

GO:MIXER PRO FAQ

Q: What kind of smartphone can the unit be used with?

A: Android-device system requirements: USB Micro-B type receptacle, USB Type-C receptacle, USB On-The-Go functionality support; operating system: Android 7, Android 8
iOS-device system requirements: Lightning connection terminal; operating system: iOS 11

For information GO:MIXER PRO-compatible smartphones and apps, check "[GO:MIXER PRO Smartphone Compatibility](#)."

Q: What Android models support USB On-The-Go functionality?

A: We apologize for the inconvenience, but please consult the Android-device manufacturer or your telecommunications service provider.

Q: What kind of video-shooting apps and audio-recording apps can be used?

A: You can use preinstalled camera app and voice recording app, [4XCAMERA](#), [Camcorder for GO:MIXER](#), and others.

* Operation is not assured for all apps.

Q: Can smartphones having a Type-C USB receptacle be used?

A: Use is possible.

Q: Is use with a USB Type-C connection possible?

A: Use is possible.

Q: Can the included USB cable be used with other products besides the GO:MIXER PRO?

A: Never use the included USB cable for anything other than connecting to the GO:MIXER PRO.

Q: Can commercially available USB cables be used?

A: Operation is not assured.
Use the included USB cable.

Q: Can the unit be used as a mixer all by itself, without using a smartphone?

A: Yes, it can be used in this way.

When using the unit as a mixer by itself, use batteries as the power supply.

Batteries that can be used with the GO:MIXER PRO are as follows.

- 4 alkaline batteries (AAA size)
- 4 rechargeable nickel-hydrogen (NiH) batteries (AAA size)

Q: Can the unit be used with a computer running Windows or a Macintosh?

A: Operation is not assured.

Q: Playback audio contains noise.

A: When not connecting a microphone or a guitar or bass to the unit, turn the [GUITAR/BASS] knob and the [MIC] knob all the way counterclockwise to lower the volume level.

Q: Can commercially available USB AC adapters be used?

A: Operation is not assured.

Q: Can USB mobile battery packs be used?

A: Operation is not assured.

Q: What kind of microphones can be used?

A: You can use dynamic microphones provided with TS and TRS 1/4-inch phone plugs, and condenser microphones equipped with phantom power or plug-in-power.

* When using a condenser mic equipped with phantom power, connect it to the XLR jack.

Q: Is phantom power also supplied via the TRS jack?

A: The TRS-type jack is not supplied with phantom power. Phantom power can only be used with the XLR-type jack.

Q: What is the plug-in microphone voltage?

A: It is 2.5 V.

Q: Microphone audio contains noise.

A: Raising the mic volume level too high can sometimes result in noticeable noise. Try lowering the mic volume and moving the audio-input source to as close to the mic as possible.

Noise can also sometimes be reduced by using a microphone with good sensitivity.

Q: What is the Center Cancel function?

A: This lets you mute out the center of stereo audio (such as vocals and guitar solos) from music CDs and other such sources.

This can be useful for karaoke singing and guitar practice.

* Depending on the stereo audio, sufficient muting might not be possible.

Q: Center Cancel isn't applied.

A: The Center Cancel function on the GO:MIXER PRO can be used only with audio input via "LINE IN 1" on the unit.

* Setting the CENTER CANCEL switch to ON enables the Center Cancel function.

* A complete karaoke effect might not be obtained for instruments or vocals that are not at center.

* The Center Cancel function is not applied to audio that is input via USB or connectors other than LINE IN 1.

Q: The sound quality sounds different, including vocal audio input via LINE IN 1 being extremely inaudible.

A: It is possible that the setting for the Center Cancel function is on.

Try setting the CENTER CANCEL switch to OFF.

Q: Can I directly connect an electric acoustic guitar or electric bass?

A: These can be connected. The GUITAR/BASS jack supports high-impedance input.

Q: Guitar sound is distorted.

A: Are you running the connected instrument through an effect device?

If you're using an effect device, input the signal through the INSTRUMENT jacks.

Q: No audio is heard.

A: Is the [MONITOR OUT] knob turned down too low? All input passes through the [MONITOR OUT] knob.

Q: No sound is produced by the smartphone.

A: Check whether the volume on the smartphone has been turned down.

Q: When I play back audio recorded using the GO:MIXER PRO, the playback sound seems lower than during recording.

A: The volume level during playback is sometimes lower than during recording, but this is not a malfunction of the GO:MIXER PRO.

Q: Is it possible to adjust the volume level of output to the GO:MIXER PRO by adjusting the volume knob on a mobile device connected via USB?

A: Yes, it is.

With the GO:MIXER PRO, when a mobile device (including iOS devices) and the GO:MIXER PRO are connected using USB, it is possible to adjust the volume level by volume-control operation on the mobile device (whether iOS or Android).

* With the GO:MIXER, adjustment is possible only when using an Android device.

Q: The PEAK indicator lights up during recording. What is a general guide for setting an optimal recording level?

A: We recommend adjusting the volume level so that the PEAK indicator lights up momentarily when the loudest sound of the performance is played.

Q: The POWER indicator flashes.

A: The POWER indicator flashes in the following cases.

1. When remaining battery power is low. (Replace the batteries with new ones.)
2. When setting the PHANTOM POWER switch to "48V" is attempted while the unit is running under the iOS device's power supply. (Either turn off phantom power or install batteries, set the BATTERY switch to "ON," and run the unit on battery power.)

Q: Noise is heard when I place the smartphone in the GO:MIXER PRO's stand section or near the GO:MIXER PRO.

A: The unit might be picking up electromagnetic noise produced by the smartphone. Try changing the locations of the smartphone and the GO:MIXER PRO.

Q: What are the differences between the GO:MIXER and the GO:MIXER PRO?

A: The GO:MIXER PRO has the following added functions.

- Support for USB Type-C connections
- On/off switching of the LOOPBACK function
- Added input connectors (support for condenser mics running on phantom power, support for plug-in mics)
- Support for battery-powered operation
- Volume-adjustment function for iOS playback

Q: The GO:MIXER PRO does not power up when connected to an iPhone or iPad. The POWER indicator does not light up.

A: When the GO:MIXER PRO is connected to an iPhone or an iPad, to lower battery consumption on the iPhone or iPad, electrical power is supplied to the GO:MIXER PRO only under the following conditions.

- When the camera app is open
- During music or video playback

Q: No sound from a condenser mic is heard.

A: When the unit is being powered by an iPhone or iPad, using a condenser mic is not possible.

Install batteries in the GO:MIXER PRO and run it using battery power. Along with this, also check the following.

- Whether the PHANTOM POWER switch is set to "48V"
- Whether the [MIC] knob has been turned up

Q: Is it possible to carry out visual recording during playback from a streaming service?

A: This is not possible.

Q: Is it possible to carry out visual recording during playback of content saved on the smartphone?

A: On the GO:MIXER PRO itself and with ordinary camera apps, this is not possible. Use a DAW or [4XCAMERA](#).

Q: What is the method for recording to GarageBand for iOS?

A: For information on how to make the settings for recording to GarageBand for iOS, check [GO:MIXER PRO Smartphone Compatibility \(iOS 11\)](#).