

AlphaTheta

Service Manual



CDJ-3000X

ORDER NO.
DRT2037

MULTI PLAYER

CDJ-3000X/UXJ



AlphaTheta Corporation

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SAFETY INFORMATION



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This service manual is intended to support DIV enthusiasts and AlphaTheta Corporation is not responsible for repairs to or replacement of your product if damage occurs during a self-repair. You understand and agree that any self-repairs on your product are done solely at your own risk and that AlphaTheta Corporation shall have no liability for any damage occurring as a result of a self-repair.

It is strongly advised that a trained and qualified individual performs the repairs properly and safely. If you are not qualified to perform repairs on this product in a proper and safe manner, you should not attempt to do so and instead refer the repair to a qualified service technician.

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CONTENTS

- SAFETY INFORMATION/CONTENTS 2
- 1. REPAIR PRECAUTIONS 3
- 2. SPECIFICATIONS 3
- 3. BASIC ITEMS FOR SERVICE 4
- 4. DIAGNOSIS 4
 - 4.1 TROUBLESHOOTINGS 4
 - 4.2 ERROR DISPLAY 5
 - 4.3 RESTORE DEFAULTS 6
 - 4.4 CONNECTION CHECK OF EACH INTERFACE 7
 - 4.4-1 USB C terminal(for PC/Mac connection) 7
 - 4.4-2 USB PORT(for device) 9
 - 4.4-3 LINK 9
 - 4.4-4 Wi-Fi 9
- 5. ABOUT LED 10
- 6. FIRMWARE UPDATE 11
- 7. DISASSEMBLY 13
- 8. EXPLODED VIEWS AND PARTS LIST 14
 - 8.1 PACKING SECTION 14
 - 8.2 EXTERIOR SECTION 15

C

D

E

F

1. REPAIR PRECAUTIONS

■ Save My Settings.

We recommend saving your UTILITY settings and other configurations before proceeding. For details on what settings can be saved, refer to the Instructions Manual,

- 1 Insert a storage medium into the unit.
- 2 Press the [SOURCE] button to display the [SOURCE] screen.
- 3 Select the device (the inserted storage medium) to load the songs.
- 4 Press the [SHORTCUT] button to display the [SHORTCUT] screen.
- 5 Touch [SAVE] under [My Settings] to save your My Settings to the recording media.

2 SPECIFICATIONS

General

Power requirements	AC 110 V – 240 V, 50 Hz/60 Hz
Power consumption	45 W
Power consumption (off)	0.3 W
Main unit weight	6.0 kg/13.2 lbs.
Max. external dimensions	(W × D × H) 344.6 × 490.4 × 130.1 mm /13.6" × 19.3" × 5.1"
Tolerable operating temperature	+5 °C – +35 °C (+41 °F – +95 °F)
Tolerable operating humidity	5 % – 85 % (no condensation)

Analog audio output (AUDIO OUT L/R)

Output terminals	RCA terminal
Output Level	2.0 Vrms (1 kHz)
Frequency response	4 Hz – 40 kHz
S/N ratio	115 dB
Total harmonic distortion	0.0018 %

Digital audio output (DIGITAL OUT)

Output terminals	RCA terminal
Output type	Coaxial digital (S/PDIF)
Output level	0.5 Vp-p (75 Ω)
Output format	96 kHz, 24bit

USB downstream section (USB)

Port	USB Type-A
Power supply	5 V/1 A or less
Port	USB Type-C
Power supply	5 V/1.5 A or less

USB upstream section (USB)

Port	USB Type-C
LAN (PRO DJ LINK)	
Rating	1000BASE-T

Main display

Screen size	10.1"
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Wireless LAN section

Supported standards	IEEE 802.11 a/b/g/n/ac
Frequency band used	2.4 GHz/5 GHz

NFC section

Supported standards	ISO/IEC 15693 (Tag)
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- The specifications and design of this product are subject to change without notice.
- This product is not guaranteed to be able to connect to all devices equipped with wireless LAN or NFC functions.
- Because most devices use a 2.4 GHz frequency band, electromagnetic interference may slow down the speed of the wireless LAN transmission. For stable transmission, please use a 5 GHz frequency band.

■ Accessories

- Power cord (DDG1123)
- Digital audio cable (DDE1154)
- Analog audio cable (XDE3045)
- LAN cable (DDE1141)
- Quick Start Guide (DRH1824)
- Precautions for use (DRH1826)

3. BASIC ITEMS FOR SERVICE

CHECK POINTS

Items to be checked

To maintain product quality, confirm the recommended check points show below.

