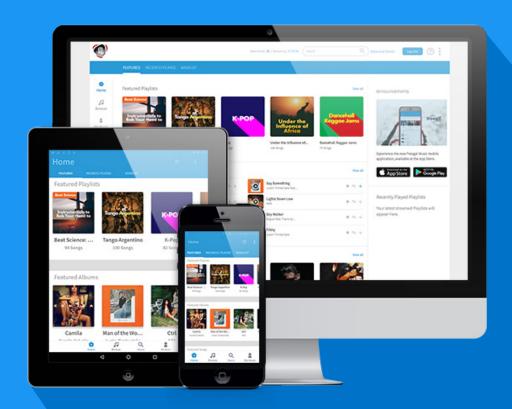# freegal music ®

Frequently Asked Questions

GENERAL

1. What is Freegal® Music?

Freegal® Music is a free music service from your library. All you need is your library card number and possibly a PIN if your library utilizes them. Freegal® Music offers access to about 15 million songs, including Sony Music's catalog of legendary artists, and over 40,000 music videos. In total the collection is comprised of music from over 40,000 labels with music that originates in over 100 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.

2. Who is Library Ideas LLC?

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

3. 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.

4. How does Freegal® Music work?

Freegal® Music was designed to browse or search for your favorite music.

Depending on your libraries' contract, you will be able to either stream or download music, or a combination of both.

Your streaming timer will reset every Monday at 12:00am (Central Time, USA). If you're on a desktop computer, you will see a Streaming Timer at the top of your web page to the left of the search bar. If you're using a mobile device, you'll find the streaming timer under Settings (top right corner, three dots).

Your Download Limit is located in the same place as the Streaming Timer. Like streaming, your download limit is reset every Monday.

One the homepage, you'll see the Featured page, which will display curated content for you to enjoy. You can use the navigation bar to explore music in different ways, via the Search bar or through the Browse page. You can search by artists, genre, song, etc.

5. 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 40,000 music labels, including the labels of Sony Music Entertainment.

6. Are the songs and videos 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.

7. What can I legally do with downloaded or streamed music from Freegal® Music?

The music you access via the Freegal® Music site is for non-commercial purposes only. It comes with a license for personal use only. This means that you cannot duplicate it for others, or play it in public, other than for the intended enjoyment of a normal circle of family or friends.

8. 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 met" notification appears in place of the download link when you have used all of your downloads for the week.

9. My device crashed, and I lost my music. Can Freegal restore my library?

Because of our licensing agreements, we are completely unable to restore music libraries that have been lost. For this reason, we highly recommend backing up your files. For example, if you have your music library in iTunes on your computer, you could back up to iCloud so your music isn't only on your computer.

If you're using iOS, you can also back up everything to iCloud. You could also use File Sharing in iTunes to sync the music on your iOS device with iTunes on your computer.

For Android devices, you can backup files to a cloud service, such as Dropbox, to your personal computer, or to an external hard drive. Again, once music is downloaded from the Freegal® Music site, it is yours to keep and do with what you want.

Backing up personal computing devices is always recommended, and if you elect not to do this, Freegal® Music cannot restore your music library.

10. Freegal® Music Mobile Apps are available!

The Freegal® Music Service has launched free mobile apps, and they are currently available in the Apple App Store, the Google Play Store, and on Amazon.

11. What are the latest updates to the Freegal® Music software?

A summary of the latest updates can be found below:

- A clean, modern rebuilt interface, with cleaner navigation. More opportunities to find new and popular music through our curated content and updated Browse section, which allow you to search for music by what's trending, what's new, genres, playlists, artists, music videos and audiobooks.

- Music is now organized in several categories for easy browsing – i.e. Top Songs, Featured Albums, New Music Videos, Top Rock Playlists.

- New bottom navigation for the mobile devices!

- Improved search function to provide relevant search results based on your search.

- If you're using the mobile device, there are tutorials for every page (by clicking the ? symbol, upper right hand corner).

- Album, artist, audiobook, playlist and song content has a menu that have multi-purpose functions i.e. download a song, add to your wishlist, add to a playlist, remove from playlist.)

- Seamless responsive UI for mobile and web.

- You can now easily find our audiobooks.

- Adding music to your playlists is significantly easier.

There is now a built-in media player for web and mobile. You can now scroll between songs you're listening to while in the media player.

