



Cello

High Resolution Audio Interface User Manual

V 1.0 rev 0

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Congratulations on your purchase of the JoeCo Cello – High Resolution Audio Interface. This document will lead you through the basics of how to set up and use the product. The Cello has been designed to be as simple as possible to set up and operate. Consequently you will find that this user manual is not a long document and can be read from cover to cover in a short while. However, we strongly recommend that you do read it just in case there are some aspects of the product that are not immediately obvious.

More information is available in the EndUser LOGIN area of the JoeCo Website www.joeco.co.uk . Visitors can gain immediate access to more detailed information whilst EndUsers, once approved, are eligible for software upgrades and other downloads.

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Important Safety Information

WARNING - Read the following before proceeding :

Read instructions: Retain these safety and operating instructions for future reference. Adhere to all warnings printed here and on the equipment. Follow the operating instructions printed in this User Guide.

Do not remove covers: Operate the equipment with its covers correctly fitted. Refer any service work on the equipment to competent authorised technical personnel only.

Power sources: Connect the equipment using the mains power adapter supplied.

Power cord routing: Route power cords so that they are not likely to be walked on, stretched or pinched by items placed upon or against them.

Grounding: Do not defeat the grounding and polarisation means of the power cord adapter or plug. Do not remove or tamper with any ground connection in the power cord.

Water and moisture: To reduce the risk of fire or electric shock do not expose the equipment to rain or moisture or use it in damp or wet conditions. Do not place containers of liquid on it which might spill into any openings.

Ventilation: Do not obstruct any ventilation. If the equipment is to be operated in a flight-case ensure that it is constructed to allow adequate ventilation.

Heat and vibration: Do not locate the equipment in a place subject to excessive heat or direct sunlight as this could be a fire hazard. Locate the equipment away from any devices which produce heat or cause excessive vibration.

Servicing: Unplug the power immediately if the unit is exposed to moisture, spilled liquid, the power adapter becomes damaged, during lightening storms, or if smoke, odour or noise is noticed. Refer servicing to qualified technical personnel only.

Installation: Install the equipment in accordance with the instructions printed in this User Guide. Use the equipment connections for their intended purpose only.

Precautions

Environment: Protect from excessive dirt, dust, heat and vibration both when operating and storing. Avoid drinks spillage, tobacco ash, smoke, and exposure to rain and moisture. If the equipment becomes wet, remove power immediately. Allow to dry out thoroughly before using again.

Cleaning: Avoid the use of chemicals, abrasives or solvents. The equipment is best cleaned with a dry lint-free cloth. Do not remove the cover to clean the unit.



Damage: To prevent damage to the equipment cosmetics, avoid placing heavy objects on the unit, scratching the surface with sharp objects, or subjecting the unit to rough handling and vibration.

Transporting: The equipment should be transported in the original packing or purpose built flight case to protect it from damage during transit.

Cables: Plan the location of the equipment so that the connecting cables are not fully extended. Full extension of the cables can stress the equipment and cables and may result in undesired performance. Ensure that all cables are located such that they cannot be stood on or tripped over.

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Opening the Box

Box Contents

Inside the box you will find the following:

- Cello hardware
- Power supply
- USB2 cable





Controls and interfaces

Control Panel



From left to right the Cello hardware includes:

Bottom row:

- Mic input channel 1, Controls and meter display
- Mic input channel 2, Controls and meter display
- Instrument (Hi-Z) input, Control and meter display
- Line input / Talkback push switch; Control and meter display

Upper area:

- Headphone 1 volume (push and turn controls Top+ process for Mic ch 1)
- Headphone 2 volume (push and turn controls Top+ process for Mic ch 2)
- Monitor volume control (Push activates the monitor DIM)
- The LCD display shows sample rate, DAW connectivity, sync source and status and various parameter displays.



