For Windows users: Here are the measures to solve the issues below:

1) Audio is not output.

2) Cannot control rekordbox from DJ equipment.

Ver1.3

This document is for the cases when your Windows PC where rekordbox installed is connected to a Pioneer DJ's DJ controller.

DDJ-RB is used as an example in this document. You may replace it with the model you use when you go through the steps.

Case 1: Audio is not output.
Case 2: Even though your computer is connected, "DDJ-RB is disconnected" is displayed at the left bottom of rekordbox.
Case 3: Audio is not output from your computer.
Case 4: Playback does not start on rekordbox when PC MASTER OUT is enabled.
Case 5: Your computer does not recognize the connected controller.
Case 6: Cannot control rekordbox from DJ equipment.

Case 1: Audio is not output.

Open [Preferences] → [Audio] in rekordbox to check the settings.

Select the driver software for the DDJ-RB (DDJ-RB ASIO) connected to your computer.

Check the output channels as below.

Master Output	: DDJ-RB ASIO:MASTER
Headphones Output	: DDJ-RB ASIO:PHONES
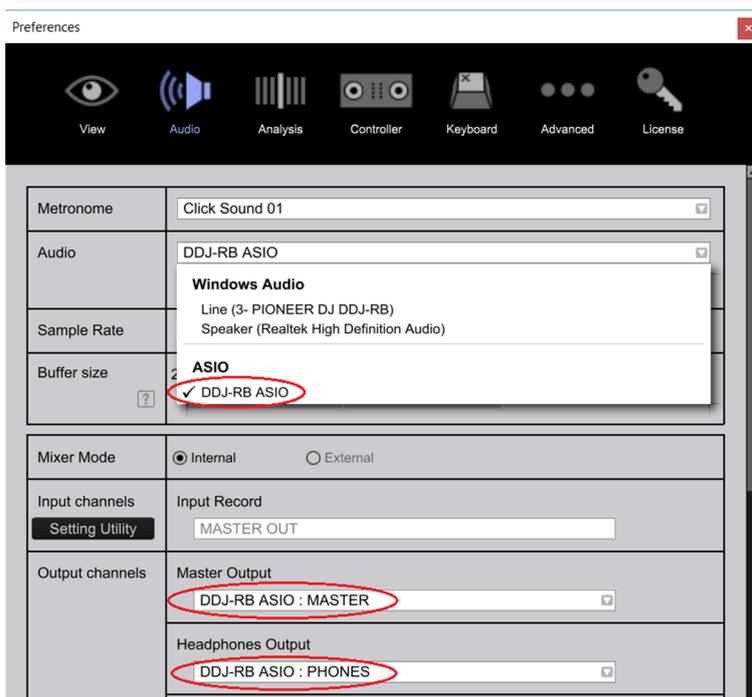
If the following error message is displayed when you selected the driver software for the DDJ-RB:
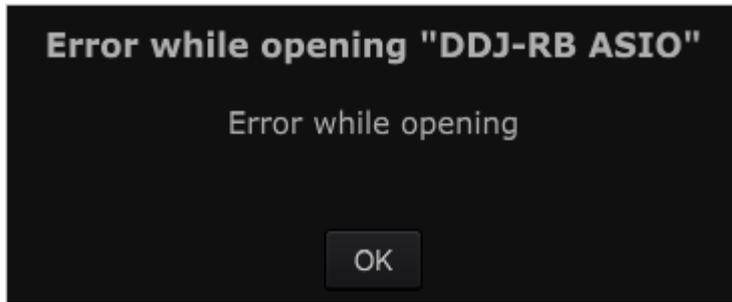
Error while opening "DDJ-RB ASIO"

Error while opening

OK

Please follow the steps below to check the installation status of the driver software.
Open [Control Panel] → [Device Manager] → [Sound, video and game controllers].
Check items related to DDJ-RB.

・If a warning icon " ⚠ " is displayed on [PIONEER DJ DDJ-RB]

Select the [PIONEER DJ DDJ-RB] and right-click it to show the properties.
Click the [General] tab to check the Device status.

Please follow the instructions if an error code is displayed on the Device status.
If **Code 52** is displayed:
Windows may not verify the digital signature of the driver.

[Windows10]
Download the latest driver software for Windows10 from Pioneer DJ support site.
*Pioneer DJ support site (https://www.pioneerdj.com/en/support/software/)
Reinstall the driver software following "*How to reinstall the driver software*" below.

[Windows7]
The following update program needs to be applied:
・Security Update for Windows 7 for x64-based Systems (KB3033929)
Update OS using Windows Update.
After applying the Security Update for Windows 7 x64-based Systems, reinstall the driver
software by following "*How to reinstall the driver software*" below.

