RPX400 FAQS

I WOULD LIKE TO KNOW IF THE INCLUDED RPX400 S/W EDITOR ALLOWS ME TO BUILD "SOUND FILES" ON MY COMPUTER OR IN OTHER WORDS, CREATE A SOUND I LIKE AND UPLOAD IT TO THE COMPUTER.

The RPx400 will ship with an editor that will allow you to save presets to disk and also get them from the disk and save them to a location in your box.

AUDIO PLAYBACK FROM PROTRACKS HAS POPS AND CLICKS.

Try the Wave Profiler under Options->Audio. This seems to fix most problems.
Otherwise, try using MME drivers in the Options->Audio->Advanced, Driver Mode selection. These are the safest drivers but also have the most latency.
Try increasing the latency slider in the audio settings.

HANDS-FREE RECORDING ON RPX 400 DOESN'T WORK OR HAS STOPPED WORKING.

If it was working at one point but has stopped working, try exiting ProTracks and then restarting it (make sure to save your project).
Cycle power to the RPx 400 before entering ProTracks or X Edit.
If it has never worked at all, there is a problem with USB midi. The most probable causes are using incorrect or incorrectly installed drivers and/or .dll or a bad USB cable. See the section on driver installation.

I CAN'T HEAR AUDIO PLAYBACK FROM PROTRACKS.

If the 'Reamp' mode in the RPx 400 is active try switching to a different mode like 'Stereo'.
Make sure the faders in ProTracks are turned up.
Check that the tracks you want to playback are un-muted.
Go to Options->Audio->Drivers and under output drivers, select 'DigiTech USB 1-2 In/Out' and de-select everything else.
See the section on driver installation.

I GET COMPUTER SYSTEM SOUNDS THROUGH MY RPX 400.

To disable computer sounds from going to the RPx 400, go to the 'Sounds and Audio Devices' section of the 'Control Panel' and select a default playback device other than DigiTech USB.

MY RPX 400 DOESN'T RECORD TO PROTRACKS.

Go to Options->Audio->Drivers and under input drivers, select 'DigiTech USB 1-2 In/Out' and 'DigiTech USB 3-4 In Only' De-select everything else.
Make sure the proper drivers are installed.

See the section on driver installation.
For an initial track, make sure 'Reamp' mode in the RPx 400 is not used.

I CAN'T GET REAMPING TO WORK.

See the section on reamping on page 32 of the owners manual.
Most difficulties stem from source routing problems. A quick and simple way to do reamping is to solo the dry track, select reamping and hit record. You won't hear anything except the reamped track but it can be mixed with the rest of the tracks after it's recorded.

PROTRACKS INTERMITTENTLY LOCKS UP.

Arrange a meeting with Bill Gates.
Close any other open programs besides ProTracks check "task manager" to make sure there are no hidden programs running.
Try reducing the number of plug-ins and soft-synths.
Increase the amount of memory in your system.
Get a faster hard drive.
Put your audio data on a different hard drive from your OS and applications.
Get a faster computer.
Please refer to the system requirements section.

HOW DO I INSTALL USB DRIVERS?

Normally, if you follow the instructions in the installation CD, the installer will copy and activate them correctly. If you need to reinstall them, click on the USB option that appears when the installation CD is booted.
If this still doesn't provide the desired results, try going to Options->Audio->Drivers and selecting only 'DigiTech USB1-2 In/Out'. Then run the Wave Profiler in Options-> Audio->General. Finally, go back to Options->Audio->Drivers and then select 'DigiTech USB3-4 In Only'.

CAN I RECORD 24-BIT AUDIO?

24-bit audio recording will be available soon. Check http://www.digitech.com for updates.

MY MIC SIGNAL SOUNDS DISTORTED.

Adjust the mic level trim pot on the rear panel of the RPx 400. Also, adjust USB levels so the signal that is fed to the recorder is in the appropriate range.

CAN I TURN OFF MICROPHONE PHANTOM POWER?

No, but it should not damage a typical dynamic mic because the phantom power is present on both the signal lines coming from (going to) the mic.

CAN I USE THIRD PARTY PLUG-INS AND SOFT-SYNTHS?

Yes, DirectX compatible plug-ins and DXi SoftSynths.

MY MIDI DRUM PATTERN DOESN'T PLAY RPX 400 DRUMS.

The RPx 400 contains a limited drum kit so sometimes a drum pattern will require voices that are not available in the RPx 400. In some cases, you can transpose the note that a drum voice is mapped to in order to trigger a drum beat in the RPx 400. The RPx 400 drum notes are:
Bb3 is the open Hi Hat
F#3 is the closed Hi Hat
D3 is the Snare
C3 is the Kick Drum

WHERE DID MY WAVE FILES GO?

Wave files all get saved to the folder specified in Options->Global, Audio Data.

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MY WAVES ARE LOW IN LEVEL.

The recording signal level can be boosted using the USB1-2 and USB3-4 level controls.

MY WAVES ARE TOO HIGH IN LEVEL.

The recording signal level can be lowered using the USB1-2 and USB3-4 level controls. Your amp level might be too high.

