

For DDJ-RZX users:

Please perform the steps below if information, enlarged waveform and video are not shown on the display.

It's been reported that an enlarged waveform, video and other information are not shown on the DDJ-RZX display. The problem can be solved by the following the steps below.

Case 1. "MIDI CONTROL" is shown on the deck display section and an enlarged waveform, video and other information are not shown.



Follow the steps below to check DDJ-RZX, rekordbox, and computer settings.

#### Step 1 Check DDJ-RZX settings

- a. Connect a DDJ-RZX and your computer and turn on the power of the DDJ-RZX.
- b. Check the color of the [HOT CUE] mode button on the DDJ-RZX when launching rekordbox.
  - If it is white, the DDJ-RZX is working properly.
  - If it is blue, check the DDJ-RZX settings following the steps in page 3, "**1. DDJ-RZX settings**".

#### Step 2 Check rekordbox settings

If the step 1 does not work, go to "**2. rekordbox settings**" in page 3.

#### Step 3 Check Windows Firewall settings (For Windows only)

If either the Step 1 or Step 2 does not work, go to "**3. Windows Firewall settings**" in page 5.

#### Step 4 Make sure the driver software is installed properly.

If either the Step 1, Step 2 or Step 3 does not work, go to "**4. Making sure the driver software is installed properly**" in page 7.

**Case 2** Information is shown on deck display, but the enlarged waveform is not shown on the mixer display.



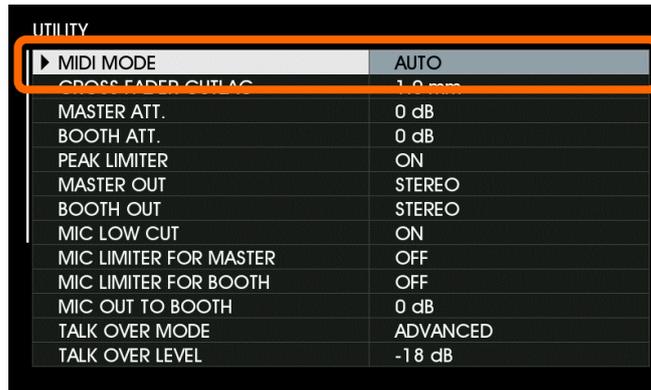
**Step 1** Check rekordbox settings

When only the information is shown there, the DDJ-RZX and Windows Firewall (For Windows users only) settings are properly set and the driver software is properly installed. Go to **"2. rekordbox settings"** in page 3, to check the rekordbox settings.

## 1. DDJ-RZX settings

Turn on the power of the DDJ-RZX. Then follow the instructions below to select **[AUTO]** for **[MIDI MODE]**.

- a. Press the **[WAKE UP (UTILITY)]** button for over 1 second.
  - The utilities screen appears on a display of this unit.
- b. Turn the rotary selector to select **[MIDI MODE]** and push it.
- c. Turn the rotary selector to select **[AUTO]** and push it.
  - **AUTO**: Operation automatically changes depending on whether or not rekordbox is running.
  - **GENERAL**: Regardless of whether or not rekordbox is running, this unit forcefully operates as a general MIDI controller.



## 2. rekordbox settings

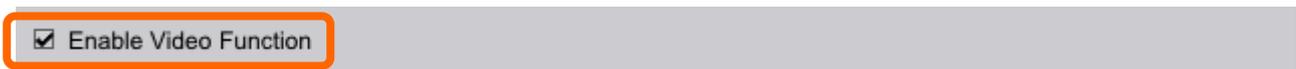
### 2.1 Activate rekordbox video

After launching rekordbox, open **[Preferences]** → **[License]**.



If rekordbox video is not activated, please activate it using the rekordbox video license key bundled with your DDJ-RZX. For instructions, please see the rekordbox Operating Instructions.

When using the video function, open **[Preferences]** → **[Video]** and make sure **[Enable Video Function]** is ticked.

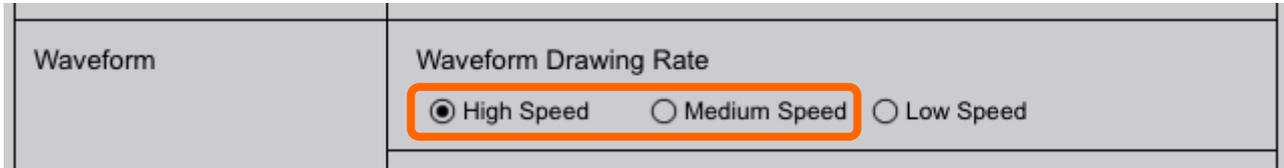


## 2.2 Drawing rate setting

After launching rekordbox, open [Preferences] → [View] → [Waveform] to check [Waveform Drawing Rate].

