**GENERAL**

**What are a chord, fingered chord, and Casio Chord?**

A chord consists of three or more notes that are played at the same time to create harmony. This takes practice to play properly.

Fingered chord forces a student to play the chord properly by only sounding if a proper chord is played.

Casio Chord allows the chord to sound (three notes) by only pressing one key.  This is helpful for someone just learning to play keyboard, as only one key needs to be pressed to get the sound of three.

**The keyboard produces no sound. What should I do?**

First, adjust the main volume to an acceptable level.

Next, check the headphone jack(s) to see if anything is currently connected, as this would disable the speakers. If you want to hear sound from the speakers, then you need to disconnect anything that is connected to the headphone jack (including any headphone jack adapters).

Some keyboards have a setting for local control. If your keyboard has a local control setting, then verify that local control is turned on. If local control is off, then you will not hear sound from the speakers or the headphones.

Some keyboards have a special procedure (usually a sequence of keys) to reset or initialize settings. If the keyboard has such a procedure, then it would be described in the manual. If your keyboard does not have such a procedure, then you may be able to reset the keyboard by unplugging the AC adapter (if you are using one) and removing any batteries. Wait at least 30 minutes, then reinsert the batteries or reconnect the AC adapter. After that, power on the keyboard and try operating it again.

If you have attempted all of the above and the problem persists, then the keyboard may require repair.

**The left side of the keyboard does not make a sound.**

You might have enabled Fingered chord, which forces the user to play the chord properly by only sounding if a valid chord is played. This means that the lower range of the keyboard (usually about 18 keys on the left side) will not produce a sound if a chord is not played. To resolve the problem, change to a different chord mode, or turn off Fingered chord altogether.

**What is MIDI and General MIDI?**

MIDI is **M**usical **I**nstrument **D**igital **I**nterface, which is a language by which keyboards, other MIDI instruments, and computers can universally communicate. When a note is played on a keyboard, the computer registers what note was played, how long it was held, and the tone number of the instrument. Then, when it connects to another keyboard and played back it will play the same.

General MIDI was developed because Casio, Roland, Yamaha, and other manufacturers would all have their own numbering system. Someone could use a Casio piano tone to record a song, but when the song was played back on a Yamaha, it would produce a guitar sound. General MIDI took 128 specific tones and assigned them to the same numbers, so that a composition plays the same on any General MIDI instrument no matter what the manufacturer.

**What are transpose and tuning? How do you change key or pitch?**

Transpose allows you to change the pitch of the keyboard into another key. This eliminates awkward fingerings in difficult keys, and lets the keyboard be adjusted for singers, and wind and other instruments. Tuning adjusts in much smaller steps, so you can get even closer to what the singer sounds like.

**What is the purpose of octave shift?**

This is useful if you want to shift the octave of a patch or tone to make it more comfortable to play on your keyboard, or to move the playable range of the instrument to the center of your keyboard.

**My keyboard sounds out of tune. How can I adjust this?**

There are several possible causes. Your keyboard may have some or all of the following settings. Adjust the settings that pertain to your keyboard.

1. Transpose: Allows you to adjust the keyboard in semitone steps. When troubleshooting problems with the pitch of the keyboard, you should set this to the default (neutral) setting. This is usually represented numerically as "0" or "00".

2. Tuning: Allows for fine adjustment of the pitch. When troubleshooting, you should also set this to the default (neutral) setting. Like the Transpose setting, this is usually represented numerically as "0" or "00".

3. Temperament: If your keyboard has this feature, then you can adjust to different scales. If only some notes sound out of tune, while others sound in tune, then you might be using a different temperament than what the song requires. If you are unsure which temperament to use, then set to the default setting, or "Equal Temperament".

4. Octave shift: Lets you shift the keyboard up or down in octave increments. If the keyboard sounds much higher or lower than usual (though not necessarily "out of tune"), then you may need to reset this to the default setting.

5. Pitch bend wheel: If your keyboard has a pitch bend wheel, then it may be stuck or misaligned. Try moving the wheel a few times to ensure that it is not physically stuck.