Added an easy-to-use Wishlist function. If you are low on available downloads or streaming time, adding music to your Wishlist to revisit later is an optimal choice. You can find all of the songs added to your Wishlist here.

12. Tell me about the music videos.

One of the great features to of Freegal® Music is the rich and growing collection of music videos. These videos often have supplemental content that is not in the underlying song, and some of these videos are historical treasures.

New content will be added weekly. Here are a few things we'd like you to know about the videos:

There are approximately 35,000 videos for you to choose from. As a video is premium content, a video download will count as 2 of your weekly music selections. If you do not have 2 downloads left, you will not be able to download a video. The videos are in MP4 format and are yours to keep. The videos are large files and we recommend that you be connected to a Wi-Fi network or cable while downloading.

13. What are the basics of Streaming?

Streaming AND downloading.
Patrons of subscribing libraries now have a weekly download allotment, and a DAILY streaming allotment. The download counter and the streaming time remaining are at the top of the page once you login.

How to stream, how to download.
Nothing has changed with the download functionality, except that the sample clips are now gone. Streaming is, after all, a license to sample! When you put your cursor over an album, you will see a "stream now" button come up. If you press that button on an album, the whole album will play in order. You can use "Freegal Playlists". This is a list of pre-selected songs in a genre that you are sure to enjoy.

To create a playlist:

- **On Desktop**
  Under My Music, navigate to the Playlists tab. You'll see a big blue button labeled Create a Playlist. Upon tapping this button, you are shown a small menu, where you can create a playlist for your Downloads or your Playlists. So, when you're adding songs to the playlists, specify which playlists they should appear in.

- **On Mobile**
  Under My Music, navigate to the Playlists tab. You'll see a big blue button labeled Create a Playlist. Upon tapping this button, you are shown a small menu, where you can create a playlist for your Downloads or your Playlists. So, when you're adding songs to the playlists, specify which playlists they should appear in.

Go Mobile with Freegal Apps!
As always, Freegal® Music is also a mobile experience. The newest Freegal® Music update for Android and Apple devices is in the app stores for you to be able to stream ad-free music, at no charge to you.

14. What's the difference between Streaming and Downloading?

Downloading is capturing and keeping the file on a permanent basis. Streaming is accessing the file on a temporary basis, while being connected to the internet. Streaming gives you access to more music. Your daily streaming limit is posted in the upper-right corner top of the home page.

15. How do I know if my library has the Streaming service?

If you're on a desktop computer, you will see a Streaming Timer at the top of your web page to the left of the search bar. If you're using a mobile device, you'll find the streaming timer under Settings (top right corner, three dots). If you don't see the streaming timer, then your library has a Download-Only contract.

16. How do I sign up for notifications about my remaining downloads?

- **Desktop**
  Go to Settings (top right corner, three dots). From here, you'll see Notifications on the list.
  You'll have the option to receive notifications via email (if you type it in).

- **Mobile**
  Go to Settings (top right corner, three dots). From here, you'll see Notifications on the list. You can tap on the button to receive text messages every week. You can disable this function the same way.

17. What is a song that is marked as being "Download Restricted: Album Only"?

Some songs distributed to Freegal® Music have download rights, from the artist's label, that designate they are only available for download with the download of the entire album on which they appear. Freegal® Music allows you to download only individual songs and not entire albums, therefore we cannot offer these songs for download.

TECHNICAL

18. Does Freegal® Music's website or mobile apps require Flash, or any plugin, for streaming music or playing samples?

The Freegal® Music website, and our mobile apps do not require Flash or any other plugin to stream music or play samples. Our music player is HTML 5 based and works in all the latest versions of the major browsers (IE, Edge, Chrome, Firefox, Safari).

19. 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.

20. 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.

21. What is the song clip?

The song clip is a randomly chosen 30-second sample of a song. If your library does not have the streaming service, the 30 second sample will play when you click the play button to help you decide whether or not you want to download a particular song.

22. Why does the counter say I've downloaded 3 songs when I'm sure I haven't?

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 samples to ensure you are downloading a song you want in your music library. We cannot credit a download.

23. How does the recent downloads functionality work?

On Desktop: Under My Music – Songs, you'll see all the music you've downloaded. By clicking the menu on the right of each selection, you'll have the option of re-downloading the song. Note: a song can only be re-downloaded twice before it disappears from the list. This also apples to downloading the song on mobile.

On Mobile: There is no "re-download" functionality – if you lost connection during a download or it did not complete for some reason – it will not count towards your download limit.

