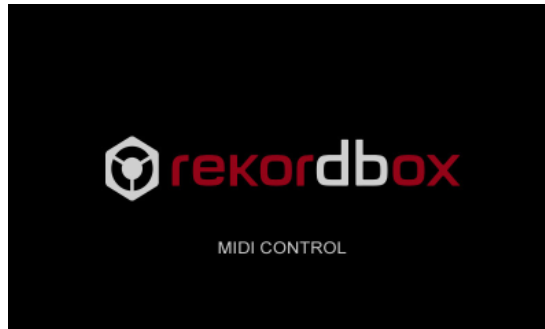


**For DDJ-RZX users:**

**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.



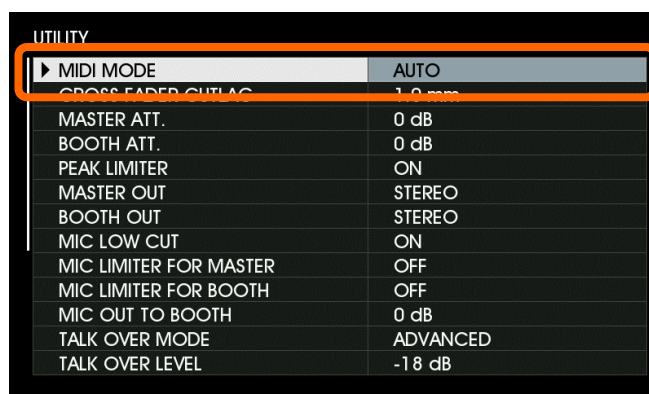
### Step 1 Check rekordbox settings

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]**.

- Press the **[WAKE UP (UTILITY)]** button for over 1 second.
  - The utilities screen appears on a display of this unit.
- Turn the rotary selector to select **[MIDI MODE]** and push it.
- 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]**.

License Name	rekordbox video
Overview	Add Video function to rekordbox dj. <a href="#">Click here for details</a>
License Key	

Buy a license key
Activate

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.

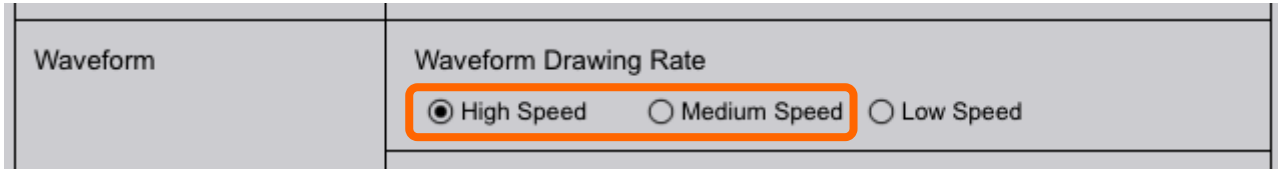
☒ Enable Video Function

## 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)

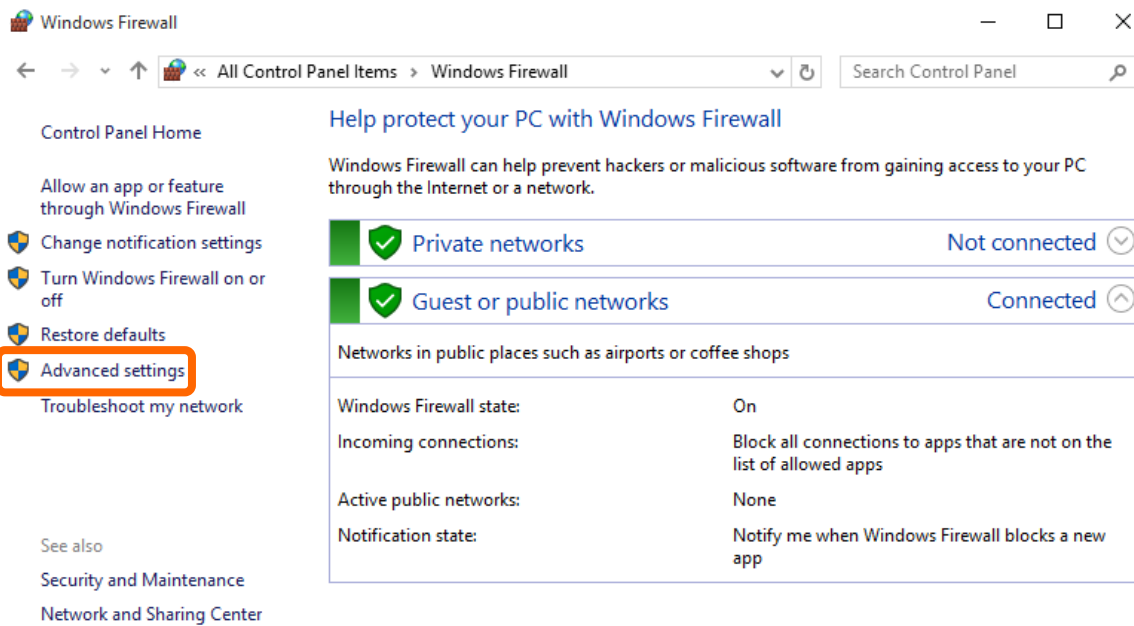
#### 3.1 Launch “Windows Firewall”.

