Freegal FAQs

General

What is Freegal?
Freegal is a downloadable music service from L.E. Phillips Memorial Public Library (LEPMPL). All you need to use Freegal is your last name and your library card number. With access to the Sony Music Entertainment catalog, Freegal offers hundreds of thousands of songs, over 100 genres of music and more than 50 record labels, all without having to download software or have any digital rights management (DRM) issues to deal with. Access to Freegal is limited to LEPMPL cardholders.

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 hundreds of thousands of songs. The Freegal Music website has over 500,000 music tracks, over 100 genres of music and is rich in many of them. The content is based upon an agreement with Sony Music Entertainment, owner of many different music labels. You can read more about Sony and its artists at http://www.sonymusic.com.

How does Freegal Music work?
A download usage counter is located in the upper right corner of www.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. Each Monday your download usage is reset to zero. Each L.E. Phillips Memorial Public Library card has a limit of 3 downloads per week.

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, genre, featured artist or newly added artist; or you can simply use our advanced search page. Freegal Music also offers an easy to use A-Z quick find at the bottom of the homepage.

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 customer of the library. The service is underwritten by L.E. Phillips Memorial Public Library. The downloads do not count as checkouts.

Technical

How do you search for a song or artist?
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, featured artists or newly added artists or use the quick A-Z search at the bottom of 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, such as a search for Composer, are under advanced search.

Having trouble finding your band in the Artist Search box?
Try looking under the letter "T", for instance, for bands that begin with the word "The" in their name. The keyword search can also help you find an artist.

How do I download a song?
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.

Important 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.

Can I download a whole album?
Songs are available on an individual basis only. You can choose, over time, to download all the songs on an album.

Can I download songs at the library?
You can download songs using a public computer at the library if you have a portable device to save to. Nothing can be downloaded to the computer hard drive, but you may choose to save songs to a flash drive (also known as a USB, thumb or jump drive).

Where did my song go?
When selecting the **Save** option to download a song, you can select where you would like to save it. If you downloaded a song, but are not able to find it, you can re-download it. Go to the **Recent Downloads** tab in the upper right hand corner. Here you have the ability to re-download a previously downloaded song up to two more times within 2 weeks from the original download. This re-download will not count against your download totals. Select **Download Now** for item you want to re-download. At the prompt, select **Save** and choose where you want to save the song.

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

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?
At the top right corner of Freegal Music, 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.

Will the songs downloaded work on the iPod or iPad?
Yes. The easiest thing to do is to download the files to your desktop or your music folder. Import the song into iTunes by either dragging the song into the window or importing it from the menu. Presto, the song is now added into your library. Next time you synch up, you will see that song in your music library.

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 iTunes?
The easiest thing to do is to download the files to your desktop or your music folder. Import the song into iTunes by either dragging the song into the window or importing it from the menu. To include songs into your Windows Media Player, just go to Presto, the song is now added into your library with all album art! Next time you synch up, you will see that song in your music library.

My song only downloaded partially or only the first few seconds of my song plays.
Once in a while, your Internet connection may be interrupted or time out and you might experience an incomplete or problem download. Freegal Music allows you to download previously downloaded songs again, without using up one of your weekly downloads.

Songs you've had trouble downloading during the current week or previous week can be downloaded again.

To re-download a song, log in to Freegal, and click on the **Recent Downloads** link located at the top of the page. Then, click the **Download Now** link for the song you had trouble downloading to save it again.

You have two (2) download attempts for each song in the **Recent Downloads** page. If you re-download a song twice, the **Download Now** link will change to say **Limit Exceeded** and the song will be removed from your **Recent Downloads** page.

I log in to Freegal, accept the terms and conditions, and then I'm taken to the About Us page or given a notice that I'm not authorized to view the site.
There may be a setting on your computer that is preventing you from logging in to Freegal Music. There are a couple things you could try that may enable you to get through.

Try clearing your browser history and deleting your browser cookies. How to clear the browser cookies and history varies from browser to browser, but typically, you can do it by opening the browser and clicking on the Tools menu. From there it might be under a "Delete browsing history" option (if you're using Internet Explorer) or "Clear Recent History" (if you're using Firefox). From there, you should see options specific to browser history and cookies. If you are using Internet Explorer, you may also try putting your security settings back to default.

