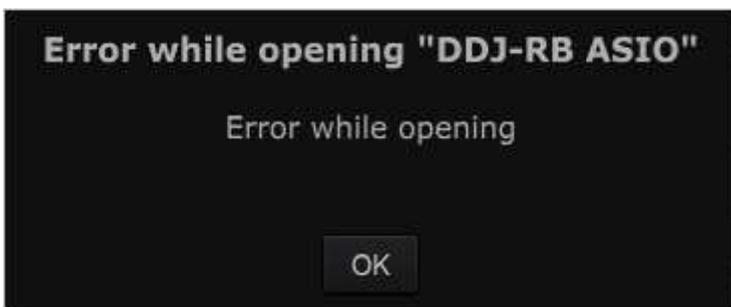**For Windows users:**

Please perform the steps below if audio is not output.

This document is for the cases when your Windows PC where rekordbox installed is connected with a Pioneer DJ's DJ controller or DJ mixer.

DDJ-RB is used as an example in this document. You may replace with the model you use when you go through the steps.

1. **If the following error message is displayed when selecting the driver software for the DDJ-RB**

   If the following error message is displayed when you selected the driver software for the DDJ-RB connected to your computer at rekordbox [Preferences] > [Audio]:
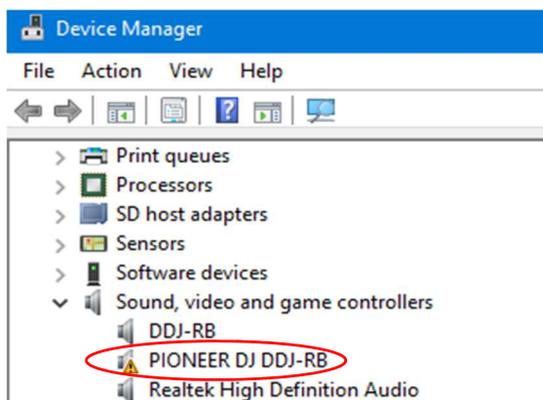

   Please follow the steps below to check the installation status of the driver software.

   ① Open [Control Panel] → [Device Manager] → [Sound, video and game controllers].

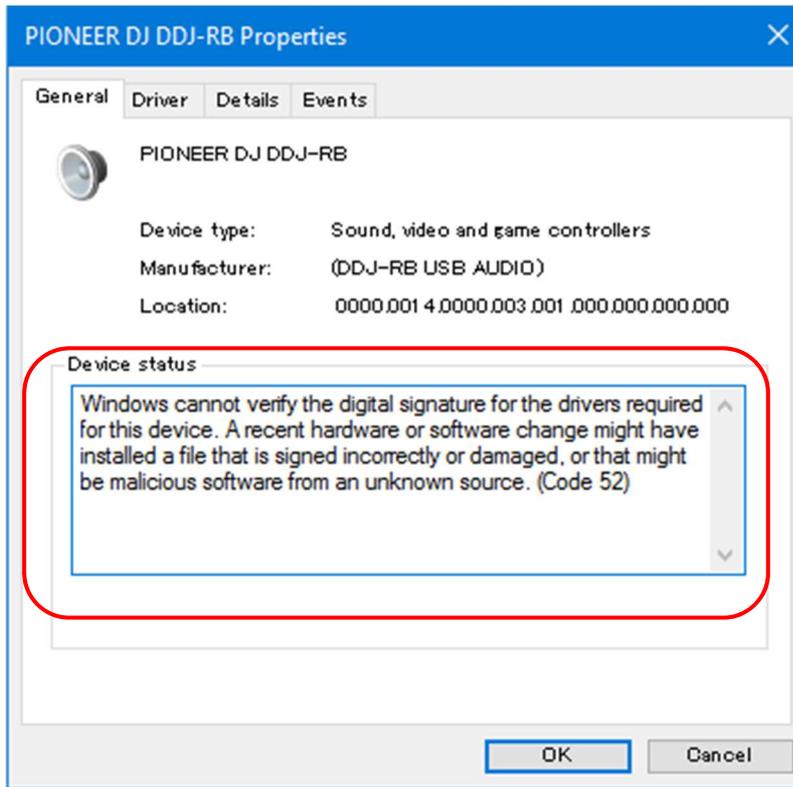   ② Check items related to the DDJ-RB.

If a warning icon is displayed on [PIONEER DJ DDJ-RB], select the [PIONEER DJ DDJ-RB] and right-click it to show the properties.

When items related to the DDJ-RB is not displayed on the list, the DDJ-RB driver software may not be installed properly.

In this case, reinstall the driver software following *4. How to reinstall the driver software*.

③ Click the [General] tab to check the Device status.

④ Please follow the instructions if an error code is displayed.

    ・ If **Code 52** is displayed:

      This means that the digital signature cannot be verified.

      In this case, install all update programs using Windows Update, then reinstall the driver software by following *4. How to reinstall the driver software*.

    ・ If another error code or **Other devices** is displayed:

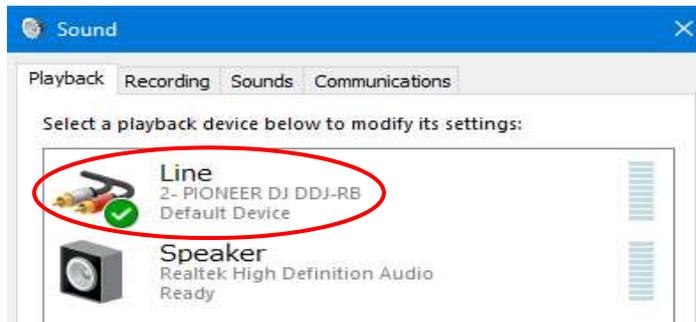   Reinstall the driver software following *4. How to reinstall the driver software*.

