



FAQs

INTRODUCING THE CLARION

I want to introduce the Clarion but I'm unsure how to do this. Can I speak to someone?

A simple way to introduce it is simply to bring it out and have the players try it. We have shared useful videos to get you started. Watch them or register to come to our next webinar. Or if you work in special schools, consider joining the Open Orchestras programme which includes a community of practice.

Can the Clarion be played by everyone who has access needs?

The Clarion can be played comfortably and expressively by many disabled players. This doesn't mean it is the right instrument for every musician - for example, it's not the most accessible instrument for visually impaired musicians.

We recommend exploring options: some young people may prefer to play an acoustic instrument which affords less control but offers more face-to-face engagement with other people. For others, it is more important to find the way to play the Clarion that gives them the best control. For example, some Clarion players who can play using their hands choose to use head motion or eye gaze technology because it gives them greater control of expression when playing.

Is this an instrument for disabled musicians only?

Not at all. Some players who can access conventional instruments might take up the Clarion... It looks and sounds pretty cool, and there's no need to read music to get started. You can be a serious musician with a Clarion, and for audiences, it's exciting to follow each note being played on screen. Until 2024, the Clarion was only available to Open Orchestras and National Open Youth Orchestras musicians, with a focus on opening access to music for young disabled pupils. Now that it's available to all through Clarion Education, we're excited to build a community of Clarion players with you.

I'd like players to be able to rehearse at home. Can I install the Clarion on their devices?

Yes you can. But please remember that if you install it on their personal device, consider that it's like giving them an instrument. It might be hard to take it back!

USING OPEN ORCHESTRAS, AS WELL AS CLARION EDUCATION LICENCES

I run an Open Orchestra, but would like more licences. Should I buy Clarion Education licences?

You can buy additional Open Orchestras Clarion licences for £5 each (these will be valid for the Open Orchestras year). If you'd like to use the Clarion for pupils who aren't in Open Orchestras, then please buy Clarion Education licenses. Please note that Clarion Education licences do not include the 'My Cloud' feature or Open Orchestras pieces of music.

I have bought Clarion Education, but now would like to subscribe to Open Orchestras. What should I do?

When you subscribe to Open Orchestras, you will receive sign in details that are different from your Clarion Education sign ins. Simply sign out of your devices signed in to Clarion Education, and sign in again using the Open Orchestras details. You can now use your Clarion Education licences on other devices, up to the number you have bought.

I'm a Music Leader with a Clarion Education licence. I am working in an Open Orchestras school. How do I access their patterns?

You'll need both sets of sign in details. Start by signing in to Clarion Education. When you need to access the Open Orchestras patterns and 'My Cloud' for the school, sign in to Open Orchestras too. You can sign in and out of Open Orchestras without needing to sign out of Clarion Education.

USING YOUR CLARION

Is there a way I can share the patterns I've created with other devices?

This option is only available to Open Orchestras subscribers (annual licences), through the 'My Cloud' function.

TROUBLESHOOTING

I no longer have access to the device I unlocked through Clarion Education (they were damaged, lost or stolen). What should I do?

For any issues with downloading, accessing, or signing in, you can contact Clarion customer support via email to help@theclarion.uk.

I can't remember my sign in details. What should I do?

For any issues with downloading, accessing, or signing in, you can contact Clarion customer support via email to help@theclarion.uk.

For other troubleshooting questions, please fill out our feedback form, so we have as much information as possible to help you.