

MIXDECK – FAQ and Troubleshooting

Frequently Asked Questions

- [The MIXDECK is not connecting to my computer, or is not controlling my DJ software. Is something wrong?](#) (p.3)
- [How does the USB computer connection on the MIXDECK work?](#) (p.2)
- [The knobs and sliders on the MIXDECK's mixer aren't moving the knobs and sliders in my DJ software. Is something wrong?](#) (p.2)
- [How do I setup my DJ software to work with the MIXDECK? I use Traktor, Virtual DJ, or Serato DJ Intro.](#) (p.3)
- [I am having trouble authorizing the included software. What should I do?](#) (p.8)
- [I lost my software disk or authorization code for the included software. What should I do?](#) (p.8)
- [Audio from the two decks in Virtual DJ is being send to the wrong channels in the MIXDECK mixer.](#) (p.4)
- [Can I adjust performance or latency settings when using the MIXDECK?](#) (p.4)
- [Audio playing on my computer sounds distorted, or chatters. How can I resolve this?](#) (p.4)
- [Some of my CDs aren't reading in the MIXDECK. What should I do?](#) (p.6)
- [When I turn on my MIXDECK, the screen reads PWR ON DEMO. How can I disable this feature?](#) (p.5)
- [My MIXDECK automatically plays inserted CDs when the unit is powered on. How can I disable this feature?](#) (p.5)
- [How can I get technical support or warranty service?](#) (p.8)

Computer Control – How the MIXDECK connects to and controls software

The MIXDECK's USB connection connects the built-in audio interface, and two playback decks to your Mac or PC.

Important things to know:

- The Audio interface in the MIXDECK requires drivers. Without the latest drivers installed, the MIXDECK can't connect to the computer. Download the latest drivers at www.numark.com/mixdeck.
- About the Mixer section: while the platters and buttons on the left and right playback decks send MIDI messages to the computer, the center section is an analog mixer, and *does not* send *any* messages to the computer.

This means the knobs and sliders on the mixer will not move the knobs and sliders on the screen in your software. That's OK, the software is expecting this, and will send separated un-mixed audio to CH1 and CH2 on the mixer. You'll be able to scratch, cue, and control everything you need.

- The MIXDECK is a lot like having four pieces of gear in one...
 1. A 4 channel (2 stereo channels) sound card like the Numark DJiO
 2. An individual MIDI capable, touch-sensitive, scratching CD decks like the Numark NDX900.
 3. A second individual MIDI capable, touch-sensitive, scratching CD decks like the Numark NDX900.
 4. An analog mixer like the Numark iM1.

...except without all the extra connection cables or power supplies. Plus, it fits better in a case!

Even though just one USB cable connects the MIXDECK to the computer, each deck, and the sound card are seen by the computer separately.



- For [tips on setting up your MIXDECK to control your DJ software](#), see the guide on p.3.

DJ Software Setup Walkthroughs

If you are having difficulty setting up the MIXDECK to control your DJ software, don't worry, there's nothing wrong. This virtually never indicates a hardware problem with the MIXDECK, and can be resolved on 5-10 minutes.

Note: On Windows PCs, **Logitech Webcam** drivers interfere with virtually all brands and models of USB Audio or MIDI interfaces (like the MIXDECK). If you have connected a Logitech Webcam to your Windows PC, now or any time in the past, [contact our Technical Support team](#). We can assist in resolving the conflict, quickly getting you back on track.

Most often, you just need to perform the needed software and hardware setup. Software setup walkthroughs are included below:

Serato DJ Intro - free download for the following Numark controllers:

- MIXDECK, MIXDECK EXPRESS, MIXDECK QUAD, MIXTRACK PRO, and N4.
- No software configuration or authorization code needed!
 1. Visit www.numark.com/mixdeck
 2. Download and install the and the [latest MIXDECK drivers](#).
 3. Download and install [Serato DJ Intro](#).
 4. Connect the MIXDECK to the computer, set both the left and right MIXDECK decks' **SOURCE** to **USB-MIDI**.
 5. Launch Serato DJ Intro and GO!

