

# disklavier

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powered by *RemoteLive™*

## User's Guide

This service is available for U.S. customers only.

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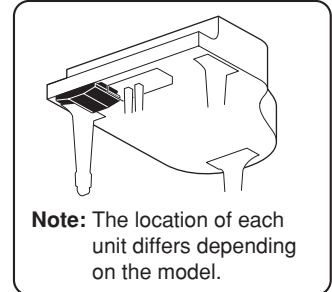
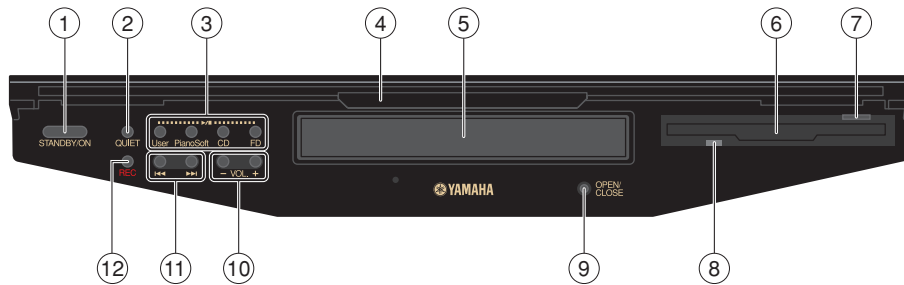
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# Introduction

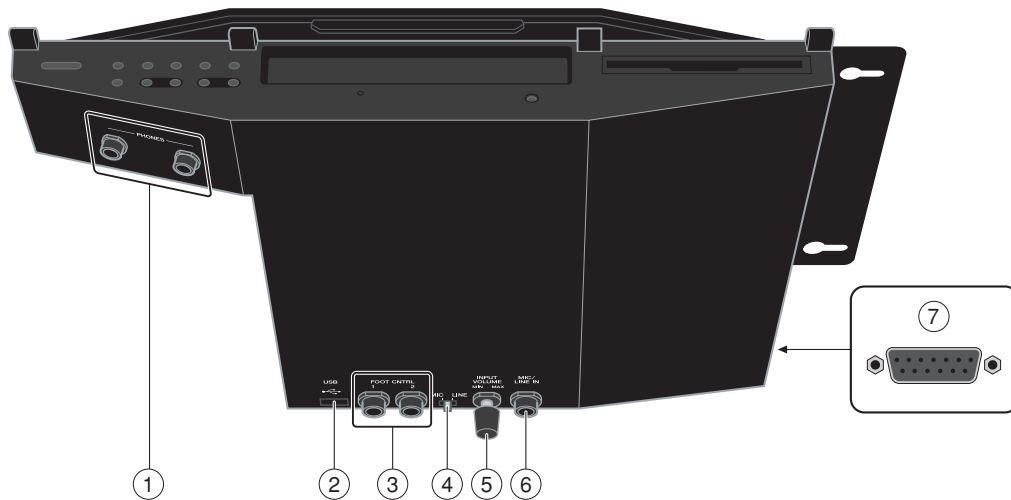
## Names of Parts and Their Functions

### ■ Media Center (Front)



- ① **STANDBY/ON button**  
Pressing the button turns the Disklavier on or puts it in Standby mode.  
Holding down the button shuts down the Disklavier.
- ② **QUIET button**  
Activates the Quiet Mode.
- ③ **Source Select buttons**  
Starts or stops playback of the songs stored in the corresponding library/medium.  
User : Selects the User Library.  
PianoSoft : Selects the PianoSoft Library.  
CD : Selects the loaded CD.  
FD : Selects the loaded floppy disk.
- ④ **Front lid**  
Draw and swing down to cover the front panel.
- ⑤ **CD tray**
- ⑥ **Floppy disk drive**
- ⑦ **Eject button**  
Ejects the loaded floppy disk.
- ⑧ **Access lamp**  
Lights while the system is reading/writing data on the floppy disk.
- ⑨ **OPEN/CLOSE button**  
Opens and closes the CD tray.
- ⑩ **VOL -/+ (volume) buttons**  
Adjusts the overall volume.
- ⑪ **◀◀/▶▶ (Song Select, Fast Reverse/Fast Forward) buttons**  
Pressing the button selects a song.  
Holding down the button fast reverses/forwards.
- ⑫ **REC button**  
Set the Disklavier in Record Standby mode.

## ■ Media Center (Bottom)



### ① PHONES jacks

Used to connect headphones.

### ② USB (type A) port

Used to connect a USB flash memory, etc.

### ③ FOOT CNTRL jacks

Used to connect foot controls/switches.

### ④ MIC/LINE switch

Switches the input sensitivity of the MIC/LINE IN jack.

**MIC** : Select this when you connect a microphone to the MIC/LINE IN jack.

**LINE** : Select this when you connect external audio equipment to the MIC/LINE IN jack.

### ⑤ INPUT VOLUME knob

Adjusts the input volume.

### ⑥ MIC/LINE IN jack

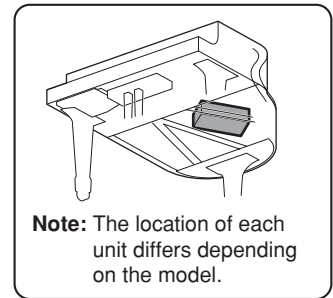
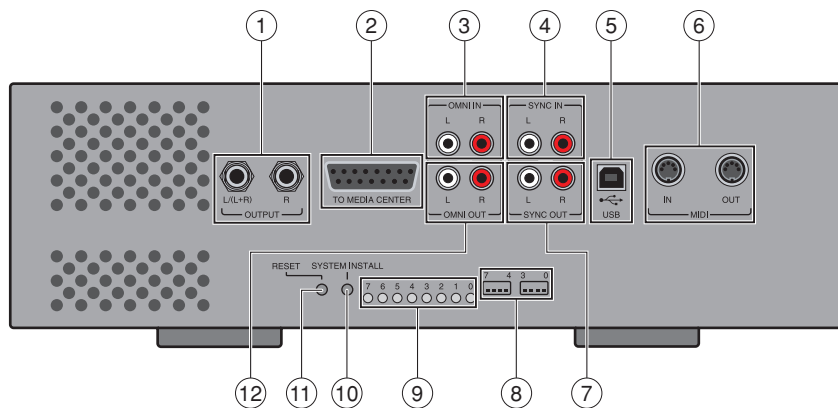
Used to connect a microphone.

### ⑦ To I/O Center port

Used to connect the cable from the I/O Center.

**Note** : Although the chassis of the Media Center may become hot when you use the Disklavier for a long period of time, this is not a malfunction.

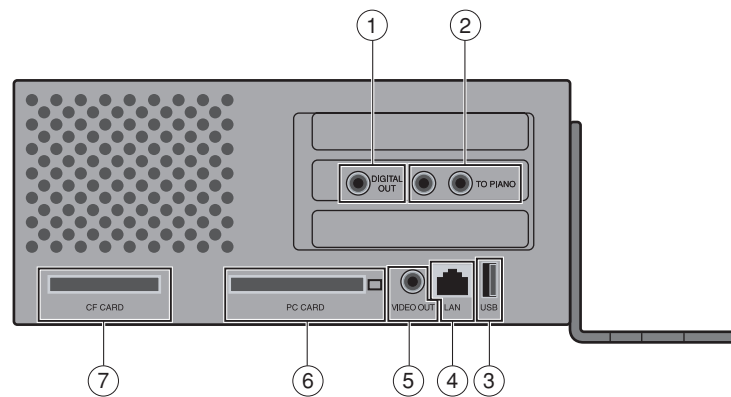
## I/O Center (Front)



- ① **OUTPUT jacks**  
 L/(L+R) : Used to connect speaker cable from the left monitor speaker\*.  
 R : Used to connect speaker cable from the right monitor speaker\*.
- ② **TO MEDIA CENTER port**  
 Used to connect the cable from the Media Center.
- ③ **OMNI IN (L/R) jacks**  
 Used to connect the RCA cables from the audio output of an external CD player, etc.
- ④ **SYNC IN (L/R) jacks**  
 Used to connect the RCA cables from the audio output of a camcorder or computer.
- ⑤ **USB (type B) port**  
 Used to connect the USB cable from a computer.
- ⑥ **MIDI (IN/OUT) terminals**  
 Used to connect the MIDI cable from the input/output of a MIDI device.
- ⑦ **SYNC OUT (L/R) jacks**  
 Used to connect the RCA cables from the microphone/line input of a camcorder.
- ⑧ **Dip switches**  
 For service use.
- ⑨ **LED indicators**  
 For service use.
- ⑩ **SYSTEM INSTALL button**  
 For service use.
- ⑪ **RESET button**  
 For service use.
- ⑫ **OMNI OUT (L/R) jacks**  
 Used to connect the RCA cables from the audio input of an AV amplifier.

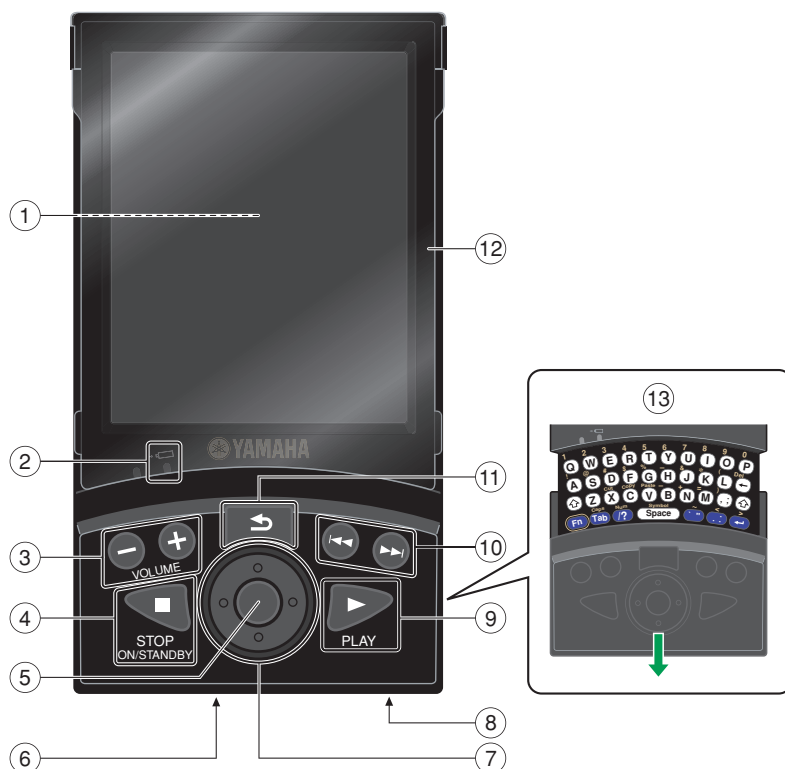
\* Only for models supplied with the monitor speakers.