Front Panel



- Mic channel input (Combo XLR/ TRS ¼" jack)
- Mic channel input (Combo XLR/ TRS ¼" jack)
- Instrument input (TRS ¼" jack)
- Headphones 1 output (TRS ¼" jack)
- Headphones 2 output (TRS ¼" jack)

Rear Panel



- USB connector to host
- Power inlet (5VDC, 1.5A)
- Monitor outputs (2 x TRS ¼" jacks)
- Sync / digital inputs (2 x RCA phono)
- Lightpipe inputs (2 x TOSLink)
- Line Inputs / Insert returns (2 x TRS ¼" jacks)
- Mic channel Insert Sends (2 x TRS ¼" jacks)

Side Panel

- MIDI In and Out are located on the left side of the unit



Hardware Installation

Place the Cello on a flat surface in front of your computer screen.

You will need to be able to easily access the unit and will find that some controls require more frequent adjustment depending on the way you work.

Most of the controls that you will regularly need to adjust are available on the hardware panel but you will also want to be able to easily access the additional controls available through the JoeCoControl application on the computer.

Plug in the following:

Separate power supply – we recommend using the external power supply as many computers cannot supply enough power via the USB bus to maintain the quality of the converters

USB2 cable to host computer

Monitor outputs to your control room monitoring speakers

External source of clocking (if required)

Microphone, instrument, headphones, cables, etc.

Software installation

The Cello is designed to operate with both Mac and Windows PC systems.

When installing the Cello with a Mac computer, the Cello uses the built in Core Audio drivers to provide audio connectivity to your DAW application. All you need to do is install the JoeCoControl application.

When installing the Cello with a Windows PC you will need to install both the low level software drivers and the JoeCoControl application.



Operating modes

There are 4 modes of operation of the Cello:

- All channels at up to 48kHz sampling
- 16 channels at up to 96kHz sampling
- 8 channels at up to 192kHz sampling
- 4 channels at up to 384kHz sampling

All modes support the lower sample rates available in the higher channel count settings. Select the operating mode using the blue button at the bottom left of the Mic/Line Input Controls section. The JoeCoControl (JCC) interface will change its width to indicate which channels are available in the selected mode.

JoeCoControl interface

When you first run the JoeCoControl interface you will see a panel like this. This view is useful as it contains all the pertinent controls in a small interface that can co-exist on screen alongside your DAW interface.



The first (left hand) section is the input controls and master settings panel.

The next section is the low latency mix section which controls the very low latency mix for headphone foldback or if you're monitoring through speakers in the control room.

The final area on the right is the monitoring section.

The orange upward pointing triangular button at the top left of each panel section brings up an expanded view of that section. When a panel is expanded, the triangular button becomes downward pointing and pressing it again will minimise the panel again.



Alerts

Beside the orange arrow button is the alert indicator. This shows green when there are no Alerts but changes to Red when you need to be alerted to a clocking error. If there have been alerts that have since been resolved it will change to brown.

Pressing the Alert button brings up a dialogue box which shows you the exact nature of the error condition so that you can resolve it. If the error has since been resolved the dialogue will change colour to reflect the current situation.

Input control panel

Below is the expanded view of the input control panel in 8channel mode.



The controls for the mic preamps (channel 1 and 2) duplicate the hardware controls on the Cello hardware and are as follows:

+48V: Phantom Power – enables use with capacitor (condenser) microphones

PAD: inserts a 20dB pad in circuit to reduce the level from microphones with a high output

HPF: inserts a high pass filter in the mic input circuit. This reduces low energy overloads (such as a pops and other plosives) which can overload mic pres with a lot of low frequency energy.

Phase: flips the phase of the channel through 180degrees.



Top+: adds a subtle high frequency lift to the mic channel. The turnover frequency can be adjusted using the “+” button beneath or on the hardware interface by pressing and turning the headphone 1 knob (or headphone 2 knob for channel 2)

Note that there is no onscreen level control on the Mic Pre and Instrument inputs. The level control on these channels is via the physical control knob on the hardware interface. This allows for a fully analogue signal path through these most sensitive circuits. This keeps the signal path exceptionally clean without any digital interference.