Internet Explorer setting

If you are using Internet Explorer 7 or 8, you may need to adjust how your browser treats temporary Internet files. You can get to this option by following these steps:

- Open Internet Explorer
- Click on the Tool menu
- Select "Internet Options"
- In the General tab section, in the "Browsing history" area, click on the Settings button
- In the "Temporary Internet Files and History Settings" dialog box, select the option for "Every time I visit the webpage" (by default "Automatically" is selected)
- Click the OK button
- Click the Apply button
- Click OK
- Close Internet Explorer and then re-open it and try accessing Freegal Music again: http://www.ocls.info/FreegalMusic.asp

Firewall setting

It's possible there's a conflict with any antivirus or firewall settings you have on your computer. If you are comfortable doing it, please try turning off your antivirus and/or firewall settings and try accessing Freegal again (beginning with the Freegal login page found here: http://www.ocls.info/FreegalMusic.asp).

Using the "Logout" link

This may also happen if another household member is not using the "Logout" link when done with the Freegal Music site (or if you are using Freegal Music on two different computers). Simply closing the browser does not clear a user's session from Freegal Music. To resolve this issue, try having the other person in the household use the "Logout" link in Freegal Music and then try accessing the site. You may need to clear your browser initially.

If none of these suggestions work please send us the following information and we'll continue to troubleshoot the issue:

- What browser you're using (Internet Explorer? Firefox?)
- What's your operating system? (Windows Vista? OSX?)
- What's your connection? (Dial-up? Broadband?)
- What's your antivirus software?
- Is JavaScript on in your browser? (Unless you've specifically turned it off, this answer is probably yes by default.)

I only downloaded two songs, but when I go to download the third song, I'm told I've exceeded my limit. What happened to my third download?
It's possible you inadvertently clicked on the "Download Now" link. Anytime you click on the "Download Now" link, even if you cancel the download, a download is used from your weekly allotment. If you're confident this isn't what happened, please send us your library card information and we'll continue to troubleshoot the issue.

I'm having a problem with My Wishlist
The current Freegal Wishlist feature does not apply to the configuration of your L.E. Phillips Memorial Public Library account. At this time we do not have the ability for you to keep a personal wishlist for future downloads via Freegal.

I downloaded a song, but I can't find where it is on my computer.
We highly recommend that when downloading a song, you select the option to save the file to a specific location on your computer. However, if you didn't specify a location or you opted to open the file without saving it, there are a couple things you can try to locate where the song was saved.

If you are using Windows Media Player:
- Open Windows Media Player
- Click on the File menu
- Toward the bottom of the menu, you should see a list of all recently played music
- Click on the song file you got from Freegal, this should cause it to play
- While in the Now Playing mode (you can click on the "Now Playing" tab to get there), you should see the song listed under Now Playing
- Right-click on the song title and select Properties from the menu
- You should now be able to see where the file has been saved to on your computer, listed next to "Location:" in the properties window
- From the Properties window, you can also select "Open file location" and this will cause a dialog box to open the folder that contains the file. From there you can copy or drag it to your desktop or wherever else you'd like to keep it.

If you are using iTunes:
- Open iTunes
- Locate the song in your music
- Right-click on the song title
- Select "Get Info"
- Select the "Summary" tab (by default it's the tab that's open in the "Get Info" dialog box)
- Toward the bottom of the dialog box, there is a "Where" section which tells you the folder path where the song is located

You may find through Windows Media Player or iTunes that the song file is located in a Temporary Internet File. You can go to "My Computer" from the Start menu on your computer and double-click through each of the folders listed in the "Location:" or "Where" box (depending on which media player you are using). Typically you'd start with your C: drive (usually called the Local Hard Disk), then click through "Documents and Settings" then the next folder and so on and so forth, to get to the song MP3 file. Once you get to the file, you can then drag it (or copy and paste it) to another location (your desktop for example). If it's left in the temporary folder there's potential for it to be deleted by your computer system automatically.

You might also try searching your computer for the files. Try limiting your search to music files and using the artist's name or part of the song title as the search term. You may need to adjust your advanced search settings so that hidden folders are included in the search.

If you are unable to find the song on your computer, you can re-download the song through the **Recent Downloads** link at the top of the screen in Freegal Music. Be sure to designate a location to save the download. You have two (2) download attempts for each song in the **Recent Downloads** page.

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