



pressplay K-base

CC-001

Date: March 27, 2003

Version: 4.1

© 2001-2003 Duet GP

All rights reserved.

This publication is proprietary and confidential and is not for disclosure outside Duet GP, partner companies of Duet GP, or Duet GP strategic partners.

No part of this publication may be reproduced, adapted, or translated in any form or by any means without prior written authorization of Duet GP.

Information published here is current or planned as of the date of publication of this document. Because we are improving and adding features to our products continuously, the information in this publication is subject to change without notice.

Trademarks

pressplay[™] and the *pressplay* logo are trademarks of Duet GP. All other product names mentioned in this publication are trademarks of their respective owners.

Revision History

Version	Publication Date	Authors	Summary of Changes and Updates
4.1	3/27/03	DW	Add affiliate Rio
4.0	3/14/2003	DW	2.5.1 tweaks
3.9	2/12/2003	DW	2.5 Touchups, Final version before handing off to Bryan Hall
3.8	1/24/2002	DW	Changes for 2.5
3.7	11/22/2002	DW	Added Gateway articles
3.6	10/21/2002	DW	Updated for 2.2 and changes to consumer site
3.5	9/24/2002	DW	Updates for parental control password
3.4	9/19/2002	DW	Indexed, added additional articles.
3.3	8/29/02	DW	Additional KBs and changes for Corona
3.2	8/23/2002	DW	Changed to accommodate both Corona and Client, and added additional for Corona (FAQs but not KB Only)
3.1	7/26/02	DW	Added additional KBs for PDs and Net MDs
3.0	7/15/02	DW, LG, KB, CH	Incorporated Laura, Cindy and Kara's feedback, made updates to match accepted terminology and 2.0 feature lockdown
2.9	6/27/02	DW	Updates for 2.0
2.8	6/17/02	DW	No cc during trial and other updates (mostly k-base, including many deletions)
2.7	6/10/02	DW	Many updates, deleted obsolete k-bases, re-indexed, added k-bases for Fellowes-Neato

Contents

1	Introduction.....	2
2	Intro Blurb for FAQs.....	3
3	Top Ten FAQs.....	4
4	General.....	4
5	Registration and Installation.....	17
6	Membership.....	33
7	Finding Music and Content.....	46
8	Streaming Music.....	52
9	Playlist and Radio.....	58
10	Downloading Music.....	65
11	Portable Downloads.....	75
12	CD Burns and PD Transfers.....	79
13	Community.....	93
14	Administrative Functions.....	95
15	Index.....	99

General

G.F.1. What is <i>pressplay</i> ?	4
G.F.2. What's new in <i>pressplay</i> 2.5?	4
G.F.3. What's new in <i>pressplay</i> 2.5.1?	5
G.F.4. How can I get a quick overview of <i>pressplay</i> without having to sign up for the free trial?	5
G.F.5. What is <i>pressplay</i> for Windows Media Player 9 Series?	5
G.F.6. How do I launch <i>pressplay</i> ?	5
G.F.7. Where can I find information about the <i>pressplay</i> Privacy Policy?	5
G.F.8. Is <i>pressplay</i> available outside the United States?	6
G.F.9. What is a stream?.....	6
G.F.10.What is a download?	6
G.F.11.What is a Portable Download?.....	6
G.F.12.What is a portable device transfer?	6
G.F.13.What is a Sony Net MD?.....	6
G.F.14.What is a burn?.....	6
G.F.15.What is Gateway Music Vault by <i>pressplay</i> ?	7
G.F.16.I do not hear anything when I try to play <i>pressplay</i> tracks.	7
G.F.17.How many active sessions can I have simultaneously with my <i>pressplay</i> account?	7
G.F.18.How do I resize the <i>pressplay</i> window?	7
G.F.19.Can I use <i>pressplay</i> to manage and listen to my MP3s or other non- <i>pressplay</i> tracks?.....	7
G.F.20.What guidelines does <i>pressplay</i> use to determine if a track contains "explicit content"?	8
G.F.21.Why did I get signed out of my <i>pressplay</i> account?.....	8
G.F.22.Does <i>pressplay</i> use cookies?	8
G.F.23. Who do I contact if I suspect that any use or part of the <i>pressplay</i> service constitutes copyright infringement?"	8
G.F.24.How do I contact <i>pressplay</i> Customer Care?.....	9
G.F.25.Who do I contact if I have a media-related question?	9
G.F.26.How do I queue up tracks so they start playing after the ones that are currently playing finish?	9
G.F.27.How do I access <i>pressplay</i> Help?.....	9
G.F.28.What are the benefits of upgrading to Windows Media Player 9 Series?	10
G.F.29.How do I contact Windows Media Player 9 Series Customer Support?	10
G.K.1. Why do I have to sign in?	10
G.K.2. How do I turn off or control which advertisements I view on <i>pressplay</i> ?	10
G.K.3. Why should I buy music online if I can get it for free?	10
G.K.4. What type of Digital Rights Management software does <i>pressplay</i> use?	10
G.K.5. What is Windows Media Player?	11
G.K.6. How do I buy a CD from <i>pressplay</i> ?	11
G.K.7. I am an independent musician and/or work for an independent record label, how can I get my music featured on <i>pressplay</i> ?.....	11
G.K.8. What is the <i>pressplay</i> refund policy?	11
G.K.9. How to handle inquiries from the press	12
G.K.10.Playback skips, downloads are slow, or other sluggish behavior related to low system resources.....	12
G.K.11.After upgrading Operating Systems, I experienced problems with <i>pressplay</i>	12
G.K.12.Response for temporary technical difficulties.	12
G.K.13.Why does it appear that <i>pressplay</i> is trying to communicate with my network?	12
G.K.14.If I have Windows 2000 or XP, what permissions settings do I need to use <i>pressplay</i> ?.....	13
G.K.15.I am running ad-blocking software and cannot sign in to <i>pressplay</i>	13
G.K.16.I have Windows configured for large or custom fonts, and <i>pressplay</i> prompts me that it needs to use small fonts.....	13
G.K.17.How do I change my Windows Display preferences to use small fonts?	13
G.K.18.General Windows Media Player 9 Series issues where customer does not have version 2799 or higher.	13
13	
G.K.19.<GATEWAY ONLY> How do I contact Gateway Customer Care?	13
G.K.20.Business Development or other non-Customer Care Inquiries.	14
G.K.21.How many subscribers does <i>pressplay</i> have?.....	15

G.K.22.Out of Scope Reply	15
G.K.23.Response for blank e-mails, or e-mail with attachments.	15
G.K.24.General Feedback Template.	15
G.K.25.Response for requests for other customer's information.	15
G.K.26.Customer does not send relevant information to access account.....	15
G.K.27.Escalation and information gathering template.	15
G.K.28.Resolved Issue Closure:	16
G.K.29.Closing to Customer Care e-mails.....	17

Registration and Installation

R.F.1. What are the minimum system requirements to use <i>pressplay</i> ?.....	17
R.F.2. How does the free trial work?	18
R.F.3. How do I get the Windows Media Player?.....	18
R.F.4. What credit cards can I use to purchase a <i>pressplay</i> membership?.....	18
R.F.5. Is my credit card information safe?	18
R.F.6. Is there a minimum time commitment to sign up for the <i>pressplay</i> service?.....	18
R.F.7. Will <i>pressplay</i> work if I am behind a firewall?	18
R.F.8. Do I have to sign up for the <i>pressplay</i> service through an affiliate?	19
R.F.9. How do I get updates to the <i>pressplay</i> software?	19
R.F.10. I lost <i>pressplay</i> from my computer, or want to get it on another computer, how can I download and install the <i>pressplay</i> software? Can I access my <i>pressplay</i> service from another location, such as work, home, or even on the road?	19
R.F.11. If I am signed up for <i>pressplay</i> through Windows Media Player 9 Series, can I also listen to my <i>pressplay</i> account through the standalone <i>pressplay</i> application?	20
R.F.12. <9 SERIES> Will removing the <i>pressplay</i> service from Windows Media Player 9 Series, cancel my membership?	21
R.F.13. <9 SERIES> How do I get <i>pressplay</i> back if I accidentally removed it from Windows Media Player 9 Series?.....	21
R.K.1. Why does it take so long to download and install the <i>pressplay</i> software?	21
R.K.2. When and how do I get billed?.....	21
R.K.3. Can I use Netscape to run <i>pressplay</i> ?.....	22
R.K.4. When I try to install <i>pressplay</i> , the download process just starts and hangs.	22
R.K.5. During installation or when I try to use <i>pressplay</i> , I get an error that says my "certificate has expired or is not yet valid".....	22
R.K.6. <CLIENT> I receive a "Missing Registry Key Error" (or other misc post-installation issues).....	22
R.K.7. Can I install <i>pressplay</i> on a Macintosh?	23
R.K.8. Can I access the <i>pressplay</i> service through another <i>pressplay</i> affiliate other than where I originally subscribed?	23
R.K.9. Can a Customer Care representative sign me up?.....	24
R.K.10. Why do I have to give my credit card and personal information for a free trial?	24
R.K.11. Do I have to use a credit card or can I be billed directly?.....	24
R.K.12. How can I tell which Microsoft operating system version and service pack number I am using?	24
R.K.13. How can I check which Internet Explorer version and service pack number I am using?.....	24
R.K.14. Do I need Windows Media Player?	24
R.K.15. How do I find out if Windows Media Player is already installed on my computer?	25
R.K.16. How can I tell what version of Windows Media Player I have?	25
R.K.17. My installation starts and locks up, or I am having other installation problems.....	25
R.K.18. I am not seeing the InstallShield Wizard when I attempt to download the application?	26
R.K.19. I am not able to install the <i>pressplay</i> application, or am having other individualization problems (cannot stream or download after installing).....	27
R.K.20. When I try to use <i>pressplay</i> , I get an error saying "Windows Media Player 7.1 or above must be installed in order to play music" even though I already have WMP 7.1 installed.	27
R.K.21. I get a virus warning during installation.	28
R.K.22. Is it possible to get viruses from <i>pressplay</i> ?	28
R.K.23. DRM cannot be Individualized/Customer receives "your membership must be updated" errors that cannot be resolved by other means (Windows ME).	28

