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

1) No sound comes out.
2) Cannot control rekordbox from DJ equipment.

Ver1.5

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

DDJ-FLX4(a model that does not require installation of a driver software) and DDJ-FLX10 (a model requiring installation of the dedicated driver software) are used as an example in this document. You may replace them with your model when you go through the steps.

If the installation procedure of a driver software is described in the Operating Instructions of your model, it requires installation of the dedicated driver software.

If not so, it does not require installation of a driver software.

Case 1: No sound comes out. [DDJ-FLX4 (a model that does not require installation of a driver software)]

Case 2: No sound comes out. [DDJ-FLX10 (a model requiring installation of the dedicated driver software)]

Case 3: Even though your PC is connected, "DDJ-FLX10 is disconnected" is displayed at the left bottom of rekordbox.

Case 4: No sound comes out from your PC.

Case 5: Playback does not start on rekordbox when PC MASTER OUT is enabled.

Case 6: Your PC does not recognize the connected controller.

Case 7: Cannot control rekordbox from DJ equipment.

● Case 3 ~ 7 are applicable for all models.

Case 1: No sound comes out. [DDJ-FLX4 (a model that does not require installation of a driver software)]
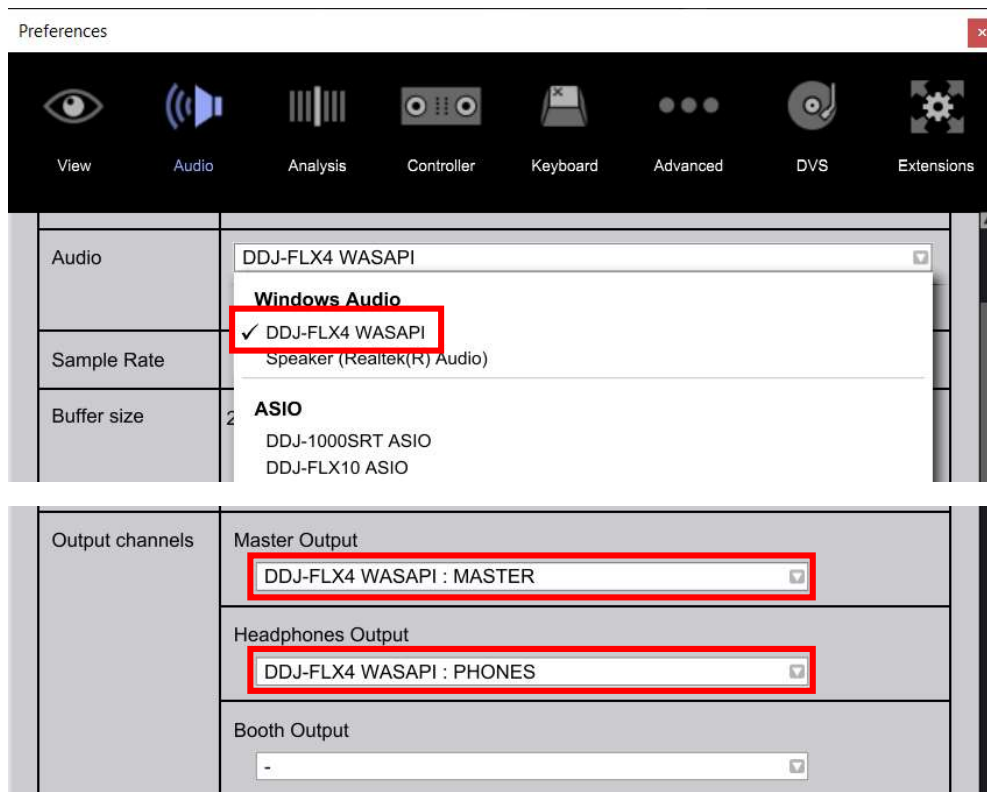
Open [Preferences] → [Audio] in rekordbox to check the settings.