The other channels have on screen PAD buttons to reduce the input gain by 20dB where needed.

The Talkback facility is activated by pressing the Line-In control knob on the hardware. The white channel name “ 4 ” turns red when talkback is active. The channel is muted when not in use.

Line in level can be adjusted using the hardware control or using the on screen faders. The small “link” button at the top of the Line-in channels allows the left and right level controls to be unlocked for rebalancing and can then be locked together again to adjust the rebalanced signals.

Any digital inputs do not have adjustable input levels.

Each input will show up in your workstation according to its channel number (so Mic1 should show up as input 1, etc.. Use your DAW to route each input to its required destination.

The blue buttons on the left side duplicate the buttons on the smaller input panel

Clock: determines the clock source

- Auto – determined by the digital input
- Internal
- Word Clock

Digital Input: selects which digital input to use

- Digital Input off
- SPDIF coax (RCA socket)
- SPDI Optical (TOSLINK i/p 1)



Digital Output: selects what to output on the digital output RCA connector

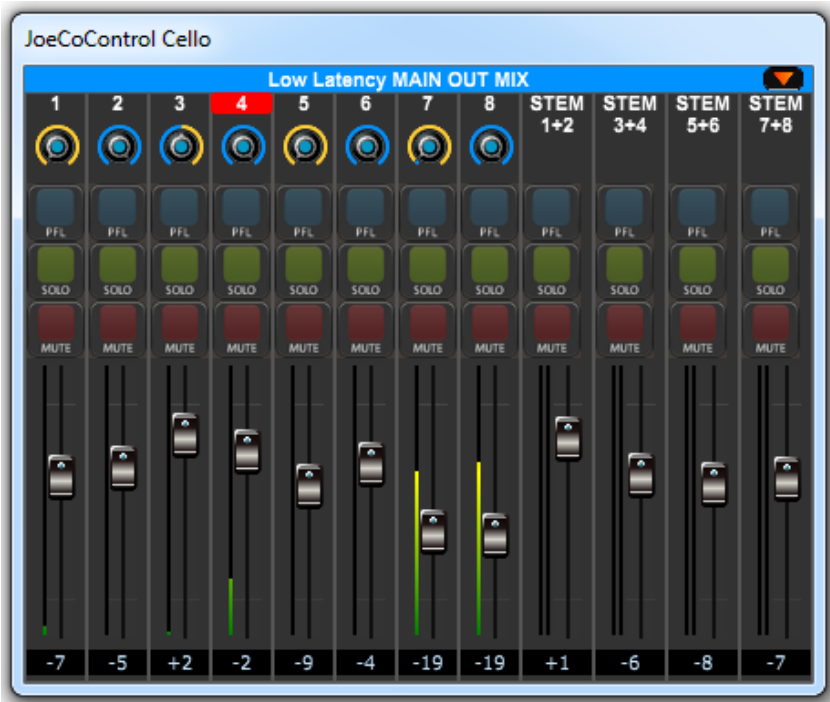
- Word clock
- SPDIF

ADC setup select between the ADC input filter modes to your taste. In 384kHz mode, an additional option allows you to cancel out any residual DC level for highest fidelity

DAC setup selects between the DAC output filter modes to taste

Mode select – selects the operating mode as described above.

Low Latency Mix panel



There are up to 4 low latency monitor mixes available depending on your operating mode – MAIN (monitor mix), ph 1 (headphone mix 1), ph2 (headphones 2), digital (not available at higher sample rates). These mixes allow you to create discrete low latency monitor mixes for monitoring or foldback purposes.



There are 4 stereo stems (2 stereo at the highest sample rates) which are returns from your workstation to allow you to separately control the relative levels for example of the backing tracks and vocals for different performers in their headphones.