・ **In the below cases:**
- **Other error codes are shown:**
- **A warning icon is displayed on [Other devices]**
- **[PIONEER DJ DDJ-RB] is not included in the list**
Reinstall the driver software following "*How to reinstall the driver software*" below.
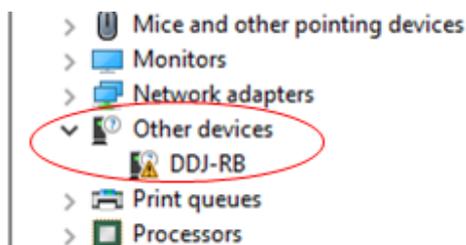
[How to reinstall the driver software]

Follow the instructions below to reinstall the driver software.

1. Disconnect the DDJ-RB from your computer.
2. Close rekordbox.
3. Open [Control Panel] → [Programs and Features] and uninstall the DDJ-RB driver.
4. Reboot Windows.
5. Install the DDJ-RB driver.
6. Connect the DDJ-RB to your computer.
7. Relaunch rekordbox.

・ **Issues not applicable to the above**

Go to "*Case 3: Audio is not output from your computer* " "1. Check the default device selected in the [Sound] panel".

Case 2: Even though your computer is connected, "DDJ-RB is disconnected" is displayed at the left bottom of rekordbox.

・Try a different USB port on the computer. Or, change USB cables and connect them again.

Case 3: Audio is not output from your computer.

1. **Check the default device selected in the [Sound] panel**

   Close rekordbox.

   Open [Control Panel] → [Hardware and Sound] → [Sound].

   Click the [Playback] tab in the [Sound] panel to check what is selected as Default Device with a green check mark.
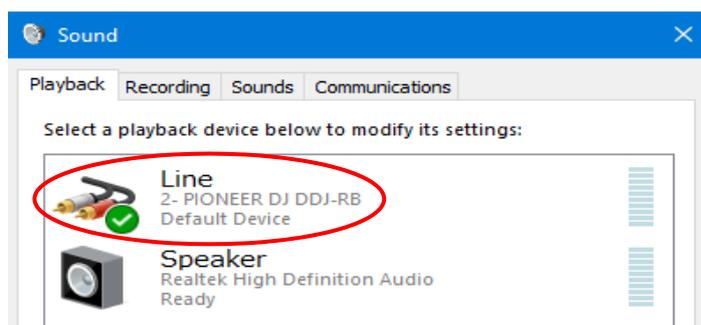
When DDJ-RB is selected as "Default Device", click a built-in device in your computer other than the DDJ-RB and click [Set Default].
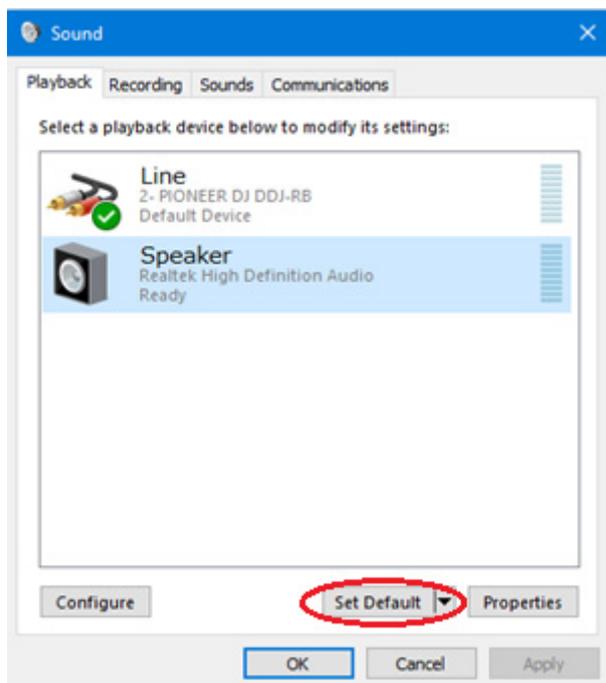