## ■ I/O Center (Side)



- ① **DIGITAL OUT jack**  
Used to connect the coaxial cable from the digital audio input of an AV amplifier or mixer, etc.
- ② **TO PIANO jacks**  
Used to connect the cables from the Central Signal Processor.
- ③ **USB (Type A) port**  
For future use.
- ④ **LAN (RJ 45) port**  
Used to connect the LAN cable from a router or a switching hub.
- ⑤ **VIDEO OUT jack**  
Accepts the video cable from composite video input of a TV.
- ⑥ **PC CARD (PCMCIA type II) slot**  
For future use.
- ⑦ **CF CARD (PCI) slot**  
The supplied CF wireless LAN card is attached to this slot at the factory.

## ■ Pocket Controller



① **Touch screen**

② **Charge indicator (amber)**

Lights up when the Pocket Controller is being charged. The indicator goes out when charging is completed.

③ **VOLUME –/+ buttons**

Adjusts the overall volume.

④ **■ STOP, ON/STANDBY button**

Stops playback, and turns the Pocket Controller on/ off.

⑤ **Select button**

Executes the selected operation.

⑥ **I/O port**

Used to connect the terminal on the cradle.

⑦ **Cursor buttons**

Selects the item on the touch screen or moves the slider on a control bar.

⑧ **AC adapter jack**

Accepts the AC adaptor.

⑨ **▶ PLAY button**

Starts playback.

⑩ **⏮/⏭ (Song Select, Fast Reverse/ Fast Forward) buttons**

Pressing the button selects a song. Holding down the button fast reverses/ forwards.

⑪ **↶ (Back) button**

Returns to the previous screen.

⑫ **Screen protector**

Open or remove the protector when you tap on the touch screen. To remove the screen protector, lift it up and fold it back until it comes off.

⑬ **Keyboard**

Enters characters.



# Connection Diagram (Basic)

## Connecting the Disklavier to the Internet

You can connect the Disklavier to a full-time online Internet connection (ADSL, optical fiber, cable Internet, etc.) via a router or a modem equipped with a router.

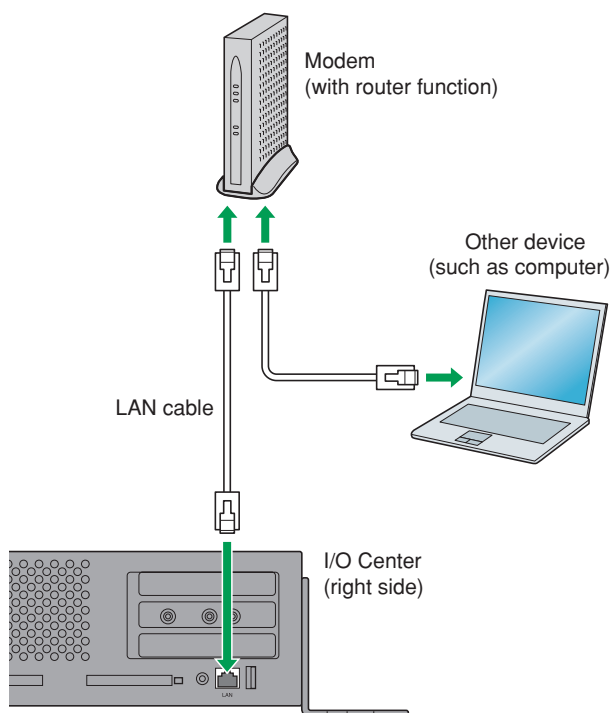
### ■ Preparation

- To use the Internet connection, you will first need to subscribe to an Internet service or provider.
- Use a computer to obtain and configure Internet service. You cannot obtain Internet service or configure router settings on a local area network using the Disklavier itself.
- Use a standard LAN cable to connect the I/O Center and a router.
- Before connecting the LAN cable, make sure to turn off (or shut down) the Disklavier.

### ■ Connecting the I/O Center to the Internet

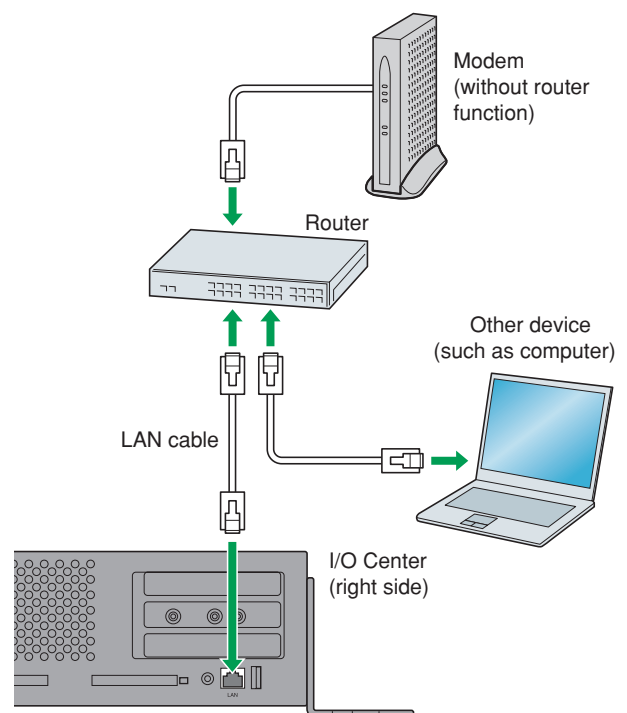
#### Connection example 1:

Using a modem with router function



#### Connection example 2:

Using a modem without router function



#### Note:

- Depending on the contract with your Internet provider, you may not be able to connect two or more devices (for example, a computer and the Disklavier) to the Internet. Please check your contract or contact your Internet provider for further information.
- Some types of modems (such as ADSL modems or cable modems) have multiple ports for connecting two or more devices (such as computer, musical instrument, etc.). If your modems have only one port, an optional router or hub is required in order to connect several devices simultaneously.

For further information on the Internet connection (only a wired LAN connection is supported), visit the Yamaha Disklavier website:

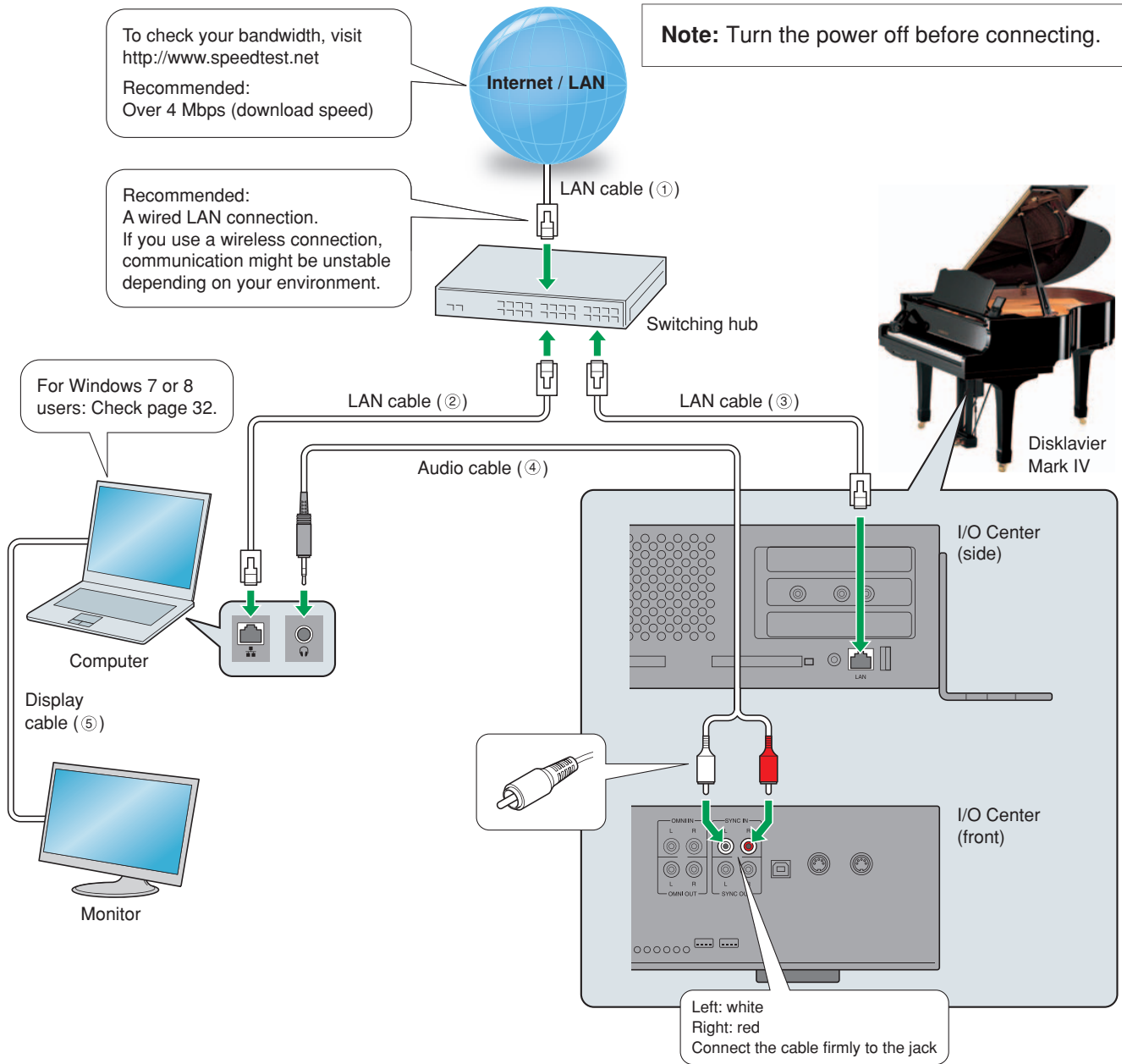
<http://services.music.yamaha.com/radio/>

### ■ Notes on Network Security

The Disklavier Mark IV attempts to achieve a balance between security and usability in its network implementation. However, a determined hacker may be able to defeat these security measures and utilize the network of the purchaser in an unauthorized manner. Since each network is different, only the purchaser can determine whether the security measures discussed here will adequately protect their network.

The purchaser acknowledges that connection to the Internet and use of the Disklavier Mark IV Internet features is done at the risk of the purchaser. In no event shall Yamaha, its subsidiaries or Yamaha's and/or its subsidiaries' directors, officers, or employees be responsible for unauthorized access, loss or alteration of the data of the purchaser or be liable for any damage from intrusions.

