

7 TROUBLE INFORMATION

1. Before calling for Service

The D-20 features so many functions that it may not always react as you expect. The cause may lie in the amplifier used, or something equally as simple. Before calling for service, please check the following.

No sound is heard or the volume is too low :

- Check if the volume is set too low.
- Check if you can hear sound through the headphones. If not, there is something wrong with the cords or external device.
- Check if the LOCAL (MIDI function) is set to OFF (in the Performance mode).
[See page 158.]
- Check if the keyboard transmit channel is set to the same number as the MIDI channel of the relevant Part (in the Multi Timbral mode).
[See page 10.]
- Check if the volume of the relevant Part is set too low (in the Multi Timbral mode).
[See page 15.]
- Check if the MIDI Volume messages sent from the external device which can receive MIDI Volume messages to the D-20 are not too low. This happens after performance data that contains MIDI Volume messages are played back, or MIDI Volume messages are recorded. If so, push the Mode Button twice to return the MIDI Volume to the maximum.

Rhythm sound is not heard :

- Check if the volume of the rhythm is set too low.
[See page 24 in the Volume 1.]
- Check if the Clock Mode is set to other than "MIDI".
[See page 165 in the Performance Mode]
[See page 171 in the Multi Timbral Mode]

No metronome sound is heard :

- Check if the volume of the metronome is set too low.
[See page 28 in the Volume 1.]
- Check if the Metronome mode is correctly set.
[See page 19.]

Pitch is not normal :

- Check if the Key Transpose has been altered.
[See page 32 in Volume 1, if in the Performance mode.]
[See page 16 in Volume 1, if in the Multi Timbral mode.]
 - Check if the Master Tuning is correct.
[See page 31 in the Volume 1, if in the Performance mode.]
[See page 13 if in the Multi Timbral mode.]
 - Check if the pitch has been changed by the Bender message from MIDI IN. If so, bend the Bender Lever.
- *If the pitch of a certain Patch/Timbre is strange, the cause will lie in the setting of that Patch/Timbre or Tone.**

A Patch/Timbre cannot be selected :

- Check if the RHYTHM or SEQUENCER indicator is lit. If so, push the SYNTH button.
- Check if the D-20 is set to the Play mode. If it is set to any other mode such as to the Edit mode, push the EXIT button.

The effect of the Pan setting does not appear to be correct :

- Check if you are using a Tone made by one Partial. A Tone made by only one Partial has only 8 Pan steps.
- Check if the Structure of the Tone Parameters is set to 8 or 9. When the Structure is set to 8 or 9, each Partial has a different pan setting.
[See page 109.]

MIDI Messages are not correctly communicated :

○Check if the MIDI Functions on the receiver and transmitter are set correctly.

[See page 157 if in the Performance mode.]

[See page 9 if in the Multi Timbral mode.]

The Programmer does not seem to work properly :

○Check if the MIDI Unit numbers of the Programmer and the D-20 are set to the same number.

[See page 161 if in the Performance mode.]

[See page 11 if in the Multi Timbral mode.]

2. Error Messages

When there is something wrong with the procedure you have taken or the D-20 itself, an Error Message will be shown in the Display. If so, resolve it as follows.

***If the same error message is shown repeatedly even though there is no mistake in your operation, call your local Roland service center.**

a. Error Messages shown during playing or recording

Card Not Ready

○The memory card is not securely connected. Insert it correctly.

Illegal Card

○You are using a brand new memory card or a memory card for other than the D-10, D-20 or D-110. Take the "Saving" procedure explained on page 189. (The D-110's memory card cannot be used in the Performance mode.)

MIDI Buffer Full

○You have tried to write data exceeding the memory capacity, turn the unit off once.

Error Messages shown when the battery is low

Check
Internal Battery

- The battery for memory backup of the D-20 is low. Call your local Roland service center.

Check
Card's Battery

- The battery for memory back of the optional memory card (M-256D) is low. Replace the battery with a new one as explained in the instructions of the memory card.

Error Messages shown during recording

Memory Full

- Remaining memory capacity of the internal memory is too little for the data to be recorded into Track 1-8.