**What are sostenuto and sustain?**

Sostenuto sustains notes only which are depressed at the time the pedal is depressed. Note that the sostenuto pedal should not be confused with the much more commonly used [sustain pedal](http://en.wikipedia.org/wiki/Sustain_pedal), which undamps all the strings on the piano.

**Do any of our keyboards or digital pianos contain magnets? If so, are they shielded?**

Our keyboards and digital pianos contain magnets in the speakers. There is no magnetic shielding.

**Nothing happens when I start certain rhythms, although other rhythms are working properly.**

With some keyboards, there are certain rhythms that are set up in such a way where nothing will sound until you play a chord on the keyboard. Try playing a chord.

Here is a list of keyboards which have rhythms set up in this way:

CTK-2000, CTK-2080, CTK-2090, CTK-2100, CTK-2200, CTK-2300, CTK-2400, CTK-3000, CTK-3200, LK-220, LK-230: rhythms 140 and 142-150

CTK-4000, LK-270, WK-200, WK-210: rhythms 170 and 172-180

CTK-4200, CTK-4400, LK-280, WK-220, WK-225, WK-240, WK-245: rhythms 171-180

CDP-200R, CTK-5000, WK-500: rhythms 190 and 192-200

CDP-220R, CDP-230R: rhythms 191-200

CTK-6000, CTK-6200, CTK-6250, WK-6500, WK-6600: rhythms E:029-E:038

CTK-7000, CTK-7200, WK-7500, WK-7600: rhythms E:030-E:039

Some keyboards also have programmable user rhythms. If the selected user rhythm is empty, then this will also occur, in which case you should select another rhythm.

**What is the temperature range for storing a keyboard or digital piano?**

Our keyboards and digital pianos can be stored within the range of 0°C to 40°C. Also, we recommend that the humidity is lower than 65%.

**While using line out, the built-in speakers still produce sound. How can I silence these speakers?**

The CTK-7000, CTK-7200, WK-7500, and WK-7600 are the only current (as of 6/4/14) musical instrument models that have the ability to silence the built-in speakers while still outputting sound to line out. On these keyboards, there is an option called "Speaker" under the General group in the Function menu. Turn this option off to silence the speakers. Please see page E-133 of the [CTK-7000/WK-7500 manual](http://support.casio.com/en/manual/008/CTK7000_WK7500_EN.pdf) or [CTK-7200/WK-7600 manual](http://support.casio.com/en/manual/008/Web_CTK7200_WK7600E1B_EN.pdf) for more information.

**Does Casio own the copyrights to rhythm or tone presets?**

No, users of Casio keyboards can use tones or rhythm patterns for recording purposes if they wish. Songs, however, are copyrighted and cannot be transferred out of the keyboard via MIDI.

**Will the SP-3 work with my keyboard?**

The SP-3 sustain pedal replaced the SP-2 and SP-1. This works with any Casio keyboard that can accept a single sustain pedal.

**I'm having problems with my sustain pedal on my keyboard.**

If you are not using a Casio brand sustain pedal, then your pedal may have the opposite polarity. The result is that it will work the opposite of what is expected. It will keep the sustain on when the pedal is not pressed, and remove the sustain while the pedal is pressed.

If you use a Casio sustain pedal, then it will only sustain while pressed.

**Can I use an expression pedal with my keyboard? If so, what pedals are supported?**

The following Casio musical instruments support the use of an expression pedal:

MZ-X300

MZ-X500

PX-560

Casio does not manufacture an expression pedal, but there are many that are compatible.

Our manual properly states:

Expression pedal with a 10k ohm linear pot.

These have been tested by Tokyo as listed in the manual:

Roland EV-5

Kurzweil CC-1

Fatar VP-25, VP-26

A very common pedal is the M-Audio EX-P, which like the pedals listed above is 10k ohms. This is a perfectly good option, but it does *not* function properly *unless* the polarity switch on the bottom is set to "M-Audio". If the switch on the bottom is set to "Other", then the pedal will *not* work smoothly, even if it has been "calibrated" in the System Settings of the keyboard.

**My keyboard turns itself off if I adjust the volume above a certain level. Why?**

This is usually a power-related problem.

