

# Numark Mixtrack Pro Troubleshooting



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## Audio Troubleshooting

- **Symptom:** Headphone cue coming out of speakers.  
**Solution:** Make sure the speakers are connected to red and white of **Output 1** on the back of the Mixtrack Pro.
- **Symptom:** No sound from the speakers but the channel fader is up.  
**Solution:** Make sure the center **Master Gain** fader is also turned up as this controls all sound levels.
- **Symptom:** The music sounds slowed down, and distorted.  
**Solution:** Within the Serato Intro software click setup in the top right. Increase the USB Buffer Size or Latency.
- **Symptom:** No FX are applied to the microphone.  
**Solution:** No FX can be applied to the mic. The Mic is not routed into the Serato Intro software.

## USB Troubleshooting

**Symptom:** Serato DJ intro displays **Hardware Disconnected**.

**Solution:** Ensure the Mixtrack Pro is recognized by the computer by trying the recommendations below.

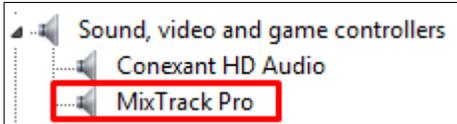
- Remove all other USB devices from the equation. This will ensure there is no conflict with another device.
- Try a different USB port.
- Ensure they are not going into a USB hub. If using a USB hub is unavoidable it must be a powered USB hub.
- If the customer is using a desktop computer recommend a USB port on the back of the tower. This connection is usually stronger, faster and directly connected to the motherboard.
- If you have tried all available USB ports, try switching the USB cable with another device. The cable is just a standard A to B USB cable similar to a USB printer. If a replacement cable is needed contact Numark support team.

## USB Troubleshooting Cont.

To confirm device is recognized by the computer check the [Device Manager \(Windows\)](#), or [MIDI Studio \(Mac\)](#).

### Windows

Open the **Device Manager** to see if **MixTrak Pro** is listed under **Sound, video, and game controllers**.



### How to open the Device Manager

*Windows 7:*

Click on the **Start** menu , then the **Control Panel**, then **Systems and Security**, then **System**, and finally click on the **Device Manager** in the left hand column.

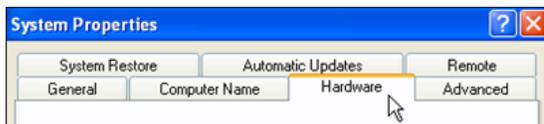
*Windows Vista:*

Click on the **Start** menu , then click on **Settings**, then **Control Panel**. In the left hand column of the window that pops up, click on **Classic View**. In the window to the right, find the **System** icon and double-click it. Finally, in the left-hand column, click on **Device Manager**.

*Windows XP:*

Click on the **Start** menu , run your mouse up to **Settings**, and click on **Control Panel**.

In the window that pops up, double-click on **System**.  
In the new window that pops up, click on the **Hardware** tab. Within the Hardware tab, click on **Device Manager**.



## Mac

Open **MIDI Studio** to see if **MixTrack Pro** is connected and recognized. In the example below you can see that the **MixTrack Pro** is plugged in and recognized. If it was listed but grey it is not being recognized by the Mac.



### How to open Audio MIDI Setup

Open **Spotlight** by pressing **Command + Spacebar**, or clicking the **magnifying glass** in the top right corner of your desktop.

1. Type in **Audio MIDI Setup**.



2. Hit Enter or select **Audio MIDI Setup** from the list.
3. Two windows should open the **Audio Devices**, and **MIDI Studio**.
4. If not click on Window at the top and make sure **MIDI Studio** is checked.



5. With the **MIDI Studio** window open, plug in your USB/MIDI keyboard or controller. Once the device is plugged in and recognized it will appear in the window as **solid**. If the device is grayed out it is currently unavailable.

