Here is the calibration procedure:
1) turn the mod wheel all the way off (down), and while also holding the pitch wheel off, hold the Reset switch and hit the keypad 4 switch.
2) Return the pitch wheel to center, and hold Reset and hit 5.
Move the Mod wheel all the way on (up), and while also holding the pitch wheel all the way on, hold Reset and hit the 6 switch.

Let us know if you still have problems!

Cheers,

Dave