R.K.24. When installing <i>pressplay</i> , I get the message "ERROR LOADING TYPE LIBRARY/DLL, The InstallShield Engine (iKernel.exe) could not be launched" or I am having other InstallShield issues.	29
R.K.25. Member did not complete registration successfully (zero subscriptions display in customer's subscription history).	30
R.K.26. How do I uninstall <i>pressplay</i> ?	31
R.K.27. How do I know what version of <i>pressplay</i> I am using?	31
R.K.28. Client installation issues that cannot be resolved by other means.	31
R.K.29. <GATEWAY ONLY> How do I start my Gateway Music Vault by <i>pressplay</i> membership?	32
R.K.30. <GATEWAY ONLY> I tried to play a track on my PC and it said I had to register for <i>pressplay</i> . Do I have to register?	32
R.K.31. <GATEWAY ONLY> Why do I have to register for the Gateway Music Vault by <i>pressplay</i> free trial? ..	32
R.K.32. <GATEWAY ONLY> Do I need to sign up for <i>pressplay</i> in order to listen to the <i>pressplay</i> tracks that came pre-loaded with my Mega Pack or Genre Pack memberships?	32
R.K.33. <GATEWAY ONLY> If I already have a <i>pressplay</i> account and get a Gateway Music PC, do I need to register?	32

Membership

M.F.1. What are the available <i>pressplay</i> membership plans?	33
M.F.2. I am not able to sign in to <i>pressplay</i>	33
M.F.3. Can I access my existing <i>pressplay</i> membership through Windows Media Player 9 Series?	33
M.F.4. How do I cancel my <i>pressplay</i> membership?	34
M.F.5. How can I reactivate a previously canceled membership?	34
M.F.6. If I cancel, do I get to keep my downloads and/or Portable Downloads?	35
M.F.7. How do I upgrade my <i>pressplay</i> membership plan?	35
M.F.8. How can I downgrade my membership plan to a <i>pressplay</i> Unlimited or <i>pressplay</i> Unlimited Plus?	36
M.F.9. If I downgrade, upgrade or reactivate another membership plan, do I get the 3-day free trial?	36
M.F.10. Why did I receive a Payment Decline Notice?	36
M.F.11. How do I switch my billing credit card?	37
M.F.12. Who do I contact if I have a billing issue regarding my credit card? Who do I contact if I believe I was billed in error?	37
M.F.13. I suspect that an unauthorized user is accessing my <i>pressplay</i> account, what do I do?	37
M.F.14. How do I change the member name that is visible to others?	38
M.F.15. Can I share my <i>pressplay</i> membership with others?	38
M.F.16. How do I switch the member name that is currently signed in?	38
M.F.17. Can I switch member names while I am offline?	38
M.F.18. I used up all the Portable Downloads in my membership plan before my membership period was over— is there a way I can get more Portable Downloads?	38
M.F.19. How do I purchase a Portable Download pack?	38
M.F.20. If I have Portable Download credits from my membership plan and also purchase a Portable Download pack, which credits will be used up first?	39
M.F.21. What is the Member Get Member promotion?	39
M.F.22. How can I recommend <i>pressplay</i> to a friend or family member and get rewarded?	39
M.K.1. I forgot my password or member name. What do I do?	40
M.K.2. I will not be using my <i>pressplay</i> membership for an extended period, can I cancel and then reactivate the same membership at a later date?	40
M.K.3. If I cancel partway through a billing cycle, do I get charged for the whole period?	40
M.K.4. Where does my membership fee go—how much goes to the artist, how much to the record label, etc.?	40
M.K.5. Does the artist get royalties per stream, or per membership?	40
M.K.6. Who handles your subscription management?	40
M.K.7. When I try to stream or download music, I get a message that says "we were unable to update your membership"	41
M.K.8. I get a sign-in error that states "Either there is a problem with your Internet connection or the server is not available. Please check your connection and try again"	41
M.K.9. Why does it appear that my credit card is being charged multiple times?	41
M.K.10. I want to cancel/How do I cancel? (within 3-day trial)	42

M.K.11. I want to cancel / How do I cancel?	42
M.K.12. Cancellation confirmations for cancellations through CST (within three days of DPT)	43
M.K.13. Refund Denial Response.....	43
M.K.14. How long will it be before I get a refund?	43
M.K.15. Billing discrepancies.....	43
M.K.16. Payment rejected because of "Credit Floor" or "Insufficient Funds" error in CST.....	44
M.K.17. Password Recovery follow-up Template.	44
M.K.18. Request more information to access account.....	44
M.K.19. Automatic MSN sign-in failure due to multiple .NET Passports on Windows XP.....	44
M.K.20. <GATEWAY ONLY> What is included in my Gateway Music Vault by <i>pressplay</i> membership?	45
M.K.21. <GATEWAY ONLY> When does my Mega Pack or Genre Pack membership plan on Gateway Music Vault by <i>pressplay</i> start?	45
M.K.22. <GATEWAY ONLY> How long is my Mega Pack or Genre Pack membership offer good for?	45
M.K.23. <GATEWAY ONLY> Can I sign up for the Gateway Music Vault by <i>pressplay</i> Mega Pack or Genre Pack membership plan if I did not select the offer when I purchased the Gateway Music PC, or if I do not have a Gateway Music PC?	46
M.K.24. <CLIENT ONLY> What does the LISTEN OFFLINE button do at sign-in?	46

Finding Music and Content

F.F.1. How do I search for content in the <i>pressplay</i> catalog?	46
F.F.2. What determines popularity and the <i>pressplay</i> charts rating?.....	46
F.F.3. Why isn't (<i>a specific artist</i>) in your catalog?.....	46
F.F.4. I am having problems finding an artist (that is in the <i>pressplay</i> catalog) using the search tool?	47
F.F.5. How can I get notified of new <i>pressplay</i> music releases?	47
F.F.6. Which music labels are represented in the <i>pressplay</i> service?	47
F.F.7. What is the basis for the recommendations in the recommendation engine?	48
F.F.8. How can I get recommendations, or find artists that are like another artist?.....	48
F.F.9. What does 'Bookmark Track' do?.....	48
F.F.10. How do I add a track(s) or an album to MY COLLECTION or BOOKMARKED TRACKS?	48
F.F.11. How can I find out what music has recently been added to <i>pressplay</i> ?.....	48
F.F.12. How can I find out more information about an artist or album?	49
F.F.13. How do I block <i>pressplay</i> tracks with explicit content?.....	49
F.F.14. How do I turn the explicit content block off?	49
F.F.15. How do I set or change my parental control password for the explicit content block feature?	50
F.F.16. I get an invalid password error message when I enter my parental control password or I cannot remember my password?	50
F.F.17. How can I browse through recent or past hits from the Billboard Charts?	50
F.K.1. What determines whether an artist or track is available on <i>pressplay</i> ?.....	51
F.K.2. Do you offer music in other languages?	51
F.K.3. Why am I getting the "emerging artist" display instead of suggestions for an artist?	51
F.K.4. Parental control password recovery or change	51
F.K.5. How do I turn the parental control password off?	51
F.K.6. <GATEWAY ONLY> How can I view my selection of Mega Pack or Genre Pack pre-loaded tracks?..	52
F.K.7. Why is there no genre classification for <Christian, Gospel, New Age, or any other genre not in <i>pressplay</i> > in the <i>pressplay</i> system? (KB ONLY)	52
F.K.8. Why are there gaps in the <i>pressplay</i> Billboard Charts?.....	52

