

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

A: While we could never promise a change in pricing for the future, we can confirm that this is not introductory pricing. This is the price for the new SmartMusic.

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.

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 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, and they'd be glad to walk through the options with you to ensure you have the best solution to fit your needs.

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 a 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 students are on that same version.

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

A: As a school, you 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, and we're doing our best to make it available at launch. 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: We do plan to offer students the ability to upgrade individually, but the timing has yet to be determined. Again, it's unlikely that this option will be available at launch in August. If a student wishes to have access to all of the content, they could bring in the funds for you to purchase on their behalf as well.

Q: Will the features ever be at full parity 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 request frequent feedback from teachers and students to be sure we are building a product that best fits your needs.

Q: Why is my practice room subscription increasing?

A: This is a business driven decision and while we understand this does affect your budget, we need to make decisions that ensure we can continue to deliver a healthy product to you.

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

A: You can certainly use both platforms, however you'll have to purchase both platforms. These are two entirely separate and different products; while both provide a way to engage and encourage good practice habits with your students, not all features are the same. And there is no connection between the two products; this means if you use both, you'd have two different classrooms set up, your students would enroll in two different classes and you'd manage two different Gradebooks within the products.

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

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

Q: Will the new SmartMusic work on a smartphone?

A: While the new SmartMusic is designed to work best on Chrome browsers, we have not designed it yet to be compliant with all recent smartphones. You may get lucky and have good results testing it on your phone, but we don't want you to expect it to be systematic. We will not support the product on smartphones at launch.

Q. Why are there two versions of full content? Classic contains concertos, sonatas, and more that are not part of the full content offering of the new SmartMusic (which only has music-on-screen). Vocal and string content will be impacted significantly.

A: The new SmartMusic will only offer music on-screen titles, as we're willing to offer a consistent experience across all titles. You can easily check the titles that will be integrated by looking into the search results of the current SmartMusic and look for the titles that have the check mark for music on screen. While it may seem restrictive at launch, we're working with our current partners and publishers to fill the holes of other titles and get the sheet music in addition to the play along file.

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 a more flexible and powerful feature. While Follow me was only working on MIDI accompaniments and

required heavy setup from the user to work well, our new approach will work on any audio file without any specific configuration.

Q: My school did 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 in this transition.

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.

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

A: The new SmartMusic will be available for purchase August 2016. We won't be processing orders until then. However, if you would like to secure the funds now, you can submit a Purchase Order with our sales team.

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 on the roadmap for the product. However, it 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.