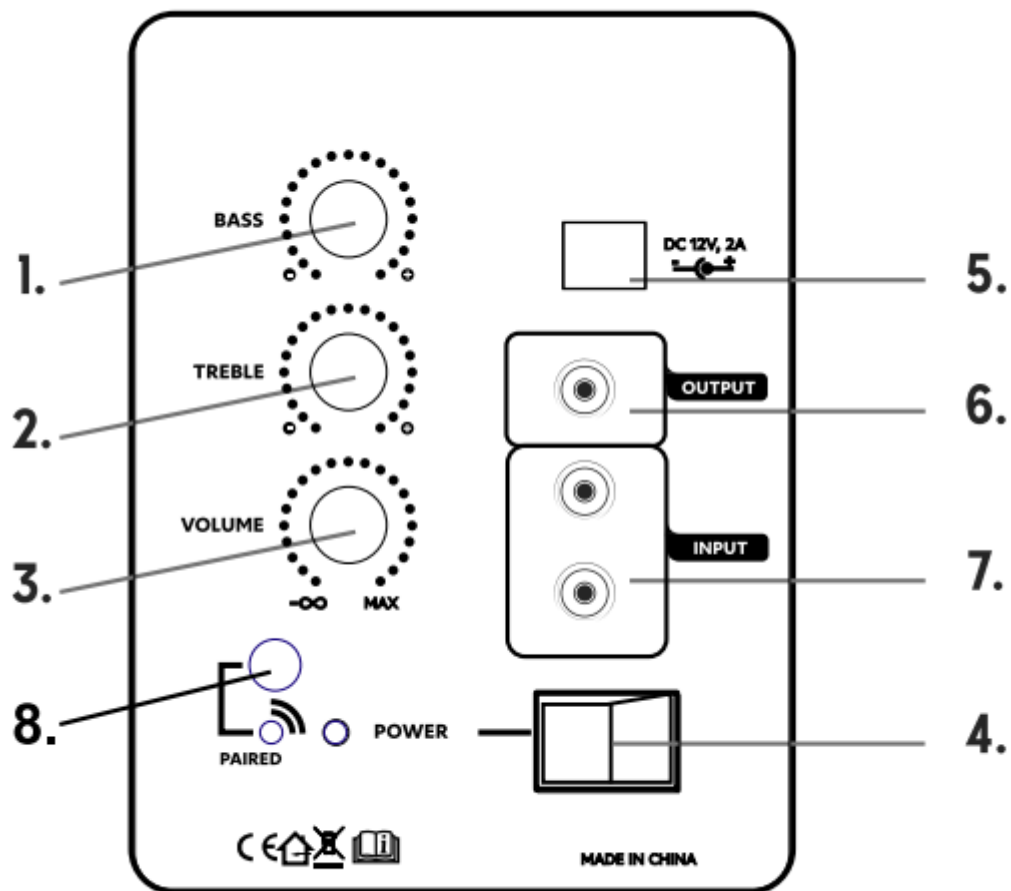




1.

BASS

Use the bass control for low frequency adjustment, turn left for decreasing low frequencies and turn right for increasing low frequencies.

2.

TREBLE

Use the treble control for high frequency adjustment, turn left for decreasing high frequencies and turn right for increasing high frequencies.

3.

VOLUME

With the volume control it's possible to adjust the input sensitivity, turn left for decreasing the input sensitivity and turn right for increasing the input sensitivity.

4.

POWER SWITCH

Turns the loudspeaker on/off. Make sure the volume knob is set to minimum before turning it on!

5.

POWER INPUT

Connect the included power adapter to this input and connect the other end of the cable to a power source.

6.

OUTPUT

RCA connector for slave speaker (right).

7.

INPUT

RCA input left and right.

8.

Bluetooth:

To pair with Bluetooth, first press the Bluetooth button until the Bluetooth blinks, then turn on the Bluetooth Settings on your mobile device, search the list of "MTO3B" devices, select it, and complete the pairing process. Once the pairing is complete, the Bluetooth button will be fixed in blue and you can enjoy the transmission from your mobile device. If you press the bluetooth button again, it will turn off.



DJCONTROL MIX ULTRA

TAKE IT EASY

User Manual



WORKS WITH



The djay interface may vary depending on the operating system being used.

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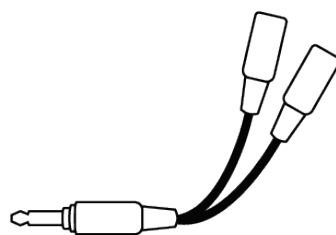
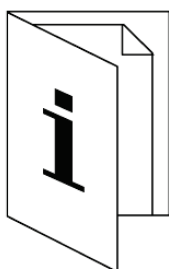
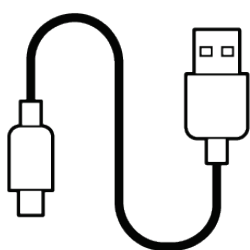
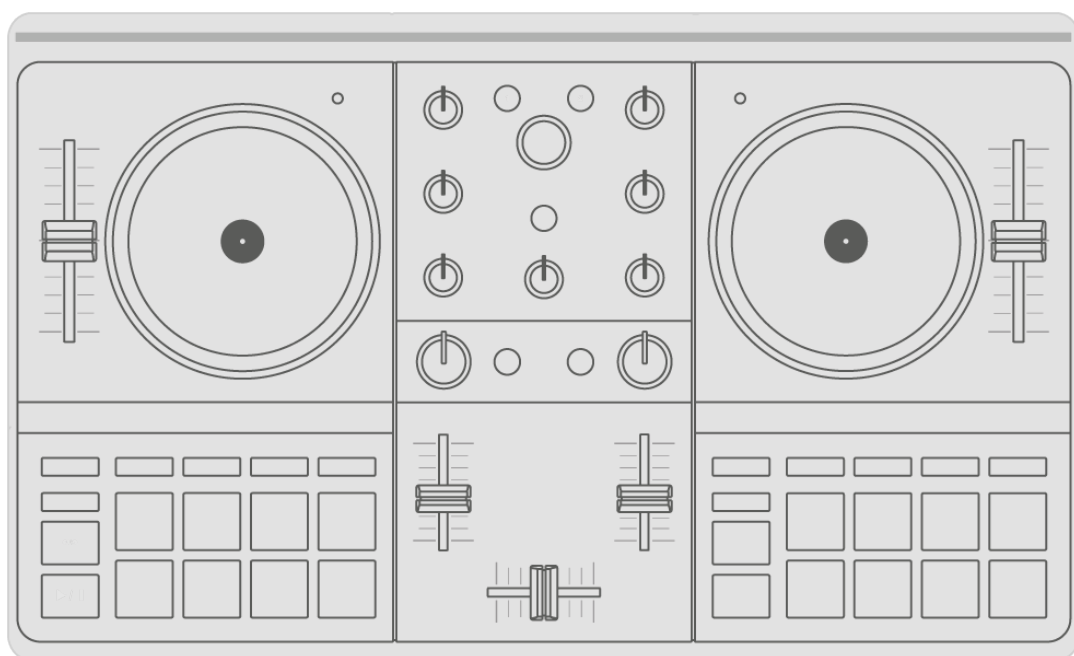
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1. Box contents

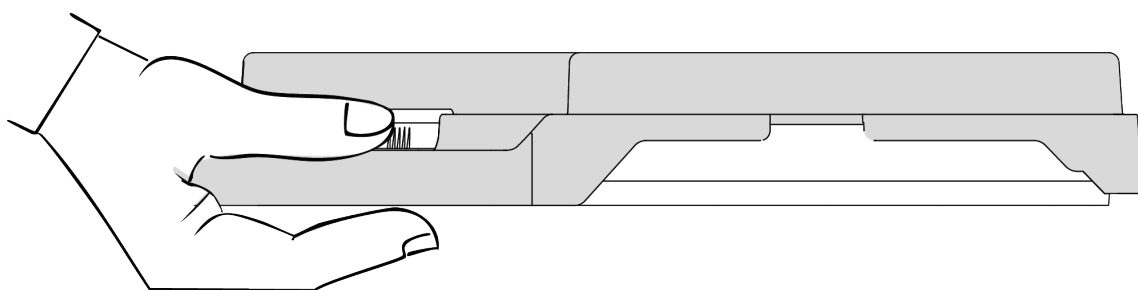
- DJControl Mix Ultra
- Power cable (USB-C – USB-A)
- Protective cover with smartphone and tablet cradle
- Speakers/headphones DJ splitter cable
- Quick start guide and warranty information



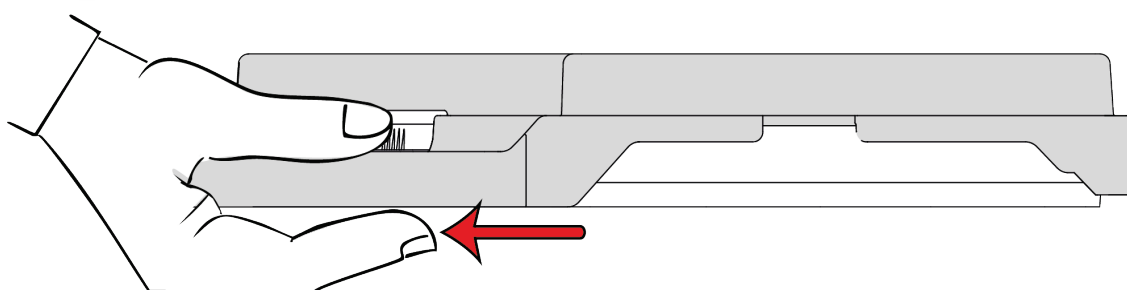


The protective cover is clipped onto the controller and can removed from the rear.

