

From: petepixxx <petepixxx@aol.com>

To: support <support@pianowizardacademy.com>

Subject: Re: [#8M5-N4P-ZQWU] New reply to: Screen rez to 1280x800 before launch

Date: Sun, Nov 30, 2014 2:02 pm

Hello Chris,

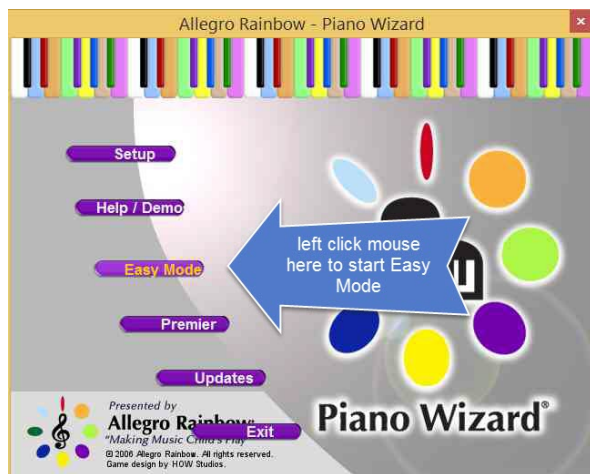
OK, here goes...

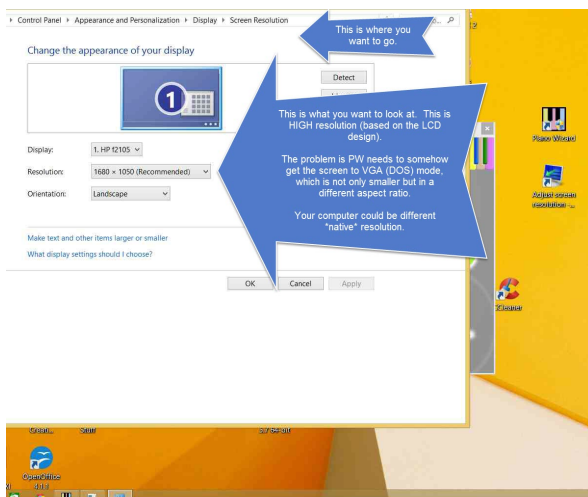
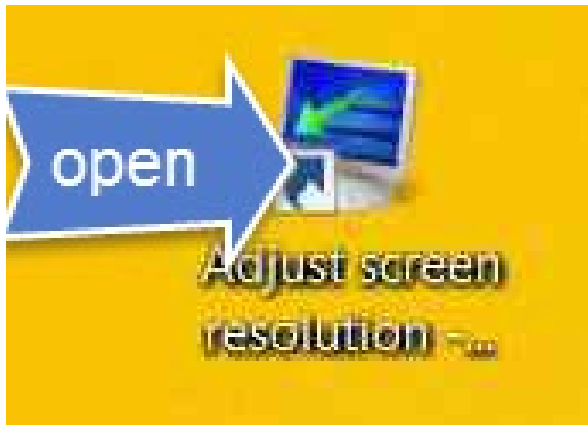
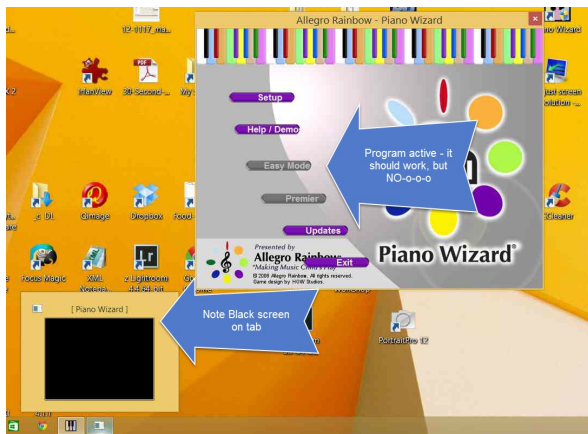
Overview: The Piano Wizard program is a LOW RESOLUTION program, so you need to change your *screen resolution* from your video card to something low resolution enough for it to convert it.

Since my PW will work -- sometimes -- I keep an icon to change the screen resolution on my desktop for when it doesn't work (goes to black screen). You need to get to the DISPLAY resolution change screen how ever you are able.

My LOW resolution may be different from yours. You can try different levels in the same ballpark.

Here (attached) are the screens that I needed to make the change this morning.





1. HP f2105 ▾

1680 × 1050 (Bad) ▾

Bad

1. HP f2105 ▾

1280 × 800 ▾

Move slider
down

1050 (Recommended)

1280 × 800

Good

1024 × 768

Low

Display: 1. HP f2105 ▾

Resolution: 1280 × 800 ▾

Good

 Your resolution is lower than 1200 x 900. Some items might not fit on your screen.