Streaming Music

S.F.1. How do I play (stream) a selected track?	52
S.F.2. Which digital music player does <i>pressplay</i> use to stream tracks?	52
S.F.3. What file format and bitrate are the streaming tracks?	53
S.F.4. Can I change the playback quality (bitrate) of my streams? How do I change my connection speed?..	53
S.F.5. My player needs to re-buffer often in the middle of a track, is there a way to adjust this?.....	53
S.F.6. Do I have to be online to stream a track?	54
S.F.7. How long will a track be available in the <i>pressplay</i> service?.....	54
S.F.8. How does <i>pressplay</i> manage and distribute its streams?	54
S.F.9. How do I play an entire album?.....	54
S.F.10. How do I adjust the volume?.....	54
S.F.11. If I use <i>pressplay</i> on more than one computer, can I specify a different connection speed for each computer? How do I do this?	55
S.K.1. A track I want is not featured on <i>pressplay</i> , how can I request it?.....	55
S.K.2. I am having problems streaming or downloading.....	55
S.K.3. <CLIENT> I am still having problems streaming or downloading after updating Windows Media Player (corrupted license).....	55
S.K.4. I am still having problems streaming or downloading after trying initial troubleshooting procedures.....	56
S.K.5. Member Reports Defective Stream.	56
S.K.6. I get a "track is not available" error when trying to stream.....	57
S.K.7. <CLIENT> When I try to stream, the player is stuck on "loading" (Windows 98 and ME).....	57
S.K.8. <CLIENT> I try to play a stream with <i>pressplay</i> and it cycles back to "ready" without ever playing (and if I try to play any streams straight from WMP, I get an error that states "Unable to access this media, you may not be connected to the network").	57
S.K.9. How do I set Windows Media Player to be my default player?.....	58

Playlists and Radio

P.F.1. <CLIENT> How do I create a playlist?.....	58
P.F.2. <9 SERIES> How do I create a playlist?	59
P.F.3. <CLIENT> How do I add tracks to a playlist?	59
P.F.4. Is there a limit to the number of tracks in a playlist?	59
P.F.5. <CLIENT> How do I listen to a playlist?	60
P.F.6. <9 SERIES> How do I listen to a playlist?	60
P.F.7. <CLIENT> Is there a limit to the number of playlists I can create?.....	60
P.F.8. What is The Mix?	60
P.F.9. <CLIENT> How do I burn a Mix playlist?.....	60
P.F.10. <9 SERIES> How do I listen to a Mix playlist?	61
P.F.11. How do I create a custom CD insert and/or label for The Mix playlists?	61
P.F.12. How does the "Build Your Own Station" feature work and how are the tracks selected?	62
P.F.13. <CLIENT> Can I create, listen to, or perform other actions on a playlist while I am offline?.....	62
P.F.14. Can I add tracks that I have downloaded to my playlist?	62
P.F.15. Can I make a playlist with <i>pressplay</i> streams?	62
P.F.16. <CLIENT> How do I "shuffle" or play the tracks in my playlist in random order?	62
P.F.17. <CLIENT> How do I add an entire album to a playlist?	62
P.F.18. What is Radio <i>pressplay</i> ?.....	63
P.F.19. How do I listen to Radio <i>pressplay</i> ?.....	63
P.F.20. How long are the Radio <i>pressplay</i> programs?	63
P.F.21. Can I skip tracks on Radio <i>pressplay</i> or view what's in the queue?.....	63
P.F.22. How are tracks delivered on Radio <i>pressplay</i> ?	63
P.F.23. Do I have to be online to listen to Radio <i>pressplay</i> ?	63
P.F.24. How often are new Radio <i>pressplay</i> stations added?.....	63
P.F.25. <9 SERIES> How can I see all the tracks currently queued up to play or that are coming up next on Radio <i>pressplay</i> ?	64

P.K.1. Can I add tracks obtained (or streamed) from other sources to my playlist?	64
P.K.2. Can I share a playlist I created so other members can listen to it?	64
P.K.3. Can I listen to a playlist from another computer other than the one I created it on?	64
P.K.4. <9 SERIES> Radio <i>pressplay</i> tracks won't play directly from Now Playing.....	64

Downloading Music

D.F.1. How do I download a <i>pressplay</i> track?	65
D.F.2. Which tracks can I download?	65
D.F.3. When is a track available for download? How often does <i>pressplay</i> update the download selections?	65
D.F.4. Why should I download a track when I can stream it?	65
D.F.5. What file format and bitrate are the downloaded tracks?.....	66
D.F.6. How does the quality of a downloaded track compare to a streaming track or CD?	66
D.F.7. Can I rename a downloaded track?.....	66
D.F.8. Can I make a download permanent so it never expires?.....	66
D.F.9. How long do I get to keep my downloads?.....	66
D.F.10. Where does <i>pressplay</i> store the downloaded tracks? Can I change this location?	66
D.F.11. Can I stream tracks or use other applications while I am downloading?.....	66
D.F.12. Can I copy my downloaded tracks to another computer?	67
D.F.13. If my hard drive fails or I get a new computer, how can I regain access to my downloads?	67
D.F.14. I am a returning customer, how can I regain access to my prior account and downloads?	67
D.F.15. How do I play a track after I download it?	67
D.F.16. <9 SERIES> Where are my <i>pressplay</i> downloads saved and organized?	67
D.F.17. Do I have to be online to play a downloaded track?	68
D.F.18. What if my download is listed as Missing?	68
D.F.19. What if I accidentally delete a download file from my computer, how do I get it back?	68
D.F.20. Will <i>pressplay</i> let me download the same song twice?.....	68
D.F.21. How do I download an entire album?	68
D.F.22. Why is my DOWNLOAD STATUS tab flashing?	68
D.F.23. <9 SERIES> How do I clear out my DOWNLOAD STATUS tab without deleting the tracks?	68
D.F.24. <9 SERIES> I have existing <i>pressplay</i> downloads from using the standalone <i>pressplay</i> application; how can I add other <i>pressplay</i> content into Windows Media Player 9 Series?	69
D.F.25. How can I listen to my downloads without being online?.....	69
D.K.1. How can I send a downloaded track to someone?	69
D.K.2. Can I choose an alternate file format and/or bitrate for my downloaded tracks?	69
D.K.3. Can I use another media player to listen to my downloaded tracks?	69
D.K.4. Does <i>pressplay</i> monitor how many times I listen to a download?.....	69
D.K.5. <CLIENT> How do I move my existing downloads to another drive or folder?	70
D.K.6. <9 SERIES> How do I move my existing downloads to another drive or folder?.....	70
D.K.7. <CLIENT> Do I have to store my downloads on my PC or can I store them on a Zip disk (or the equivalent)?	70
D.K.8. Track downloaded successfully but the content is defective (scrambled track, skips, etc.)	70
D.K.9. When I try to download, the status is stuck on "getting info" (Windows 98 and ME).	71
D.K.10. My download fails part way through the download process and I can't recover it.	71
D.K.11. When I try to play a track I previously downloaded, I get an error stating that the track is no longer available, or I get an error that states "Your membership must be updated to play this track".	72
D.K.12. My computer crashed but I already used up both my Sync/Restores.....	73
D.K.13. When I try to do a Sync/Restore I repeatedly get an error that states: "We are unable to retrieve the information required to Sync/Restore your tracks."	73
D.K.14. Why did I receive a "no more uses" error, when I have unlimited downloads?	73
D.K.15. <GATEWAY ONLY> My hard drive crashed, or I lost my pre-loaded <i>pressplay</i> content.	74
D.K.16. <GATEWAY AND MEGA PACK ONLY> Why are my downloads stored in two locations on my C: and D: drives?.....	74
D.K.17. <GATEWAY ONLY> Why does MusicMatch launch when I try to play my <i>pressplay</i> tracks? Do I need to install the WMA plug-in for MusicMatch?	74
D.K.18. <GATEWAY ONLY> Why is there a lag time when I first try to play my pre-loaded downloads?	74
D.K.19. How do I repair defective downloads? (Includes downloads causing latency issues prior to 2.5)	75

Portable Downloads

L.F.1.	Can I purchase my downloads outright so I can keep them even if I am not a <i>pressplay</i> member?	75
L.F.2.	How do I get a Portable Download?	75
L.F.3.	What is a Portable Download pack?	75
L.F.4.	How many times can I burn or copy the same Portable Download?	76
L.F.5.	Can I burn and transfer an entire album?	76
L.F.6.	What happens when I reach my limit of Portable Downloads?	76
L.F.7.	If I do not use up my Portable Download credits, do they carry over into the next billing period?	76
L.F.8.	Can I transfer my Portable Downloads to another computer?	76
L.F.9.	Do I have to be online to burn a CD or transfer Portable Downloads to a PD?	77
L.F.10.	If I cancel a CD burn, Net MD Copy, or PD Transfer in the middle of the process, does it count?	77
L.F.11.	If I accidentally make a track a Portable Download that is already a Portable Download will my Portable Download count get decremented again?	77
L.F.12.	If I make a track a Portable Download, is there a time limit as to when I have to burn or transfer it? Can I burn or transfer a track even if I am no longer a member?	77
L.F.13.	How many times can I transfer a Portable Download?	77
L.F.14.	Can I listen to tracks that only have burn or transfer options without using a Portable Download credit?	77
L.K.1.	Are Portable Downloads included in the <i>pressplay</i> 3-day trial?	78
L.K.2.	A track that I want to burn or transfer does not have the burn (or transfer) icon under options.	78
L.K.3.	Why can't I completely stream or download some songs before I make them Portable Download?	78
L.K.4.	Portable Download credits discrepancies	79
L.K.5.	A download that I made into a Portable Download is defective (Includes downloads causing latency issues prior to 2.5)	79
L.K.6.	Why does a track have a "30" icon, but no stream or download icon?	79