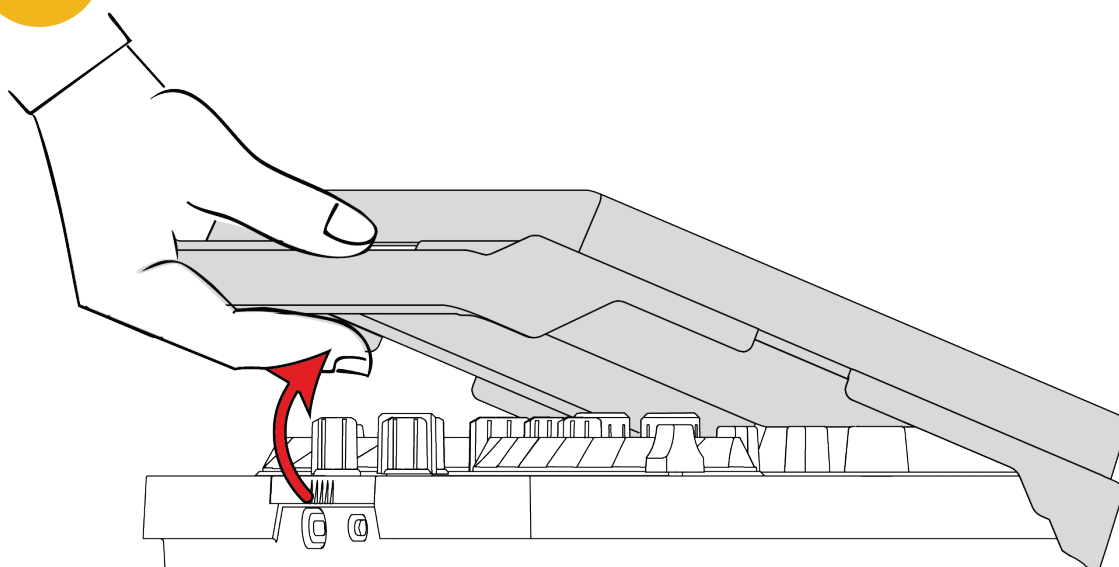
1



2

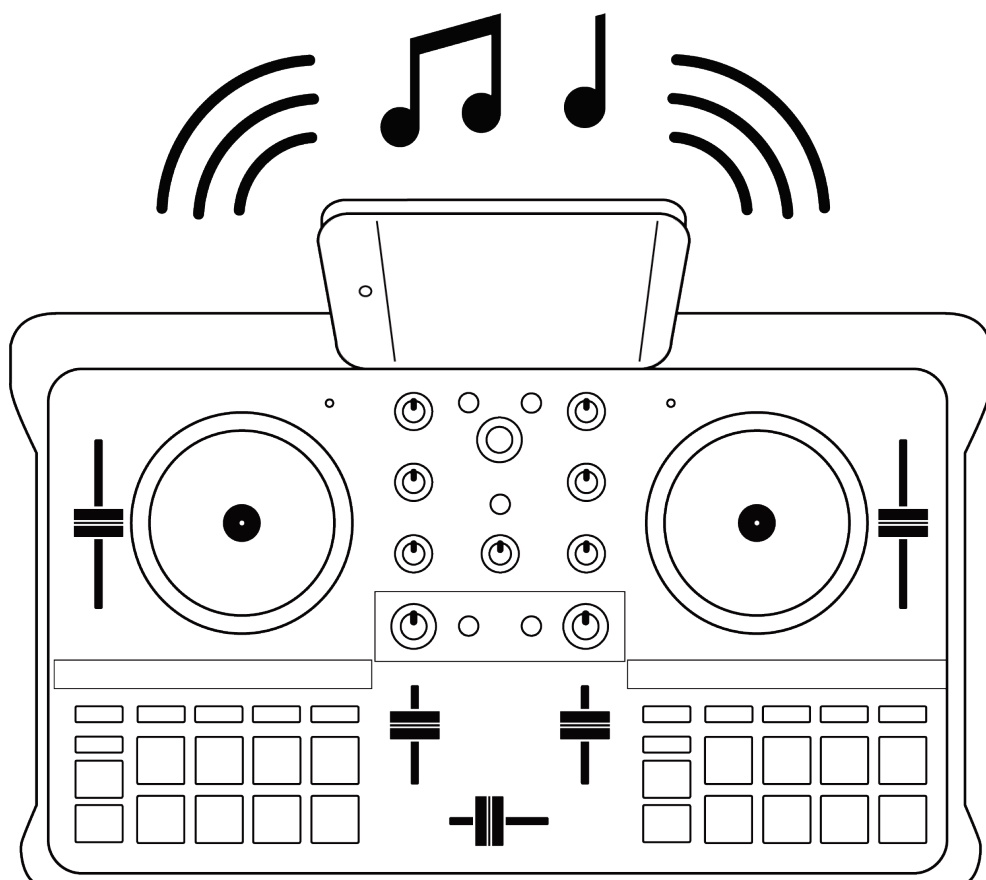


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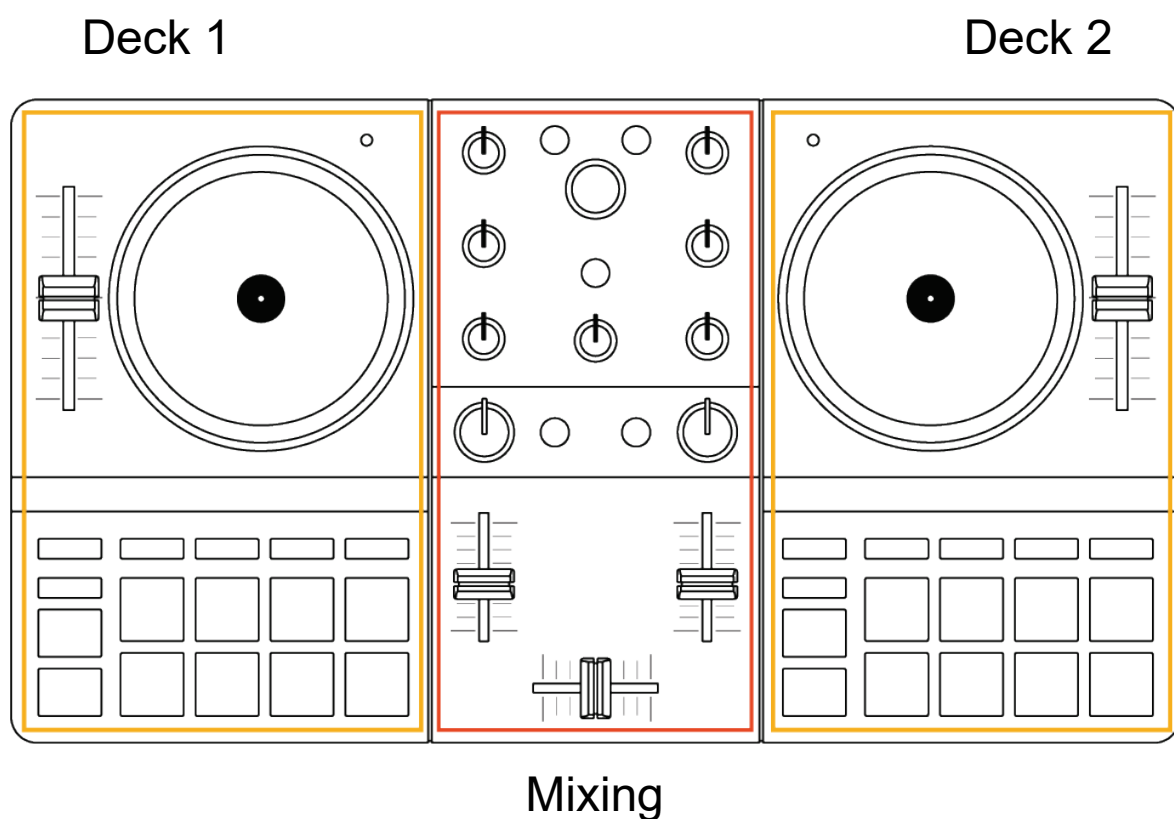


The protective cover can be used as a smartphone cradle.





