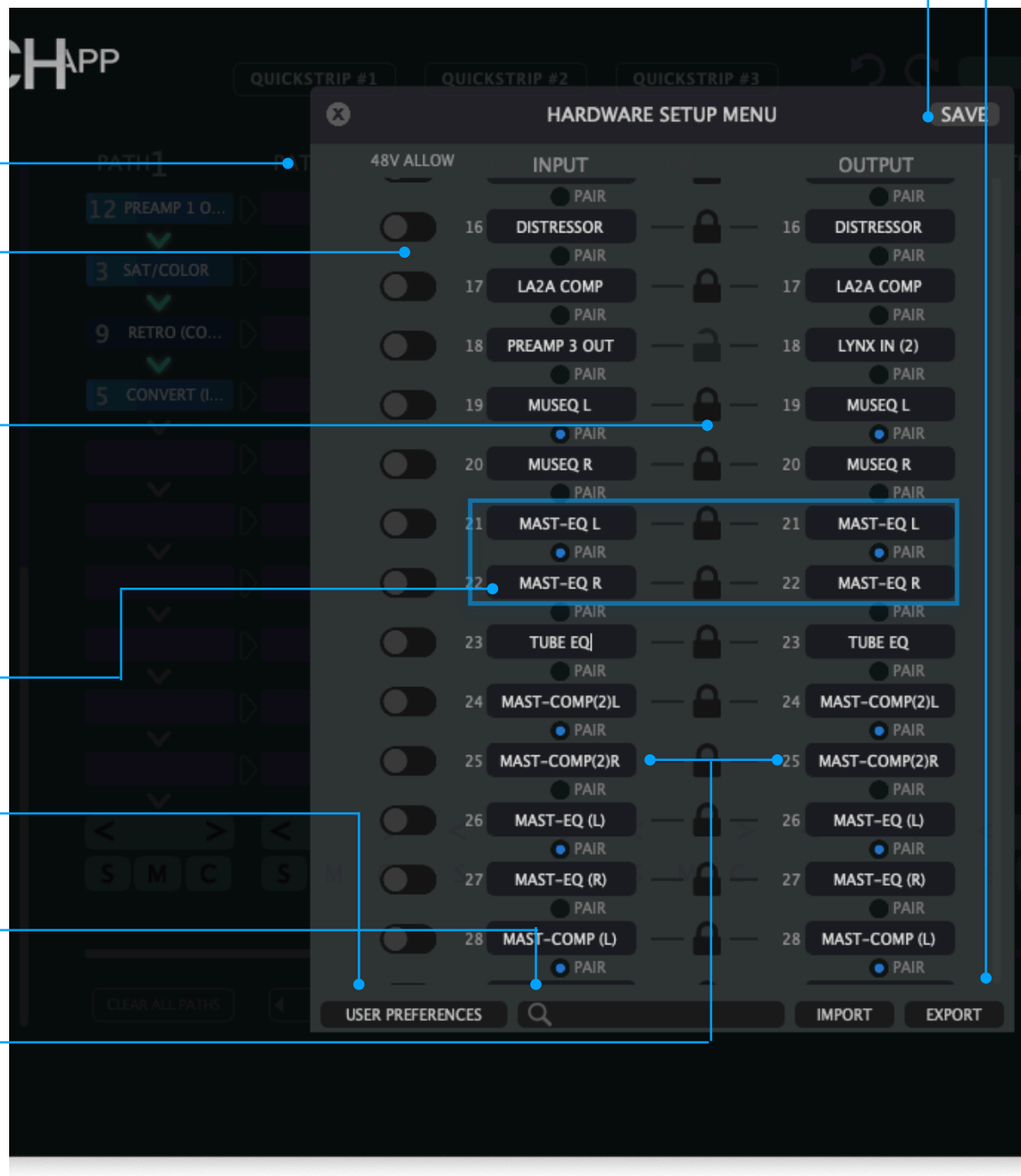
User Preferences - This button takes the user to the User Preferences Menu, which is also accessible via Settings.

Hardware search - This function allows users to search their hardware list for specific hardware units.

TEXT **Input/Output Text Label** - Each input and output connection on the PATCH Series System Hardware is represented by a Text Label Field in the Hardware Setup Menu. Users can easily label and revise audio equipment names by simply opening the Hardware Setup Menu. Note: Always choose "Save Hardware" to store Labels.

IMPORT LIST
EXPORT LIST
SAVE HARDWARE

Import/Export/Save Hardware - The PATCH APP has the ability to import &/or export existing Hardware lists. When travelling to other recording studios that use a PATCH Series System, an engineer can export the existing hardware list from the chosen studio and send it to the travelling audio engineer allowing them to import the list and review available analog audio equipment while creating various Routings before arriving at the studio.



ACTIVE ROUTINGS SECTION

Active Routings Section Details

ACTIVE ROUTINGS SECTION

The Active Routings Section of the PATCH APP is where users will drag + drop preferred analog audio equipment cataloged in the Hardware Index in the form of digital racks into desired PATH signal flows. All PATH signal flows go from top (start) to bottom (end).

Each active Digital Rack Space inserted into a PATH will illuminate a teal "V" below it, showing that the connection of that desired signal flow is active.

MOVABLE PATH ARROWS

Movable PATH Arrows allows users to move entire populated PATH's throughout other various available PATH columns in the Active Routing Section of the PATCH APP Software.

TUTORIAL VIDEO

ADD OR SUBTRACT DIGITAL RACK SPACES

Add Digital Rack Spaces by dragging a hardware unit into the bottom slot of the Routing Grid.

CUSTOMIZABLE PATH NAMES

Users can customize their PATH names by right-clicking on the top of the PATH and selecting "Edit".

Solo Paths

Users can Solo entire PATH's by Clicking the "S" at the bottom of each PATH. Note: If you have Multiple PATH's Soloed, Un-Solo All PATH's by Holding Command + Clicking "S".

SOLO SINGLE PATH'S

Soloing entire PATH's by clicking the "S" Button positioned at the bottom of each Individual PATH. **Note**: When Multiple PATH's are Soloed, you can Un-Solo all PATH's by Holding:

"Command + Click S" - To Un-Solo All Racks

"Cntrl + Click S" - To Un-Solo All Racks

MUTE SINGLE PATH'S

Users can easily Mute entire PATH's by clicking the "M" button positioned at the bottom of each individual PATH.

CLEAR SINGLE PATH

You can clear single PATH signal flows by clicking the "Clear" button at the bottom of each PATH signal flow. When clicking the "Clear" button the system will prompt a user to notify them that they are deleting a single active PATH signal flow.

