Thank you for trying the new music download service from Freegal Music. We've identified a few issues that have occurred for some users. Please review the following information to see if your question is addressed.

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 are 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:

1. Open Internet Explorer
2. Click on the Tool menu
3. Select "Internet Options"
4. In the General tab section, in the "Browsing history" area, click on the Settings button
5. 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)
6. Click the OK button
7. Click the Apply button
8. Click OK
9. 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 the OCLS 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...

1. Open Windows Media Player
2. Click on the File menu
3. Toward the bottom of the menu, you should see a list of all recently played music
4. Click on the song file you got from Freegal, this should cause it to play
5. 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
6. Right-click on the song title and select Properties from the menu
7. 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
8. 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...

1. Open iTunes
2. Locate the song in your music
3. Right-click on the song title
4. Select "Get Info"
5. Select the "Summary" tab (by default it's the tab that's open in the "Get Info" dialog box
6. 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.