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▶ **How do I obtain my purchased item(s)?**

For downloadable items: After purchase, or from the [Redownload](#) Items page in My Account, download your file(s).

For Digital books: After purchase, visit the [My Digital Books](#) page in My Account to view your book.

Directions for using your download are specific to the product you purchased and (sometimes) the instrument model you purchased them for. To see a full set of directions, select the product type you purchased:

[PianoSoft \(using Musicsoft Downloader\)](#)

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Still Can't Get Your Item?

If you feel that you have correctly followed all of the steps and are still unable to obtain your item, please [contact us](#) with complete details, including the model number of your piano or keyboard.

▶ **My order was not successfully completed, what should I do?**

If you receive a message that Yamaha MusicSoft is unable to process your order, please contact us through our website [here](#). We will ensure that your order is processed as quickly as possible.

▶ **Can I purchase shippable, downloadable, and Digital Book products in the same order?**

Yes! Simply add the items you wish to your cart and complete the checkout process. Shippable items will be sent to the address you provided during checkout. You will be prompted to download your downloadable products or view your Digital Books online on the order confirmation page.

▶ **How do I copy the Instrument ID from my Tyros3 or Tyros4?**

Please follow these steps:

1. Insert a [compatible USB storage device](#) into your instrument.
2. While holding down DIRECT ACCESS, press EXPANSION to reach the Owner Screen.
3. Press [I] to export the Instrument ID.
4. Press [G] to copy Instrument ID to your USB storage device.
5. When copy is complete, press [F].

6. Remove the USB Storage device from your instrument and bring it to your computer.

You should be able to see a file called "instrument_id.n26" on your USB storage device. If you do not, please confirm you are using a [compatible USB storage device](#). If you are still unable to create an instrument ID, please [contact us](#) for assistance.

› **How do I unzip files?**

To unzip files, please follow these instructions:

If you are using **Windows Vista or Apple OSX**, simply double-click the zip file, select all files in the folder, and copy them to the preferred location (e.g. desktop, USB storage device, etc.)

If you are using **Windows XP**, you can use the "Extraction Wizard". To use the Extraction Wizard, follow these steps:

1. Double-click the compressed folder to open it. The **Extract all files** command appears in the Folder Tasks list.
2. Click **Extract all files** to start the Extraction Wizard, and then click **Next** to start the extraction process.
3. When you are prompted to select a location to put the extracted files, select a location, and then click **Next**. By default, **Show extracted files** is selected.
4. Click **Finish** to view the extracted files.

Note: The original, compressed files still remain in the compressed folder after you run the Extraction Wizard.

If you are using **an operating system other than those listed above**, you may need to download and install software that allows you to unzip files. There are many free downloadable versions of such programs available online.

› **How do I copy a Tyros3 or Tyros4 license key and/or voice from my computer to USB storage device?**

Please follow these steps:

1. Download the license key and/or voice file(s).
2. Once your download is complete, copy the unzipped voice file(s) and the license key to your USB storage device by using the "copy and paste" or "drag and drop" features on your computer.
3. Do not rename the files. Do not take the files out of the folder they came in.

› **How do I import a license key or load a voice to a Tyros4 using a USB storage device?**

Please follow these steps:

1. Insert your USB storage device containing your license key or voice into the USB port on your instrument (located just to the right of the keyboard).
2. To import the license key, press and hold [DIRECT ACCESS], and then press [EXPANSION] to display the Owner Screen.
3. Press [J], then [G] to import the License Key.
4. When importing is complete, the upper portion of the OWNER page will display the message: License Key: REGISTERED
5. Press [G] to confirm installation.
6. Your instrument is now licensed. You may skip this step next time you load a Voice on this instrument.
7. Now, let's load the Voice. If you are loading more than one Voice pack, you will need to repeat the following steps for each pack.
8. Press [FUNCTION] on your instrument. (located under Menu, to the right of the center screen)
9. Press [J]. Your Tyros will now display the Pack screen.
10. Select the desired folder of the Pack or Voice you wan to install by pressing the button next to it one time.
11. Press [F] to continue.
12. Press [G] to install the pack. Do not disconnect your USB storage device from the instrument. You must leave it connected to use your instrument. It may take a few minutes to complete the loading process. Once installation is complete, press [G].