If you are using an AC adapter to power the keyboard, then ensure that you have the correct AC adapter that is intended for use with your keyboard. If you use the incorrect AC adapter, then the keyboard might not receive adequate power. In addition, use of the incorrect AC adapter could cause damage to the AC adapter and/or keyboard.

If you are using batteries, then it is possible that the batteries are low. Try changing to a fresh set of batteries.

If you have tried both battery power and the correct AC adapter, and continue to experience this problem, then the keyboard would require repair.

**What is the difference between a keyboard channel and a navigation channel?**

Keyboard channel: the channel that the keyboard uses to *send* messages to the computer

Navigation channel: the channel that the keyboard uses to *receive* messages from the computer.

**What is the difference between "Weighted Hammer Action" and "Scaled Hammer Action"?**

The term "Weighted Hammer Action" means the feel of the keys has resistance like a real piano. The keys feel heavy.

"Scaled Hammer Action" is when the keys have a different weight to them as you go from the low notes to the high notes. The keyboard plays heavier for low notes and lighter for high notes. This allows the player to have the most realistic experience when playing.

**How can I connect my keyboard to a personal computer?**

There are two methods of connecting a Casio keyboard or digital piano to a computer: using standard MIDI In/Out ports, or using USB. Most of our current keyboards use one method or the other, although a few models have both. The attached document lists most of the keyboards and digital pianos that Casio has released over the last 10 years, along with the types of connections that they support.

1. STANDARD MIDI PORTS

Keyboards that have standard MIDI In/Out ports can be used with any computer operating system, as long as your computer is equipped with a MIDI interface that is compatible with your operating system, and you have the appropriate cables to connect the keyboard to the MIDI interface. When using this type of connection, there is no driver needed for the keyboard, although it is possible that the MIDI interface might require a driver (check the documentation for the MIDI interface, or contact the manufacturer of the MIDI interface).

2. USB PORT

The keyboard connects to the computer using a standard USB A-to-B cable. This type of cable can be purchased from most computer stores or electronics stores.

Refer to the attached document to determine USB compatibility. Some keyboards require an additional driver to be installed--this driver is only available for certain versions of Windows. No USB driver is available for Mac OS or other operating systems.

Models that are listed as "USB Class Compliant (no driver needed)" are compatible with most newer versions of Windows (XP or later), as well as newer versions of Mac OS X, without the need for an additional driver. (The exception is Windows Vista 64-bit, see below.) If you have a "class compliant" keyboard, but the computer and keyboard are not communicating, then this is not a driver issue, so do not recommend that the customer download a driver (it will do nothing to improve the situation). Instead, verify that the cable is properly connected, and verify settings in whatever MIDI software is being used.

NOTE: None of our keyboards support USB connection with Windows Vista 64-bit, regardless of whether they are "class compliant" or not. Please see the following page on our Web site for more information:

<http://support.casio.com/information.php?rgn=1&cid=008&pid=114>

**Where can I find information regarding compatibility with Windows Vista, Windows 7, Windows 8, Windows 8.1, or Windows 10?**

Please refer to the following links:

**Windows Vista:** <http://support.casio.com/en/support/information.php?cid=008&pid=30>

**Windows 7:** <http://support.casio.com/en/support/information.php?cid=008&pid=24>

**Windows 8:** <http://support.casio.com/en/support/information.php?cid=008&pid=16>

**Windows 8.1:** <http://support.casio.com/en/support/information.php?cid=008&pid=469>

**Windows 10:** <http://support.casio.com/en/support/information.php?cid=008&pid=614>

**What type of memory card can I use with my musical instrument?**

If your musical instrument has a slot for a memory card, then specific details regarding the types of cards that are supported can be found in the user's manual.

The most common types of memory card used in our instruments today are SD and SDHC cards. These cards can be frequently found in electronics stores and computer stores. SD cards are available in capacities up to 2 GB, while SDHC cards range from 4 GB to 32 GB. Some older keyboard models (released from 2006-2009) can only work with SD cards of 1 GB or lower capacity, while many newer models support 2 GB SD cards as well as SDHC cards. Again, please refer to your instrument's manual for details on compatible cards.