## Watching on Your Computer



### Requirements (These items are NOT supplied with Disklavier.)

Equipment	
Computer (Windows or Mac)	1
Switching hub *1	1

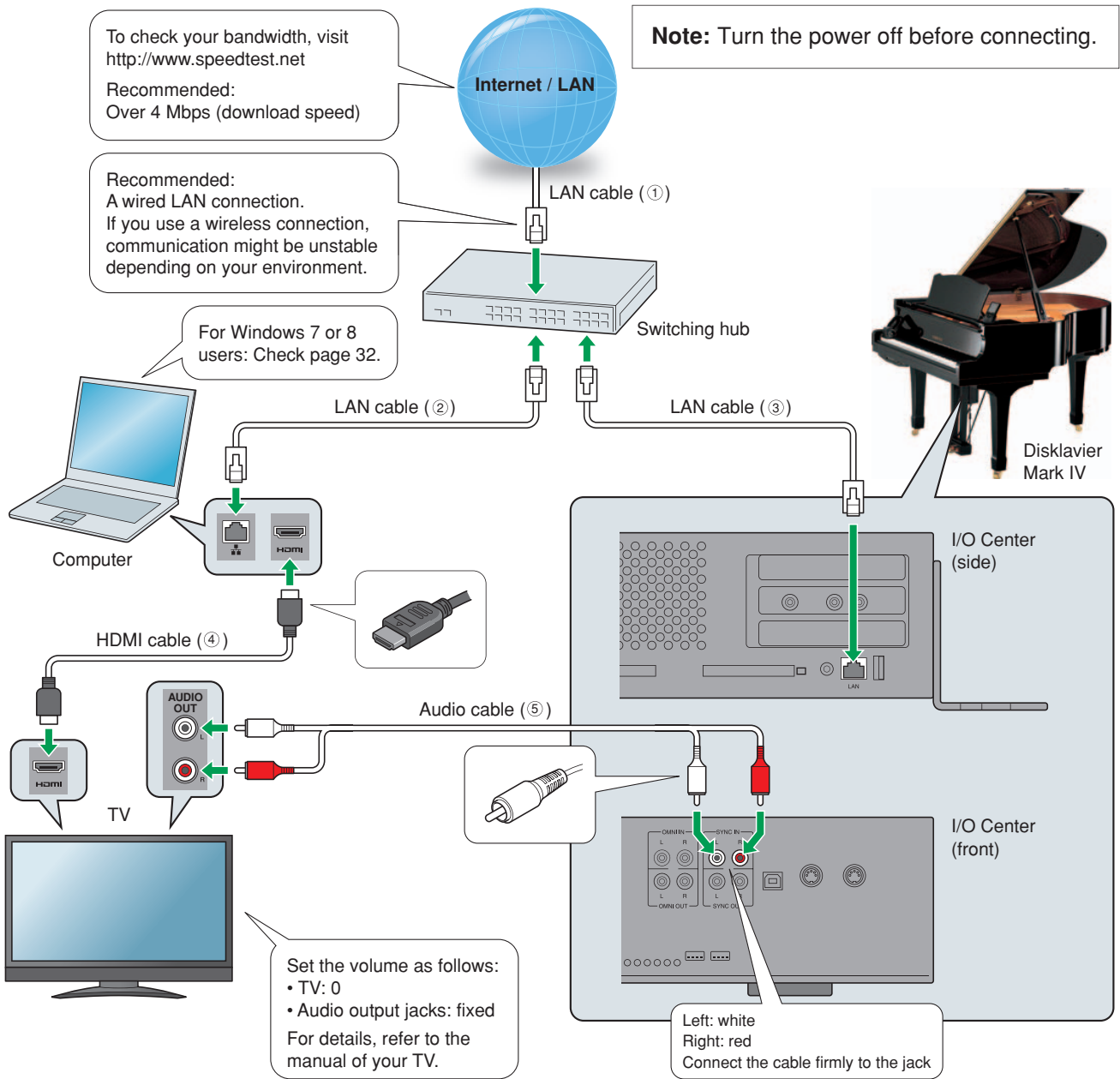
  

Cables	From	To
LAN cable	1	Modem/router
	1	Switching hub
	1	Switching hub
Audio cable (stereo mini pin - 2 RCA males) *2	1	Computer
Display cable	1	Computer

\*1 You do not need the switching hub if your router has more than 2 empty LAN ports.

\*2 DO NOT use cables with impedance changers.

## Watching on Your TV



### Requirements (These items are NOT supplied with Disklavier.)

Equipment	
Computer (Windows or Mac)	1
Switching hub *1	1
TV (with HDMI input and audio output)	1

Cables	From	To	
LAN cable	1	Modem/router	Switching hub ①
LAN cable	1	Switching hub	Computer ②
HDMI cable	1	Switching hub	Disklavier Mark IV ③
HDMI cable	1	Computer	TV ④
Audio cable (2 RCA males - 2 RCA males) *2	1	TV	Disklavier Mark IV (SYNC IN) ⑤

\*1 You do not need the switching hub if your router has more than 2 empty LAN ports.

\*2 Cable required depends on your TV.

# Preparation

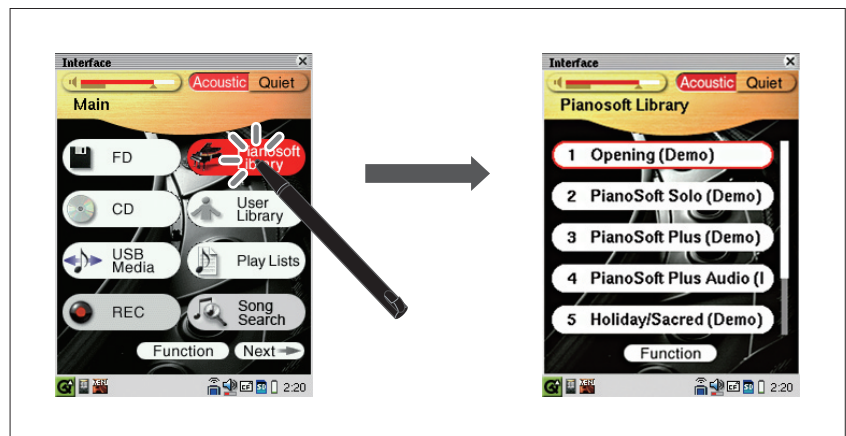
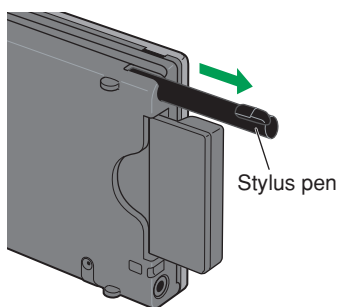
## Operating PRC-100 (Pocket Controller)

You can operate the Pocket Controller by either tapping items on the touch screen with the supplied stylus pen or by pressing the buttons on the Pocket Controller.



### ■ Tapping with the Stylus Pen


Touch an item (application icon, button, control, etc.) on the touch screen once to execute its function.

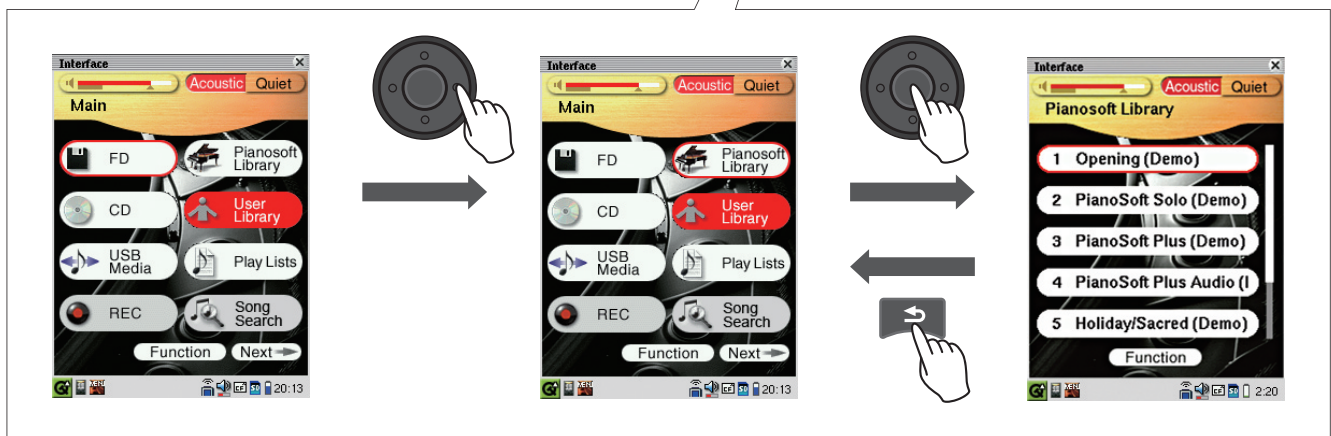
Pocket Controller



### ■ Pressing Buttons

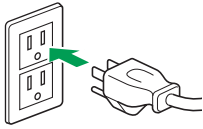
Press  (cursor buttons) to move the focus on the desired icon, button, control, etc., and then press  (select button) to execute its function.

Press  (back button) to return to the previous screen.



## Turning on Your Disklavier

- 1 Connect the AC power cable to the AC wall outlet.



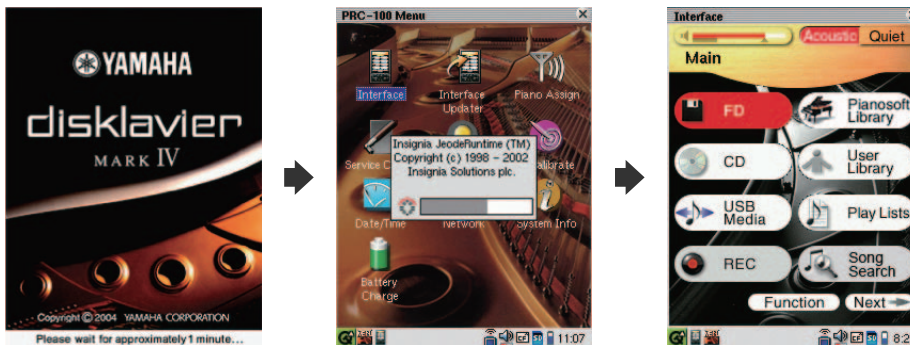
- 2 Press **STANDBY/ON** on the Media Center.



The Disklavier is turned on.

Be sure to press  on PRC-100 to turn it on as well.

The touch screen changes as follows:



**Note:** This may take approximately two minutes.

Your Disklavier is now ready for use.

## Registration

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To use the DisklavierTV service, initial registration is required using an Internet-connected computer.

**Note:** If you are already subscribed to the DisklavierRadio service, the following procedure is unnecessary.

- 1** Go to [Yamahamusicsoft.com/dtv](http://Yamahamusicsoft.com/dtv)
- 2** Enter your Disklavier model (Mark IV) and select your desired subscription (monthly or annual).
- 3** Click “Subscribe,” then confirm your subscription and your auto-renew preference.
- 4** At checkout, you will be asked to create an account to complete the subscription and registration process.

**Note:** To use the DisklavierTV service, you are required to enter your e-mail address and password with PRC-100.



## Updating Your Disklavier

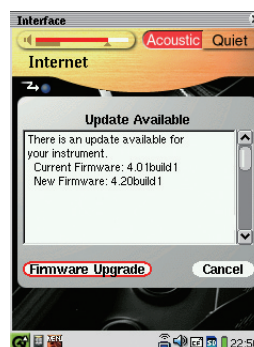
**Important Note:** Your Disklavier must have 3.0 or higher to utilize the Network Update feature. If your version is lower than 3.0, please contact Yamaha customer support (phone: 866-430-2652, online: 4wrld.it/D-TVsupport) and request a Version 4.0 Update Kit. You will still need to update your Disklavier to the latest version by connecting the Disklavier to the Internet after installing the Version 4.0 Update Kit.