CD Burns and PD Transfers

B.F.1	<CLIENT> How do I burn Portable Downloads to a CD using the <i>pressplay</i> application?	79
B.F.2	<9 SERIES> How do I burn Portable Downloads to a CD using the 9 Series player?	80
B.F.3	Do I need a CD burner and software to burn CDs?	81
B.F.4	Which CD Burners are supported by the Roxio CD burning software?	81
B.F.5	How can I get an upgrade to my Roxio burn software?	81
B.F.6	Which tracks am I allowed to burn to CD?	81
B.F.7	What format are the <i>pressplay</i> burns?	82
B.F.8	Can I play a CD I burned on <i>pressplay</i> in my car stereo or other audio system?	82
B.F.9	Can I burn a track without first downloading it?	82
B.F.10	Can I use my player or another application to burn <i>pressplay</i> tracks?	82
B.F.11	Can I stream, download, or run other applications while I am burning a CD?	82
B.F.12	I tried to burn and nothing happened.	82
B.F.13	Where can I get help if I am having problems with the Roxio CD burning software?	82
B.F.14	Can I burn a few tracks to a CD using <i>pressplay</i> , and then add more to the same CD at a later time? ..	83
B.F.15	<CLIENT> How do I get the Roxio Basic CD Label Creator?	83
B.F.16	<CLIENT> How can I create a label for my CD?	83
B.F.17	<CLIENT> Can I create a label before I make the CD or at another time?	83
B.F.18	<CLIENT> How do I get help for making my CD label using the Basic CD Label Creator?	83
B.F.19	<9 SERIES> Why are tracks listed with a status of "Cannot Copy" on the Copy to CD or Device page? ..	83
B.F.20	Do I need a portable device (PD) and software to transfer tracks?	83
B.F.21	Which portable music players are supported by <i>pressplay</i> ?	84
B.F.22	<CLIENT> How do I transfer Portable Downloads to a portable device using the <i>pressplay</i> application? ..	84
B.F.23	<9 SERIES> How do I transfer Portable Downloads to a portable device using the 9 Series player? ..	84

B.F.24	When I attempt to transfer to a PD, Windows Media Player launches with no device listed or recognized.	85
B.F.25	<CLIENT> Can I have Windows Media Player open when I transfer tracks?	85
B.F.26	<CLIENT> When I attempt to transfer to PD, <i>pressplay</i> cannot successfully launch Windows Media Player.	85
B.F.27	My Compaq iPAQ™ PA-1 or PA-2 portable music player gets an error when trying to transfer content from <i>pressplay</i> when using Windows Media Player	86
B.F.28	Who can I contact if I am having issues with my portable music player?	86
B.F.29	Do I need a Net MD device to copy Portable Downloads to a MiniDisc?	86
B.F.30	<CLIENT> Which tracks can I copy to a Net MD device?	86
B.F.31	<CLIENT> How do I copy Portable Downloads to a Net MD portable player?	87
B.F.32	<CLIENT> My compatible Sony Net MD™ device is not recognized by my computer or cannot be operated by my OpenMG™ Jukebox.	87
B.F.33	<CLIENT> Do I have to delete the existing music on my MiniDisc before copying new tracks to a Net MD player?	87
B.F.34	<CLIENT> After I have copied <i>pressplay</i> tracks to a MiniDisc can I change the order of the songs?	88
B.F.35	<CLIENT> Who can I contact if I am having issues with my Net MD player?	88
B.K.1	What if a failure occurs during the burn or transfer process or the burned or transferred track is defective?	88
B.K.2	Can I copy and distribute CDs that I made with <i>pressplay</i> ?	88
B.K.3	I get a "No CD burning devices detected on the system" error even though my burner was on Roxio's list of supported devices.	89
B.K.4	<CLIENT> I get a "file format not supported" error when I try to burn.	89
B.K.5	The CD Burn process starts normally, but then aborts with the generic message "An error has occurred and burning was unable to complete. Please try again."	90
B.K.6	General burn failure due to slow connection speed and many tracks.	90
B.K.7	Where can I find help for Fellowes/Neato products?	91
B.K.8	Where can I get help for my CD Stomper or other Avery Dennison products?	91
B.K.9	<CLIENT> General failure during PD transfer (actions not corresponding to commands).	91
B.K.10	How can I contact SONIC blue customer support directly?	92
B.K.11	<CLIENT> What does the options button on the Roxio plug-in do? What are the different recording qualities?	92
B.K.12	<CLIENT> When I copy to a MiniDisc, it seems slow.	92
B.K.13	<CLIENT> My OpenMG software opens when I am in the process of copying from <i>pressplay</i> to Net MD.	92
B.K.14	<CLIENT> How can I contact Sony Net MD support directly?	92
B.K.15	<CLIENT> How can I contact Sharp Net MD support directly?	92

Community

T.F.1.	What is the <i>pressplay</i> Message Board?	93
T.F.2.	I cannot remember the name of an artist or track I am looking for?	93
T.F.3.	Are the messages posted on the <i>pressplay</i> Message Board monitored or censored?	93
T.F.4.	How do I create or edit my Public Profile?	93
T.F.5.	How can I see what other members are listening to?	94
T.F.6.	What tracks appear under "Now Streaming"?	94
T.F.7.	How do I make it so my member name does not appear under Now Streaming?	94
T.F.8.	What does "Save Member" do?	94
T.F.9.	Is the information in the public profiles censored?	94
T.F.10.	How can I view other members' collections?	95
T.K.1.	<9 SERIES> The Enter key does not work when I try to post or reply to a message on the message board.	95

Administration

A.F.1. How do I update my member information?	95
A.F.2. How do I change my <i>pressplay</i> genre preference?	96
A.F.3. What are all my help options for <i>pressplay</i> ?.....	96
A.F.4. What does Refresh Track Options do?	96
A.F.5. How do I change my notification messages options?	97
A.K.1. How can I exclude myself from promotional e-mails?.....	98

1 Introduction

This K-base document contains a comprehensive listing of knowledge-base articles, which are common questions about the *pressplay* service and application. These could be frequently asked questions (FAQ) that will be made available in the Help/FAQ section of the *pressplay* application, or k-base only (KB Only) articles that are for Customer Care internal use. This process is summarized in the following figure.

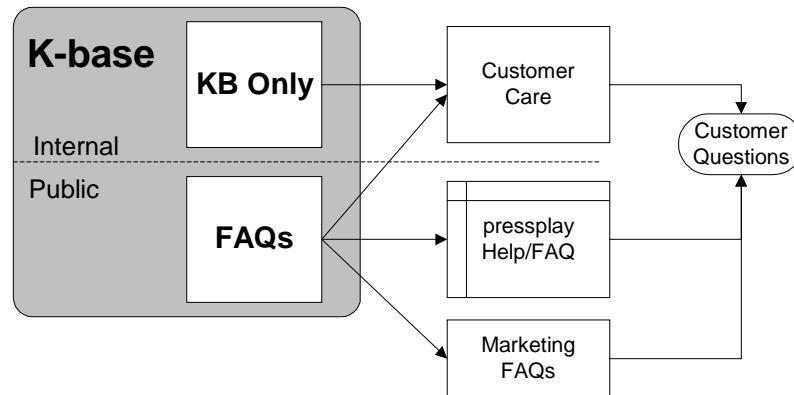


Figure 1. K-base Data Structure and Flow

1.1 K-base Approval Process

This document (CC-001) contains k-base articles that have been confirmed and approved by the *pressplay* Customer Care team.

The companion document (*CC-002 New K-base Articles*) is a working document that contains new k-base articles that were added since the last revision. Once a k-base article has been approved, it is transferred from the CC-002 working document, into this document.

1.2 Numbering Convention

Each k-base article contains a unique number to identify and organize the articles. The number is of the form:

X.Y.N. (and then the question)

Where **X** is the category, **Y** is the k-base status, and **N** is the sequential number. For example, R.F.1 means the article deals with registration and is an FAQ.

The possible values for status (Y) include:

- F—FAQ. These are articles available to the general public.

- K—KB Only. These are internal articles. Discretion should be used when sharing these with external sources or the general population.

The possible values for categories (X) are summarized in the following table.