PROTRACKS PLAYBACK IS LOUDER THAN MY GUITAR.

You can adjust the mix of playback versus guitar by using the Playback mix knob.

I GET AUDIO DROPOUT WHILE I'M RECORDING.

Try increasing the latency slider in the audio settings.
Try reducing the number of tracks in your project (mute won't help, you either have to "archive" the tracks, or delete them)
Close any other open programs besides ProTracks check "task manager" to make sure there are no hidden programs running.
Try reducing the number of plug-ins and soft-synths.
Increase the amount of memory in your system.
Get a faster hard drive.
Put your audio data on a different hard drive from your OS and applications.
Get a faster computer.

CAN I USE THE RPX 400 WITH OTHER RECORDING APPLICATIONS?

Yes, as long as they support standard windows wave drivers (MME or WDM). Support for ASIO will come soon with new drivers. ASIO based applications are Cubase, Logic, etc...

WHEN I LAUNCH X EDIT, IT CAN'T FIND THE RPX 400.

Make sure your drivers are loaded correctly and that the USB cable is inserted securely. See the section on driver installation.

I HEAR DOUBLING OF THE PLAYBACK.

Input monitoring is probably active. Go to Options->Audio->Input Monitoring to disable.

IT'S TAKING FOREVER TO INSTALL X EDIT/DRIVERS.

Microsoft .NET framework is required for X Edit to run on Windows PCs. It is a very large file and if it is not already present on a system, it will take a while to load. However in Windows 2000 systems, if McAfee Virus scanning software is installed, a security issue will cause .NET installation to halt. McAfee must be un-installed - not just disabled in order for the .NET installation to proceed.

I CAN'T LAUNCH X EDIT.

This is usually caused by midi problems. Make sure your drivers are loaded correctly and that the USB cable is inserted securely.
See the section on driver installation.

MY GUITAR SOUND IS REALLY BRIGHT.

Activate speaker compensation for the desired output jacks.

I DON'T HEAR GUITAR SIGNAL IN HEADPHONES OR XLR.

You are probably using one of the 'Split' modes. Change this selection with the output mode knob on the setup level of the matrix.

MY GUITAR SOUNDS DARK THROUGH MY AMP.

De-activate speaker compensation for the output jacks that feed the amp.

HOW CAN I KEEP THE DRUMS FROM PLAYING THROUGH MY AMP?

You can either turn the Drums off or switch to one of the two output modes 'SPLIT1' or 'SPLIT2' and send Guitar to your amp and drums to the PA.

I AM HEARING MIC/LINE INPUTS THROUGH MY GUITAR AMP.

You can either turn off the Mic and Line inputs or switch to one of the two output modes 'SPLIT1' or 'SPLIT2' and send Guitar to your amp and everything else to the PA.

HOW ARE SIGNALS ROUTED THROUGH THE RPX?

Refer to the routing diagrams on pages TBD.

I CAN'T ACCESS LEARN-A-LICK.

The USB cable must be disconnected in order to access Learn-a-Lick

BASS, MID AND TREBLE CONTROLS ARE NOT WORKING.

When USB is connected, the Bass, Mid and Treble controls function as USB mix and level controls. The tone controls can still be accessed from the editing matrix or from X Edit.

EVERYTHING I RECORD SEEMS DISTORTED.

Your levels may be too high. Try lowering the amp level or USB level.

HOW DO I GET MY FOOTSWITCHES TO DO RECORDING FUNCTIONS?

Press the two right footswitches simultaneously to toggle from preset mode to recording footswitch mode.

I GET RECERR, ARMERR OR DELERR IN MY RPX DISPLAY.

Make sure 'DigiTech RPx USB MIDI' is selected in ProTracks Options->MIDI Devices.
Make sure that Options->Control Surface is set to use 'DigiTech RPx USB MIDI'.
This sometimes also indicates an incompatibility between the drivers and the DigiTechRPx.dll file. See the section on driver installation.

PROTRACKS WON'T LAUNCH.

This was probably caused by interrupting the USB connection while in a previous ProTracks session. You must reboot your system to fix this problem.

I DON'T HEAR PLAYBACK FROM USB 3-4.

Playback is only available on USB1-2. USB3-4 is used for additional track recording - things like dry guitar, mic, drums, etc.

HOW DO I CONTROL DRUM LEVEL WHEN I'M PLAYING BACK A MIDI DRUM TRACK THROUGH THE RPX?

The drum level can only be adjusted after turning the Drums on. The middle knob controls the level.

MY DRUMS DIDN'T RECORD.

Drums can only be recorded on a separate track, not as part of a mix. To record drums, go to the setup level of the matrix and select 'Drums' in USB1-2 or USB3-4.

MY LINE INPUTS DIDN'T RECORD.

Dry line inputs can only be recorded on a separate track, not as part of a mix. To record line inputs, go to the setup level of the matrix and select 'DRYLIN' in USB1-2 or USB3-4.
Line with reverb or effects can be recorded as a mix with guitar. The Line selector must be set to either 'LINRVB' or 'LINEFX'.

