

New vs Classic SmartMusic FAQs

Q: What if I want to continue using the classic SmartMusic, can I do so?

A: Yes. The new SmartMusic is simply another option for our customers. If you are happy with the classic version, you can continue to use it, uninterrupted, for the 2016-17 school year.

Q: How long will MakeMusic support the classic SmartMusic?

A: We are committed to supporting the classic SmartMusic through the 2016-17 school year. As the new SmartMusic will continue to evolve, we believe that more and more educators will migrate to it. Our long term support plans will depend on the rate of that migration.

Q: How will users choose whether they want to pursue the classic or the new SmartMusic?

A: The best place to start is smartmusic.com/new where we've provided resources, including a comparison chart, that will help you make the best choice for your program. It's important to note that we will continue to update and augment this content as the software continues to develop. Also, our sales team is happy to discuss both options with you at any time. Contact them at sales@makemusic.com if you have questions.

Q: Is the \$399 an introductory pricing, or will it be permanent for the new SmartMusic?

A: While we can't promise to never change our pricing for the future, we can confirm that this is not introductory pricing. This is the price for the new SmartMusic.

Q: I am the only teacher at my school. Why do I need to pay for 3 teachers on the new SmartMusic?

A: Since the new SmartMusic allows access for UP TO 3 teachers as part of the base \$399 price, schools just need to buy ONE platform for their band, choir and orchestra programs. We realize that some schools only have one music teacher while others have more than three. We've designed the pricing to be as flexible and accessible as possible.

Q: Why can't I buy classic SmartMusic for the same price as the new SmartMusic?

A: The two versions of SmartMusic are completely different products and as such are priced differently. The features and content are not at full parity between the two products nor will there be any integration between the two.

Q: I decide to purchase the new SmartMusic for myself and my 50 students, what happens if one of my students moves away, quits band, etc? Can I reassign that spot to another student?

A: Yes. As a teacher you will have the ability to assign and reassign access to your students at any time during the year. There is also no limit to the number of changes you can make. Each new student would simply need to create an account and enroll in your class.

Q: What happens if I want to switch from the classic SmartMusic to the new SmartMusic partway through my current subscription?

A: If you wish to switch platforms mid-subscription, you can do so. However it is important you know that in doing so you will need to create new classes, a new gradebook and create new assignments, as none of the information from the classic SmartMusic will be automatically migrated to the new SmartMusic. Contact our sales team (sales@makemusic.com), and they'd be glad to walk through the options with you to ensure you have the best solution to fit your needs.

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Q: Will the classic and new SmartMusic work from the same gradebook; for example, can I create one assignment and send it to students who are on both platforms?

A: No, the new SmartMusic and the classic SmartMusic will have completely separate gradebooks with no communication between the two. As a teacher you'll need to decide between the two versions and make sure all your students are on that same version.

Q: What if I want my students to access content outside of what I assign them?

A: Your school can upgrade any student account for \$20/year. This upgrade gives them access to the entire new SmartMusic library, beyond what you assign them as a teacher.

Q: Is there a limit on how much I can assign my students on the new SmartMusic?

A: No. As a teacher you have full access to the repertoire library. Anything within the new SmartMusic that you want to assign your students, you can.

Q: With the new SmartMusic, will teachers still be allowed to link an entire method book to a class rather than having to assign it to students one assignment at a time?

A: Teachers will indeed be able to "pin" an entire method book for their classroom. This functionality will be possible only for method books.

Q: Is there a way to see what the new SmartMusic looks like or try it out before buying it?

A: The new SmartMusic is still currently in beta which means it is evolving every day and not yet ready for actual trial use. Our goal is to provide anyone who is interested the ability to try it out and make sure it's a solution that fits their needs before deciding to purchase. Our sales team can help facilitate that; contact them at sales@makemusic.com.

Q: Is the only option for students to access the full repertoire library the \$20 annual upgrade through my school?

A: For now, yes. We do plan to offer students the ability to upgrade individually, but the timing has yet to be determined; it's unlikely that this option will be available at launch in August.

