FAQs

GENERAL

What is SoundWise?

SoundWise is a digital platform that makes your music book truly interactive. With instant feedback on your practice, as well as a suite of digital extras from video tutorials to audio backing tracks, you'll find everything you need to play the music you love – all in one place.

For more details, see About Us.

Where Can I use SoundWise?

You can use SoundWise on your mobile, tablet or computer by accessing the SoundWise website. You can also download the SoundWise app from the Apple App Store for iPads and iPhones.

How much does SoundWise cost?

SoundWise is free to download and use. Even without a book you can access a free, one-day trial of any title supported by the platform. For full, unlimited access, you will need to purchase the book from your local music store or go online.

Do I need internet to use SoundWise?

Yes and no. If you are accessing SoundWise via the web, you need to be connected to the internet.

If you have a mobile device, you can either use the internet or your mobile data. Please check your data usage before use.

Is my information safe?

Can I use my SoundWise account from Multiple Devices?

Yes. You can use SoundWise on your computer, tablet or mobile. Simply make sure you log in with the same account information.

Can I download the SoundWise app on my Android phone?

Currently SoundWise is only available as an app on iOS devices. You can, however, use all the website's features on Android devices.

CODES

How do I add a book?

To add a book to your library, you need to have purchased a SoundWise-supported music book. To activate your book, all you need to do is login on www.soundwise.co.uk and click 'Enter Your Code'.

Enter the unique code on the inside cover of your book, and your title will automatically be downloaded to your library.

Alternatively, if you would like to trial a book before purchasing, you can download a 24-trial version from the Discover page.

My code isn't working?

There may be a few reasons why your code isn't working.

- **Have you entered it correctly?**
We advise publishers on the best font to use for codes. However, sometimes characters can be confusing (e.g. the letter O and the number 0). If you're having trouble with your code, please contact us at: info@soundwise.co.uk.
- **Has the code been used too many times?**
Codes are made for two-time use. You can link your title to two different accounts. If you've purchased a book and the code has already been activated, please contact us at: info@soundwise.co.uk.

Don't have a code?

For full access to SoundWise, you'll need to purchase a SoundWise-supported music book from your local store or online.

If you have previously purchased a book that is now supported by SoundWise, but do not have an access code, emails us at info@soundwise.co.uk with a picture of your book and we'll send one to you.

USING SOUNDWISE

How do I use the audio player?

You can open the audio player by clicking on any song in the audio section of your book.

The '15' second buttons move the audio forwards and backwards by 15 seconds. Alternatively, you can move the music along by dragging the progress bar.

You can also change the speed of the audio with the tempo tool.

If you're book is SoundCheck-supported, you can also go straight to the exercise via the audio player by clicking the soundcheck logo (   ).

How do I download my audio tracks?

To download from a laptop/desktop computer:

Just sign into the website and click 'Download All Tracks' from the audio section of your book page'

To download audio from a mobile:

If you're using a mobile or tablet, all you need to do is sign in and head to the audio section of your book. Click on any song and the audio player will pop up, you can download individual tracks from here straight to your device. This means you'll be able to listen to them when you're 'offline'.

Can I download the eBook to use later?

No. If you're using the SoundWise app, once you've opened the eBook the first time, you can open it at any time, even without WiFi. If you're using the website, selecting the eBook will launch a reader for you.

USING SOUNDCHECK

How do I use SoundCheck?

It's easy! All you need to do is select SoundCheck from your book page, and choose which exercise you'd like to practice first.

Start of in Practice Mode to perfect your playing.

There are many tools available to help you practise, including the Listen function. When it's turned on, the score will follow your performance. The music moves at your pace, so there's no need to turn any pages.

You can also reduce the speed using the Tempo tool or repeat tricky bars with the Loop tool.

ode ... to you play, then ... tori... eo [here]

If you've forgotten your password, simply click on "Forgot username or password" and follow the instructions.

How do I change my username or email?

To change your current username or email address, all you have to do is go to your settings and edit the name that is there.

If the name is not changing, it means that the name has already been taken by another SoundWise account. Try changing the name again, by adding capital letters or numbers to make it unique and save again. Refresh the page to see if changes have been successful.

Warning! When you change your username/email, your previous ones will be available for anyone to take, so please consider this when making changes. We will not be able to recover an old username for you if someone else "steals" it.

How do I reset my password?

