CHAPTER 6

TROUBLESHOOTING

Troubleshooting Index

If you are experience problems while operating the MicroVerb 4, please use the following table to locate possible causes and solutions before contacting Alesis customer service for assistance.

Symptom	Cause	Solution
The display does not light when the unit is powered on.	No power.	Check that the power cable is plugged in properly.
Sound is distorted, Red "Clip" LEDs are lit	Input level is too high.	Turn down the Input Level control.
Does not respond to MIDI program changes or modulation control.	MIDI channel is set to a different number than the controlling device.	Hold [BANK/MIDI] and turn the [VALUE] knob to adjust the MIDI channel.
No audio is heard.	Bypass function is on with Mix turned 100% wet.	Turn the Mix control to the left or press the Bypass Footswitch.
	Output level is too low.	Turn the Output control to the right.
Hum or noise from output.	Ground loop.	Try plugging the unit into another power jack or different audio cables.
Unit does not respond to front panel controls.	Unknown software conflict, cosmic rays, aliens, or static electricity.	Disconnect MIDI input. Power down and power up again. If this doesn't work, try reinitialization.

Re-initializing

To re-initialize the MicroVerb 4, hold down both [STORE] and [BANK/MIDI] while turning on the power. This will reset all User Programs and the MIDI channel to their default values, and will recall Preset 00.

J   *Important: The Programs in the User bank are erased when re-initializing the unit this way. Be sure you have stored these Programs into some sort of data storage device via MIDI System Exclusive before performing a re-initialization (see Chapter 6).*

Checking the Software Version

The current software version is displayed when the MicroVerb 4 is powered on. To check the software version, plug in the Microverb 4 and note the number displayed.

Maintenance/Service

Cleaning

Disconnect the AC cord, then use a damp cloth to clean the MicroVerb 4's metal and plastic surfaces. For heavy dirt, use a non-abrasive household cleaner such as Formula 409 or Fantastik. DO NOT SPRAY THE CLEANER DIRECTLY ONTO THE FRONT OF THE UNIT AS IT MAY DESTROY THE LUBRICANTS USED IN THE SWITCHES AND CONTROLS! Spray onto a cloth, then use cloth to clean the unit.

Refer All Servicing to Alesis

We believe that the MicroVerb 4 is one of the most reliable multieffects processors that can be made using current technology, and should provide years of trouble-free use. However, should problems occur, DO NOT attempt to service the unit yourself. High voltage/high current DC voltages are present at several points within the chassis. Service on this product should be performed only by qualified technicians. NO USER-SERVICEABLE PARTS INSIDE.

Obtaining Repair Service

Before contacting Alesis, check over all your connections, and make sure you've read the manual.

Customers in the USA and Canada: If the problem persists, call Alesis USA at 1-310-841-2272 and request the Product Support department. Talk the problem over with one of our technicians; if necessary, you will be given a return order (RO) number and instructions on how to return the unit. All units must be shipped prepaid and COD shipments will not be accepted.

For prompt service, indicate the RA number on the shipping label. If you do not have the original packing, ship the MicroVerb 4 in a sturdy carton, with shock-absorbing materials such as styrofoam pellets (the kind without CFCs) or "bubble-pack" surrounding the unit. Shipping damage caused by inadequate packing is not covered by the Alesis warranty.

Tape a note to the top of the unit describing the problem, include your name and a phone number where Alesis can contact you if necessary, as well as instructions on where you want the product returned. Alesis will pay for standard one-way shipping back to you on any repair covered under the terms of this warranty. Next day service is available for a surcharge.

Field repairs are not normally authorized during the warranty period, and repair attempts by unqualified personnel may invalidate the warranty.

