ALLEN&HEATH

CQ FREQUENTLY ASKED QUESTIONS

Q: Can I control them over Wi-Fi?

A: Yes! CQ-18T and CQ-20B have built-in Wi-Fi with dual band and auto channel selection. CQ-12T does not have built-in Wi-Fi but can be connected to an external Wi-Fi router or access point.

Q: Can I use my own Wi-Fi router / access point?

A: Yes, all three models feature a Network port for wired control direct from a computer / laptop / tablet, control over a LAN network, or connection to an external Wi-Fi router or access point.

Q: How do I control the CQ-12T wirelessly if it doesn't have Wi-Fi?

A: All three models feature a Network port for wired control direct from a computer / laptop / tablet, control over a LAN network, or connection to an external Wi-Fi router or access point.

Q: Can I extend the Wi-Fi antenna or replace it with a different type?

A: No, wireless licenses have been granted for the CQ-18T and CQ-20B as they are when shipped. Modifications to the antenna are therefore illegal!

Q: Can I replace the Wi-Fi antenna?

A: Yes, as long as exactly the same antenna is used for the replacement. The CQ-20B features an external connection, whilst the CQ-18T has an semi-internal connection that that can be accessed by removing the right hand side cheek.

Q: But how reliable is the built-in Wi-Fi, really?

A: We have spent many months testing and evaluating the Wi-Fi performance, not only in perfect conditions but at crowded venues, indoor and outdoor. While you might not want to run an arena show solely on the CQ Wi-Fi, we are confident that it offers best-in-class performance for small to medium gigs in a variety of environments.

Q: Can I control a CQ mixer over Bluetooth?

A: No, Bluetooth connection is only for stereo music playback (streaming).

Q: Why are Hi-Z inputs only on the CQ-20B?

A: The CQ-20B is more likely to be placed on the stage floor where direct connection of high-impedance instruments such as guitars is particularly convenient.

Q: What are the two headphone outputs on the CQ-18T for?

A: These can be patched independently so for example, they can follow two separate monitor mixes for wired monitoring applications in rehearsal studios or even on stage. Or you can use one as the operator's PAFL and use the other for a wired IEM.

Q: What's smart about the smart rotaries?

A: The smart rotaries on CQ-18T can be assigned to user functions just like soft rotaries on SQ or Avantis but can also be set to auto map to parameters on screen so that no matter what you are adjusting, hands on control is always available. In this mode, coloured dots on the screen indicate which functions are mapped to the rotaries at any given time.

Q: What's new with FX?

A: The new FX units in CQ provide instrument and space centric Reverbs, musical Delays and classic Modulators, with intuitive controls that adjust multiple parameters simultaneously. FX Assist options including 'soften', 'focus' and 'space' respond dynamically to the signal and improve the quality and intelligibility of the mix without requiring constant attention from the user.

Q: What does the Gain Assistant do exactly?

A: To help during setup, Gain Assistant's 'Auto Set' listens to the incoming signal to set preamp gain automatically. This can be used per-channel but with a multi select option it's the fastest way to set gains across all channels at once!
'Auto Gain' can be enabled at any time on any input and will automatically reduce gain if the signal gets too hot (or the guitarist turns up their amp!).

Q: What does the Feedback Assistant do exactly?

A: Feedback Assistant eliminates feedback without ruining the sound. Available on every output, it automatically applies up to 16 filters (per output!) wherever feedback is detected. Use Fixed filters during setup to 'ring out' the system, then let Live filters, which automatically recover, catch feedback during the show.

Q: Who says I need an assistant to begin with?

A: Features like CQ's Quick channels and Assistant tools are not just for the novice operator or tech-sceptical musician. They also help advanced users and sound engineers dial in a great mix faster so they can stay in control, but focus on the performance, not the mixer.

Q: What's a Quick channel and how does it differ from a Complete one?

A: Audio processing with a twist! CQ's Quick channels get you to a great sounding mix faster than ever by allowing multiple parameters to be adjusted at once. A range of instrument-centric, speech and utility options are provided which have been designed to work for all levels of user.
For more in-depth tweaking, Complete channels offer a full suite of standard A&H processing with the same gate, PEQ and compressors found in all of our digital mixers.
Quick and Complete channels can be chosen on a per-channel basis, so your mix might include all Quick, all Complete or any mixture of channel types.

Q: Can I switch from Quick to Complete and vice-versa?

