



TrueMix 500

User Guide



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Thank you for purchasing the TrueMix 500. At Alto Professional, performance and reliability mean as much to us as they do to you. We design our equipment with only one thing in mind—to make your performance the best it can be.

Note: For clarity, this User Guide uses section references. In some instances one section may extend to several pages.

(1.1) Box Contents

TrueMix 500	Registration Card
Power Adapter	Quickstart Guide
USB Cable	Safety & Warranty Manual

(1.2) Support

For the latest information about this product (system requirements, compatibility information, etc.) and product registration, visit altoprofessional.com.

For additional product support, visit altoprofessional.com/support.

(1.3) Important Safety Precautions

Please note: Alto Professional and inMusic are not responsible for the use of its products or the misuse of this information for any purpose. Alto Professional and inMusic are not responsible for the misuse of its products caused by avoiding compliance with inspection and maintenance procedures. Please also refer to the included safety and warranty manual for more information.

(1.4) Sound Level

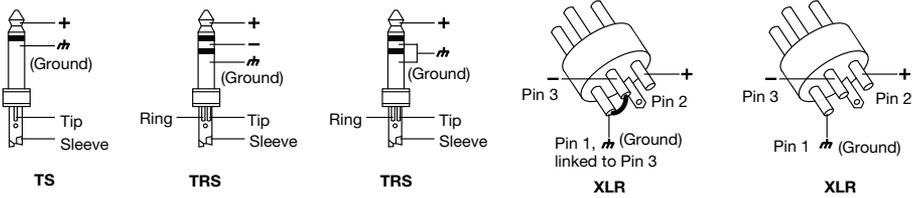
Permanent hearing loss may be caused by exposure to extremely high noise levels. The U.S. Occupational Safety and Health Administration (OSHA) has specified permissible exposures to certain noise levels. According to OSHA, exposure to high sound pressure levels (SPL) in excess of these limits may result in hearing loss. When using equipment capable of generating high SPL, use hearing protection while such equipment is under operation.

Hours per day	SPL (dB)	Example
8	90	Small gig
6	92	Train
4	95	Subway train
3	97	High-level desktop monitors
2	100	Classical music concert
1.5	102	Riveting machine
1	105	Machine factory
0.5	110	Airport
0.25 or less	115	Rock concert

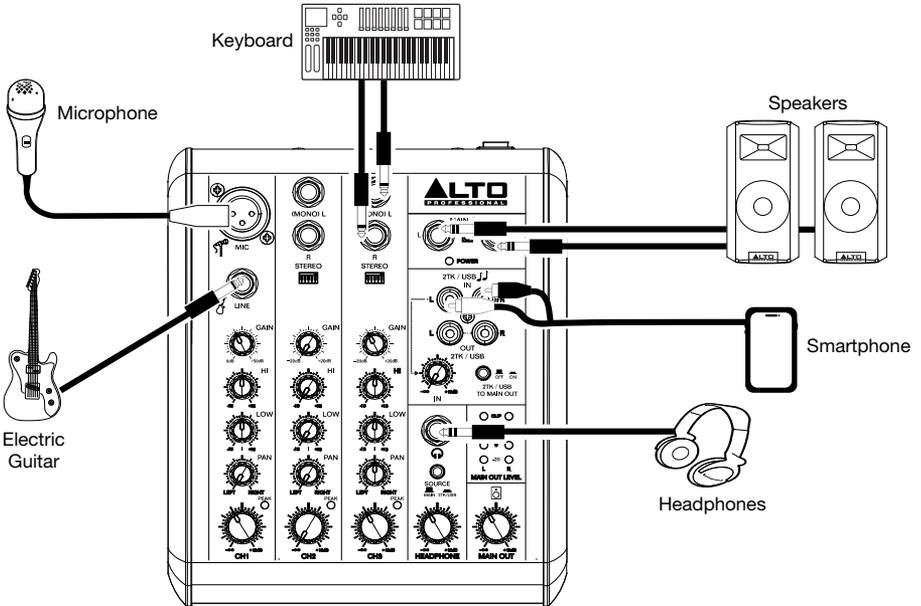
(2.1) Connection Diagram

Items not listed under [\(1.1\) Introduction > Box Contents](#) are sold separately.