**Be sure to select [Medium Speed] or [High Speed].** If [Low Speed] is selected, you will have the issues below.

- Enlarged waveform is not shown on the DDJ-RZX mixer section display.
- Playback time is not displayed on the [TRACK INFO] in the deck section display.



## 2.3 Reboot the DDJ-RZX and rekordbox

If you changed the [Waveform Drawing Rate] setting, make sure to reboot the DDJ-RZX and rekordbox as follows.

- a. Close rekordbox and turn off the power of the DDJ-RZX.
- b. Relaunch rekordbox.
- c. Turn on the power of the DDJ-RZX.

### 3. Windows Firewall settings (Windows only)

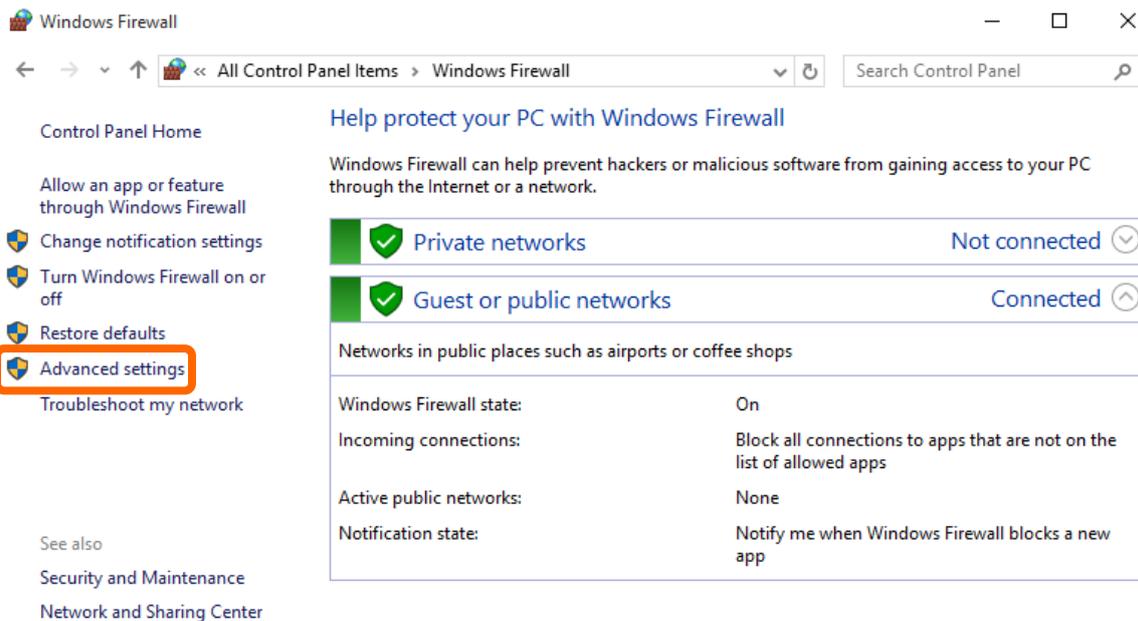
#### 3.1 Launch “Windows Firewall”.

Launch [Windows Firewall] and follow the procedures below.

- For Windows 10 / 8.1  
[Start] → [Windows System] → [Control Panel] → [Windows Firewall]
- For Windows 7  
[Start] → [Control Panel] → [Windows Firewall]

