Scope
This technical note applies to all Music Ace products running on Windows 8 computers. This includes consumer (retail box) versions, single-Educator versions and Lab Pack versions.

Overview
When running on a Windows 8 computer, the program sound and animation may “freeze” during a Lesson or Game. You may then see the error “MaGp is not responding”.

This problem is caused by interaction between the Wave and MIDI audio drivers installed on the Windows 8 computer, and used by the Music Ace program.

Solution
The problem can be solved simply by selecting a different MIDI audio driver for the program to use.

Procedure
1. Start the Music Ace program and log in as any user.
2. Click the Preferences button in the upper-right corner of the Music Ace main menu.
3. Select MIDI Output Driver.
4. Set the MIDI Output driver to Microsoft Direct Music and use the default latency value.
5. Click OK.
6. Click Return to Main Menu.