

rekordbox support request form

Before submitting a request for support, please use the search to see if your question has already been answered. If no answer is found, please complete the form below and we will be happy to assist you.

Fields marked with (*) are required to complete the form.

Your email address *

Subject *

DDJ-RZ DVS License Key Request

Please provide a brief description of the problem as a ticket subject.

Fill in the Subject field with "DDJ-RZ DVS License Key Request"

Suggested articles

First Name *

Last Name *

Country *

Country (Other)

If you have selected "Other" from the countries list above, please enter your country name here.

Inquiry *

Licensing Issue

Select "License Issu".

For inquiries about mobile applications, please select "Other" and enter details (application name, version, etc.) in the following fields.

rekordbox Version *

Other

Select "Other".

rekordbox Version (Other)

If you are not using a version of rekordbox listed above, please enter it here.

Pro DJ LINK

Are you using the PRO DJ LINK system, either wired or wireless?

Computer OS *

Other

Select "Others".

Other Operating System

If you are not using one of the operating systems listed above, please enter it here.

Computer Make / Model *

Other

Please enter the make / model of your computer.

Select "Other".

Processor *

Other

Please indicate your processor type / model. On Windows, right-click on My Computer and select Properties. On OS X, click the Apple icon and select About This Mac.

Select "Other".

RAM *

0

Please enter the amount of RAM (in GB) in your system - number only.

Fill in the RAM field with "0 (zero)".

Other Devices

Please list any other USB devices or audio-interfaces you have connected to your computer.

Check the box for any hardware you are using in relation to this support request:

DDJ-RZ

Check DDJ-RZ.

DDJ-RX

DDJ-SZ

DDJ-SX2

DDJ-SX

DDJ-SR

DDJ-WeGO3

Fill in the Description field with "Product SER. NO.", "KEY No" and "Purchased store name"

Description *

SER. NO. : ABCD 123456 AB
KEY : 123456-123456-123456-123456-123
PURCHASED STORE : *****

Please enter the details of your request. Provide as much information as you are able in order to expedite your support.



*On the rear side of your DDJ-RZ, you will find a sticker with:
SER.NO.: 12 characters (4 alphabets + 4 numbers + 6 numbers + 2 alphabets)
KEY: 27 characters in both alphabets and numbers (6-6-6-6-3)

Attachments

Add file or drop files here

Please verify that you are human

I'm not a robot

Please check "I'm not a robot." CAPTCHA

Submit