GETTING CONNECTED

Private Music Lessons uses "Lessonspace" , a software purpose built for online education as a default video calling platform for all lessons.

To join your weekly lessons, just click the link in your lesson reminders that we email to you and you will be taken to your "space". You can also access the link from your Private Music Lessons account by clicking on the lesson details.

After each lesson you can revisit the "space" where the lesson took place using the same link you used to access it in the first place, and view all resources, notes and materials from the session. All this material can be exported and saved to your computer.

Technical Requirements

Sufficient Internet Speed
Your connection must be at least 5Mb/s download and at least 3Mb/s upload. You can find and run a free speed test simply by googling "speed test".
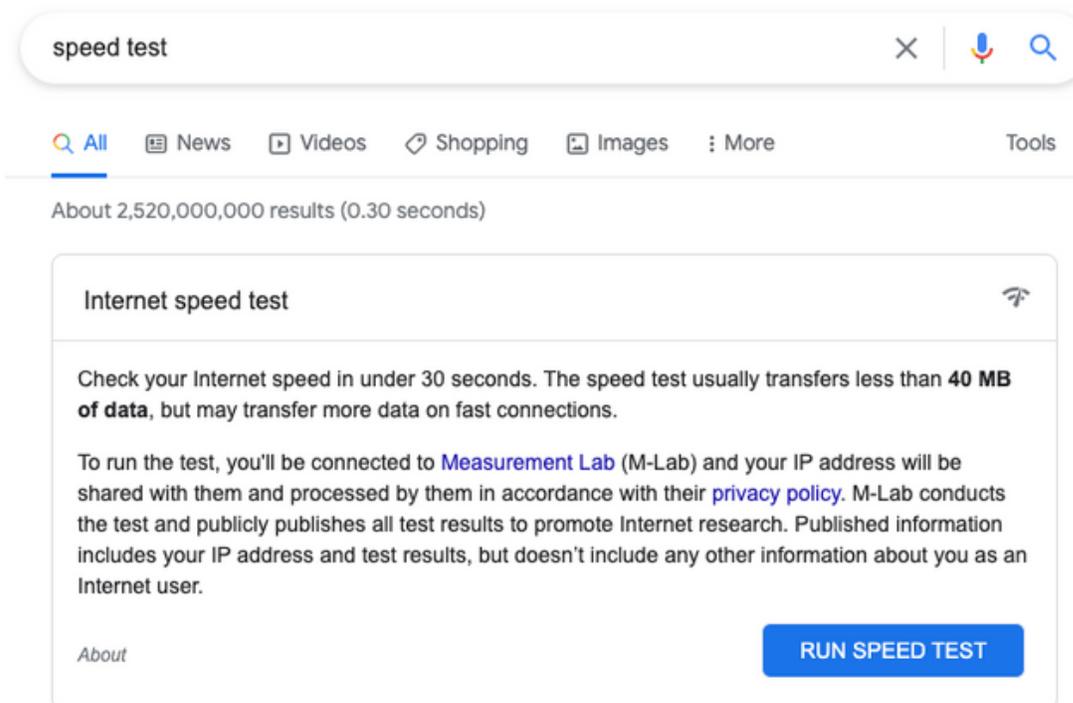
Device
We recommend joining lessons via a laptop, desktop computer, iPad or tablet. Joining via phone is not advised.

Web Browser
We recommend using the latest versions of Safari or Chrome for your lessons.

Permissions

You must grant your web browser permission to use your camera and microphone with Lessonspace. If the permissions are not granted, your camera and microphone will not work and your teacher will not see you or hear you.