- 1 Tap on [Internet] on PRC-100.  
The [Internet] screen appears.



- 2 Tap on [Network Update].  
If there is any update program available, the [Update Available] pop-up appears.

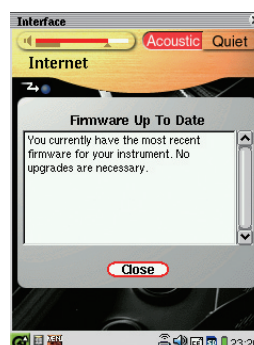
Go to step 3.



If you have the latest version of firmware, the [Firmware Up To Date] pop-up appears.

Tap on [Close].

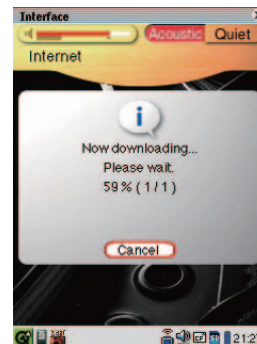
Skip the following steps and go to “Logging into Your Account” on page 20.



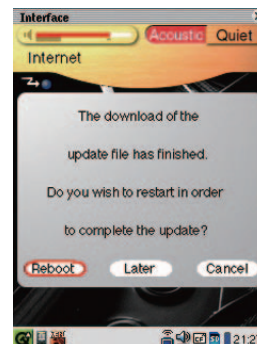


### 3 Tap on [Firmware Upgrade].

The download process of the update program starts.



### 4 After the download process is completed, tap on [Reboot] to install the update program.



## Updating PRC-100 (Pocket Controller)

- 1** Confirm that your Disklavier is turned on, and then press .



[PRC-100 Menu] icon

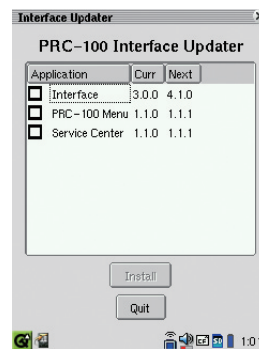
- 2** Tap on  ([PRC-100 Menu] icon) on the Task Bar.

The [PRC-100 Menu] screen appears.

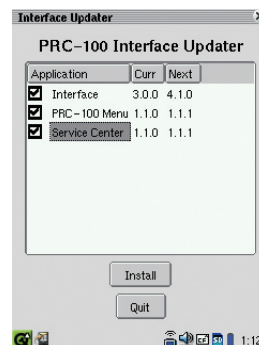


[Interface Updater] icon

- 3** Tap on  ([Interface Updater] icon).  
The [Interface Updater] screen appears.



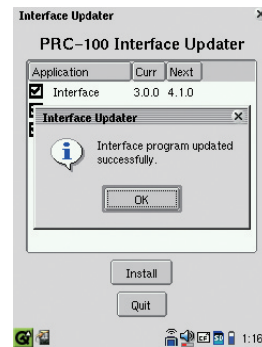
- 4** Tap on the check boxes on any application where “Curr” version is less than “Next” version.



## 5 Tap on [Install].

Update of PRC-100 starts, and the message [Updating...] appears.

After a few minutes, you will receive a message indicating that the update was successful.



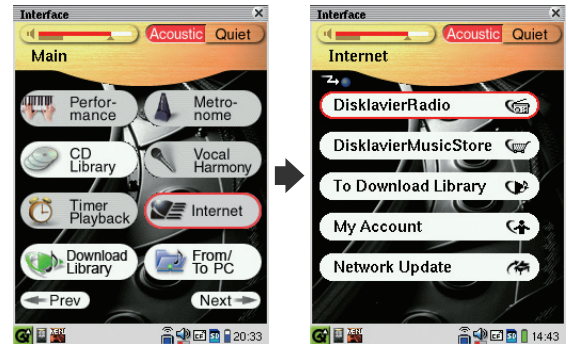
## 6 Tap on [OK] and then on [Quit].

The message [System Rebooting] appears on the screen, and then PRC-100 automatically restarts.

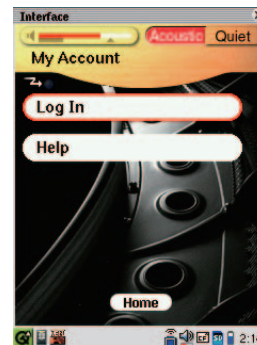
## Logging into Your Account

**Note:** Once you have logged in, you are kept logged in for 30 days. If you do not access the DisklavierRadio or DisklavierTV services within that period, you need to log in again.

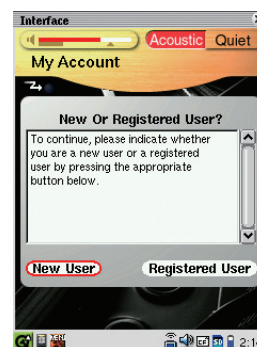
- 1 Tap on [Internet] on PRC-100.  
The [Internet] screen appears.



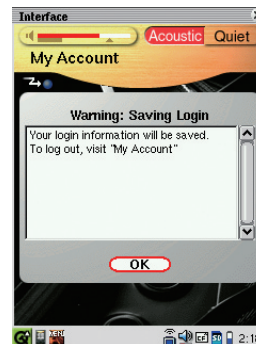
- 2 Tap on [My Account].  
The [My Account] screen appears.



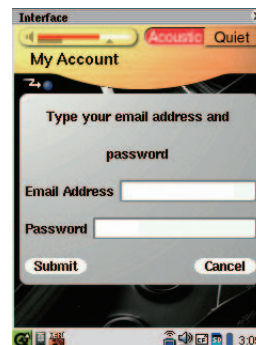
- 3 Tap on [Log In].  
The [New Or Registered User?] pop-up appears.



- 4** Tap on [Registered User].  
The [Warning] pop-up appears.

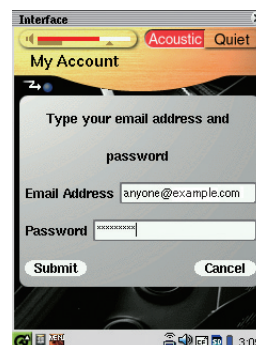


- 5** Tap on [OK].  
The information entry pop-up appears.



- 6** Enter your e-mail address and password.

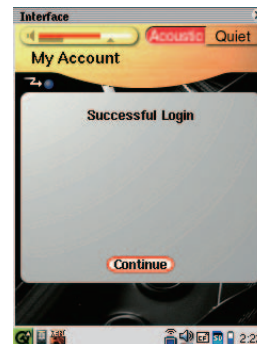
**Note:** See “Entering Characters” on page 23 for information on how to enter characters.



**7 Tap on [Submit].**

If the login is successful, the following pop-up will appear.

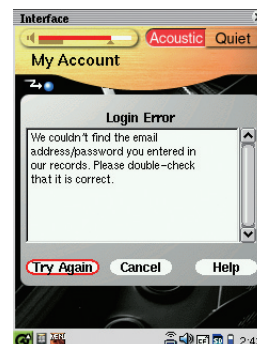
Go to step 8.



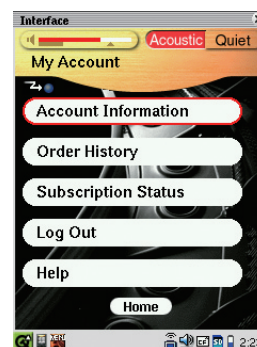
If the login fails, the following pop-up will appear.

Tap on [Try Again].

Go back to step 6 and make sure that you have entered your e-mail address and password correctly.

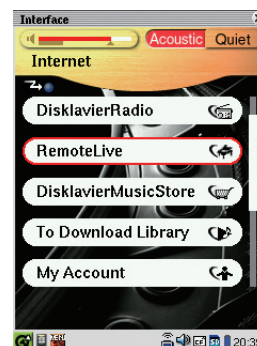
**8 Tap on [Continue].**

The [My Account] screen appears.

**9 Tap on [Home] to return to the [Internet] screen.**

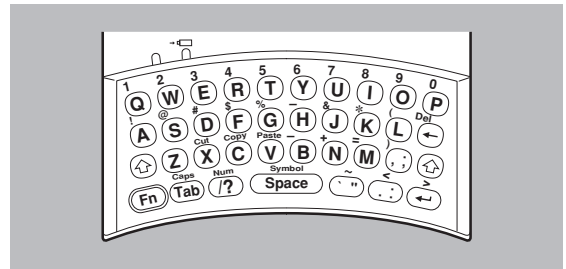
If you are successfully logged into your account, [RemoteLive] appears on the [Internet] screen.

You can enjoy the DisklavierTV service using the *RemoteLive* function.



## ■ Entering Characters

- 1 Slide the front panel of the Pocket Controller to show the keyboard.
- 2 Press a key to enter the corresponding letter.



Keys	Will enter lowercase letters on respective keys.
(Shift)	Will shift the mode to enter "UPPERCASE" letters or lowercase letters when the Caps lock key is active.
	Will enable the entry of numbers and symbols printed on the keyboard in yellow.
(Caps)	Will change the entering mode to enter uppercase (capital) letters (Caps lock). To cancel the function, press  again.
(Space)	Will insert a space.
(Tab)	Will act as a tab key. On the Edit screen, the cursor will move to the next field.
(Back space)	Will delete the character to the left of the cursor.
(Delete)	Will delete the character to the right of the cursor.
(Num)	Will change the entering mode to enter numbers (Num lock) and symbols. To cancel the function, press  again.
(Carriage return)	Will start a new line.
(Cut)	Will cut the selected text.
(Copy)	Will copy the selected text.
(Paste)	Will paste the selected text.

# Activating DisklavierTV

## Receiving Test

You can verify that you are properly set up to receive a broadcast by viewing a test video that can be found on the website.

- Caution:**
- While you enjoy live broadcast or on-demand content:
    - DO NOT use other applications except your web browser on your computer.
    - DO NOT visit any other websites (other than the URL provided for the broadcast) on your computer.

- Note:**
- Confirm that the volume on your PC is set to maximum.
  - If you are using a PC with Windows 7 or 8, make sure all sound enhancements are disabled (turned off). See “Appendix” on page 32 for additional detail.

**1** Confirm that all equipment and cables are connected as shown in the “Connection Diagram.”

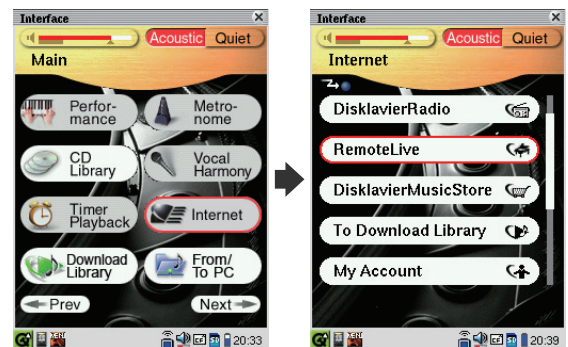
**2** Confirm that your Disklavier can access the Internet.

Tap on [Internet] in the [Main] screen.