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]

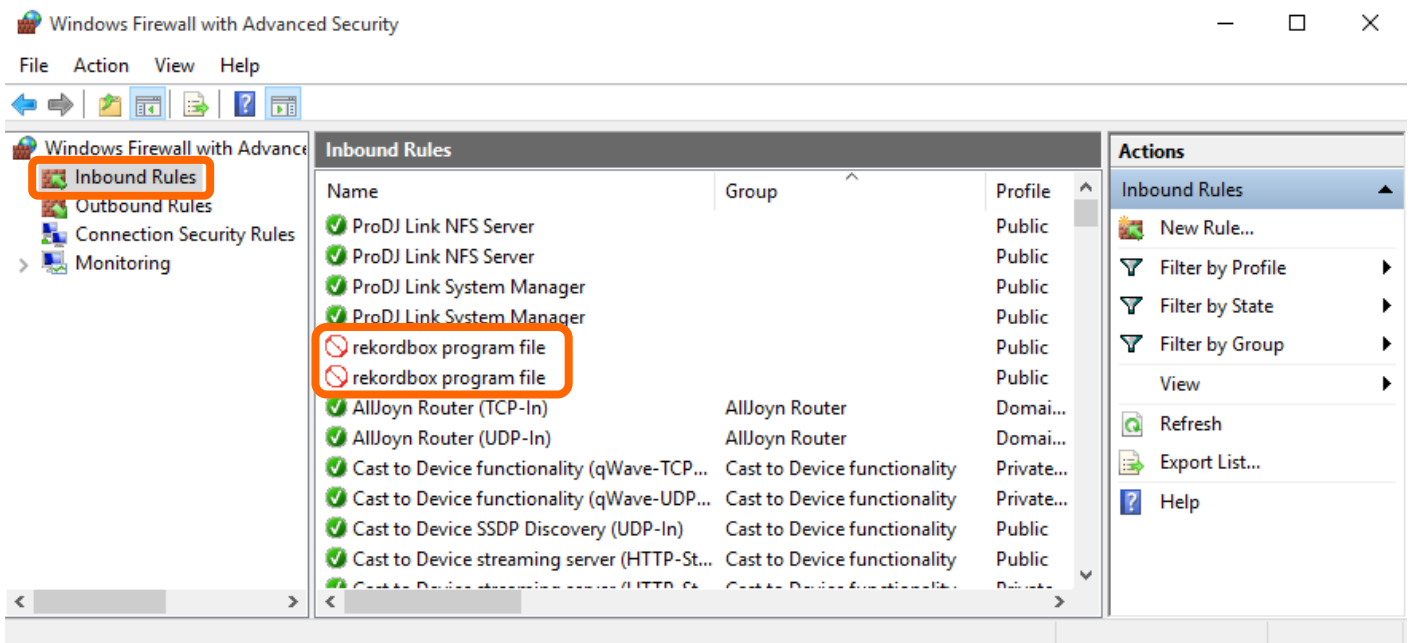
#### 3.2 Open the “Windows Firewall with Advanced settings”.

