Support Bulletin: RSPG-SB00054

Model: Roland MDX, JWX, EGX, MPX or LPX Subject: Windows Power Save Features Author: PG

The following document covers possible communication issues that may be induced by Windows power save features ranging from laptops to desktop computers.

TO SUCCESS

The MDX, JWX, EGX and LPX machines are in constant communication with the computer. If the Windows based computer enables its Power Save options, it may turn off the hard disks or go into system standby mode. This could disrupt communication to the device causing a lock up or freeze.

On the MDX and EGX equipment, the machine may "hang" or simply pause in the middle of a job with the spindle on. This is indication that the machine is waiting for the next command and the computer is not sending it.

The below sequence is for Windows XP. The Power Options are located under the screen saver portion of the Display Properties. Click on Power and modify the Power Options so that Turn off hard disks and System standby are set to "Never" for "Plugged in" or if you have a laptop, "Running on batteries".

Display Properties	Power Options Properties
Themes Desktop Screen Saver Appearance Settings	Power Schemes Alarms Power Meter Advanced Hibemate
Screen saver Windows XP Wait: 20 Image: minutes On resume, password protect Monitor power To adjust monitor power settings and save energy, click Power. Power	Select the power scheme with the most appropriate settings for this computer. Note that changing the settings below will modify the selected scheme. Power schemes Portable/Laptop Settings for Portable/Laptop power scheme When computer is: Settings for Portable/Laptop power scheme When computer is: Plugged in Plugged in Plugged in Plugged in Turn off monitor: After 4 hours After 30 mins Turn off hard disks: Never
OK Cancel Apply	OK Cancel Apply

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The below sequence is for Windows Vista computers. Similar to XP, you need to ensure that the computer "Never" puts the computer to sleep.



Control Panel >	Power Options 👻 47
Require a password on wakeup Choose what the power buttons do Choose what closing the lid does Create a power plan	Select a power plan Power plans can help you maximize your computer's performance or conserve energy. Make a plan active by selecting it, or choose a plan and customize it by changing its power settings. Tell me more about power plans Plans shown on the battery meter Image balanced Battery life: Image plan settings Change plan settings Performance: Image plan
display Change when the computer sleeps	 Power saver Change plan settings My Custom Plan 1 Change plan settings
Control Panel >	Power Options Edit Plan Settings Change settings for the plan: My Custom Plan 1 Choose the sleep and display settings that you want your computer to use. On battery Turn off the display: Never
	Put the computer to sleep: Never Never Never

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