2. Technical features



Bluetooth® LE technology

Maximum Bluetooth power: 5 mW

Bluetooth frequency band: 2402–2480 MHz



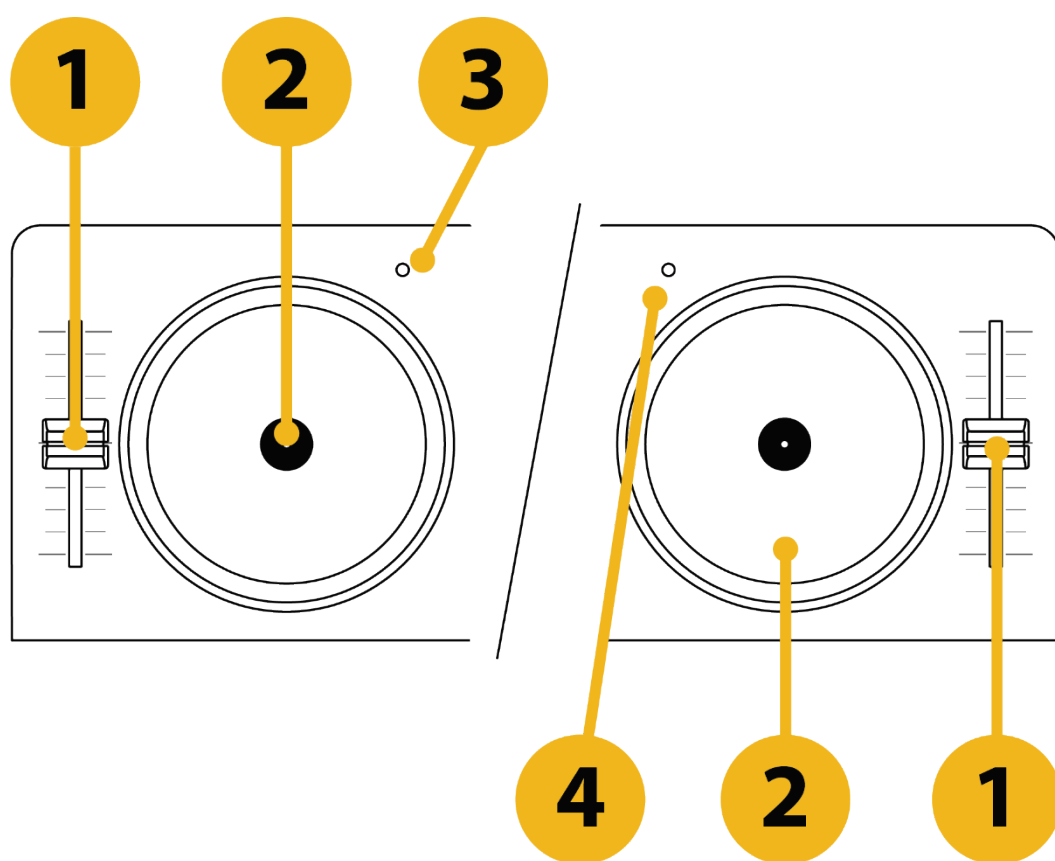
3. General features

The features described in this user manual are available with the free version of the djay app for Android and iOS. Additional features are available with the paid version of djay, djay Pro.

Decks

The features of deck 1 are identical to those of deck 2.

Jog wheel and tempo fader



1. Tempo fader
2. Touch-detecting jog wheel
3. Battery LED
4. Bluetooth pairing LED



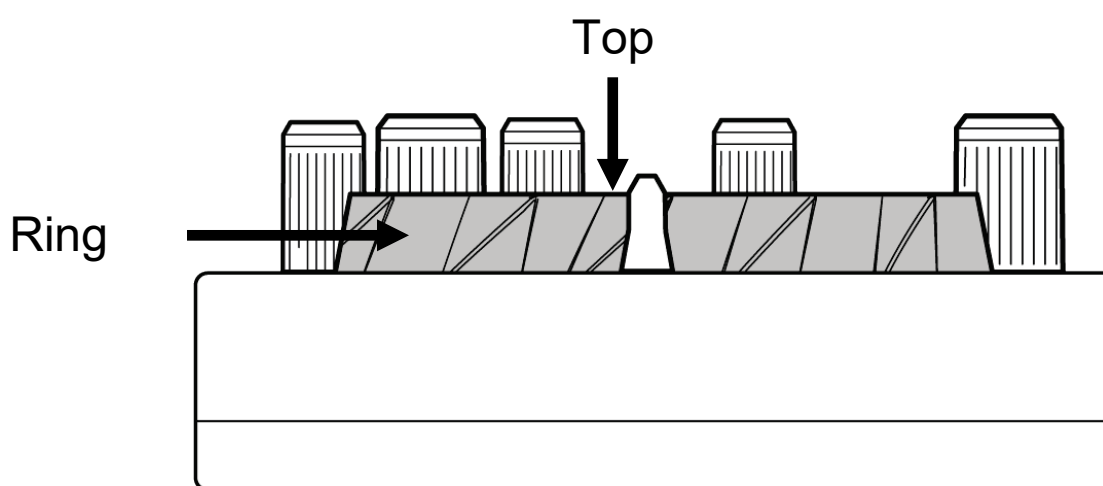
① **Tempo fader:** sets the track's playback speed by adjusting the number of BPM (beats per minute).

- Move up: speeds up or slows down the track, depending on the setting.
- Move down: slows down or speeds up the track, depending on the setting.
- Tempo fader in the center: the track's original speed.

② **Jog wheel:** lets you move within the track, modify the track's playback, and scratch.

The action carried out depends on three criteria:

- SHIFT pressed or not;
- Playback in progress or paused;
- The spot where you are touching the jog wheel.



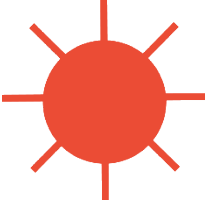
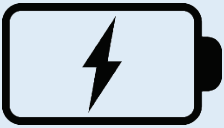


Play/Pause	Jog wheel	SHIFT
Play	Top	—
<i>Move quickly within the track</i>		
Play	Ring	—
<i>Speed up or slow down playback</i>		
Pause	Top	—
<i>Move quickly within the track</i>		
Pause	Ring	—
<i>Move slowly within the track</i>		
—	—	Pressed
<i>Move very quickly within the track</i>		



To stop playback of the track, place your finger on top of the jog wheel. Playback resumes when you remove your finger.

③ **Battery LED:** indicates DJControl Mix Ultra’s battery charge status.

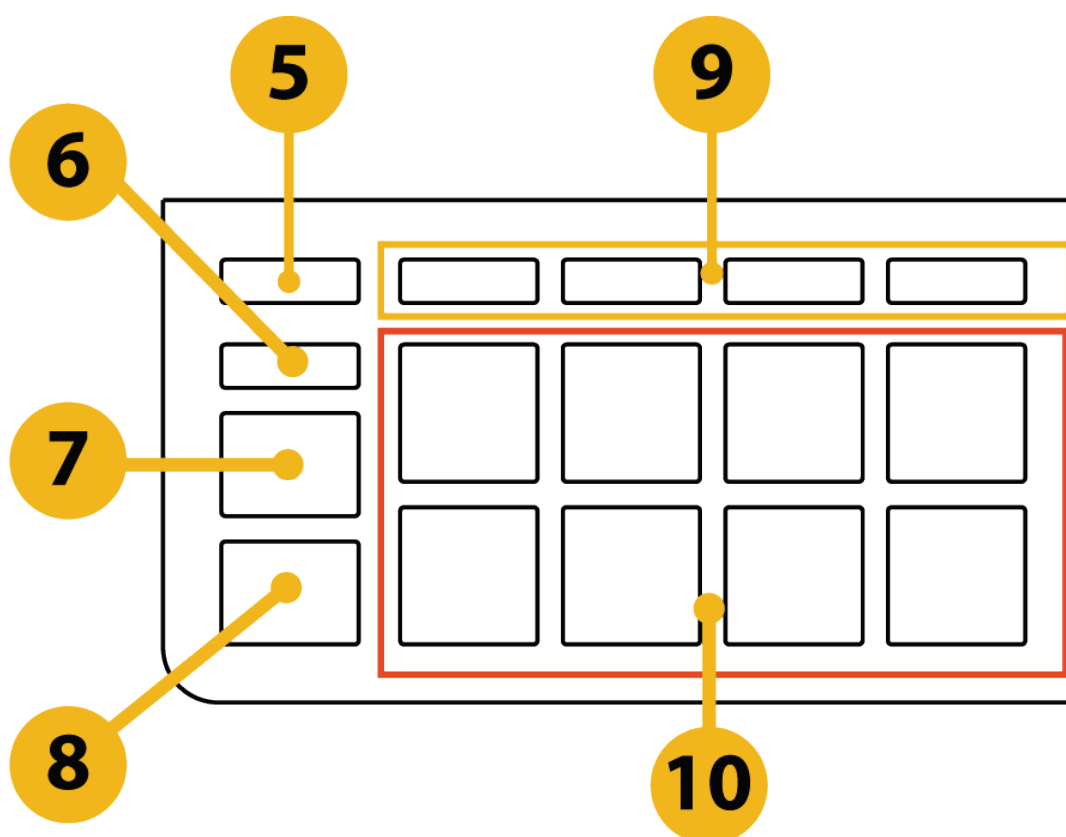
Battery status	LED status
	
	
	
	
	



④ **Bluetooth pairing LED:** indicates the status of the connection between DJControl Mix Ultra and your smartphone or tablet.

- Devices connected via Bluetooth technology: steady LED.
- Devices not connected via Bluetooth technology: flashing LED.

Pads and modes



- 5. SHIFT button
- 6. SYNC button
- 7. CUE button
- 8. Play/Pause button
- 9. Four mode buttons
- 10. Eight performance pads



⑤ **SHIFT**: combined control.

- SHIFT + HOT CUE: enables PITCH PLAY mode.
- SHIFT + LOOP: enables BOUNCE LOOP mode.
- SHIFT + FX: enables SLICER mode.
- SHIFT + NEURAL MIX: enables SAMPLER mode.
- SHIFT + pad: when HOT CUE mode is enabled, erases the corresponding HOT CUE point.
- SHIFT + HIGH potentiometer: lets you adjust the gain's intensity.
- SHIFT + CUE: returns to the beginning of the track.

⑥ **SYNC**: enables or disables automatic synchronization of the BPM values of two tracks, or automatic synchronization of the BPM values of two tracks as well as alignment of their beats, depending on the settings selected in djay.

