

# Download Instructions & Troubleshooting Guide

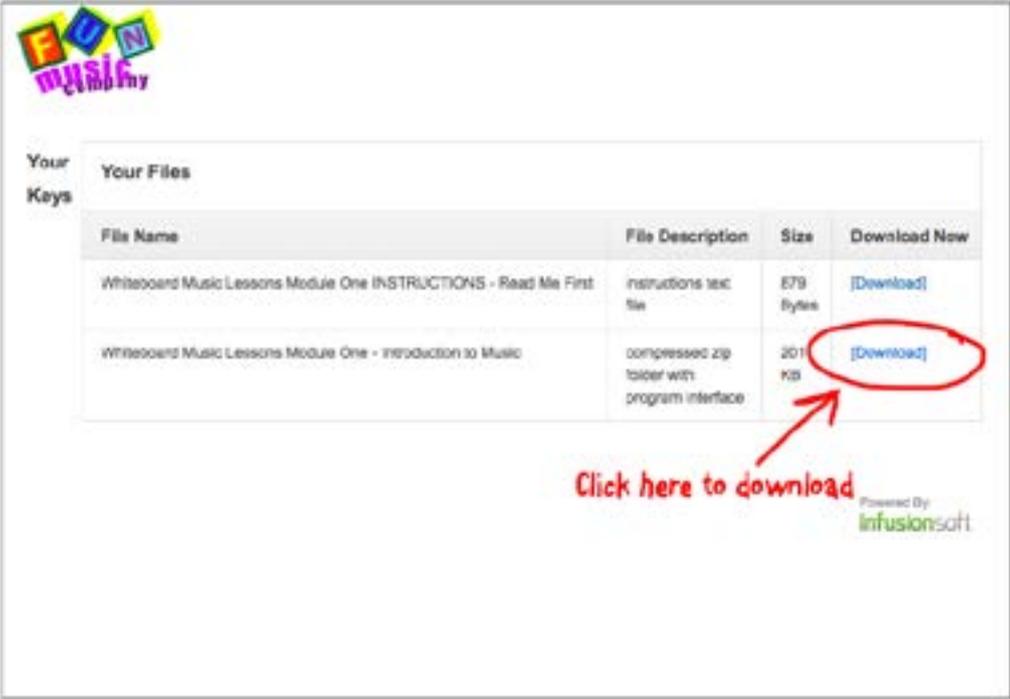
## Fun Music Company digital products

Congratulations on your digital product purchase from the Fun Music Company. Whether or not you purchased a CD-ROM for your product you are entitled to download it right away.

Most of our products have a simple website interface that allows you to pick and choose the lessons you want to download one at a time, or download them all at once if you wish.

You would have received an email from us, and then clicked on a link which would have brought you to the download page where you downloaded this document.

The download page would have looked something like this, and you just have to click on the download link next to the product name, which has the description “compressed zip folder with program interface”



The screenshot shows a website interface for Fun Music Company. At the top left is the logo. Below it, there's a section titled "Your Keys" and "Your Files". A table lists two files:

File Name	File Description	Size	Download Now
Whiteboard Music Lessons Module One INSTRUCTIONS - Read Me First	instructions text file	879 Bytes	[Download]
Whiteboard Music Lessons Module One - introduction to Music	compressed zip folder with program interface	201 KB	[Download]

A red circle highlights the [Download] link for the second file, and a red arrow points to it with the text "Click here to download". At the bottom right, there is a logo for "Powered By infusionsoft".

For WINDOWS Users:

When you click on the link, a box will come up asking if you want to Open or Save the file. Choose 'Save'.