Q: Will the features ever be identical between the two versions?

A: Major features will be available on the new SmartMusic, and additional ones will make the new version at least on par with the classic SmartMusic by the end of the first year. Several new features will also be added, some of them right from the beginning (annotation, musicXML import). We'll continue to rely upon feedback from teachers and students to be sure we are building a product that best fits everyone's needs.

Q: Why is my practice room subscription increasing?

A: Given the one to many relationship with practice room subscriptions to students utilizing it, having it priced just \$4 more than a student home subscription (which is \$40/year) didn't make sense to us. This is a business-driven decision. While we understand this impacts your budget, our goal is to make decisions that ensure we can continue to meet the needs of educators and publishers alike.

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Q: Will there be a practice room subscription in the new SmartMusic?

A: Since the new SmartMusic provides affordable access to all of your students, there is no need for practice room subscriptions. Each student will have an account and be able to log into any device, anytime and access the new SmartMusic.

Q: Can I use both platforms at the same time?

A: You can certainly use both platforms, but they are completely separate entities. You would have to purchase both platforms, set up different classrooms in each, enroll your students in separate classes and manage two different Gradebooks.

Q: Can my students be on the new version and I stay on the existing (or vice versa)?

A: No, as a teacher you'll need to decide between the two versions; both you and your students will need to be on the same version.

Q: Will my existing data in the classic SmartMusic (students, classes, grades, etc.) appear in the new SmartMusic?

A: No, there won't be a way to automatically migrate your data from the classic SmartMusic into the new. The new SmartMusic will have a completely different process for setting up classes, enrolling students and creating your Gradebook compared to the classic version. We plan to look into solutions for automatic migration in the future, but it is not a feature that we are working on for launch for back-to-school 2016.

Q: Will the new SmartMusic work on smartphones?

A: We will not officially support the new SmartMusic on Smartphones (i.e. iPhone or Android) at launch; the new SmartMusic is designed to work best on Chrome browsers.

Q: How will the full content differ between the two versions of SmartMusic?

A: The biggest difference will be that titles in the classic SmartMusic which did not have music on-screen will not be initially included. The new SmartMusic will only offer titles that include music on-screen, as our goal is to offer a consistent experience across all content. You can see which titles will be integrated by searching "Find Music" in SmartMusic today; titles that have a check mark for music on screen will be included. Moving forward, we will of course continue to work with our current partners and publishers to add additional titles.

Q: Will the new SmartMusic include the Intelligent Accompaniment (Follow Me) feature?

A: The new SmartMusic will not support Follow Me at launch. Instead, we're working on providing a more flexible and powerful feature. Follow Me only works on pieces whose accompaniments are MIDI-based and it requires heavy setup from the user to work well. Our plan is to offer a new approach that will work on any audio file without any specific configuration.

Q: My school participated in a multi-year adoption of the classic SmartMusic but now we'd like to switch to the new SmartMusic. What help can you provide to seamlessly transition us to the new SmartMusic?

A: Contact sales@makemusic.com for help. They are committed to assist in this transition.

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Q: We are a 1:1 iPad school, will the new SmartMusic work for us?

A: Yes, iPads will be supported at launch, back to school 2016. Not all versions of the iPad will be supported however; you'll need one with at least an A7 processor.

Q: What is the soonest date I can buy the new SmartMusic?

A: The new SmartMusic will be available for purchase in August 2016. We won't be processing orders until then.

Q: How will content import be affected by the new SmartMusic?

A: While audio file import will not be supported in the new SmartMusic at launch it is something we plan adding in the future. However, the new SmartMusic does support import of ALL MusicXML files, so users of ANY notation software can now import content into the new SmartMusic.

Q: Do I need a new account or will my MakeMusic account give me access to the new SmartMusic?

A: Your current MakeMusic account will not give you access to the new SmartMusic. We are incorporating some really great administrative and account management tools within the new SmartMusic which will be built in a different environment than the current MakeMusic account management. This is why a new account is needed. Again, feel free to contact us directly with any related questions at sales@makemusic.com.