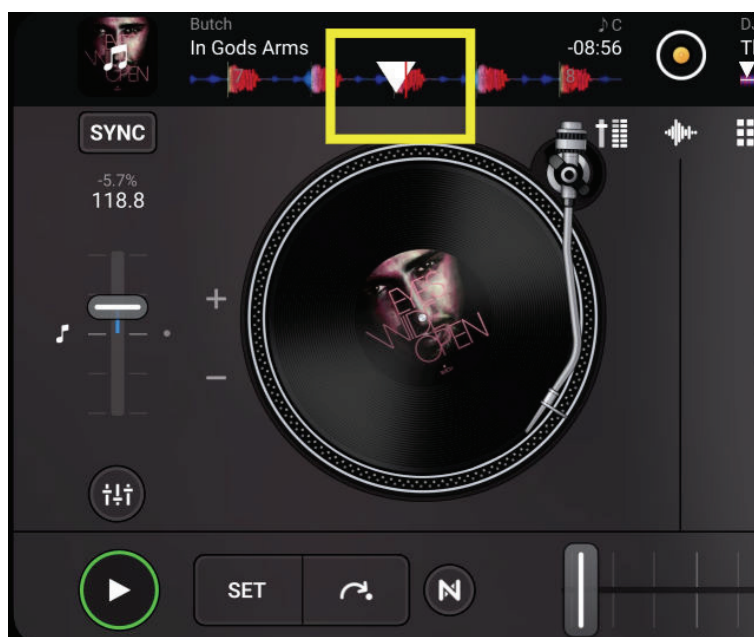
- Enabled mode: button lit up.
- Disabled mode: button not lit up.



⑦ **CUE:** inserts a CUE point in the track to identify a specific instant, or moves the progress marker to the CUE point's position.

Only one CUE point can be set per track.

In djay, the CUE point is represented by a white triangle:



- Track paused: inserts a CUE point at the spot where the track is stopped (white arrow).
- Track playing: stops playback of the track and moves the progress marker to the CUE point.
- When no CUE point has been set, pressing CUE stops playback of the track and moves the progress marker to the beginning of the track.
- CUE + PLAY: moves the progress marker to the CUE point and plays the track from that point.
- SHIFT + CUE: plays the track from the beginning.

To move the CUE point, pause the track, then move the progress marker to the spot where you want to set the CUE point. Press the CUE button.



To remove a CUE point, pause the track and then, in djay, tap and hold the SET button for three seconds.

⑧ **Play/Pause:** plays or pauses the track.

- Play: steady light.
- Pause: light that flashes to the rhythm of the track.

⑨ **Mode buttons:** let you enable 8 modes.

- HOT CUE: press HOT CUE.
- PITCH PLAY: press SHIFT and HOT CUE at the same time. The HOT CUE button flashes when PITCH PLAY mode is enabled. To disable PITCH PLAY mode, press HOT CUE.
- LOOP: press LOOP.
- BOUNCE LOOP: press SHIFT and LOOP at the same time. The LOOP button flashes when BOUNCE LOOP mode is enabled. To disable BOUNCE LOOP mode, press LOOP.
- FX: press FX.



- SLICER: press SHIFT and FX at the same time. The FX button flashes when SLICER mode is enabled. To disable SLICER mode, press FX.
- NEURAL MIX: press NEURAL MIX.
- SAMPLER: press SHIFT and NEURAL MIX at the same time. The NEURAL MIX button flashes when SAMPLER mode is enabled. To disable NEURAL MIX mode, press SAMPLER.

⑩ **Performance pads:** a pad performs an action.

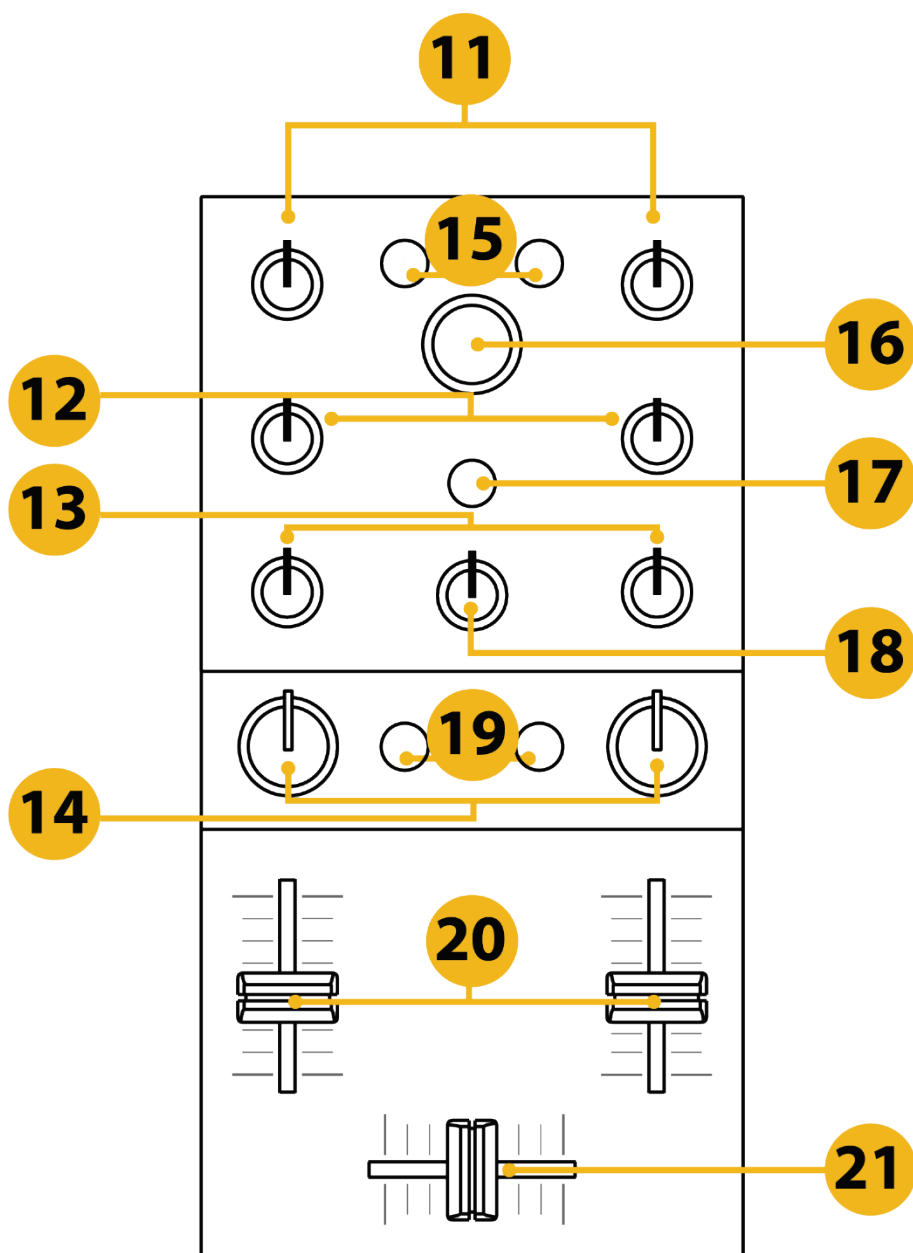
- HOT CUE mode enabled: sets a HOT CUE point in the track.
- LOOP mode enabled: plays a section (of variable length) of the current track in a loop.
- FX mode enabled: enables an instant effect.
- SAMPLER mode enabled: plays a sample.
- PITCH PLAY mode enabled: plays a HOT CUE point in a different pitch, without affecting the tempo.
- BOUNCE LOOP mode enabled: plays a section of the current track in a loop. Exiting the loop resumes playback where the track would be if there had been no loop.
- SLICER mode enabled: slices a loop into multiple segments.



- NEURAL MIX mode enabled: separates the track into multiple instrumental parts (such as drums/melody/vocals). The top pads isolate the instrumental part (solo), while the bottom pads cut out the instrumental part.



Mixing



- 11. HIGH equalization / GAIN function
- 12. MID equalization
- 13. LOW equalization
- 14. FILTER knobs
- 15. Buttons for loading tracks
- 16. BROWSER encoder
- 17. NEURAL MIX button
- 18. MASTER volume
- 19. Deck 1 and deck 2 monitoring buttons
- 20. Volume faders
- 21. Crossfader



⑪ **HIGH equalization knob:** controls the intensity of the treble equalization band.

SHIFT + HIGH: controls the intensity of the gain.

⑫ **MID equalization knob:** controls the intensity of the midrange equalization band.

⑬ **LOW equalization knob:** controls the intensity of the bass equalization band.

⑭ **FILTER knob:** adjusts the frequency of the dual filter (high-pass/low-pass).

⑮ **Button for loading tracks:** loads the selected track onto the destination virtual deck.

⑯ **BROWSER encoder:** browses through your music library by turning the encoder left (up) or right (down).

- Press the encoder to enter a folder.
- Press SHIFT and press the encoder to go back to the folder above.



⑪ **NEURAL MIX button:** separates the track into three parts (vocals, instruments and drums), whose volume you control using the three rotary equalization knobs:

- HIGH = Vocals: adjusts the volume of the vocals.
- MID = Instruments: adjusts the volume of the melody.
- LOW = Drums: adjusts the volume of the drums.

⑫ **MASTER volume:** adjusts the volume of the mix played on the speakers.