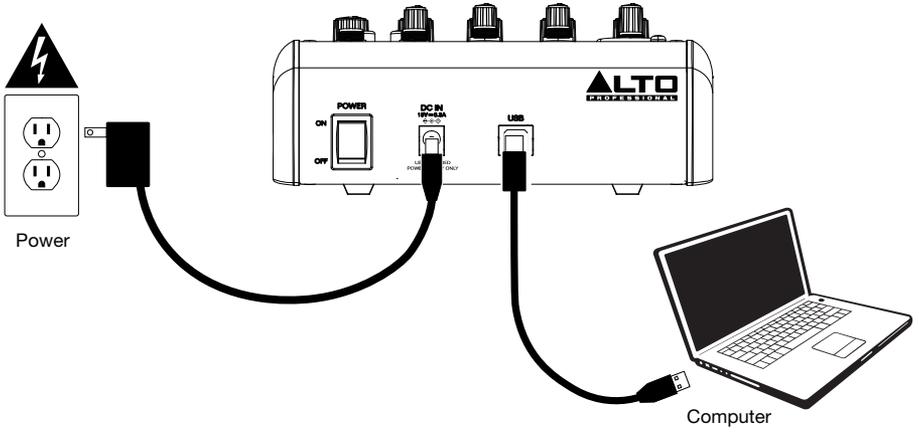
See the connector examples below for using XLR or 1/4" (6.35 mm) wiring as balanced or unbalanced. This can be of help if you make your own cables.



(2.1.1) Top Panel



(2.1.2) Rear Panel



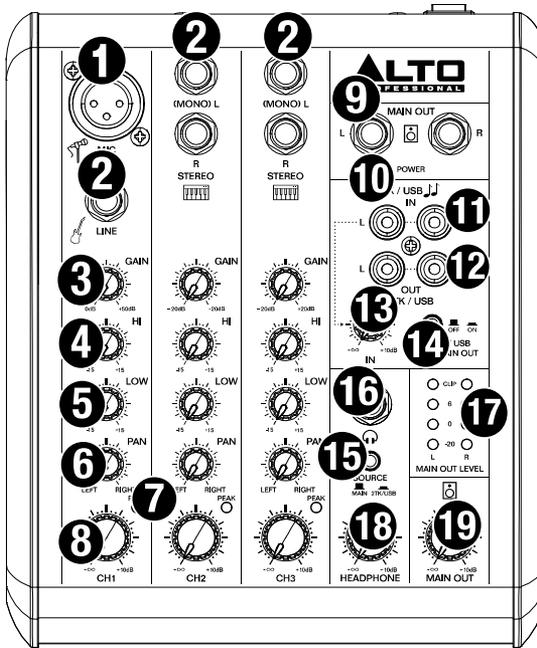
(2.2) Setup Scenario

1. Study the [\(2.1\) Connection Diagram](#) section for ideas to plan your setup.
2. Make sure all devices are turned off.
3. Set all TrueMix 500 **Gain knobs** to 0 dB, **Channel Volume knobs** to $-\infty$, **Hi** and **Low EQ knobs** to the 12 o'clock position, and **Main Out Volume knob** to $-\infty$.
4. Connect all input sources, such as microphones, keyboard, electric guitar, or a smartphone to the appropriate XLR, 1/4" (6.35 mm), or RCA inputs.
Note: To avoid RF interference from being picked up, place your smartphone away from speakers.
5. Connect TrueMix 500's **Main Out Volume** to your speakers using 1/4" (6.35 mm) cables.
6. Connect all devices to power outlets.
7. Switch everything on in the following order:
 - Audio input sources
 - TrueMix 500
 - Last, any speakers or headphones
8. Test the mic at the loudest level it is expected to be used and begin turning up the **Gain knob** until you see the channel **Peak LED** flash red. This means the Gain knob is set too high. Turn down the **Gain knob** until you no longer see the LED flash red. Repeat this process for other channels you are using.
9. Send TrueMix 500's channels to the **Main Outs** by turning up the **Channel Volume knobs**.
10. Turn up the **Main Out Volume knob** until the volume compliments the venue. You'll want to get the **Main Output Level LED Meter** as close to the top LED without it clipping.
11. When turning off equipment, follow this order:
 - Speakers or headphones
 - TrueMix 500
 - Last, any audio input devices

Tips:

- If the sound is too boomy, decrease the low EQ frequencies.
- For more clarity, boost the high EQ frequencies.
- **Never** point microphones and speakers at each other.
- Mute unused channels when they're not in use.
- Use board tape to label channels.
- **Always** have backup cables.