No.	Procedure	Check points
1	Confirm the firmware version.	The firmware must be the latest version. If not the most current version, update the firmware must be latest.
2	Check the connection of each interface.	
	Play the data on USB A.	Audio, Search and operations must be normal.
	Play the data on USB C (for device)	Audio, Search and operations must be normal.
	Check the connection to PC via USB C (for PC/Mac connection).	(For both USB2.0 and USB3.x) The device must be recognized correctly by the PC.
	Check the connection to the CDJ player and PC via wired LAN.	It must be properly recognized and linked by the CDJ player. The device must be correctly recognized by the PC and linked with rekordbox. (Also check the network properties of PC to see if it is connected at 1 Gbps.)
3	Check the output when operating the jog dial and tempo slider.	Audio, Search and operations must be normal.
4	Check the buttons.	Operate the buttons on the unit and make sure it works properly.

See the table below for the items to be checked regarding audio.

Item to be checked regarding audio	
Distortion	Volume too high
Noise	Volume fluctuating
Volume too low	Sound interrupted

4. DIAGNOSIS

4.1 TROUBLESHOOTING

Contents

[1] Interface

- It does not recognize the USB flash drive (USB-A/C)

Interface

It does not recognize the USB flash drive (USB-A/C)

No	Cause	Item to be Confirmed	Corrective Action
1	Format	Check that it is correctly formatted.	If you have any problems, use a properly formatted (e.g., FAT32) type.

4.2 ERROR DISPLAY

• ERROR CODE DISPLAY

Error code	Display word	Contents	Remarks
E-7026	WLAN/Bluetooth combo module ERROR	The WLAN/Bluetooth module is not working properly.	
E-8302	CANNOT PLAY TRACK	Abnormalities occurred during playback.	The unit can't read audio files from the storage device. The audio files may be corrupted. Check if the files can be played with another player that supports files in the formats supported by this unit. For supported file formats, please refer to "Supported file formats " below.
E-8303	CANNOT PLAY TRACK	Buffer memory writing error occurred.	
E-8304	UNSUPPORTED FILE FORMAT	Decoding error occurred.	The loaded audio file is in a format that isn't supported by this unit. Play an audio file in a format that's supported by this unit.
E-8305	UNSUPPORTED FILE FORMAT	This format is not supported.	For supported file formats, please refer to "Supported file formats " below.
E-8306	NO FILE	The registered file does not exist.	
E-8307	<ul style="list-style-type: none"> • DEVICE NO RESPONSE. • UNSUPPORTED DEVICE. • HUBS ARE NOT SUPPORTED. 	<ul style="list-style-type: none"> • Device no response. • Unsupported device. • Hubs are not supported. 	
E-8309	LINK ACCESS ERROR	Operation finished an error in four times continuous time-out.	

Supported file formats

Type	Extension	Format	Bit depth	Bit rate	Sampling frequency
MP3	.mp3	MPEG-1 AUDIO LAYER-3		32 to 320 kbps	
AAC	.m4a, .aac, .mp4	MPEG-4 AAC LC	16bit		44.1 kHz, 48 kHz
		MPEG-2 AAC LC		16 to 320 kbps	
WAV	.wav	WAV			
AIFF	.aif .aiff	AIFF			44.1 kHz, 48 kHz, 88.2 kHz, 96 kHz
Apple Lossless	.m4a	ALAC	16bit, 24bit	—	
FLAC	.flac .fla	FLAC			

• ERROR INDICATION

■ Operation when abnormality is detected

With this unit, when an error is detected, the location and content of the error can be identified by the flashing times of the [QUANTIZE] LED.

Flashes for 250 ms on and 250 ms for off when an error occurs. From last flash to next flash depends on flashing times.

■ Abnormality detection and flashing times

Abnomyly detection	Detection content	Flashing times	Time from last lighting to next lighting
Power failure	Power failure	8 (Continuous flashing)	Continuous flashing
SPI communication failure	SPI communication failure between SoM Module and ErP UCOM	6	1000 ms
Abnormal temperature	Abnormal temperature of SoM Module (100° C or higher)	1	3500 ms



4.3 RESTORE DEFAULTS

This will restore the settings to their factory defaults.

Follow these steps:

1. Press and hold the [MENU] button on the top of the unit to display the [UTILITY] screen.
2. Tap the [System] category on the left side of the screen.
3. Select [Restore Defaults] in the center of the screen, then select "OK" to restore the settings to their default values.

