Troubleshooting FAQ's

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 customers may have equal access to the songs in the FreegalMusic Service. "Limit met" appears when you have used all of your downloads for the week.

How do I get my 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" from 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 open Windows Media Player then click and drag the song into the Windows Media Player 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.

How do I get music off my Android device to 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. Choose to browse internal storage, then open the folder titled "Freegal Music." Inside this folder, you will find see another folder labeled with your library card number. This folder contains all of your Freegal Music downloads (songs and videos) that you have downloaded through the Freegal app. Simply drag this folder to your desktop, and once the transfer is complete you can move the songs and videos wherever you'd like on your computer.

On a Mac, depending on the version of Android, you will need additional software. For Android 2.3, you can plug the device in and select the option (on the Android device) to mount as a disk. From this point you can find the device though Finder. Open the device and then open the folder titled "Freegal Music." Inside this folder will be your library card number folder. You can then drag this folder to your desktop. Once it copies, you can drag it straight to iTunes and iTunes should be able to sort your music.

For Android 4.0 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 into your Mac. Once it opens, you will see the file system of your Android device. Open the "Freegal Music" folder and drag your library card number folder to your desktop. From there you will be able to move your music around your Mac and into iTunes.

How do I transfer songs via iTunes?

Freegal Music has its own iOS application which 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 in their computer's memory.

Apple, the manufacturer of the iPhone and iPad, have created their devices without the ability to download music directly, unless going through the iTunes store. 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:

1. Press "download now"
2. Press "save"
3. Save to a location on your desktop.

Next import the files into iTunes:

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

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 and you will either see an area titled "devices" on the left side or a button with your device's name on the upper right side of your screen. Click on the device you have plugged into your computer. At the top of the screen you will have the options like "summary info, apps, music, movies, etc." Select "Apps." From there, scroll down to File Sharing and select the Freegal app. Once highlighted, you should view a file that contains the music downloaded from the app. For Mac users, take that file and simply drag it to your desktop background. If you are using a PC, please use the "send to" button to transfer files to your computer. This will save the music on your desktop. Now that the music is on your desktop, you can move this music into your iTunes though dragging and dropping individual songs into iTunes. Now your music from Freegal is in your iTunes on your computer, and from there you can move the music anywhere you like.

How do I delete a song off of my mobile device?

In the "My Music" section of the app, you will see a list of the songs that you have downloaded. If you swipe right to left on the song you want to delete, an option to delete will appear.

My device crashed and I lost my music can Freegal restore my Library?

Because of Freegal's licensing agreements, they are unable to restore music libraries that have been lost. For this reason it is highly recommended to back up your files.

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