48V PHANTOM POWER

The top Digital Rack Space/Slot of each PATH is equipped with a Hidden 48V Icon that appears when a 48V enabled device is inserted into the first slot. Users can enable 48V by clicking the 48V icon. **Note**: 48V can only be enabled if permission is granted in the Hardware Setup Menu

UNDERSTANDING SIGNAL PATHS

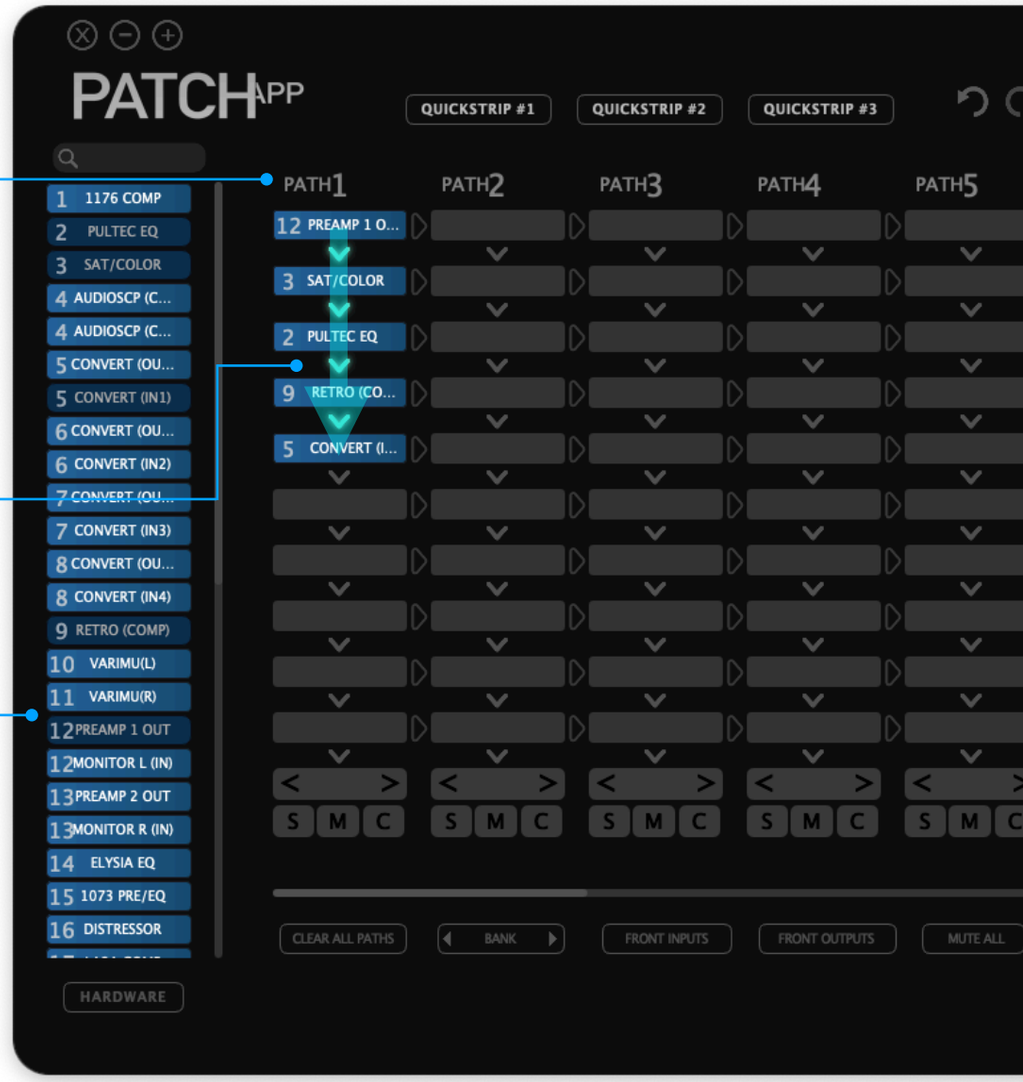
PATH Details

PATH's

PATH's are signal flows that go from Top to Bottom. As shown in the right hand side example, a teal arrow illustrates the analog audio signal flow as follows:

Preamp Output
v
Saturator
v
EQ
v
Compressor
v
Interface

PATH Icon Indicator



USED DIGITAL RACKS

Digital Rack Spaces that are already designated or in-use will show up “darker” or “greyed out” in the Hardware Index. This means this specific Digital Rack Space is already in use (i.e. Routed) in the Active Routings section of the PATCH APP.

WHEN CONNECTING MICROPHONES TO PATCH

The PATCH Series models are all a +4 Professional line level design. When connecting microphones directly to the PATCH Series hardware, standard audio engineering practices should be exercised such as the understanding that mixing signal levels may or may not exhibit audio level &/or electronic noise floor artifacts. If undesired results are experienced when connecting microphones directly to the PATCH Series, it is recommend to have a dB booster or transparent preamp between the microphone and PATCH model connection **(I.E. Mic -> Pre/dB Booster -> PATCH)** to achieve the best possible audio signal levels for routing.

UNDERSTANDING PATH MULTING

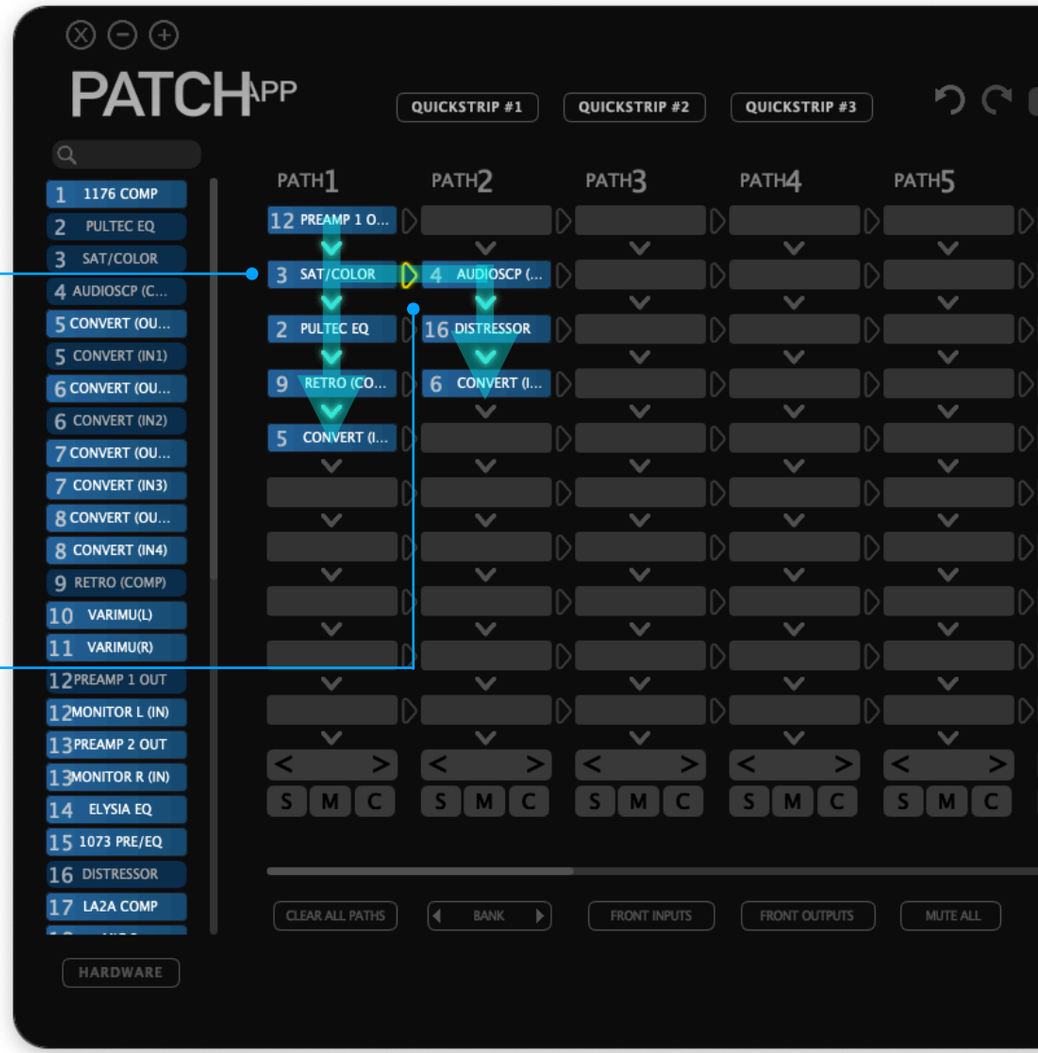
PATH Multing Details

MULTING

Multing capability allows a user to split an Active Routing signal flow from a desired Digital Rack Space and process the analog signal through other available analog audio equipment listed in the Hardware Index. The PATCH Series System does not introduce any impedance load issues to the Mult'd signal flows no matter the chosen amount of Mults. Simply click the " ▷ " icon to enable a Mult (Split Signal).