Code	Category	Description
A	Administrative	Contains k-base articles related to profile and account management
C	CD Burns/PD Transfers	Contains k-base articles related to burning or transferring Portable Downloads to CDs and portable devices (PDs)
D	Downloading Music	Contains k-base articles related to downloading <i>pressplay</i> tracks
F	Finding Music and Content	Contains k-base articles on searching for, browsing, etc. for artists, albums, and tracks, and also the content that is available through <i>pressplay</i> .
G	General	Contains general k-base questions, and questions that don't fall into other categories
L	Portable Downloads	Contains k-base articles describing Portable Downloads and the policies
M	Membership	Contains k-base articles related to membership plan management and policies
P	Playlists and Radio	Contains k-base articles related to the creation, editing, and playback of playlists and Radio <i>pressplay</i>
R	Registration and Installation	Contains k-base articles related to the registration process through an affiliate, downloading of necessary software, etc.
S	Streaming Music	Contains k-base articles related to streaming or playing music. This includes questions on the embedded player, etc.
T	Community	Contains k-base articles related to the message board and community features

2 Intro Blurb for FAQs

FAQs are frequently asked questions about the *pressplay* policies and service. These FAQs apply to both the standalone *pressplay* application and *pressplay* for Windows Media Player 9 Series. Where the steps differ, the following icons are used to help distinguish the difference:

<CLIENT> This icon refers to steps or answers that are specific to the *pressplay* client application.

<9 SERIES> This icon refers to steps or answers that are specific to *pressplay* for Windows Media Player 9 Series.

FAQs are organized according to the following main categories.

3 Top Ten FAQs

1. What are the minimum system requirements to use *pressplay*?
2. What is *pressplay* for Windows Media Player 9 Series?
3. I used up all the Portable Downloads in my membership plan before my membership period was over—is there a way I can get more Portable Downloads?
4. What is a Portable Download?
5. Is my credit card information safe?
6. What are the benefits of upgrading to Windows Media Player 9 Series?
7. How do I make it so my member name does not appear under Now Streaming?
8. Who can I contact if I am having issues with my portable music player?
9. What file format and bitrate are the streaming tracks?
10. What is Radio *pressplay*?

4 General

4.1 General FAQs

G.F.1. What is *pressplay*?

pressplay is the premier on-demand music service that will change the way you discover and listen to music. For a low monthly fee, you can search, browse, and instantly listen (via streaming) to an unlimited number of full-length songs of your choice from your favorite artists while you are connected to the Internet. The *pressplay* service also lets you download an unlimited number of high quality music files to your computer, and play them as much as you want, online or offline, as long as your membership is active. In addition, you can make your own compilations, or playlists, and you can even burn and transfer your favorite tracks to a CD or PD (portable device).

G.F.2. What's new in *pressplay* 2.5?

Here are some of the major new features included with version 2.5:

- **Custom Radio**—let *pressplay* build your own personalized radio stations based on your listening preferences
- **The Mix**—build your own compilations based on professionally programmed playlists. You can burn these custom mixes and even print customized CD inserts and labels for your CD.
- **Billboard Charts**—peruse the top hits of today or seasons past

- **Member Get Member**—share *pressplay* with your friends and family and get rewarded! Not only will you receive 10 free Portable Downloads if your referral signs up for *pressplay*, but so will they!
- **30-Second Clips**—for tracks that are Portable Download only, we are providing 30-second clips to let you preview the tracks before burning or transferring

G.F.3. What's new in *pressplay* 2.5.1?

Version 2.5.1 is a maintenance release that contains some important behind the scene performance enhancements and fixes.

G.F.4. How can I get a quick overview of *pressplay* without having to sign up for the free trial?

Check out the flash tour on our Web site that gives a great overview of what *pressplay* is all about. Go to www.pressplay.com and follow the link to “take a tour”.

G.F.5. What is *pressplay* for Windows Media Player 9 Series?

pressplay for Windows Media Player 9 Series lets you experience *pressplay* through the 9 Series player interface. All the benefits available from the standalone *pressplay* application are now conveniently available as a service through the 9 Series player, including unlimited streaming and downloading, and the option to purchase your *pressplay* tracks as Portable Downloads that are yours to keep. You can copy and transfer your Portable Downloads using the 9 Series player and can also merge your *pressplay* collection with your other digital media so you collect and listen to your music all in one place.

G.F.6. How do I launch *pressplay*?

<CLIENT> You can start *pressplay* in one of the following ways:

- Click the *pressplay* icon on your desktop
- Click *pressplay* from Window's **Start** menu (**Start > Programs > pressplay > pressplay**)

<9 SERIES> **pressplay** for the Windows Media Player 9 Series is accessed via the **Services** button along the left side.

G.F.7. Where can I find information about the *pressplay* Privacy Policy?

You can find information about the *pressplay* Privacy Policy at the following site:

<http://www.pressplay.com/privacypolicy.html>

<CLIENT> You can also view the *pressplay* policy offline by selecting **Privacy Policy** from the **Help** drop-down menu.

G.F.8. Is pressplay available outside the United States?

Currently, pressplay is available to residents of the United States.

G.F.9. What is a stream?

Streaming means you can listen on-demand while you are connected to the Internet, without having to download the track to your hard drive. Streaming is like playing a song on the radio, except with pressplay you can choose what you want to hear and when you want to hear it. **pressplay** streams are on-demand with the freedom to pause, rewind, or skip ahead. All tiers of the pressplay service offer unlimited streaming of commercial-free tracks from the pressplay library.

G.F.10. What is a download?

A download is a digital music file that you transfer to your computer using pressplay. You can play downloads as much as you want as long as your membership is active, and you can listen to them online or offline. All tiers of the pressplay service offer unlimited downloading of near CD-quality tracks from the pressplay library.

G.F.11. What is a Portable Download?

Portable Downloads are downloads which become permanent copies on your hard drive even if you are no longer a pressplay member. You can burn Portable Downloads to CD and transfer them to supported portable devices.

G.F.12. What is a portable device transfer?

A portable device (PD) allows you to transfer and play your Portable Downloads away from your computer via a portable music player. All pressplay members will be able to transfer tracks to compatible portable devices.

To find out if your portable device is compatible, go to:

http://www.pressplay.com/compatible_devices.html

G.F.13. What is a Sony Net MD?

The Sony Net MD™ product line uses MinDiscs (MD) to copy and playback your digital tracks. You can use the pressplay application to copy Portable Downloads to any of the products that support Net MD.

G.F.14. What is a burn?

“Burning music” is the process of copying Portable Downloads to a compact disc, which can then be played on any CD player. All pressplay members will be able to make CDs from their collections. You can burn an entire album, or you can burn a mixed CD with just your select favorites.

G.F.15. What is Gateway Music Vault by pressplay?

Gateway Music Vault by pressplay is an innovative partnership between pressplay and Gateway that lets you purchase a Gateway PC pre-loaded with the pressplay service. In addition to the pressplay service pre-loaded on the PC, certain models will come pre-loaded with up to 2,000 songs in conjunction with a special introductory offer.

G.F.16. I do not hear anything when I try to play pressplay tracks.

If you are not hearing anything when playing pressplay tracks, then please check the following:

- Is your speaker volume turned down?
- Are your speakers connected to your computer?
- Do you have a sound card?
- Are your speakers plugged into a power strip or an electrical socket (if applicable)?
- Is your Windows Media Player volume turned down or muted?
- Is your computer system volume muted or turned down?
- Have you installed the latest drivers for your sound card and speakers?

G.F.17. How many active sessions can I have simultaneously with my pressplay account?

To protect your account, pressplay allows only one active sign-in at a time. If you are signed in already and attempt to sign in again, the previous session will be terminated. For example, if you forget to sign out of your pressplay account at home and then sign in from work, your home session will be terminated, allowing you to start a new session from work.

G.F.18. How do I resize the pressplay window?

<CLIENT> Click on the lower right corner of the pressplay window and drag to change the size to whatever works best for you. You can also click on the full-window button in the upper right corner to maximize pressplay to fit your entire screen or click on the minimize button to return the player to your task bar.

<9 SERIES> Click on the lower right corner of the Windows Media Player 9 Series and drag to change the size to whatever works best for you. You can also click on the full-window button in the upper right corner to maximize pressplay to fit your entire screen or click on the minimize button to return the player to your task bar.

G.F.19. Can I use pressplay to manage and listen to my MP3s or other non-pressplay tracks?

<CLIENT> At this time we do not allow non-pressplay content to be incorporated into the pressplay application. However, if you download Windows Media Player 9 Series, you can access your existing pressplay account and manage all of your tracks in one convenient location.

<9 SERIES> If you are using *pressplay* through Windows Media Player 9 Series, you can use the Media Library to manage and listen to non-*pressplay* tracks, along with your *pressplay* downloads.

G.F.20. What guidelines does *pressplay* use to determine if a track contains "explicit content"?

For a complete description of the parental advisory program whose guidelines we use to determine which tracks contain explicit content go to:

www.parentalguide.org

G.F.21. Why did I get signed out of my *pressplay* account?