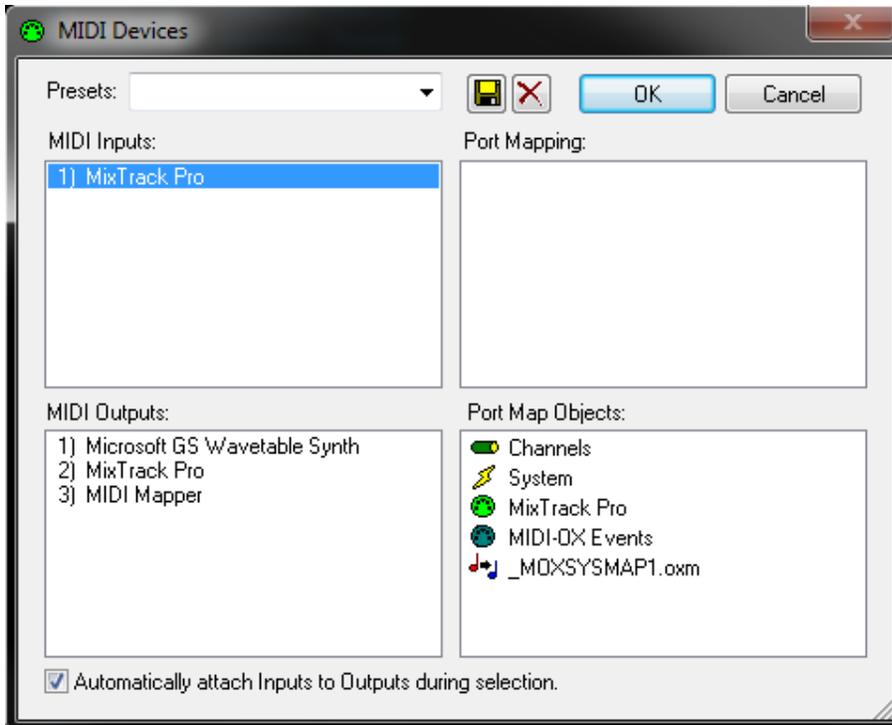
# MIDI Troubleshooting

**Symptom:** Not all controls on the device are functioning as they should.

**Solution:** Test the device itself to see if a control on the device is not functioning.

## Windows

1. Download the free **MIDI OX** software here: <http://www.midiox.com/moxdown.htm>
2. Click **Options** from the top menu, and select **MIDI Devices**.
3. Click on **MixTrack Pro** under **MIDI Inputs**, and then click **OK**.



4. Now press the button, knob, slider in question. You should now see incoming data. If you do not then there is a hardware issue with the device and it would require service. Please contact technical support.

```
Monitor - Output
TIMESTAMP IN PORT STATUS DATA1 DATA2 CHAN NOTE EVENT
Opened MIDI Input
0000050F 1 -- B0 19 7F 1 --- Control Change
0000050F 1 -- B0 19 7F 1 --- Control Change
0000051E 1 -- B0 19 7F 1 --- Control Change
0000052E 1 -- B0 19 7F 1 --- Control Change
0000052E 1 -- B0 19 7E 1 --- Control Change
0000053D 1 -- B0 19 7F 1 --- Control Change
0000053D 1 -- B0 19 7F 1 --- Control Change
```

## Mac

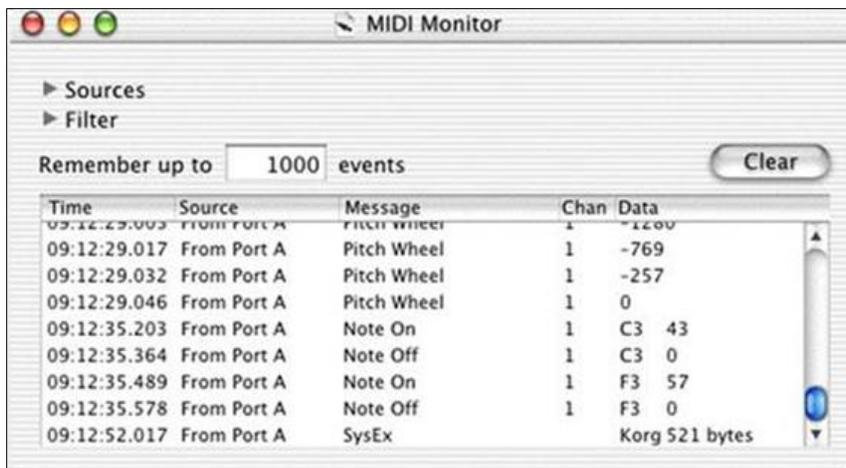
1. Download, and Install **MIDI Monitor**.

### [Download](#)

2. Open **MIDI Monitor**.
3. Click on the **Sources** tab to view MIDI devices. Confirm that your USB/MIDI device is listed.



4. Once you confirm your MIDI device is connected and listed. Play any key(s) on your keyboard/controller to confirm each button or key is sending data to your computer. If you device is working you will see a message with data like below.



You should now see incoming data. If you do not then there is a hardware issue with the device and it would require service. Please contact technical support.