



MULTICHANNEL REMOTE CONTROLLER

MRC



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BEFORE YOU BEGIN



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

MRC is the hardware extension of the Antelope Audio surround sound and immersive audio monitoring system. The layout of this advanced monitor controller mirrors all major controls of the system for a smooth and intuitive workflow, thanks to fast preset recall and streamlined multichannel functionality.

MRC was designed for a seamless monitoring workflow, with a tactile feel. Carefully predefined buttons with LED indication remove second-guessing.

The unit is compatible with Galaxy 32 Synergy Core and the license code accompanying each MRC purchase, can be used to unlock the optional multichannel monitoring feature on Orion 32+ Gen4.

Enjoy working with the MRC.

Best wishes,

Team Antelope



System Requirements

Mac:

- Apple Mac 2012 or newer with a USB port
- Minimum: Mac OS X 10.12 Sierra. Recommended: Mac OS X 11.02 Big Sur
- Available storage space (Minimum 4 GB)
- Memory (RAM): 4 GB minimum (8 GB or more recommended)

Windows:

- PC computer with a USB port
- Windows 10 (64-bit) with the latest Microsoft Updates
- Available storage space (Minimum 4 GB)
- Memory (RAM): 4 GB minimum (8 GB or more recommended)
- CPU: Intel Core i3™ or AMD FX (Higher recommended)

Additional Information:

- A stable Internet connection is required to download and update your Antelope Audio hardware and software



PRODUCT ACTIVATION

The MRC product activation is a mandatory process required to be completed on the first run of the hardware remote. It is needed to validate your product warranty and to ensure correct operation.

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

1. Connect the MRC to your Windows or Mac computer using a USB cable.

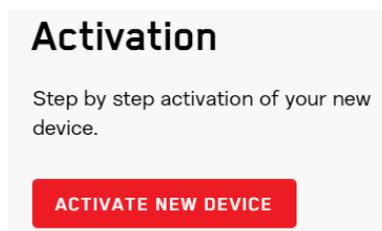
Notes:

- The USB connection is required to have the MRC recognized by the Antelope Launcher and the Galaxy 32 or Orion 32+ Gen4 interface at all times.

2. Open your internet browser and navigate to <https://antelopeaudio.com/login/>

3. Log in to the Antelope Audio user area with your e-mail and password. If you don't have an account, visit <https://antelopeaudio.com/sign-up/> to create one.

4. Click on the 'Activate New Device' button.



6. Click on MRC from the device list.

7. Download and install the Antelope Launcher application for Windows or macOS.

8. Open the Antelope Launcher application and click on the 'Login' button.  Enter the e-mail and password you used to log in to the Antelope Audio user area and click 'Login'.