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

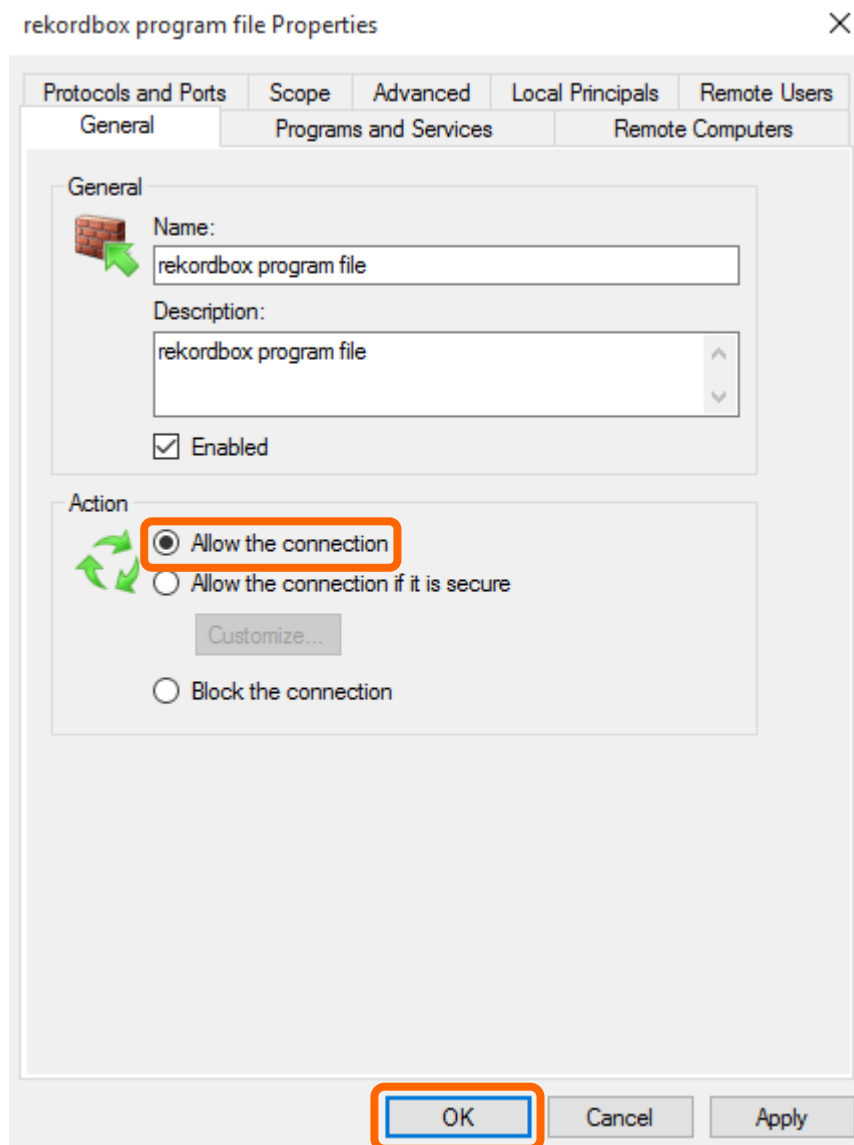


- b. Click “Inbound Rules” when the “Windows Firewall with Advanced Security” window is displayed.

- 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.

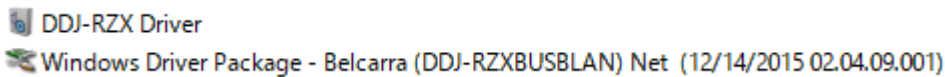
#### 4. Making sure the driver software is installed properly

##### 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.

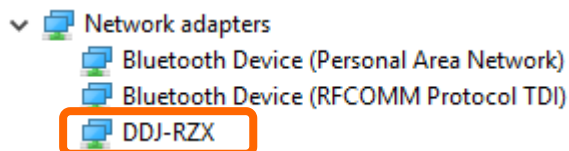


- b. If not, install the driver software following the steps in page 11, "5. Driver software installation".