Select DDJ-FLX4 (DDJ-FLX4 WASAPI) connected to your PC.

Check the output channels as below.

Master Output   : DDJ-FLX4 WASAPI:MASTER

Headphones Output   : DDJ-FLX4 WASAPI:PHONES

Case 2: No sound comes out. [DDJ-FLX10 (a model requiring installation of the dedicated driver software)]
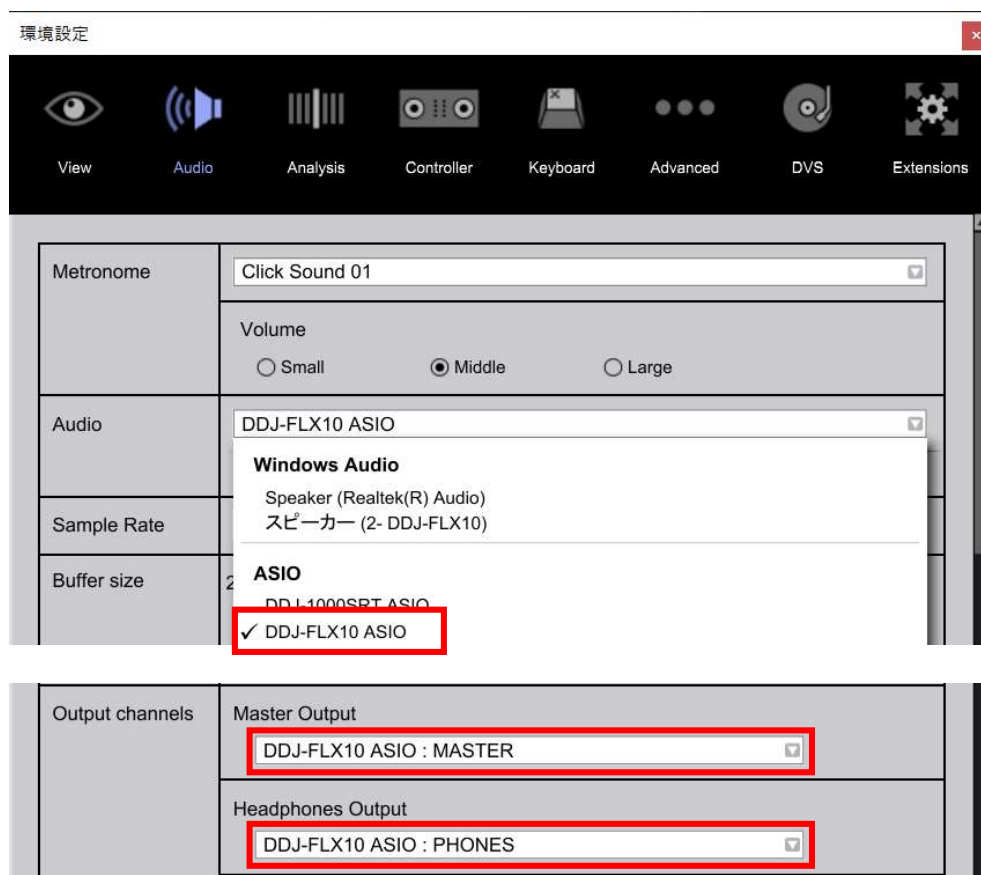
Open [Preferences] → [Audio] in rekordbox to check the settings.

Select the driver software for the DDJ-FLX10 (DDJ-FLX10 ASIO) connected to your PC.

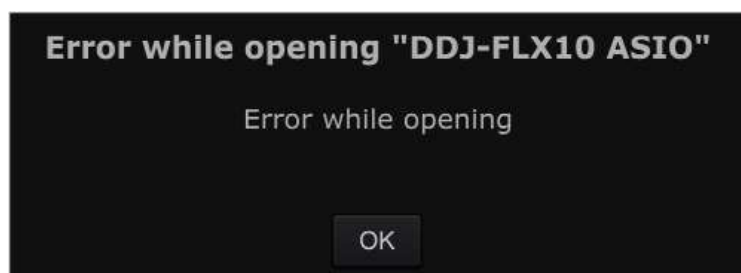Check the output channels as below.