⇒ The selected device is now the Default Device and the green tick icon is displayed on it.
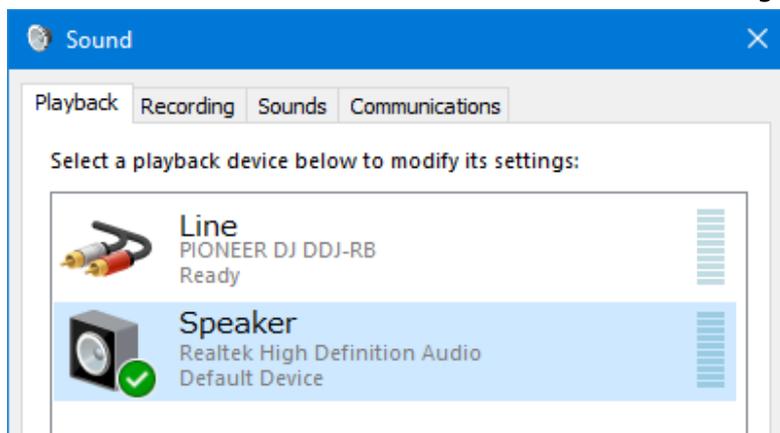
Close the Sound dialog box and the Control Panel window.

Relaunch rekordbox.

2. Audio output setting in rekordbox [Preferences]

Turn on PC MASTER OUT (Make sure the icon below is lit).

rekordbox Ver4.5.0 or lower
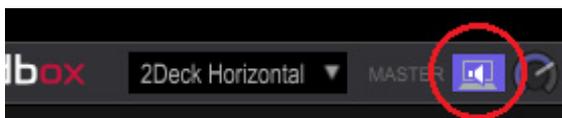
rekordbox Ver5.0.0 or higher

Open [Preferences] in rekordbox and select [Audio] → [Output channels] → [Master Output] and click the drop-down menu to select a device for output destination of your computer.

Mixer Mode	⦿ Internal ○ External
Input channels Setting Utility	Input Record MASTER OUT
Output channels	Master Output DDJ-RB ASIO : MASTER + Speaker (Realtek High Definition Audio) ▽

Drop-down menu showing:
-
- DDJ-RB ASIO : MASTER + Headerphone (Realtek High Definition Audio)
- ✓ DDJ-RB ASIO : MASTER + Speaker (Realtek High Definition Audio)
- DDJ-RB ASIO : PHONES

Booth Output
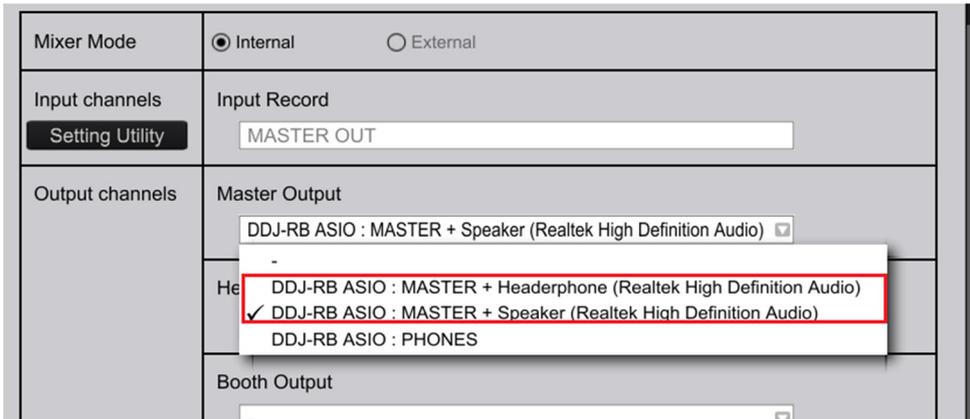
Case 4: Playback does not start on rekordbox when PC MASTER OUT is enabled.

・ **Check the default format (sample rate) in the [Sound] panel**
Close rekordbox.
Open [Control Panel] → [Hardware and Sound] → [Sound].
Select [Speaker] and click [Properties].

Sound ✕

Tabs: Playback | Recording | Sounds | Communications

Select a playback device below to modify its settings:

Line
PIONEER DJ DDJ-RB
Ready

Speaker
Realtek High Definition Audio
Default Device

[Configure] [Set Default ▼] [Properties]