×

Please Login

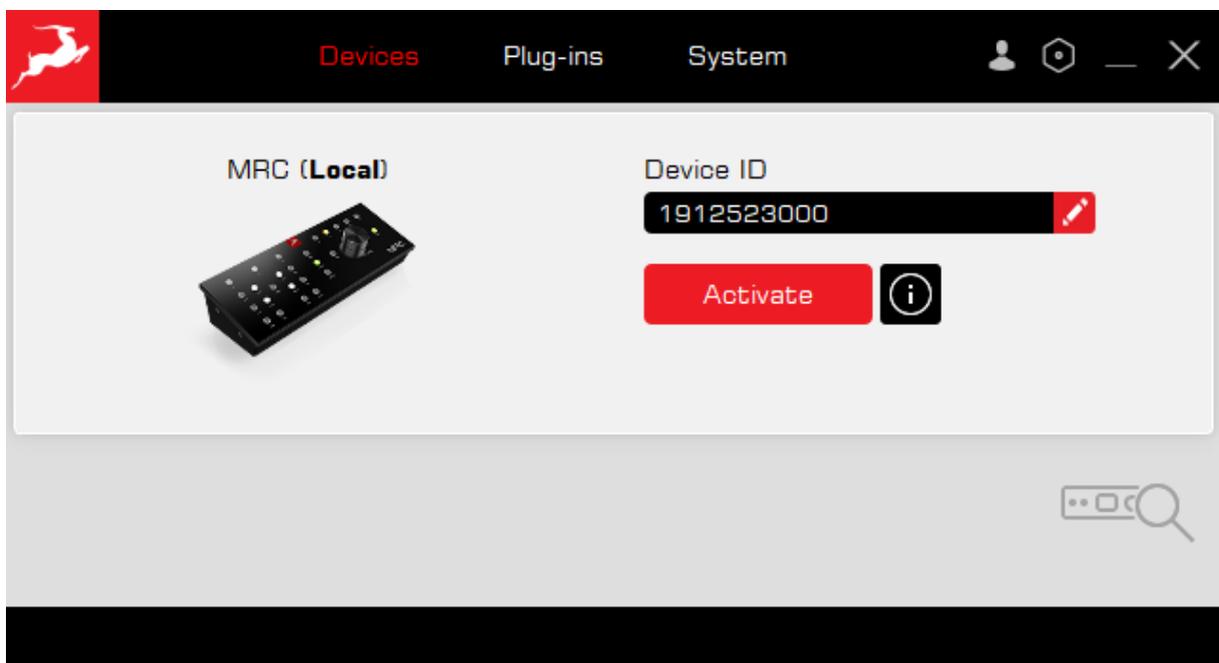
Email

Password

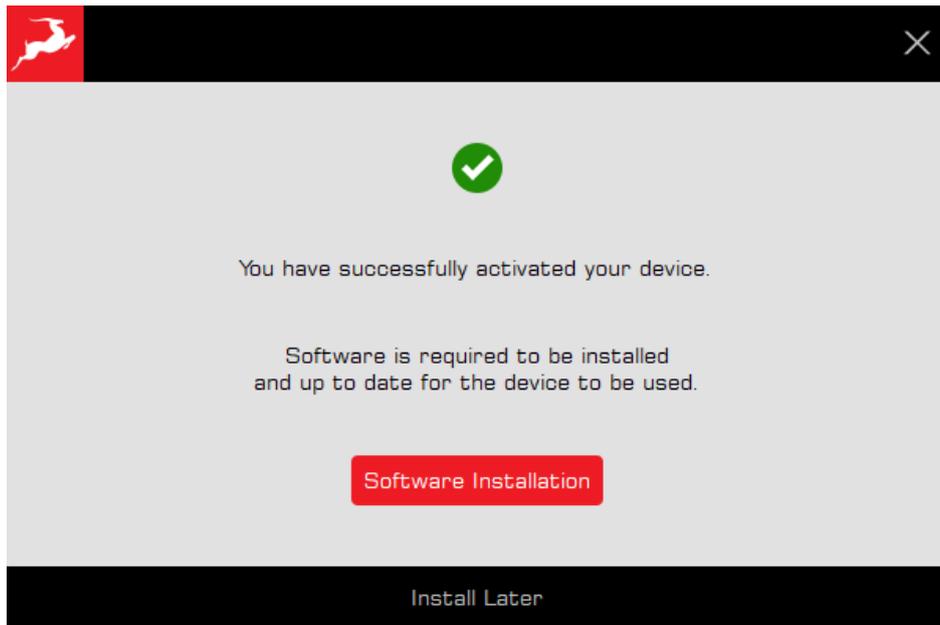
If you don't have an account visit our website to [Register](#)
Forgot password? [Reset here](#)

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9. Click on 'Activate' to open the Device Management Wizard.



10. Upon successful activation, the final window will read 'You have successfully activated your device. Software is required to be installed and up to date for the device to be used.' Click 'Software Installation' to go through the rest of the setup process to make sure the device is up to date.



FRONT PANEL EXPLAINED



The MRC front panel features the following items (left to right):

1. Speaker Layout Buttons
2. Bass Management
3. Stereo Monitor Out
4. Solo Mode Button
5. Function Button (FN)
6. Session presets A-E



7. Main Rotary Encoder
8. Dim

REAR PANEL EXPLAINED



1. USB 2.0 port

Use it to connect MRC to your Windows or Mac computer.

USB Specs:

Computer connection:	USB 2.0 (Type-B) Port, I/O
Bus powered:	Yes
Maximum power consumption:	500 mA



SURROUND & IMMERSIVE MONITORING SYSTEM INTRODUCTION



The Antelope Audio Surround / Immersive Monitoring System provides monitoring control functionality and speaker calibration processing for up to 16 channels of surround or immersive audio. Formats from stereo up to 9.1.6 Dolby Atmos are supported while maintaining customizability within the 16-channel limit for any unorthodox setup requirements.

Important Note!

