



# USER MANUAL

MAY 23, 2024

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[CX WALKTHROUGH & SETUP ▶](#)

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.

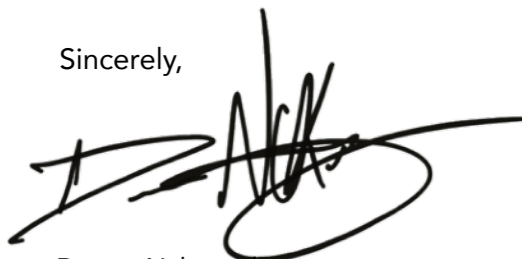
After 2 years of strenuous work and constant focus, Flock Audio the company I started, created the worlds first and most advanced digitally controlled analog audio routing system with features never before possible in conventional analog audio routing.

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 CX

The Flock Audio CX Module is a digitally controlled, 100% analog audio microphone and instrument pre-amplification system. A combination of the Software Controls built into the PATCH APP(s) & A CX Standalone App along with an 8-channel CX Hardware component allows users to easily setup & control analog signal levels seamlessly with Recall capabilities.

The PATCH APP & PATCH APP DX software applications (OSX & Windows) are updated to include the controls and integration of the CX Hardware Controls. The CX Setup Menu is where you can configure your CX Hardware's parameters and control the CX Hardware. CX Standalone Application offers the ability to use the CX Hardware outside of the PATCH Series eco-system as a dedicated preamp or signal level booster.

The CX Hardware component is a compact accessory unit that seamlessly integrates with any PATCH Series setup. Utilizing digital control over analog audio signals is what makes the CX System unique and unlike anything else in the audio industry.

This manual will cover all of the functions, features and recommended usage of the CX System Hardware.



[WHAT IS CX? ▶](#)

## IMPORTANT SAFETY NOTICES

### #1. Do Not Self-Service

To avoid risk of electric shock, injury or death, **never** attempt to self-service a Flock Audio CX System. There are no user-repairable or replaceable parts in the system. If your Flock Audio CX System requires repairs, please contact our support centre to get in touch with a Flock Audio Certified Repair Technician. ([www.flockaudio.com/support](http://www.flockaudio.com/support))

### #2. Avoid Liquid &/or Spills

To avoid risk of damage to your Flock Audio CX System, avoid having liquids &/or spills near your Flock Audio CX System. If an accidental spill occurs, safely shut off your Flock Audio CX 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.

### #4. Use Properly Grounded IEC Power Cables

Always use the supplied 5-pin power cable with your Flock Audio CX System. The chassis is designed to work with the earth ground inside the box for a safe & quiet audio operation. Never remove or use an IEC cable accessory without the grounding pin.

### #6. Discontinue Use During Electrical Storms

Never use your Flock Audio CX 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 title page of this manual. The latest digital manual will be provided via web link in the PATCH APP & PATCH APP DX Software Applications.

### #8. Certifications





## WHAT'S INCLUDED IN THE BOX



CX HARDWARE



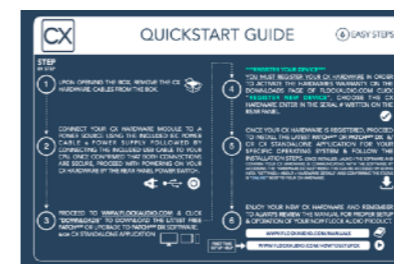
IEC POWER CABLE  
(110V or 220V)



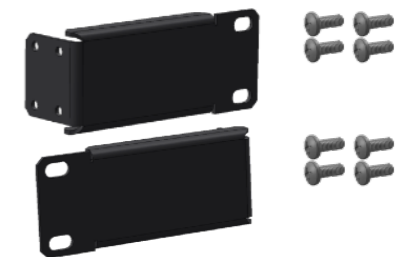
65W POWER SUPPLY



USB-A TO USB-B (10 FT LOCKING)



