



smartmusic®

Common questions parents may ask about SmartMusic

The SmartMusic story

Q: What is SmartMusic?

A: SmartMusic is interactive music software that is transforming the way students practice.

Q: How will this help my child practice?

A: Since I can't be there with them while they practice at home, SmartMusic provides the guidance to help them practice more effectively.

- Students have access to thousands of pieces of music. In many cases, they can select a piece of music and actually see it on-screen.
- Then, instead of practicing alone, students click the "start take" button and play or sing along with background accompaniment. They actually hear how their part fits within the whole.
- If they are playing a piece that appears on-screen, they get instant feedback. The notes show up green and red, telling them which notes they've gotten right or wrong.
- Students can slow down a piece at first and then gradually increase their speed as their skill grows.
- Many practice tools are included in SmartMusic:
 - A built-in tuner helps students with pitch.
 - A metronome helps students learn how to play rhythms accurately.
 - The built-in record feature provides immediate feedback. Students can learn a lot by listening to themselves.
- In essence, SmartMusic makes practice more productive and engaging. That helps students come to class better prepared. It also helps them perform better and enhances their confidence. Ultimately, SmartMusic can help students develop a lifelong love of music.

Using SmartMusic on a home computer

Q: I have more than one child at home. Do I need more than one subscription?

A: All you need is one subscription on one computer for all family members.

Q: We have two computers at home; can our child use either one of them?

A: Each computer requires its own subscription, so your student can use any computer that has a SmartMusic subscription installed on it.

Q: My child spends weekends at his/her other parent's place. Do we really have to buy another subscription for him/her?

A: If you want SmartMusic installed on two computers, then you will need a separate SmartMusic subscription for each computer.

Technical Requirements

Q: How about the safety of my computer? What are the chances of getting computer viruses?

A: SmartMusic complies with all industry standards for safety. Having standard virus protection on your computer is always advised.

Q: How do I get help if I run into technical issues with the computer, the microphone, or the speakers?

A: You will find a lot of good information at www.smartmusic.com/support. There is a Knowledge Base that has Frequently Asked Questions along with great answers. You can also submit a question to the SmartMusic customer support group online here as well. Or, you can call our toll-free technical support number: 866.240.4041.

Q: What am I required to have on my home computer to make this work?

A: The requirements to run SmartMusic are fairly standard:

- Windows PC or Macintosh
- Internet access required
- 1GB RAM
- Microphone (purchase online at www.smartmusic.com)
- Headphones or speakers
- Additional details are found at www.smartmusic.com/Support/SystemRequirements.aspx

Q: Do I have to be connected to the Internet in order to use SmartMusic?

A: Yes, Internet access is required to activate your subscription, to receive and submit assignments via SmartMusic, and to download accompaniments. Once you have activated SmartMusic, content that you have already downloaded may be used while off-line. You must also connect to the Internet at the end of your subscription term so MakeMusic can collect information on your accompaniment usage to pay royalties to the copyright holders, as specified in your subscriber agreement.

Q: Does SmartMusic work with a dial-up Internet connection?

A: While it is possible to use SmartMusic with a dial-up Internet connection, some users will experience poor results compared to those with a high-speed connection (such as DSL or cable).

Known problems with dial-up connections include:

- Slow music downloads
- Slow download times for SmartMusic software updates.
- Slow downloads or download time-out issues with Method books or band, orchestra, and jazz ensemble music.
- Time-out errors when submitting or receiving assignments.

We recommend a high-speed Internet connection for optimal use of SmartMusic.

SmartMusic pricing

Q: Why is SmartMusic offered as an annual subscription, instead of just letting me buy it?

A: To keep the price affordable, SmartMusic is offered on a subscription basis. If it were made available for purchase, the price would be much higher due to its extensive library of music and the need to pay royalties to publishers for their copyrighted materials.

Q: Why do we have to pay this extra expense for the music program my child is in?

A: You don't. However, I'm highly recommending that you invest in SmartMusic. This software is changing the way students practice at home. Because of all the amazing features, students want to practice instead of being pushed by you and me. I'm watching students come to school more prepared, confident, and excited about their music.

Q: I really can't afford this. What other options do we have?

A: I have SmartMusic on the computer in my practice room. Your child may use SmartMusic in that room. However, if at all possible, I want to encourage you to consider buying a subscription. Home practice is an important part of your child's education.

Q: Do I have to pay for new versions of SmartMusic as they are released?

A: No, updates to SmartMusic are free for current subscribers.

Q: Do I have to use a SmartMusic microphone? Can't I just use the microphone that is built into my computer? Can I use a microphone I already own?

A: The SmartMusic microphones are specially designed to be used with the software. As a result they are more sensitive and responsive, which makes the assessment and recording features work better.

Q: Why is a microphone more expensive for Mac users?

A: Since Macintosh computers don't have a powered microphone jack, a USB mic is required.

Q: If my child changes instruments, do we have to buy SmartMusic again?

A: No, your subscription will work even if your child changes to another instrument.

Getting started with SmartMusic

Q: I don't want my child using e-mail. Why do we need an e-mail address?

A: Initially, an e-mail address is used to activate SmartMusic on your computer. In addition, if the teacher is making assignments through SmartMusic, students need to log in to receive their assignments. Rest assured, all assignments are sent via the Internet, and so the e-mail address is simply used as a unique identifier for security purposes. If your student is 13 or younger, parental approval is required and you can monitor every step of the process.

Q: I'm not good with computers. Who is going to help me with this?

A: Extensive self-help tools are available at www.smartmusic.com/support. Specifically, the [QuickStart Videos](#) will take you through every feature step by step.

For more questions and answers, be sure to check out the Knowledge Base in the Support section at www.smartmusic.com/support.