

# SSL CONNEX

## User Guide



**Solid State Logic**  
OXFORD • ENGLAND

Visit SSL at: [www.solidstatelogic.com](http://www.solidstatelogic.com)

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**PLEASE READ ALL INSTRUCTIONS, PAY SPECIAL HEED TO SAFETY WARNINGS.**

## Important Safety Notices

### General Safety

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with dry cloth.
- Do not install near any heat sources such as radiators, heat registers, stoves or other apparatus (including amplifiers) that produce heat.
- Install in accordance with the manufacturer's instructions.
- Only use attachments/accessories recommended by the manufacturer.
- Do NOT modify this unit, alterations may affect performance, safety and/or international compliance standards.
- Ensure that no strain is placed on any cables connected to this apparatus. Ensure that all such cables are not placed where they can be stepped on, pulled or tripped over.
- SSL does not accept liability for damage caused by maintenance, repair or modification by unauthorised personnel. **WARNING:** To prevent possible hearing damage, do not listen at high volume levels for long periods. As a guide to setting the volume level, check that you can still hear your own voice, when speaking normally while listening with headphones.

### EU Compliance



SSL CONNEX USB Microphone is UKCA & CE compliant. Note that any cables supplied with SSL equipment may be fitted with ferrite rings at each end. This is to comply with the current regulations and these ferrites should not be removed.

### Electromagnetic Compatibility

EN 55032:2015, Environment: Class B, EN 55103-2:2009, Environments: E1 - E4.

### Electrical Safety

Conforms to IEC 62368-1:2018 (3rd ed.), UL 62368-1:2019 (3rd ed) and EN IEC 62368-1:2020+A11:2020 (3rd ed)

## RoHS notice

Solid State Logic complies with and this product conforms to European Union's Directive 2011/65/EU on Restrictions of Hazardous Substances (RoHS) as well as the following sections of California law which refer to RoHS, namely sections 25214.10, 25214.10.2, and 58012, Health and Safety Code; Section 42475.2, Public Resources Code.

## Instructions for disposal of WEEE by users in the European Union

The symbol shown here, which is on the product or on its packaging, indicates that this product must not be disposed of with other waste. Instead, it is the user's responsibility to dispose of their waste equipment by handing it over to a designated collection point for recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about Safety Notices 24 CONNEX User Guide where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or where you purchased the product.



## FCC Compliance

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## For USA – to the user

- Do not modify this unit! This product, when installed as indicated in the instructions contained in the installation manual, meets FCC requirements.
- Important: This product satisfies FCC regulations when high quality shielded cables are used to connect with other equipment. Failure to use high quality shielded cables or to follow the installation instructions may cause magnetic interference with appliances such as radios and televisions and will void your FCC authorisation to use this product in the USA.
- Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
  - Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.

## Industry Canada Compliance

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## Environmental



Evaluation of apparatus based on altitude not exceeding 2000m. There may be some potential safety hazard if the apparatus is operated at altitude exceeding 2000m.



Evaluation of apparatus based on temperate climate conditions only. There may be some potential safety hazard if the apparatus is operated in tropical climate conditions.



ATTENTION: Cancer and reproductive harm - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

Temperature: Operating: +1 to 40°C Storage: -20 to 50°C



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## What is SSL Connex?

SSL Connex is an advanced USB microphone from Solid State Logic (SSL); the world's leading manufacturer of mixing consoles and audio tools for music professionals. Drawing on SSL's 50 years of innovation in audio production, the SSL Connex sets a new standard in USB microphones and is bristling with useful features that come from our deep understating of audio and music production. Designed from the ground up to address the needs of today's fast-paced digital world, the SSL Connex delivers pristine audio quality whether at home, on the move or in the boardroom.

SSL Connex has four mic capsules, one facing out from each side of the pyramid shape to form a quad microphone array. Tailored audio processing modes are available for different applications, e.g. making calls in all major video conferencing applications as an individual or in a round table setting, podcasting or recording vocals or instruments. The mic array is automatically mixed down for use in traditional video conferencing settings. The discreet mic capsule signals are also available for creating immersive recordings.

