

FAQ

System Requirements and Troubleshooting

- [I can hear audio but there is no video or notation.](#)
- [The lessons don't play.](#)
- [What do I need to watch the lessons?](#)

Miscellaneous Questions

- [What are the Practice Sessions?](#)
- [I have a question about the lesson. How can I get an answer?](#)

Mobile Browsing

- [What is different about the lessons when I watch them on an iOS device \(iPad/iPhone\) versus a computer?](#)
- [What features am I missing out on when I browse the site with my mobile device?](#)
- [Does the Opera Mini Browser work with JazzPianoOnline.com?](#)
- [When I try to watch a lesson on my iPhone all I get is random characters on the screen. The site doesn't work on my mobile device.](#)
- [The video quality is very low on my iPhone.](#)

Subscription Questions

- [I don't like subscriptions. Can I buy individual lessons?](#)
- [I'd like to cancel my subscription. How do I get a refund?](#)
- [Can I buy one subscription and share it with my friends?](#)
- [I don't have a PayPal account. Can I pay by credit card?](#)
- [I'd like to pay by check. Is that an option?](#)
- [How do I subscribe?](#)

System Requirements and Troubleshooting

I can hear audio but there is no video or notation.

This problem seems to occur on windows machines that are older and/or haven't had the Adobe Flash plugin updated recently. Please check the minimum requirements below for more information.

The lessons don't play.

The lessons are built with Adobe Flash technology and should work on most recent machines of any platform. Please check the minimum requirements below for more information.

The most frequent cause of the lessons not playing is not having the Adobe Flash plugin installed.

What do I need to watch the lessons?

, Firefox web browser recommended, javascript must be active, cookies must be enabled, turn off pop-up blockers, the latest flash plugin must be installed ([get it here](#)), a late-model computer (four years old or newer);

JazzPianoOnline.com is built primarily with Adobe Flash and is designed to be platform independent. The only requirements are: a high-speed internet connection

Please make sure that you can successfully watch the video and use the interactive elements

in the free lessons before you subscribe. We cannot issue refunds. JazzPianoOnline.com cannot offer technical support beyond the above recommendations at this time.

Miscellaneous Questions

What are the Practice Sessions?

Practice Sessions are multiple page pdf documents of self-paced exercises and/or tunes designed to help you master the material presented in the lesson. Included with most practice sessions are play-along files in MIDI, Band-in-a-Box, GarageBand and mp4 formats. At the end of each practice session is a self-assessment questionnaire for you to monitor your progress.

I have a question about the lesson. How can I get an answer?

[Contact us](#) and we will get back to you within 24 hours and often much sooner.

Mobile Browsing

What is different about the lessons when I watch them on an iOS device (iPad/iPhone) versus a computer?

The interactive features of the lessons are not available on iOS devices. The glossary, lesson tools and contact buttons are grayed out and the quizzes are not available on the iOS devices.

To use these features you must access the lessons from a windows or mac computer.

What features am I missing out on when I browse the site with my mobile device?

When viewing the site on an iPhone or iPad you will not have access to the interactive content that supports the video component of each lesson. These include quizzes, practice sessions, online glossary, chapter navigation, related lessons or the email link. All of these features will be available to you when you access the site with a Mac or Windows OS equipped computer.

Android devices do support Flash and therefore are capable of accessing the interactive content. However, due to screen size limitations of the phone platforms, these features may be difficult to use.

Does the Opera Mini Browser work with JazzPianoOnline.com?

The Opera Mini browser does not work with JazzPianoOnline.com. Mobile browsing does work with the iPhone, iPod touch, iPad and most Android devices. For the best user experience and to access all of the features of each lesson, use a Mac or Windows OS equipped computer.

When I try to watch a lesson on my iPhone all I get is random characters on the screen.

Make sure that in settings>safari you have plug-Ins turned on. You may need to power off your phone and/or reset it by clicking settings>general>reset.

The site doesn't work on my mobile device.

The site has been tested to work only on the iPhone, iPad and most Android devices. Blackberry, Palm and Windows devices have not been tested and can't be guaranteed to work.

The video quality is very low on my iPhone.

If you are viewing the site on a 3G connection the video quality will be lowered automatically to account for the limited bandwidth. If you switch to a WIFI connection the video quality will improve dramatically.

Performance of the videos on the iPhone, iPod touch and iPad is highly dependent on the strength of the internet connection. The stronger the connection the better the videos will perform.

Subscription Questions

I don't like subscriptions. Can I buy individual lessons?

Not at this time. We are working on options for buying lessons via other means. Stay tuned for future developments.

I'd like to cancel my subscription. How do I get a refund?

JazzPianoOnline.com can't give refunds. Fully functional free lessons are provided for you to watch and try out before you subscribe. Please make sure the lessons work on your machine and you like them before you subscribe.

Can I buy one subscription and share it with my friends?

No. One subscription per person, please. There are software controls in place that check for sharing of subscriptions. Your subscription will be terminated if you are caught sharing your subscription.

I don't have a PayPal account. Can I pay by credit card?

PayPal processes credit card transactions for JazzPianoOnline.com. You will need to create a PayPal account when you subscribe. You may also pay by [check](#). PayPal is the gold standard for transacting business on the web. Click [here](#) to learn more.

I'd like to pay by check. Is that an option?

Yes you may pay by check or money order. Click the "subscribe" link in navigation menu and fill out the form. Click the "offline payment" button for payment system and hit the continue button. You will be directed to send your check for the amount indicated to Jazz Online, 1818 MLK Blvd., Box 132, Chapel Hill NC 27514. Once your check has cleared we'll send you an email with further instructions for activating your subscription. Any questions [contact us](#).

How do I subscribe?

It is easy, fast and safe to subscribe to JazzPianoOnline.com, there is even a subscribe tour that takes you through the whole process. Here is the process:

1. Click on the "subscribe" link in the navigation pane.
2. Choose a subscription type, a payment method (credit card or offline [check or money order]), supply your email address and choose a username and password.

3. Log on to your existing PayPal account or set one up if you don't have one. (You will need to set up a PayPal account to proceed).
 4. Follow the on-screen instructions to make payment.
 5. Start watching the lessons.
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