Meas Limit Over

- Since the memory capacity reaches the maximum (500 bars), no data can be recorded.

b. Error Messages shown during Writing or Data Transfer

Turn Protect off
once? Write/Exit

- The Memory Protect function on the D-20 is set to ON. To release the Protect function here, push the WRITE button, then the ENTER button. To leave the writing mode, push the EXIT button.

Error Messages related with Memory Cards

Insert Card

- No memory card is connected. Connect a memory card, then push the ENTER button. To leave this mode, push the EXIT button.

Card Protected

- The Memory Protect Switch on the memory card is set to the ON position. Set it to OFF, and push the ENTER button. To leave this mode, push the EXIT button.

Illegal Card

- You are using a brand new memory card or a memory card for other than the D-10 or D-20. Replace the card with a proper one, then push the ENTER button. If you wish to leave this mode, push the EXIT button.

Illegal Card
Enter

- You are using a brand new memory card or a memory card for other than the D-10 or D-20. Pushing the ENTER button will execute saving. If you wish to leave the saving mode, push the EXIT button.

Card Error Exit

- The data is not properly written. Push the EXIT button, then repeat the procedure.

No Data

- The data, such as the data for loading the data of Patch from the memory card of D-110, is not saved on the memory card. Change the memory card, then push the Enter button. If you wish to leave this mode, push the EXIT button.

No Space

- You are trying to save the data which cannot be saved on the memory card, such as the data for saving the Rhythm Performance data or Patch data on memory card of D-110. Change the memory card, then push the Enter button. If you wish to leave this mode, push the EXIT button.

Error Messages related with Floppy Disks

Insert Disk

- No disk is connected. Insert a disk.
To leave this mode, push the EXIT button.

Disk Protected

- The Protect Tab on the disk is set to the ON position. Take the disk out, set it to OFF, then insert it again. To leave this mode, push the EXIT button.

Illegal Disk

- You are using a disk which is not formatted or a disk for other than the D-20.

If going to the formatting procedure from saving, push the ENTER button. (This will call the Formatting Display.) While loading or deleting, change disks then repeat the procedure. If you wish to leave this mode, push the EXIT button.

Disk Save Renew?
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- The similar kind of the data with the same File name is already saved on the disk. To save data without changing the File name, rewriting the previous data, push the ENTER Button. To retain the previous data, push the EXIT button, change the File name, then push the ENTER button.

Disk Full

- The remaining memory capacity is not sufficient for the File data to be saved. Delete an unneeded File or change the disk, then repeat the procedure.

No Name

- You are trying to save the data on the disk without the File name. Making the File name, then repeat the procedure.

No Data

- You are trying to load data from a disk that contains no data. Change the disk, then repeat the procedure.

Data Not Found

- The File you have assigned cannot be found because you had changed disks during loading or deleting. Change the disk, then repeat the procedure.

Disk Error	4
	Exit

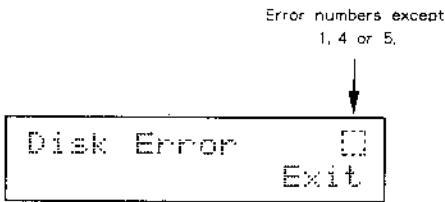
- You are using an incorrect procedure. Push the EXIT button, then repeat the procedure. (If the same error message is shown repeatedly no matter how many times you have tried, the disk may be damaged, so immediately change the disk.)

Disk Error	1
	Exit

- The disk may be damaged because it was removed from the Disk Drive while it was running. Push the EXIT button, then check if the loading has been properly done.

Disk Error	5
	Exit

- The disk may be damaged because it was removed from the Disk Drive while it was running. Push the EXIT button, change the disk, then repeat the procedure. If you use the disk with the error message, format the disk. (If the disk cannot be formatted, do not use the disk any longer.)

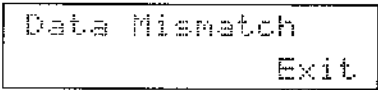


- You are using an incorrect procedure. Push the EXIT button, then repeat the proccdure carefully, (If the same error message is shown repeatedly no matter how many times you have tried, consult your local Roland service center.)

Error Messages related with MIDI



- Data Transfer has not been correctly done. Push the EXIT button, check the connections, then repeat the Data Transfer procedure.



- Data setting on the receiver does not match the transmitter's. Push the EXIT button, then repeat the Data Transfer procedure.