24. How do I get the songs into Windows Media Player?

- When downloading a file in Windows, you are typically given the option to "Open" or "Save" the file.

- Select "Save" for the mp3 downloads, then once it's downloaded you can click "Open".

- If the downloaded 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.

25. 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.

26. How do I search for a song or artist via my computer?

Freegal® Music was designed to easily search and browse for your favorite artists and songs. To do a general search, locate the search bar at the top of the page. Here you can input anything to get a related result. Alternatively, you can click Advanced Search located to the right of the search bar. Here you can get specific about your search – searching by artist, album name, etc.

Another way to search is using the Browse function. There is a navigation pane on the left side of the page. Upon clicking Browse, you'll be taken to another page. Here you can see different sections – all displaying the top selections for each category (Top Songs, Top Albums, etc). From here, you can find music through these sections. Remember, you can click View all above each section on the right to expand the displayed section.

27. How do I download a song on my computer?

When you've found a song you want, click on the "Download" link next to your chosen song. At the prompt, select Save and choose where you want to save the song.
Note: Anytime you click on the "Download" link, even if you decide to cancel or play it, the download will count towards your weekly allotment.

28. Can I download a whole album?

The songs are only available on an individual basis. Over time, you can choose to download all the songs in an album.

29. I downloaded a video and it took 2 of my downloads when I downloaded only 1 video.

That is the expected functionality. Videos are premium content and cost 2 downloads instead of one.

30. How do I share a playlist?

- **Patrons**
  Once you've created a playlist, you can share it to your library by simply clicking the gear icon in the upper right corner of the page. A dropdown menu will appear, and now select Share to Library. You should get a message that will notify you that your playlist is pending for approval.

- **Library**
  From the Admin page (login at www.libraryideas.com), click Library Playlist Management. You will see two big buttons, Approved Playlist and Pending Playlist. Clicking on Pending Playlist will show you the playlists that have been shared by your patrons. Approved Playlist will show you playlists that you approved from the Pending page. If you click one of the boxes under Visible (and then click Update, in the upper right-hand corner), then that playlist will appear on the application in the Playlists tab under My Music.

MOBILE APPS

31. How do I get the Freegal® Music Mobile Application?

If you have an Apple device (iPhone/iPad/iTouch), you will be able to download the Freegal® Music App by doing a search for "Freegal Music" in the 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 a precaution, while many Android devices successfully run the Freegal® Music app, not all Android devices are compatible. Barnes & Noble tablet devices are not compatible with the Freegal® Music app.

For information on how to install the app on a Kindle Fire, please see the question "Is there an app for the Kindle Fire?"

32. What is the functionality of the Freegal® Music App?

Freegal® Music is an ad-free music service that is provided to you by your participating public library.

Download and/or stream music on any compatible device. Music is stored locally on your device and will be removed if the app is deleted. To learn how to save your music permanently refer to the FAQ "How do I backup Freegal® Music from my iOS mobile device into iTunes?"

33. Is there an app for the Kindle Fire?

You can download the Freegal® Music app for your Kindle Fire through the Amazon Store. Freegal® Music is supported on Kindle Fire 3rd generation and up.

34. How do I login to the Freegal® Music App?

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

35. How do I find my local library in the Freegal® Music App?

- To use Freegal® Music, you need to be a registered cardholder of a library that has contracted the Freegal® Music 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).

36. How do I use Freegal® Music on mobile devices?

The Freegal® Music web interface is designed to be used on the web. For mobile devices, we have developed a mobile application that is compatible with iOS and Android devices.

37. Can you take me through the main areas of the Freegal® Music App?

Home

• **Featured**
This is the landing page of the application, where we feature music content that we believe you may like, which includes playlists for every mood. Our music professionals curate the content you see on this page.

• **Recently Played**
All of the music content that you listen to will appear here.

• **Wishlist**
If you are low on available downloads or streaming time, adding music to your Wishlist to revisit later is an optimal choice. You can find all of the songs added to your Wishlist here.

Browse

• **Trending**
Music that is popular in your area will appear here. This is easily categorized by Top Albums, Top Songs, Top playlists, Top Music Videos and Top Audiobooks.

• **New Arrivals**
Music that is new will be featured here as New Albums, New Songs, New Playlists, New Music Videos, New Audiobooks and New Artists.