⑬ **Deck 1 and deck 2 monitoring buttons:** let you play the sound from deck 1 or deck 2 on headphones if you have already:

- connected a headphones output to your smartphone;
- connected the splitter cable to separate the speakers and headphones; and
- enabled split mode in djay.

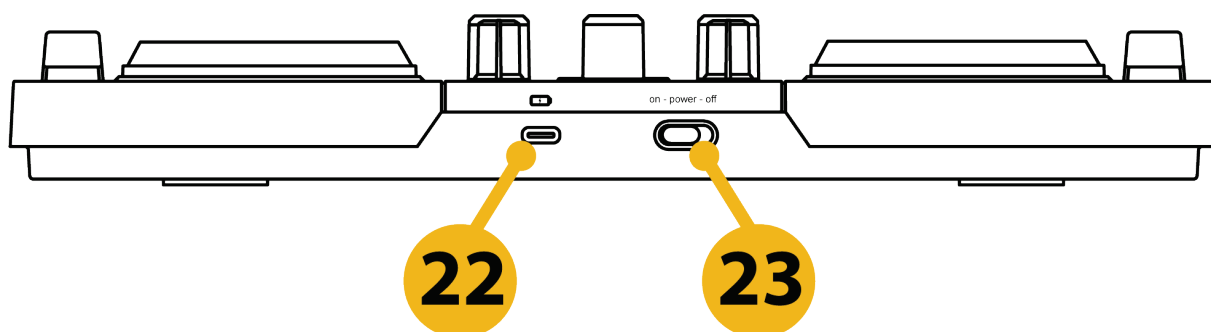
⑭ **Volume faders:** adjust the volume of the decks.

⑮ **Crossfader:** lets you make a transition between two tracks by increasing the volume of one of the decks while decreasing the volume of the other.

- Crossfader all the way to the left: only the track on deck 1 can be heard.
- Crossfader all the way to the right: only the track on deck 2 can be heard.
- Crossfader in the middle: the tracks on decks 1 and 2 can be heard at the same time.



Power



- 22. USB-C port
- 23. ON/OFF switch

②② **USB-C port:** lets you connect the DJControl Mix Ultra controller to a USB power source (USB power adapter or external battery) with the included USB-C – USB-A power cable.

②③ **ON/OFF switch:** lets you power on or power off the DJControl Mix Ultra controller.



4. Installation

Downloading djay

1. On your smartphone or tablet, open Google Play on Android or the App Store on iOS.
2. Download and install the djay app by Algoriddim.

System requirements:

- Android 10.0 or higher.
- iOS 15.0 or higher.
- Bluetooth 4.1 or higher.



Make sure that you have enough storage space on your smartphone or tablet to download the app and store music.



Connecting DJControl Mix Ultra to djay

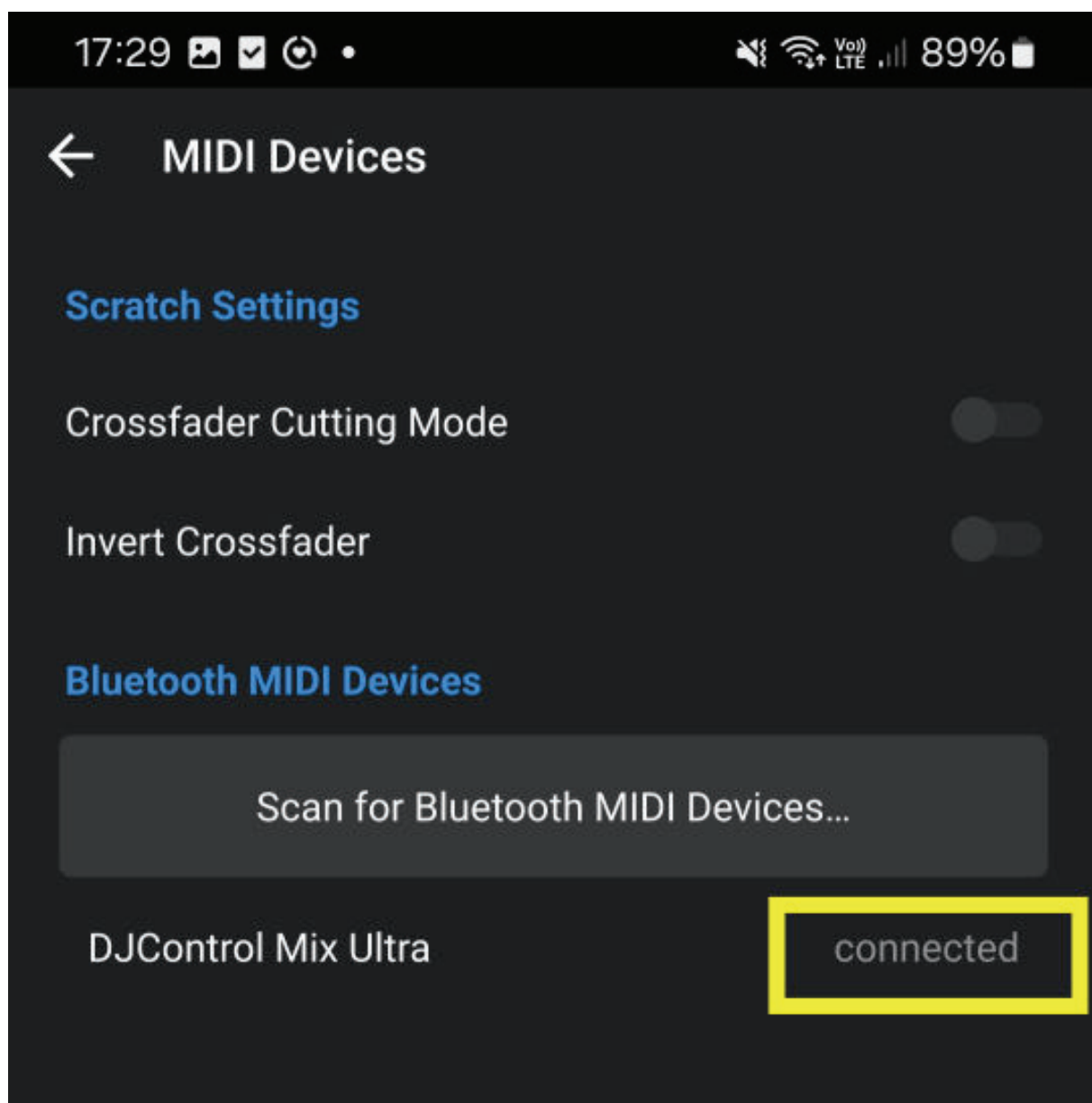
1. Enable the location function and the Bluetooth function on your smartphone or tablet.
2. Open the djay app on your smartphone or tablet.



If you do not want to upgrade to the paid version of djay (djay Pro), close the pop-up window by tapping the cross.

3. Tap the **Dashboard**  button, then tap **Settings** to access the app's settings.
4. Tap **MIDI Devices**, then tap **Scan for Bluetooth MIDI Devices**.
5. If it's not powered on, power on DJControl Mix Ultra.
6. Select **DJControl Mix Ultra** in the **Bluetooth MIDI Devices** menu.
7. The Bluetooth pairing LED on DJControl Mix Ultra turns steady blue.
8. In djay, DJControl Mix Ultra appears as **"Connected"**.

Your controller is connected to djay!



Tap **Settings** and then tap **OK** to return to the standard djay interface.



- Every time you open the dJay app, you must carry out the Bluetooth pairing procedure.
- If your smartphone or tablet's display turns off or goes into locked mode, the Bluetooth pairing is lost. You will then have to repeat the pairing procedure as previously indicated.



Disable the option to automatically turn off your smartphone or tablet's display before starting a mixing session.

- In Android: select **Settings > Display > Screen timeout > None** (or the longest amount of time available).
- In iOS: select **Settings > Display & Brightness > Auto-Lock > Never** (or the longest amount of time available).

When your mixing session is done, return to the previous setting.