##### 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.

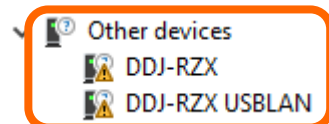
- a. Connect the DDJ-RZX and your computer and turn on the power of the DDJ-RZX.
- b. Follow the instructions below to launch the [Device Manager].
  - For Windows 10 / 8.1  
[Start] → [Windows System] → [Control Panel] → [Device Manager]
  - For Windows 7  
[Start] → [Control Panel] → [Device Manager]
- 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].

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

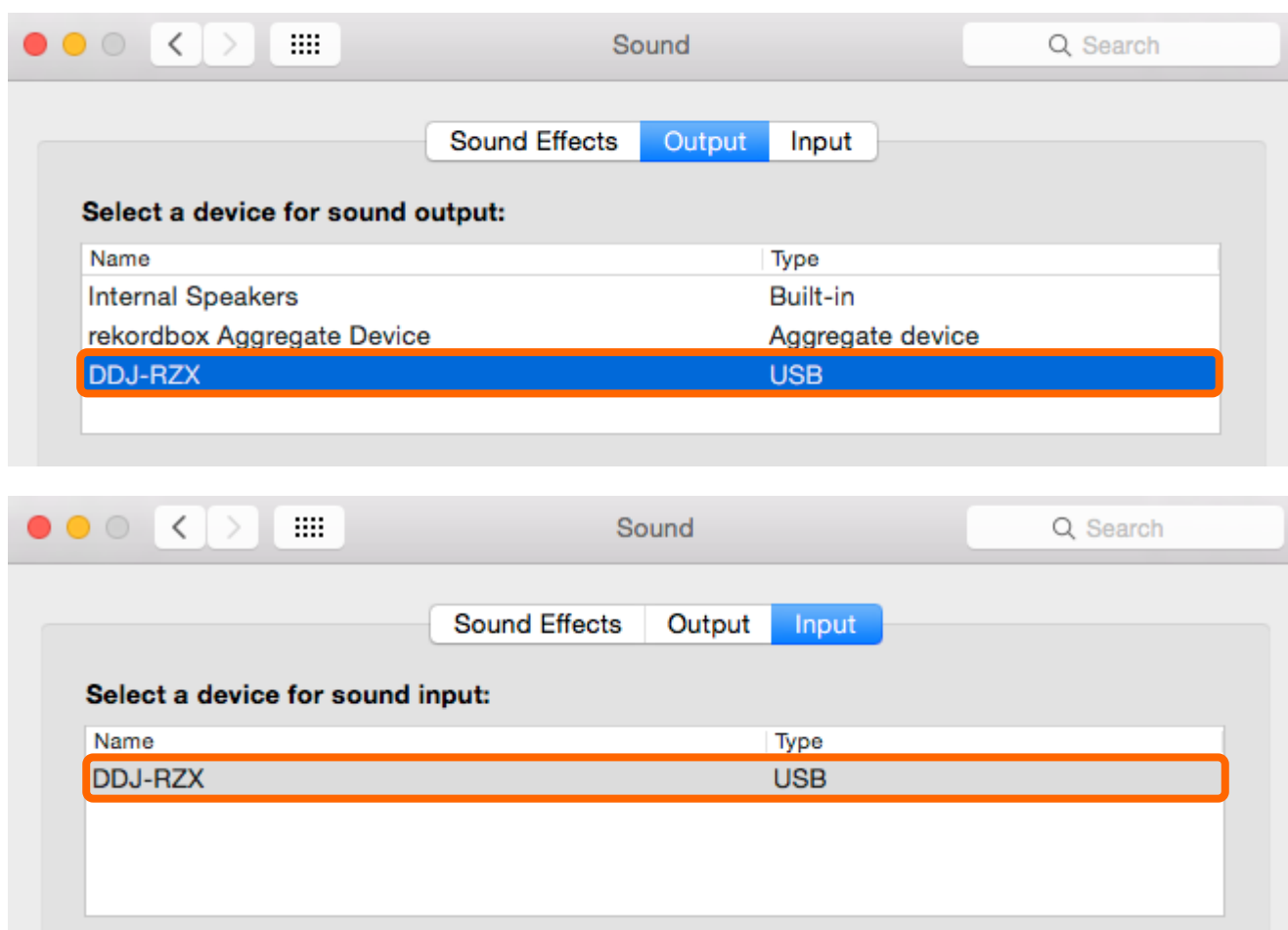
## 4.2 For Mac users

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

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

- Open [System Preferences] → [Sound].
- 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"**.