Each channel offers: level fader, pan, Mute, Solo and PFL (Pre Fade Listen) controls

To select a different mix, click one of the grey buttons to the left of the orange arrow in the small panel low latency mixer panel. Multiple mix panels can be displayed on screen at the same time so that you have instant access to everyone's separate mix.

Monitor Mix Panel



The monitor mix panel allows full control of your listening environment.

The four large buttons are as follows:

TALK – enabled talkback/slate (duplicates pressing the hardware line in knob)

TB Latch – latches Talkback on which is useful if you want to be able to continue a conversation with the artist whilst away from the Cello

DIM – dims the monitors by 18dB (duplicates pressing the hardware volume knob)



MUTE – mutes the monitors

The faders control the master level fed to each of the outputs. For example pulling down the ph-1 fader will reduce the overall volume in headphone 1 output.

AFL – After fade listen buttons will reflect the respective mix onto the main monitor outputs

The Monitor section also includes buttons for monitoring: **Stereo, Mono, Left, Right, Reverse** which are hopefully self explanatory.

You are also able to select which output will be used as the main engineering mix using the “**select PFL output**”

Main – outputs any pre fade listen to the main monitor outputs

Ph1 – outputs any pre fade listen to headphone 1 outputs – useful if monitoring over headphones

PH2 - outputs any pre fade listen to headphone 2 outputs – as above

Digi - outputs any pre fade listen to the digital outputs (if any)

“**Talkback to mix**” selects which outputs you want to use for talkback.

Main – talkback to the main mix

Ph1 – talkback to headphones 1

Ph2 – talkback to headphones 2

Digi – talkback to the digital output

Slate – send talkback to the DAW to slate a take

Autodim – automatically DIMs the monitors when talkback is pressed

TB – selects which input to use as the talkback mic. Selectable between Mic1, Mic2 and the internal talkback mic

Saving and Recalling Mixes

The Menu button at the top left of the JoeCoControl panel (or the top menu bar on your Mac) allows you to save and recall multiple mixes. This can be useful if you want to try some experiment and then go back to where you were or if a vocalist has a



particular requirement for their headphone mix that you want to be able to recall quickly later.

You can give each mix an easy to remember name to make life easier but the program will give it a default name with the date and time if you wish e.g.

Main Mix 18-07-17 17-18-26.jcx

To recall a mix just select the mix you want to recall and load it.

Standalone mode

The Cello has the ability to be configured while connected to a computer such that you can then use it as a standalone converter, taking advantage of its excellent sound quality and clocking circuitry.

Set up the Cello so that its clock source, inputs and outputs are configured correctly for your associated equipment. Then use the MENU; MORE option on the menu bar and then select **Set Startup State**. The Cello can then be powered off and moved to the location for your standalone usage.

This can be very useful for checking the quality of for example a mix encoded onto a CDR whilst listening through a domestic HiFi for comparison purposes.

If you reconnect the Cello to a host computer running JoeCoControl it will ignore the startup state and run in normal mode though the startup state will be saved for the next time you need it.



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Warranty Information

1. Warranty

Except as specified below, JoeCo Limited (hereinafter referred to as JoeCo) warrants the hardware elements of this JoeCo Product (hereinafter referred to as the 'Hardware') to be free of defects in materials and workmanship for a period of one (1) year for parts and labour from date of original retail purchase, provided that:

- the Product is owned by the original purchaser
- the purchaser has proof of purchase from an authorised JoeCo distributor or reseller
- the purchaser has registered the Product with JoeCo

The following are not covered by the Warranty, damage:

- resulting from abnormal use, misuse, abuse, neglect or accident
- sustained as a result of failure to follow instructions provided in the user manual
- which occurs during shipping, in which case claims must be presented to the carrier
- resulting from attempted repair by anyone other than JoeCo or a JoeCo distributor, reseller or service provider specifically authorised by JoeCo to service JoeCo's Products
- to any Product which has been modified or on which the Product identification details have been altered or removed.