6 STEP QUICKSTART GUIDE



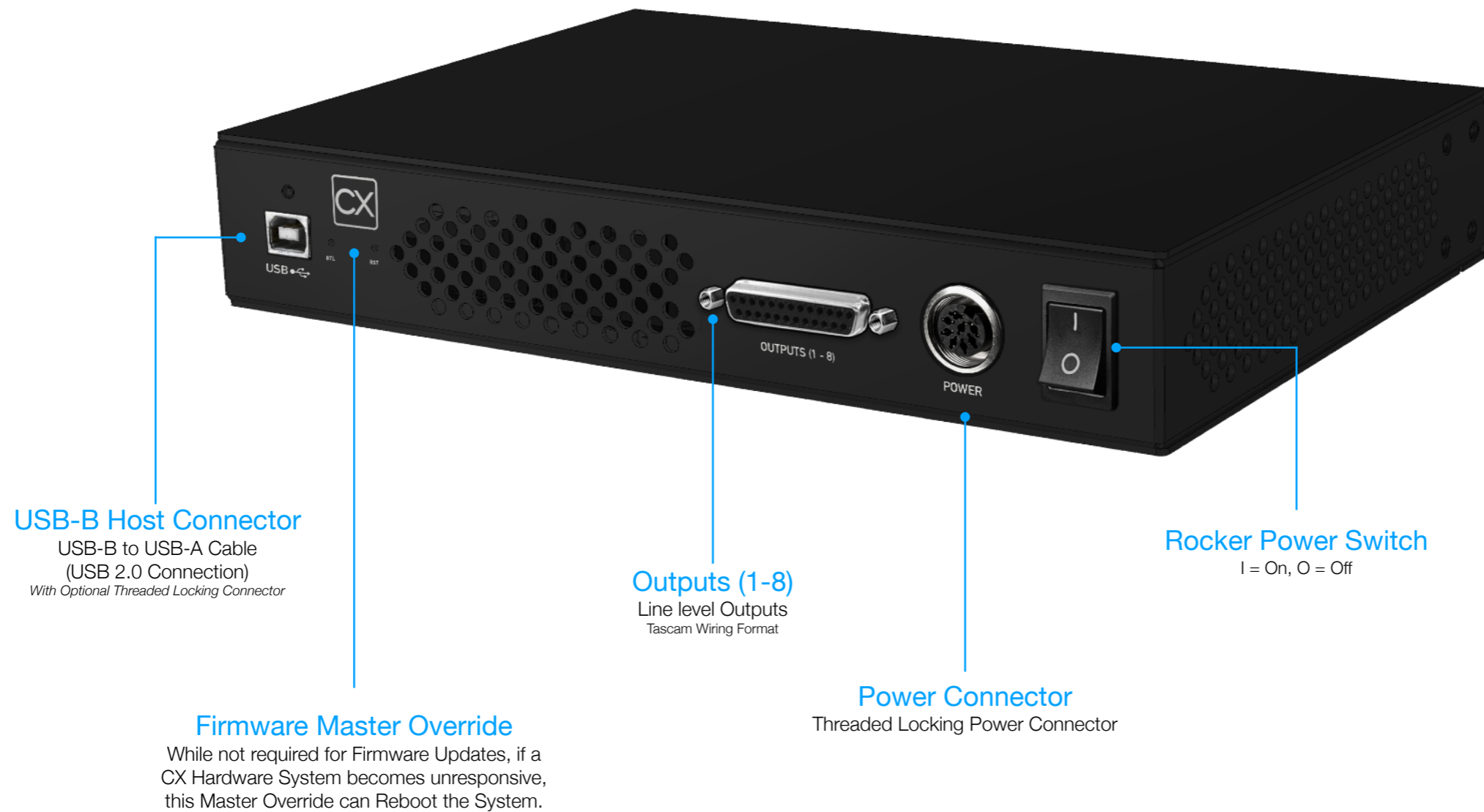
RACK EARS & MOUNTING SCREWS

## FRONT IDENTIFICATIONS



FRONT PANEL ►

## REAR IDENTIFICATIONS



REAR PANEL ▶



## REQUIRED CABLES FOR OPERATION

REAR VIEW

FRONT VIEW



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



**DB-25/D-SUB Cable Snake**  
(Female/Male XLR & TRS Options Available)  
(Cables Not Included)

**Power Supply**  
(Included In Box)



**Power Cable**  
(Included In Box)



**XLR & TS/TRS Cables**  
(Cables Not Included)



## CHASSIS DIMENSIONS



8 lbs - CX Hardware (Only)  
*\*Rack Ears Not Included*

# THE CX SETUP MENU OVERVIEW

CX SETUP MENU INTEGRATED INTO

**PATCH** APP & **PATCH** APP **DX**

EXAMPLE BELOW "PATCH APP DX"

**CX Setup Menu**

**CX Hardware Input #**

**PATCH Model Input**

This Dropdown Selection replicates your PATCH APP(s) Hardware Setup Menu "Inputs" Column.

**Output Level Indicator**

This Indicator confirms the final Output (dBu) Level of your CX Hardware.

