

MiniFlex 2Mic: Support Documents – Troubleshooting Output Issues

Introduction

At MiniFlex it is our goal to ensure that everyone who purchases and uses any of our 2Mic products are not only very pleased with the sound they are obtaining, but that they are also very pleased with the level of service that they are receiving as well. To this end, we are providing the following information.

The “Scenario”

It was recently brought to our attention that one performer had asked us the following questions:

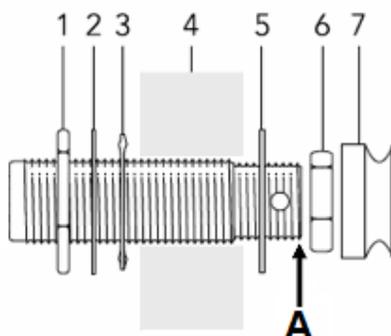
“Is it normal for the mic to drop out with movement of the cable? I say cable, but it's the end pin jack that seems to be the problem...it's almost like it's not making a solid connection in keeping the mic powered. Any thoughts on what I can do to fix this?”

As there is the potential for this scenario to be experienced by others, we offer the following suggestions and recommendations:

1. The issue: No sound output, cracking noises or an intermittent signal.
 - Note: All of these points infer that you have a working MiniFlex 2Mic and that the issues pertain more to installation issues rather than hardware issues.
2. Models involved: Model 4, Model 5 and Model 7.
3. Probable cause of this problem: The output jack does not extend far enough outside the guitar so that the outer edge – that is, the lip, of the jack does not extend far enough through the strap button – that is, the outer lip of the jack is recessed within the strap button. This prevents the TRS plug from fully engaging all of the three terminals within the jack. Most often, the ring terminal never becomes properly engaged.

Components of an Output Jack

Before we consider possible solutions, we need to familiarize ourselves with the components of a MiniFlex 2Mic output jack.



Number	Item Description
1	Stop nut
2	Flat washer (optional)
3	Toothed washer
4	Heel block
5	Flat washer
6	Locknut
7	Strap button nut
A	Lip of output jack

Please note: On all MiniFlex 2Mic systems, the stop nut (#1) and the toothed washer (#3) are soldered together to form one unit.

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Solutions

The following are two procedures that you can use to ensure that the plug is being fully inserted into the jack.

Procedure #1: Before First Installation – Preventative

1. Remove the strap button nut (#7), the locknut (#6) and the flat washer (#5).
2. Insert a TRS plug into the jack and 1) *observe visually* how the jack looks when fully inserted and, 2) how it *physically feels* when the jack is fully inserted.
3. Repeat this procedure until you are sure that you both visually and physically know what it means for a plug to be fully inserted into a jack.

Procedure #2: After First Installation – Corrective

1. Remove the entire 2Mic assembly
 2. Twist the internal stop nut (#1), along with the small toothed washer attached to the nut (#2) so that it is positioned further down the barrel of the jack so that the outer edge of the jack extends further beyond the guitar.
- For example:



Description of Photo

The photo above shows an output jack that is properly installed into the guitar. Observe that the Lip (#A) of the jack is *protruding* slightly from the strap button nut. This installation permits the plug to be fully inserted into the jack.

However, observe that the jack shown resting on the sound board has an output jack that has the outer edge – (Lip, #A) recessed into the strap button which does not permit the plug to be fully inserted into the jack.