



# Set Up Guide

## A Guide to Setting Up and Caring For Your Interactive Piano

Includes information for Ensemble Model VIP-300,  
Heirloom Console Model VIP-600, Petite Grand Model VIP-900,  
and Baby Grand Model VIP-950.

### Welcome!

Dear Valued Customer,

Thank you for making the decision to purchase a Van Koevering™ Interactive Piano™. I firmly believe that this instrument has forever changed the world of musical discovery and appreciation, and I'm excited that you will be a part of this world.

As you enjoy your Interactive Piano, remember that it is much more than a piano. It's a unique blend of different technologies that will be a powerfully fun addition to your home. In order to enjoy this instrument for years to come, be sure to read and understand the information in this Quick Start Guide before setting up and turning on your Interactive Piano. This side of the guide provides helpful setup instructions, safety precautions and maintenance tips. When you flip the guide over, you'll find an overview of the Interactive Music Touch System Software Version 2.0 – our latest software update.

With the Van Koevering Interactive Piano, you will be enjoying music like never before. Thank you for choosing to have our piano be a part of your life. Now, it's time to "Discover the Artist in You" with the Van Koevering Interactive Piano.

Sincerely,

David Van Koevering, Chairman of the Board

### Your Accessories Bag

The accessories bag included with your Van Koevering Interactive Piano contains everything you'll need to begin discovering music.

With our easy-to-install, easy-to-use design, you'll soon be enjoying the many features of your instrument. Be sure to read through the printed material enclosed in the accessories bag before you set up your piano.

#### Contents

1. Printed material – Includes important warranty and registration information.
2. Quick Start Guide booklet.
3. Power cord.
4. Telephone cord.
5. Coasters for legs (Grand models only).

### Table of Contents

<b>Safety Precautions</b>	A2
<b>Finding the Right Place for Your Interactive Piano</b>	A4
<b>Baby and Petite Grand Setup Instructions</b>	A5
<b>Heirloom Console Setup Instructions</b>	A8
<b>Ensemble Setup Instructions</b>	A10
<b>Turning Off / Shutting Down Your Piano</b>	A12
<b>Caring For Your Interactive Piano</b>	A13
<b>Troubleshooting</b>	A14
<b>Software Programs</b>	A16
<b>Hardware Accessories</b>	A17
<b>IMT System Software Overview</b>	See Reverse Side

## 1 Safety Precautions and Information

### Precautions and Symbols

The lightning flash with arrowhead symbol, within a triangle, is intended to alert the user to the presence of non-insulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

The exclamation point within a triangle is intended to alert the user to the presence of important operating and servicing instructions in the literature accompanying the product.

**Caution:** To reduce the risk of electric shock, please observe the following guidelines:

- If you have purchased a Petite or Baby Grand model, do not remove the music rack or music shelf of the piano.
- If you have purchased a Console or Ensemble model, do not remove the top or back panels of the piano.

No parts inside should be serviced or utilized without assistance from qualified service personnel.



Precaution Symbols

### Safety Instructions

**Warning:** When using electrical products, basic precautions should always be followed, including the following:

1. Read all the instructions before using the product.
2. Do not use this product near water — for example, near a bathtub, washbowl, kitchen sink, in a wet basement, near a swimming pool or the like.
3. This product, either alone or in combination with an amplifier and headphones or speakers, may be capable of producing sound levels that could cause permanent hearing loss. Do not operate for a long period of time at a high volume level or at a level that is uncomfortable. If you experience any hearing loss or ringing in the ears, you should consult an audiologist.
4. The product should be located so that its location or position does not interfere with its proper ventilation.
5. The product should be located away from heat sources such as radiators, heat registers or other products that produce heat.
6. The product should be connected to a power supply only of the type described in the operating instructions or as marked on the product.
7. The power-supply cord of the product should be unplugged from the outlet when left unused for a long period of time.
8. Care should be taken so that objects do not fall and liquids are not spilled into the enclosure through openings.
9. The product should be serviced by qualified service personnel when:
  - The power-supply cord or the plug has been damaged
  - Objects have fallen on, or liquid has been spilled into the product
  - The product has been exposed to rain
  - The product does not appear to operate normally or exhibits a marked change in performance
  - The product has been dropped, or the enclosure damaged.
10. Do not attempt to service the product beyond that described in the user-maintenance instructions. All other servicing should be referred to qualified service personnel.