4.4 CONNECTION CHECK OF EACH INTERFACE

1. USB C terminal (for PC/Mac connection)

The USB C connector on the rear of this unit has both USB 2.0 and USB 3.x signals. This article describes how to check if each signal is working properly.

Prepare a USB C cable with a USB3.x line (USB3.x compatible cable) and a USB C cable without a USB3.x line (USB2.0 compatible cable) and check each one.

Use a Windows PC with a USB 3.x compatible USB C connector. In preparation for this, install the USB CONNECTION (LINK Export) DRIVER available on the AlphaTheta website onto a PC.

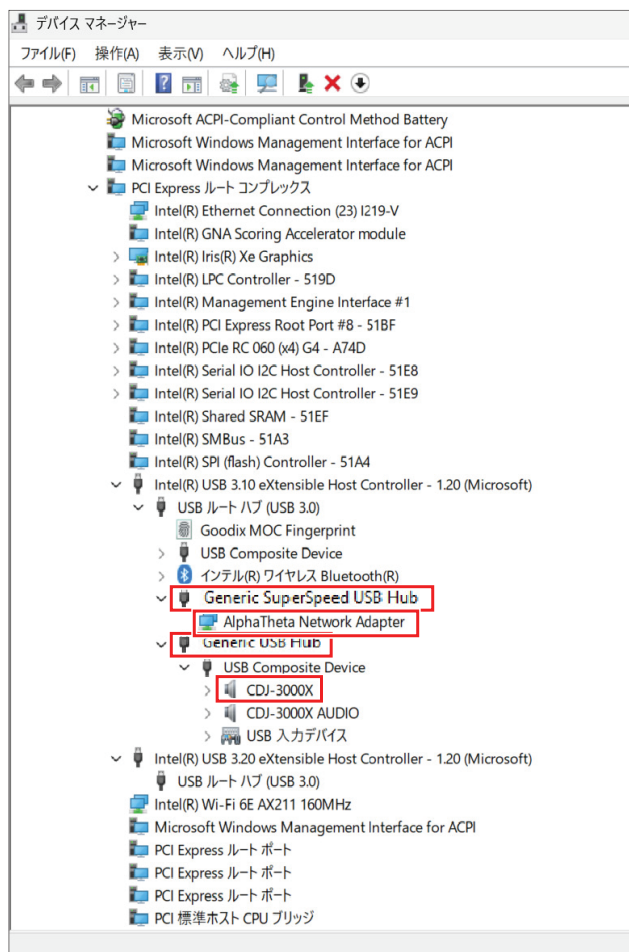
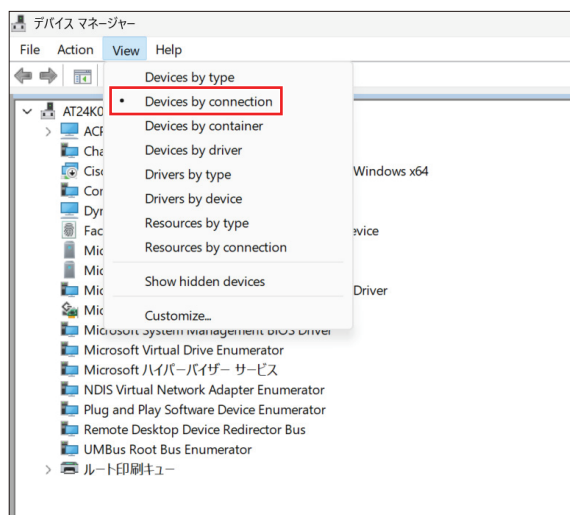
The USB C connector is reversible, check both sides.

Connect the PC and CDJ-3000X with a USB3.0 cable, open the device manager and display the connection hierarchy view,