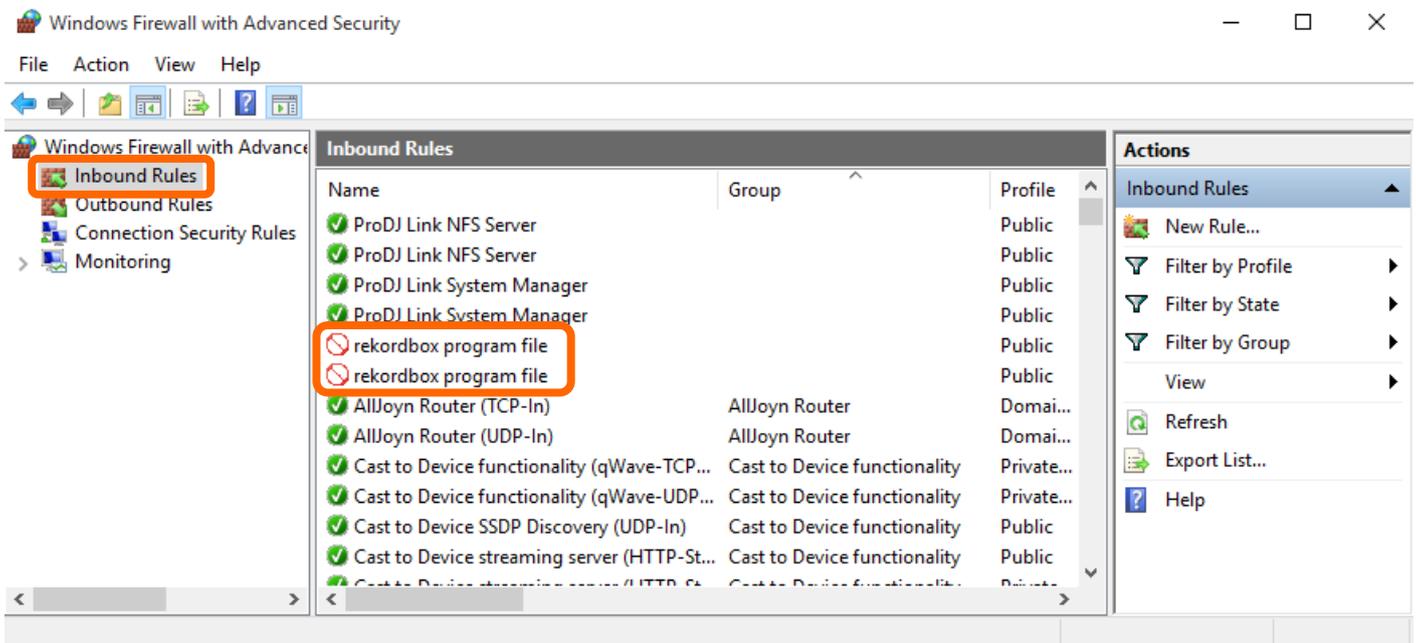
#### 3.2 Open the “Windows Firewall with Advanced settings”.

a. Click “Advanced settings” after the “Windows Firewall” window is displayed.

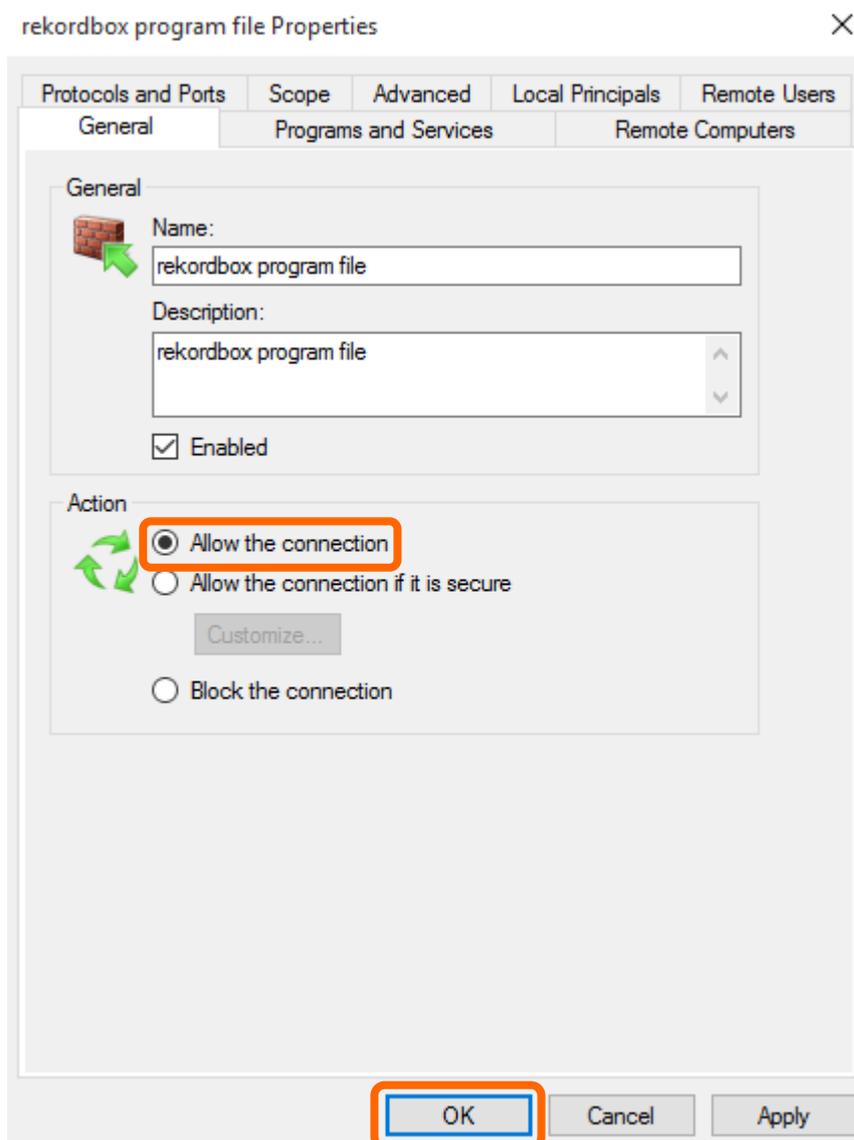


b. Click “Inbound Rules” when the “Windows Firewall with Advanced Security” window is displayed.

c. In the “Inbound Rules” pane shown at the center, if you find “rekordbox program file” without a green tick mark, right-click “rekordbox program file” and click “Properties”.