Please call your local dealer or the Van Koevering Company at 1-888 TOUCH VK (686-2485) if you have any service related questions. You may also e-mail your questions to us at [info@vankoevering.com](mailto:info@vankoevering.com) We're happy to help!

## 1 Safety Precautions and Information

### Grounding Instructions

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord that has an equipment-grounding conductor and a grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

**Danger** - Improper connection of the grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceperson if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product — if it will not fit the outlet, have a proper outlet installed by a qualified electrician. Under no circumstances should the piano be operated without proper grounding.

### FCC and Modem Information

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an output on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- A shielded cable must be used when connecting a peripheral to the serial ports.

This piano complies with Part 68 of the Federal Communication Commission (FCC) Rules and Regulations. On the backside of the piano is a label that contains, among other information, the FCC registration number and Ringer Equivalence Number (REN). If requested, this information must be provided to the telephone company.

An FCC compliant telephone cord with modular plug and ferrite bead is provided with this piano. This equipment is designed to be connected to the telephone network on the premises wiring using a compatible modular jack which is Part 68 compliant. The end with the ferrite bead is to be installed into the piano and the opposite end to the telephone network.

The REN is useful to determine the number of devices that may connect to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs is not to exceed five (5). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum number of RENs for the calling area. If the VIP 300, 600, 900 or 950 (VKCG133) Piano causes harm to the telephone network, the telephone company should notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company should notify you of the discontinuance as soon as possible. You will be advised of your right to file a complaint with the FCC if you believe it necessary. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of your telephone equipment. If this happens, the telephone company should provide advance notice so that you can modify your equipment as required to maintain uninterrupted service.

If you experience difficulties with the piano's modem, please contact your authorized Van Koevering™ Interactive Piano™ dealer or Van Koevering Company, P.O. Box 3632, Des Moines, IA 50322-9746, or phone technical support at 1-888 TOUCH VK for repair and/or warranty information. If the trouble is causing harm to the telephone network, the telephone company may request that you disconnect the piano from the telephone network until the problem is solved. You should not attempt to repair this equipment yourself. This piano contains no user serviceable parts. This piano may not be used on public pay phones provided by the telephone company. Connection to party lines is subject to state tariffs. Contact your state public utility commission or corporate commission for information.

Changes or modifications not expressly approved by Van Koevering Company could void your warranty on this equipment.

## 2 Finding the Right Place For Your Interactive Piano

The Van Koevering Interactive Piano is designed to be a part of any living or working space. However, there are certain conditions to avoid when positioning the instrument.

1. Do not use this instrument near water – for example, near a bathtub, washbowl, kitchen sink, in a wet basement, near a swimming pool or the like.
2. The instrument should be located in such a way so that its location or position does not interfere with its proper ventilation.
3. The instrument should be located away from heat sources such as radiators, heat registers or other products that produce heat.
4. The instrument should not be placed so as to receive direct sunlight. This is extremely important in the case of Petite and Baby Grands. While direct sunlight is not good for any wood finish for prolonged periods, the ebony finish of the Grand will absorb heat from the sunlight and the potential severe temperature increase could seriously affect the appearance of your instrument.
5. The instrument should be placed near a properly grounded power outlet. It is recommended that no extension cords be used to provide power to the instrument. However, if one needs to be used it must be a heavy-duty extension cord with no cuts or defects. If an electrician provides a proper outlet, request an isolated, NEMA 15-R line. A quality Line Conditioner or uninterruptible Power Supply may be used to protect your instrument from power surges. Please call Van Koevering Technical Support if you have further questions regarding power for your instrument.

