

*General –*

### **What is Freegal?**

Freegal is a downloadable music service from your library. All you need is your library card number and, if your library requires it, a PIN. Freegal offers access to about 3 million songs, including Sony Music's catalog of legendary artists. In total the collection is comprised of music from over 10,000 labels with music that originates in over 60 countries. There is no software to download, and there are no digital rights management (DRM) restrictions. Access to Freegal is limited to patrons of subscribing libraries.

### **What is the Wishlist? How can this benefit me?**

The Wishlist feature is only available for certain kinds of library subscriptions to Freegal Music. If you do not see a "My Wishlist" link in your navigation bar, then your library has not subscribed to this kind of payment plan.

However, if you do see a "My Wishlist" link in your navigation bar, then your library has subscribed to this particular payment plan. If this is the case, then please read on to the explanation below: This tool allows a library to manage their budget on a weekly basis. It is possible that the library could run out of downloads during a particular week. In that case it will only be temporary. When this happens, the "Download Now" button is replaced with "Add to Wishlist" button. Adding your music to the wishlist will place you in a "first come, first serve" line to download the music you have selected. The wishlist is available each Monday at 12:01 am (Eastern Time). Simply visit the "My Wishlist" page to download your wishlist songs or to remove a song from your wishlist. If you do not see the "Download Now" command in this area, you will have to check back on a subsequent Monday for your downloads.

### **How much music is on Freegal Music's website?**

It changes daily. But it's safe to say that there are thousands of artists, tens of thousands of albums, and millions of songs. The Freegal Music website has hundreds of genres of music and is rich in many of them. The content is based upon agreements with over 10,000 music labels, including the labels of Sony Music Entertainment.

### **How does Freegal Music work?**

A download usage counter is located in the upper right corner of freegalmusic.com displaying your weekly allotment. For instance, 1/3 means that you have a weekly limit of 3 downloads, and you have used 1 of those downloads. The download counter resets each week at Monday 12:01 AM (Eastern Time, USA).

The site is set up to browse or search for your favorite music or artist. You can use the navigation at the top of the page to browse by keyword, artist, or album; or you can simply use our advanced search page. Freegal Music also offers a collection of Top Download lists on the homepage where users can browse a variety of music selections.

### **Are the songs really free?**

Freegal Music and the music you download are free in the sense that most things in your library are free to you as a patron of the library. The service is underwritten by your local library.

### **Why are there limits on the amount of downloads I can make? What does “limit exceeded” mean?**

The limit is set so that a maximum number of patrons may have equal access to the songs in the Freegal Music Service. The “Limit Exceeded” appears when you have used all of their downloads for the week.

### **Who is Library Ideas LLC?**

Library Ideas is a privately held company based in Fairfax, Virginia that offers services and products to the educational markets. Besides Freegal Music, Library Ideas offers eBooks and an online language learning product.

### **Where did you get the name Freegal? (Rhymes with “legal”)**

It's a word used by Library Ideas, the company who developed Freegal Music . It means “free and legal” music.

*Technical –*

### **How do I transfer songs via iTunes?**

Freegal Music has its own iOS Application which can be downloaded from the Apple iTunes App Store. Some users may still wish to download songs to their PC and sync to their mobile device, as they will have the advantage of having a copy of their music in their computer's memory.

Apple, the manufacturer of the iPhone and the iPad, has created their devices without the ability to download music directly, unless going through the iTunes Store or using an approved application. To get music on the iPhone, iPod Touch or iPad, we recommend the following procedure:

- Download Freegal files to your computer desktop by doing the following:
  1. Press "Download Now"
  2. Press "Save".
  3. Direct download to desktop.
- Next import the file into iTunes, and the following is the easiest way:

Open iTunes then drag the file from the desktop to the open application. The next time you sync your device the Freegal file will be both on their "home base" computer and their mobile device.

### **Freegal Mobile Apps are available!**

The Freegal Music Service has recently launched free mobile apps, and they are currently available in the Apple App Store and the Android Marketplace, a.k.a. Google Play.

### **How do I get the Freegal Mobile Application?**

If you have an Apple device (iPhone/iPad/iPod Touch), you will be able to download the Freegal App by doing a search for "Freegal Music" in the Apple iTunes App Store.

If you have an Android phone or tablet, you will be able to search for "Freegal Music" in the Google Play store. As of this writing, Amazon and Barnes & Noble have not made the apps available in their stores.

### **What is the functionality of the Freegal App?**

The Freegal App is designed to find libraries that have the Freegal Music Service, to store your login information, to search and browse the Freegal Music collection of your library, and to download, store and play your Freegal MP3 files.

Currently, the Freegal Music App is not allowed to export files to iTunes or any other software.