› **How do I import a license key or load a voice to the Tyros3 using a USB storage device?**

Please follow these steps:

1. Insert your USB storage device containing your license key or voice into the USB port on your instrument (located just to the right of the keyboard).
2. To import the license key, press and hold [DIRECT ACCESS], and then press [EXPANSION] to display the Owner Screen.
3. Press [J], then [G] to import the License Key.
4. When importing is complete, the upper portion of the OWNER page will display the message: License Key: REGISTERED
5. Press [G] to confirm installation.
6. Your instrument is now licensed. You may skip this step next time you load a Voice on this instrument.
7. Now, let's load the Voice. If you are loading more than one Voice pack, you will need to repeat the following steps for each pack.
8. Press [VOICE CREATOR] on your instrument. (located under Menu, to the right of the center screen)
9. Press [A]. Your Tyros will now display the Library Load screen.
10. Select the desired voice by pressing the button next to the filename you wish to load. (If your USB storage device is not displayed, use the TAB buttons to select it.)
11. Press [G] to load the file.
12. Do not disconnect your USB storage device from the instrument. You must leave it connected to use your voice.

► **How can I re-download my purchased Tyros3 or Tyros4 Premium Packs and Voices?**

Please access the [Redownload Items page](#) in My Account. Then, you will see the "DOWNLOAD" button for your purchased item.

► **How can I reload purchased Voice Data to a new/replaced Tyros3 or Tyros4?**

Please [contact Yamaha MusicSoft customer support](#) and ask them to remove the registered License Key associated with your old instrument so that you can create a new License Key for your new instrument. (Your old instrument will no longer be able to use the purchased voice.)

► **How do I load voices on my Tyros3 using the optional USB cable method?**

To load a Voice to your instrument using a USB cable, follow these steps.

Note: The advantage of loading a Voice using this method is that you do not need to keep a USB storage device connected to your instrument to use the Voice.

Special Requirements:

- a. You have already imported your License Key to your instrument
- b. USB cable

1. Connect a USB 2.0 cable between your computer and the instrument.
2. Restart instrument in hard-disk mode by pressing [MUSIC FINDER] (located just to the right of the instrument's screen) while starting up the instrument. See P. 97 of Owner's Manual for details.
3. Open "TYROS3_HD" (hard drive) from your computer and copy the unzipped Voice files from your computer to the instrument. Do not rename the files. Do not take the files out of the folder they came in.
4. Once copying is complete, go to the next step.
5. Restart the instrument by pressing [EXIT] (located under Menu, near the bottom right corner of the screen). You may now load the Voice.
6. Now, let's load the Voice. If you are loading more than one Voice pack, you will need to repeat the following steps for each pack.
7. Press [VOICE CREATOR] on your instrument (located under Menu, to the right of the center screen).
8. Press [A]. Your Tyros will now display the Library Load screen.
9. Select the desired voices by pressing the button next to the filename you wish to load. (If your USB storage device is not displayed, use the [TAB] buttons to select it.)
10. Press [F] to load the file.

Note: If your purchase includes non-Voice data such as Styles, Registrations, Multi Pads and Songs, access them by selecting the type of file you wish to use and going to the USB tab.

► **How do I load songs and other data from a Tyros3 Premium Pack on my instrument?**

If you purchased a pack that includes non-Voice data such as Styles,

Registrations, Multi Pads and Songs, access them by selecting the type of file you wish to use and going to the USB tab (if loading from USB storage device) or instrument hard drive (if loading from instrument hard drive).

► **While attempting to import a License Key to my instrument, a warning message displays indicating that "the data [I] bought (downloaded) previously will become unusable" if I import the key. What should I do?**

Please disregard this message and cancel the License Key import. A License Key has already been successfully loaded to your instrument. There is no need to re-import your License Key, though there is no harm in doing so. Previously loaded data will not become unusable.