- d. Click "General" tab in the "rekordbox program file Properties".
- e. If "Allow the connection" is not selected, select "Allow the connection" and click "OK".



- f. If multiple "rekordbox program files" are unticked in the "Inbound Rules" pane, repeat the procedures from c. to e. for all the files to allow the connection.

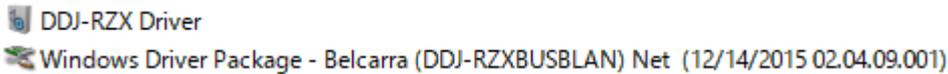
#### 4. Making sure the driver software is installed properly

##### 4.1 For Windows users

##### 4.1.1 Make sure the driver software is installed.

Follow the instructions below to make sure the DDJ-RZX driver is installed.

- For Windows 10 / 8.1  
[Start] → [Windows System] → [Control Panel] → [Programs and Features]
  - For Windows 7  
[Start] → [Control Panel] → [Programs and Features]
- a. Check installed programs to see if the following program is on the list.



- b. If not, install the driver software following the steps in page 11, "5. Driver software installation".

##### 4.1.2 Make sure the driver software works properly

If the DDJ-RZX driver software is installed, follow the instructions below to make sure that it works properly.

- a. Connect the DDJ-RZX and your computer and turn on the power of the DDJ-RZX.
- b. Follow the instructions below to launch the [Device Manager].

- For Windows 10 / 8.1  
[Start] → [Windows System] → [Control Panel] → [Device Manager]
- For Windows 7  
[Start] → [Control Panel] → [Device Manager]

- c. Click [Network adapters].
- d. If [DDJ-RZX] is shown as below, the driver software works properly.



If not, go to "4.1.2.1 If [Other devices] is shown in the [Device Manager]" and "4.1.2.2 Check the connection of DDJ-RZX" shown below.

##### 4.1.2.1 If [Other devices] is shown in the [Device Manager]

- a. When a warning icon is shown in [Other devices], the driver software is not properly installed.



Reinstall the driver software following the steps in page 13 "6. Driver software re-installation".

#### 4.1.2.2 Check the connection of the DDJ-RZX

Open [Device Manager] → [Network adapters]. If [DDJ-RZX] is not shown, follow the instructions below to make sure [DDJ-RZX] is shown in the [Network adapters].

- a. Disconnect the DDJ-RZX from your computer and then reconnect them.
- b. Try a different USB port on the computer to connect the DDJ-RZX.
- c. Change USB cables and connect them again.