The [Internet] screen should appear. If this screen appears, your Internet connection is OK.

You can enjoy the DisklavierTV service using the *RemoteLive* function.

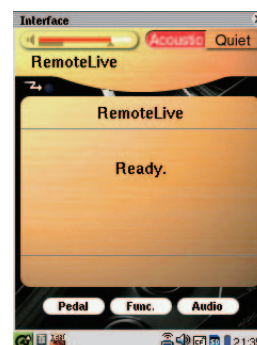
If [RemoteLive] does not appear, see page 20 to log into your account.



- Note:** If the connection fails, the [Failed to connect the Internet] message appears. In such a case, tap on [OK] to return to the [Main] screen. Turn off the Disklavier and make sure the LAN cable is connected to the I/O Center firmly. Then turn on the Disklavier and perform step 1 again. If the connection still fails, see “Setting Up the Disklavier for Internet Connection” in the Advanced Operation Manual and check the setting.

**3** Tap on [RemoteLive].

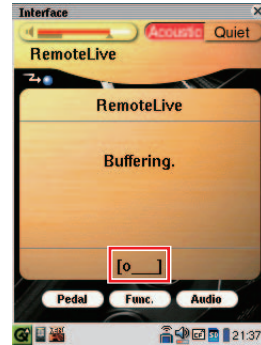
The [RemoteLive] screen appears.



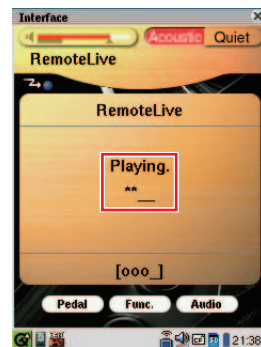


**4** Using the computer, enter the following URL into your browser:  
4wrd.it/DisklavierTV

**5** Go to the “Set Up” page, then start playing back the video on the website.  
Your Disklavier starts to receive the data.



**6** Confirm that piano playback is synchronized with the video.



**7** Confirm that the volume is appropriate.  
See page 28 to adjust the volume.

**8** Stop playing back the video, then press  on PRC-100 to return to the [Internet] screen.

**Note:** Playback of your piano may continue for a while even after you have stopped playing back the video content. This is not a malfunction.

## Viewing Live Broadcast or On-demand Content

- Caution:**
- While you enjoy live broadcast or on-demand content:
    - DO NOT use other applications except your web browser on your computer.
    - DO NOT visit any other websites (other than the URL provided for the broadcast) on your computer.

- Note:**
- Confirm that the volume on your PC is set to maximum.
  - If you are using a PC with Windows 7 or 8, make sure all sound enhancements are disabled (turned off). See “Appendix” on page 32 for additional detail.

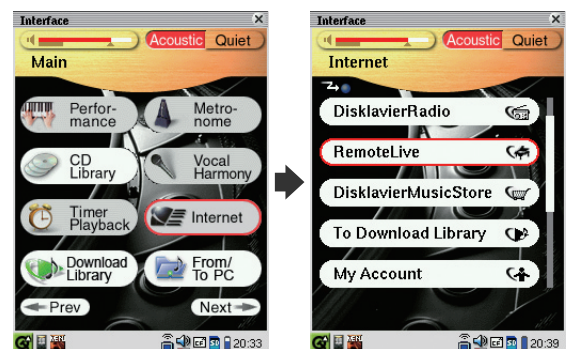
**1** Confirm that all equipment and cables are connected as shown in the “Connection Diagram.”

**2** Confirm that your Disklavier can access the Internet.

Tap on [Internet] in the [Main] screen.

The [Internet] screen should appear. If this screen appears, your Internet connection is OK.

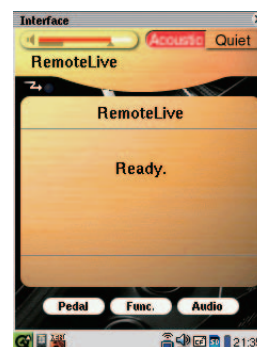
You can enjoy the DisklavierTV service using the *RemoteLive* function.



- Note:** If the connection fails, the [Failed to connect the Internet] message appears. In such a case, tap on [OK] to return to the [Main] screen. Turn off the Disklavier and make sure the LAN cable is connected to the I/O Center firmly. Then turn on the Disklavier and perform step 1 again. If the connection still fails, see “Setting Up the Disklavier for Internet Connection” in the Advanced Operation Manual and check the setting.

**3** Tap on [RemoteLive].

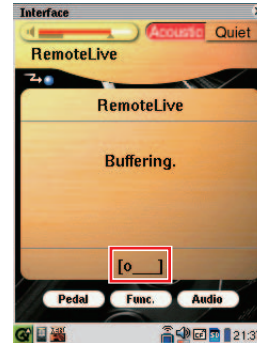
The [RemoteLive] screen appears.



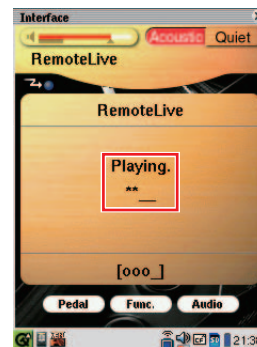
**4** Using the computer, enter the following URL into your browser:  
4wrd.it/DisklavierTV

**5** Start playing back the video on the website.

Your Disklavier starts to receive the data.



**6** Confirm that piano playback is synchronized with the video.



**7** Stop playing back the video, then press  on PRC-100 to return to the [Internet] screen.

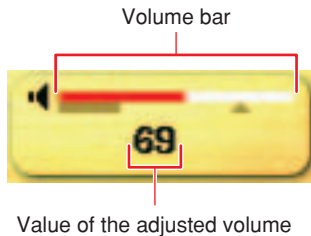
**Note:** Playback of your piano may continue for a while even after you have stopped playing back the video content. This is not a malfunction.

# Adjustments

## Adjusting the Main Volume

You can adjust overall volume with PRC-100.

- 1 Press **−** **+** on PRC-100.



## Adjusting the Audio Volume Balance

You can adjust the volume of the audio in balance with the piano sound.

- 1 Tap on **[Audio]** in the **[RemoteLive]** screen.

The **[Audio Balance]** pop-up appears.



- 2 Tap on any button to adjust the volume of the audio.

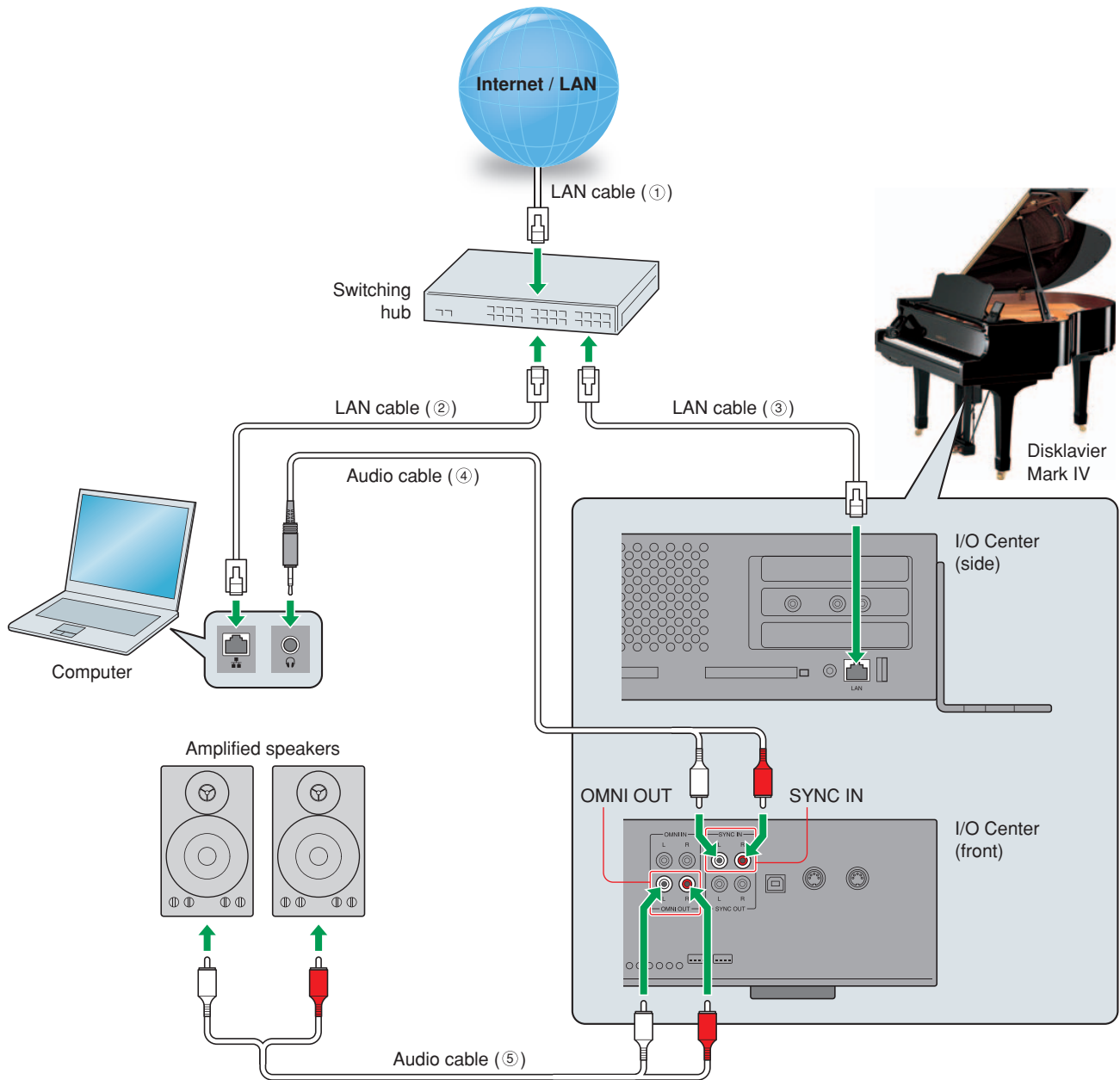
**[−1]:** Audio volume decreases by 1.  
**[+1]:** Audio volume increases by 1.  
**[−10]:** Audio volume decreases by 10.  
**[+10]:** Audio volume increases by 10.  
**[Reset]:** Audio volume reverts to its default value (100).

Audio volume balance can be adjusted in a range of 000 to 127.

- 3 Tap on **[Back]** to return to the **[RemoteLive]** screen.