SSL Connex can be used on any flat surface or mounted to a mic stand or camera tripod and, coupled with the two metre USB cable provided, allows for flexible placement in almost any scenario. The front-mounted stereo headphone output is perfect for attending video calls, monitoring recordings or simply used to enjoy being immersed in one's favourite music reproduced through SSL Connex's studio quality audio converters.

The audio processing in SSL Connex is derived from the same DNA and heritage as the SSL's large format mixing consoles; the technological centrepieces for countless hit records produced in recording studios throughout the world for over 40 years. SSL Connex encapsulates all of SSL's engineering expertise in studio quality mic preamp, EQ and compressor circuit design in a unique form factor to produce a USB microphone like no other!



# Features

- Professional quality quad microphone array for recording and video conferencing applications
- Optimised digital signal processing (DSP) modes using SSL EQ and dynamics algorithms
- Four preset DSP modes:
  - Solo (directional; e.g. individual use for conference calls, podcasting)
  - Group (e.g. round table, multiple directions)
  - Vocal (e.g. recording singing, narration)
  - Music (e.g. recording loud sources)
- Automatic smart mixer for picking up multiple room sources on group calls
- Enhanced dual-mono, stereo and quad signals provided for video conferencing, traditional stereo and immersive recording applications respectively
- High quality 3.5 mm headphone output with mic Loopback option for ambient monitoring
- Touch-sensitive controls to adjust headphone level and mute the mic
- 'Cough Switch' and 'Push To Talk' features for temporarily muting/unmuting the mic
- Backlit RGB illuminated Solid State Logic logo indicates mic mute state and DSP mode
- ¼" camera tripod thread in base with included mic stand thread adapter for flexible mounting options
- 2 m USB Type C to C cable and USB Type C (female) to Type A (male) adapter included
- USB powered
- Compatible with Windows, Mac, iOS\* and Android\*

# Getting Started

## Unpacking

The unit has been carefully packed and inside the box you will find the following items:

1. SSL Connex unit
2. ¼" to mic stand thread adapter (securing the SSL Connex unit to the packaging - do not discard!)
3. 2 m USB Type C to Type C cable
4. USB Type C female to Type A male adapter
5. Quick Start and Safety Guide

## Safety Notices

**IMPORTANT:** Please read the safety notice information included in the Safety Guide supplied inside the box before using your SSL Connex.

## Setting Up

The SSL Connex may be used in a variety of situations. The unit features a non-slip base for use on any flat surface, such as a desk or tabletop. The ¼" 20 tpi UNC female thread on the underside of the unit may be used for mounting the microphone onto a camera tripod for optimal placement, or for securing the unit to a desk or other furniture (fixings not supplied).

The included thread adapter (1/4" to 3/8" or 5/8" depending on your country) also allows the unit to be mounted to a microphone stand for additional placement options.

Ensure that the front of the SSL Connex unit (the side with the headphone socket) is facing the main sound source. If using in a meeting room environment where there will be multiple sound sources, the unit can automatically mix the signals from the four mic capsules to maximise the intelligibility of the most prominent source in the room without increasing background noise (see the Audio Processing Modes section below for configuring your unit to Group mode).

If capturing loud sound sources, ensure that SSL Connex is set to Music mode (see Audio Processing Modes section) and is placed far enough away from the source so as not to distort the microphone and its circuitry. Listen for distortion in the audio signal or monitor the level using the input meters of a recording application to ensure peaks are not clipping (exceeding 0 dBFS).

## Connecting Your SSL Connex Hardware

1. Connect the included USB cable to the USB socket on the rear of your SSL Connex unit.
2. Connect the other end of the USB cable to your device (PC/Mac/iOS\*/Android\*). Use the supplied USB A to C adapter if required. Some devices may require a 3<sup>rd</sup> party adapter kit (not supplied).
3. If using wired headphones, connect these to the 3.5 mm jack socket on the front of the unit. Note that if your headphones have a built-in microphone, it will not be operational.
4. The SSL Connex draws power from the USB port; no further connections are necessary to use your SSL Connex.