[OK] [Cancel] [Apply]
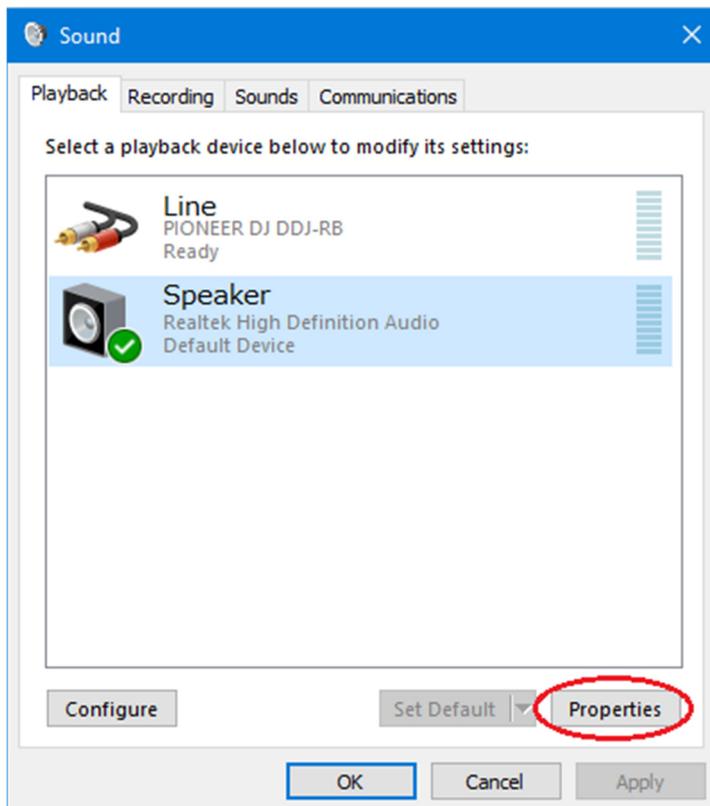
Open [Speaker] → [Advanced] → [Default Format].
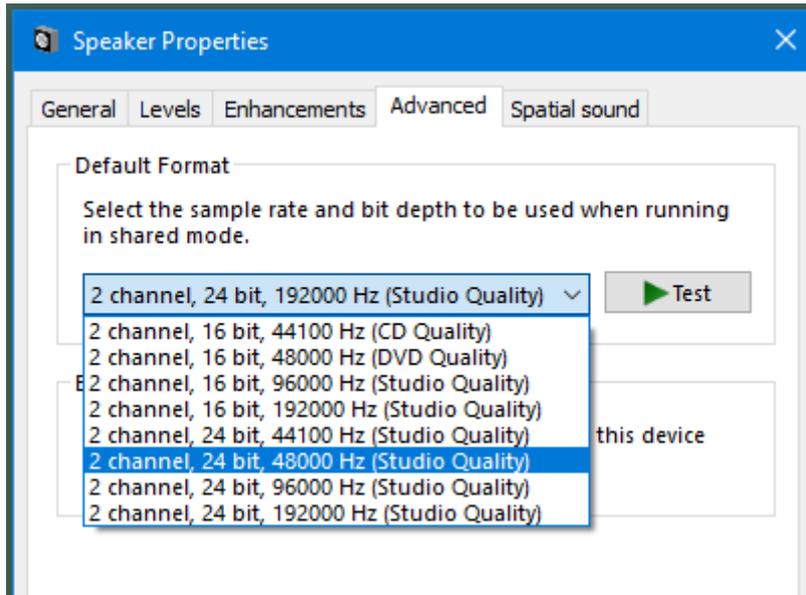
When you select 192000 Hz or 96000 Hz sample rate, playback may not start on rekordbox due to heavy load on your computer.

Select 48000 Hz or 44100 Hz sample rate for the speaker.

Case 5: Your computer does not recognize the connected controller.

Please follow the steps below to check the installation status of the driver software.

Open [Control Panel] → [Device Manager] → [Universal Serial Bus controllers].

If a warning icon " ⚠ " is displayed on [USB Composite Device]
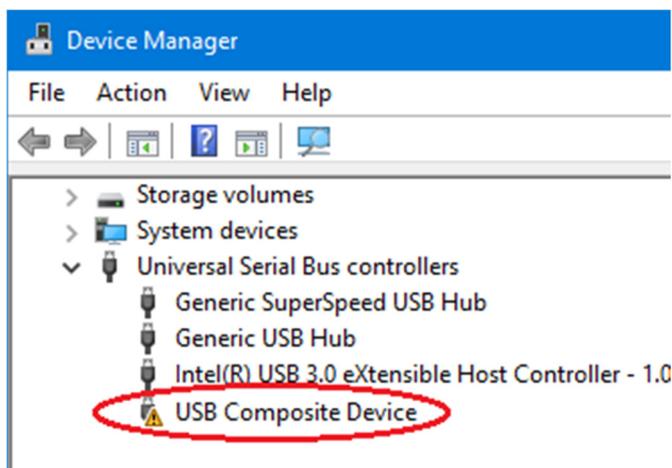
Disconnect the controller from the computer and uninstall the device driver on the controller.