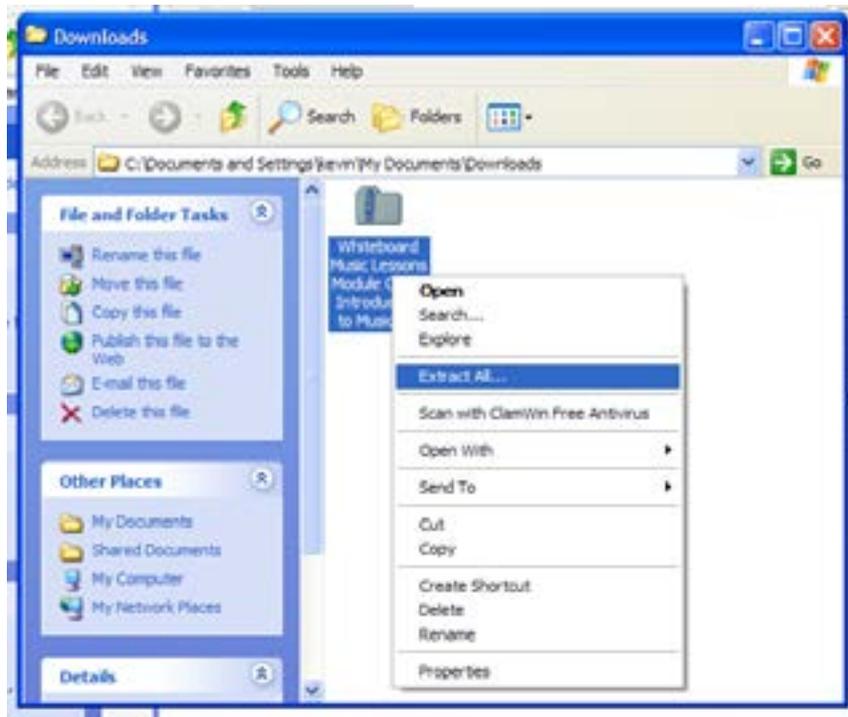
Then choose a suitable folder on your computer, or create a new one and press 'save'. You can even save it to your desktop if you wish.

**IMPORTANT:** This file is a compressed folder. (a zipped file). The interface program **WILL NOT OPEN PROPERLY** if you don't uncompress the files. Don't just double click it to view the files, then press the 'start here': it will not work.

Luckily, uncompressing the files is a very easy thing to do!