► **I can't upload my Instrument ID that was exported from my Tyros 3 or Tyros4 properly.**

Please make sure of the file name. The file name of an Instrument ID should be "**instrument_id.n26**" without any exception. If you see a difference in the file name, you can simply rename it to "instrument_id.n26" on your computer.

► **I can't import my Tyros3 or Tyros4 License Key, and I'm sure it has been downloaded properly.**

Please make sure of the file name. The file name of a License Key should be "**license_id.n25**" without any exception. If you see a difference in the file name, you can simply rename it to "license_id.n25" on your computer.

► **Why do I need a Flash Memory Expansion Module to use a Premium Voice on my Tyros4?**

A Flash Memory Expansion Module is an additional piece of hardware designed specifically for your instrument. Installing the Flash Memory Expansion Module to the Tyros4 allows you to import Wave files such as Premium Voices.

► **Where can I purchase a Flash Memory Expansion Module?**

You can purchase a Flash Memory Expansion Module from your local Yamaha dealer. Compatible expansion modules are the FL512M and FL1024M.

► **How do I install a Flash Memory Expansion Module?**

Instructions for installing expansion modules can be found in the [Tyros4 product manual](#).

► **Why can't I install Musicsoft Downloader?**

Please make sure you have gone through the necessary steps, outlined below:

1. Go to [this](#) site to download Musicsoft Downloader.
2. The Musicsoft Downloader installer should download to your desktop with the name "msd550". Double click this file to install the application.
3. The installation program will appear and guide you through the rest of the process.

► **What do I need to do to download and transfer Premium Voices and Packs to My Tyros3?**

See: How To Load a Premium Voice on Your Instrument

► **How do I load voices on my Tyros4 using the optional USB cable method?**

The USB cable method of installing Premium Voices and Packs is not supported on the Tyros4.

► **How do I load songs and other data from a Tyros4 Premium Pack on my instrument?**

If you purchased a pack that includes non-Voice data such as Styles, Registrations, Multi Pads and Songs, access them by selecting the type of file you wish to use and going to the HD1 tab (instrument hard drive). Press the button next to the Premium Packs folder, and then press the button next to the pack folder that you wish to access. You will find the

additional content within this folder.

- **I have a Tyros3 and a Tyros4. I'm trying to purchase a premium voice for my Tyros4 that I have already purchased for my Tyros3, and receive the message "Product Removed. The following item(s) have been removed from your cart to avoid duplicate charges:" What do I do?**

If you have purchased a Premium Voice for your Tyros3, you may download the new Tyros4 version for free. Please visit the "Redownload Purchased Items" page of your account to download the new Tyros4 version of your previously purchased Premium Voice.

- **I own a Tyros3 and am considering the purchase of a Tyros4. Will my previously purchased Tyros3 Premium Packs and Voices be compatible with the Tyros4?**

Updated versions of previously purchased Tyros3 Premium Packs and Voices will be available to new Tyros4 owners free of charge. Please visit the "Redownload Purchased Items" page of your account to download the new Tyros4 versions of your previously purchased Premium Voices.

Returns

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- **What is the Yamaha MusicSoft return policy?**

Please see Yamaha MusicSoft's official [Return Policy](#).

Hardware

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- **I don't have the right voice-compatible firmware for my Tyros3. Where can I get it and how do I install it?**

Visit the [Tyros3 "Downloads" page](#) on music.yamaha.com for the latest firmware downloads and installation instructions.

- **I don't have a compatible USB storage device. What are the compatible devices?**

See a [list of compatible USB devices](#) at music.yamaha.com.

- **Some software titles have capabilities that my instrument does not have. How can I upgrade my instrument?**

Visit your Yamaha dealer to find out how you can add a sound module to your instrument or ask them about the availability of other models.

- **I don't have enough RAM memory. How can I increase my the memory on my Tyros3 so I can accommodate Voices?**

Voces require that you install additional "RAM (*DIMM)" not included with your instrument.