Click [View] in [Device Manager] and select [Show hidden devices].
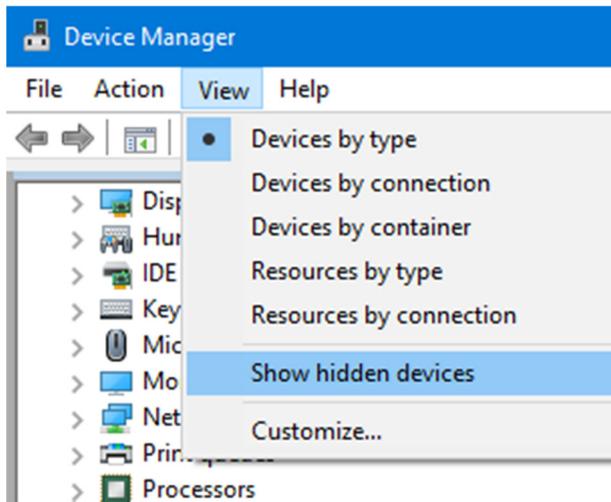
In [Audio input and outputs], [Sound, video and game controller] and [Other devices], select **DDJ-RB,** right click it and select [Uninstall device].
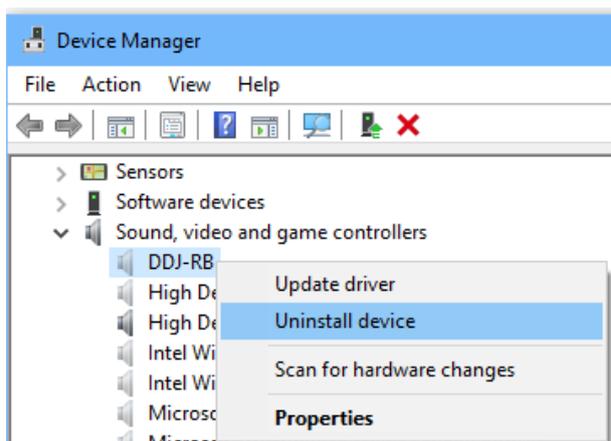
In [Universal Serial Bus controllers], uninstall all of the [USB Composite Device] whose icons are grayed out.
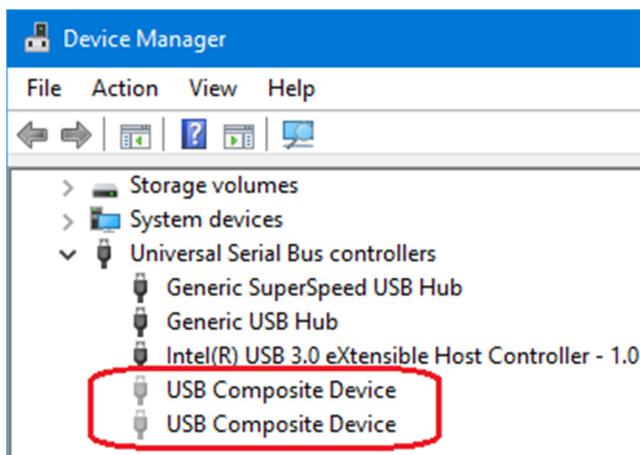
After uninstalling the devices, please restart the computer.

After starting the computer, reinstall the driver software following "*How to reinstall the driver software*".

Case 6: Cannot control rekordbox from DJ equipment.

1. When connecting your computer to the controller using a USB cable, check the startup illumination when the power of the controller is turned on.
    - ・ If the startup illumination is lit:
      The controller is working. Reinstall the driver software and DJ software and then check the connection to make sure it works.
    - ・ When the startup illumination is not lit:
      The controller may be broken. Contact our customer support written at the end of the Quick Start Guide of the product or your store of purchase.
2. Check the power supply shortage of the controller.
    Connect an AC power cable to your computer if it is a laptop.
    Use an AC adapter if it is attached to the DJ equipment.
3. If the controller was working fine but suddenly stopped or an error occurred, change USB ports on the computer or replace the USB cable and reconnect it. If it still does not work, please visit Pioneer DJ support site and forums to check the similar cases or post it to seek solution.

　＊Support Related Links

　Pioneer DJ support (https://www.pioneerdj.com/en/support/)

　Pioneer DJ Forum (https://forums.pioneerdj.com/hc/en-us)

　　- DJ products Forum (https://forums.pioneerdj.com/hc/en-us/community/topics)

　　- News (https://forums.pioneerdj.com/hc/en-us/categories/200396689)

　　- FAQ (http://faq.pioneerdj.com/)

　　- Knowledge Base (https://forums.pioneerdj.com/hc/en-us/categories/200396699)

　＊For repair service, contact our customer support written at the end of the Quick Start Guide of the product or your store of purchase. You can download Quick Start Guide and Operating Instructions from: https://www.pioneerdj.com/en/support/documents/

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