## USB Hubs

Wherever possible, it is best to connect SSL Connex directly to a spare USB port on your computer. If you do need to connect via a USB 2.0 compliant hub, then it is recommended that you choose one of high enough quality to provide reliable performance - not all USB hubs are created equal. With SSL Connex, we optimise the audio performance of the USB interface and as such, some low-cost self-powered hubs might not always be up to the task.

## System Requirements\*

SSL Connex has been tested and is supported in Windows and Mac OS. Operating systems and hardware devices are constantly changing. Please search for 'SSL Connex Compatibility' in our online FAQs to see if your system is currently supported.

SSL Connex is not officially supported on iOS or Android, however, SSL Connex is a class compliant USB audio interface and should work with any device that supports class compliant devices.

Additional cables/adaptor kits and an external power source may also be required to connect SSL Connex to iOS/Android devices.

## Software Drivers

### Mac

SSL Connex is a Core Audio compliant device. This means that Apple Mac computers OSx 10.14 (Mojave) or later will automatically recognise the device when connected and no further system setup or drivers are required.

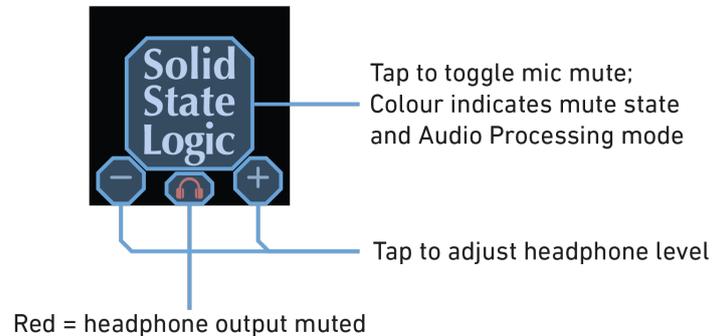
### PC

SSL Connex is a USB Audio 2.0 Class Compliant device. This means that for computers running Windows 10 release 1703 and above, no drivers are required for mono or stereo use. For computers running earlier versions of Windows 10, or to access the raw mic signal channels for immersive recording (see the Immersive Mode section of this user guide), please download and install the SSL USB Control Panel application and ASIO drivers from [www.solidstatellogic.com/support/downloads](http://www.solidstatellogic.com/support/downloads)

# Using Your SSL Connex

## Controls

The top of SSL Connex features touch-sensitive buttons to control the mic mute state and headphone level.



## Mic Mute

- Tap the Solid State Logic (SSL) logo to toggle the mic mute state.
- The SSL logo will turn red when the mic is muted.
- When not muted, the SSL logo colour indicates the audio processing mode currently selected (see the Audio Processing Modes section below for further details):
  - White: Solo mode
  - Green: Group mode
  - Magenta: Vocal mode
  - Blue: Music mode

## Push To Talk feature

'Push To Talk' (PTT) is a feature found on many professional communications headsets, such as those used in film studios to enable the crew to communicate. The headset mic is only active while the PTT button is pressed and held down, preventing the transmission of lots of background noise into the comms system. The same principle is available in SSL Connex when only occasional input to a video call is required, allowing the mic to remain muted most of the time and only unmuted when required. While the mic is muted, tap and hold down the SSL logo to temporarily unmute the mic. Release to re-mute the mic.

## Cough Switch feature

Professional broadcast studios often feature a 'cough switch' that can be used to temporarily mute a radio presenter's microphone while they clear their throat, without broadcasting it to the world! The same feature can be found on SSL Connex for use on video calls, allowing the mic to remain unmuted most of the time for free conversation and only muted when required. While the mic is unmuted, tap and hold down the SSL logo to temporarily mute the mic. Release to unmute the mic again.

## Headphone Level

- Tap the + or - buttons to increase or decrease the level of the headphone output of the unit. The headphone symbol will flash to indicate a button has been pressed.
- The headphone symbol will light red when the headphone level reaches 0 %.
- The volume slider in your operating system can also be used to adjust the headphone level of your SSL Connex in finer detail.

## Audio Processing Modes

SSL Connex is designed for a variety of applications. Pick from one of the four optimised audio processing modes from the device's Setup menu (see below). The SSL logo colour indicates the selected audio mode.