Preamp Output
v
Saturator > Comp (2)
v v
EQ Comp (3)
v v
Compressor Interface (2)
v
Interface

Multing Toggle Switch



WHEN CONNECTING MICROPHONES TO PATCH

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USER OPERATION INSTRUCTIONS

DRAG & DROP OPERATION

In order to create an analog Routing configuration, the user will Click + Drag a preferred Digital Rack Space into the desired PATH space of their choice. Once hovering over the chosen empty rack space, the user will release the mouse button allowing the Digital Rack Space to snap into place, activating the desired Routing connection.

As previously mentioned earlier in the manual, all signal flow PATH's go from top to bottom as shown in the example to the right side of this description. If the Active Digital Rack Space is inserted into an incorrect empty rack space, the user can simply just Click + Drag it into the preferred empty rack space, following the same instructions as previously mentioned.

RIGHT + CLICK OPTIONS

Once a Digital Rack Space is in its desired PATH, the user can Right + Click on the activate Digital Rack Space and choose between the options of "Remove" or "Bypass".

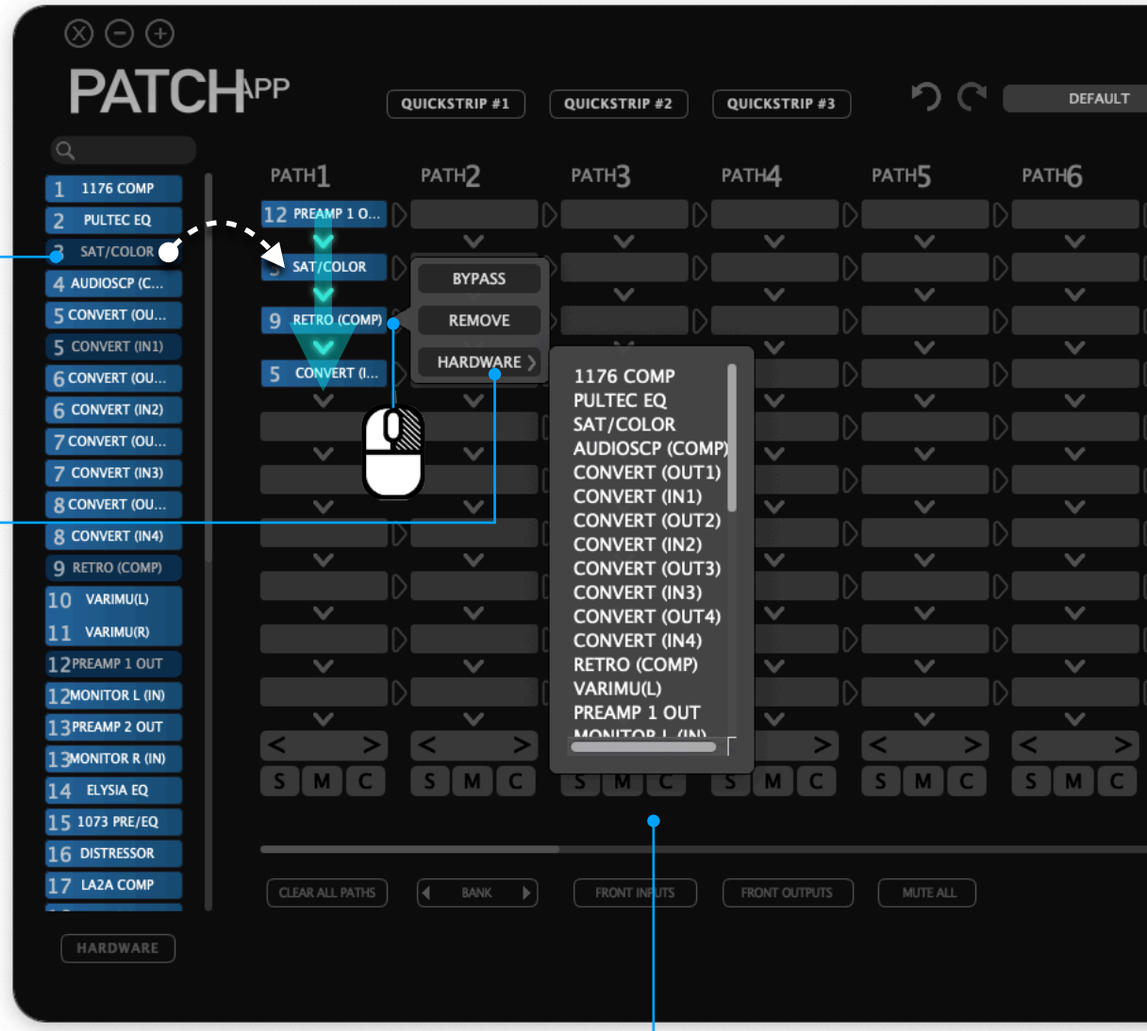
Remove - Choosing Remove will disconnect the the selected Digital Rack Space Routing configuration and return the Digital Rack Space to the Hardware Index for future Routing possibilities. Users can also Click + Drag the Active Digital Rack Space back to the Hardware Index to remove it.

Key Commands:
"**Option + Click**" - To Remove a Rack Space
"**Alt + Click**" - To Remove a Rack Space

ByPass - Choosing Bypass will disable the selected Active Digital Rack Space allowing the signal flow to bypass this specific Rack Space without being affected or processed. Once a Digital Rack Space is Bypassed, it will show in a darker color shade. The user will be able to UnBypass this Digital Rack by Right + Clicking again and choosing UnBypass.