# Connection Diagram (Advanced)

## Watching on Your Computer with External Speakers



### Requirements (These items are NOT supplied with Disklavier.)

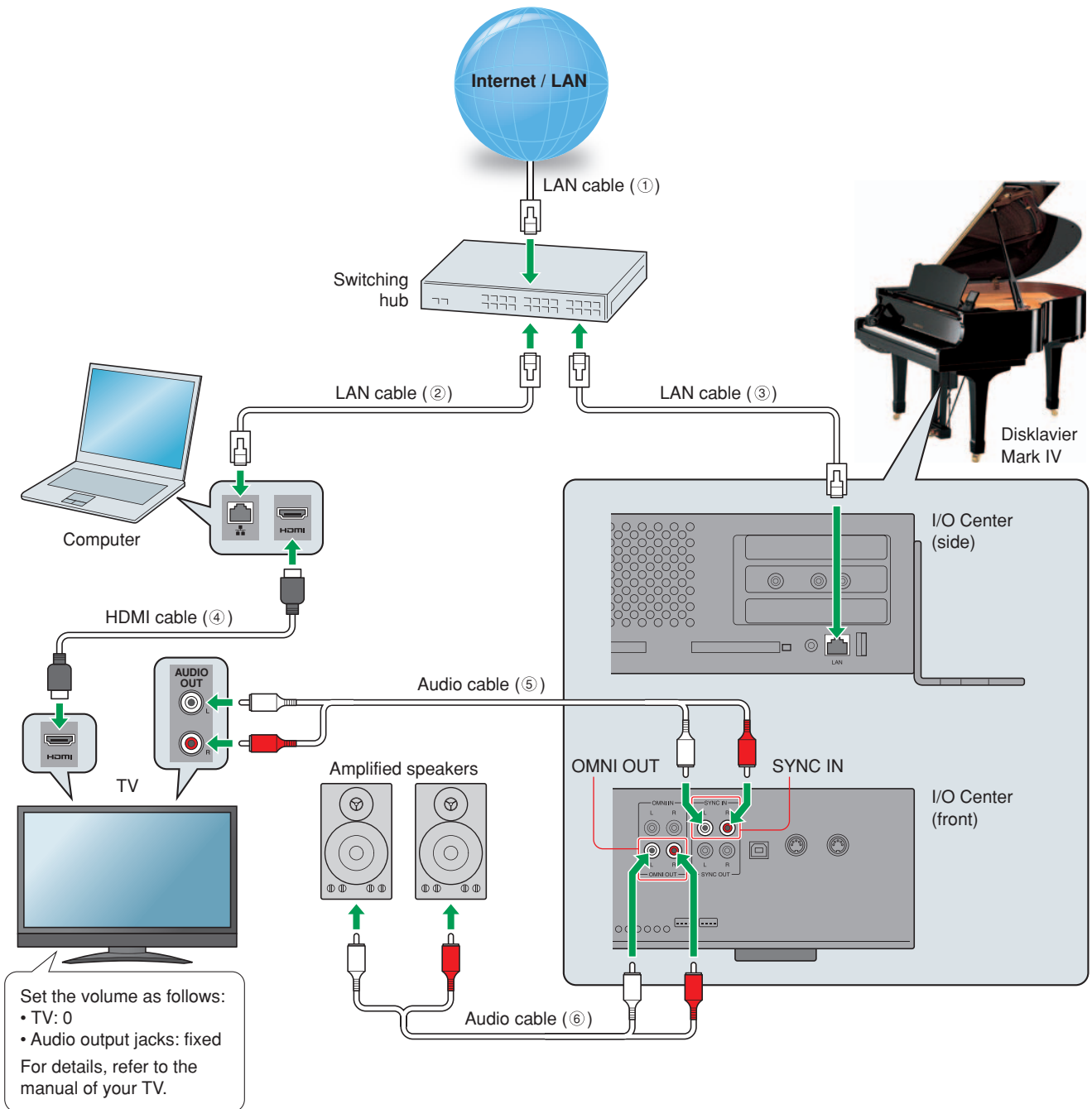
Equipment	
Computer (Windows or Mac)	1
Switching hub *1	1
Amplified speaker	2

Cables	From	To	
LAN cable	1	Modem/router	Switching hub ①
LAN cable	1	Switching hub	Computer ②
LAN cable	1	Switching hub	Disklavier Mark IV ③
Audio cable A (stereo mini pin - 2 RCA males) *2	1	Computer	Disklavier Mark IV (SYNC IN) ④
Audio cable B (2 RCA males - 2 RCA males)	1	Disklavier Mark IV (OMNI OUT)	Speaker ⑤

\*1 You do not need the switching hub if your router has more than 2 empty LAN ports.

\*2 DO NOT use cables with impedance changers.

## Watching on Your TV with External Speakers



### Requirements (These items are NOT supplied with Disklavier.)

Equipment	
Computer (Windows or Mac)	1
Switching hub *1	1
TV (with HDMI input and audio output)	1
Amplified speaker	2

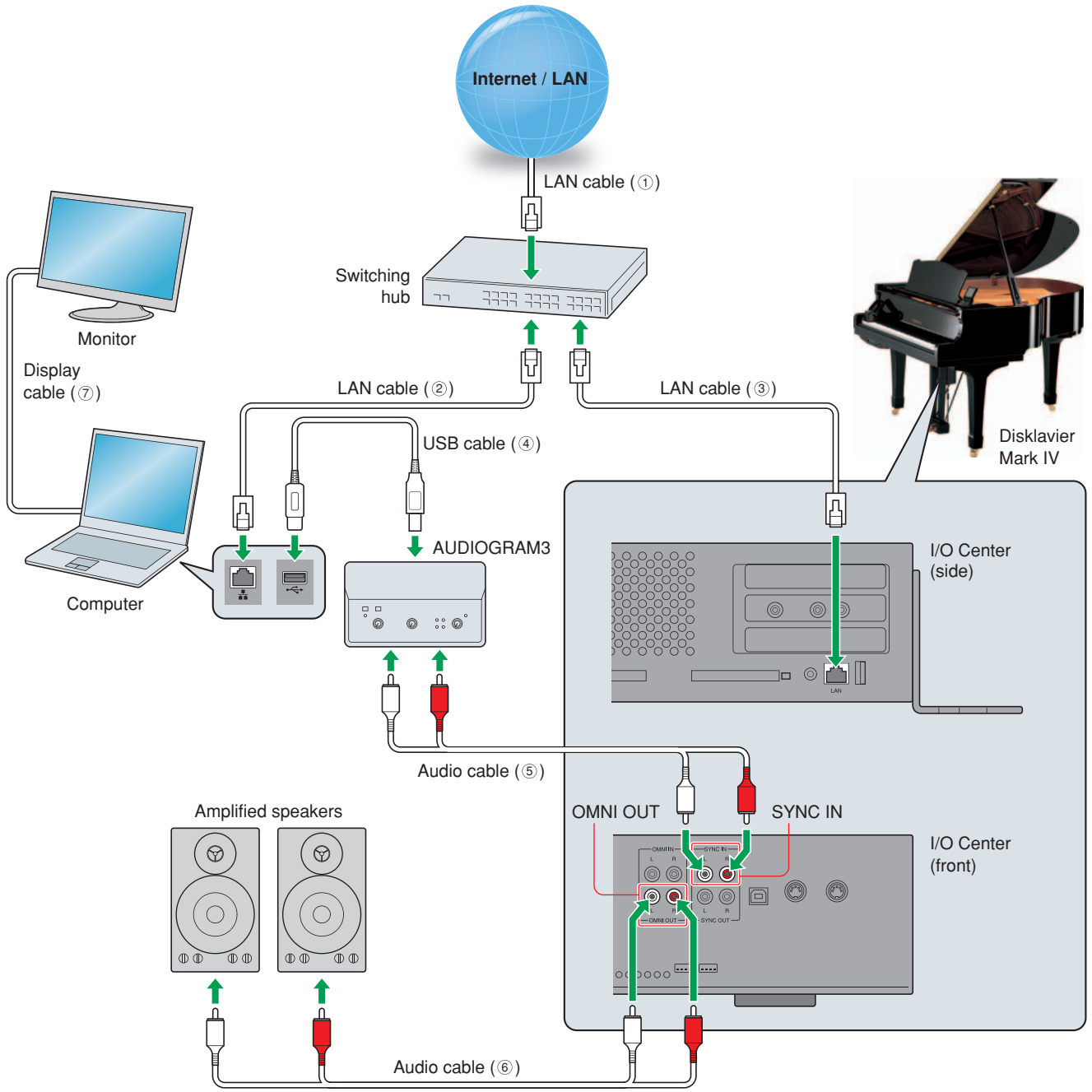
Cables	From	To
LAN cable	1	Modem/router
	1	Switching hub
HDMI cable	1	Switching hub
	1	Computer
Audio cable A (2 RCA males - 2 RCA males) *2	1	TV
Audio cable B (2 RCA males - 2 RCA males)	1	Disklavier Mark IV (OMNI OUT)

\*1 You do not need the switching hub if your router has more than 2 empty LAN ports.

\*2 Cable required depends on your TV.

# Connection Diagram (Advanced)

## Watching Video with High Quality Audio and External Monitor



**Requirements (These items are NOT supplied with Disklavier.)**

Equipment	Quantity	Equipment	Quantity
Computer (Windows or Mac)	1	Yamaha AUDIOGRAM3	1
Switching hub *1	1	Monitor	1
Amplified speaker	2		

Cables	From	To	Cable #
LAN cable	1	Modem/router	①
	1	Switching hub	②
	1	Switching hub	Disklavier Mark IV
USB cable	1	Computer	④
Audio cable A (2 RCA males - 2 RCA males) *2	1	AUDIOGRAM3	⑤
Audio cable B (2 RCA males - 2 RCA males)	1	Disklavier Mark IV (OMNI OUT)	⑥
Display cable	1	Computer	⑦

\*1 You do not need the switching hub if your router has more than 2 empty LAN ports.  
 \*2 DO NOT use cables with impedance changers.