    Master Output   : DDJ-FLX10 ASIO:MASTER

    Headphones Output   : DDJ-FLX10 ASIO:PHONES

If the following error message is displayed when you selected the driver software for the DDJ-FLX10:
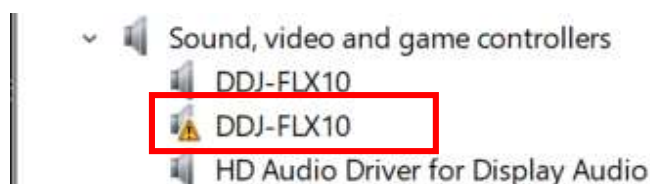

    Please follow the steps below to check the installation status of the driver software.

        Open [Control Panel] → [Device Manager] → [Sound, video and game controllers].

        Check items related to DDJ-FLX10.

·**If a warning icon " ⚠ " is displayed on [PIONEER DJ DDJ-FLX10]**

Select the [DDJ-FLX10] and right-click it to show the properties.

Click the [General] tab to check the Device status.

Please follow the instructions below 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 software.

[Windows10, Windows 11]

Download the latest driver software for Windows10 and Windows 11 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.

· **In the below cases:**

- **Other error codes are shown:**

- **A warning icon is displayed on [Other devices]**

- **[DDJ-FLX10] 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-FLX10 from your PC.
2. Close rekordbox.
3. Open [Control Panel] → [Programs and Features] and uninstall the DDJ-FLX10 driver software.
4. Reboot Windows.
5. Install the DDJ-FLX10 driver software.
6. Connect the DDJ-FLX10 to your PC.
7. Relaunch rekordbox.

· **Issues not applicable to the above**

Go to "*Case 4: No sound comes out from your PC* " "1. Check the default device selected in the [Sound] panel".

Case 3: Even though your PC is connected, "DDJ-FLX10 is disconnected" is displayed at the left bottom of rekordbox.

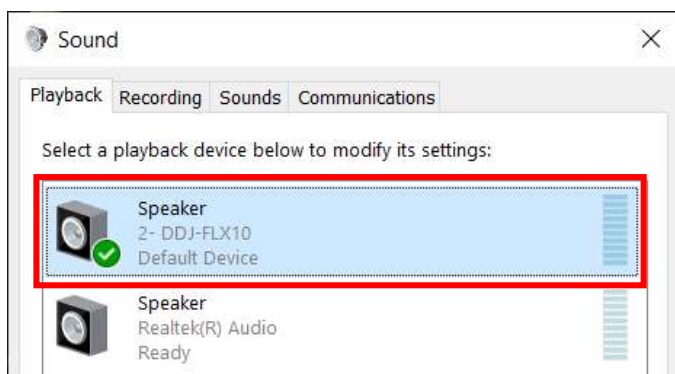·Try a different USB port on the PC. Or, change USB cables and connect them again.

Case 4: No sound comes out from your PC.