A: Quick and Complete channels use the same processing under-the-hood, so if a Quick channel gets you 99% of the way there, 'Convert to Complete' will switch from a Quick channel to a Complete channel without any change to the sound. Providing you with control of every parameter for that final 1%.
Converting from Quick to Complete is also an excellent educational tool – once a user gets a sound they like, they can Convert to Complete to investigate and understand the individual processing.

Due to the way Quick channels work, it's not possible to switch from Complete to Quick, but using the library it *is* possible to store your Quick channel before converting. Just in case…

Q: Why did you move to SD card for multitrack recording?

A: SD card specifications give more control over which type of card (or class) we support, and devices within a certain class typically exhibit more reliable, sustained transfer rates than comparable USB flash drives.

Q: Which type / class of SD card can I use?

A: As a minimum, we recommend sourcing Class 10 SD storage, with at least UHS speed class 1, to guarantee minimum write speeds of 10MB/s.

These should be easy to source from retailers and include the following markings:



Higher speed cards are available and will also work, though the benefit of this extra speed will be only when transferring data from the device to a computer.

The maximum record time is based on the FAT32 file system used, which allows for multitrack recordings of around 8hrs (@48kHz) or 4hrs (@96kHz). This will take up approximately 72GB of storage space.

Q: Can CQ be used instead of a USB audio interface?

A: Sure! The USB-B interface is bidirectional and in multichannel mode it's seen by a computer as a multichannel audio interface. Having the ability to use the CQ as your production front-end has a lot of added benefits over a standard interface too – e.g. super low latency monitoring which includes processing and wireless control of the mix, whilst recording a completely clean signal to your DAW.

Q: Can I use the CQ for streaming through a phone or tablet?

A: Yes. The USB-B interface can be use in stereo or multichannel modes. When set to stereo, it can be connected to any computer, tablet or phone that supports class compliant audio to provide pristine 48kHz or 96kHz audio straight from the core. The USB/SD stereo outputs are also patchable, meaning you can even run an independent stream mix using one of the output mixes whilst running a live show or event on the Main LR.

Q: Is CQ based on the XCVI core?

A: The CQ's 96kHz Processing Engine uses some of the same algorithms developed for the audio processing in dLive, Avantis and SQ, but is far more compact and doesn't include the same level of routing, processing, or larger channel counts an XCVI core provides.

Q: Will CQ-18T and CQ-20B replace Qu-Pac and Qu-SB?

A: No. Although some applications might be addressed by either series equally well, there are some fundamental differences between Qu and CQ.
Qu-SB and Qu-Pac are both expandable to 32 mono channels, have more mixes, and offer a traditional user interface for processing and mixing.

CQ mixers are based on newer 96kHz technology and offer new features such as WiFi, Bluetooth, Quick channels, signal conscious FX and Assistant tools, but don't match the channel count of Qu. You can think of it as a digital ZED (CQ) as opposed to a digital MixWizard (Qu).

Q: So is CQ a digital ZED?

A: Being fully digital, CQ mixers can do so much more than a ZED mixer could ever offer, from total recall of settings to automatic mic mixing, dynamics on every channel etc. In basic terms however, they can address similar applications, and even the price point isn't far off when comparing similar channel counts!

Q: Will there be a fader version in future?

A: As always, we will listen to market feedback and monitor demand for other CQ variants.

Q: Is CQ DEEP ready / can I purchase add-ons?

A: There are no current plans to add DEEP processing or any other Add-ons to the CQ range.

Q: Can I connect an expander?

A: No, all CQ models are stand-alone mixers with a channel-per-input and don't have expansion ports.

Q: Can I fit a MADI / Dante / Waves / SLink card?

A: No, CQ mixers don't offer any I/O Port or Dante option.

Q: Does CQ work with the ME personal monitoring system?

A: No, CQ mixers cannot connect to ME. However, a personal monitoring phone app (CQ4You) will be available for this application.

Q: Can I link two CQ mixers together for a digital split?

A: No, there is no system-to-system connection available.

Q: Will my Qu / SQ Show files and Libraries work on CQ?

A: No, unfortunately there are too many differences in the way the mixers operate and the architecture of the system for this to be possible.

Q: Will CQ Show files and Libraries work across the range?

A: Yes, all CQ mixers are Show file and Library compatible, provided the mixer firmware is equal or higher to the firmware version used to create the file.

Q: Does CQ have an AMM?

A: Yes! The CQ features a classic gain sharing AMM with a gain stage built into every channel. Meaning it can be used on each and every input as required.