If you have not installed additional DIMM already, see a list of compatible products and affiliate stores at the [Tyros3 Official Site](#). Yamaha recommends you purchase 512 MB DIMM in case you wish to purchase additional Voice content in the future. For DIMM installation instructions, please refer to the Owner's Manual, Appendix, "Installing the Optional DIMMs."

If you have installed additional DIMM, but aren't sure if you have enough for the Voice you wish to purchase, follow these instructions:

1. Press VOICE CREATOR on your instrument.
2. Press B, or LIBRARY EDIT
3. Press 8V, or PROPERTY
4. The screen will display Memory Status. Below Wave RAM, it will show total available MB. Check this number against the RAM requirement for the Voice(s) you are interested in purchasing. Alternately, you can also try unloading other Voices that may be using your RAM.

Visit your Yamaha dealer to find out how you can add a sound module to your instrument or ask them about the availability of other models.

- **How do I use a purchased voice on my Tyros3 or Tyros4?**

Please follow these steps:

1. Press [EXPANSION] (located under Voices).
2. Select the voice you'd like to use by pressing the corresponding button next to the name.
3. Congratulations, your new voice is now ready to use!

Note: If you purchased a pack that includes non-Voice data such as Styles, Registrations, Multi Pads and Songs, access them by selecting the type of file you wish to use and going to the instrument hard drive.

Important: If you loaded your Voice using a USB storage device, it must stay connected to your instrument when you use the Voice. If you loaded your Voice using a USB cable, see the answer of the question, "[I am unable to load voices using optional USB cable method](#)".

► **I have a Tyros2 instead of Tyros3. Can I use Voice Data with Tyros2?**

Unfortunately, Voices are available for Tyros3 only at this time. Thank you for your interest.

► **I am receiving a message on my instrument. What do these messages mean?**

Please refer to the message table below to locate your message and a possible solution.

Category	Error Message on Tyros3	Description/Suggestion
File Import	Not enough free space in the specified drive.	The selected disk has insufficient free space to save the data.
File Import	Protected disk.	The selected device (e.g. USB flash memory) is protected. Please disable "write-protection" on the device.
File Import	This function is not available now.	A previously selected operation is in progress. Until that action is complete, other functions are not available.
File Import	A certain voice has not been loaded correctly.	This message appears when an error occurs during "Library load" or "Autoload" execution. Try reloading the data.
File Import	Custom Voice memory error	The RAM (DIMM) memory has insufficient free space to import Premium Pack / Voice. Please purchase additional DIMM or try unloading other Voices that may be using your RAM.
File Import	"%s: %s" will be replaced by "%s." Are you sure you want to continue?	This message confirms that you wish to over-write data that has already been imported to your instrument. Continue only if you are ok over-writing the data.
File Import	The file has already been imported to the instrument. If another file is imported, the data you bought (downloaded) previously will become unusable. Are you sure you want to continue?	This message appears when you try to import a License Key to an instrument that already has a registered License Key. Please disregard this message and cancel the License Key import. A License Key has already been successfully loaded to your instrument. There is no need to re-import your License Key, though there is no harm in doing so. Previously loaded data will not become unusable.
File Import	The data does not need to be loaded.	No Voice data is included on the memory device connected to your instrument. Try copying the data to your memory device again.

File Import	Some files cannot be loaded. Are you sure you want to continue?	This message will appear when you use "Library" on your instrument. Selected single or multiple files could be broken.
Data Security	Cannot save to non-ID media.	In order to save the data to a memory device, the device must have a unique ID (provided by the device manufacturer). Please try again using a .
Data Security	This file cannot be load to this instrument.	In order to load Premium Pack / Voice data you must first import a License Key to your instrument. If you have already created a License Key for your instrument, you can redownload it from your account . If you need to create a License Key, redownload the Premium Pack/Voice data from your account and follow the instructions for creating a License Key.
Data Security	This file cannot be imported to this instrument.	The License Key you are attempting to import was created for a different instrument and is not valid on any other instrument. To create a valid License Key for your instrument, purchase Premium Pack/Voice data and follow the instructions to create a License Key.
Device Connection	No media is available.	A memory device can not be detected. This message is more likely to appear when you use a Floppy Disk Drive.
Device Connection	Device is not connected.	A memory device (e.g. USB flash memory) is not connected. Please double check the connection and try again.
Device Connection	Unformatted disk. To properly use the disk with this instrument, you'll need to format it (FUNCTION->UTILITY->MEDIA). Make sure there is no important data in the disk before formatting; otherwise all data will be deleted.	The selected disk is unformatted. To import a License Key, you need to format the disk first. Note: Make sure there is no important data on the disk before formatting; otherwise all data will be deleted.

