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

1) Audio is not output.

2) Cannot control DJ software from DJ equipment.

<div align="right">**Ver1.1**</div>

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

DDJ-SZ2 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, "Connect compatible hardware to mix" is displayed in the DJ software screen.
Case 3: Your computer does not recognize the connected controller.
Case 4: Cannot control DJ software from DJ equipment.

Case 1: Audio is not output.

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-SZ2.

·If a warning icon "⚠" is displayed on [PIONEER DJ DDJ-SZ2]

Select the [PIONEER DJ DDJ-SZ2] 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-SZ2] is not included in the list**

    Reinstall the driver software following "*How to reinstall the driver software*" below.
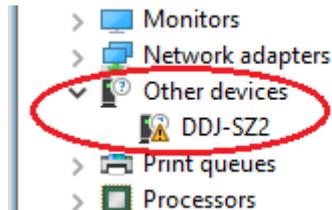
[How to reinstall the driver software]

Follow the instructions below to reinstall the driver software.

1. Disconnect the DDJ-SZ2 from your computer.
2. Close DJ software.
3. Open [Control Panel] → [Programs and Features] and uninstall the DDJ-SZ2 driver.
4. Reboot Windows.
5. Install the DDJ-SZ2 driver.
6. Connect the DDJ-SZ2 to your computer.
7. Relaunch DJ software.

Case 2: Even though your computer is connected, "Connect compatible hardware to mix" is displayed in the DJ software screen.
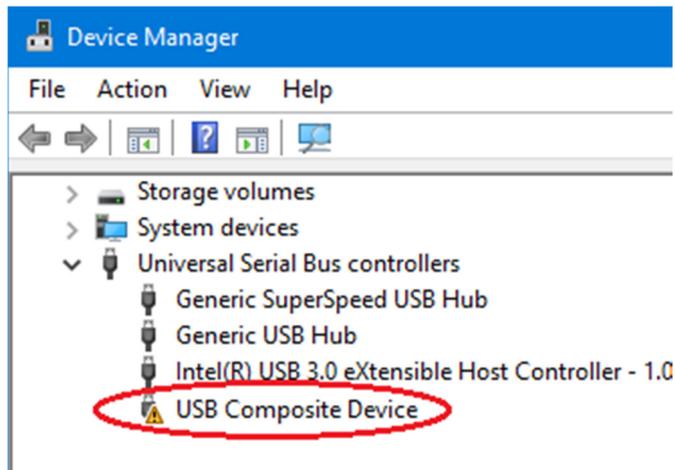
·Try a different USB port on the computer. Or, change USB cables and connect them again.

Case 3: Your computer does not recognize the connected controller.

Please follow the steps below to check the installation status of the driver software.
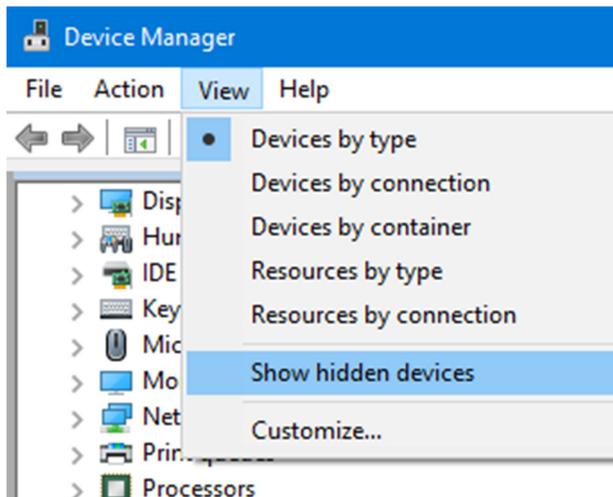
Open [Control Panel] → [Device Manager] → [Universal Serial Bus controllers].

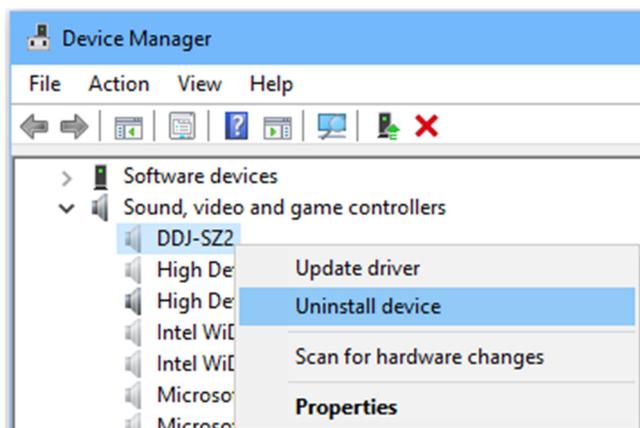If a warning icon "⚠" is displayed on [USB Composite Device]

Disconnect the controller from the computer and uninstall the device driver on the controller.
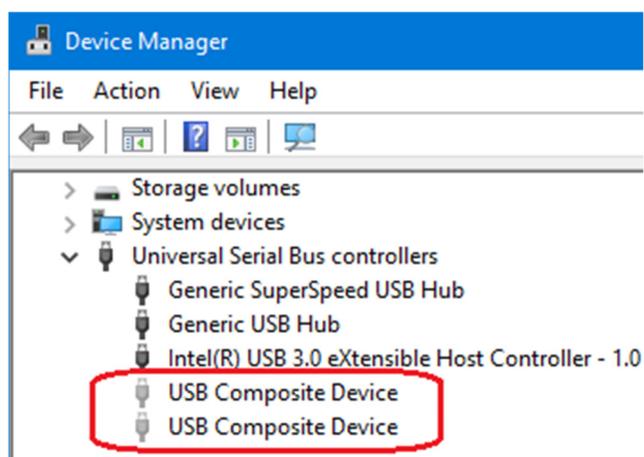
Click [View] in [Device Manager] and select [Show hidden devices].

In [Audio input and outputs], [Sound, video and game controller] and [Other devices], select **DDJ-SZ2,** 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 4: Cannot control DJ software 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)

About Trademarks and Registered Trademarks

・ Pioneer DJ is a trademark of the PIONEER CORPORATION and is used under license.

・ Windows is a registered trademark of Microsoft Corporation in the United States and other countries.

・ The names of companies and products mentioned herein are trademarks or registered trademarks of their respective owners.

PIONEER DJ CORPORATION

6F, Yokohama i-Mark Place, 4-4-5 Minatomirai, Nishi-ku, Yokohama, Kanagawa 220-0012 Japan