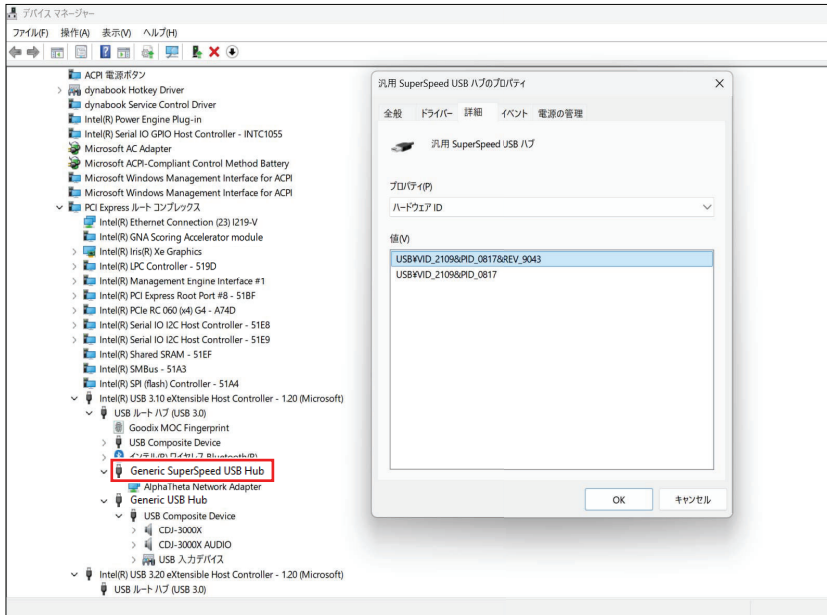
-1 Confirm that "AlphaTheta Network Adapter" is displayed under "Generic SuperSpeed USB Hub".

*Depending on the PC, it may be displayed as "Pioneer DJ Network Adapter".

-2 Confirm that "USB Composite Device" > "CDJ-3000X" is displayed under "Generic USB Hub".



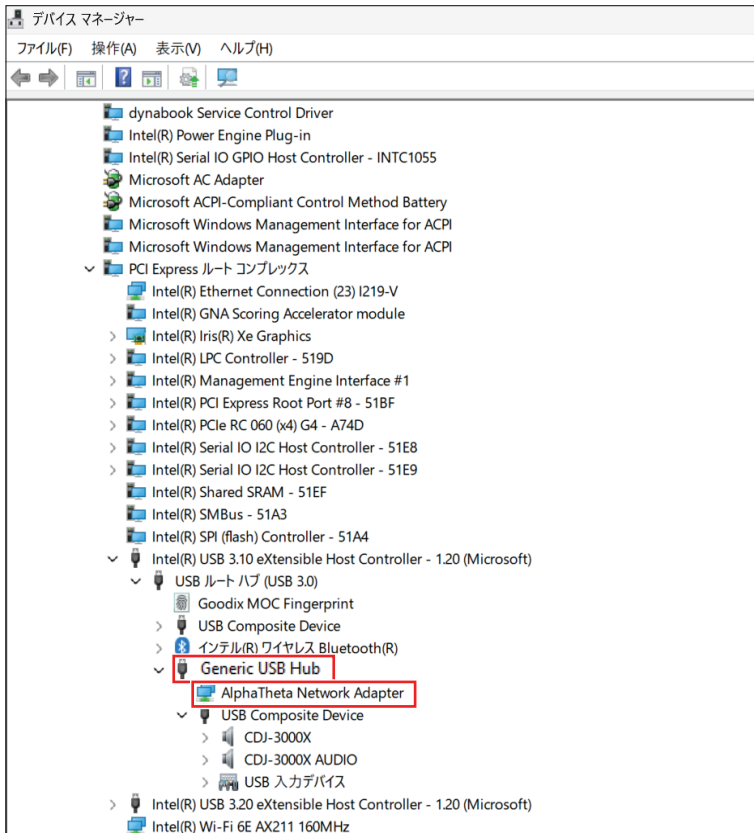
- A ①-3 Right-click on the "Generic SuperSpeed USB Hub" icon above and select properties. Set the property in the Details tab to "Hardware Ids" and confirm that the value includes "VID_2109".



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"AlphaTheta Network Adapter" is displayed under "Generic USB Hub".
 * Depending on the PC connect t , it may be displayed as "Pioneer DJ Network Adapter".



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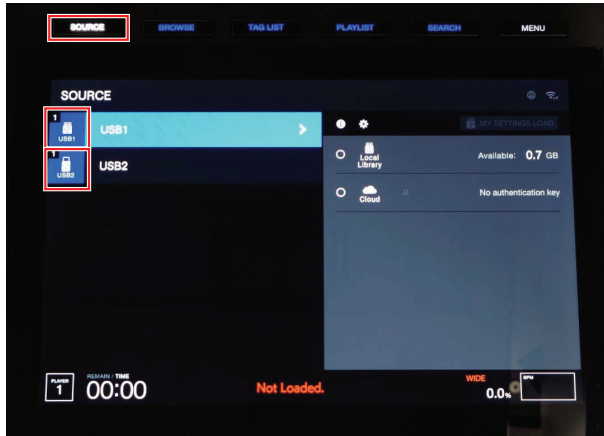
2. USB port (for device)

Check that USB communication is working properly between the external device connected to the USB A port and USB C port on the top of the unit.