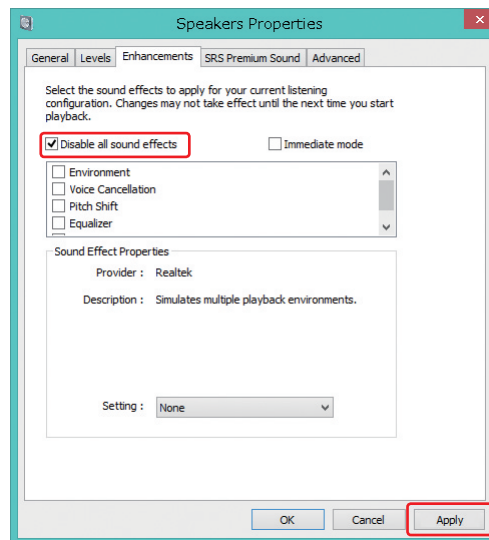
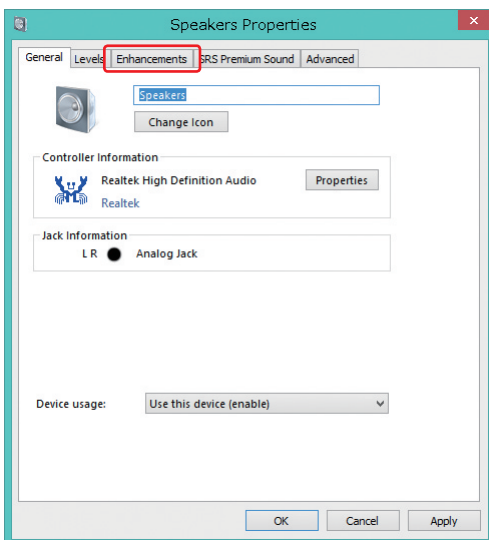
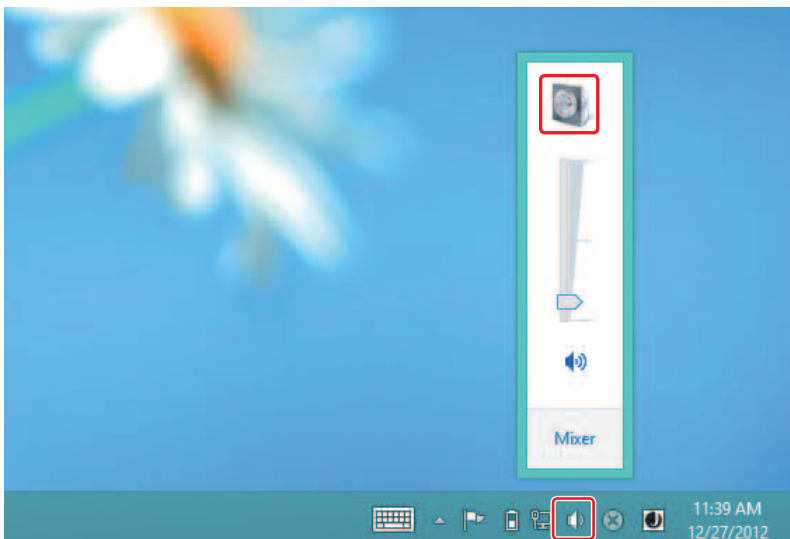
# Appendix

## Windows 7 and 8 Audio Considerations

The “sound enhancements” provided by Windows 7 and 8 may be desirable for normal audio enjoyment. However, these enhancements cause problems for receiving broadcast or viewing on-demand content, because the *RemoteLive* technology requires discrete separation between the left and right audio channels. For this reason, you MUST disable all audio enhancements.

Please check the setting on your own computer. Location is different depending upon manufacturer. Here is an example setting.

Start > Desktop > Click the speaker icon > Enhancements > Disable all sound effects > Apply





## Adjusting the Delay

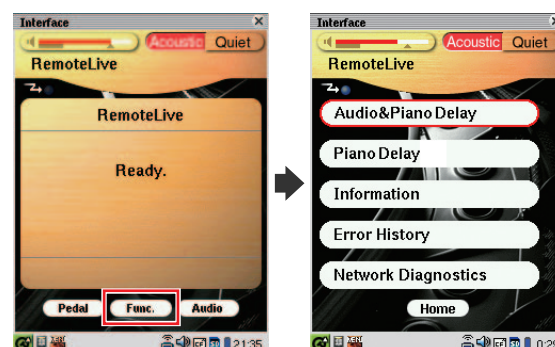
When there is a disparity between the video or audio and the piano playback, you can adjust the piano playback or audio delay in order to match the video or audio.

### ■ Adjusting the Delay of the Piano Playback and Audio

You can adjust the delay of the piano playback and audio input through the SYNC IN jacks in order to match the video.

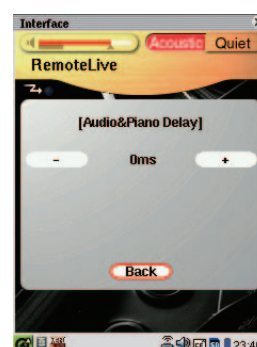
#### 1 Tap on [Func.] in the [RemoteLive] screen.

The [RemoteLive] function menu screen appears.



#### 2 Tap on [Audio&Piano Delay].

The [Audio&Piano Delay] pop-up appears.



#### 3 Tap on [-] or [+] to change setting.

The delay time can be adjusted in a range of 0 ms to 500 ms (in increments of 10 ms). Increase this value to delay the piano playback and audio input.

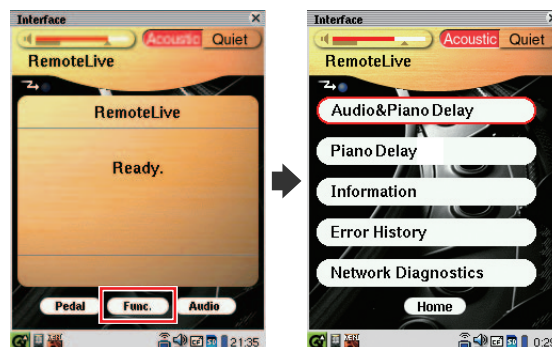
#### 4 Tap on [Back] to return to the [RemoteLive] function menu screen.

## ■ Adjusting the Delay of the Piano Playback

You can adjust the piano playback delay in order to match the audio from the device connected to the OMNI OUT jacks.

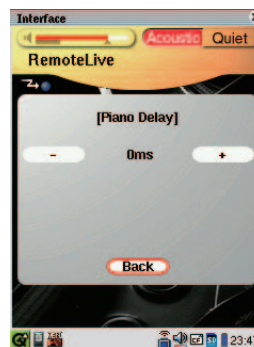
### 1 Tap on [Func.] in the [RemoteLive] screen.

The [RemoteLive] function menu screen appears.



### 2 Tap on [Piano Delay].

The [Piano Delay] pop-up appears.



### 3 Tap on [-] or [+] to change setting.

The delay time can be adjusted in a range of 0 ms to 100 ms (in increments of 1 ms). Increase this value to delay the piano playback.

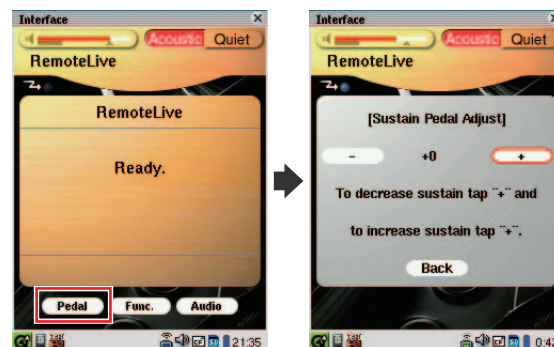
### 4 Tap on [Back] to return to the [RemoteLive] function menu screen.

## Adjusting the Depth of the Sustain Pedal

You can adjust the depth of the sustain pedal.

### 1 Tap on [Pedal] in the [RemoteLive] screen.

The [Sustain Pedal Adjust] pop-up appears.



### 2 Tap on [-] or [+] to change setting while listening to the piano playback.

Increasing this value increases the effect of the sustain pedal, and decreasing this value decreases the effect of the sustain pedal.

The setting range varies depending on the model and its condition.

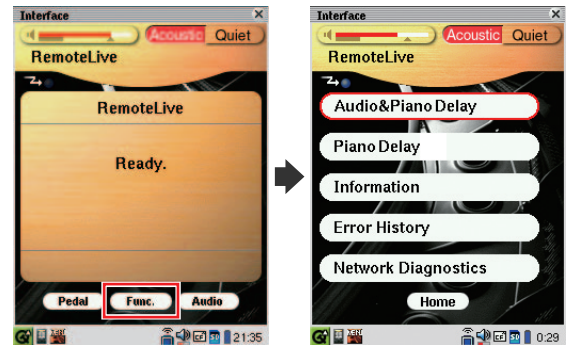
### 3 Tap on [Back] to return to the [RemoteLive] screen.

## Network Diagnostics

In some cases, it may be necessary to perform network diagnostics to determine the cause of problems. In these instances, follow the procedure below:

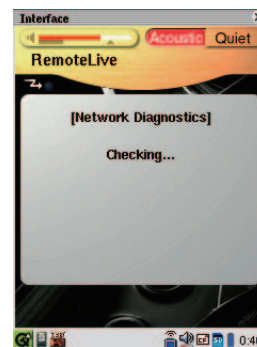
### 1 Tap on [Func.] in the [RemoteLive] screen.

The [RemoteLive] function menu screen appears.

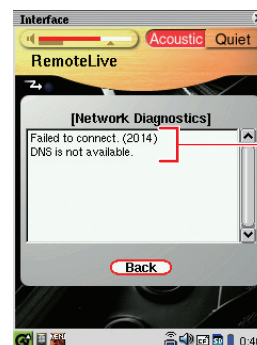


### 2 Tap on [Network Diagnostics].

The [Network Diagnostics] pop-up appears and the diagnostics start.



When the diagnostics process is completed, the resulting error number and message is displayed.



Error number and message

### 3 Tap on [Back] to return to the [RemoteLive] function menu screen.

#### Error Messages

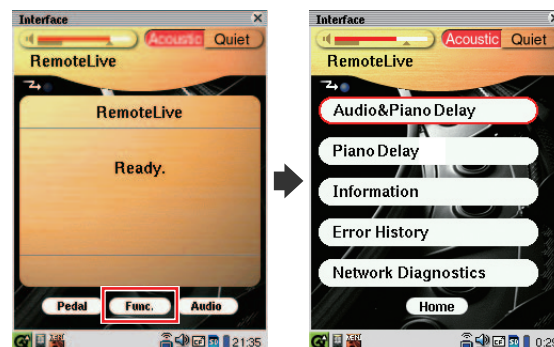
Number	Message	Remedy
0000	Network OK.	No problem.
2012	Failed to connect.(2012) Check Network setting.	Make sure that the IP address of your Disklavier has been set correctly.
2013	Failed to connect.(2013) Check DNS setting.	Make sure that the DNS server address has been set correctly.
2014	Failed to connect.(2014) DNS is not available.	Make sure that the overall network settings (DHCP setting, DNS server address, IP address, subnet mask and gateway server address) on your Disklavier have been set correctly. If the problem persists, please contact your internet service provider.
2015	Failed to connect.(2015) Check Proxy setting.	Make sure that the proxy server has been set correctly.
2010	Failed to connect.(2010) Cannot connect to server.	The <i>RemoteLive</i> server may be temporarily down for maintenance. Please try again later.

## Checking the Broadcast Information

You can check the information about the broadcast.

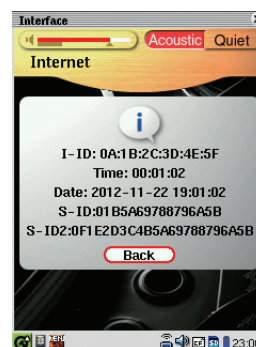
### 1 Tap on [Func.] in the [RemoteLive] screen.

The [RemoteLive] function menu screen appears.



### 2 Tap on [Information].

The [Information] pop-up appears.



**[I-ID]:** ID of the broadcast Disklavier

**[Time]:** Playing time of your Disklavier

**[Date]:** Date and time when your Disklavier was played back

**[S-ID]:** ID of the piano performance data

**[S-ID2]:** ID of the piano performance data

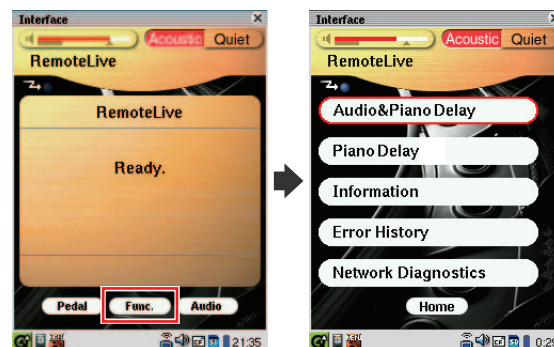
### 3 Tap on [Back] to return to the [RemoteLive] function menu screen.

