

Introducing 'Replay' – a revolutionary practise tool for students!

## What is Replay?

Replay is an interactive sheet music player that syncs notes with an audio backing track. While you're playing along, you can adjust tempos, loop bars and switch between backing and performance tracks. It's the perfect practise tool!

## What products are available?

We currently have drums, piano and guitar available.

<https://cloud.rslawards.com/shop>

## Where can I use Replay?

Anywhere with good internet access.

## How much does Replay cost?

All products are priced individually. Once you have paid for a Replay product, there is no limit on how many times you can use it.

You will be able to find prices on the individual instrument pages <https://cloud.rslawards.com/shop>

## Do I need internet to use Replay?

Replay is a streaming product so you do need to be connected to the internet to use the products. However, once a product has been loaded in your browser, including all the audio files, you can disconnect from the internet and use it offline provided you don't close your browser.

## Does Replay work offline?

Not yet, however if you open your pieces when you are connected to the internet, caching should allow you to use Replay once you're offline so long as you don't close the tab.

## Do I need a special adapter, cable or microphone?

No, all you need is a desktop, laptop or mobile with audio capability.

## Can I download Replay?

Replay is a streaming only product, you can access it 24/7 by logging into your account at MusicGurus.com

## Is there an app available?

An app is something we're adding to our roadmap but it's not available just yet.

## How do I access my Replay product?

Replay is powered by our partner MusicGurus. When you purchase a Replay product, you will automatically be given a link to access the product on their site. If you don't have an account with MusicGurus, one will automatically be created for you.

## How do I change my MusicGurus username, password or email?

Contact the Music Gurus customer service team on [info@musicgurus.com](mailto:info@musicgurus.com)

## Why is the audio taking a long time to load?

Sometimes the audio can take a while to load due to internet speeds.

## The audio backing tracks won't play. How can I fix it?

If your audio tracks won't play, make sure that you have a strong internet connection, reload the page, and be patient to give the audio files plenty of time to load (the files are quite large and sometimes load more slowly if internet connection speed is slow)

## Is my information safe?

RSL Awards Limited ("RSL", "we", "us") (registered company number 02610574) is committed to protecting your privacy. At all times we aim to respect any personal information you share with us, or that we receive from others, and keep it safe. This Privacy Notice ("Notice") sets out our data processing practices and your rights and options regarding the ways in which your personal information is used and collected (including through our websites [rslawards.com](http://rslawards.com) and [cloud.rslawards.com](http://cloud.rslawards.com))

You can view RSL's Full Privacy Policy by visiting <https://www.rslawards.com/about-us/privacy/>

RSL Awards Privacy Policy is in-line with the European GDPR regulations that were updated in May 2018.

Music Gurus Privacy Policy can be found <https://www.musicgurus.com/privacy-policy>

## How do I add a book?

You can purchase Rockscool official books through the Rockscool store by visiting <https://cloud.rslawards.com/shop> and selecting the relevant products required there will be an option to purchase the Replay version (once launched).

## How do I add additional products?

You can purchase additional Rockscool official books through the Rockscool store by visiting <https://cloud.rslawards.com/shop> and selecting the relevant products required there will be an option to purchase the Replay version.



**Can you adjust speed in increments smaller than 10%?**

Yes you can get the speed you want by typing the numerical value directly into the 'speed' box.

**Can I change the midi instrument for synthetic playback?**

Yes you can. If you click on the instrument name to the left of the tab, it will open up settings and you can change the instrument here.

**Can't find what you are looking for?**

If we have not answered your query you can contact us on [info@musicgurus.com](mailto:info@musicgurus.com)