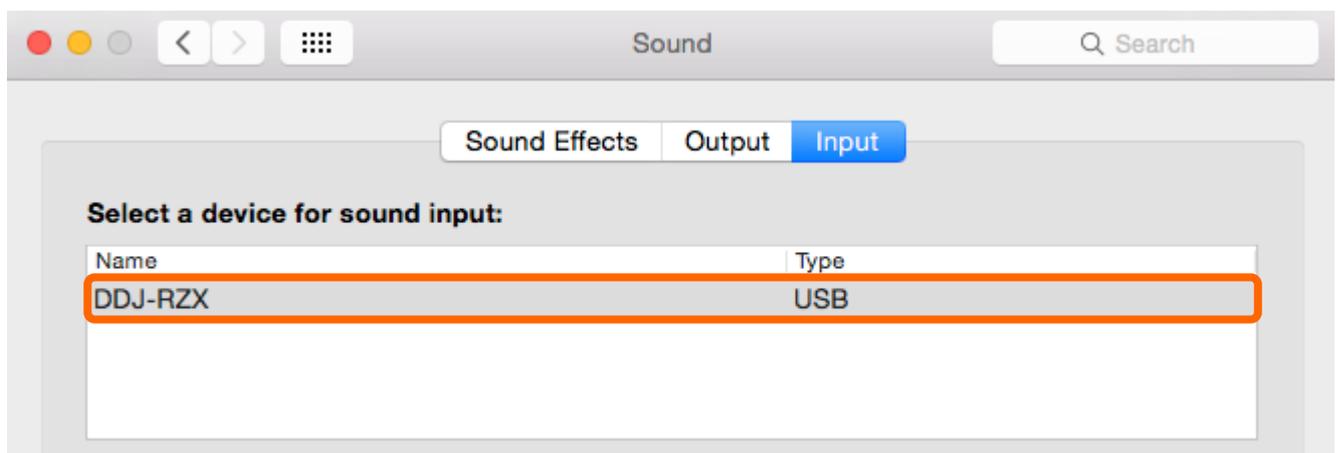
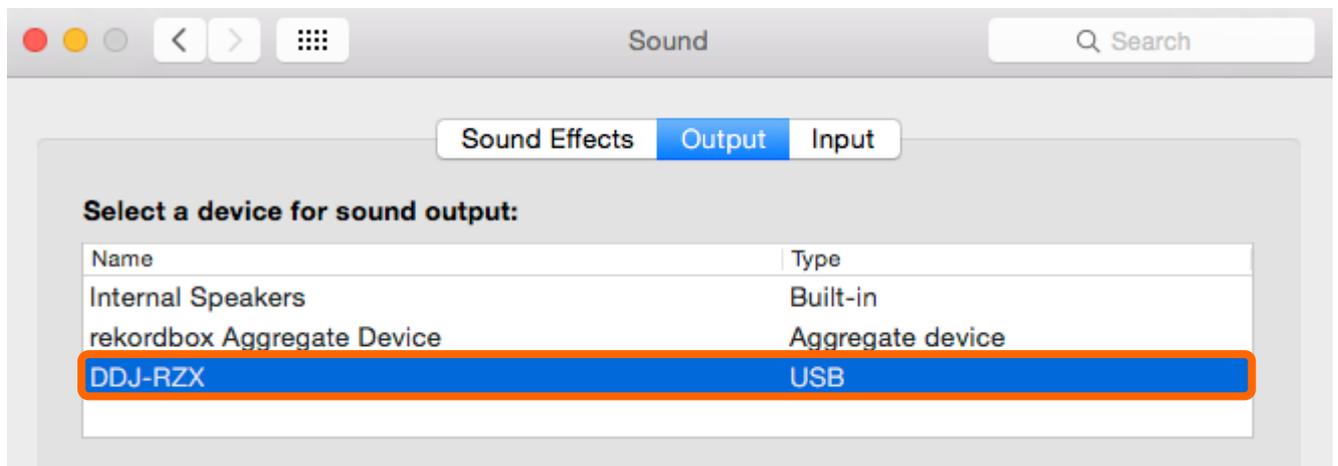
## 4.2 For Mac users

### 4.2.1 Make sure the driver software is installed.

Follow the instructions below to make sure the DDJ-RZX driver is installed.

- a. Open [System Preferences] → [Sound].
- b. Check if [DDJ-RZX] is shown in [Output] and [Input].

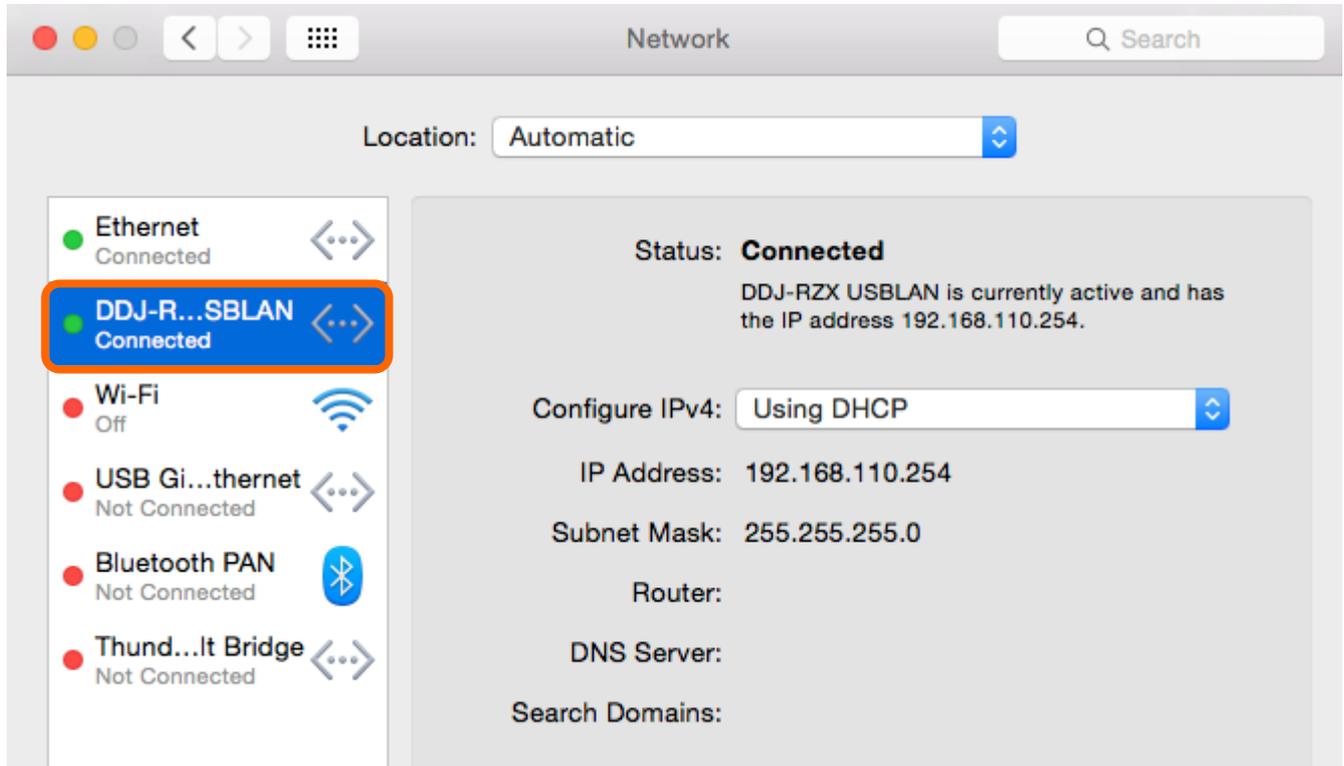
If not, install the driver software following the steps in page 11 **"5. Driver software installation"**.