To change your password, go to your settings and edit it there. You will have to enter your current password, as well as your new password to be able to reset it. Please be aware that your new password should follow the same rules as creating a new password.

If you are still having trouble, please contact us at: info@soundwise.co.uk.

I've forgotten my password, how do I reset it?

If you've forgotten your password, you can reset it by entering the email address associated with your account. An email will be sent to you, including your username and instructions on how to reset your password.

If you haven't received the email, do make sure to check your spam folder since the message could have been filtered there.

If that is happening, try adding SoundWise as a trusted contact and mark the message as "this is not spam" if your email provider offers that option.

If you are still having trouble, please contact us at: info@soundwise.co.uk.

What is my username?

Your username is the unique name you used to set up the account.

To see your username on the website, please click the Profile button in the top menu bar; your username is the first item on that list. On the app, select the menu icon and click on the Profile button. Your username is displayed just above your profile picture.

If you need to change your username, please follow these instructions. [link to 'how do I change my username or email]

How do I change my profile picture?

To change your profile picture, go to your profile and select 'Change Photo' underneath.

You can then upload a photo or take one using your camera.

I can't access my account or reset my password?

If you can't access your account through the app, try going to the website and clicking 'Forgot Password'. Then enter the email address you used to create the account and we will send you an email with your username and instructions on how to reset your password.

If you still cannot connect to your account, please contact us at: info@soundwise.co.uk.

How do I create my username?

Your username is a unique name that you choose for yourself when signing up to SoundWise.

When creating a username please make sure:

1. It has a minimum of 3 characters
2. Special characters or blank spaces are not allowed
3. Please do not use profanity either

How can I deactivate my SoundWise account?

To deactivate or delete your SoundWise account, click here. [link to info@soundwise.co.uk email with title: Delete My Account]

Do I have to sign up to access content?

Yes, you need to have an account to be able to access your book content.

TECHNICAL PROBLEMS

What are the system requirements for SoundWise?

The SoundWise app requires an Apple device with a minimum of 50MB memory, internet access, and the iOS 10 operating system.

The SoundWise website will work on all browsers and all devices, but is optimised for the latest versions of Chrome, Firefox, Safari, and Internet Explorer.

My microphone is not working; how can I fix it?

If you are struggling to record your practice on SoundCheck, it may be because you haven't allowed us to access your microphone. To allow access, select SoundWise in your phone's settings and allow use of the microphone.

If you are using the website, your computer should have a microphone built in. If not, you will need to plug one in to use SoundCheck.

Still having problems? Email us at info@soundwise.co.uk.

How do I allow SoundWise to use my microphone?

We will ask to use your microphone each time you click on a new exercise. Select 'allow' or, alternatively, select SoundWise in your phone's settings and allow use of the microphone.

If you are using the website, your computer should have a microphone built in. If not, you will need to plug one in to use SoundCheck.

The audio backing tracks won't play. How can I fix it?

To access or download audio tracks, you need to be connected to the internet. You may also want to check whether SoundWise has access to mobile data in your phone's settings.

Still having problems? Email us at info@soundwise.co.uk.

The videos won't play. How can I fix it?

To access the videos in the app, you need to be connected to the internet. You may also want to check whether SoundWise has access to mobile data in your phone's settings.

If you are using the website, you may have problems watching the video if you have ad-blocking software installed on your computer. Please disable the ad-blocking software and try again.

If ad-blocking software is not installed, do you have Adobe Flash installed on your computer? Flash is required for the video to load. You can install the latest version of Flash by going to: http://adobe.com/flashplayer.

SoundCheck isn't working, how can I fix it?

Using the app?

SoundWise needs access to the internet or data to work. Please check your internet connection and ensure that SoundWise has access to mobile data in your phone's settings.

You'll also need to allow SoundWise access to your microphone; see here for more information. [link to "How do I allow SoundWise to use my microphone?" section]

Still having problems? Try relaunching the app or, alternatively, email us at info@soundwise.co.uk.

REPORTING ISSUES

How do I report a problem?

If you think SoundWise is not behaving as expected, we would appreciate it if you would

let us know. We collect problem reports sent by users to detect emergencies and other issues. Please note that problem reports are not likely to get a follow-up reply, but they are monitored by our developers and help us improve the experience for everyone.

You can report a problem directly to us by emailing info@soundwise.co.uk.