When you enter the Lessonspace lobby via your link, you will be prompted to grant permissions to your camera and microphone. Click "Allow" to proceed.
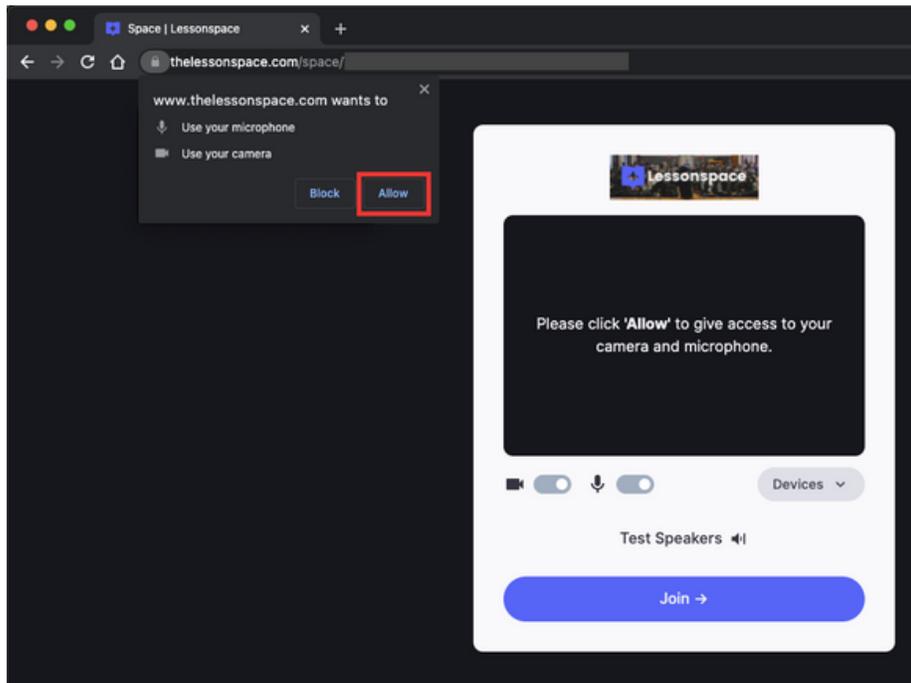
If you mistakenly block the camera and microphone you will see a little red cross through your camera in the URL bar at the top. Click on this and you'll be asked to Allow Lessonspace access to your camera and microphone here. Select "Always allow" and **reload your page**. Once reloaded, you'll rejoin the Space and everything should work.
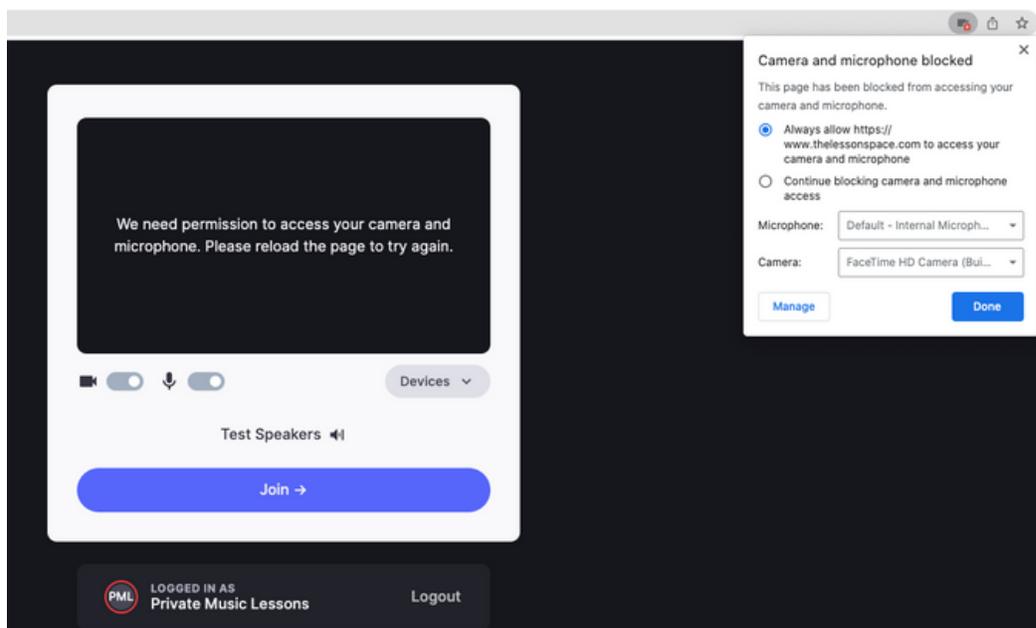
You can also make sure that your camera and microphone are connected once you've entered the Space. Click the cog icon in the bottom right corner to open the menu and select Device Setup, where you will see all the options for your microphone and camera.
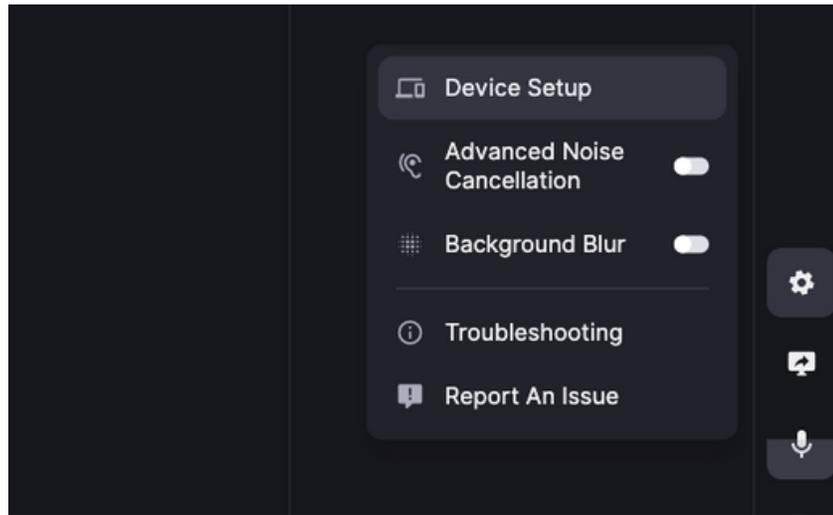

You can change your mic and camera to other options if you have them connected and they appear - e.g switching from in-built camera or a connected webcam.