Key Commands:
"**Command + Click**" - To Bypass a Rack Space
"**Ctrl + Click**" - To Bypass a Rack Space

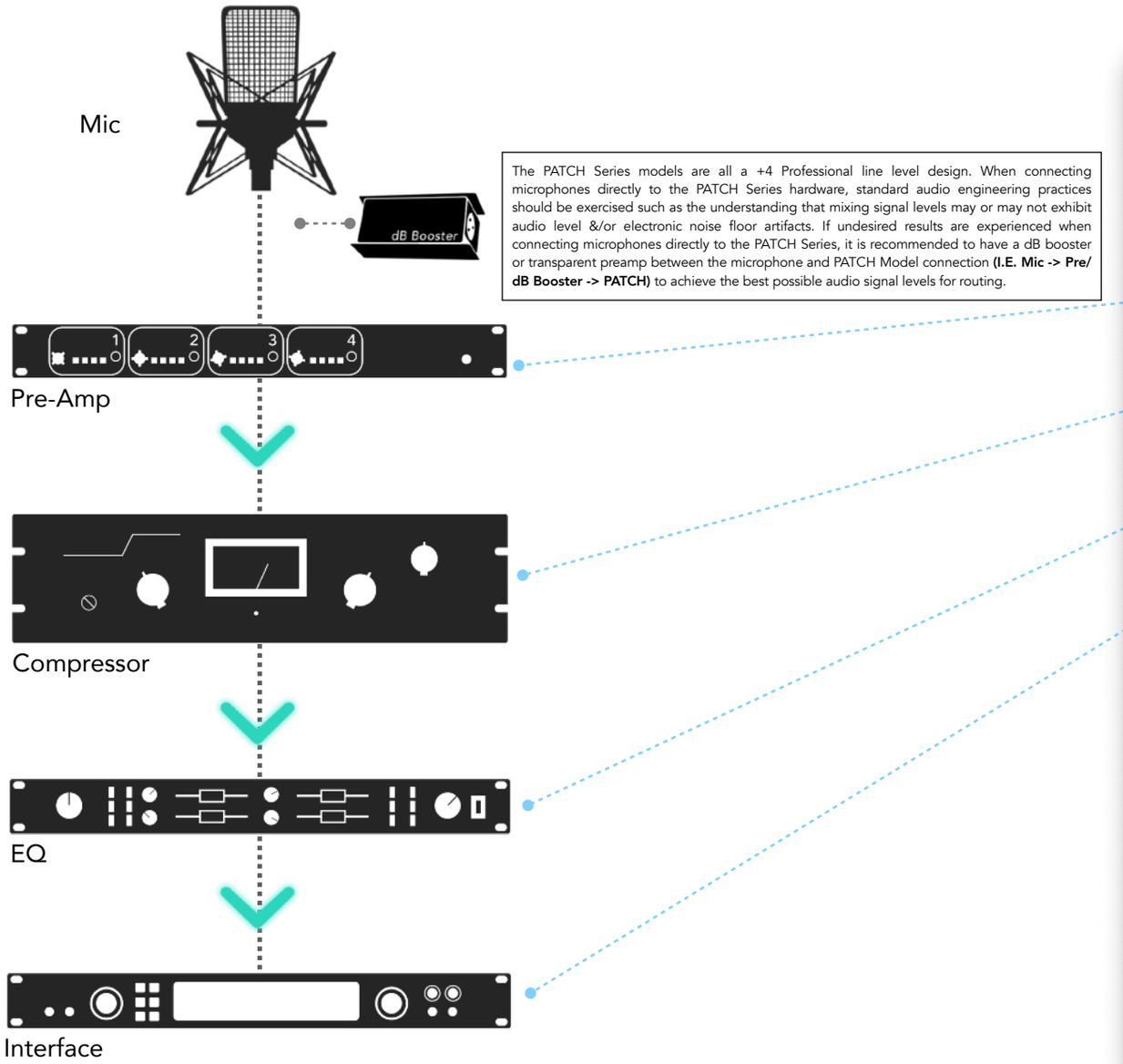
Visual Representation of a Bypass Signal Chain.



Hardware - Choosing Hardware on any empty or active Digital Rack Space/Slot will open a separate menu allowing the user to add or change a Hardware selection.

