

My DJ Console sometimes starts playing audio by itself, very slowly, as if I were turning a jog wheel. Why?

Some early-production Hercules DJ Console units were manufactured with highly-sensitive jog wheels: under certain conditions, this can lead to simulating the continual turning of a jog wheel while it is not in use. This condition has now been corrected and can be rectified by reprogramming affected DJ Consoles, stabilizing the sensitivity of the jog wheels regardless of operating conditions. Users faced with this issue can return their complete DJ Console package (console, cables, CD, manual, etc.) to Hercules in the original packaging, and we will gladly reprogram the unit.

If you encounter this problem, please contact our technical support staff (contact details are available in your User Manual), who will establish whether or not your unit is experiencing this form of jog wheel hyper-sensitivity and, if so, explain the procedure for returning your DJ Console.

We apologize for any inconvenience this may cause and thank you for choosing Hercules products.