- **White: Solo mode**
  - o Designed for picking up a single sound source from the front of the unit, e.g. a single person speaking on a conference call or podcasting
  - o Only the front mic capsule is utilised in this mode
  - o The mic's internal audio processing will be optimised for speech
- **Green: Group mode**
  - o Designed for picking up multiple sound sources in a space, e.g. broadcasting a round table discussion over a video conferencing system.
  - o All four mic capsules are intelligently mixed to a mono signal
  - o The mic's internal audio processing will be optimised for speech
- **Magenta: Vocal mode**
  - o Designed for picking up sound sources from the front of the unit, e.g. a person singing
  - o All four mic capsules are utilised in this mode and mixed down to a stereo signal, focused around the front of the unit
  - o The mic's internal audio processing will be optimised for relatively quiet sources
- **Blue: Music mode**
  - o Designed for picking up louder sound sources from the front of the unit, e.g. a musical instrument
  - o All four mic capsules are utilised in this mode and mixed down to a stereo signal, focused around the front of the unit
  - o The mic's internal audio processing will be optimised for louder musical sources

Solo and Group modes are intended for simple conferencing/podcasting applications where little setup is required. Vocal and Music modes are intended for more advanced users who will be recording to a DAW application and who may wish to apply their own processing later. The selected audio processing mode will be stored in the SSL Connex unit for the next time you use it.

## USB Audio Configuration

SSL Connex follows the sample rate set in the operating system and supports the following rates:

- 44.1 kHz
- 48 kHz
- 88.2 kHz
- 96 kHz

## USB Input Channels

SSL Connex presents six audio inputs over USB to your PC or Mac. The signals on these channels will vary based on the audio processing mode:

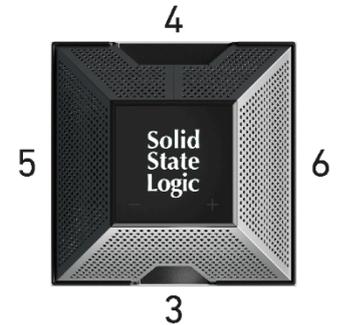
- In Solo mode, only the front mic capsule is utilised (the side with the headphone output). This signal is available on USB Channels 1 & 2 (dual mono).
- In Group mode, SSL Connex intelligently mixes between all four mic capsules to derive a mono signal from all sources in the room, while maximising the clarity of those speaking and minimising background noise. This signal is available on USB Channels 1 & 2 (dual mono).
- In Vocal and Music modes, all four mic capsules are mixed to create a stereo signal focused around the front of the unit on USB Channels 1 & 2 (stereo).

## Immersive Mode Audio Channels

Enabling Immersive mode activates the four discrete mic signals on USB Channels 3-6\* (see the Setup section below to activate Immersive mode). These can be used for creating immersive/advanced recordings. The SSL logo on top of the unit will pulse yellow every 8 seconds when the mic is unmuted, to indicate that Immersive mode is enabled.

The channel configuration is as follows:

- Channels 1 & 2: Dual mono/stereo mix of mic signals (depending on the audio processing mode selected)
- Channel 3: Front mic (headphone socket side)
- Channel 4: Back mic (USB socket side)
- Channel 5: Left mic
- Channel 6: Right mic



\* To access these channels on Windows, please install the ASIO drivers referenced in the Software Drivers section above.

*Note that Immersive mode is off (channels 3-6 muted) by default as some host devices/applications sum all inputs together rather than allowing selection of specific source channels. This would cause the discrete mic channels to be mixed with the internally processed mono/stereo signals on channels 1 & 2. Immersive mode must therefore be explicitly enabled to use these channels.*

Once enabled, the state of Immersive mode will be stored in the SSL Connex unit for the next time you use it.

## USB Output Channels

Two USB audio output channels are exposed to your PC or Mac when connecting the SSL Connex unit. These channels feed the high-quality stereo headphone output. The level of these channels is affected by the headphone level controls described in the Headphone Level section above.

## Loopback Mode

Many headphones are, by design, very effective at blocking out external noises. However, this can lead to an uncomfortable experience when speaking or singing. The natural response to this lack of direct feedback to our ears is to speak or sing more loudly. This in turn can lead to a tiring experience and means you're not captured at your best.