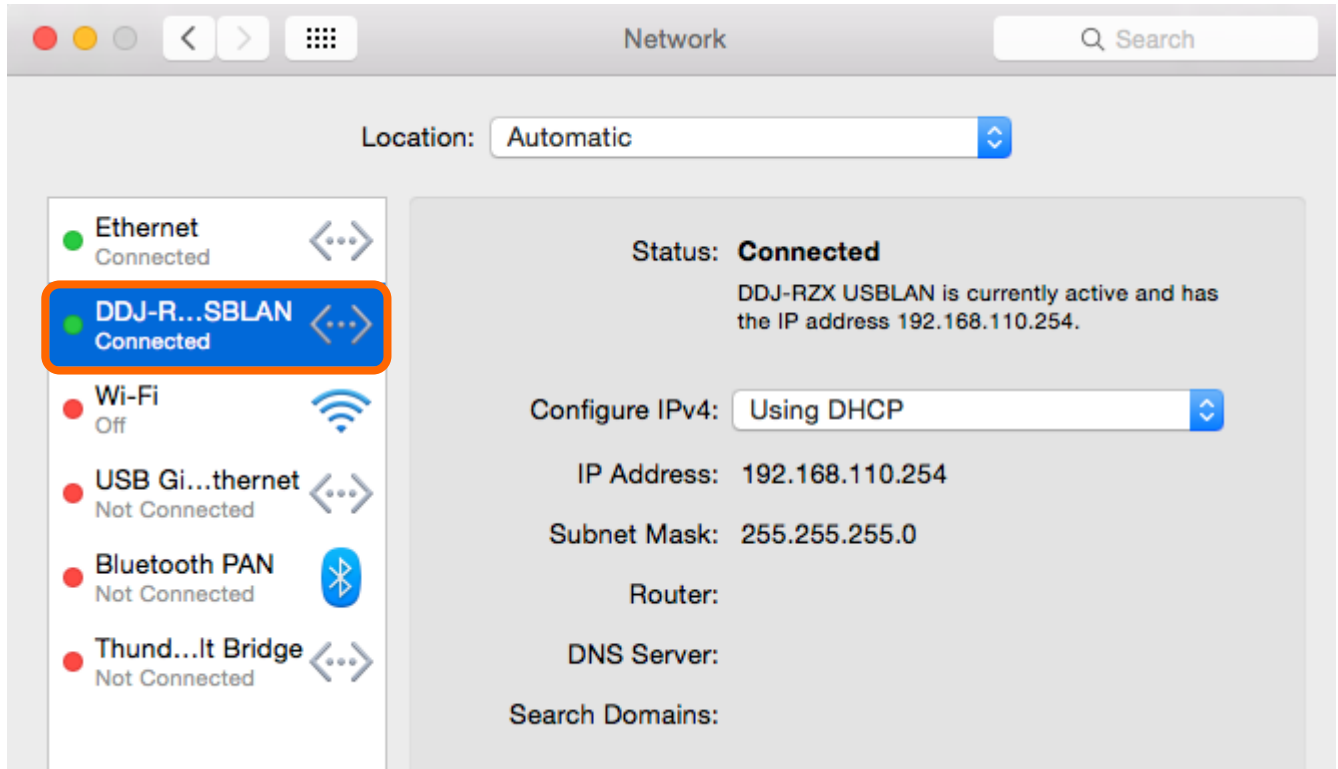




#### 4.2.2 Make sure the driver software works properly

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

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

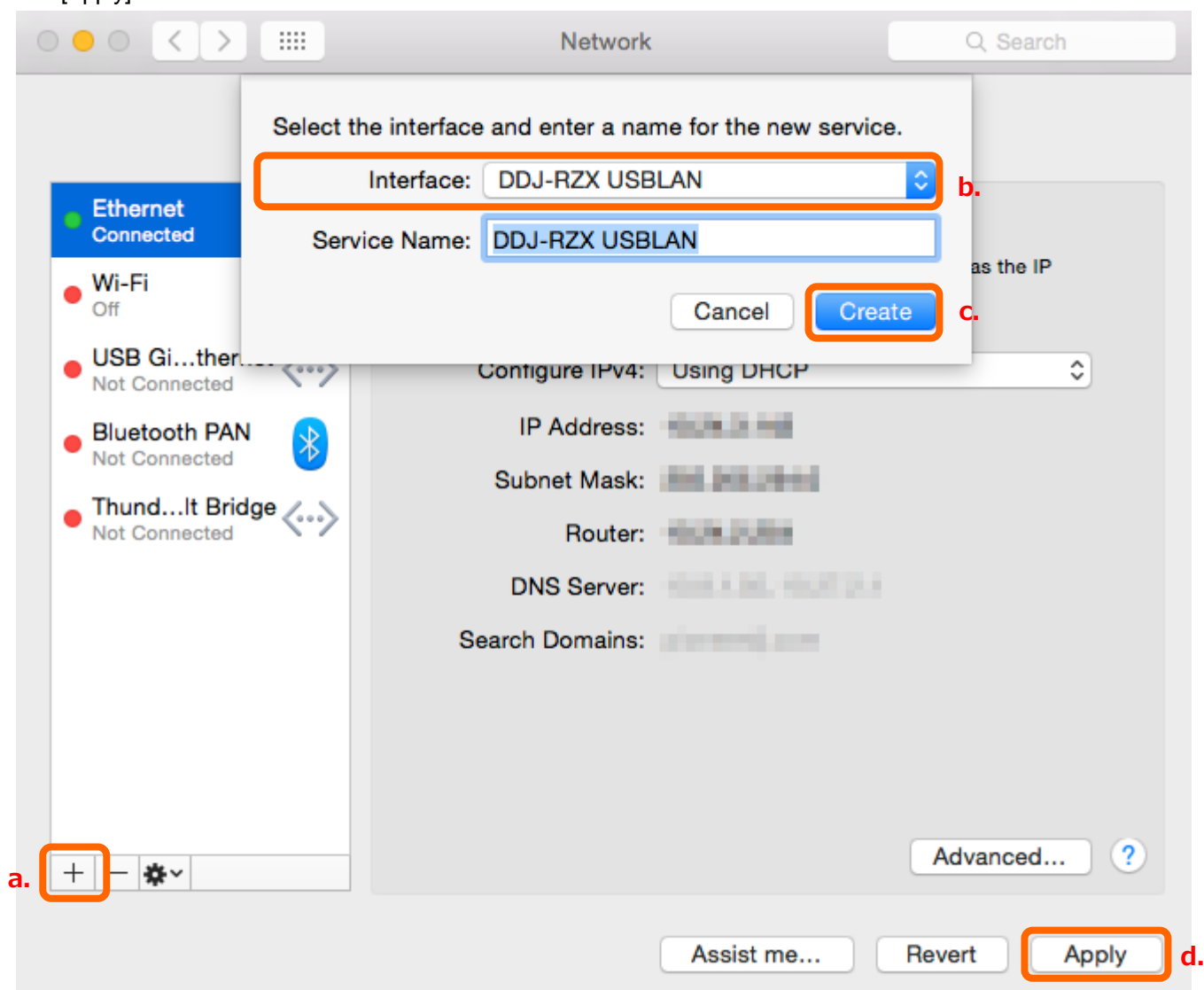


- If [DDJ-RZX USBLAN] is not shown, follow the steps in **4.2.2.1 In case “DDJ-RZX USBLAN” is not shown**.
- If [Not Connected] is displayed even though [DDJ-RZX USBLAN] is shown in the above window, follow the steps in **4.2.2.2 Check the connection of the DDJ-RZX**.

#### 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].

- Click [+] at the left bottom of the column.
- Select [DDJ-RZX USBLAN] for Interface.
- Click [Create].
- 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].