## Checking the Error History

You can check the error history.

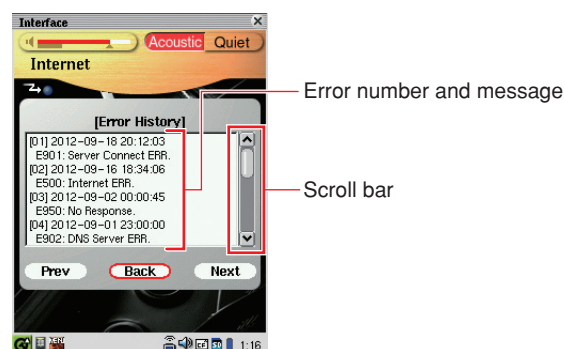
### 1 Tap on [Func.] in the [RemoteLive] screen.

The [RemoteLive] function menu screen appears.



### 2 Tap on [Error History].

The [Error History] pop-up appears.



Last 10 messages ([01] to [10]) will appear in the first window. You can scroll up and down the window by tapping on either end of the scroll bar.

If you want to check the next 10 messages, tap on [Next]. To go back to the previous 10 messages, tap on [Prev]. Up to 99 messages will appear.

### 3 Tap on [Back] to return to the [RemoteLive] function menu screen.

# Troubleshooting

## ■ Error Messages

Number	Message	Point to be Checked	
2013	IDC/Diag error	Controller	Make sure that the Ethernet cable is securely connected into your Disklavier.
2014	IDC/Diag error	Controller	Make sure that the DHCP setting on your Disklavier is appropriate.
2015	IDC/Diag error	Controller	Make sure that you have entered the correct name and port number for the proxy server.
2014	IDC/Diag error	Controller	Make sure that you have entered the correct address of the gateway server.
2013, 2014	IDC/Diag error	Controller	Make sure that you have entered the correct address of the DNS server.
2012, 2014	IDC/Diag error	Controller	Contact Yamaha customer service.
–	NoSubscription	Controller	Confirm your subscription status on Yamaha MusicSoft.
2011	IDC/Diag error	Switching Hub	Make sure that the AC power cable is connected to the switching hub.
2011	IDC/Diag error	Switching Hub	Make sure that the switching hub is turned on.
2011	IDC/Diag error	Switching Hub	Make sure that the switching hub and Disklavier are connected with the Ethernet cable.
2014	IDC/Diag error	Switching Hub	Make sure that the switching hub and router are connected with the Ethernet cable.
2010, 2014	IDC/Diag error	Router	Make sure that the router setting is appropriate.
2014	IDC/Diag error	Router	Make sure that the AC power cable is connected to the router.
2014	IDC/Diag error	Router	Make sure that the router is turned on.
2014	IDC/Diag error	Router	Make sure that the router and switching hub are connected with the Ethernet cable.
2014	IDC/Diag error	Router	Make sure that your Disklavier obtains the IP address correctly from the DHCP server. In the [Main] screen, tap on [Setup]. Tap on [Network], then on [Connection Info.]. You can confirm the IP address of your Disklavier.
2010, 2014	IDC/Diag error	Internet	Contact your ISP and confirm the contract for speed.
E901	Network Error	Internet	Contact your ISP and confirm the contract for speed.



## Piano

Symptom	Remedy
The Disklavier does not turn on.	Make sure that the AC power cable is securely connected to a suitable AC wall outlet.
Some notes drop out during playback.	Contact Yamaha customer service.
No sound is heard from the piano even though piano keys are moving.	Disengage the quiet mode. Tap on [Acoustic] on the PRC-100 screen.
Pedals are not moving.	Disengage the quiet mode. Tap on [Acoustic] on the PRC-100 screen.
The volume of the piano playback is too low.	See page 28 to adjust main volume.
The piano playback and audio is not synchronized with video streaming.	See page 33 to adjust the delay.
The piano playback is not synchronized with audio.	See page 34 to adjust the delay.
Pedal adjustment is inappropriate.	See page 35 to adjust the pedal.
Piano keys are not moving.	<p>Make sure that the audio volume of computer is adequately turned up.</p> <p>Make sure that the surround system on your computer is TURNED OFF. Audio enhancements prevent DisklavierTV from working properly.</p> <p>Make sure that your computer is suitable for watching DisklavierTV contents. See page 24 to try viewing a test video.</p> <p>Make sure that the audio cable is correctly connected to the audio input jack.</p> <p>Make sure that the audio cable is firmly connected to the audio input jack on your computer. If symptom persists, connect the headphones to the jack and try listening to audio playback to confirm whether the jack is defective.</p> <p>Replace the audio cable.</p> <p>Reverse the left and right connection, and then check whether or not the piano keys are moving.</p> <p>Make sure that you are using the audio cable without impedance changer.</p> <p>In case you are using the USB audio interface, make sure that the USB audio driver is correctly installed on your computer.</p> <p>In case you are using the USB audio interface, make sure that USB audio is selected in the audio device setting on your computer.</p> <p>In case you are using the USB audio interface, make sure that the USB audio output volume is adequately turned up.</p> <p>In case you are using the USB audio interface, make sure that only the input from your computer is connected to the USB audio interface. If the input from any other device is connected, disconnect it or set its volume to 0.</p> <p>In case you are using the USB audio interface, make sure that the input and output on the USB audio interface are correctly connected.</p>

## Controller

Symptom	Remedy
"RemoteLive" does not appear in the Internet menu.	<p>Make sure that your Disklavier firmware is the latest version (V4.20 or later).</p> <p>In the [PRC-100 Menu] screen, tap on [Service Center], and then on [Program Version]. The current version appears on the screen.</p> <p>See page 15 and register as a Yamaha Online Member by creating your account on Yamaha MusicSoft.</p> <p>See page 20 and log into your account (enter e-mail and password registered on Yamaha MusicSoft) correctly.</p> <p>Make sure that your credit card information includes a United States mailing address.</p>

## Switching Hub

Symptom	Remedy
Failed to open the website on your browser.	<p>Make sure that the switching hub and router are connected with the Ethernet cable.</p> <p>Make sure that the switching hub and computer are connected with the Ethernet cable.</p>

## Computer

Symptom	Remedy
Video streaming does not start.	<p>Make sure that the operating system on your computer is suitable for watching DisklavierTV contents.</p> <p>Disable the firewall function on your computer. Be sure to enable it after you confirm that the symptom is improved.</p>
Video streaming is not smooth.	<p>Make sure that your computer is suitable for watching DisklavierTV contents. See page 24 to try viewing a test video.</p> <p>Disable the antivirus software on your computer. Be sure to enable it after you confirm that the symptom is improved.</p> <p>Disable the firewall function on your computer. Be sure to enable it after you confirm that the symptom is improved.</p> <p>Make sure that no other software except web browser is working.</p>
Failed to open the website on your browser.	<p>Make sure that the router is turned on.</p> <p>Make sure that the Ethernet cable is securely connected to the router.</p> <p>Make sure that the router and switching hub are connected with the Ethernet cable.</p> <p>Make sure that the router setting is appropriate.</p>
Failed to open the website on your browser.	<p>Contact your ISP and confirm the contract for speed.</p>
Video streaming is not smooth.	<p>Check your bandwidth using the speed test site (e.g., <a href="http://www.speedtest.net">http://www.speedtest.net</a>). We recommend over 4.0 Mbps for download speed. If the symptom persists, contact your ISP and confirm the contract for speed.</p>
Piano playback is not stable due to unstable video streaming.	<p>Check your bandwidth using the speed test site (e.g., <a href="http://www.speedtest.net">http://www.speedtest.net</a>). We recommend over 4.0 Mbps for download speed. If the symptom persists, contact your ISP and confirm the contract for speed.</p>

## Speakers

Symptom	Remedy
The audio from the speakers is not in sync with the video (audio is delayed).	See page 34 to adjust the delay. Check the audio delay specifications of the speakers.
The audio from the speakers is not in sync with the piano playback (audio is delayed).	See page 34 to adjust the delay. Check the audio delay specifications of the speakers.
No sound is heard from the speakers.	Make sure that the speakers are turned on. Make sure that the audio cable is firmly connected to the speaker. Make sure that the audio cable is not disconnected.
The speaker volume is too low.	Make sure that the speaker volume is adequately turned up. Make sure that the volume of the desired input is turned up. Make sure that you are using the audio cable without impedance changer.
No video sound is heard from the speakers connected to the OUTPUT jacks.	See page 28 to adjust audio balance. See page 28 to adjust main volume.
The left channel sound is heard more than once or seems to have an echo.	It is possible that you have the DisklavierTV website opened more than once. Make sure that ONLY the DisklavierTV website is opened. Reboot your computer.
No sound is heard from the speakers.	Make sure that the audio volume of computer is adequately turned up. Make sure that the audio cable is correctly connected to the audio input jack. Make sure that the USB audio driver is correctly installed on your computer. Make sure that USB audio is selected in the audio device setting on your computer. Make sure that the USB audio output volume is adequately turned up.
The speaker volume is too low.	Make sure that the audio volume of computer is adequately turned up. Make sure that you are using the audio cable without impedance changer. Replace the audio cable. In case you are using the USB audio interface, make sure that the USB audio output volume is adequately turned up.
Hissing sound is coming from the speakers.	Make sure that the surround system on your computer is TURNED OFF. Audio enhancements prevent DisklavierTV from working properly. Reverse the left and right connection, and then check the sound is appropriately output from the speakers. Replace the audio cable. Make sure that you are using the stereo audio cable.
Speaker output is unstable.	Make sure that the audio cable is firmly connected to the audio input jack on your computer. If symptom persists, connect the headphones to the jack and try listening to audio playback to confirm whether the jack is defective or not. Replace the audio cable.
Audio input through the USB audio input jack is being mixed into the speaker sound (in case you are using the USB audio interface).	Make sure that only the input from your computer is connected to the USB audio interface. If the input from any other device is connected, disconnect it or set its volume to 0.
No sound is output from the USB audio interface.	Make sure that the output on the USB audio interface are correctly connected to your Disklavier.

## External Monitor

Symptom	Remedy
The video image on the external monitor is not in sync with the audio from the speakers (video is delayed).	See page 33 to adjust the delay.
The video image on the external monitor is not in sync with the piano playback (video is delayed).	See page 33 to adjust the delay.
No video image is displayed on the external monitor.	Make sure that you have selected the desired input. Make sure that the display cable is connected.
Hissing sound is coming from the external monitor.	Make sure that the audio volume of the external monitor is 0.
The external monitor sleeps during playback.	Disable the power-saving setting on the external monitor.

### Contact Us

Phone: 866-430-2652

Online: [4wrd.it/D-TVsupport](http://4wrd.it/D-TVsupport)



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