※ Use a device for USB A and USB C.

※ The USB C connector is reversible, check both sides.

- ① Insert a USB device into the USB A port for which you want to check the operation of the unit.
- ② Press the [SOURCE] button.
- ③ If the USB function is working properly, "USB*" will be displayed on the [Touchscreen].



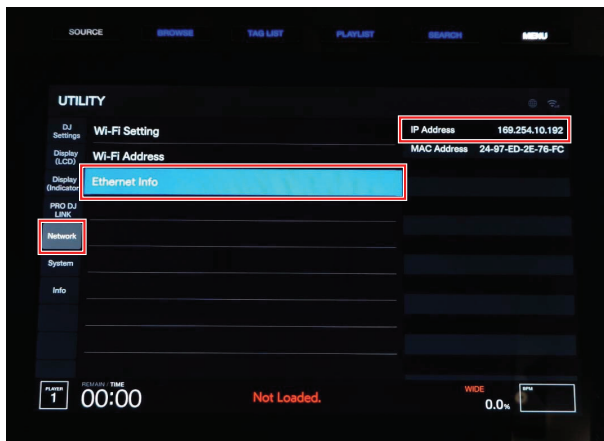
3. LINK

Check if LAN communication is working properly on the unit.

※ Use a category 5e or higher LAN cable to connect.

※ Check by connecting directly to the PC.

- ① Start the unit.
 - ② Connect the LINK terminal of the unit and the PC with a LAN cable.
 - ③ Press and hold the [MENU] button.
 - ④ Touch [Network] displayed on the [Touchscreen].
 - ⑤ Touch [Ethernet Info] displayed on the [Touchscreen].
 - ⑥ If the LAN is working properly, the address will be displayed in the IP Address field.
If LAN communication is not working properly, no address will be displayed in the IP Address item.
- ※ Any number for IP Address



4. Wi-Fi

Check that the wireless router (AP) and unit can be connected normally using the Wi-Fi function.

5. ABOUT LED

■ Monochromatic LED position

SOURCE	Chip white
BROWSE	Chip blue
TAGLIST	Chip blue
PLAYLIST	Chip blue
SEARCH	Chip blue
MENU	Chip white

QUANTIZE (EUP)	Chip red
SLIP	Chip red

LOOPIN	Shell orange
LOOPOUT	Shell orange
RELOOP	Shell orange
4BEATLOOP	Shell orange
8BEATLOOP	Shell orange

BEAT JUMP ◀	Shell white
BEAT JUMP ▶	Shell white
REV	Shell red

T-SEARCH ◀▶	Chip white
SEARCH ◀▶	Chip white

4 points

JILMR	Chip red
JILMW	Chip white



CALL ◀▶	Chip white
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VINYL	Shell blue
CDJ	Shell green

BEATSYNC	Shell white
MASTER	Shell orange
KEY SYNC	Shell blue

MT	Shell red
T-RESET	Shell white



NFC	Chip white
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■ Full-color LED position



CDJ-3000X

6. FIRMWARE UPDATE

How to check the version

- 1 Turn on the power of the CDJ-3000X.
- 2 Press and hold the [MENU] button (for over 1 second) to open the [UTILITY] screen.
- 3 The version No. appears in the upper right corner of the [UTILITY] screen.

Preparation for update

- 1 Unzip the .zip file on your computer.
Unzip the downloaded [CDJ3000Xv***.zip] file to find the following update file.
Please make sure the unzipped update file is CDJ3000Xv***.UPD.

CDJ3000Xv***.UPD

- 2 Copy the unzipped update file to the root directory of a USB storage device.



* DO NOT rename the file name.

* Please use a USB storage device (USB Mass Storage Class-compliant) formatted in FAT, FAT32 or exFAT. **How to update**

- 1 Enter the update mode.

Ensure that the CDJ-3000X is powered off and no USB storage device and USB cable is connected. Then, turn on the power while pressing both the [IN/CUE] and [RELOOP/EXIT] buttons simultaneously. Release your fingers from the buttons after "Connect USB storage device into top USB1 port." is displayed.

- 2 Insert the USB storage device containing the copied update file into the USB port.

*When using a USB Type-A storage device, insert it into the USB 1 Type-A port.
When using a USB Type-C storage device, insert it into the USB 2 Type-C port.



How to update (Continued)

A 3 The update starts automatically and the Progress Bar is displayed.