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

## 5 Driver software installation

### 5.1 Obtaining the driver software

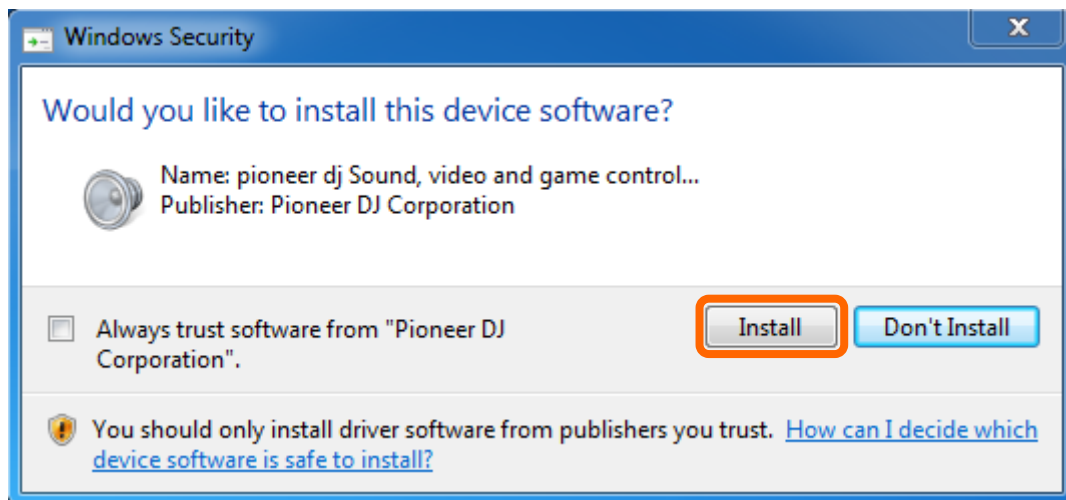
- a. Launch a web browser on the computer and access the Pioneer DJ site below.

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

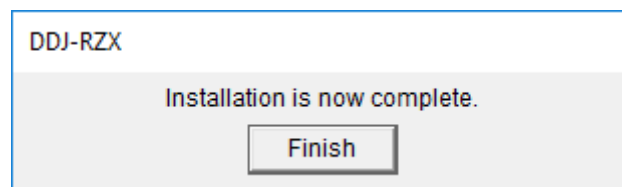
- The page content is subject to change without notice.
- b. Click [Support].
- c. Click [FIND SOFTWARE& FIRMWARE UPDATES].
- d. Click [DDJ-RZX] in the [DJ CONTROLLER] category.
- Click [Drivers] and download the latest driver software for either Windows or Mac from the download page.

### 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.



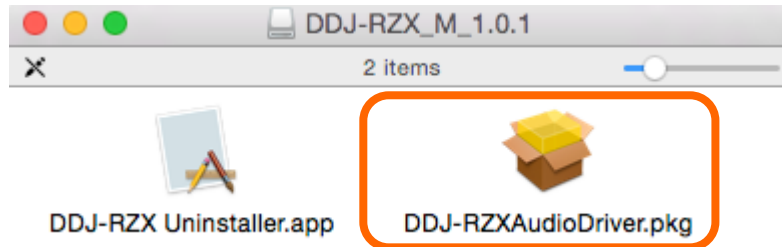
- The below message appears when the program is complete. Click [Finish].



- 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)

- Disconnect the DDJ-RZX from your computer.
- Close rekordbox.
- 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]
- Select [DDJ-RZX Driver] from the list and double-click it.

#### Uninstall or change a program

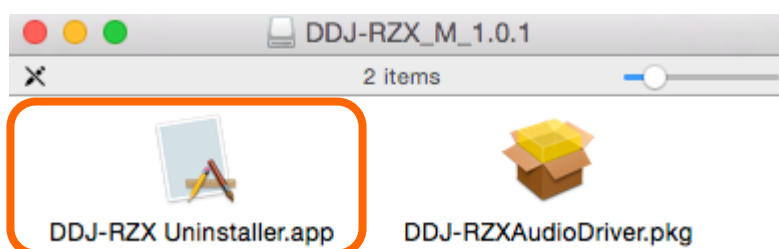
To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

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

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

### 6.2 Re-installation procedure (Mac)

- Disconnect the DDJ-RZX from your computer.
- Close rekordbox.
- 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.
- Double-click [DDJ-RZX Uninstaller.app].



- Uninstallation starts.
- When the uninstallation is complete, the computer will be relaunched.
  - 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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Version 1.0

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14 / 14