ROUTING EXAMPLES

Standard Microphone Routing Example



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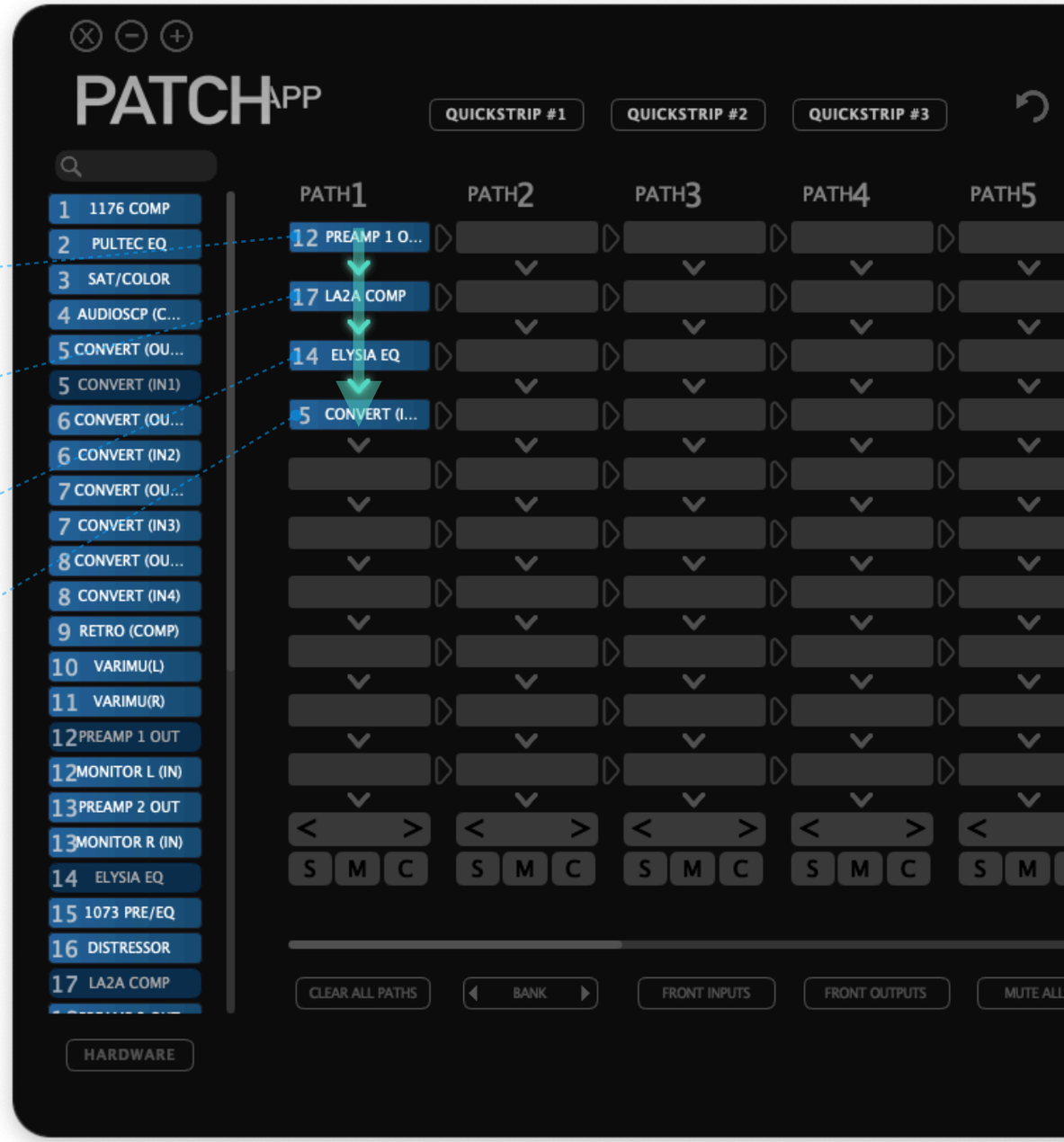
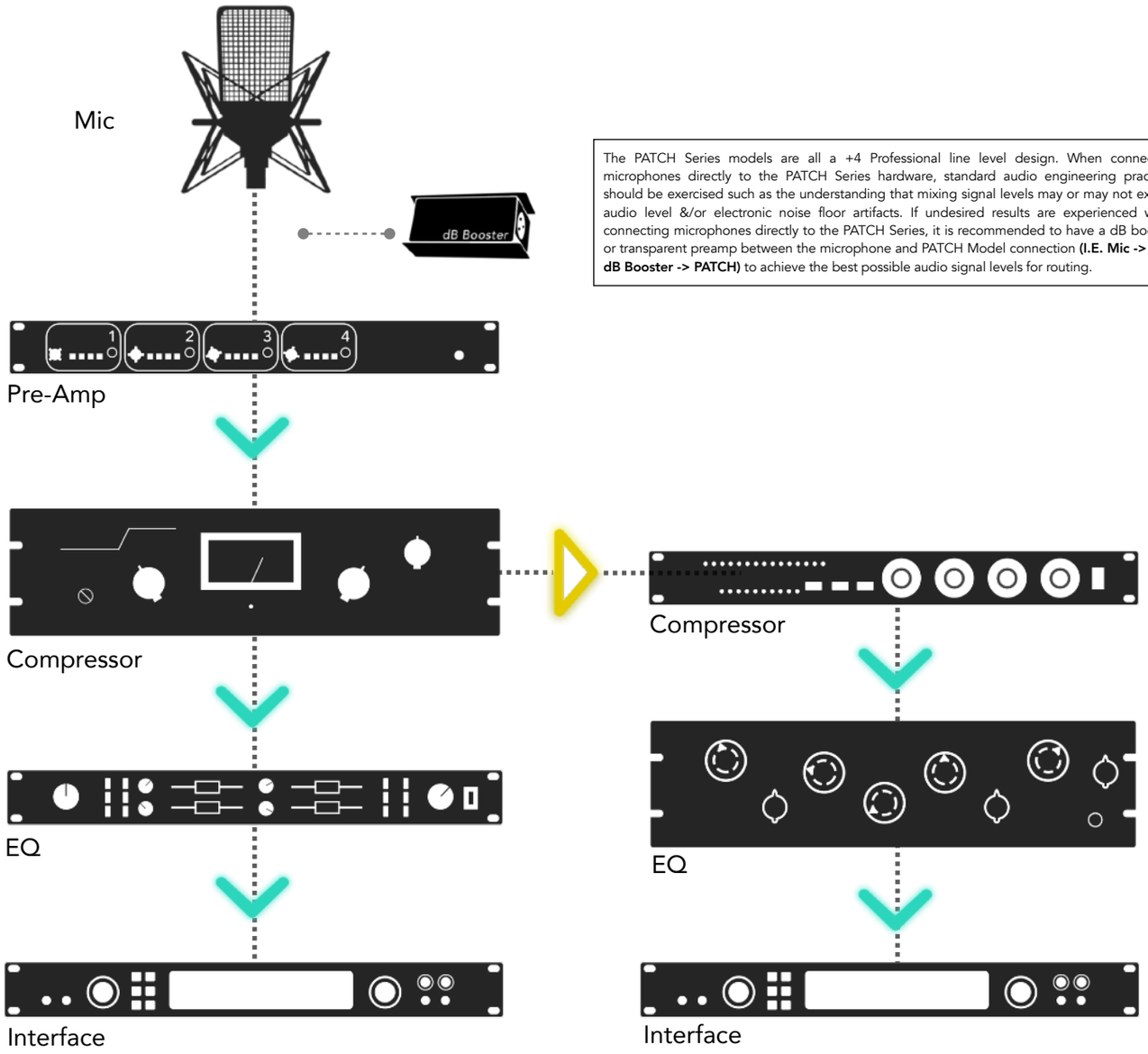
Hardware & Software Routing Overview



ROUTING EXAMPLES

Multing Routing Example



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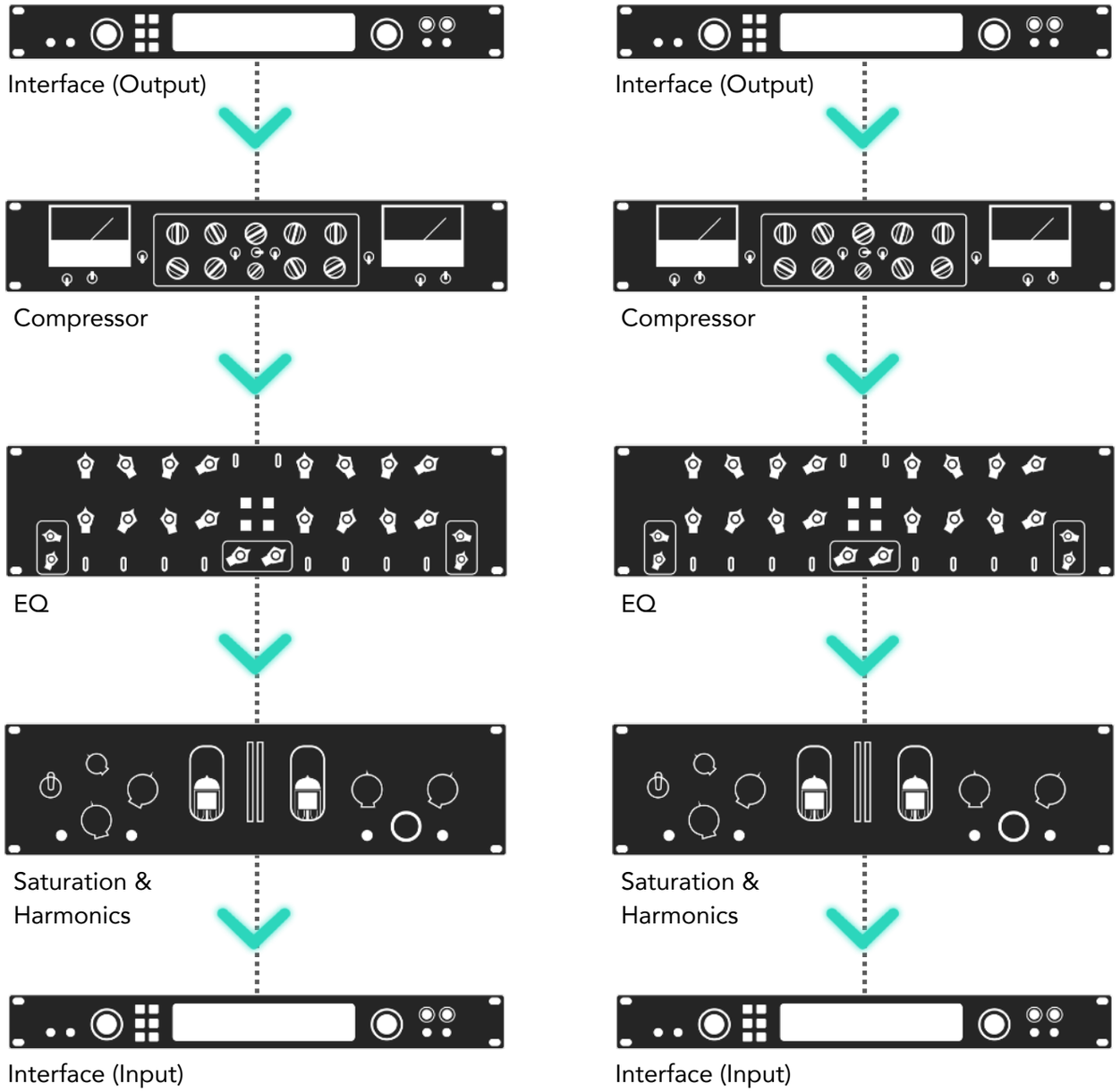
Hardware & Software Routing Overview

ROUTING EXAMPLES

Mixing/Mastering Routing Example



Hardware & Software Routing Overview

FRONT INPUTS & OUTPUTS

Front I/O Features

FRONT PANEL INPUTS & OUTPUTS

The PATCH XT Hardware will allow a user to redirect Inputs and/or Outputs 95-96 from the rear side of the system to the front panel for easy access and integration of outside analog audio equipment.