Go to Setup > Troubleshooting if you are experiencing a problem with sound or video. A little "!" icon on your video box usually indicates if something is not working properly.
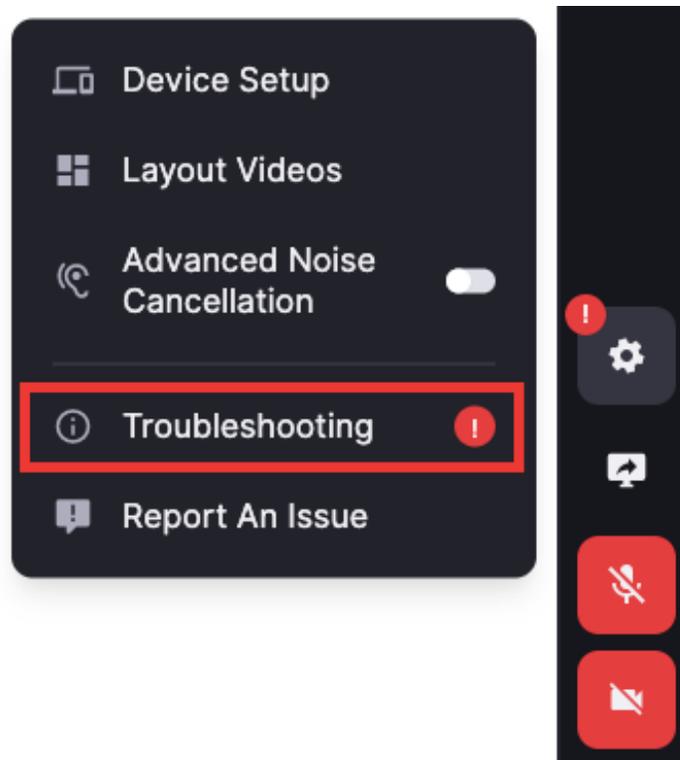
The Troubeshooting section will highlight potential causes of the problem, as well as possible ways to resolve the problem quickly.

If you're joining a lesson from an iPad or tablet, you may need to grant permission for camera and microphone in your device settings. This can be done by finding your browser app in the settings and changing the permissions to "Allow".
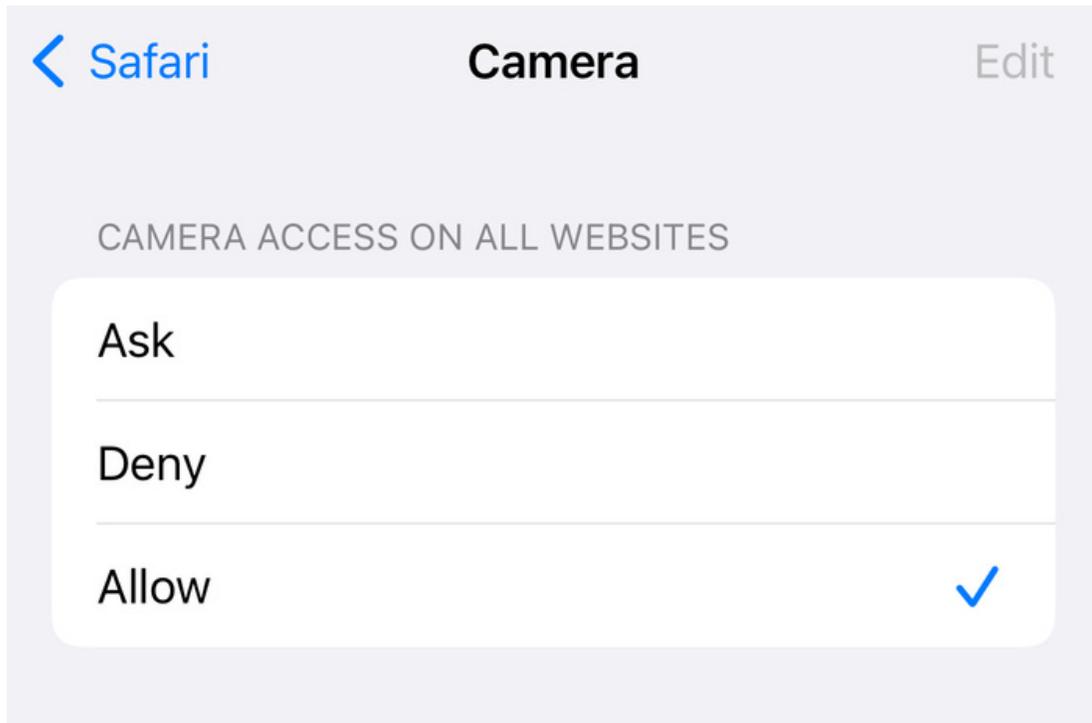
Ensure there are no other calling apps such as Zoom and Skype open at the time, as they may interfere with the usage of camera and microphone.

If problems persist, try rebooting your device.