If you are inactive for 6 or more hours, *pressplay* will automatically terminate your session. All you need to do to get back on *pressplay* is to sign in again.

You are also allowed only one active session at a time. If you are already signed in and then sign in from another computer, you will automatically be signed out of the previous session.

G.F.22. Does *pressplay* use cookies?

As part of the sign-in process, *pressplay* may use persistent cookies. We use these cookies in connection with a sign-in feature that allows you to save your member name and password so that the next time you sign in, these fields will be pre-populated for you. This cookie is only offered in conjunction with certain affiliates and it can only be activated if you select that option during sign-in. If you select this option you can always deselect it the next time you sign-in. If your browser is configured to not allow cookies, or you delete these cookies, *pressplay* will still function; you will just have to type in your member name and password every time you sign in.

pressplay may also use several "session" cookies that only last as long as you are online. We use these cookies to identify you as a valid subscriber, to ensure that no one else can sign on simultaneously with your account from another computer, and to help us personalize your service experience based on your registration preferences (such as genre). We may also use session cookies to help us facilitate any promotions or surveys that we provide. These cookies do not contain any personally identifiable information and we do not store data collected by these cookies. Please review our privacy policy at www.pressplay.com/privacypolicy.html for more details.

We sometimes use cookies within the promotional e-mails that we send to our members. The information generated from these e-mails is related to non-personally identifiable customer identification numbers and is only analyzed at aggregate levels. We may send these e-mails via third-party service providers that act on our behalf. Our advertisers and other third parties whose products or services are promoted on our site may also use cookies, and we advise you to check their privacy policies for information about their cookies and other privacy practices.

G.F.23. Who do I contact if I suspect that any use or part of the *pressplay* service constitutes copyright infringement?"

If you know of or suspect that any use of the *pressplay* service, tracks, materials and/or application constitutes copyright infringement, please send a notice by e-mail to privacy@pressplay.com, or by fax to 310.281.5120. The notice must contain the following information: (a) a physical or electronic signature of the copyright owner or a person authorized to act on the copyright owner's behalf; (b) description of the copyrighted work(s) that is/are allegedly being infringed; (c) the location of the

allegedly infringed work(s); (d) your current contact information (e.g. address, phone number, and e-mail address); (e) a statement that you have a “good faith belief” that the use of the complained-of copyrighted work(s) is not authorized by the copyright owner, its agent, or the law; and (f) a statement by you signed under penalty of perjury that all the information you provide in the notice is accurate and that you are the copyright owner or a person authorized to act on the copyright owner’s behalf (all of this collectively is a “Notice”).

G.F.24. How do I contact *pressplay* Customer Care?

In order to receive quality Customer Care, please contact *pressplay* Customer Care using the provided help request form on the *pressplay* service:

<CLIENT> Choose **Help** > **Customer Care** from the drop-down menu.

<9 SERIES> Click **OPTIONS/HELP** from the **HOME** tab, and then click the **Help** link, and then follow the link to **Customer Care**.

Or you can call a trained Customer Care professional at this toll-free number, 888.660.2265. Customer Care is available seven days a week from 8 a.m. to 8 p.m. CST.

G.F.25. Who do I contact if I have a media-related question?

Please direct your inquiries to media@pressplay.com.

G.F.26. How do I queue up tracks so they start playing after the ones that are currently playing finish?

To queue up a track or tracks:

<CLIENT> Select the track(s) and then right-click and choose **Add to Now Playing** from the drop-down menu.

<9 SERIES> Select the track(s) and then right-click and choose **Add to Current Playlist** from the drop-down menu.

These tracks will begin to play after the current tracks finish playing. You can keep adding more tracks in this manner, and they will be queued up to play in the order they were added.

G.F.27. How do I access *pressplay* Help?

<CLIENT> Help is available by pressing the **F1** key on your keyboard or selecting the corresponding option from the **Help** drop-down menu.

<9 SERIES> Go to the *pressplay* **HOME** tab and click **OPTIONS/HELP**, and then click the **Help** link. Also note that Windows Media Player 9 Series help is available through the **Help** drop-down menu along the top of the 9 Series player.

pressplay help options include frequently asked questions (FAQ), an online user guide, help request forms, and information on how to contact Customer Care.

G.F.28. What are the benefits of upgrading to Windows Media Player 9 Series?

There are many reasons to upgrade to Window Media Player 9 Series including reduced buffering and better stream quality. You can benefit from the enhancements of Windows Media Player 9 even if you are using the *pressplay* standalone application, as it uses 9 Series technology behind the scenes. You can get the latest free version of the 9 Series player at:

<http://windowsmedia.microsoft.com/download/download.asp>

G.F.29. How do I contact Windows Media Player 9 Series Customer Support?

If you have questions or issues with your Windows Media Player 9 Series, please refer to the Microsoft Web site for support information:

<http://support.microsoft.com>

4.2 General K-base Only

G.K.1. Why do I have to sign in?

The most secure method to ensure that no one else is using your account is to require a sign-in. To create a seamless user experience between *pressplay* and the affiliate you signed up through, in some cases we are using the affiliate for sign-in services.

G.K.2. How do I turn off or control which advertisements I view on *pressplay*?

pressplay does not currently have advertising on its service.

G.K.3. Why should I buy music online if I can get it for free?

pressplay content is worth it! You get what you pay for, including a secure and easy downloading experience (fast and reliable downloads are always available from a central server) and better-sounding audio. In addition, *pressplay*'s music is provided by record labels that support the recording artists, ensuring that artists are paid for their music. *pressplay* also provides quick reference to artist information and images, a programming staff that provides radio stations and recommendations, flexibility to transfer or burn your Portable Downloads, and the convenience and peace of mind of having all your digital music stored in one reliable place.

G.K.4. What type of Digital Rights Management software does *pressplay* use?

pressplay utilizes the Microsoft Windows Media Digital Rights Management software to protect audio tracks. For more information about the Microsoft DRM, go to:

<http://www.microsoft.com/windows/windowsmedia/drm.asp>

G.K.5. What is Windows Media Player?

Windows Media Player is digital audio and video software that plays *pressplay* tracks and a variety of other music formats. A free version of Windows Media Player is available when you purchase a *pressplay* membership, or at the following Web address:

<http://windowsmedia.microsoft.com/download/download.asp>

G.K.6. How do I buy a CD from *pressplay*?

<CLIENT> By clicking on the **BUY CD** button next to the album cover graphic, you will be taken to one of our retail partners to purchase CDs. All of the albums that are for sale through our retail partners are available for download through the *pressplay* membership.

G.K.7. I am an independent musician and/or work for an independent record label, how can I get my music featured on *pressplay*?

Thanks for your interest in *pressplay*.

pressplay intends to offer promotional showcases for independent artists after our service launches later this year. We plan to spotlight these artists, which will be selected by the Music Programming department from those submitted, on a rotating basis. Please send submissions*, in audio CD format, together with your contact information, to our Independent Artist Coordinator at the following address:

pressplay Music Programming
Attn: Independent Artist Coordinator
9044 Melrose Ave.
Los Angeles, CA 90069

*Please note that all submissions to the independent artist coordinator become the property of *pressplay* and cannot be returned. Further, submission does not guarantee selection for use in the service. We will contact you if we would like to utilize your music in the service.

Best Regards,

pressplay Independent Artist Coordinator

G.K.8. What is the *pressplay* refund policy?

< **NOTE:** CUSTOMER CARE REPS SHOULD REFER TO CC-003 CUSTOMER CARE POLICIES FOR MORE SPECIFIC INFORMATION.>

Refunds will only be issued under extenuating circumstances. For example, if you sign up for *pressplay* and you do not meet the minimum system requirements or for some other reason you are not able to use the service, you will be eligible for a refund.

G.K.9. How to handle inquiries from the press

I am not authorized to speak on behalf of the company; please contact Sherri Weiss at 212.453.2237 or media@pressplay.com.

G.K.10. Playback skips, downloads are slow, or other sluggish behavior related to low system resources.

Possible things to check:

- Is the issue with your Internet connection? Verify that your specified connection speed is correct.
- Do you have at least 64 MB of RAM? Computers with 32 MB may occasionally skip or have other performance issues, especially with other software applications open.
- Are you running other software applications that are taxing your system resources?
- Certain software such as Total Recorder may have compatibility issues with Windows Media Player. Especially check for any device that sets itself as the default device for playback and recording.

G.K.11. After upgrading Operating Systems, I experienced problems with pressplay.

If you upgraded your operating system after you installed *pressplay*, you may have to completely uninstall and reinstall Windows Media Player for *pressplay* to function.

To uninstall Windows Media Player, select **Start > Settings > Control Panel > Add/Remove Software**. Locate Windows Media Player and click **Change/Remove**.

To download and install the latest Windows Media Player, go to:

<http://windowsmedia.microsoft.com/download/download.asp>

G.K.12. Response for temporary technical difficulties.

