

Error Message: The connection with the server has timed out. (or) Unable to establish a connection to the server.

The software is unable to connect to the server either because of an internet connection problem or a program such as a firewall is blocking it.

Trouble Shoot:

- 1) **Establish that your internet connection is active** by opening an internet browser such as Internet Explorer, Firefox or Safari.
 - a) If the browser is not able to pull up a webpage such as google then there is likely a problem with the internet connection and you should contact your internet service provider for help to reestablish your internet connection.
 - b) If you are able to open a webpage and navigate then proceed to step #2.

- 2) **Restart your computer**
 - a) After restarting your computer try to login again with your Piano Marvel username and password.
 - b) If you still receive the same error message proceed to step #3.

- 3) **Verify that your firewall is not blocking Piano Marvel** by opening the control panel, then system and security, then firewall. Temporarily disable the firewall. The computer will tell you that this is not recommended however we will turn the firewall back on soon. Try to login to Piano Marvel again with the firewall turned off.
 - a) If you are able to login to Piano Marvel then it shows that the firewall was blocking the program from working properly. Go back to the firewall settings and add an exception for Piano Marvel to move through the firewall. Then turn your firewall back on.
 - b) If you are still unable to login then proceed to set #3.

4) **Verify that there are no other programs blocking the software** by opening any anti-virus software you may have installed such as Norton or McAfee. Depending on the version of anti-virus software you may have, these settings will be in different places. Find and locate what programs your software is blocking and add Piano Marvel as an exception.

- a) Try to login again with your Piano Marvel username and password
- b) If you still receive the same error message then proceed to step #5

5) **Try reinstalling the software** by going to control panel, then add and remove programs. Find Piano Marvel on the list of programs and click uninstall. After the un-installation is complete, download and install the latest version of Piano Marvel by going to <https://www.pianomarvel.com/download> After reinstalling the software, restart your computer.

- a) Try to login again with your Piano Marvel username and password
- b) If you still receive the same error please contact Piano Marvel support for further assistance.