(3.1) Top Panel



1. **Mic Input:** Connect a microphone to this input using an XLR cable (sold separately).

Note: This mic input is equipped with phantom power (18V with no phantom power on/off switch) and is compatible with most condenser and dynamic microphones. Phantom power can cause damage to certain types of microphones, particularly ribbon microphones. Please use caution and consult your microphone's documentation to find out if it is usable with phantom power **before** attempting to connect it to TrueMix 500's Mic Input.

2. **Line Inputs:** Connect line-level devices to these inputs with 1/4" (6.35 mm) cables (sold separately).

Note: The line inputs on channels 2 and 3 are stereo inputs.

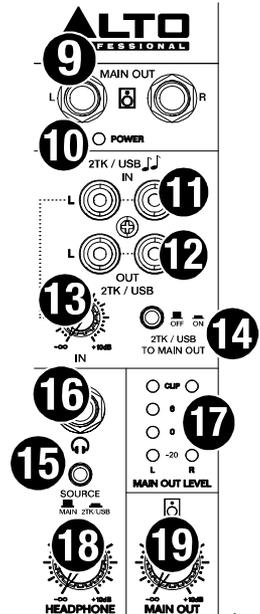
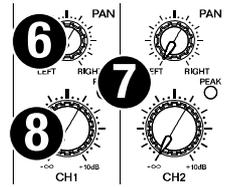
Connecting a device using a single cable to only the **L (Mono)** input will send the signal through both the Left and Right **Main Output** channels.

Connecting to only the **R (Stereo)** line input will send the signal through the Right Mix channel only.

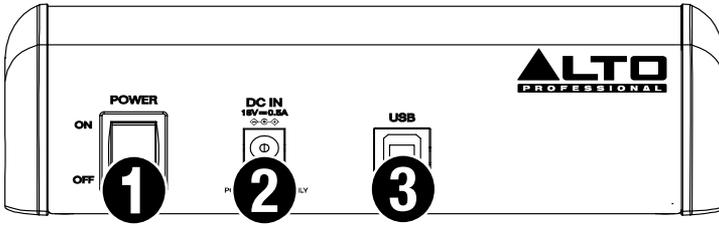
3. **Gain:** Turn this knob to adjust the channel audio level (pre-fader and pre-EQ gain). Set the gain to a level at which the **Peak LED** just barely lights up during the loudest parts of the track.
4. **HI EQ (Treble):** Turn this knob to adjust the high (treble) frequencies of the channel's output signal.
5. **LOW EQ (Bass):** Turn this knob to adjust the low (bass) frequencies of the channel's output signal.

(3.0) FEATURES

- Channel Pan:** Turn this knob to adjust the (mono) channel's Left-Right position in the stereo field.
- Peak LED:** This LED will flash if the signal is clipping. If this happens, decrease the level on the **Gain** knob or **Channel Volume** knob.
- Channel Volume:** Turn this knob to adjust the level of the channel's output signal.
- Main Outputs:** Use standard 1/4" (6.35 mm) cables to connect these outputs to the house speaker or amplifier system. The level of these outputs is controlled by the **Main Out Volume** knob.
- Power LED:** This LED illuminates green when the mixer is powered on.
- 2TK (2-Track)/USB Inputs:** Connect these inputs to the outputs of an external sound source using a standard stereo RCA cable (sold separately). You can also send this channel to the headphone mix (using the **Headphone Source** button) and/or the main mix (using the **2TK/USB To Main Out** button).
- 2TK/USB Outputs:** Connect these outputs to the inputs of an external recording device using a standard stereo RCA cable (sold separately).
- 2TK/USB In Volume:** Turn this knob to adjust the volume of your **2TK/USB Input** signal.
- 2TK/USB To Main Out:** Press this button to send the **2TK/USB Input** signal through the **Main Outputs**.
- Headphone Source:** Press this button to switch the **Headphone Output** source between **Main Out** and **2TK/USB** signals.
- Headphone Output:** Connect a pair of stereo headphones to this 1/4" (6.35 mm) TRS output to monitor your **Main Output** signal.
- LED Meters:** These LEDs display the audio level of the **Main Output**. Turn the **Main Out** volume down if the red "Clip" LED lights up excessively.
- Headphone Volume:** Turn this knob to adjust the volume of the **Headphone Output**.
- Main Out Volume:** Turn this knob to adjust the volume of the **Main Output**.