This Warranty:

- gives you specific legal rights, and you may also have other rights in certain countries or states
- provides that, during the Warranty period, JoeCo will, at its sole option, either replace, repair or refund the purchase price of any JoeCo Product that proves to be defective in materials or workmanship on inspection by JoeCo or one of its authorised service providers
- excludes power supplies and cables
- includes labour and materials (except power supplies and cables) but excludes shipping to and from JoeCo or one of its authorised service providers, minimal handling charges and insurance
- is only valid within the country in which the Product was originally purchased
- can only be exercised by the original retail purchaser and cannot be assigned or transferred
- starts from the date of delivery from the JoeCo distributor or reseller to the purchaser
- is extended to the minimum level required by law in those countries or states in which such extension is required by legislation
- applies to a repaired or replacement Product until the end of the period of the original Warranty or thirty days from the date of dispatch of the repaired or replaced Product, whichever is the longer.

2. Claims Under Warranty

To make a claim under Warranty, the purchaser must first call, email or write to JoeCo (see the JoeCo website at www.joeco.co.uk for contact details) to provide a description of the problem and to obtain a Returned Materials Authorisation (RMA) number. If it is determined that the Hardware may be defective, you will be given an RMA number and instructions for returning the Product.

Any Product which is returned to JoeCo or to one of its distributors or resellers without authorisation, i.e. one for which an RMA number has not been issued by JoeCo, will be returned to the purchaser at the purchaser's expense.

After the RMA number is obtained, the Product (including the power supply) should be shipped to the address given by JoeCo in protective packaging (the original packaging if possible) with a description of the problem and proof of Warranty coverage. The RMA number should be clearly written on the package.

Proof of Warranty coverage must be presented in the form of the original dated sales receipt or other positive proof that the Product is within the Warranty period.

When returning goods under Warranty, the purchaser is responsible for shipment and for the risk of loss or damage during shipment. JoeCo therefore recommends that such shipments are fully insured and sent by Registered Post, Recorded Delivery, or via a courier to guarantee receipt.



In the event that JoeCo determines that the Product requires repair because of abnormal use, misuse, abuse, neglect or accident, it will assess a fair repair or replacement fee. The purchaser will have the option (exercisable within thirty days of notification by JoeCo) to pay this fee and have the Product repaired and returned, or not pay this fee and have the Product returned un-repaired at their expense. Thereafter JoeCo reserves the right to dispose of such unrepaired product without further notification.

JoeCo reserves the right to update any Product returned under Warranty.

3. Limitations of Liability

JoeCo specifically disclaims all other warranties. The Warranty contained herein supersedes any other warranties or representations whether express or implied or otherwise, with respect to the Product, and specifically excludes any implied warranties and/or conditions of merchantability, satisfactory quality, fitness for a particular purpose, accuracy, non-infringement of third party rights or other implied warranties or conditions.

The remedy for breach of this limited Warranty shall not include any other damages. In no event will JoeCo be liable for incidental, consequential, special, indirect or other damages or claims, even if its agents have been advised of the possibility of such damages, resulting from the breach of any express or implied warranty. Such damages may include but are not limited to the following:

- any loss of profit or any other commercial damage
- partial or total loss of data incurred whilst using the Product
- the cost of recovery of lost data
- inability to use or to continue to use the Product itself or any connected device
- damage to property
- damage based on inconvenience, loss of time or interrupted operation

and, to the extent permitted by law, damages for personal injury.

In no event will JoeCo's liability for any damages to the purchaser or any other person exceed the price paid for the Product, regardless of any form of the claim.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so some of the above limitations or exclusions may not apply to you.

4. Product Changes and Improvements

JoeCo reserves the right to change or improve the design of its products at any time without prior notice.

5. Force Majeure

JoeCo will not be liable or responsible for any failure to perform, or delay in performance of, any of its obligations under this Warranty that are caused by an event outside of its reasonable control.