#### 4.2.2 Make sure the driver software works properly

If the DDJ-RZX driver software is installed, make sure that it works properly.

- a. Connect the DDJ-RZX with your computer.
- b. Open [System Preferences] → [Network].
- c. If [DDJ-RZX USBLAN] is displayed in the left column as below, the driver software works properly.

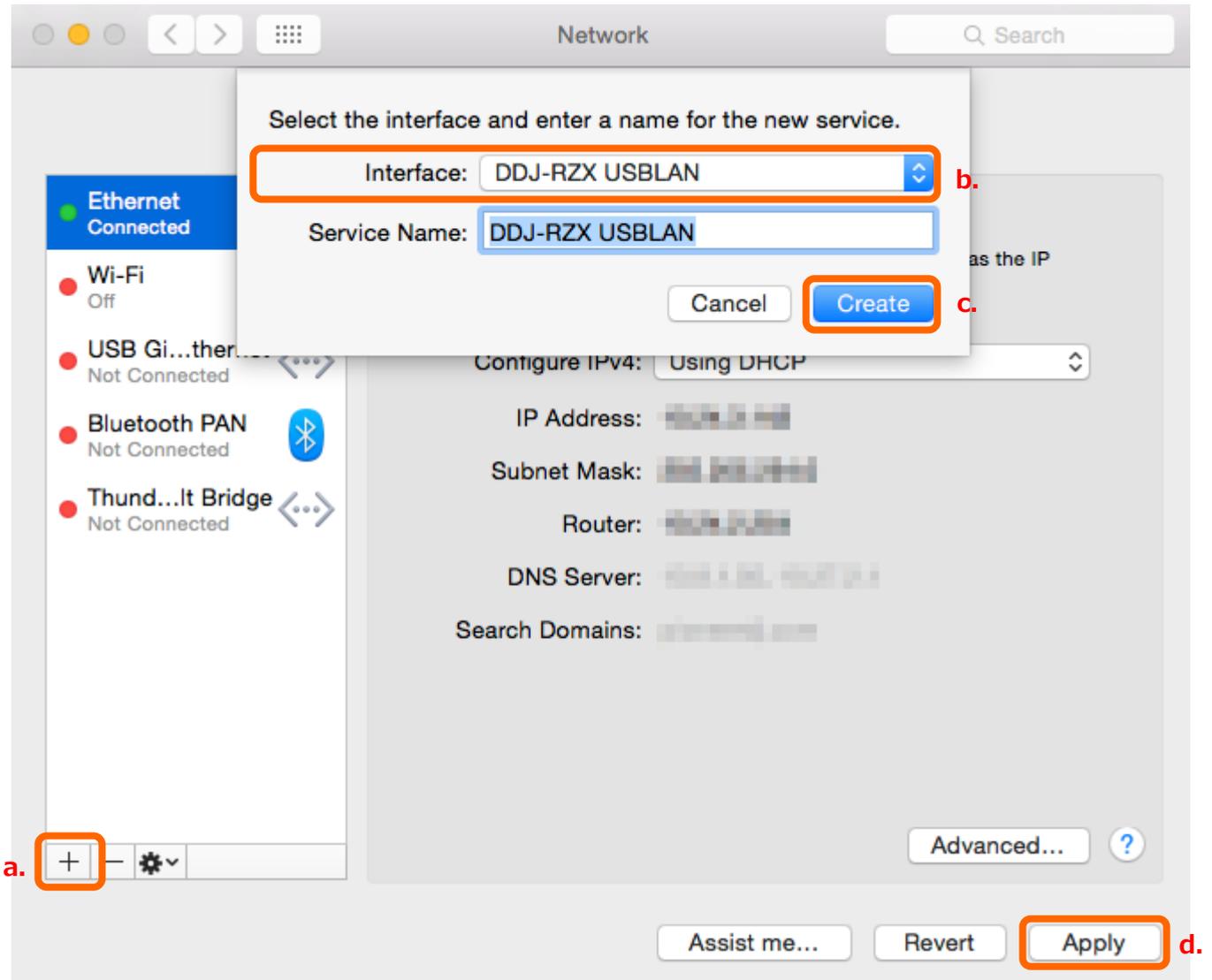


- If [DDJ-RZX USBLAN] is not shown, follow the steps in "4.2.2.1 In case "DDJ-RZX USBLAN" is not shown".
- If [Not Connected] is displayed even though [DDJ-RZX USBLAN] is shown in the above window, follow the steps in "4.2.2.2 Check the connection of the DDJ-RZX".

#### 4.2.2.1 In case “DDJ-RZX USBLAN” is not displayed

If [DDJ-RZX USBLAN] is not displayed, follow the instructions below to add [DDJ-RZX USBLAN].

- a. Click [+]
- b. Select [DDJ-RZX USBLAN] for Interface.
- c. Click [Create].
- d. Click [Apply].