As a Freegal Music user, you can download a song again for the purpose of having a copy in your iTunes and in the Freegal Music App. You can do that within 2 weeks of your original download by accessing your library's Freegal site via a computer, and accessing the "recent downloads" functionality on the navigation bar of the home page (HINT: you may need to log out of the Freegal Application to do this. You log out by going to "Settings" within the Freegal App, and then selecting "Logout").

### **How do I find my local library in the Freegal App?**

To use Freegal, you need to be a registered cardholder of a library that has contracted the Freegal service. Once you have downloaded the App, the first thing you will see upon opening the App is a search box for libraries. **In the United States**, you can enter your home zip code, and a list will appear of current subscribing libraries within a 60 mile radius. You can also enter in the name of your library or the city in which your library's main branch is located. **Outside of the United States** you can enter the name of the country you are searching (example: Australia), the name of the library you are looking for (example: Edmonton), or the city in which your library's main branch is located (example: Edmonton).

### **How do I login to the Freegal Music App?**

Right after you select the library you have a card with, the login screen will appear. This screen requests your valid library card number. Some library's also request a PIN. Once you are validated, you will be in the Freegal App's main area where you can browse, search and download music. If you have problems logging in, please contact your local library.

## **Can you take me through the main areas of the Freegal App?**

**Home Screen:** This screen shows certain featured graphics, and allows quick browsing of the TOP 10 recent downloads by your fellow library patrons, and the TOP 10 recent downloads of all the Freegal users in the country in which you reside. The upper right corner has your weekly download allocation, and the number that you have used in the current week. The search icon is in the upper right side as well. The right facing blue arrow is to play a song clip, and the downward pointing arrow is to download music. The bottom of the home page has the major functionality buttons described below:

- **My Music:** “My Music” is where all your songs are stored. Once you use the big downward facing arrow to download a song, this is where it goes.
- **Playlist:** This is where you can create shortcuts to your favorite music. Most people will use this after they have downloaded a lot of songs. This way they can separate their classical music from their workout music, etc. You can create multiple playlists to organize your music. Once you create a playlist, you will have the music both in “My Music” and in the Playlist area.
- **Browse:** In this area, you will be able to quickly browse the most popular Artists, Songs and Genres in a navigation bar at the top of the screen in the Browse area.
- **Settings:** This is where you can, if you wish, log out of the Freegal Music Application. One of the great things about the App is you don’t have to login each time! However if you are logging in from multiple devices you may wish to logout.

### **How do I search for a song or artist via my computer?**

Freegal Music is set up to browse, or to search for your favorite artists or songs. You can use the navigation across the top of the page to browse by genre and news articles, or use our quick search tool on the home page. Searching by keyword at the top of the website allows you to search by artist name or song title. Expanded search options are under advanced search.

### **How do I download a song on my computer?**

When you've found a song you want, click on the "Download Now" link next to your chosen song. At the prompt, select Save and choose where you want to save the song. If you're not presented with a prompt, try right-clicking the link and choosing the option to save the link (i.e. Save Target As, Save Link As, or Download Linked File, etc.). This will let you choose where to save your song.

***Note:** Anytime you click on the "Download Now" link, even if you decide to cancel or play it, the download will count towards your weekly allotment. You may have started a download then changed your mind and canceled it. Once you click the "download now" button, it can't be reversed. It will count towards your download limit even if you cancel or choose "play" instead of "download." To avoid this, please use the song clips to ensure you are downloading a song you want in your music library. We cannot credit a download.*

### **Can I download a whole album?**

Downloads are on a per song basis and subject to the number of songs your library has chosen to allow each week. Therefore, you may download an album, but it would have to be done on a song by song basis.

### **What is the song clip?**

The song clip is a randomly chosen 30-second clip of a song, so you can decide whether or not you want to download it.

### **Is there a download manager to install on my computer?**

No, Freegal Music utilizes the browser to download music, so there is no need to install anything on your computer. That's one of the benefits of the site.

### **How does the recent downloads functionality work?**

In the Freegal Music navigation bar, you will see "Recent Downloads." Here you have the ability to re-download a previously downloaded song up to two more times within 2 weeks from the original download for reinstall purposes, in case your connection timed out. This re-download will not count against your download totals.

### **Is there Digital Rights Management (DRM) on the music files?**

No! These files are downloaded as MP3 files which are compatible with any MP3 Player or device. You can transfer the music to any computer, MP3 player or even burn it to a CD. Copyright laws apply for all music downloaded.

### **How do I burn music to a CD?**

Each computer system is different. You can use iTunes, Windows Media Player or a third party software like Roxie. Simply follow the instructions found in the software for burning your CD.

### **How do I get the songs into Windows Media Player?**

If the song does not open directly into Windows Media Player, simply launch Windows Media Player then click and drag the song into the Windows Media Player window or simply Select: File - Import File. To select multiple songs Select: File - Import Folder. Select the file(s) you wish to add then click OK. The song will now appear in your Windows Media Player library.