2. If audio is not output even when the driver software is reinstalled

Follow the instructions below to select Default Device and relaunch rekordbox.

① Close rekordbox.
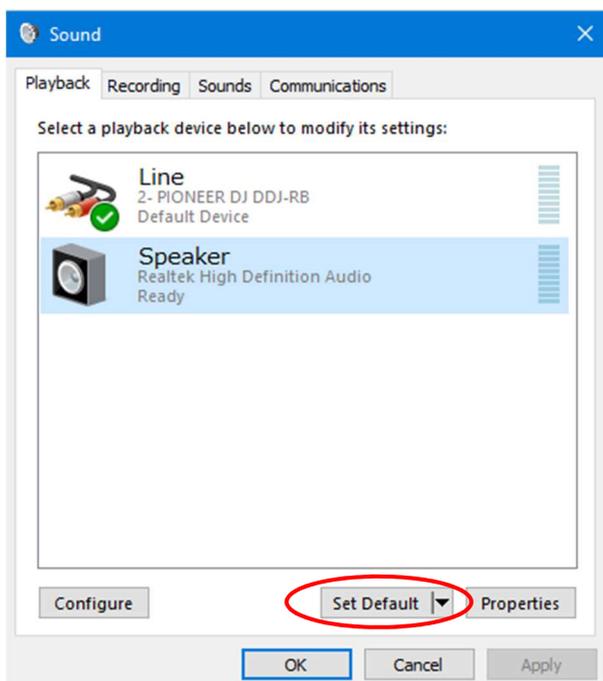
② Open [Control Panel] → [Hardware and Sound] → [Sound].

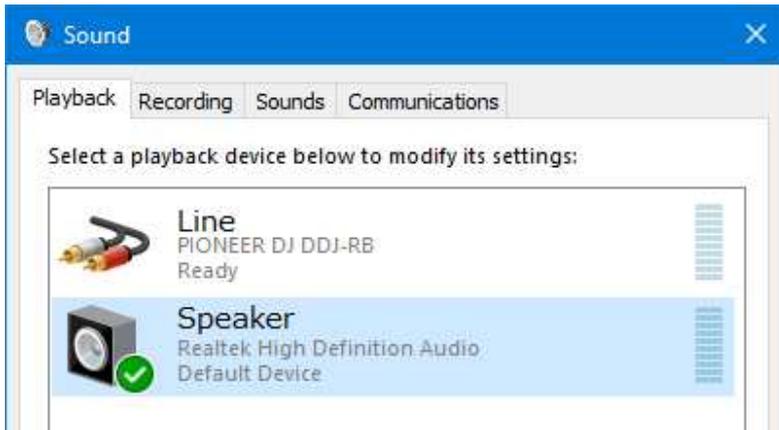③ Click the [Playback] tub to check what is selected as Default Device.

Check the item with a green tick icon and "Default Device".

④ When "Default Device" is displayed on the DDJ-RB, click a device built in your PC (in this case, built-in speaker) other than the DDJ-RB and click [Set Default].
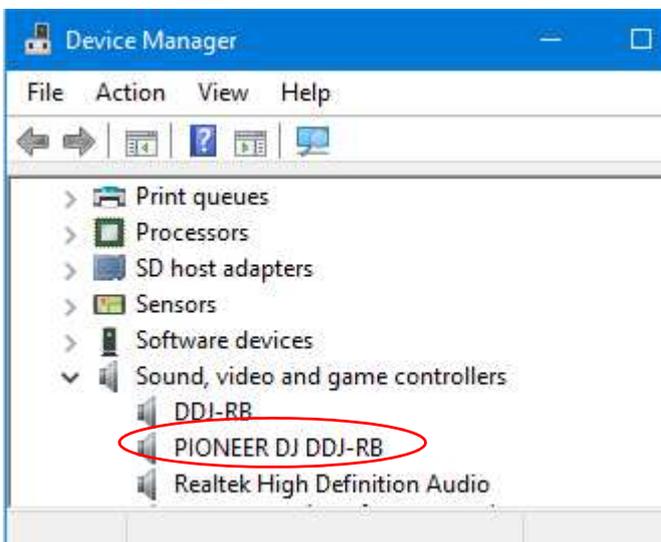
⇒ The selected device is now the Default Device with a green tick icon.

⑤ Close the Sound dialog box and the Control Panel window.

⑥ Relaunch rekordbox.

3. If no error message is displayed when selecting the driver software for the DDJ-RB

If no error message is displayed when selecting the driver software for the DDJ-RB connected to the computer at rekordbox [Preferences] > [Audio], the DDJ-RB is operating properly.

In this case, set the [Trim] knob, the channel fader, the cross fader and the [MASTER LEVEL] knob of the connected DDJ-RB at proper position.

NOTE: When you are running other applications than rekordbox that can play tracks on your PC, the DDJ-RB cannot output audio from rekordbox. In this case, close the applications and reboot rekordbox.

4. How to reinstall the driver software

Follow the instructions below to reinstall the driver software.

① Disconnect the DDJ-RB from your computer.

② Close rekordbox.

③ Open [Control Panel] → [Programs and Features] and uninstall the DDJ-RB driver.

④ Reboot Windows.

⑤ Install the DDJ-RB driver.

⑥ Connect the DDJ-RB to your computer.

⑦ Relaunch rekordbox.

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