Some keyboards that were on the market from 2003-2006 used an earlier memory card format called SmartMedia. These cards are no longer being manufactured, so they may be extremely difficult to find in the current market. Most mainstream retailers no longer carry SmartMedia, so it would be best to check some online or specialty electronics stores. If your keyboard supports SmartMedia, then you must use a 3.3V card (5V cards are incompatible).

**How can I connect my keyboard to an Apple iPad?**

If you have a keyboard that is "class compliant" USB-MIDI (which includes all Casio keyboards made since 2010), then you can connect the keyboard to an Apple iPad. To do this, you need to obtain Apple’s own "Camera Connection Kit", which allows USB-MIDI keyboards to be used with apps such as GarageBand. If our keyboard is not working with a particular Apple iPad application, then it is likely because the app is not functioning, not because of our keyboard. A test using GarageBand on the iPad will confirm this.

**Does Casio have songs to download?**

Casio does not currently have songs available for download. There was previously a service at Casiosongs.com which offered songs for some LK series keyboards, but this service has been discontinued.

**How do I obtain repair service for my musical instrument?**

You should contact an Authorized Service Center if repair service is needed. Please see <http://www.casio.com/support/authorized-service> for a list of Authorized Service Centers.

If your product is within the warranty period, then you should provide a photocopy of your sales receipt (you may retain the original), along with a brief letter describing the problem that you have experienced.

**CTK, LK, AND WK SERIES**

**Tone button does not light up.**

This is normal for WK-200 and WK-210, and possibly some other recent models like WK-500, CTK-4000, and CTK-5000. The Tone button is not supposed to light on these keyboards. Although some other similar-looking buttons such as Rhythm and Song Bank do light up, the Tone button does not.

**How can I adjust auto accompaniment volume when recording to Song Memory?**

The keyboard does not let you adjust accompaniment volume while you are in the Record mode. You need to set the volume to the desired level prior to recording by doing the following steps:

1. Press SONG MEMORY until Play appears.

2. Press the ACCOMP VOLUME button.

3. Adjust accompaniment volume to desired level.

4. Press SONG MEMORY until Record appears.

5. Begin recording.

This applies to WK-3000, WK-3100, WK-3200, WK-3300, WK-3500, WK-3700, WK-3800, and WK-8000.

**When using split on CTK-7000/CTK-7200/WK-7500/WK-7600, how can I change the right hand tone?**

If you want to change the right hand tone, then you would need to disable split, at least temporarily. After selecting the new right hand tone, you can enable split again.

If you know what kinds of setups you want to use in advance of a performance, then you might find it easier to save some setups to registration memory. You can create setups which are similar, apart from the right hand tone, and then save them to different registration areas in the same bank. You could then press a single button to change between the registrations.

**If I transfer a song from my computer to an LK series keyboard, how can I set it up to light the keys?**

If your LK series keyboard has the ability to play back a Standard MIDI File, then the keyboard can play back the song and light the appropriate keys (with or without playing the notes) so that you can learn the song.

In order for you to accomplish this, you need to set the navigate channels on the keyboard. By default, the right-hand lesson part corresponds to MIDI channel 4, and the left-hand lesson part corresponds to MIDI channel 3. More information regarding navigate channels can be found in the manual for your keyboard.

The keyboard may not light up using the default arrangement of the MIDI file, so you may need to edit the channels of the MIDI file accordingly before you transfer it to the keyboard. This can be accomplished using MIDI-compliant music editing software on your computer (sold separately). Please assign the right-hand lesson part to MIDI channel 4, and the left-hand lesson part to MIDI channel 3.

**Can I disable the key lighting on LK-280?**

Yes, it is possible for you to disable the key lighting. To do this, hold the FUNCTION/KEY LIGHT button until "Keylight" appears on the display, and then you can press the [-] key to turn it off from there.

This is the same procedure described on page E-11 of the [LK-270 manual](http://support.casio.com/en/manual/008/LK270_EN.pdf), but for some reason was omitted from the [LK-280 manual](http://support.casio.com/en/manual/008/LK280_EN.pdf).

**On LK series keyboards, keys light up after a few minutes of inactivity. Can I disable this?**

This is a function called "Power On Alert". When you are connected to AC adapter, and the keyboard is powered on and left idle for about 6 minutes, the keyboard keys will light in a repeating pattern. This serves as a reminder that the power is still on.