#### 4.2.2.2 Check the connection of the DDJ-RZX

If [Not Connected] is displayed even though [DDJ-RZX USBLAN] is shown, follow the instructions below to make sure [DDJ-RZX] is [Connected].

- a. Disconnect the DDJ-RZX from your computer and then reconnect them.
- b. Try a different USB port on the computer to connect the DDJ-RZX.
- c. Change USB cables and connect them again.

## 5 Driver software installation

### 5.1 Obtaining the driver software

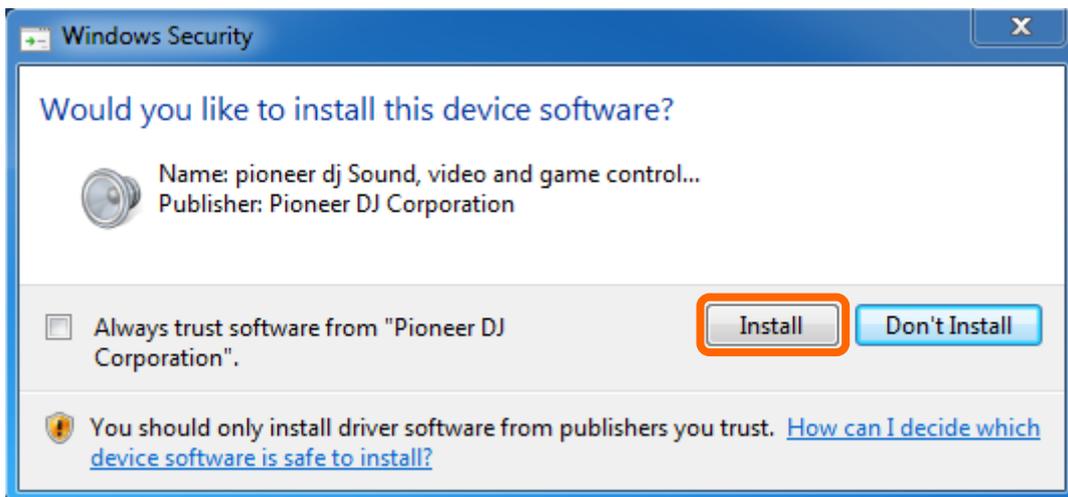
- a. Launch a web browser on the computer and access the Pioneer DJ site below.

<https://www.pioneerdj.com/>

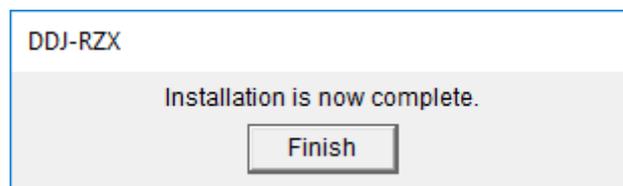
- The page content is subject to change without notice.
- b. Click [Support].
- c. Click [FIND SOFTWARE& FIRMWARE UPDATES].
- d. Click [DDJ-RZX] in the [DJ CONTROLLER] category.
- Click [Drivers] and download the latest driver software for either Windows or Mac from the download page.