SSL Connex solves this issue with Loopback mode: some of the microphone signal is added into the headphone output circuitry, allowing the wearer to hear their surroundings and their own voice without having to compensate. The amount of mic signal added can be adjusted relative to the main headphone level between three different levels, or turned off completely (default setting). Loopback mode can be adjusted from the device's Setup menu (see below).

The headphone level controls (described above) adjust both the incoming audio from the USB interface and the Loopback level, i.e. tapping the + button will turn up both the USB audio and mic Loopback signal together in proportion.

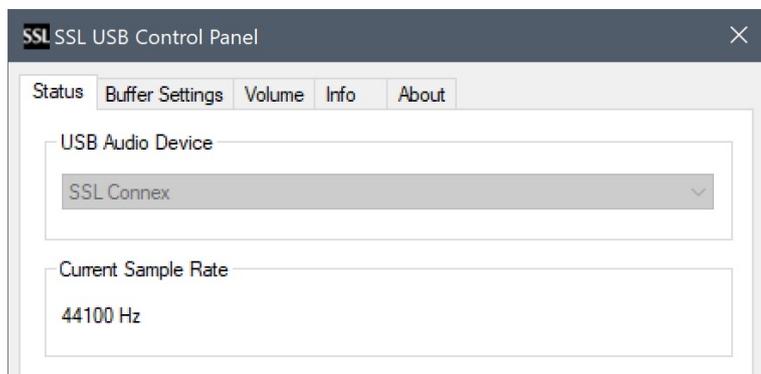
*NOTE: The mic signal used for Loopback mode is taken after the mic mute switch (toggled by tapping the SSL logo as described above). This allows the Loopback signal to be easily disabled for normal headphone use (e.g. listening to music) and re-enabled for video calls simply by muting and unmuting the mic as normal.*

**WARNING: Placing headphones on or near the SSL Connex with Loopback enabled could cause feedback! Mute the mic and/or move the headphones further away if this occurs.**

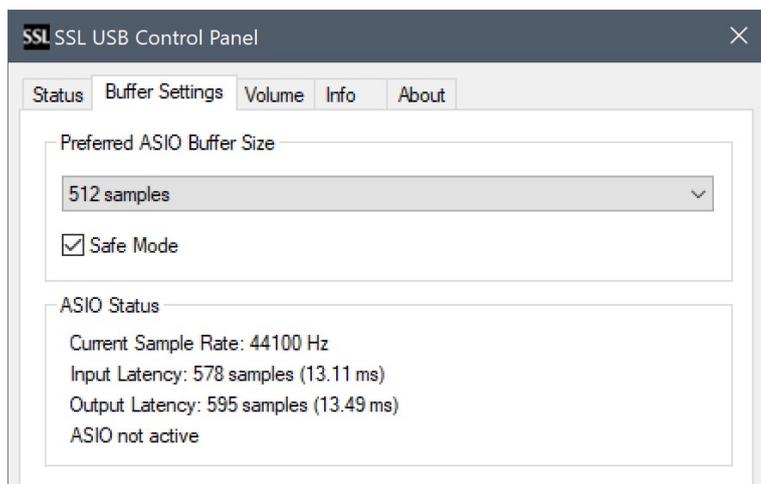
The Loopback level will be stored in the SSL Connex unit for the next time you use it.