This function can be engaged by clicking the “Front Inputs” or “Front Outputs” toggle buttons located in the bottom section of the software application. A prompt notification will alert the user that the corresponding Inputs &/or Outputs will no longer be actively functioning on the rear side of the PATCH XT Hardware unit when the Front Inputs or Outputs are activated in the application.

Note: Inputs 95-96, when redirected to the front panel Input Connectors, will have the ability to have 48V Phantom Power supplied to them when using the PATCH APP software controller.

PATCH XT OPTIONS

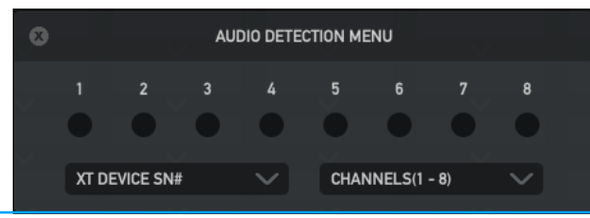
When a PATCH XT unit is connected to the user's computer, this button will appear. When right-clicked, it will show two PATCH XT-specific options: "Sleep/Wake Settings" and "Audio Detection".

SLEEP/WAKE SETTINGS

This feature lets the user choose a time interval after which PATCH XT will automatically go to sleep if it doesn't receive any new routing commands during that time. The default time interval is 8 hours.

AUDIO DETECTION

This feature opens a menu where the user can choose a set of eight channels on any of their connected PATCH XT units to monitor for signal. The channel indicators will light up when an audio signal is present on the corresponding channels, making signal path troubleshooting easy.



MULTIPLE UNIT SETUP MENU

MULTIPLE UNIT ANALOG CONNECTIONS

When connecting multiple hardware units together for Multi-Unit configurations, a user must choose which connections to configure in order to send and/or receive analog audio signals between multiple PATCH Series hardware units.

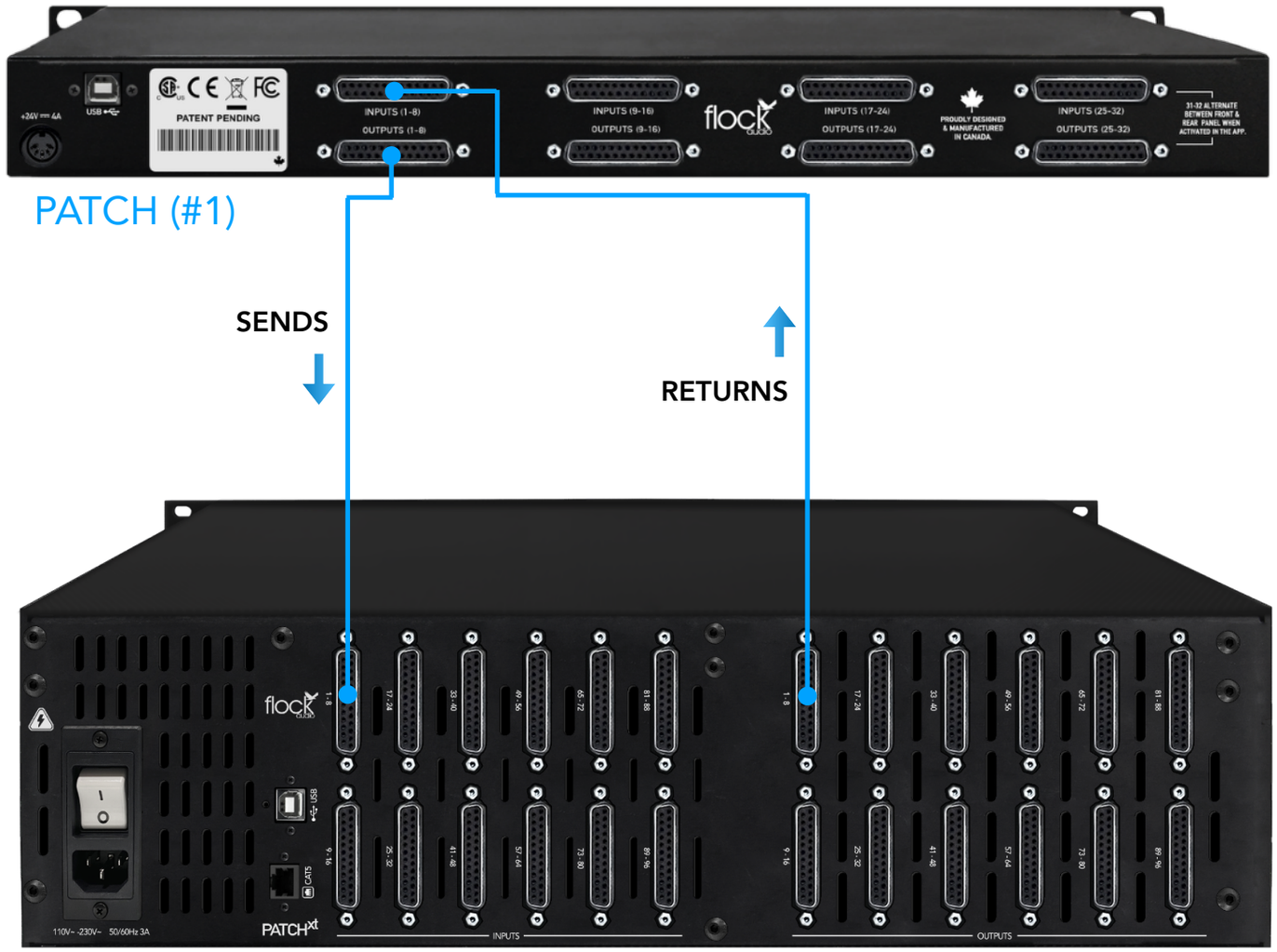
As shown in the example on the right, a PATCH unit and a PATCH XT unit are connected with 8 sends and 8 returns. This configuration example allows a user to send 8 analog audio signals from PATCH to PATCH XT and return 8 analog audio signals to PATCH (if required).

This is only one example of the possible Multi-Unit Routing configurations and is not restrictive of other user desired configurations. Users may choose to have more or all sends then equal returns.

The below example shows a simple PATCH APP Software view of what a Multi-Unit Hardware setup would appear like in the PATCH APP when routing from PATCH to PATCH XT.