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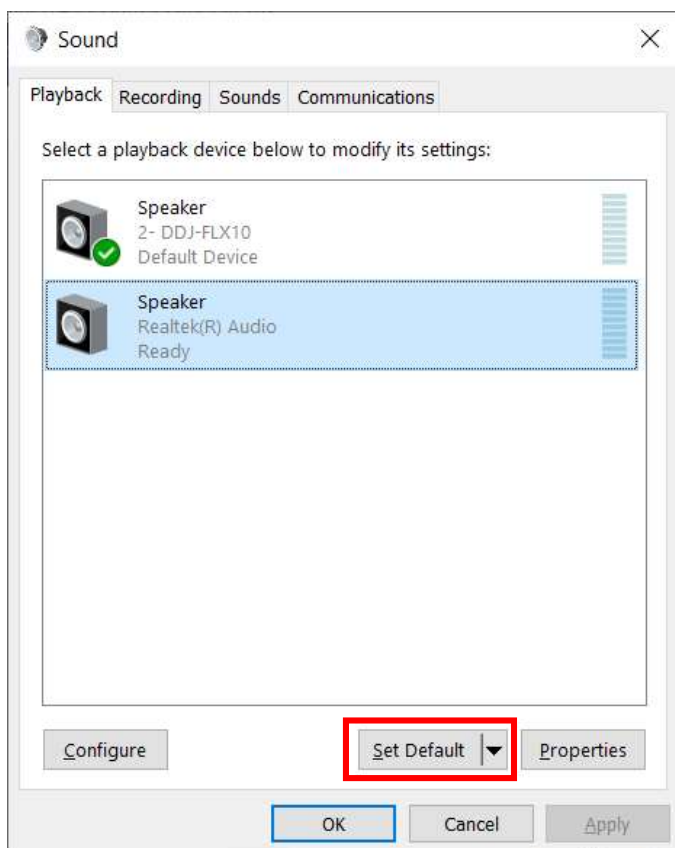
   Close rekordbox.

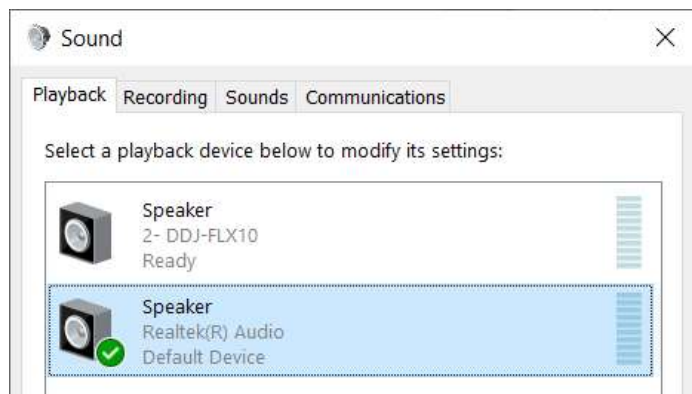   Open [Control Panel] → [Hardware and Sound] → [Sound].

   Click the [Playback] tab in the [Sound] panel to check what is selected as Default Device with a green check mark.

   When DDJ-FLX10 is selected as "Default Device", click a built-in device in your PC other than the DDJ-FLX10 and click [Set Default].

⇒ The selected device is now the Default Device and the green tick icon is displayed on it.
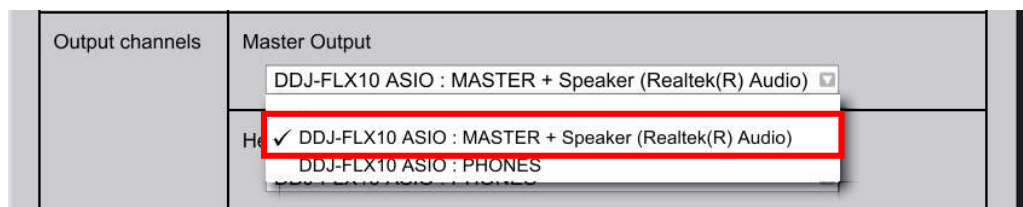

Close the Sound dialog box and the Control Panel window.

Relaunch rekordbox.

2. Audio output setting in rekordbox [Preferences]
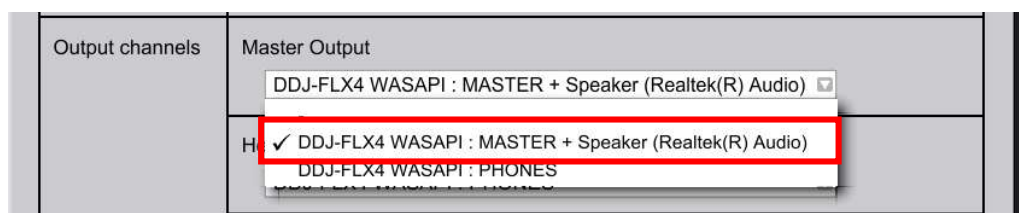
Turn on PC MASTER OUT (Make sure the icon below is lit).