Both the current and the updated versions are shown there simultaneously.

* DO NOT remove the USB storage device or turn off the power during the update.

When the update is finished, the below message is displayed:

"Firmware update is complete. Turn the power off/on before using."

4 When the complete message is displayed, turn the power off.

Follow "How to check the version" to check the firmware version to make sure that the firmware has been updated.

Then disconnect the USB storage device.

If the update process doesn't start or "MAIN update file is corrupt." is displayed, the downloaded file might be corrupted.

In that case, start over the update process again from downloading the update file.

If the update process still fails even after that, please try another USB storage device because the USB device could cause the failure.

If the Progress Bar doesn't advance and the update doesn't complete during updating or "MAIN firmware update failed" or other error message is displayed, please contact the Customer Support. <https://support.pioneerdj.com/hc/en-us>

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7. DISASSEMBLY

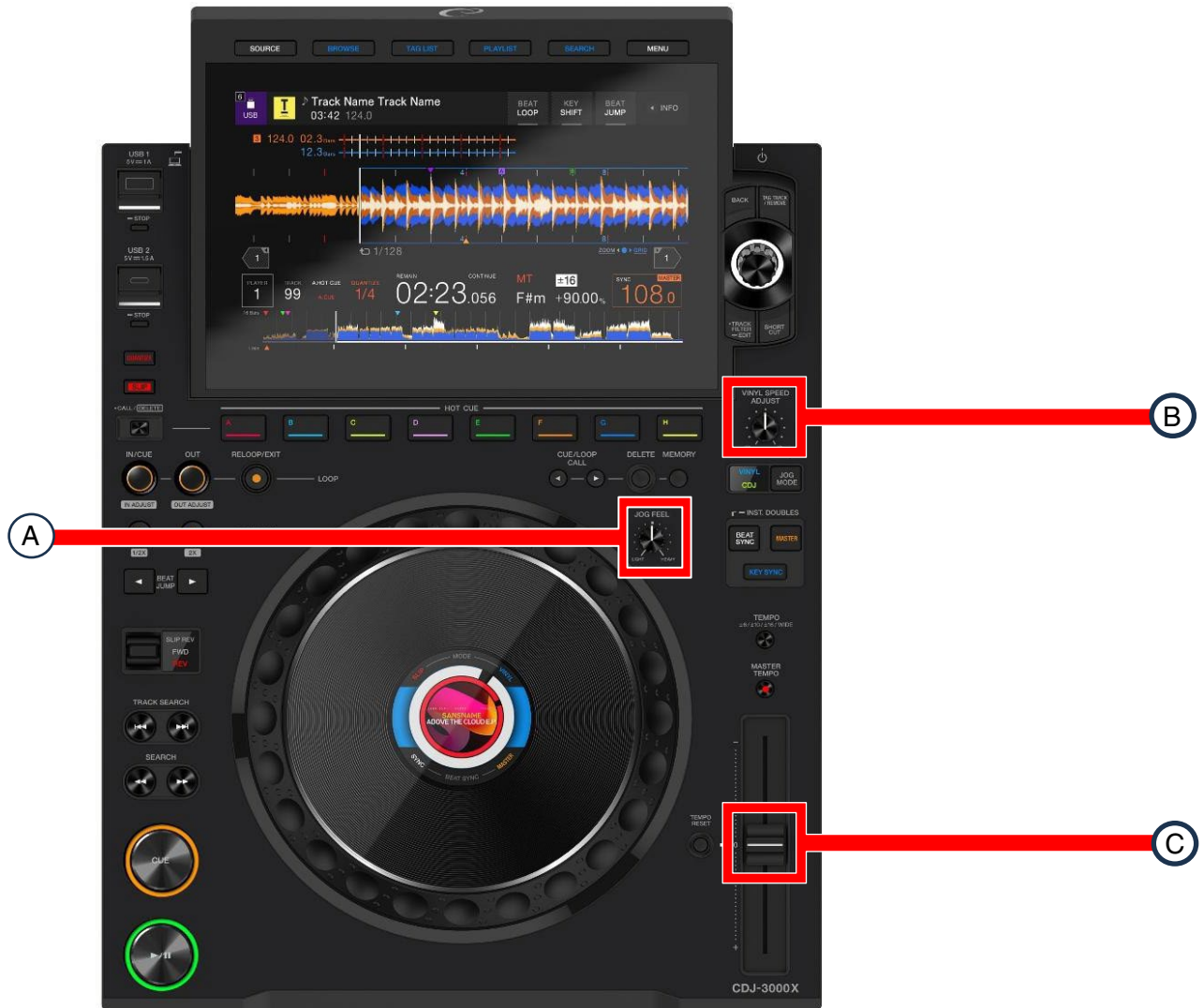
Note: Even if the unit shown in the photos and illustrations in this manual may differ from your product, the procedures described here are common.