Virtual DJ LE – shipped with the MIXDECK in the US prior to 10/2011

- [MIXDECK - Setup with Virtual DJ LE](#) – walkthrough (143 KB pdf file)
- Need software authorization assistance?
Visit www.numark.com/authorizationhelp

Traktor LE – shipped with the MIXDECK in EU and UK prior to 10/2011

- [MIXDECK - Setup With Traktor LE](#) – walkthrough (139 KB pdf file)
- Need software authorization assistance?
Visit www.numark.com/authorizationhelp

Adjusting Latency Settings to fine tune computer performance

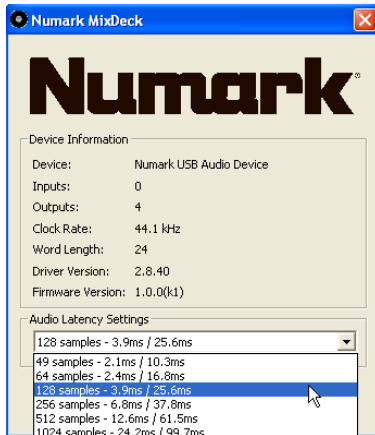
If you are experiencing trouble with computer audio or MIDI performance, distorted or chattering audio playback from your software, or delayed response to controller button presses; refer to the instructions below to improve performance.

1. The MIXDECK Driver installation includes a control panel which allows the latency to be adjusted.

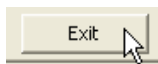
The control panel can be found under Start > Programs > Numark > MixDeck Panel.



2. In the window that opens, select a new setting from the Audio Latency Settings menu. Higher settings, such as 1024 will provide more stability, and can improve audio playback performance. Lower settings will provide less delay between button presses or slider activity on the hardware, and results in the software.



3. Click Exit to confirm your selection.

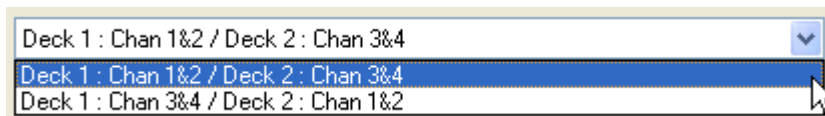


Setting which deck is 1 and which deck is 2 in Virtual DJ LE

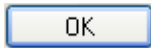
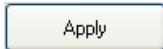
Even though just one USB cable connects the MIXDECK to the computer, each deck, and the sound card are seen by the computer separately. Because of this, it is not always possible to force the computer to recognize the left deck first (as Deck 1), and the right deck second (as Deck 2).

In Virtual DJ LE, it is easy to swap which deck inside the software sends its audio to **CH1** on the MIXDECK mixer, and which deck in the software sends its audio to **CH2** on the MIXDECK mixer.

1. Launch Virtual DJ LE
2. Click the **Config** button in the upper-right of the screen.
3. At the top of the window that opens, select the **Sound Setup** tab.
4. Choose which deck configuration you would like from the pull-down menu. If your software is sending its audio to the opposite channels on the MIXDECK mixer, choose a different option from the pull-down menu to correct.



5. Click **Apply**, then click **OK** to confirm your changes.



How to disable the PWR ON PLAY, and PWR ON DEMO features

The MIXDECK ships with two features enabled that are intended to help stores and dealers easily demonstrate the product on their showroom floors: PWR ON DEMO, and PWR ON PLAY.

- **PWR ON DEMO** – shows off the illuminated platter, using the RED LEDs to present a light show even if nothing is playing on the MIXDECK.
- **PWR ON PLAY** – when this feature is enabled, if you leave a disk in the deck, it will automatically begin to play the next time you power-on your MIXDECK.

To disable either of these features perform the following steps on *both* the left and right decks on the MIXDECK.

1. Press and hold the **PROG** button located the lower-left of the screen.
2. While holding down the **PROG** button, turn the **PARAMETER** knob until the feature you'd like to change is displayed:



Or



3. While continuing to hold down the **PROG** button, press the **PARAMETER** knob (like a button). The text on the screen will flash.



4. Now, (while continuing to hold down the **PROG** button) rotate the **PARAMETER** button to change the option from **ON** to **OFF**. Press the **PARAMETER** knob (like a button) once more to confirm your selection.

The text on the screen will stop flashing, and the display should read the following:



Or



5. Release the **PROG** button.

CD - Read Difficulty

If a player on your MIXDECK is not reading *any* CD at all, including store-bought disks, [contact our support team for assistance](#).