(3.2) Rear Panel



1. **Power Switch:** Flip this switch to power TrueMix 500 on and off.
Note: Always make sure to only turn the mixer on *after* all input devices have been connected and *before* you turn on amplifiers. Always turn off all amplifiers *before* you turn the mixer off.
2. **Power:** Use the included power adapter to connect TrueMix 500 to a power outlet.
Note: Make sure the Power Switch is in the **OFF** position before connecting the mixer to a power outlet.
3. **USB Out:** Connect the included USB Type-B cable here to use the TrueMix 500 with a computer for recording and playback. See [\(4.1\) Operation > USB Recording and Playback](#) to learn how to do this.

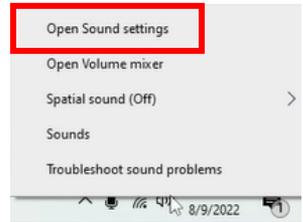
(4.1) USB Recording and Playback

To set TrueMix 500 as the default playback device on your computer, follow the set of directions below that corresponds to your computer's operating system.

Note: If you have other USB audio devices connected to your computer, which may have identical names, you may need to try selecting each one until the TrueMix 500 is recognized.

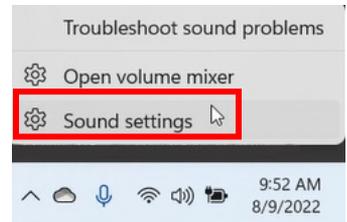
Windows 10:

1. Use the included USB cable to connect the TrueMix 500 to your computer. Press the **power switch** to power on TrueMix 500.
2. Press the Windows key and then type "Sound Settings" into the search bar. Alternatively, right-click the "speaker" icon in the taskbar and select **Open Sound Settings**.
3. In the **Windows Sound** control panel select the **Output** dropdown box and select **USB Audio Codec**.
4. Select the **Input** dropdown box and select **USB Audio Codec**.
5. Close the Sound control panel.



Windows 11:

1. Use the included USB cable to connect the TrueMix 500 to your computer. Press the **power switch** to power on TrueMix 500.
2. Press the Windows key and then type "Sound Settings" into the search bar. Alternatively, right-click the "speaker" icon in the taskbar and select **Sound Settings**.
3. In the **Windows Sound** control panel select the **Output** section and select **USB Audio Codec**.
4. In the **Input** section select **USB Audio Codec**.
5. Close the Sound control panel.



macOS:

1. Use the included USB cable to connect the TrueMix 500 to your computer. Press the **power switch** to power on TrueMix 500.
2. Go to **Applications > Utilities > Audio MIDI Setup**.
3. In the **Audio Devices** window, select **USB Audio Codec** in the left column.
4. Right-click **USB Audio Codec** and select **Use this device for sound input**.
5. Right-click **USB Audio Codec** and select **Use this device for sound output**.
6. Quit Audio MIDI Setup.

If the mixer is not being detected by your computer:

- Connect to a different USB port.
- Avoid using passive (unpowered) USB hubs.
- Try using a different USB cable.
- Disconnect other USB devices.
- Disable Windows sleep and screensaver when recording/streaming.

If no sound is heard from your speakers:

- Make sure the input **Gain knobs**, **Channel Volume knobs**, and **Main Out Volume knobs** are turned up to an appropriate level.
- Make sure microphones, external devices, and speakers are properly connected with working, secure cables.