MY MIC DIDN'T RECORD.

Dry mic can only be recorded on a separate track, not as part of a mix. To record mic, go to the setup level of the matrix and select 'MICDRY' in USB1-2 or USB3-4.
Mic with reverb or effects can be recorded as a mix with guitar. The Mic selector must be set to either 'MICRVB' or 'MIC FX'.

I GET DROPOUT WHEN I CHANGE PRESETS DURING RECORDING/PLAYBACK.

Don't change presets during recording/playback.

MY MIC/LINE INPUTS HAD DROPOUT WHILE I WAS RECORDING.

Changing presets while recording will cause dropout of mic and line audio to the computer.

I CAN'T SEND OR RECEIVE MIDI CC DATA.

If the system crashed while X Edit was running, then the RPx wouldn't have received the signal to exit that mode. Go into X Edit and then exit and the cc's should start working.

WHAT IF I PLUG INTO A DIFFERENT USB JACK ON MY COMPUTER?

Windows should detect the new hardware and go through a driver installation process automatically but it will not load the DigiTech USB drivers that you'll need for ProTracks and X Edit. For that, keep the USB cable connected to the new port and run the USB installer.

I'M ADJUSTING AMP TYPE BUT TONE CONTROLS KEEP POPPING UP.

This happens when midi data is echoed back to the unit by ProTracks. In ProTracks, go to Options->Project->MIDI Input and set Echo Mode to 'None'.

PLEASE PROVIDE THE PC REQUIREMENTS FOR THE SOFTWARE THAT ACCOMPANIES THE RPX400.

ere are the system requirements for Pro-Tracks software.

I'VE RECORDED ON PROTRACKS BUT CAN'T HEAR PLAYBACK ON MY COMPUTER SPEAKERS.

In ProTracks, click on Options, then Audio, then Drivers. Make sure your Sound Card and the RPX400 are hilighted.

CAN I USE PROTRACKS RECORDING SOFTWARE WITH WINDOWS 98?

In order to use ProTracks with Windows 98, power up the RPX400 while holding the Store button. Wait until the display reads NO MIDI,then release Store. The hands free recording footswitches on the RPX will not function in this mode, so all functions will need to be done manually.

I CAN NOT HEAR PLAYBACK FROM THE RPX400 TUTORIALS.

For play back of the MIDI instruments in the tutorial, go to OPTIONS-AUDIO-ADVANCED select MME to play back the MIDI instruments.

WHEN NAMING FILES THE APPLICATION SEEMS TO RENAME THE EXTENSION(TYPE). WHY IS THIS?

Make sure to add ".wav" to the file name.

HANDS FREE RECORDING WILL STILL NOT WORK AFTER PROPER MIDI DRIVER INSTALLATION AND FOOT SWITCH SET UP MODE.

In the protracks software, select options>control surfaces and make sure the RPX400 has been selected for your input and ouput ports.
If not, click on the yellow tab which will allow you to add a new control surface.
Select the rpx400 for your input and output ports.

PRO TRACKS WON'T LAUNCH AFTER IT IS INSTALLED ON A WINDOWS XP SYSTEM WITH AN ATI VIDEO CARD.

Go to control panel and open up system. Click on the hardware tab and open device manager. Under sound video and game controllers you will see ATI WDM device. Double click on the device to open the properties. Under device usage select disable this device and click ok. Pro tracks should now launch correctly.

HOW DO I CONVERT A SONG TO WAVE FORMAT TO BURN IT ON MY CD BURNER?

1. Select the tracks you want to include in you song or do a select all to export all the tracks.

2. Go to file and Export Audio.

3. The program should default to Riff Wave, Export to Stereo File, and 16 bit under bit depth.

4. Select the folder where you want to save the file and click export.

5. Open Cakewalk Pyro and go to file and new play-list.

6. Drag the Wave file you created onto the play-list and click on burn CD.

HOW DO I RELOCATE A PRESET?

Dial up the desired preset.
Modify if desired.
Press Store twice.
Use Up/Down footswitches to go to the new location.
Press and release Store.
The preset is now relocated.

I'M HAVING PROBLEMS INSTALLING DRIVERS AND SOFTWARE.

You need to go to system properties, hardware tab, device manager, sound video and game controllers, click on the plus button. With the RPX400 connected and turned on you will see 4 USB audio devices verify these by disconnecting the USB cable and watching your computer screen you will see these 4 disappear, reconnect the USB and they will reappear. Now you need to right click on these drivers and uninstall them, one at a time, only uninstall the drivers associated with the RPX400. Now disconnect the USB cable from the RPX400. If you do not have user programs written into the RPX400 or if you have your user programs backed up in X-EDIT, I recommend you perform a factory reset on the RPX400, this procedure is in your manual.
At this point you will need to verify you are using the same USB port on your computer, close all windows, reconnect the USB cable to the RPX400 apply power. On the bottom right hand corner of your computer screen you will see some pop up windows the first one will say found new hardware you need to wait until all pop up messages are complete, the last one will say your new hardware is installed and ready to use. At this point you need to reinstall the USB MIDI driver's software that came with the unit.