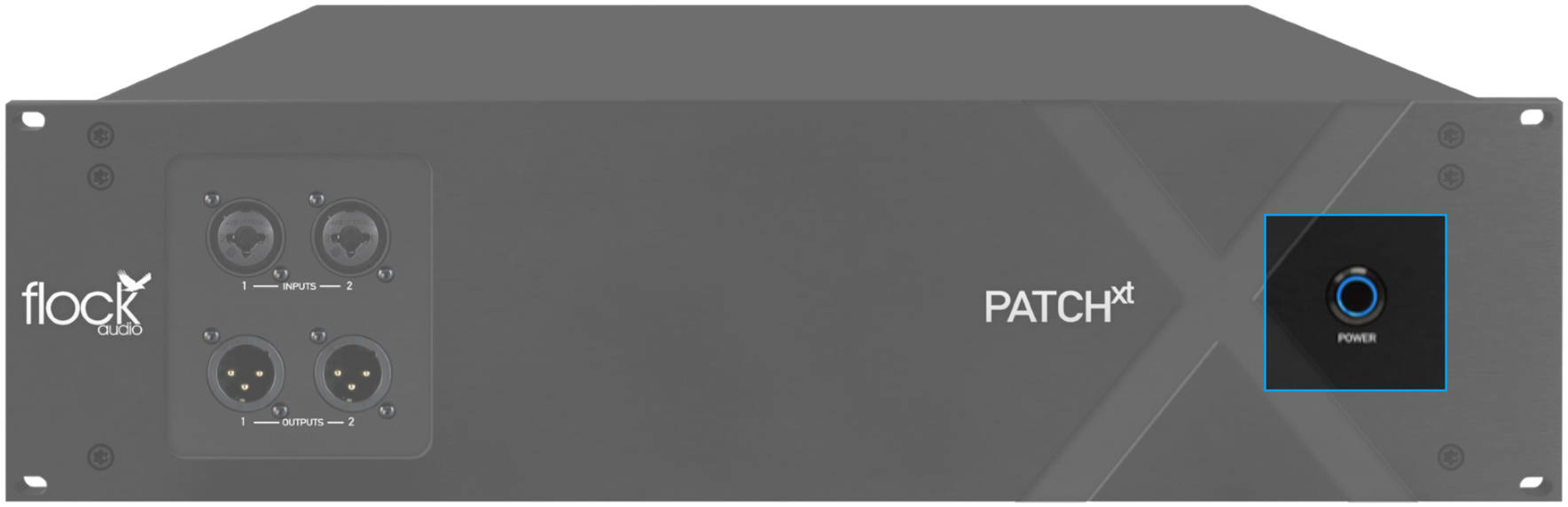
When Dragging + Dropping a SEND "Pass" into a signal flow Digital Rack Space that is empty, the PATCH APP will populate both SEND & RECEIVE Digital Rack Spaces with color-coded outlined racks to allow the user to easily distinguish which PATCH Series unit is which.

Multiple PATCH System Setup Menu (Pt. 3)



FRONT PANEL LED INDICATOR

LED Indicator Legend



- (**Solid Illuminated**) Powered On, Active Connection to Host

- (**Slow Fade In/Out**) Powered On, Active Connection, But In Idle/Stand-By Mode

- (**2x Fast Fade Flashes w/ Pause Between**) Powered On, Looking for Host Connection
Details: Fade On/Off Fade On/Off (Quickly back to back). …Pause…. Repeat

- (**Flash On/Off Repeatedly Fast**) System Error/Fault/Overheated etc.

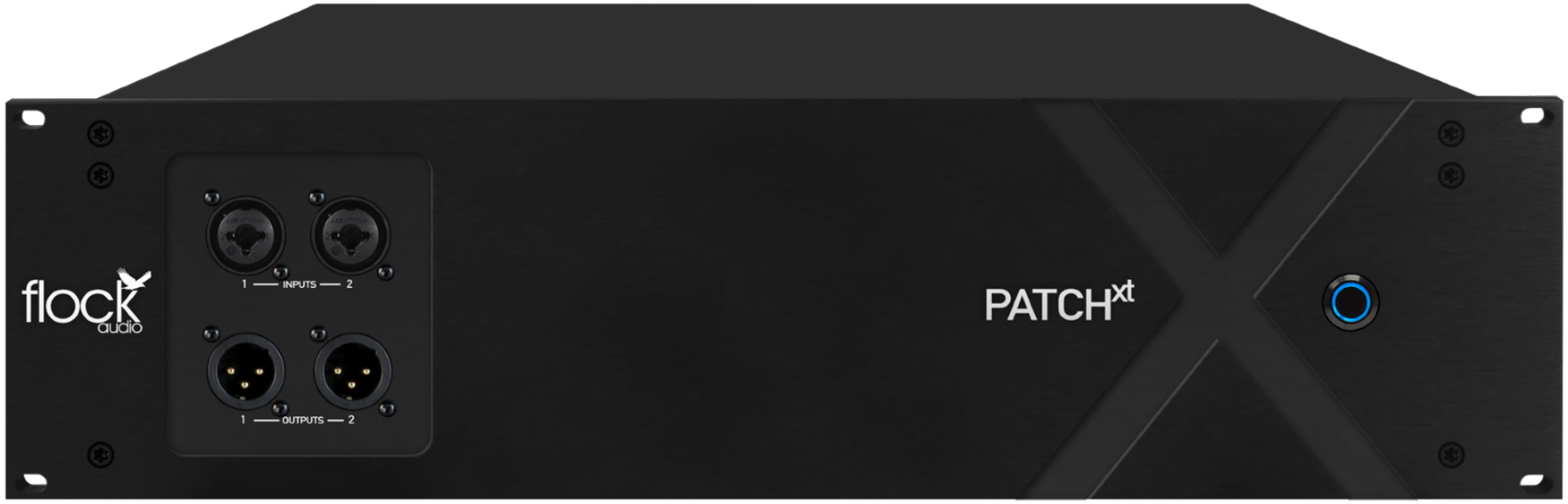
- (**No Illumination**) System Powered Off

HOST SIGNAL - **Solid Blue** (Host Signal Text In PATCH APP)

INSTALLING NEW FIRMWARE

How to install new PATCH XT Firmware

NOTE: THIS PROCESS DOES NOT REFLECT SOFTWARE UPDATES. FIRMWARE UPDATES ARE EXPECTED TO BE RARE AND NOT REQUIRED OFTEN.



Step by Step Install Process for New Firmware

Perform the following steps to successfully update your system's firmware.