If the difficulty occurs only with burned disks, or only with *some* burned disks, this generally indicates that the disks themselves are the most significant factor.

The suggestions included below might be helpful in this case:

The importance of using high quality media and slow burn speeds

Your clients depend on you, you depend on your gear, your gear depends on the media you feed it. We recommend that DJ's be as picky as possible when choosing the brand of CD-R, and the burning speed they use. If store-bought disks are playing fine, but burned disks are not, then it means there are significant enough errors on the burned disks that the CD is in danger of not being fully playable in all machines. If one player (that plays store-bought disks fine) has difficulty even one time, this means that the disk has significant errors on it. Consider re-burning it on higher quality media with a slower burn speed.

By using high quality media, and slow (i.e. not 52x) burn speeds, you can create disks with low errors. The slower the burn speed, the fewer the errors. This way, the buffer in the CD player can be used to ensure that when your disks get beat up down the line, they can still play. If the buffer is used up dealing with the errors induced by poor media or fast burn speeds, then the lifespan of that disk will be extremely short (regardless of the player you use).

We often use a car tire analogy: Treads on new tires aren't as thick as they are because tires require that thickness to be safe. The treads on new tires are thick because we know the tire will wear over time, and we want them to last as long as possible. Using poor media or fast burn speeds is like choosing to drive on bald tires. You can do it (my dad sure did), and you may find people who will say they've driven thousands of miles on these tires with no problem. While you may be fine for a while, and could make a habit or a career out of it, the danger is always there. When people are depending on you, you want as much buffer between you and disaster as possible.

CD-RW

CD-RW disks are not supported. When burning your own music, purchase disks that are labeled CD-R only.

Enhanced CD (also known as CD Extra or CD Plus)

Enhanced CD is a format that included extra content such as videos, photos, computer applications etc. This format is not supported by Numark CD players.

Variable bitrate (VBR) MP3 files

Many Numark CD players (including the MIXDECK) support MP3 CD-R disks. For the best playability and fastest read times, we recommend using constant bitrate MP3 files. variable bitrate files are more difficult to read and are not recommended. Make sure your MP3 encoding software is not set to use Variable bitrate (VBR).

CD-R Audio and CDR-Music

Disks labeled “CD-R Audio” or “CD-R Music” are different than “CD-R”, and are not recommended.

“CD-R Audio” or “CD-R Music” disks are required by certain types of stand-alone consumer audio CD-burners which were commonly sold in the consumer channel, usually as part of home theater systems. Products that require these disks are relatively rare in the marketplace today. Computers do not require these types of disks, and using them can lead to read difficulties.



Sony CDRM80 CD-R Music (CRM-80/30SP)

When burning disks for use in any professional DJ CD player, it is recommended to use disks simply labeled “CD-R” for any computer-based burning, or with any burner that does not specifically require disks labeled “CD-R Audio” or “CD-R Music”. Stand-alone burners which *do* require “CD-R Audio” or “CD-R Music” disks will create disks which may have difficulty reading in some players.

In addition to the above, we always recommend using high quality media and slow burning speeds to minimize error rates (which improves readability and longevity).

Software Authorization Assistance

We have a process in place where customers can be provided replacement authorization codes and/or download links if they have lost their disk, or encounter difficulty authorizing the included software.

When circumstances allow, replacement authorization codes are issued to customers free of charge. We do require a basic set of information to be supplied in any situation where a replacement code is requested by an individual. This required information and further contact details can be found on the website below.

Visit site below to for any authorization-related help:

- www.numark.com/authorizationhelp

Inquiries submitted using the site above will be fulfilled within 24 hours (not including weekends or holidays).

We want to help you get up and running with your new product quickly. Having a one-stop place for customers with authorization difficulty (regardless of the cause) has been a big relief to customer and dealers.

Technical Support & Warranty Service

Whether you are a customer or dealer, if you already own a Numark product, or if you just have pre-sales questions, our experienced technical support team is here to help!

Visit us online: Each product we make has a dedicated support page on our website where you can find manuals, specifications, software updates, drivers and troubleshooting guides:

www.numark.com/mixdeck

Contact us by Phone: 401-658-3131

Hours of Operation: We are available to help you 8:30 AM - 6:30 PM EST Monday through Friday (except holidays).

Contact us by email: www.numark.com/contact