Thank you for contacting *pressplay*. We are experiencing temporary technical difficulties. We are aware of the issue and are working very hard to resolve it. Please try again later and if at that point you are still unsuccessful, please feel free to contact us again. Thank you for your patience, we apologize for the inconvenience.

G.K.13. Why does it appear that pressplay is trying to communicate with my network?

The behavior you observe is part of the normal operation of our backend systems. To ensure optimal performance, our servers routinely ping your computer in order to deliver content with the minimum delay. This process is completely harmless and does not compromise your system in any way, although some commercial firewalls may report this as a port scan.

G.K.14. If I have Windows 2000 or XP, what permissions settings do I need to use pressplay?

For networked Windows 2000 and XP users, your login should contain administrative privileges to correctly use *pressplay*. You should have Administrator (or the equivalent) or Power User login privileges. Contact your network administrator for details on verifying whether you have the correct privileges for your login.

G.K.15. I am running ad-blocking software and cannot sign in to pressplay.

If you have ad-blocking software (such as AdSubtract, PopUp Killer, or @Guard) you may have to configure accordingly to use *pressplay*. The root URL that *pressplay* accesses is <http://admin.pressplay.com>. Your ad-blocking software should be configured to allow URLs from this root.

G.K.16. I have Windows configured for large or custom fonts, and pressplay prompts me that it needs to use small fonts.

The *pressplay* interface does not currently support large or custom fonts. If you are using large/custom fonts and try to sign in to *pressplay*, you will be prompted to change your font preference in the Windows Display properties. If you want to keep using large/custom fonts, the visual layout of your *pressplay* interface may be compromised but will still be functional. If you want to ignore this message in the future, click the “Don’t show this message again” checkbox, or you can also configure this under your Options:

G.K.17. How do I change my Windows Display preferences to use small fonts?

To change your font preference to the default small fonts used by *pressplay*:

1. Right-click on your desktop to get the **Display Properties**.
2. Go the **Settings** tab and click the **Advanced...** button.
3. Select **Small Fonts** from the Font Size drop-down menu, and then click **OK**.
4. You may then be prompted to reboot your computer.


G.K.18. General Windows Media Player 9 Series issues where customer does not have version 2799 or higher.

Version 2799 or higher of the Windows Media Player 9 Series is the only authorized build supported by *pressplay*. If you have a version number that is less than 2799, this build is not authorized and you must uninstall your Windows Media Player 9 Series, and install the authorized beta version available from:

<http://windowsmedia.microsoft.com/download/download.asp>

G.K.19. <GATEWAY ONLY> How do I contact Gateway Customer Care?

If you are having issues related to your Gateway PC, you can contact Gateway Support at 800.846.2301 or by visiting the following site:

	# CC-001	v4.1 — March 27, 2003
	PROPRIETARY & CONFIDENTIAL	Page 13

<http://support.gateway.com/support/default.asp>

G.K.20. Business Development or other non-Customer Care Inquiries.

If a customer's inquiry falls outside of a request for Customer Care, but is requesting or soliciting services or a business proposition related to *pressplay*, the CCR should forward accordingly.

Note: *There are already separate k-base templates for media-related inquiries and also for artist or label inquiries.*

Legitimate business-related inquiries should be forwarded to businessdevelopment@pressplay.com. If the person is inquiring via phone, the following information should be captured and forwarded to the above e-mail address.

Date:

Point of Contact Name:

Company Name:

Business Inquiry Description:

E-mail Address:

Phone Number:

Primary Country of Business:

The following reply should be returned to customers inquiring via e-mail:

Thank you for your interest in *pressplay*. Your e-mail has been forwarded to the *pressplay* Business Development team. **pressplay** will review your inquiry or proposition and may be in contact with you for follow up if necessary.

<FOLLOW-UP TO BUSINESS DEVELOPMENT INQUIRIES>

If a customer sends a follow-up to a previous inquiry or proposition, or re-sends an inquiry or proposition, the following answer should be sent back to the customer:

Thank you again for you interest in *pressplay*. **pressplay** reviews all inquiries but regrettfully does not have the resources to respond to every e-mail.

The CCR should only re-send repeated e-mails to businessdevelopment@pressplay.com if it seems important or relevant. If the CCR is unsure what to do with an e-mail, they should forward the e-mail to the CC Supervisor, or if the Supervisor is not sure, the e-mail should be forwarded to support@pressplay.com.

G.K.21. How many subscribers does pressplay have?

We are sorry, but pressplay does not disclose this information to the public.

G.K.22. Out of Scope Reply

Thank you for contacting pressplay. We would like to help you with your request, but unfortunately we have determined that your help request falls outside of our typical commitment to Customer Care pertaining to the pressplay service. For more information, please go to:

< NOTE: THE PROVIDED URL OR REFERRAL, AND VERBIAGE OF THIS REPLY TEMPLATE MAY VARY DEPENDING ON THE ISSUE.>

G.K.23. Response for blank e-mails, or e-mail with attachments.

The e-mail you sent us does not contain any text or contains attachments that we are not able to open. If we can be of any assistance, please reply or send your help request as plain text, or call us at 888.660.2265.

If your e-mail was sent by mistake, please disregard this message.

G.K.24. General Feedback Template.

Your comments and feedback are important to us. Please keep in mind that we are continually working to expand the pressplay experience. Your feedback will be forwarded to the proper department. If we can be of assistance to you, please feel free to contact us with any questions you may have.

G.K.25. Response for requests for other customer's information.

We are not authorized to give out information about any particular member to anyone other than the member.


G.K.26. Customer does not send relevant information to access account.

In order for us to access your account, we need some additional information. Please reply with your pressplay member name, e-mail address used during registration, and the affiliate you registered through (Yahoo!, Roxio, MSN Music, MP3.com, Sony's Musicclub, pressplay connect, Gateway Music Vault, Rio pressplay, or pressplay (for Windows Media Player 9 Series)). After we receive this information, we will process your help request.

G.K.27. Escalation and information gathering template.

To ensure we address your specific issue accurately, it would be helpful for us to have the following information. Please include all previous steps and be as specific as possible. Thank you for your patience.

- Full name:

	# CC-001	v4.1 — March 27, 2003
	PROPRIETARY & CONFIDENTIAL	Page 15

- Member name:
- Your affiliate (Roxio, MSN Music, Mp3.com, Yahoo!, Sony's Musicclub, *pressplay* connect, Gateway Music vault by *pressplay*, Rio *pressplay*, or *pressplay* (for Windows Media Player 9 Series)):
- Are you using the standalone *pressplay* application or *pressplay* for Windows Media Player 9 Series?
- **pressplay** version:
- Your (account) e-mail:
- Response e-mail (if different):
- Phone:
- Best time to be contacted (with time zone):
- Operating system:
- Web browser version:
- ISP type (dialup, hi-speed, LAN):
- True connection speed:
- Windows Media Player version:
- Any firewalls/virus software:
- What is the exact error message (if applicable)?
- How much free disk space do you have?
- How much RAM do you have?
- Any other non-standard software or configurations:
- What is the exact sequence of events leading to the issue?
- What steps have you tried (if applicable)?

G.K.28. Resolved Issue Closure:

Thank you for contacting *pressplay* Customer Care. We are pleased to hear your issue was resolved. If you need assistance in the future, please feel free to contact us again, otherwise enjoy!

We appreciate your business and thank you for making *pressplay* your choice for quality digital music.

G.K.29. Closing to Customer Care e-mails.

If you need further assistance, please feel free to contact us again at *pressplay* Customer Care and we will be happy to assist you. Thank you for making *pressplay* your choice for quality on-demand music.

Regards,

<CCR>

pressplay Customer Care

e-mail: help@support.pressplay.com

phone: 888.660.2265

hours: 8:00 a.m. to 8:00 p.m. CST Every Day

5 Registration and Installation**5.1 Registration and Installation FAQs****R.F.1. What are the minimum system requirements to use *pressplay*?**

***pressplay*'s** minimum system requirements are as follows:

- Operating System—Windows 98, Windows 2000, Windows Me, or Windows XP

Note: *pressplay* is not supported on Windows 95, Windows NT, or Macintosh.

- Processor— Pentium-class CPU equivalent or better
- Memory—64MB of RAM minimum
- Hard Drive— approximately 2 MB for *pressplay* and 12-15 MB for Windows Media Player (if not already installed)
- Sound Card—sound card and speakers
- Browser—Microsoft Internet Explorer version 5.01 or higher

Note: for IE 5.5 users, service pack 1 or higher is required.

- Digital Music Player—Windows Media Player 7.1 (Windows Media Player 9 Series is recommended)
- Connection—active Internet connection (33.3 Kbps minimum, broadband/128+ Kbps recommended)
- If you plan to burn CDs you will need a supported CD burner and recordable CDs.
- If you plan to transfer tracks to a portable device, you will need a supported PD. To see if your portable music player is compatible with the *pressplay*, go to:
http://www.pressplay.com/compatible_devices.html

R.F.2. How does the free trial work?