7.1 Control Panel Section

[1] Knobs

Remove the knobs.

Knobs and Volumes Location



A DAA1444
x1



B DAA1405
x1



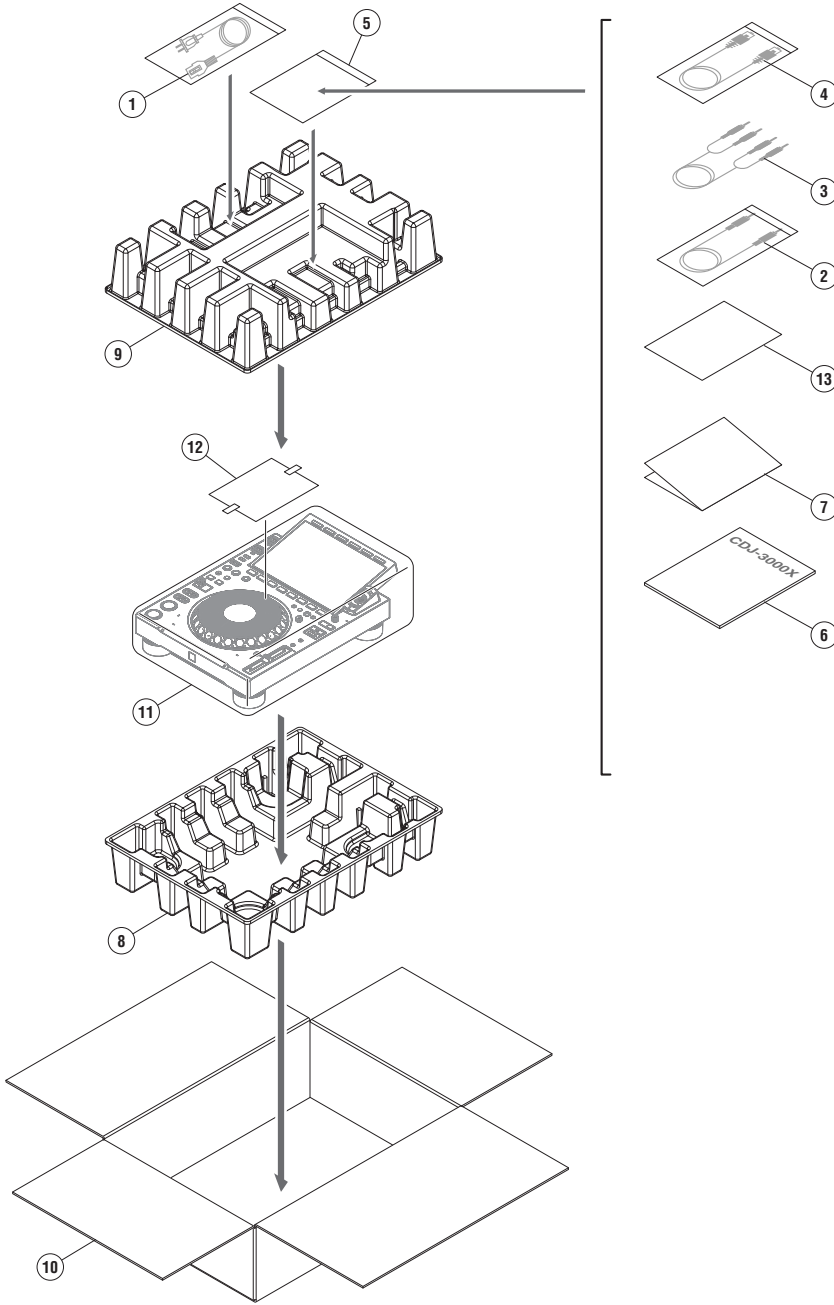
C DNK5981
x1



8. EXPLODED VIEWS AND PARTS LIST

NOTES: ● Parts marked by "NSP" are generally unavailable because they are not in our Master Spare Parts List.
 ▲ The ▲ mark found on some component parts indicates the importance of the safety factor of the part. Therefore, when replacing, be sure to use parts of identical designation.