The functionality in this tab comes as standard for the Galaxy 32 and as an *optional upgrade* for the Orion 32+ Gen4. To unlock it the following options are available:

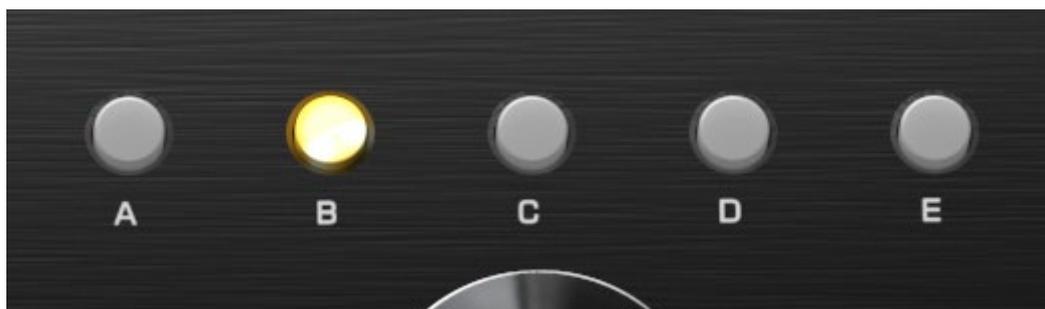
- Purchase a license code from the Antelope Audio website Software Store. A single license can be used to unlock the functionality on one Orion 32+ Gen4. The feature is called Multichannel Monitoring System in the store and is available once the Orion 32+ Gen4 is selected at the top. After purchasing, the license must be assigned to the interface via the Antelope Launcher's Device Manager menu.
- All Antelope Audio MRC hardware remote purchases come with a complimentary license code, which can be used to unlock the optional multichannel monitoring feature on one Orion 32+ Gen4. Once an MRC is activated on a user's account, it will provide one license code which then needs to be assigned to the interface via the Antelope Launcher's Device Manager menu.



MRC APPLICATION

MRC gives you hardware control over key features of the Antelope Audio multichannel monitoring system, for surround and immersive audio use. Following is an overview of the specific functionality controllable via the hardware remote. More detailed information on the relevant functionality can be found in the respective interface's user manual.

Session presets A-E



Presets A-E buttons allow for fast Software Preset recall buttons for all of the interfaces' settings, including signal routing, audio format switching, output levels, and speaker calibration. They can be configured in the Session tab of your interface's control panel, as follows.



Project Sessions

Project Sessions are found on the left side. Use them to store snapshots of Control Panel configurations. This way, you can easily recall specific gain and routing adjustments, device settings, and so on. Sessions are stored on your computer in *.as file format. You can easily backup and share these files between devices of the same model (fully updated software and firmware is recommended).

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

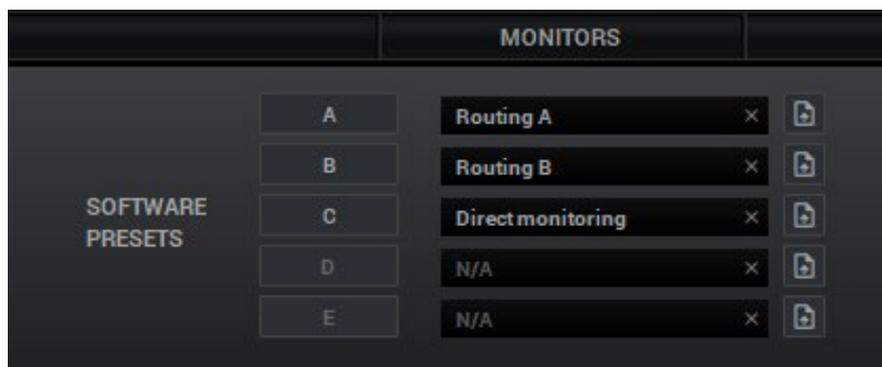
In the Save Session window, you can choose the exact components you want stored and export Session files (*.as) from the 'Save As' button. When your Session is already saved in *.as file format, click the 'Save' button to save any changes you have made to it.