Display Settings

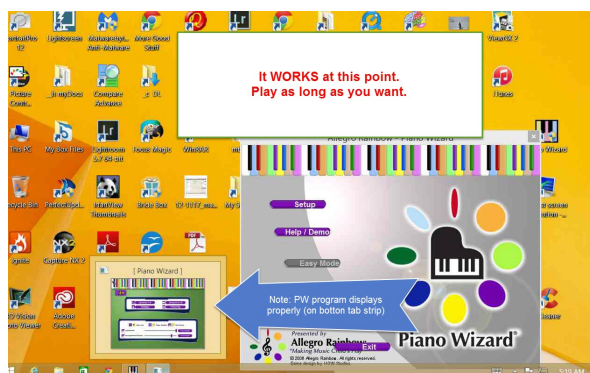
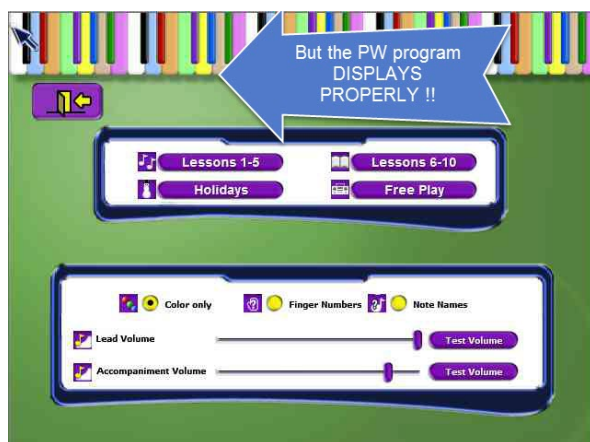
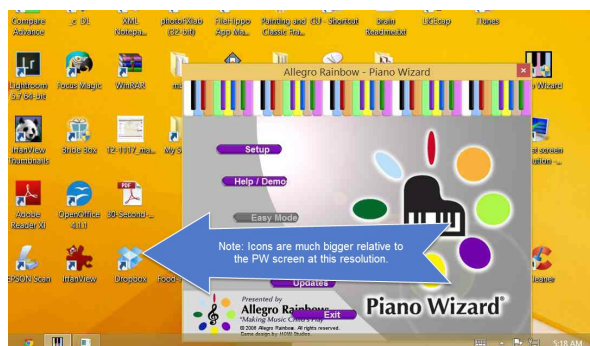
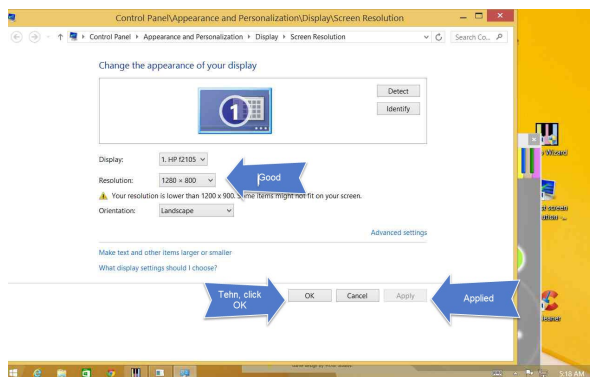
Do you want to keep these display settings?

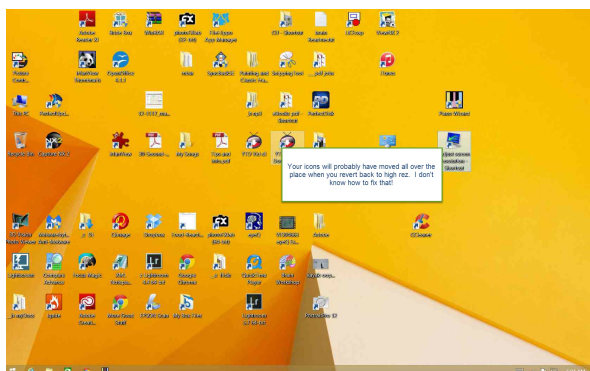
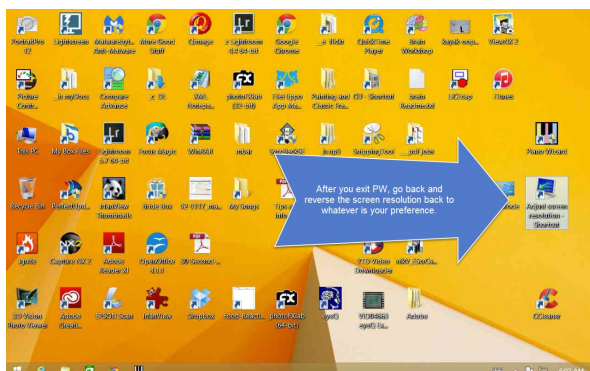
Click KEEP

Keep changes

Revert

Reverting to previous display settings in 12 seconds.





I hope these are clear enough instructions for your Mom. Please enhance them where needed.

Have a great Holiday Season! :-)

~Peter A

-----Original Message-----

From: Music Wizard Help Desk <support@pianowizardacademy.com>

To: petepixxx <petepixxx@aol.com>

Sent: Fri, Nov 28, 2014 7:26 pm

Subject: [#8M5-N4P-ZQWU] New reply to: Screen rez to 1280x800 before launch

----- Reply above this line -----

Dear Peter Antanaitis,

Our staff has just replied to your ticket "Screen rez to 1280x800 before launch".

Peter

First of all, thanks so much for sharing a work around with us and offering to help us add to our knowledge base. You are right on the source of the issue, but I was not clear exactly on how you resolved it.

Could I trouble you to repeat the exact sequence of screens, prompts, whatever so that even my mom could fix her computer if she tried? Then we can test it and add it to our database, we can even get you a shout out thank you when we include it!

11/30/2014

Re: [#8M5-N4P-ZQWU] New reply to: Screen rez to 1280x800 before launch

Thanks again for helping us help our customers, and glad you were able to resolve it!

Thanks

Chris

You can view the ticket here:

<http://pianowizardacademy.com/helpdesk/ticket.php?track=8M5-N4P-ZQWU&Refresh=33174>

Sincerely,

Piano Wizard Academy

<http://pianowizardacademy.com>