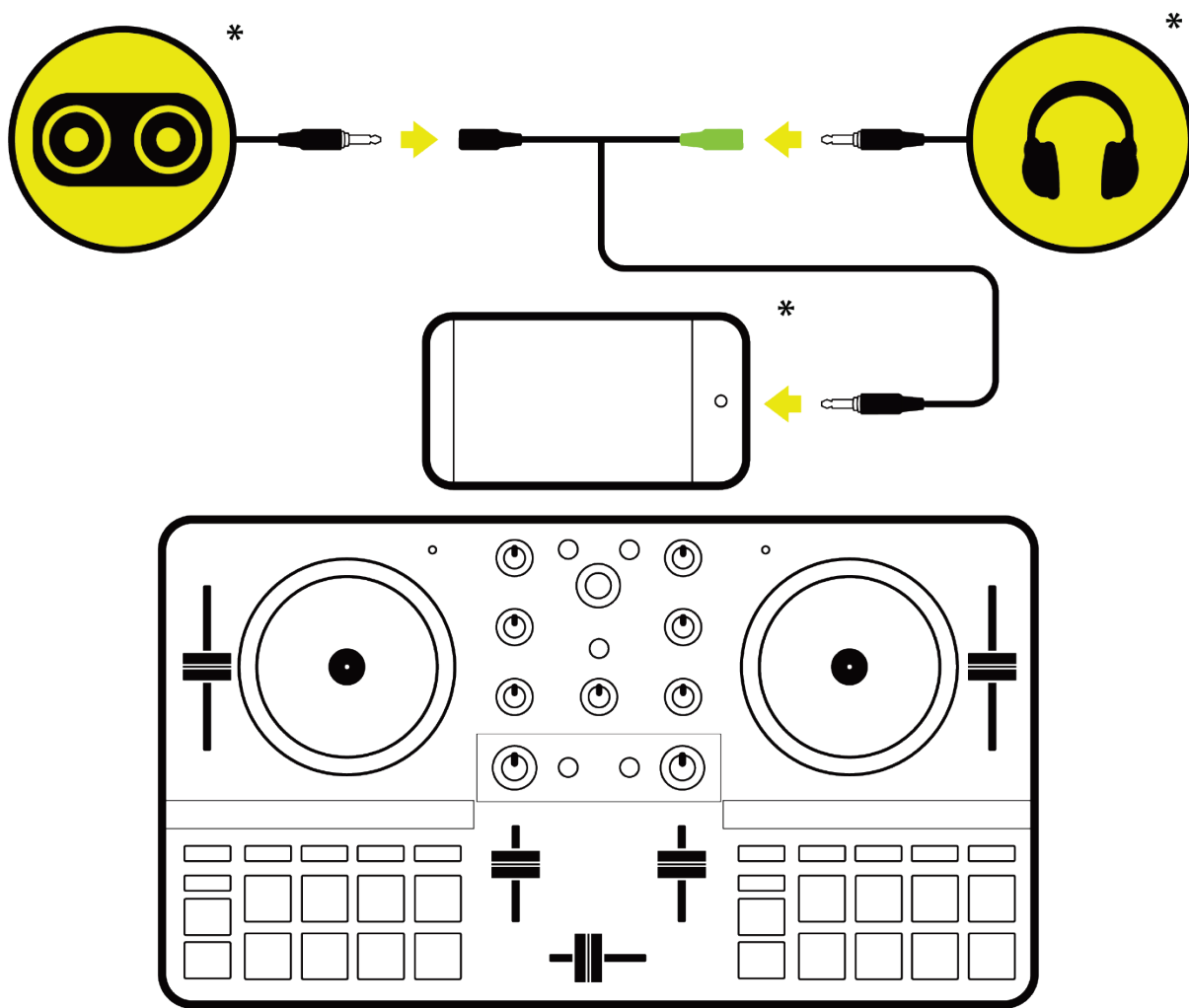


Configuring monitoring

Monitoring on headphones is a useful step in a DJ's mix. Monitoring a track on your headphones helps you prepare the transition with the track that is currently playing, without your audience noticing anything.

If you want to monitor the track:

1. Connect the speakers/headphones DJ splitter cable to the headphones output on your smartphone or tablet.
2. In djay, tap the **Dashboard**  button, then tap **Settings** to access the app's settings.
3. Enable **Split output – Enable split output for pre-cueing with audio adapter.**
4. Connect your headphones to the green output on the speakers/headphones DJ splitter cable, and your speakers to the black output.
5. When you want to monitor a track, simply press the Monitoring button corresponding to the track that you want to monitor.



**Headphones/speakers/smartphone not included*

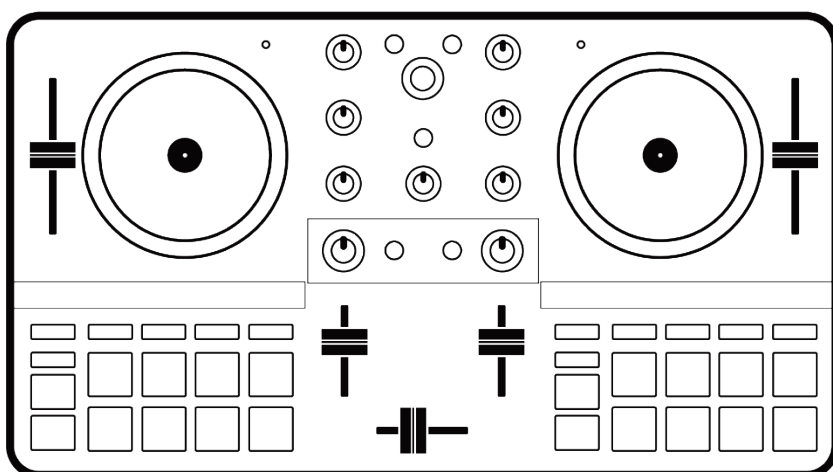
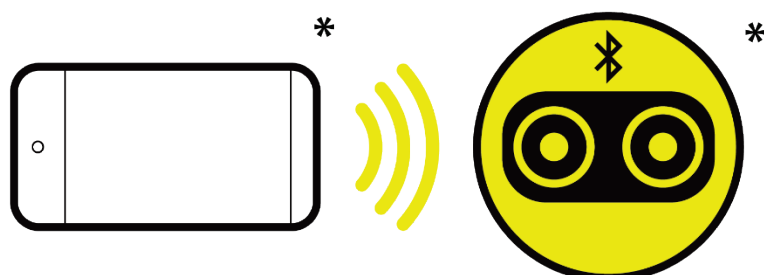


Only use wired headphones for monitoring.



If you do not want to monitor the track, play the mix on:

- wired speakers or wired headphones connected to the headphones output on your smartphone or your tablet;
- Bluetooth speakers or Bluetooth headphones connected to your smartphone or your tablet;
- the speaker built into your smartphone or your tablet.



**Not included*

You are now ready to mix!



5. Mixing

Make sure that your DJControl Mix Ultra controller is connected to the djay app. Every time your smartphone or tablet's display turns off, the Bluetooth connection with djay is lost and you must repeat the **Connecting DJControl Mix Ultra to djay** pairing procedure (page 23).

Selecting two tracks

You can select tracks stored on your smartphone or your tablet, or tracks available on an online music streaming service (Apple Music, TIDAL, SoundCloud, Beatport Link, Beatsource Link and the djay Pool in iOS and Android).

In djay, the SoundCloud and djay Pool music streaming services offer tracks available free of charge.



To use an online music streaming service, you must be connected to the Internet. An active subscription may be required.



To select a track to load on deck 1 or 2:

1. In djay, tap 🎵 or on the cover artwork of the track already loaded in the upper left-hand part of the screen.
2. Using the BROWSER encoder, select a music source in the drop-down menu. Choose a track by pressing the BROWSER encoder.
3. Press the track loading button on deck 1 or 2.



Formats supported by djay: MP3, WAV, Ogg, AAC.



- For smooth mixes, select two tracks with similar BPM values (ideally with no more than a difference of 4 BPM between the two tracks) and from the same musical genre.
- To automatically pause a track when it is loaded on a deck, go to djay's settings. Select **General**, then **Song Loading**. Disable **Start Playback**.



Manual synchronization

Synchronizing one track with another track consists of:

- adjusting the number of BPM of the incoming track according to the number of BPM of the outgoing track;
- aligning the phase of the incoming track with the phase of the outgoing track.

This synchronization, or *beatmatching*, then allows you to transition from one track to the other without disrupting the rhythm. You can do this manually by using the tempo fader and the jog wheel, or automatically with the SYNC button.



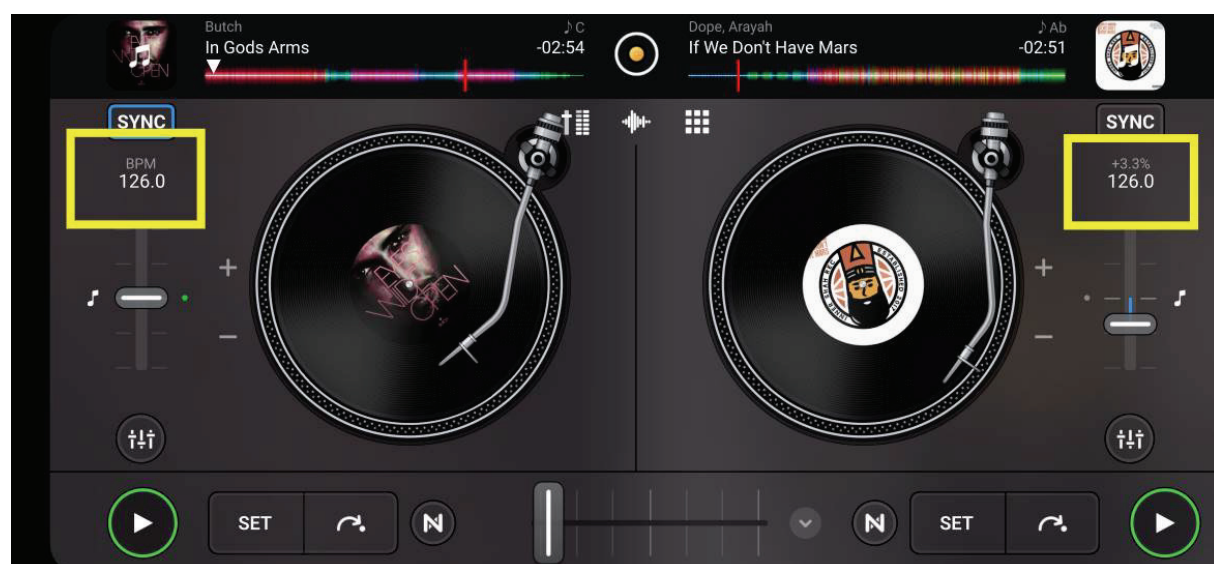
- Use a monitoring system to prepare the transition between the two tracks.
- To view the detailed waveform for each of the two tracks, display djay in landscape format, then tap the **Detailed waveform**  button.