## SSL USB Control Panel Application (Windows only)

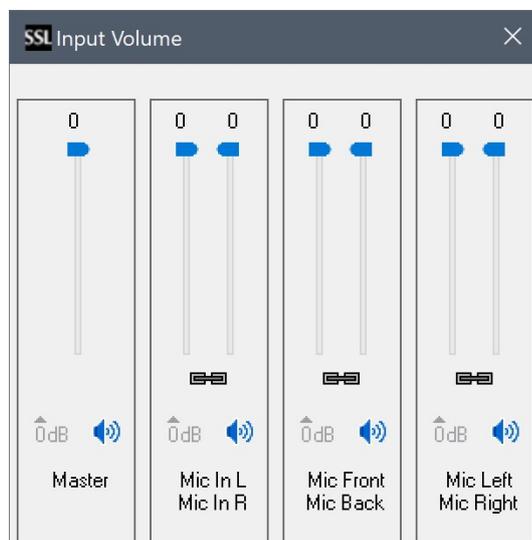
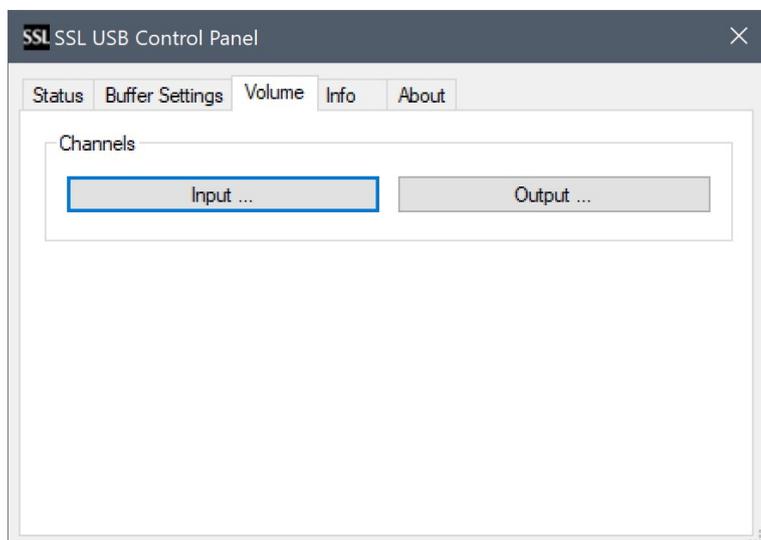
If you have installed the ASIO drivers for Windows (see Software Drivers section), double-click the icon in the notification area of the taskbar to open the SSL USB Control Panel application. The Status tab shows the currently selected device (if more than one SSL USB audio device is connected, e.g. an SSL 2+ audio interface) and the current sample rate. The sample rate can be changed from the Windows Control Panel or your recording application.



The ASIO buffer size can be adjusted from the Buffer Settings tab. This tab also shows the input and output latencies.