**Power Indicator**

- - CX Hardware "On"
- - CX Hardware "Off"

**Save Setup**

Once Setup is Completed, You Must "Save Setup" to retain those settings in your CX Hardware.

**Signal Type Selection**

This Dropdown Selection creates a pre-determined Gain Level based upon the type of Analog Signal that is being connected to the CX Hardware.

**Example:**



**600 Ohms Switch**

Optional 600 Ohm Switch can be activated to work with older professional audio equipment that only works at 600 Ohms.

**CX Hardware Indication Tab**

This Tab References your Connected CX Hardware. This by Default is your CX's Serial Number but by Right Clicking on the Menu you can Customize The Name of your CX Hardware.

**Gain Adjustment Control**

This Digital Knob allows for fine tuning of the Output Gain of your CX Hardware. **Note:** Gain is Stepped at 3 dB per Adjustment.

**CX SETUP MENU** ▶

# THE CX SETUP MENU OVERVIEW

## CX STANDALONE APP



\* CX STANDALONE ALLOWS USERS TO USE THE CX HARDWARE MODULE OUTSIDE OF THE PATCH SERIES ECO-SYSTEM AS A DEDICATED PREAMP OR SIGNAL LEVEL BOOSTER.

CX Standalone App



CX Hardware Input #

### Hardware Input

This Dropdown Selection replicates your PATCH APP(s) Hardware Setup Menu "Inputs" Column.

### 48V Phantom Power

This Switch Activates 48V Phantom Power on a chosen CX Hardware's Front Input.

### Output Level Indicator

This Indicator confirms the final Output (dBu) Level of your CX Hardware.

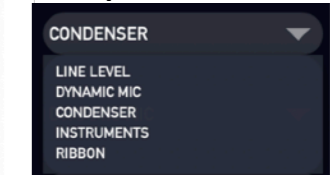
### Power Indicator

- - CX Hardware "On"
- - CX Hardware "Off"

### Signal Type Selection

This Dropdown Selection creates a pre-determined Gain Level based upon the type of Analog Signal that is being connected to the CX Hardware.

#### Example:



### 600 Ohms Switch

Optional 600 Ohm Switch can be activated to work with older professional audio equipment that only works at 600 Ohms.

### CX Hardware Indication Tab

This Tab References your Connected CX Hardware. This by Default is your CX's Serial Number but by Right Clicking on the Menu you can Customize The Name of your CX Hardware.

### Gain Adjustment Control

This Digital Knob allows for fine tuning of the Output Gain of your CX Hardware. **Note:** Gain is Stepped at 3 dB per Adjustment.

\* IF YOU WANT TO USE CX STANDALONE APP WHILE PATCH APP/PATCH APP DX IS LAUNCHED, YOU MUST SET CX CONNECTIONS IN PATCH APP/PATCH APP DX TO "IGNORE":  
**SETTINGS>USER PREFERENCES>CUSTOMIZATION>IGNORE CX CONNECTIONS**



## RACK EAR INSTALLATION OVERVIEW



### Rack Ear Fasteners

When fastening the rack ears to the sides of your CX Hardware, make sure that each fastener is tightened and that the rack ears do not move after installation. Warning: Do not over-tighten the CX Rack Ear Fasteners to avoid damage.

### Rack Ears

All Flock Audio CX Hardware units ship with optional rack ears kit included in the Box. This includes two rack ears and eight fasteners (4 per side).



## How to Update new CX Hardware Firmware



### Step-by-Step Installation 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/firmware](http://www.flockaudio.com/firmware)

**Step #2.** Confirm your CX Hardware is Connected to both a Power Source, Powered On and USB Connection to your CPU.

**Step #3.** Close the PATCH APP/PATCH APP DX Software and follow the prompts on the firmware installer application on your computer to complete the firmware installation. Once complete, restart your Flock Audio CX Hardware from the Rear Rocker Switch and Launch PATCH APP/PATCH APP DX or CX Standalone to Complete the installation process.