► **I am using a Mac computer. What is the process for transferring my Premium Pack to my Tyros3 or Tyros4?**

The process for transferring Premium Content is exactly the same for both PC and Mac users. See: How do I load voices on my Tyros3 using the optional USB cable method?

My Account

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► **What do I do if I forget my password?**

If you have trouble remembering your account password, please [click here](#) to request your password to be sent to your registered e-mail address.

► **I don't have an account. Where can I register to make purchases?**

[Complete Registration](#) Information to create your Yamaha MusicSoft account.

Orders and Shipping Information

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► How do I change the currency display?

To change currency, select your preferred currency from the menu at the top of each page. The site will show all prices in the currency you select. Since we update our prices daily according to current exchange rates, changing currency won't make a difference in the price you pay for an item. NOTE: Even if we don't support your desired currency at this time, your bank will automatically convert charges to your local currency.

► I don't have a credit card. How can I order?

Using PayPal, you can pay for transactions directly from your bank account. To do so, you will need to set up an account with PayPal and provide your banking information. Then choose PayPal as your payment method during checkout, log in to your PayPal account, and proceed with the checkout process.

► I cannot remove item from my cart.

To remove products from your shopping cart, please follow these steps:

1. Go to the shopping cart page.
2. Select the "trash can" icon (it is small) to the left of the item you wish to remove from your cart.

► I cannot use a given promotion code during checking out.

Promotion codes are issued with limitations (e.g expiration dates, value amount, product types etc.) unique to each offer. If you have confirmed that your promotion code is valid and you are still unable to redeem it, please [contact us](#) for assistance.

► I cannot add item to my cart.

Not all items for sale on Yamaha MusicSoft are compatible with all instruments. If you have not already indicated what instrument you are purchasing the file for, please use the pull down menu on the product detail page to select your instrument and check compatibility. If you still cannot add the item to your cart, it is not compatible with your instrument.

► Where can I find your shipping rates?

Please [click here](#) for our shipping rates.

► How do I track my order?

Domestic orders shipped from our US warehouse will be trackable from our website. After your order has shipped log in to your account to see your order history. Click the "shipped" link to see the tracking information for your order.

International orders from our US warehouse will be trackable. If you cannot obtain tracking information from your order history as described above, please [contact customer support](#) to obtain your tracking number.

► I purchased a Premium Pack or Voice, but I don't want it anymore. Can I sell it?

Our data protection model prohibits personal resale of the uninstalled Premium Packs & Voice products. For more information, view our Copyright Protection Policy.

► I want to use the Premium Packs & Voices I purchased on a second Tyros3 or Tyros4 that I own. Do I have to purchase them again?

Yes, once a Premium Pack or Voice has been purchased, it can only be used with one Tyros3 or Tyros4. If you wish to purchase for more than one Tyros3 or Tyros4, you will also need to create an additional yamahamusicssoft.com account for each additional Tyros3 or Tyros4.

► My Tyros 3 or Tyros4 was repaired and the Premium Pack & Voice data was erased. How can I get them again?

If your Tyros3 or Tyros4 was repaired and the voice data was erased, you can login to the "My Account" section on yamahamusicssoft.com. From there, you can re-download the Premium Packs & Voices as many times as needed.

Contact Information**[Back to Top](#)****► How do I get in contact with Yamaha MusicSoft if I have further questions?**

If you require further assistance, please [click here](#).



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Now accepting:

A row of five small rectangular icons representing different payment methods: PayPal (orange), VISA (blue), MasterCard (red), AMEX (green), and Discover (yellow).