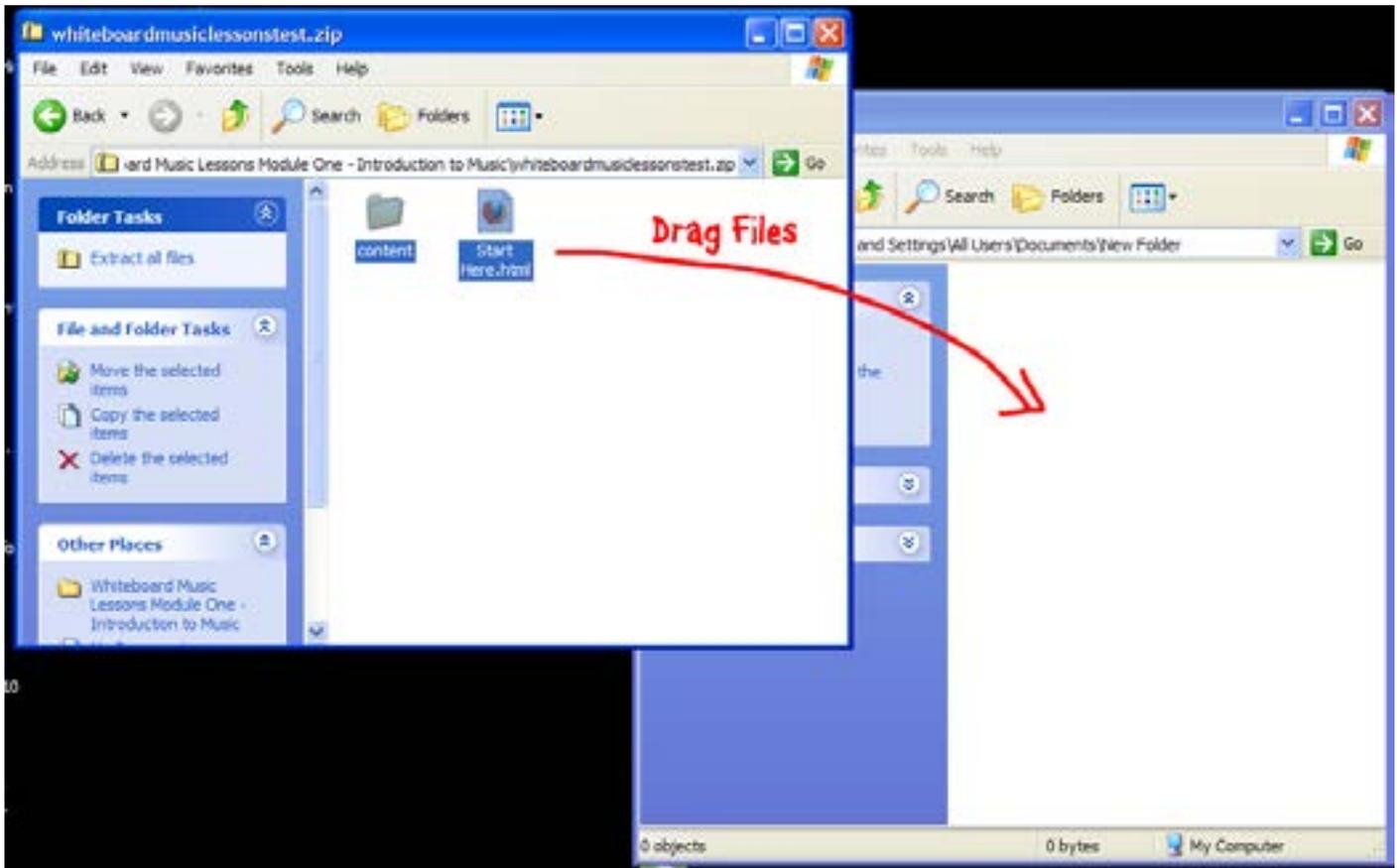
**Option 1: RIGHT CLICK** on the zipped folder and choose 'Extract all files'

Depending on which version of windows you have, and how your computer is setup it might be simply called 'extract' or something else.

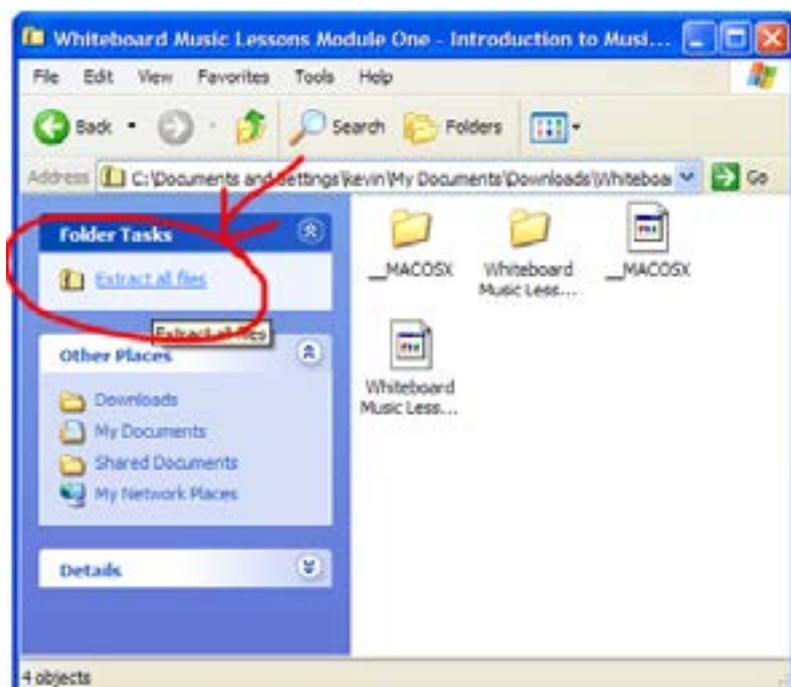


Follow the steps that come up, and it should create a new folder, with a folder where you can open the file called 'start here'

Option 2: Double click the zip file to view the contents of the zipped folder, then DRAG the 'Start here' file and the folder 'content' to another folder or to the desktop.