• **Genre**
The Genre page has been improved to feature our vast collection of genres, which feature popular genres like Pop, Rock and Hip-Hop, but also more obscure genres such as African, Tango and Broadway.

• **Playlists**
Discover music for any mood in our playlist page. This content is curated by our music professionals to ensure you find music that you will enjoy for any occasion. Playlists that your library create will be featured here.

• **Artist**
Search for music by Featured Artists and New Artists. Each artist has their own unique page which shows their songs, albums, music videos and any playlists we've created for them.

• **Music Videos**
Search for music videos that are categorized by Featured Music Videos, New Music Videos and Top Music Videos.

• **Audiobooks**
We are proud to now highlight our collection of audiobooks, which can be found in the Browse section and by searching in the Search tab.

Search

• **All**
Search results have been vastly improved to put more relevant information in front of you. Search results in the "All" tab will show you results that are based on Artists, Songs, Albums, Music Videos and Playlists

• **Artists**
Search results under the Artists tab will show you relevant artists for your search, which you can click to visit their artist page.

• **Albums**
Search results under the Albums tab will show you relevant albums for your search, which you can click to visit the album page.

• **Composers**
Search results under the Composers tab will show you relevant composers for your search, which you can click to visit their composer page.

- **Genres**
  You can specifically search for any genre. By clicking on a genre within the search result, you will be taken to a unique Genre page.

- **Music Videos**
  Search results under the Music Videos tab will show you relevant Music Videos for your search.

- **Playlists**
  You can search for any of our unique playlists easily.

38. How do I delete a song off my mobile device?

Within the "My Music" section of the app, you will see a list of songs that you have downloaded. If you tap on the options menu next to each song selection (three dots), you will have the option to Remove Song. This method works the same with playlists, music videos, and audiobooks.

39. How do I backup Freegal® Music from my iOS mobile device into iTunes?

- Plug your iOS device into your computer. Please select "Yes" if you see a pop-up asking if you trust this device.

- Open up iTunes on your computer and you should see an icon of your device appear in the top left, under the player. Click on the icon to open your device.

- On the left of your computer screen you will see Settings. Select "File Sharing" which will open the "File Sharing" screen and scroll down to Freegal® Music.

- Click to highlight Freegal Music under "File Sharing". A folder named after your library card number will appear to the right of your screen.

- Click to highlight the folder shown, then click "Save To". A popup will appear to select where to save the file. (It's easiest to select desktop and Click "Save to".)

- Disconnect your device from computer.

- On your computer open iTunes and click on the Library.

- On your desktop, or wherever you elected to save it, you should see your music folder. Click to open the folder on your computer, then click on "Music" folder that appears. Select and drag the song files back into your Music Library within iTunes. This will add the song(s) to iTunes where you can sync it to any other device using iTunes.

  Additional Note: PC-users will not see "Save to" when saving the file to their desktop rather they will see "Select Folder". Click this button where your songs and folder will transfer the same.

40. How do I transfer songs via iTunes?

Freegal® Music has its own iOS Application that can be downloaded from the 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 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, iTouch or iPad, we recommend the following procedure:

- Download Freegal files to your computer desktop by doing the following:

- Press "download now"

- Press "save".

- Direct download to desktop.

- Next, import the file into iTunes. We believe the easiest way to do this is:

- 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 your "home base" computer and your mobile device.

41. How do I get music off my Android device onto my computer?

To retrieve music from your Android device, the easiest method is to plug your Android device into your PC or Mac.

On a PC, once you connect your device, driver software should install automatically if not already installed

- For troubleshooting on a specific device please check the Android forums (for example http://www. xda-developers.com/) it should be detected automatically. If not, open up Computer to see your device. Choose to browse Internal Storage, then open the folder titled "Freegal Music".

- Inside this folder, you will see another folder labeled with your patron card number. This folder contains all of your Freegal® Music downloads (songs and videos) that you've gotten through the Freegal® Music app.

- Simply drag this folder to your desktop, and once the transfer is complete you can then move the songs and videos wherever you'd like on your computer.

On a Mac you'll need some additional software.
- For Android 4.4 or newer, you can download the Android File Transfer software http://www.android. com/filetransfer/ .

- This software, once installed, will open automatically when you plug your Android device into your Mac.

- Once it opens you will see the file system of your device. Open the Freegal® Music folder, and drag your patron barcode folder to your desktop. From there you will be able to move your music around your Mac and into iTunes.