



## FAQs

### **What is Freegal?**

Freegal® is a free music service provided by your library. Freegal 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 and is not included in reciprocal borrower privileges.

### **What do I need to sign up for Freegal?**

You need a valid Ocean County Library card in good standing with less than \$25 in fines.

*Please Note: Freegal will authenticate your library card every time you borrow an item, so keep your card in good standing!*

### **How does Freegal work?**

Freegal Music was designed to browse or search for your favorite music. You will be able to download three songs a week and have unlimited 24 hours a day streaming. Download limits reset every Monday at 12:00am Central Time. If you're on a desktop computer, you will see your Download Limit 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 Download Limit under Settings (top right corner, three dots).

### **What can I legally do with downloaded or streamed music from Freegal?**

The music you access via the Freegal Music site is for non-commercial purposes only and 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.

### **Why are there limits on the number of downloads I can do? 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.

### **Tell me about the music videos.**

One of the great new additions to 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. 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.

### **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 of the home page.

**Are titles downloaded onto my computer or device?**

Only the music you download will remain on your computer or device. Streaming music will not.

**Do I need to be connected to the internet to use Freegal?**

To stream music using Freegal, you must have an active connection to the internet. Once a song has been downloaded to your device, an internet connection is not required to access that song.

*Please Note: You may be using data when streaming content. Be sure to check that you are on Wi-Fi or viewing downloaded content to avoid data charges.*

**What devices are supported by Freegal?**

The Freegal Music Service has free mobile apps available in the Apple App Store, the Google Play Store, and on Amazon. The Freegal Music website and mobile apps do not require Flash or any other plugin to stream music or play samples. Freegal's music player is HTML 5 based and works in all the latest versions of the major browsers (IE, Edge, Chrome, Firefox, Safari).

**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.

**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. 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.

*Please note: Anytime you click on the "Download" link, even if you decide to cancel or not play it, the download will count towards your weekly allotment.*

**I set up an account and have used Freegal before, but now it won't let me stream or download. Why not?**

If you have remaining downloads available but cannot use them, you may have an expired library card or over \$25 in fines. Please contact your local branch to return your card to good standing.

**If I have additional questions, how can I get answers?**

Contact your local branch of the Ocean County Library or visit

<https://www.freegalmusic.com/settings/faq>