Service address for customers in the USA:

Alesis Product Support
3630 Holdrege Avenue
Los Angeles, CA 90016

Customers outside the USA and Canada:
Contact your local Alesis distributor for any warranty assistance. The Alesis Limited Warranty applies only to products sold to users in the USA and Canada. Customers outside of the USA and Canada are not covered by this Limited Warranty and may or may not be covered by an independent distributor warranty in the country of sale. Do not return products to the factory unless you have been given specific instructions to do so.

MIDI IMPLEMENTATION CHART

Function		Transmitted	Recognized	Remarks
Basic Channel	Default Changed	X * * * * * * * *	1 — 16	
Mode	Default Messages Altered	X X * * * * * * * *	Mode 3 X	
Note Number	True Voice	X * * * * * * * *	X X	
Velocity	Note On Note Off	X X	X X	
After Touch	Key's Ch's	X X	X X	
Pitch Bender		X	X	
Control Change	0,1, 11 2–10,12 – 119	X X	O X	
Prog Change	True #	X * * * * * * * *	O 0 — 99 0 — 99	
System Exclusive		O	O	
System Common	Song Pos Song Sel Tune	X X X	X X X	
System Realtime	Clock Commands	X X	X X	
Aux Messages	Local On/Off All Notes Off Active Sense Reset	X X X X	X X X X	
Notes		b x x		

Mode 1: OMNI ON, POLY Mode 3: OMNI OFF, POLY O : Yes
Mode 2: OMNI ON, MONO Mode 4: OMNI OFF, MONO X : No

SPECIFICATIONS

Electrical

Frequency Response:	±1dB from 20Hz to 20 kHz
Dynamic Range:	>90dB "A" wtg., 20 Hz-22kHz
Distortion:	<0.009% @ 1kHz, nominal level (-12 dBfs)
	<0.005% @ peak level
Crosstalk:	<90dB below full scale

Input

Number of Channels:	2
Format:	1/4" unbalanced
Nominal Level:	-10 dBV, adjustable to +4 dBv
Maximum Level:	+10 dBV
Impedence:	1MW/channel stereo, 500kW/channel mono

A/D - D/A Conversions

Processor Speed:	3 MIPs (million instructions per second)
Processor Memory:	64K x 16 bits
A/D converter:	18 bit Sigma-Delta, 128 times oversampling
D/A converter:	18 bit Sigma-Delta, 8 times oversampling

Output

Number of Channels:	2
Format:	1/4" unbalanced
Maximum Level:	+17.5dBu
Nominal Level	-20 dBV or +4dBu, front- panel adjustable
Output Impedance:	500 ohms

Front Panel

Controls	INPUT	MIX
	OUTPUT	VALUE
	EDIT A	EDIT B
Buttons	STORE	BANK/MIDI
Indicators	LED Display	
	LED Peak Meters	

Rear Panel

Input (LEFT/MONO, RIGHT)	1/4" 2-conductor
Output (LEFT, RIGHT)	1/4" 2-conductor
FOOTSWITCH	1/4" Stereo (accepts normally open or normally closed momentary footswitches, such as the Alesis PD, and Stereo Footswitches)
MIDI (IN, OUT)	5 pin DIN
Power	9 Volt Power Transformer (Alesis P3)

Processing and Memory

User Programs (RAM):	100

Factory Preset Programs (ROM):   100
Internal processing resolution: 24 bit accumulator
Delay memory: 1270 milliseconds
Reverb effects: Concert Hall, Real Room, Ambience, Plate
    Reverb, Nonlinear
Delay effects: Mono Delay, Stereo Delay, Ping Pong Delay,
    Multi Tap Delay
Pitch effects: Stereo Chorus, Quad Chorus, Stereo Flange,
    Stereo Pitch Shifter
Special effects: Auto Pan

Multiple effect configurations:
    Dual Send: Real Room+Delay, Real Room+Chorus,
    Real Room+Flange
    Multi Chain: Delay->Real Room, Chorus->Real Room,
    Flange->Real Room, Lezlie->Room,
    Real Room->Flange, Chorus->Delay->Room,
    Flange->Delay->Room