**Note:** *If there are any issues installing the new firmware, please contact Flock Audio Support.*



## Troubleshooting Tips

<p><b>Flock Audio CX Unit doesn't power on.</b></p>	<ul style="list-style-type: none"> <li>- Confirm that the 5-pin power cable is securely inserted into your Flock Audio CX system.</li> <li>- Confirm that the rear panel power button is in the On position ( I )</li> <li>- Confirm that the wall power source is working by plugging in another device.</li> <li>- The night side of the CX Hardware will have an LED Visible through the Ventilation holes to confirm power.</li> </ul>
<p><b>Flock Audio CX Hardware &amp; Software not communicating.</b></p>	<ul style="list-style-type: none"> <li>- Confirm that the supplied (USB-A to USB-B) cable is fully inserted into the rear side of the Flock Audio CX Hardware Unit and corresponding CPU controller.</li> <li>- Close the PATCH APP Software and turn off the Flock Audio CX Hardware Unit. Wait 30 seconds and turn on the Flock Audio CX Hardware Unit &amp; Reopen PATCH APP Software.</li> <li>- Try a different USB-A to USB-B Cable.</li> <li>- Try to Bypass a USB HUB and go directly into your CPU USB Host.</li> </ul>
<p><b>PATCH APP/PATCH APP DX Download &amp; Install error.</b></p>	<ul style="list-style-type: none"> <li>- Confirm that your CPU Security/Privacy settings (&amp;/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 &gt; Security &amp; Privacy &gt; Open Application Anyways".</li> </ul>
<p><b>48V Phantom Power is not working.</b></p>	<ul style="list-style-type: none"> <li>- Confirm that the 48V icon is illuminated in Blue &amp; your microphone or 48V-powered unit is placed in the first Digital Rack Space Slot.</li> <li>- Confirm that the 48V Master Bypass Switch in the User Customize menu is placed in the "On" position.</li> <li>- Confirm that your microphone/48V-powered device is connected to the proper Input # on the rear side of the unit with the corresponding Digital Rack Space #.</li> <li>- Confirm that you have chosen a matching "PATCH INPUT" In the CX Setup Menu for the Channel you are enabling 48V Phantom Power.</li> </ul>
<p><b>PATCH APP/PATCH APP DX Software is launching but not appearing on screen</b></p>	<ul style="list-style-type: none"> <li>- If your PATCH APP Software is not appearing on your chosen display screen. Use the Key Command "<b>Shift + F1</b>" to reset the PATCH APP's screen position (Windows)</li> <li>- Navigate to the File tab to the right of the Apple logo at the top left of your screen, then click "<b>Reset Window Size</b>". (Mac)</li> </ul>
<p><b>The Flock Audio CX System self-shutdown and/or rebooted itself during use.</b></p>	<ul style="list-style-type: none"> <li>- The Flock Audio CX 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 Flock Audio CX Hardware unit mounted directly near any hot or tube-based hardware units as this may result in tripping the failsafe temperature sensor.</li> <li>- Allow the CX Hardware to be powered down for 5 - 10mins and re-power the CX Hardware back on.</li> </ul>
<p><b>The Flock Audio CX System is not responding properly or behaving unexpectedly.</b></p>	<ul style="list-style-type: none"> <li>- Export all previously Saved routings and Hardware Setup Menu settings. Ensure the routings &amp; hardware setups are stored in a safe back-up folder. Open Settings &gt; Restore to Factory and allow the System to completely restore back to Factory Default Settings. Once performed, turn off the Flock Audio CX 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 &amp; Hardware Setups.</li> <li>- If the problem persists, please contact Support (<a href="http://www.flockaudio.com/support">www.flockaudio.com/support</a>)</li> </ul>

## Software Compatibility & System Requirements



**OSX:** 10.12 Sierra or Newer

**Disk Space:** Minimum 512 MB available disk space

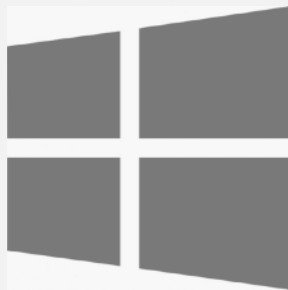
**USB:** 1x USB 2.0/3.0 Port (Per Flock Audio CX System)

**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 Flock Audio CX 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

### 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 Flock Audio CX Module 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 CX System purchases once the hardware is registered at ([www.flockaudio.com/downloads](http://www.flockaudio.com/downloads)). 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 operate the Flock Audio CX 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 Flock Audio CX System.

### REPAIRS

If you are having trouble with your Flock Audio CX System and troubleshooting suggestions did not work, please visit ([www.flockaudio.com/support](http://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 CX System or expose the internal components by opening the unit. Risk, Injury &/or Death may occur if you open a Flock Audio CX System and will void any active warranty immediately. The Flock Audio CX 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 contacting Flock Audio Support ([www.flockaudio.com/support](http://www.flockaudio.com/support)).

### SIMPLE USER CARE

To keep your unit's 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.





[www.flockaudio.com](http://www.flockaudio.com)



**PATENT No.: US 11,438,719 US 11,700,498**