Adjusting the BPM

Adjusting the number of beats per minute for the incoming track to match the number of beats per minute for the outgoing track lets you play both tracks at the same speed. By doing so, your audience will hear a smooth transition as you switch from one track to the other.

The BPM value for each track is displayed in djay:



To adjust the number of beats per minute for the incoming track:

1. Move the tempo fader corresponding to the incoming track up to speed it up, or down to slow it down, so that it is at the same BPM value as that of the outgoing track.



The BPM values of both tracks are now identical:



The musical key of a track changes when the BPM is modified. In djay, to maintain the tracks' musical key, tap the **Key Lock** 🎵 buttons. The musical note icon then turns blue.

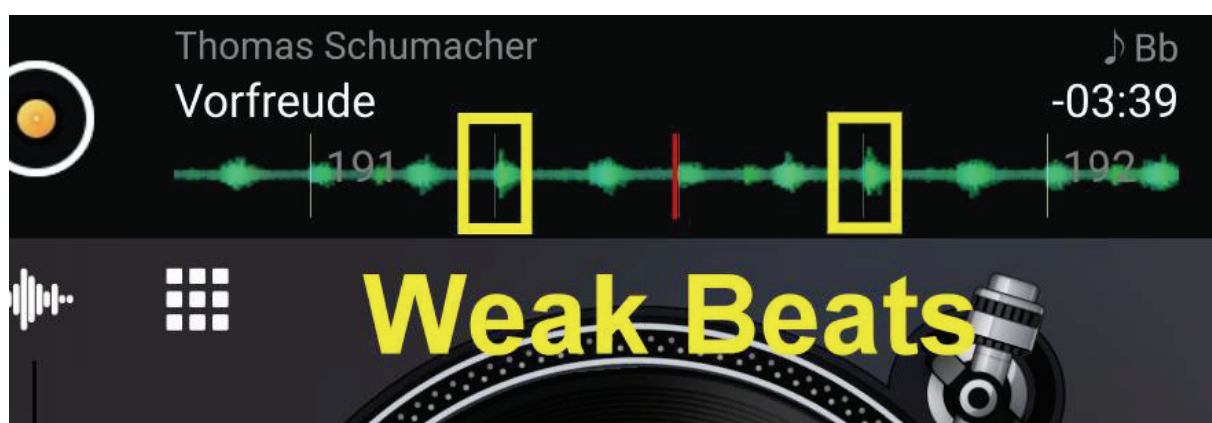


Phase alignment

When you start playing a track while another track is already playing, the two tracks may not be perfectly synchronized with one another. You will then have to align the phase (the beats) of both tracks.

djay has a grid (beatgrid) of 4 beats allowing you to view the track's beats. In the standard display (2 decks), placing your hand on the jog wheel lets djay zoom in on the waveform to see the lines of the grid:

- The lines with a number indicate the first beat of each musical bar: this is the strong beat, or “downbeat”.
- The thin lines without numbers mark the intermediate beats: these are the weak beats, or “upbeats”.





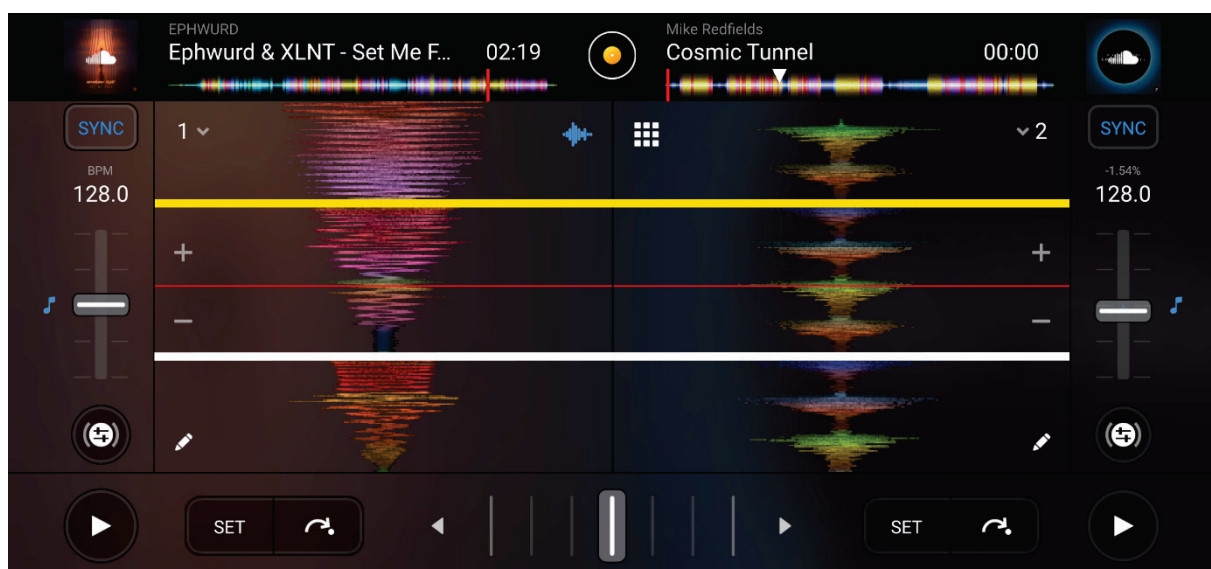
To align the phase of the incoming track with the phase of the outgoing track:

1. Before the end of the outgoing track, start playing the incoming track.

You can monitor the incoming track by pressing the Monitoring button corresponding to the incoming track.

2. If the tracks' phases are not perfectly aligned with one another, turn the ring of the jog wheel corresponding to the incoming track to align the two tracks by ear.

If you are using djay Pro (and not the standard version of djay), the waveform mode lets you better see if two tracks are aligned when the yellow lines are facing one another.





- When turning the jog wheel, make sure not to move the tempo fader: doing so will modify the track's BPM.
- Try to match the first beat of a musical bar of the incoming track with the first beat of a musical bar of the outgoing track: this technique is known as "dropping on the One".



Transitions

Once the two tracks are synchronized with one another, you will have to fade in the incoming track while fading out the outgoing track in an elegant way.

To make a smooth transition:

1. Progressively move the crossfader from one extreme to the other while increasing the volume of the incoming track and decreasing the volume of the outgoing track.

When the crossfader has reached its limit, the volume of the incoming track must be at the maximum level and the volume of the outgoing track must be at the minimum level.

2. Stop playback of the outgoing track, and then load a new track on the outgoing track's deck.



Living up your mix

There are different ways to liven up your mix.

HOT CUE points

A HOT CUE point is a marker that you can set in a track. It lets you play the track from that spot.

Eight HOT CUE points can be set per track. They remain saved, even when the djay app is closed if the tracks are local tracks (stored on your smartphone). If the tracks come from streaming services, the HOT CUE points may or may not be saved, depending on each service.

1. To enter HOT CUE mode, press HOT CUE. The HOT CUE button's light stays lit up.
 2. To set a HOT CUE point, press a pad.
 3. To play the track from a HOT CUE point, press the corresponding pad.
 4. To remove a HOT CUE point, press SHIFT and the corresponding pad at the same time.
- HOT CUE point enabled: pad lit up.
 - HOT CUE point disabled: pad not lit up.



To set a HOT CUE point, you can only use the performance pads corresponding to the deck on which the track is being played.



Loops (LOOP)

A loop is a part of the track that is played repeatedly.

1. To enter LOOP mode, press the LOOP button. The LOOP button's light stays lit up.
 2. To apply a loop, press a pad.
 3. To disable a loop, press the corresponding pad.
- Loop enabled: pad lit up.
 - Loop disabled: pad not lit up.



To apply a loop, you can only use the performance pads corresponding to the deck on which the track is being played.



Effects (FX)

An effect is a filter or a combination of filters applied to a track to modify its sound (echo, reverb...).

1. To enter FX mode, press the FX button. The FX button's light stays lit up.
2. To apply an effect, press and hold a pad.
 - Effect applied: pad lit up.
 - No effect applied: pad not lit up.



To apply an effect, you can only use the performance pads corresponding to the deck on which the track is being played.

In djay, it is possible to apply other effects:

1. Display djay in landscape format.
2. Tap the  button, then tap **FX**.



Splitting tracks up into parts (NEURAL MIX)

NEURAL MIX mode lets you split tracks up into different parts.

1. To enter NEURAL MIX mode, press the NEURAL MIX button. The NEURAL MIX button's light stays lit up.

Tap the  button, then tap  and  to choose the number of different parts.

2. Press the NEURAL MIX button again to choose the types of parts.

Each pad is associated with an action and a part of the track. Press the pad to enable or disable playback of the part of the track.

- Part of the track enabled: pad lit up.
- Part of the track disabled: pad not lit up.

The upper pads on DJControl Mix Ultra play the part of the track on its own (so if you enable just one pad in the upper row, you get a solo part), while the lower pads on DJControl Mix Ultra cut out that part of the track.



NEURAL MIX button

As with NEURAL MIX mode, the NEURAL MIX button located in the middle of the controller lets you independently manage multiple different parts of a track.

- Press the NEURAL MIX button to enable splitting tracks up into different parts.
- Manage the intensity of each part of a track with the HIGH, MID and LOW knobs.
 - HIGH knob: turn to the left (decrease) or right (increase) to adjust the intensity of the vocal part of the track.
 - MID knob: turn to the left (decrease) or right (increase) to adjust the intensity of the instrumental part of the track (the melody).
 - LOW knob: turn to the left (decrease) or right (increase) to adjust the intensity of the drum part of the track.