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

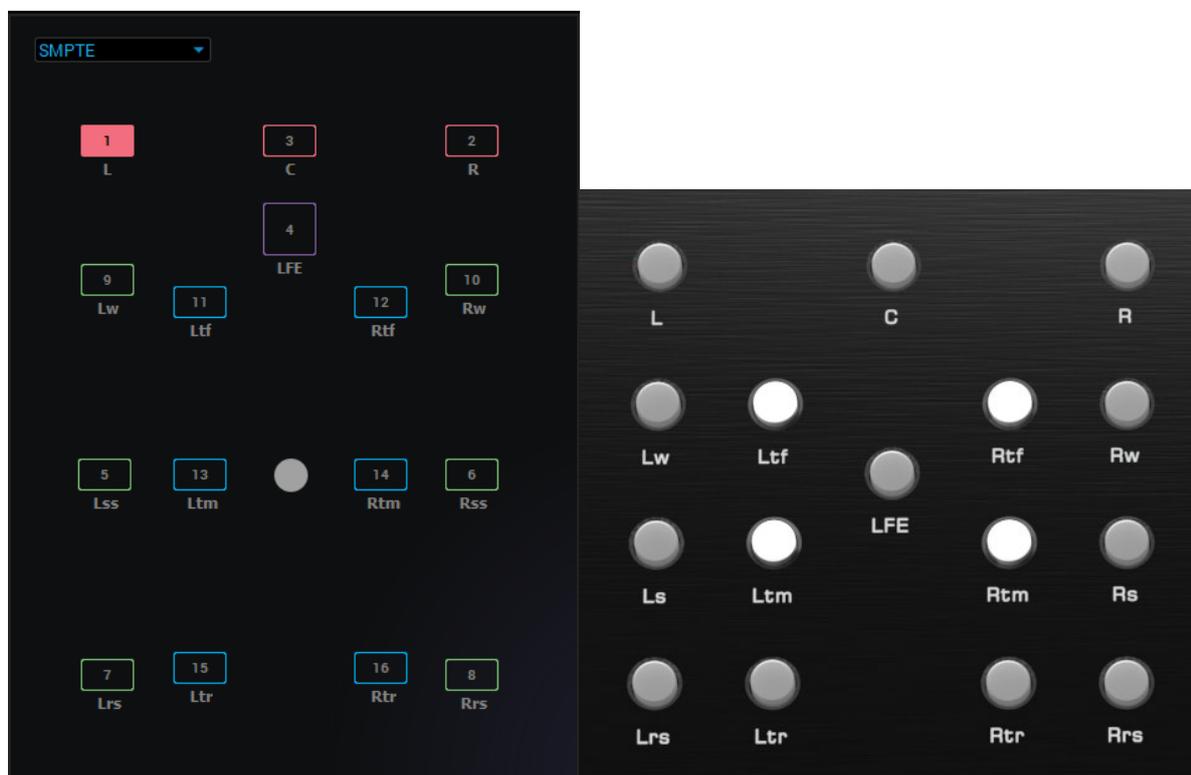
Software Presets A-E

Project Session files can be loaded into the 5 quick recall Software Preset slots. Storing only certain settings in a file allows loading them exclusively, while keeping all other settings unaffected. *The 5 A-E buttons are available on the MRC and the control panel's monitoring pop-out widget, allowing easy access.*





Speaker layout and selector



Selected multichannel formats are represented here. Buttons on the MRC will become inactive when their respective speakers are not part of the selected format.

- Pressing down an active speaker button will mute/unmute that channel.
- Soloing channels is available via the Solo Mode button, explained below.



Solo Mode Button

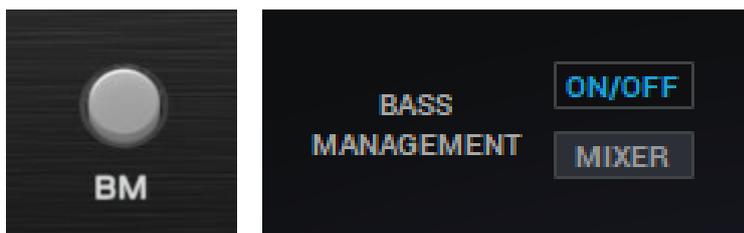
When pressed enters Solo mode. Pressing a speaker button solos only that channel. Holding down enters Solo Mix Mode (LED blinks) – the first channel pressed is soloed, and every additional one is added to the solo mix.



Stereo Monitor Out

The MRC Stereo Monitor Out button switches between controlling the surround/immersive audio monitoring level and the level of the physical stereo monitor output on the back of the interface.

Bass Management

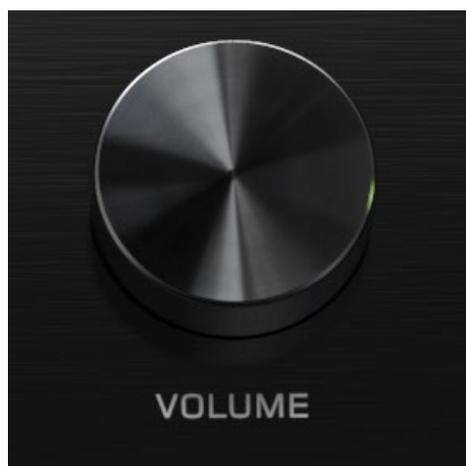


Mirrors the Control Panel Bass Management On/Off Switch. Useful for checking between having the LFE channel play all low-frequency contents of the mix or only its designated signal.



FN (Function)

Clears all currently muted speaker states. Can be also used as a power indicator LED. Hold it down during powering up to enter boot mode for firmware reinstallation.