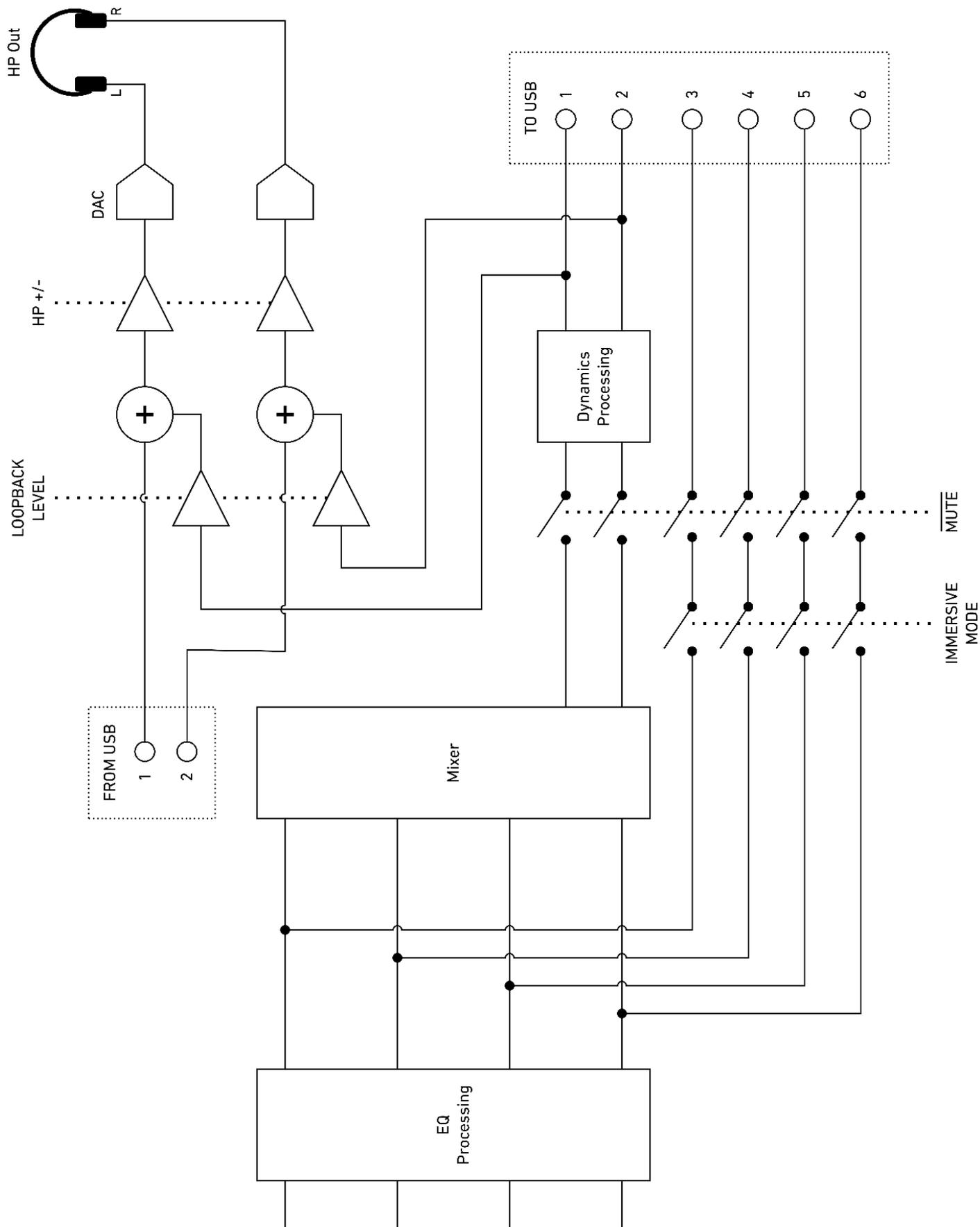


Input and Output levels can be adjusted in the Volume tab. If Immersive mode is enabled, use the sliders in the Input Volume window to adjust the relative levels of the incoming channels if necessary.



The Info and About tabs display details of the connected device and software driver. These may be needed if contacting SSL for troubleshooting support.

## Block Diagram



Note that the EQ and Dynamics Processing and Mixer settings will vary based on the audio processing mode selected.

## Setup Menu (Audio Settings)

SSL Connex has several different audio processing options. These can be accessed by entering the device's Setup menu: Press and hold down both - and + buttons together for about 1 second, until the SSL logo starts to pulse. To exit the Setup menu, press and hold down both - and + buttons again until the SSL logo stops pulsing. The device will automatically exit the setup menu after 20 seconds of inactivity.

## Audio Processing Modes

The available audio processing modes are described in the section above. Tap the SSL logo while in the Setup menu to cycle through the modes. The logo will change colour to indicate the selected audio mode. The audio mode will change immediately so you can audition each one while in the Setup menu.

- White: Solo mode
- Green: Group mode
- Magenta: Vocal mode
- Blue: Music mode

## Immersive Mode

Immersive mode enables the discrete mic capsule output signals on channels 3-6 of the USB audio interface (see the Immersive Mode section above for details).

To enable/disable Immersive mode, press and hold the SSL logo for 5 seconds while in the Setup menu. The SSL logo will then turn yellow when Immersive mode is enabled or red when disabled. Release the SSL logo to return to the Setup menu.

## Loopback Mode

Loopback mode adds an amount of the mic signal into the headphone output, as described in the Loopback section above.

Use the - and + buttons while in the Setup menu to adjust the Loopback level. The headphone symbol on top of the unit lights up while in the Setup menu to show the Loopback level; off for no Loopback, dim to bright indicating low to high levels of Loopback. Loopback mode is applied even while in the Setup menu, allowing you to audition the different levels before exiting the Setup menu. On returning to normal mode the headphone symbol will extinguish but the selected Loopback level will remain active (or off).

**WARNING:** Placing headphones on or near the SSL Connex with Loopback enabled could cause feedback! Mute the mic and/or move the headphones further away if this occurs.

