



## Trouble-Shooting Problems with

# Piano<sup>MADE</sup>EASY

## on new computers

We have recently discovered two issues that might occur when running *Piano<sup>MADE</sup>EASY* on some new computers: 1) trouble auto-launching or re-opening the program; 2) the program freezing when the dog looks up in the Intro. Each problem is easily solved by following the instructions below.

### 1) Trouble Auto-Launching or Re-Opening *Piano<sup>MADE</sup>EASY*

Some new computers have such high security settings pre-installed that the *Piano<sup>MADE</sup>EASY* program may have trouble auto-launching or re-opening.

- If you are using Windows 7 or Vista and the *Piano<sup>MADE</sup>EASY* CD does not auto-launch...
  - Look at the tool bar at the bottom of your screen. Is there a blue and yellow shield that is flashing? If so, click on it. It will ask you if you want to install the software from an unknown publisher, click “yes” and *Piano<sup>MADE</sup>EASY* will install and automatically open the program.
  - If you do not see a flashing blue and yellow shield on the tool bar, open “My Computer” (click on the “Start” button at the bottom left hand corner of the screen, scroll to “My Computer” and click on it). Your CD drive will say “Piano Made Easy.” **Right** click on the CD drive icon and a menu will open. Select “Install or Run Program from Your Media.” Depending on your security settings, it might ask you if you want to install the software from an unknown publisher, click “yes” and *Piano<sup>MADE</sup>EASY* will install and automatically open the program.
- When *Piano<sup>MADE</sup>EASY* opens, accept the licensing agreement, sign in, then click “Quit” on the oval menu bar at the bottom of the screen. We will now make sure that the link that *Piano<sup>MADE</sup>EASY* set up is working properly. When *Piano<sup>MADE</sup>EASY* closes, you will see that a *Piano<sup>MADE</sup>EASY* icon has been placed on your desktop. **Right** click the icon. A menu will open, select “Run as Administrator.” Depending on your security settings, it might ask you again if you want to install the software from an unknown publisher, click “yes” and *Piano<sup>MADE</sup>EASY* will open the program. From now on, *Piano<sup>MADE</sup>EASY* should auto-launch when the CD is placed in the CD drive. If it still does not auto-launch, continue to access *Piano<sup>MADE</sup>EASY* by right clicking the icon on the desktop and selecting “Run as Administrator.”

## 2) *Piano*<sup>MADE</sup>**EASY** Freezes When the Dog Looks Up in the Intro

If you have a new 64 bit processor and the *Piano*<sup>MADE</sup>**EASY** CD loaded Quicktime on your computer, then you will find that the *Piano*<sup>MADE</sup>**EASY** program will freeze when the dog looks up in the Intro (if you have skipped the Intro, this will happen when the first piece of music in Lesson One tries to play). To solve this problem, you will need to download a free version of Quicktime that works with 64 bit processors. To do so:

- Go online to (this is a live link, so you can just click on it to access the website):  
<http://www.apple.com/quicktime/download>
- The top of the page will say “Quicktime 7.”
- Under “Download the free player” you will have 2 options to chose from. Select the top option if you will not be using iTunes or do not know if you will be using iTunes. Select the second option if you will be using iTunes.
- Disregard the “Sign-Up” items and do not type in your e-mail address.
- Click “Free Download Now.”
- Click “Run.” Then on the next prompt, click on “Run.” Continue to click on “Next,” “Yes,” or “Run” (you want to let Quicktime do what it needs to do to download the program). When the installation is complete, click “Finish.”
- The new version of Quicktime has uninstalled the old version of Quicktime, so you do not need to do anything else.
- Re-start your computer so the new version of Quicktime will take effect. *Piano*<sup>MADE</sup>**EASY** will now work on your computer.

**QuickTime 7**

Download the free player

QuickTime 7.6.5 for Windows XP, Windows Vista or Windows 7

QuickTime 7.6.5 with iTunes for Windows XP, Windows Vista or Windows 7

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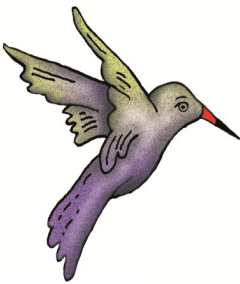
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**Free Download Now**

**Windows Minimum Requirements**

- A PC running Windows XP (Service Pack 2 or later), Windows Vista or Windows 7
- 233-MHz Pentium-class processor or better
- At least 128MB of RAM

[End User License Agreement](#)



If you have any other questions,  
please feel free to give us a call at  
800-527-6873