### 5.2 Installation procedure (Windows)

- a. Disconnect the DDJ-RZX from your computer.
  - Log on Windows as an administrator before installation.
  - Quit any other programs running on the computer.
- b. Double-click the file for Windows (DDJ-RZX\_X.X.X.exe) downloaded in “5.1 Obtaining the driver software”.
  - The driver software installation screen appears.
- c. Proceed with installation following the instructions on the screen.
  - If [Windows Security] appears on the screen while the installation is in progress, click [Install] and continue with the installation.



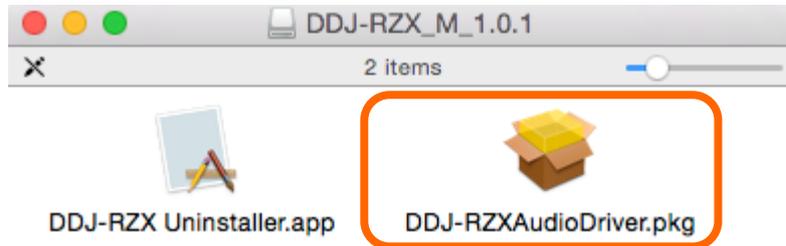
- The below message appears when the program is complete. Click [Finish].



- When [Program Compatibility Assistant] dialog is displayed after installation, click [This program installed correctly].

### 5.3 Installation procedure (Mac)

- a. Disconnect the DDJ-RZX from your computer.
  - Quit any other programs running on the computer.
- b. Double-click the file for Mac (DDJ-RZX\_M\_X.X.X.dmg) downloaded in “**5.1 Obtaining the driver software**”.
- Finder will be launched and [DDJ-RZXAudioDriver.pkg] and [DDJ-RZX Uninstaller.app] are displayed.
- c. Double-click [DDJ-RZXAudioDriver.pkg].



- The driver software installation screen appears.
- d. Proceed with installation following the instructions on the screen.

## 6 Driver software re-installation

### 6.1 Re-installation procedure (Windows)

- a. Disconnect the DDJ-RZX from your computer.
- b. Close rekordbox.
- c. Follow the instructions below to display a list of installed programs.
  - For Windows 10 / 8.1  
[Start] → [Windows System] → [Control Panel] → [Programs and Features]
  - For Windows 7  
[Start] → [Control Panel] → [Programs and Features]
- d. Select [DDJ-RZX Driver] from the list and double-click it.

#### Uninstall or change a program

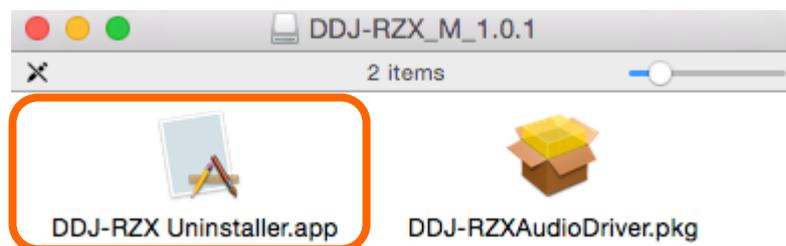
To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Name	Publisher	Installed On	Size	Version
DDJ-RZX Driver	Pioneer DJ Corporation.	1/6/2017		1.021.000.000

- e. Proceed with uninstallation following the instructions on the screen.
- f. Relaunch the computer.
- g. Install the driver software following the steps in page 11 “**5. Driver software Installation**”.

### 6.2 Re-installation procedure (Mac)

- a. Disconnect the DDJ-RZX from your computer.
- b. Close rekordbox.
- c. Double-click the file for Mac (DDJ-RZX\_M\_X.X.X.dmg) downloaded in “**5.1 Obtaining the driver software**”.
  - Finder will be launched and [DDJ-RZXAudioDriver.pkg] and [DDJ-RZX Uninstaller.app] are displayed.
- d. Double-click [DDJ-RZX Uninstaller.app].



- Uninstallation starts.
- e. When the uninstallation is complete, the computer will be relaunched.
  - f. Install the driver software following the steps in page 11 “**5. Driver software Installation**”.

If it still does not work, please visit Pioneer DJ support page and forums to check the similar cases or post it to seek a 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>)

Please create an inquiry from the link below:

<https://rekordbox.com/en/support/inquiry.php>

\* For repair service, contact our customer support or your store of purchase.

<https://www.pioneerdj.com/en/support/contact/>

\* You can download Quick Start Guide and Operating Instructions from:

<https://www.pioneerdj.com/en/support/documents/>

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