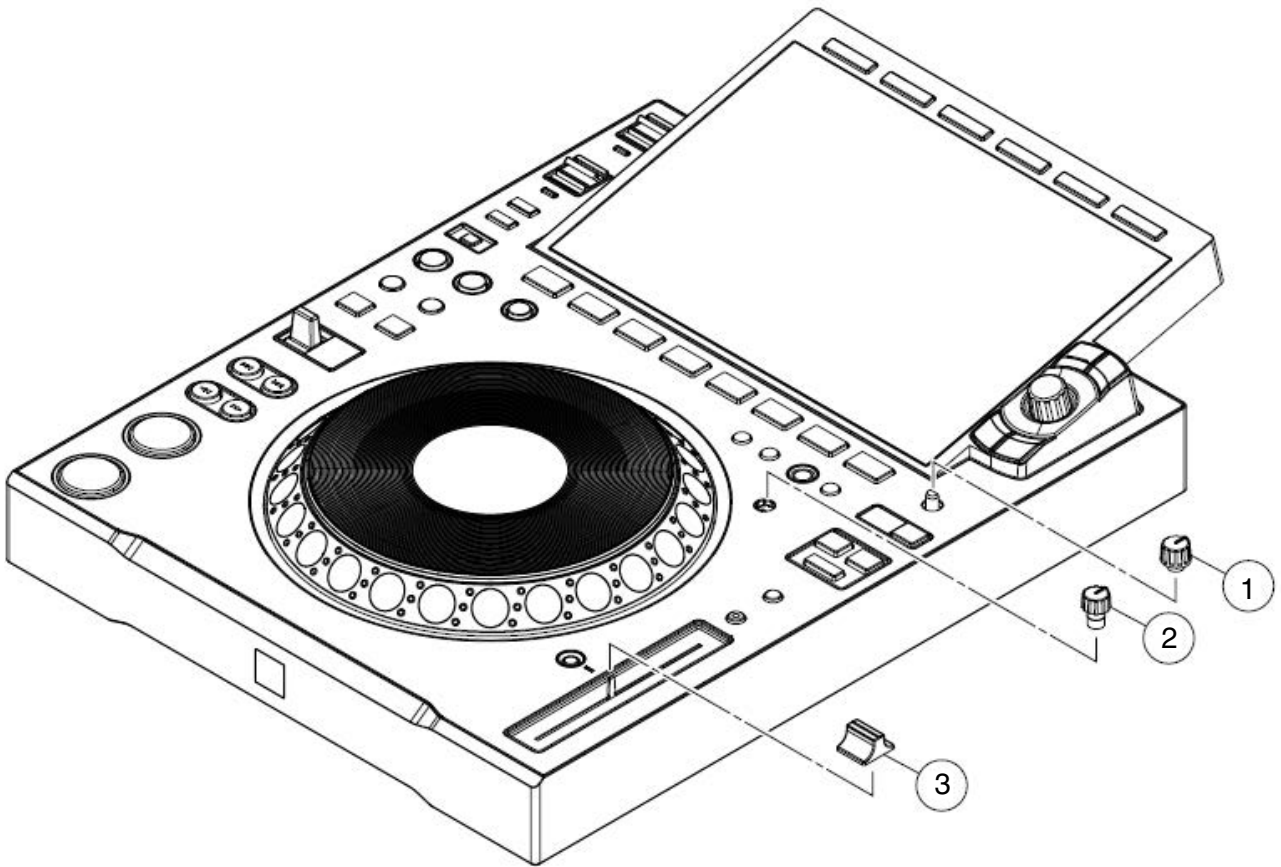
8.1 PACKING SECTION



PACKING SECTION PARTS LIST

Mark No.	Description	Part No.	Mark No.	Description	Part No.
▲	1 Power cord	DDG1123	6	Quick Start Guide	DRH1824
	2 Digital audio cable	DDE1154	7	Precautions for Use	DRH1826
	3 Analog audio cable	XDE3045	NSP	8 Packing Pad
	4 LAN cable	DDE1141	NSP	9 Packing Pad
NSP	5 Polyethylene Bag (0.06*230*340)	NSP	10 Packing Case
			NSP	11 Mirror Mat (1200*1000)
			NSP	12 Leaflet
			NSP	13 Leaflet

8.2 EXTERIOR SECTION



EXTERIOR SECTION PARTS LIST

<u>Mark No.</u>	<u>Description</u>	<u>Part No.</u>
1	Knob	DAA1405
2	Knob	DAA1444
3	Knob/SLD	DNK5981