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 PC.
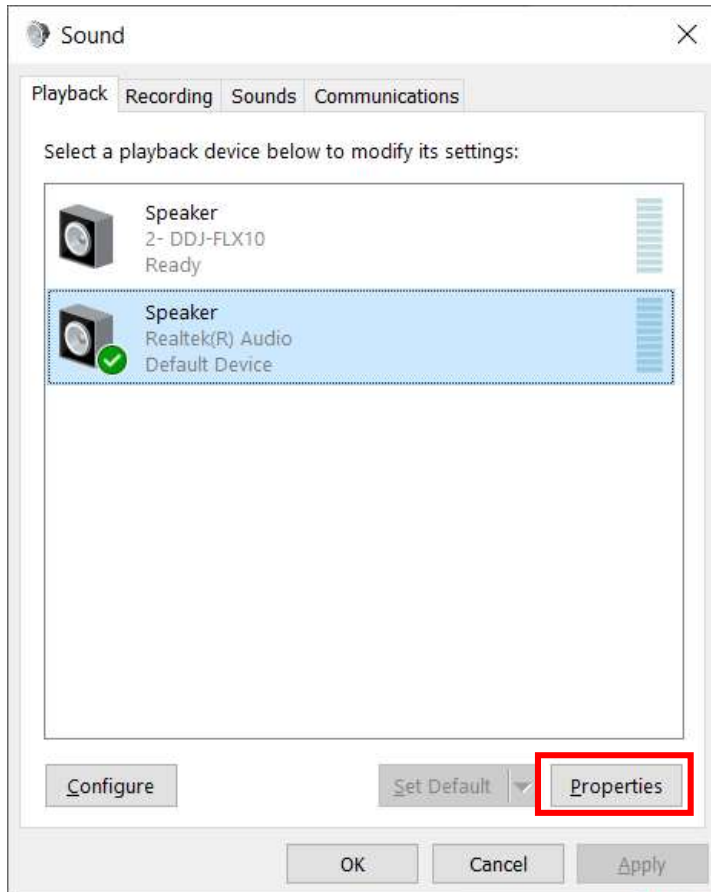

e.g. DDJ-FLX4

Case 5: Playback does not start on rekordbox when PC MASTER OUT is enabled.

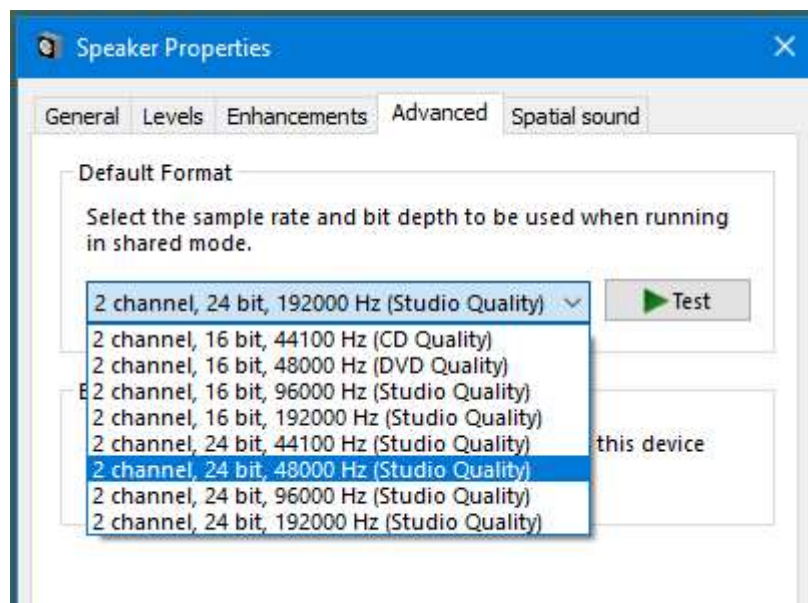・ **Check the default format (sample rate) in the [Sound] panel**

Close rekordbox.