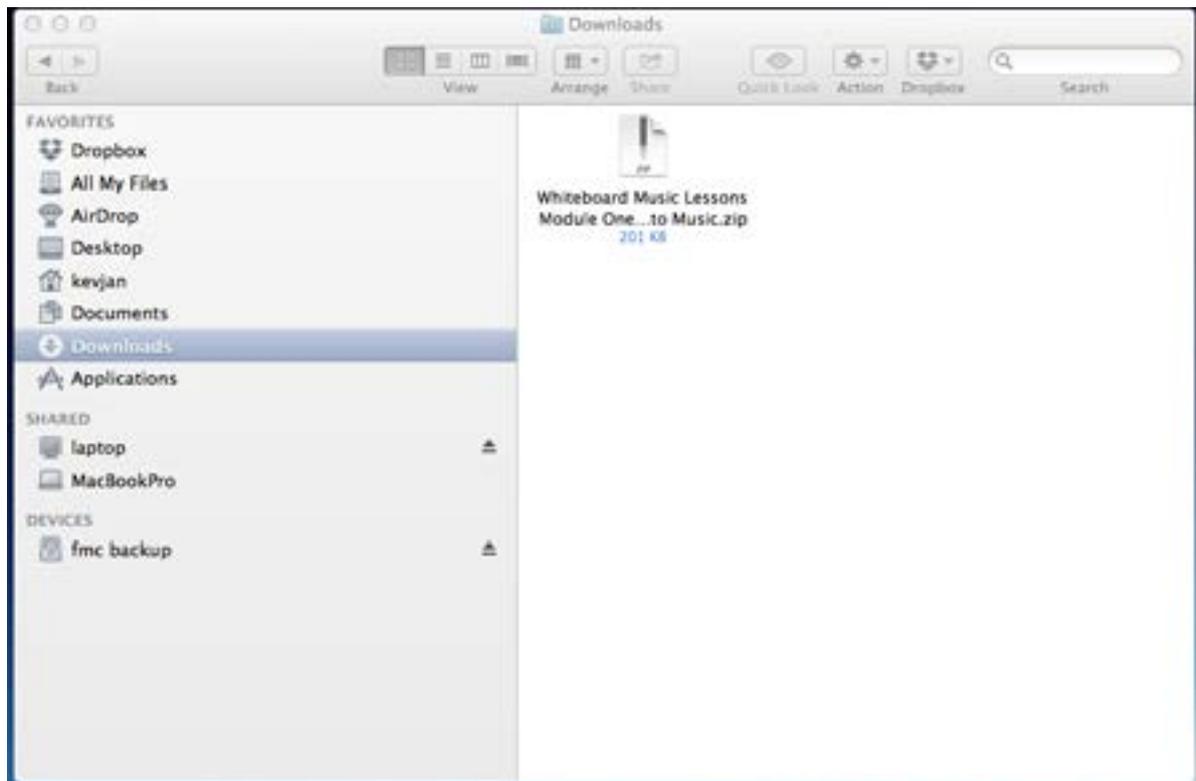
Option 3: Click 'Extract all files' which appears on the left sidebar when you are inside a zipped folder (some versions of windows)



For MAC Users:

Click the link to download, and it should save into your 'downloads' folder.

You can then locate your downloads folder using FINDER.



Double click the downloaded file, and a new folder will be created.

Open the file 'Start Here' from that new folder that is created.

