

Pyware iPAS FAQ

To limit issues and prevent technical problems with the ipas software we do recommend that you download and install the most current update of the iPAS after installation from the CD. This updater can be found at www.pyware.com/ipas. This update will correct the majority of the issues you will experience. The current version of the Pyware iPAS Student Editions is version 2.2.11.

Below you will find a list of the most common issues students experience when installing and running the Pyware iPAS Student Edition.

1) Pyware iPAS Windows Vista install instructions.

- a. Change the appearance to Windows Standard.
 - i. Right Click on the Desktop and choose Personalize.
 - ii. Click on Window Color and Appearance
 - iii. Click on Open classic appearance options
 - iv. Choose the Windows Standard Color Scheme and press apply (Keep this window open or minimized so that you may return your scheme to the Windows Aero once the installation is done.)
- b. Change the compatibility mode for the installer.
 - i. Locate the installer either on the disk or hard drive.
 - ii. Right Click on the installer choose properties.
 - iii. Click on the Compatibility tab
 - iv. Check the box that says Run this program in compatibility mode for Windows XP Service Pack 2
- c. Run the program as the administrator
 - i. Right Click on the installer and choose Run as Administrator
- d. Follow the installation prompts and the program should install properly.
- e. Once installed change your windows theme back to Windows Aero or Windows Vista Basic.

2) Trouble with microphone working with the iPAS

- a. **Windows:**
 - i. Click on the Start Menu.
 - ii. Click on Programs.
 - iii. Choose Accessories.
 - iv. Choose Entertainment.
 - v. Click on Volume Control and the volume control window will appear.
 - vi. From the options menu item, select Properties.
 - vii. Click on Recording, and make sure the Microphone is checked.
 - viii. Click OK.
 - ix. Under microphone you will see a Volume bar. At the bottom of the bar you will see a check box that is named either Select or Mute. If the box is named Select make sure it is checked. If it is named Mute make sure it is unchecked.
 - x. Restart the iPAS program.
- b. On windows if your microphone is selected and the volume is up then try the following to see if your computer is recording and the iPAS software still does not recognize the microphone then try the steps below.
 - i. Click on the Start Menu.
 - ii. Click on Programs.
 - iii. Choose Accessories.
 - iv. Choose Entertainment.
 - v. Click on Sound Recorder.
 - vi. Try and record through the microphone and play back the recording.

Note: If you are unable to hear the recording then the microphone is not correctly recording on the computer. This could mean that the microphone is not working or is plugged into the wrong port on the computer, or that the microphone is bad. If this is the case please try a different microphone.

- c. **Mac:**
 - i. Go to the System Preferences on the Dock.
 - ii. Click on Sound.

- iii. Click on Input.
- iv. Make sure that you have your microphone selected. (This cannot be the Line In option.)
- v. Increase the volume if needed.
- vi. Close the control panel.
- vii. Restart the iPAS program.

3) Pyware iPAS will not run on Mac OS 10.4 or 10.5

- a. Open an internet browser and go to www.pyware.com/ipas.
- b. Click on "Updates"
- c. Download the Pyware iPAS Student Edition Update 2.2.11.
- d. Install the Update and run the iPAS software.

4) When I transmit assignments from a newly booted iPAS program, the software seems to transmit properly. When I try a second time, I receive the following error message... Your assignments were not updated. Reason: Unable to Download File [system.prefs.txt]

- a. Open an internet browser and go to www.pyware.com/ipas.
- b. Click on "Updates"
- c. Download the Pyware iPAS Student Edition Update 2.2.11.
- d. Install the Update and run the iPAS software.

5) When I open a Lesson I get an error message "Unable to open file temp.mid"

- a. Your user does not have write permissions to the Pyware iPAS folder.
 - i. Log in to the computer using an admin login
 - ii. Change the user access privileges to read and write for all users
 - 1. Mac instructions
 - a. Go to the Applications folder
 - b. Ctrl Click on the Pyware iPAS folder and choose get info.
 - c. Then click on the Ownership & Permissions
 - d. Change the selection for everyone to be Read/Write
 - e. Click apply to all enclosed items On OS 10.4 and 10.5 this option looks like a small gear.

6) I use the Drums & Mallet Percussion or Electric Bass. Why are there no lessons installed for my instrument.

- a. Concerning the Enhanced percussion books, the iPAS Assessment Software, as specified on the back of every Enhanced book, is designed to assess woodwind and brass instruments only. All other instruments are able to access the metronome feature as well as the music accompaniments provided on disks one and two. Unfortunately, the technology is not available to be able to properly process the sounds produced by a percussion instrument or an Electric Bass to assess their performance the same way it does for the other instruments.

However, if your students would like to record their assessments using the iPAS Software, they can do so by simply logging in as a different instrument. Once logged in they can pick the exercise they wish to assess, and follow the instructions as provided.

Please note that the assessment grade received will not be an accurate assessment of their performance, but it will provide them with a recording of their performance that can then be e-mailed to you for evaluation. Though this is not an ideal solution, it does allow your students to utilize the software and gives you a chance to hear and judge their performance.

7) When trying to register I get the error message "There was a problem sending your registration."

- a. Please update to version 2.2.11 from our website.
 - i. Open an internet browser and go to www.pyware.com/ipas.
 - ii. Click on "Updates"
 - iii. Download the Pyware iPAS Student Edition Update 2.2.11.
 - iv. Install the Update and run the iPAS software.
- b. If you are still experiencing issues sending the registration. The issue is with your ISP not allowing emails to be sent directly to a SMTP Server using port 25 or 587. Since you are unable to send the registration you are also unable to send email through the software. You will need to save the recordings and grade information in the My recordings option and email them using your personal email client.

- 8) When trying to register I get the error message “Your Pyware iPAS email functionality has exceeded its time limit”**
- Open an internet browser and go to www.pyware.com/ipas.
 - Click on “Updates”
 - Download the Pyware iPAS Student Edition Update 2.2.11.
 - Install the Update and run the iPAS software.
- 9) When I assess in the iPAS it registers consistently flat or sharp.**
- Lowering the microphone input slightly
 - See Question #2 for instructions
 - Increase the microphone input volume slightly
 - See Question #2 for instructions
 - Remove the Pyware iPAS from the machine and reinstall from the CD and apply the most current update.
 - Open an internet browser and go to www.pyware.com/ipas.
 - Click on “Updates”
 - Download the Pyware iPAS Student Edition Update 2.2.11.
 - Install the Update and run the iPAS software.
- 10) When trying to install on Windows, why do I only see the CD as an Audio CD?**
- This normally happens when your CD ROM drive is unable to correctly read the dual format CD. Please follow the steps below to confirm this problem.
 - Go to the Start Menu.
 - Choose Run.
 - Type D:\Windows\install.exe (D:\ indicates the letter of the CD Rom drive that the CD is in.)
 - Click OK.
 - If this does not work, please email ipassupport@pyware.com with the name of the method book you are using and your shipping address.

If you question is not answered from the FAQ document please contact us at ipassupport@pyware.com.