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

Select [Speaker] and click [Properties].

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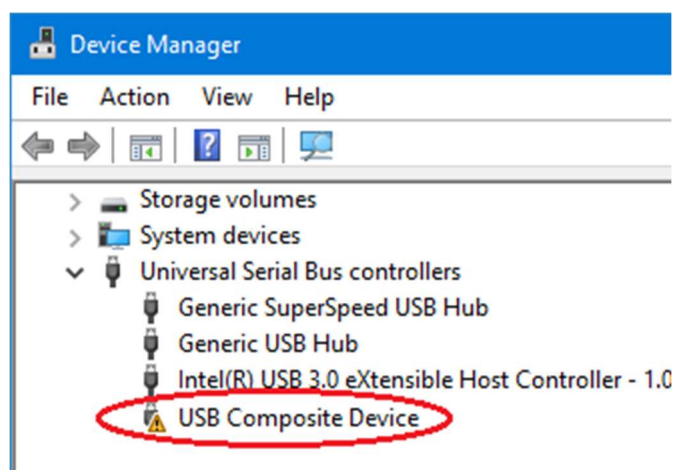
Select 48000 Hz or 44100 Hz sample rate for the speaker.

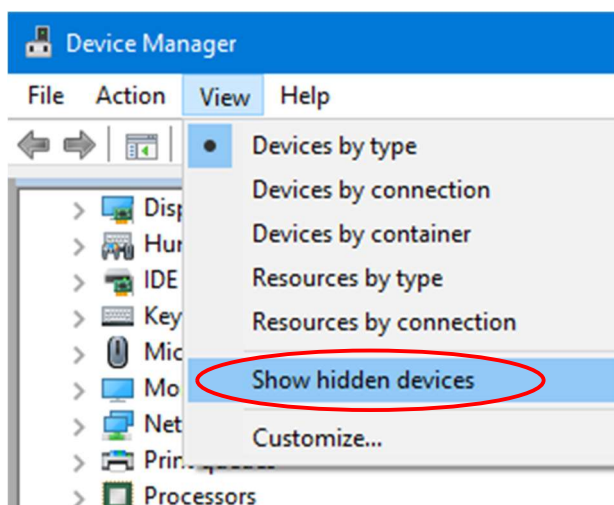## Case 6: Your PC does not recognize the connected controller.

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

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

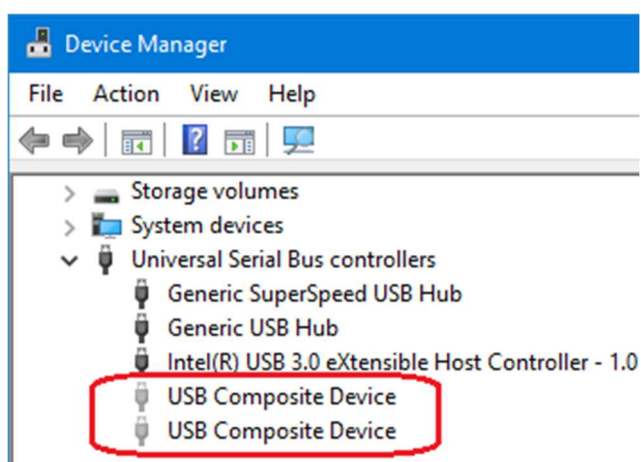If a warning icon " ⚠ " is displayed on [USB Composite Device]

Disconnect the controller from the PC and uninstall the device driver software 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-FLX10,** 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 PC.

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

Case 7: Cannot control rekordbox from DJ equipment.

1. When connecting your PC 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. (* It is not necessary to install a driver software in case of DDJ-FLX4.)
   - 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 PC 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 PC 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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