Step #1. Download the latest available firmware from the "Downloads" tab at www.flockaudio.com

Step #2. Follow the process and prompts on the firmware installer application on your computer to complete the firmware installation. Once complete, restart your PATCH XT System and the PATCH APP to complete the installation process. ***Note:*** *If there are any issues installing the new firmware, please contact Flock Audio Support.*

TROUBLESHOOTING

Troubleshooting Tips

PATCH XT Unit doesn't power on.	– Confirm IEC power cable is securely inserted into your PATCH XT – Confirm front panel power button is pushed in & blue LED power indicator is illuminated. – Confirm that wall power source is working by plugging in another device.
PATCH XT Hardware & Software not communicating.	– Confirm that supplied (USB-A to USB-B) cable is fully inserted into the rear side of the PATCH XT Hardware Unit and corresponding CPU controller. – Confirm whether the Multi-Purpose LED is illuminated Solid Blue or Flashing. – Close the PATCH APP Software and turn off the PATCH XT Hardware Unit. Wait 30 seconds and turn on the PATCH XT Hardware Unit & Reopen PATCH APP Software. – If the Multi-Purpose LED on the Hardware Unit is solid but the Host Signal Indicator in the PATCH APP is flashing, you must click Settings > Multiple Unit Setup and ensure that your PATCH XT Serial Number is in the first slot, then click Save Setup. – Try a different USB-A to USB-B Cable.
PATCH APP Download & Install error.	– Confirm that your CPU Security/Privacy (&/or) Firewall are not restricting the PATCH APP Software from properly installing. Mac OSX users may experience an "Unrecognized developer error" that requires opening "User Preferences > Security & Privacy > Open Application Anyways".
48V Phantom Power is not working.	– Confirm that 48V icon is illuminated in Blue & your microphone or 48V-powered unit is placed in the first Digital Rack Space Slot. – Confirm that the 48V Master Bypass Switch in the Hardware Setup Menu is placed in the "On" position. – Confirm that your microphone is connected to the proper Input # on the rear side of the unit with the corresponding Digital Rack Space #.
PATCH APP Software is launching but not appearing on screen	– If your PATCH APP Software is not appearing on your chosen display screen. Use the Key Command "**Shift + F1**" to reset the PATCH APP's screen position (Windows) – Navigate to the File tab to the right of the Apple logo at the top left of your screen, then click "**Reset Window Size**". (Mac)
There is a light humming or whirring noise coming from the left side of my PATCH XT System.	– The PATCH XT Hardware Unit is equipped with two cooling fans that are mounted on the right side of the Hardware Unit. These cooling fans are controlled by a thermostat that will engage and disengage during the use of your system & change speeds depending on the amount of cooling required. Fan Controls can be customized by going "Settings > User Preferences > Hardware Fan Controls" – Never block or restrict airflow to the PATCH XT Hardware Unit. Always ensure this fan is not blocked by cables or anything else restrictive.
Slight popping or clicking sometimes when rearranging Active Racks.	– It is completely normal to sometimes hear slight popping or clicking when rearranging active digital rack spaces during play back. This popping or clicking is a result based upon the type of audio signal currently being played through the PATCH XT system.
The PATCH XT System self-shutdown and/or rebooted itself during use.	– The PATCH XT Hardware unit is equipped with a failsafe temperature sensor that will shut the system down to avoid any internal damage if overheating is present. It is not recommended to have the PATCH XT Hardware unit mounted directly near any hot or tube-based hardware units as this may result in tripping the failsafe temperature sensor. – The PATCH XT Hardware unit is also equipped with two internal fans to help assist with internal heat removal.
Experiencing a noise floor increase when using certain microphones directly connected to PATCH XT.	- The PATCH XT System is a Professional +4 Line Level device, not a microphone level device. Most microphones directly connected to the PATCH XT System will not exhibit any noise floor increases, but if you are experiencing an increased noise floor (I.E. Auditable Hiss) we recommend boosting the microphone level prior to connecting to PATCH XT. (I.E. MIC -> dB Booster or Transparent Preamp -> PATCH XT).
Front Inputs or Outputs are not working.	– Confirm that the "Front Inputs" or "Front Outputs" toggle switches are engaged. When engaged there will be a Blue dot located next to the switches in the PATCH APP Software. – (If) using Multi-Unit setup, confirm that "Front I/O Toggle Controls" in the bottom right side corner is selected to all units.
The PATCH XT System is not responding properly or behaving unexpectedly.	– Export all previously Saved routings and Hardware Setup Menu settings. Ensure these are stored in a safe back-up folder. Open the Settings > Restore to Factory and allow the System to completely restore back to Factory Default Settings. Once performed, turn off the PATCH XT Hardware System, Close and Delete the PATCH APP application. Reinstall the latest PATCH APP Software version and turn on the Hardware, followed by reimporting all Saved Routings & Hardware Setups. – (If) problem persists, please contact Support (www.flockaudio.com/support)

SOFTWARE & SYSTEM REQUIREMENTS

Software Compatibility & System Requirements

OSX: 10.12 Sierra or Newer
Disk Space: Minimum 512 MB available disk space
USB: 1x USB 2.0/3.0 Port (Per PATCH Series System)
Required USB bandwidth: 5%-10%
Memory(RAM): 4GB Minimum (8GB or more recommended)
CPU: Intel Core 2 Duo (Minimum) Intel Core i3 ™ or higher (Recommended)
Internet Connection: Internet Connection is required for download and updates.

OS: Windows 7 or Newer
Disk Space: Minimum 512 MB available disk space
USB: 1x USB 2.0/3.0 Port (Per PATCH Series System)
Required USB bandwidth: 5%-10%
CPU: Intel or AMD equivalent CPU with at least 2GHz operating frequency
Memory (RAM): 4GB Minimum (8GB or more Recommended)
Internet Connection: Internet Connection is required for download and updates.

USER NOTICES & WARRANTY

User Notices & Warranty

WARRANTY

Depending on the warranty service chosen by the user at the time of purchase, the Flock Audio Support Warranty Programs will differ as per below. **PLEASE NOTE: IN ORDER TO PROCESS WARRANTY CLAIMS YOU MUST KEEP THE ORIGINAL BOX & PACKAGING FOR SHIPPING. DO NOT DISCARD BOX & FOAM INSERTS!**

STANDARD LIMITED WARRANTY

All PATCH Series Systems include a 1 Year Standard Limited Warranty that covers all manufacturer defects and/or failures from factory. This warranty program comes standard with all Flock Audio PATCH XT System purchases once the hardware is registered at (www.flockaudio.com/myaccount). The Warranty can be upgraded from the Standard Limited Warranty program to the premium Flock Audio SECURE up to one month after the registered activation.

EXTERNALLY CONNECTED HARDWARE RISK

It is at the risk of the user to follow the proper usage instructions of this device as dictated in this manual. It is important to follow the proper recommended connection methods in order to successfully route and operate the PATCH XT System. Flock Audio Inc. cannot be held liable for any damages caused to other connected audio hardware or injury due to improper use of the PATCH XT System.

REPAIRS

If you are having trouble with your PATCH XT System and troubleshooting suggestions did not work, please visit (www.flockaudio.com/support) for further details & to contact our Technical Support Team.

USER MAINTENANCE

It is **NEVER RECOMMENDED** to self service a Flock Audio PATCH XT System or expose the internal components by opening the unit. Risk, Injury &/or Death may occur if you open a Flock Audio PATCH XT System and will void any active warranty immediately. The PATCH XT System does not contain any user replaceable or removable parts.

Any User Maintenance &/or Repairs are required to be performed by a Certified Flock Audio Support repair service technician. These Certified Support Technicians can be located by visiting Flock Audio Support (www.flockaudio.com/support).

SIMPLE USER CARE

When mounting your Flock Audio PATCH XT System, it is recommended to use a Nylon or Plastic Rack Screw Washer to avoid scratching or damaging the rack ears on the front panel faceplate.

To keep your front panel clean of dust and debris, it is recommended to use canned air to remove dust and/or a lightly damp microfibre cloth to gently wipe the front panel face plate. **Do Not** apply pressure to the LED Indicators or other protruding components on the faceplate *(I.E. Power Switch etc.)*

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