Changing pitch (*PITCH PLAY*)

PITCH PLAY mode lets you play a HOT CUE point in variable pitch ranges.

1. To enter PITCH PLAY mode, press SHIFT + HOT CUE. The HOT CUE mode button's light flashes.
2. Pads 2 through 8 are each associated with a pitch. To apply a pitch, press the corresponding pad. The pad's light turns off.
3. To return to the original pitch, press pad 1.

Changing the pitch:

Deck 1 / Deck 2	Pitch
Pad 1	Original pitch
Pad 2	+ 1
Pad 3	+ 2
Pad 4	+ 3
Pad 5	- 4
Pad 6	- 3
Pad 7	- 2
Pad 8	- 1



BOUNCE LOOP mode

- BOUNCE LOOP mode lets you play a section of the track repeatedly; but unlike LOOP mode, the playhead continues to advance in the background. When you disable the loop, playback resumes where the track would have been if it had continued to play.
1. To enter BOUNCE LOOP mode, press SHIFT and LOOP at the same time. The LOOP button's light flashes.
 2. To apply a loop, press a pad.
 3. To disable a loop, press the corresponding pad.
 4. To exit BOUNCE LOOP mode, press LOOP.

The length of the loop varies depending on the pad used.



SLICER mode

SLICER mode lets you slice the active loop into eight sections.

1. To enter SLICER mode, press SHIFT and FX at the same time. The FX button's light flashes.
2. To play a section as a loop, hold down a pad.
3. To stop playing a section, release the corresponding pad.



Samples (SAMPLER)

A sample is a short sound played over the track that is currently playing: it can be played either once, or in repetition.

1. To enter SAMPLER mode, press SHIFT and NEURAL MIX at the same time. The NEURAL MIX button's light flashes.
2. To play a sample, press a pad.
 - Sample being played: pad lit up.
 - No sample being played: pad not lit up.



To play a sample, you can use the performance pads on both decks.

In djay, you can load sample packs as follows:

1. Display djay in landscape format.
2. Tap the **Looper/Sampler** button to access the **Sampler**  panel.



Scratching

Scratching consists of producing a sound effect from a track, by turning the jog wheel.

Place your index finger on top of the jog wheel and make small, quick movements to the right and to the left.

You can repeat this scratch multiple times to create a rhythm.



The filters, equalizer and gain

Adjusting the filter lets you attenuate certain frequencies, while the equalizer lets you individually adjust the intensity of the track's three different bands.

The gain lets you control the volume applied before the volume fader.

- Adjusting the filter:
 - To attenuate the high frequencies (known as a low-pass filter or high-cut filter): turn the filter knob to the left.
 - To attenuate the low frequencies (known as a high-pass filter or low-cut filter): turn the filter knob to the right.
- Adjusting the equalizer:
 - Treble band: adjust the intensity by turning the HIGH knob to the left (decrease) or right (increase).
 - Midrange band: adjust the intensity by turning the MID knob to the left (decrease) or right (increase).
 - Bass band: adjust the intensity by turning the LOW knob to the left (decrease) or right (increase).



- Adjusting the gain:
 - Press SHIFT and turn the HIGH knob to the left (decrease) or right (increase).



Stutter effect

To create a stutter effect, hold down SHIFT and press the Play/Pause button several times in succession. This combination of buttons lets you restart playback from the CUE point several times in succession.

The more of a stutter effect you want to create, the faster you need to press the Play/Pause button.



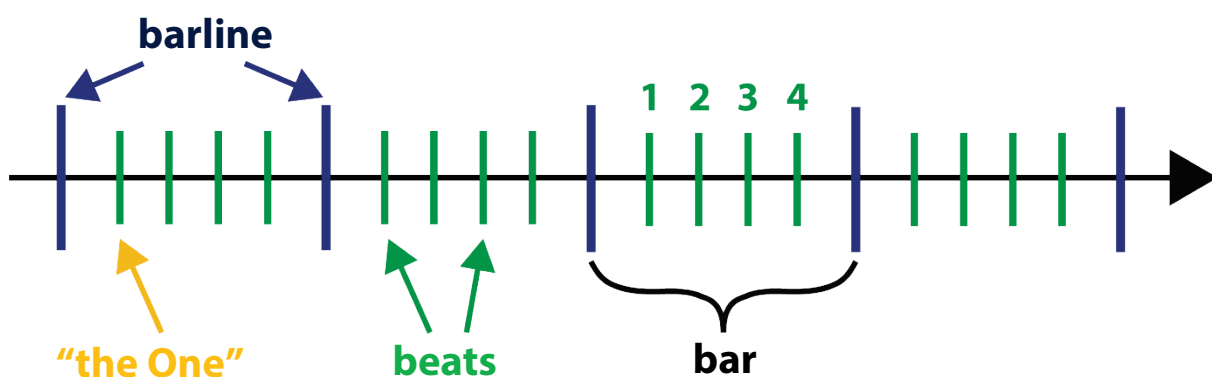
Make sure that a CUE point is already placed in the track.



6. Other helpful information

Most tracks used by DJs have a similar rhythmic structure, in 4/4 time (with 4-beat musical bars). This classic notation means that you count four beats per bar.

A 4-beat bar includes a main beat (called “the One” in DJing), followed by three intermediate beats. “The One” indicates the first beat of a bar, which is usually when a DJ will start playing the second track. This mixing technique is known as “dropping on the One”, and consists of matching the first beat of a bar of the incoming track with the first beat of a bar of the outgoing track.



The unit used to measure the speed (the tempo) of a track is the BPM (beats per minute). This corresponds to the number of beats per minute. The higher the BPM value, the faster the track is; and conversely, the lower the BPM value, the slower the track is.



Here are some BPM values for different styles of music:

- Drum and bass: 160–190 BPM
- House: 124–130 BPM
- Hip hop: 80–100 BPM
- Dubstep: approximately 140 BPM



7. Additional resources

djay manual:

<https://support.hercules.com/product/djcontrolmixultra/>

djay technical support and online help*:

<https://help.algoriddim.com/hc/>

Royalty-free music tracks that you can download free of charge**:

<https://www.hercules.com/music/>

DJ Academy by Hercules**:

<https://www.hercules.com/dj-academy/>

Hercules DJ glossary**:

<https://www.hercules.com/dj/glossary/>

** Available in English only.*

*** Available in English, French, German, Dutch, Italian, Spanish, Portuguese, simplified Chinese and traditional Chinese only.*



8. FAQ

1. No sound is coming out of my headphones

- If you are using wired headphones, make sure that the headphones are properly connected to the green output on the speakers/headphones DJ splitter cable.
- If you are using Bluetooth headphones, make sure that the headphones are properly connected to your smartphone or your tablet.
- Make sure that the volume for your headphones is not set to zero.
- In djay, if you want to monitor the next track to be played, make sure that the **Split output – Enable split output for pre-cueing with audio adapter** option is enabled.



2. No sound is coming out of my speakers

- If you are using wired speakers, make sure that the speakers are properly connected to the black output on the speakers/headphones DJ splitter cable.
- If you are using Bluetooth speakers, make sure that the speakers are properly connected to your smartphone or your tablet.
- Make sure that the volume for your speakers is not set to zero.
- Verify the monitoring settings. By default, monitoring of the two virtual decks is enabled the first time that the app starts up. You can then choose to listen to one of the decks or the master output on your headphones.
- In djay, if you want to monitor the next track to be played, make sure that the **Split output – Enable split output for pre-cueing with audio adapter** option is enabled.



3. No sound is coming out of my headphones or my speakers

- In the djay settings, make sure that the **Split output**
 - **Enable split output for pre-cueing with audio adapter** option is enabled.
- Make sure that the volume for your headphones and your speakers is not set to zero.

4. I want to use wired speakers / wired headphones, but my smartphone / tablet doesn't have a headphones output

If your smartphone or your tablet does not have a 1/8" / 3.5 mm stereo mini-jack headphones output, connect an adapter (data port to 1/8" / 3.5 mm stereo mini-jack) to your device's data port. For example:

- Apple Lightning to 3.5mm Headphone Jack Adapter (Apple MMX62AM).
- Samsung USB-C to 3.5mm Headphone Jack Adapter (Samsung EE-UC10JUWEGUS).
- Belkin RockStar adapters, allowing you to connect a charger to your smartphone or tablet while playing the device's audio at the same time:



- 3.5mm Audio + Charge RockStar Lightning Adapter (Belkin F8J212btWHT)
- RockStar 3.5mm Audio + USB-C Charge Adapter (Belkin NPA004btBK)



5. The sound is played with a delay (i.e. latency) on my Bluetooth speaker or Bluetooth headphones. What should I do?

There is always some degree of latency when using Bluetooth audio technology. To avoid this, it is preferable to use speakers or headphones with a wired connection — connected to the headphones output of your smartphone or tablet, or connected to the headphones output adapter.

Most Bluetooth speakers have some latency, even when using a wired connection. Multimedia speakers without a Bluetooth feature do not have any latency.

6. I have to pair DJControl Mix Ultra again every time my smartphone or tablet's display turns off. Is that normal?

Yes: this is due to the way that Bluetooth LE technology works, which is used for pairing in the app. Every time your smartphone or tablet's display turns off, the Bluetooth connection with dJAY is lost and you must repeat the pairing procedure.



TECHNICAL SUPPORT

<https://support.hercules.com>





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