If the sound is distorted:

- Try lowering the volume control of your sound source, musical instrument, or microphone.
- Try adjusting the channel EQ if there is too much treble or bass.
- Turn the input **Gain knobs** to the left to lower the signal.
- Adjust the overall volume of the mixer using the **Main Out Volume knob**.

If there is a hum when cables are connected:

- Disconnect cables from the input jacks to see if it's a faulty cable.
- Use balanced cabling connections whenever possible.
- Make sure the signal cables are not placed near power cables.
- Connect all audio equipment power cables to outlets which share a common ground.

If there is a high-pitched whistling noise when using microphones:

- This is probably feedback. Point the microphone away from the speaker.

If you are streaming audio and the quality is choppy:

- Ensure you are connected to a USB 2.0 port.
- Make sure your Wi-Fi connection is strong.
- Try a wired Ethernet connection for lower latency, a more reliable connection, and a stronger signal.

If there is latency when recording:

- Ensure you are connected to a USB 2.0 port.
- Close all other unneeded programs running on the computer.
- Adjust the buffer size in your DAW, in increments of 64.

(6.1) Technical Specifications

Frequency Response	All inputs: 20 Hz – 22 kHz (± 1 dB)
THD+N (Total Harmonic Distortion)	All inputs: $\leq 0.05\%$ (@ 4 dBu, 1 kHz)
Gain Range	Mic input (Channel 1): 0 – +48 dB Line input (Channel 1): -17 – +31 dB Line inputs (Channels 2-3): -20 – +20 dB All inputs: +22 dBu max
Max Voltage Gain	68 dB (Mic Input to any output) 40 dB (Line Input to any output) 20 dB (2TK/USB to any output)
SNR (Signal-to-Noise ratio)	All inputs: ≥ 110 dBu
Impedance	Mic inputs: 3.9 k Ω All other inputs: ≥ 10 k Ω 2TK output: 1 k Ω All other outputs: 120 Ω
Equalization	High: ± 15 dB @ 12 kHz Low: ± 15 dB @ 80 Hz
Connectors	(2) 1/4" (6.35 mm) TRS outputs (2) 1/4" (6.35 mm) TRS stereo L/R inputs (1) 1/4" (6.35 mm) TRS headphone output (1) 1/4" (6.35 mm) TRS mono input (1) XLR input (1) Stereo RCA L/R input (1) Stereo RCA L/R output (1) USB type-B input (1) DC power input
Controls	(1) Power switch (6) Volume control knobs (1 per input and output) (3) Gain control knobs (1 per channel) (3) EQ Hi control knobs (1 per channel) (3) EQ Low control knobs (1 per channel) (3) Stereo pan control Knobs (1 per channel) (2) Locking switch buttons
Indicators	(1) Power LED, (3) Peak LEDs, (8) Main Out meter LEDs
Main Mix	Main output: (2) 1/4" (6.35 mm) balanced TRS, +22 dBu max output 2TK output: (2) unbalanced RCA, +22 dBu max output Headphone output: (1) stereo 1/4" (6.35 mm) TRS, 150 mW @ 32 Ω

USB Audio Interface	Version: 2.0 Resolution: 16-bit DAC Sampling Rates: 32, 44.1, 48 kHz ADC Sampling Rates: 8, 11.025, 16, 22.05, 32, 44.1, 48 kHz
Power	Connection: DC Voltage: 18V, 500 mA Consumption: 9 W
Dimensions (width x depth x height)	6.3" x 7.6" x 2.6" 159.5 mm x 193 mm x 66 mm
Weight	2.0 lbs. 0.9 kg

*Specifications are subject to change without notice.

Under rare circumstances, if this product is exposed to electromagnetic interference during use, there may be a slight drop in signal-to-noise ratio.

This unit is designed to prevent any inrush current.

(6.2) Trademarks & Licenses

Alto Professional is a trademark of inMusic Brands, Inc., registered in the U.S. and other countries. The *Bluetooth* word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Alto Professional is under license. macOS is a trademark of Apple Inc., registered in the U.S. and other countries. Windows is a registered trademark of Microsoft Corporation in the United States and other countries. All other product names, company names, trademarks, or trade names are those of their respective owners.