## Factory Reset

If, for any reason, you need to reset your SSL Connex to its factory settings:

1. Enter the Setup menu by pressing and holding the - and + buttons on the top of the unit until the SSL logo pulses a single colour.
2. Press and hold the SSL logo, - and + buttons down for at least 7 seconds until the SSL logo starts cycling all colours.
3. Release the buttons and the unit will automatically reboot with the following settings:
  - Mic unmuted
  - Headphone output level set to -42 dB
  - Solo audio processing mode engaged
  - Loopback mode off
  - Immersive mode off (channels 3-6 muted)

# Troubleshooting

Observation	Possible Cause(s)	Suggested Solution(s)
No lights on device	SSL Connex is not powered.	Ensure the device is connected to the host device using the supplied USB cable (use the USB A to C adapter if required). If using a USB hub, try bypassing the hub and plug SSL Connex directly into the host device.
No sound from SSL Connex (e.g. cannot be heard on video calls, signal not present in DAW software).	SSL Connex is muted (red Solid State Logic logo).	Ensure the Solid State Logic logo is not red. Tap the Solid State Logic logo to toggle the mute state.
	Video conferencing application is muted.	Ensure the application is not muted (usually denoted by a microphone symbol with a line/cross through it).
	Incorrect input device selected in the application.	Navigate to the audio devices settings in the application and ensure the audio input is set to "Microphone - SSL Connex"
Cannot hear others on video/conference calls through SSL Connex headphone output.	Incorrect output device selected in the application.	Navigate to the audio devices settings in the application and ensure the speaker/headphone output is set to "SSL Connex"
	Headphone output muted or too low.	Ensure the headphone symbol is not red (muted). Tap the + button to increase the headphone volume or use the volume slider in the operating system.
Poor audio quality.	Recording application set to record at low sample rate and/or bitrate.	Check the application settings and ensure the sample rate is at least 44.1 kHz and the bit-depth is at least 16-bit (or the bitrate is 192 kbps or higher if recording to a lossy format).
	Immersive mode is enabled but the application does not allow selection of discrete mic signals (instead the application sums the received channels to mono/stereo, causing artefacts such as comb filtering due to the processing applied to the different output channels within the SSL Connex unit).	Try a different application that allows selection of discrete channel(s) from the external audio device and select only the desired channel(s), e.g. Ch 1 & 2 for stereo recording.
No signal on discrete mic channels (Ch 3-6).	Immersive mode is not enabled.	Enable Immersive mode from the Setup menu.
Warning message of 'no sound' shown in video conferencing application.	SSL Connex is muted (red Solid State Logic logo).	Some video conferencing applications display a warning message if no sound is detected on the selected input device, in case the user has selected the wrong device. When SSL Connex is muted it will appear to the application as completely silent. This is normal and no action is necessary.

**If you are still experiencing issues, please contact SSL Support at [www.solidstatelogic.com/support](http://www.solidstatelogic.com/support)**

## Warranty

Warranty claims will only be accepted if the purchased product has been used for its intended purpose. Any purchased product used for an unintended purpose will not be eligible for warranty protection. For all warranty inquiries or claims please address your claim to the dealer that you purchased the product from or to Solid State Logic if the purchase was directly from Solid State Logic. Claims must be submitted within a period of two months from the date on which you detected its lack of conformity with the terms of the warranty. Please include your original proof of purchase when initiating the claim.

- Within the EU: Pursuant to the Solid State Logic Terms and Conditions under European consumer law the purchaser has full statutory warranty rights for two years from the date of purchase of the product. The warranty is valid only in those Member States of the European Union (EU) who have adopted the applicable EU law into their national legislation. The applicable national legislation governing the sale of consumer goods is not affected by this warranty.
- Outside of the EU: Outside of the European Union a 12 month warranty from date of purchase is applicable.

### All returns

- No unit will be accepted for repair by Solid State Logic unless accompanied by a valid RMA (Return Material Authorisation) number, obtainable from Solid State Logic prior to shipping.
- All units should be shipped to Solid State Logic in suitable rigid packaging - Solid State Logic cannot be held responsible for any damage caused by shipping units in other packaging.