6. Waiver

If JoeCo fails, at any time during the term of this Warranty, to insist upon strict performance of any of your obligations under this Warranty, or if it fails to exercise any of the rights or remedies to which it is entitled under this Warranty, this shall not constitute a waiver of such rights or remedies and shall not relieve you from compliance with such obligations.

A waiver by JoeCo of any default shall not constitute a waiver of any subsequent default.

No waiver by JoeCo of any of the terms of this Warranty shall be effective unless it is expressly stated to be a waiver and is communicated to you in writing.

7. Severability

If any provision of this Warranty is found void, invalid or unenforceable, it will not affect the validity of the balance of the Warranty, which shall remain valid and enforceable according to its terms. In the event any remedy hereunder is determined to have failed of its essential purpose, all limitations of liability and exclusion of damages set forth herein shall remain in full force and effect.



8. Entire Warranty

This Warranty constitutes the entire warranty provided to you by JoeCo and supersedes all prior written agreements and all representations, undertakings and promises given or implied by anything said or written by JoeCo or by an authorised JoeCo distributor, reseller or representative. JoeCo will not be bound by any modification or amendment of this Warranty unless it is in writing and signed by JoeCo.

In the event that any translation of this Warranty (from its original in UK-English language version) is carried out for different countries and there is a dispute between the UK-English and any non UK-English version, the UK-English version of this Licence shall take precedence, to the extent not prohibited by local law in your jurisdiction.

9. Jurisdiction

This Warranty shall be construed, interpreted, and governed by the laws of England. This Warranty shall not be governed by the United Nations Convention on Contracts for the International Sale of Goods, the application of which is hereby expressly excluded.

Product Returns

To return any JoeCo Product, the purchaser must first call, email or write to JoeCo (see the JoeCo website at www.joeco.co.uk for contact details) to obtain JoeCo's agreement to the return and a Returned Materials Authorisation (RMA) number. JoeCo will issue an RMA and instructions for returning the Product if it agrees that:

- the Product can be returned,
- an incorrect Product has been delivered,
- the Product is faulty and covered by warranty (see Warranty Information), or
- the Product is capable of being repaired if outside warranty

Please note that any Product returned due to incorrect delivery must be in a resalable condition to receive a credit note.

Any Product which is returned to JoeCo or to one of its distributors or resellers without authorisation, i.e. one for which an RMA number has not been issued by JoeCo, will be returned to the purchaser at the purchaser's expense.

After the RMA number is obtained, the Product should be shipped to the address provided by JoeCo in protective packaging (the original packaging if possible) with a note giving the reason for the return. The RMA number should be clearly written on the package.

When returning goods, the purchaser is responsible for shipment and for the risk of loss or damage during shipment. JoeCo therefore recommends that such shipments are fully insured and sent by Registered Post, Recorded Delivery, or via a courier to guarantee receipt.

Where a Product is returned for repair outside warranty, JoeCo will inspect the Product and provide the purchaser with an estimated fee for repair. The purchaser will have the option (exercisable within thirty days of notification by JoeCo) to pay this fee and have the Product repaired and returned, or not pay this fee and have the Product returned un-repaired at their expense. Thereafter JoeCo reserves the right to dispose of such un-repaired product without further notification.

JoeCo reserves the right to update any Product returned for repair.



Product and End User Registration

It is highly recommended that you register yourself as an End User of your Cello product on the JoeCo website at your earliest opportunity. This completes your warranty registration, allows you access to software updates which JoeCo may release from time to time and a lot of additional information.

To register as an End User please go to the JoeCo website www.joeco.co.uk and select the **Log In** button to the right-hand side of the blue menu bar. Once in the Log In area, select the New Registration Link and fill out your details. It is important to fill out all your details including the full model and serial number of your Cello or your registration will not be accepted.

Once your registration has been submitted it will be forwarded to JoeCo personnel who will need to approve your application before issuing you with a password.

JoeCo can only provide support for the current release of software. It is therefore imperative that you download and use the latest software release

We hope you enjoy using your Cello – we certainly have enjoyed designing it!