You can disable Power On Alert to ensure that the keys do not light up (for instance, during a concert). You should check the manual for the procedure to disable Power On Alert (this procedure varies depending on the model). Some keyboards have the option labeled as "Demo 2" or "Demo2" in the menu.

**PRIVIA**

**Is there a case for the Privia pianos?**

Yes, the PRIVIACASE can be used with all Privia models except PX-7xx/8xx series.

**How do you reset a Privia piano to factory defaults?**

Many Privia pianos do not have an initialization or reset feature to reset it back to factory defaults.

Models that do have initialization are listed below.

PX-3

While the digital piano is turned off, hold down the TONE and FUNCTION buttons as you press the POWER button to turn on power.

PX-5S

While the digital piano is turned off, hold down the 4 and NUM KEY buttons as you press the POWER button to turn on power.

PX-320

While the digital piano is turned off, hold down the RHYTHM and FUNCTION buttons as you press the POWER button to turn on power.

PX-330

While the digital piano is turned off, hold down the TONE and FUNCTION buttons as you press the POWER button to turn on power.

PX-350/PX-780

While the digital piano is turned off, hold down the GM TONES and FUNCTION buttons as you press the POWER button to turn on power.

PX-360/PX-560

While the digital piano is turned off, hold down the TEMPO DOWN and TEMPO UP buttons as you press the POWER button to turn on power.

PX-410R/PX-575R

1. Press Transpose.

2. Press Down arrow 3 times.

3. Press Right arrow 2 times.

4. Press Yes (+) 2 times.

**Which stand works with my digital piano?**

Here is a list of stands that work with CDP and PX model digital pianos, for which stands are usually sold separately. This list does not include PX-7xx/PX-8xx series, AL series, or AP series pianos, which include their own stands.

|  |  |  |
| --- | --- | --- |
| **Piano model** |  | **Stand** |
|  |  |  |
| CDP-100 |  | CS-43P/CS-44P |
| CDP-120 |  | CS-44P |
| CDP-130 |  | CS-44P |
| CDP-200R |  | CS-43P/CS-44P |
| CDP-220R |  | CS-44P |
| CDP-230R |  | CS-44P |
| PL-40R |  | CS-45P |
| PS-20 |  | CS-45P |
| PX-3 |  | CS-67P |
| PX-5S |  | N/A |
| PX-100 |  | CS-55P |
| PX-110 |  | CS-65P |
| PX-120 |  | CS-65P/CS-66P |
| PX-130 |  | CS-67P |
| PX-150 |  | CS-67P |
| PX-160 |  | CS-67P |
| PX-200 |  | CS-65P/CS-66P |
| PX-300 |  | CS-55P |
| PX-310 |  | CS-65P |
| PX-320 |  | CS-65P/CS-66P |
| PX-330 |  | CS-67P |
| PX-350 |  | CS-67P |
| PX-360 |  | CS-67P |
| PX-400 |  | CS-400 |
| PX-410R |  | CS-410 |
| PX-500L |  | CS-55P |
| PX-555 |  | CS-400 |
| PX-560 |  | CS-67P |
| PX-575R |  | CS-410 |
| PX-A100 |  | CS-67P |

**When I change tones on PX-3, it is not sending the program change over MIDI to other devices.**

This occurs because the PX-3 has the option for the user to separately control the internal sound source on the piano, or external MIDI devices.

Refer to "Specifying What Each Zone Controls" on page E-27 of the manual. You will see that you can turn on the EXT indicator light. Doing this will tell the PX-3 that you want to send program change over MIDI to your MIDI device whenever you change tones. If both INT and EXT are lit, then you should be able to change the tone on the piano and your other MIDI device simultaneously.

Once you have set up the zones according to your personal preference, you may want to store the settings in registration memory, as described on page E-34 of the manual.

**What is the difference between PX-3 and PX-3S?**

The original PX-3 was supposed to be a limited edition, but it was so popular that production continued as the PX-3S.

The PX-3 and PX-3S are identical in operation. The only differences are that the PX-3S does not have the "Limited Edition" label and has different color LEDs.