Volume Rotary Knob

Rotary knob output volume control for the surround/immersive audio monitoring outputs, or the stereo monitor when enabled. Press it down to mute or unmute the currently selected output.



DIM

Conveniently positioned next to the big volume knob, this button quickly dims the currently selected output by -20 dB.



CUSTOMER SUPPORT INFORMATION

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

Online

Visit support.antelopeaudio.com

Phone

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

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

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

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

Live Chat

Live Chat is available during the following hours Monday to Friday

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

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

Additional Resources

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



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



MY ANTELOPE AUDIO PRODUCT ISN'T WORKING.

WHAT SHOULD I DO?

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

What's an RMA number?

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

How do I get an RMA number?

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

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

RMA shipping information

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

Please use the original box if possible, because a worn-out one will surely not protect your product sufficiently on its way to the Antelope Audio HQ. Additional cushioning materials in multiple layers between the unit and the box walls to prevent shock, vibration, and various tears and scratches.



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

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

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

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

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

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



LIMITED WARRANTY POLICY

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

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

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

Warranty Coverage

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

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

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

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

Limited Factory Refurbished (B-stock) Warranty



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

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

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

Remedies

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

- 1) to repair the Product at Antelope Audio’s expense using new or equivalent-to-new refurbished parts in good working condition, or
- 2) to replace the Product at Antelope Audio’s expense with a product with equivalent functionality formed from new and/or equivalent-to new refurbished parts in good working condition, or
- 3) to refund the price paid. Should Antelope Audio decide to refund the price paid, it may deduct from the paid Product’s price any damages caused to the Product; where, within fourteen (14) days of the expiration of the warranty period,(i) Antelope Audio has received written notice of any nonconformity;(ii) after Antelope Audio’s written authorization, customer has returned the nonconforming product to the designated place; and (iii)Antelope Audio has determined that the Product is nonconforming and that such non-conformity is not the result of any of the exclusions designated below.



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

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

Obsolete or Discontinued Products

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

Exclusions

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

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

This warranty does not cover (i) any counterfeit products, i.e. Products that Antelope Audio, at its sole discretion, determines were not manufactured by Antelope Audio or any



of its authorized manufacturing partners; (ii) Products purchased from a person or entity which is not an authorized dealer or re-seller of Antelope Audio; (iii) Product sold “as is” or “with all faults”, to the extent permitted by local law.

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

Limitation of Liability

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

ANTELOPE AUDIO WILL NOT ASSUME OR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH ITS PRODUCTS.

Data Recovery

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

No Other Warranties

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

How to Make a Warranty Claim

Valid warranty claims should be processed through your point of purchase. Please also verify the return policy directly with the retailer where you purchased your product. Any warranty claims that cannot be reprocessed through your original point of purchase should



be addressed directly to Antelope Audio. Our customer service contact information can be found on the web or in the documentation included with your Product.

Returning Your Product

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

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

Request a Return Material Authorization Number (RMA#)

Please follow these steps to obtain an RMA number:

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

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

RMA Return Addresses

We have multiple RMA-receiving locations worldwide. Your RMA confirmation will specify the specific return address you must use when sending your RMA package. Any packages



received at an unauthorized location may be refused and returned to the sender at the sender's expense.

Products Lost or Damaged During Transit

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

Company information

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

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



SAFETY NOTES

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

- Do not remove screws, cover, or cabinet. There are no user-serviceable parts inside.
Refer servicing to qualified service personnel.
- Do not expose this device to rain, moisture, or spillover of liquid of any kind.
- Should any form of liquid or a foreign object enter the device, do not use it. Switch off the device and then unplug it from the power source. Do not operate the device again until the foreign object is removed or the liquid has completely dried and its residues are fully cleaned up. If in doubt, please consult the manufacturer.
- Do not handle the cable with wet hands!
- Avoid placing things on the cabinet or using the device in a narrow and poorly ventilated place which could affect its operation or the operation of other closely located components.
- Do not install near any heat sources such as radiators, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not use harsh chemicals to clean your unit. Clean only with specialized cleaners for electronic equipment.
- Both occasional and continued exposure to high sound pressure levels can cause permanent ear damage via headphones and monitors.
- Your unit should always be un-racked when traveling or in a flight case.
- The device is designed to operate in a temperate environment, with a correct Operating Temperature of 0-50° C, 32-122° F.



TECHNICAL SPECIFICATIONS

USB Specs:

Computer connection:	USB 2.0 (Type-B) Port, I/O
Bus powered:	Yes
Maximum power consumption:	500 mA