**What new features are offered by the firmware 1.10 update for PX-5S?**

The firmware version 1.10 update for PX-5S can be obtained by going to the following link:

<http://support.casio.com/download.php?rgn=1&cid=008&pid=1346>

Improvements provided by this update:

Improving the Key Follow function of Hex Layer.

Adding a portamento function to the Melody tones and the Hex Layer tones.

Adding a volume control to the Audio Recorder.

Adding a volume control to the Damper Noise.

Adding ‘Toggle Mode’ to the Pedal Function.

Adding MIDI Rx message filters.

Expanding the frequency range of the Master Equalizer.

Expanding the frequency range of the DSP Equalizer.

Adding a Fine tune to the DSP Pitch Shifter.

Adding a Bypass to the System Effects and the Master Effects.

Adding a destination parameters to the controllers (Knobs, Sliders, Modulation and Pedals).

Adding a calibration function of the position of the Knobs.

Adding a sample waves to the Hex Layer.

**Piano produces a brief, muffled sound when pedal is pressed alone, without pressing any other keys.**

This is called "damper resonance", and is intentional. The digital piano is simulating the sound that an acoustic grand piano makes when the damper pedal is pressed, and the damper is raised from the strings.

On the PX-5S and PX-560, if the damper noise is not desired, then it can be turned off.

Some other recent models (e.g. PX-150, PX-350, PX-750, PX-780, PX-850) also have the damper resonance simulator with certain tones, but do not have the ability to disable it.

**XW SYNTHESIZERS**

**Can you split the keyboard on XW-P1 or XW-G1?**

You can define a key range for each of the four zones. For example, you can set up one or two zones to sound on the left side of the keyboard, and the remaining zones to sound on the right side of the keyboard. More information can be found on page E-64 of the [XW-P1 manual](http://support.casio.com/en/manual/008/XWP1_1B_EN.pdf), or page E-73 of the [XW-G1 manual](http://support.casio.com/en/manual/008/XWG1_1B_EN.pdf).

**I connected a microphone to XW-P1, but it does not appear to work. Why?**

The microphone only works in conjunction with certain tones, such as solo synth 9-9 (described below). The microphone is inactive while most other tones are in use.

Press the TONE button, then the SOLO SYNTH button. Select the 9th bank, 9th program (Basic&Mic IN). You should then be able to use the microphone. You can apply filter and effects to the sound from microphone input.

Also, keep in mind that the XW-P1 does not have sampling capabilities. This means you won't be able to use the microphone to digitize and store a sample, to use later as a playable tone. This is one of the main differences between the XW-G1 (which is capable of sampling) and the XW-P1.

**How many samples can be stored on the XW-G1?**

The XW-G1 can record up to 50 samples, which can be up to 20 seconds in length.

**How can I simulate drawbar organ (with adjustable drawbars) or rotary speaker effect on XW-P1?**

All of the Organ Stage Settings already have the rotary effect assigned to the modwheel. With the version 1.10 update, the sustain pedal also triggers the rotary speed. These can be found in all Stage Settings ending in 6, such as 0-6, 1-6, 2-6, etc.

There are two factory Stage Settings set up for drawbar control. These are at 4-6 and 7-6, and are labeled 4draw organ and 5draw organ. There is also another that is downloadable from the user community forum at [http://www.casiomusicforums.com](http://www.casiomusicforums.com/).

**How do I use the Solo Synth in the Step Sequencer?**

Use the following procedure (also found on page E-54 of the [XW-P1 manual](http://support.casio.com/en/manual/008/XWP1_1B_EN.pdf), or page E-55 of the [XW-G1 manual](http://support.casio.com/en/manual/008/XWG1_1B_EN.pdf)) to change the Solo1 channel:

1. Press the STEP SEQUENCER button to enter Step Sequencer mode.
2. Press the MENU button.
3. Choose Setting and press ENTER.
4. Use the cursor up or cursor down buttons to select "Solo1 Ch". The default is 14. Use the - or + buttons to change this to 1.

Now in Performance mode, choose which tone you want to have on channel 1 (Zone 1) which can be a solo synth tone, and also set what controllers you want for the knobs, which will now control the Solo 1 part in the step sequence.