When you sign up for any *pressplay* plan, you receive a 3-day free trial that consists of unlimited streams and downloads. If at any point during these 3 days you decide to cancel, your *pressplay* membership will end and your credit card will not be billed. At the end of the 3-day trial, the plan you selected at registration will begin and your credit card will be charged. You will have access to the tracks you downloaded during your free trial for as long as you are an active subscriber.

R.F.3. How do I get the Windows Media Player?

When you register for *pressplay*, your system will be checked for the presence of the Windows Media Player. If you do not have Windows Media Player 7.1 or greater, you will be prompted to install or upgrade the player. If you need to install or upgrade Windows Media Player at any other time, check the Microsoft Web site for the free software at:

<http://windowsmedia.microsoft.com/download/download.asp>

R.F.4. What credit cards can I use to purchase a *pressplay* membership?

pressplay currently accepts Visa, Mastercard, and American Express credit cards. Debit cards or ATM cards are not currently accepted. Debit cards or check cards with the Visa or Mastercard logo are accepted.

R.F.5. Is my credit card information safe?

pressplay uses industry-standard Internet security procedures for transmitting all credit card information. To meet this standard, all credit card information is encrypted and securely transmitted using SSL technology. This information will not be disclosed under any circumstances.

R.F.6. Is there a minimum time commitment to sign up for the *pressplay* service?

Currently, there is no minimum time commitment when you sign up for the *pressplay* service. You may cancel your membership at any time and only pay through the end of the final month if you subscribed to a *pressplay* Unlimited or *pressplay* Unlimited Plus plan. If you sign up for a *pressplay* Annual Plus membership plan, then you agree to a one-year commitment.

R.F.7. Will *pressplay* work if I am behind a firewall?

pressplay will work behind most firewalls. If you are having difficulties installing *pressplay*, upgrading your Windows Media Player, or streaming or downloading songs, we would suggest that you temporarily disable the firewall, or lower the security settings to see if this may be an issue.

R.F.8. Do I have to sign up for the *pressplay* service through an affiliate?

pressplay is offered through our affiliates or directly through Windows Media Player 9 Series. Currently, our affiliates include:

- [Yahoo!](http://music.yahoo.com/) < <http://music.yahoo.com/> >
- [MSN Music](http://music.msn.com/) < <http://music.msn.com/> >
- [Roxio](http://www.roxio.com/) < <http://www.roxio.com/> >
- [MP3.com](http://www.mp3.com/) < <http://www.mp3.com/> >
- [Sony's Musicclub](http://www.musicclub.sonystyle.com/) < <http://www.musicclub.sonystyle.com/> >
- [Gateway Music Vault](http://www.gateway.com/) < http://www.gateway.com >
- [Rio](http://www.sonicblue.com/) < http://www.sonicblue.com >
- *pressplay* (generic) < http://www.pressplay.com >

If you have Windows Media Player 9 Series, then you can sign up for *pressplay* through the link on the **Services** menu option. To get the 9 Series player, go to:

<http://windowsmedia.microsoft.com/download/download.asp>

R.F.9. How do I get updates to the *pressplay* software?

<CLIENT> To update your version of *pressplay*, choose **Update *pressplay*** from the **My Account** drop-down menu. You are then guided through the update process if an update is available.

<9 SERIES> If you are using the *pressplay* plug-in for Windows Media Player 9 Series, the *pressplay* plug-in will update itself automatically if an update is available.

R.F.10. I lost *pressplay* from my computer, or want to get it on another computer, how can I download and install the *pressplay* software? Can I access my *pressplay* service from another location, such as work, home, or even on the road?

You can access your *pressplay* account from your home or office, or anywhere that you have Internet access. You can play streaming files from anywhere that you have Internet access, and store your downloads on up to two computers.

To re-download *pressplay* or install it on another computer, click on the appropriate link corresponding to the affiliate you signed up with:

- ***pressplay* on MSN Music** members go to the following URL:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=9
- ***pressplay* on Yahoo!** members go to:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=10

- **Roxio pressplay** members go to:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=11
- **pressplay on MP3.com** members go to:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=36
- **pressplay on Sony's Musicclub** members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=87
- **pressplay connect** members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=88
- **Gateway Music Vault by pressplay** members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=123
- **Rio pressplay** members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=143
- **pressplay** (generic) members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=7

Click on the provided link to download pressplay.

<9 SERIES> If you signed up for **pressplay through Windows Media Player 9 Series** or wish to use pressplay through the 9 Series player:

1. Install the 9 Series player. This can be obtained at:
<http://windowsmedia.microsoft.com/download/download.asp>
2. Click the **Services** button on the 9 Series player.
3. Follow the **pressplay** link.
4. Follow the "I am already a member!" link.

Note: The different versions of pressplay are treated as separate installations and you will need to perform a **Sync/Restore** to listen to your downloads on the other version.

R.F.11. If I am signed up for pressplay through Windows Media Player 9 Series, can I also listen to my pressplay account through the standalone pressplay application?

Yes, you can listen to your pressplay membership on either version of pressplay. To download the standalone pressplay application if you signed up through the 9 Series player:

1. Go to www.pressplay.com.
2. Follow the link for "I am already a member!" in the upper right corner.
3. Select the generic pressplay affiliate.
4. Follow the link to download the pressplay application.

Note: The different versions of *pressplay* are essentially treated as separate installations. If you download tracks on *pressplay* for Windows Media Player 9 Series, you will need to perform a Sync/Restore to listen to your downloads on the standalone *pressplay* application. If you download tracks on the *pressplay* application, you can access them through the 9 Series player as long as you add that track or folder (typically C:\My Music) to the Media Library.

R.F.12. <9 SERIES> Will removing the *pressplay* service from Windows Media Player 9 Series, cancel my membership?

When you click **Remove Service** from the 9 Series player, this will un-install *pressplay*, but will not cancel your *pressplay* membership. If you really want to cancel *pressplay* and remove the program from your machine, you should first cancel *pressplay* and then remove the service.

R.F.13. <9 SERIES> How do I get *pressplay* back if I accidentally removed it from Windows Media Player 9 Series?

If you accidentally removed *pressplay* as a 9 Series player service, you can get it back by:

1. Go to the **Services** tab on the 9 Series player.
2. Follow the link to sign up for *pressplay*.
3. Follow the link for "I am already a member!"
4. Click the link to install *pressplay*.
5. Follow the installation instructions and then sign into *pressplay* when prompted.

Registration and Installation K-base Only

R.K.1. Why does it take so long to download and install the *pressplay* software?

The *pressplay* software is approximately 1.5 megabytes. On a 56.6 Kbps modem, download time should be approximately 7 minutes, and higher connection speeds will be even faster. If it is taking significantly longer than this, there may be heavy Internet traffic, or you may have problems with your Internet connection.

R.K.2. When and how do I get billed?

Each month *pressplay* will automatically bill the credit card number you entered during registration.

If you signed up for the *pressplay* Annual Plus membership, then you will be billed annually, with the full amount paid at beginning of the billing period.

R.K.3. Can I use Netscape to run pressplay?

Currently, pressplay does not support Netscape as a browser. To run pressplay, please go to the Microsoft Web site (www.microsoft.com/downloads/) to download the latest version of Internet Explorer for free.

R.K.4. When I try to install pressplay, the download process just starts and hangs.

Please check the type of browser you are using to download pressplay. The installation program used by pressplay, Web InstallShield, is not supported on Netscape 6.x browsers. Open Internet Explorer and begin the download again. If you don't already have Internet Explorer 5.01 or greater installed, please get it from the Microsoft Web site:

<http://www.microsoft.com/downloads/>

***Note:** If you are prompted to download the installer file directly, please follow the on-screen instructions to install pressplay using this method.*

R.K.5. During installation or when I try to use pressplay, I get an error that says my “certificate has expired or is not yet valid”.

The most likely reason for this error is that the system date on your computer is incorrect. Verify that your date is correct (or at least within a year of the current date) by double-clicking on the clock that is usually in the lower right corner of your screen. You may need to stop and start pressplay for any changes to be detected.

R.K.6. <CLIENT> I receive a “Missing Registry Key Error” (or other misc post-installation issues).

First uninstall pressplay as follows:

1. Click the **Start** menu and go to **Control Panel > Add Remove Programs**.
2. Click **pressplay**, and click the **Change/Remove** button.
3. Click the **Remove** radio button, and then click **Next>**.
4. Click **OK** when prompted to uninstall pressplay.

Now, re-install pressplay. Click on the appropriate link corresponding to the affiliate you signed up with:

- **pressplay on MSN Music** members go to the following URL:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=9
- **pressplay on Yahoo!** members go to:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=10
- **Roxio pressplay** members go to:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=11

- **pressplay on MP3.com** members go to:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=36
- **pressplay on Sony's Musicclub** members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=87
- **pressplay connect** members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=88
- **Gateway Music Vault by pressplay** members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=123
- **Rio pressplay** members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=143
- **pressplay** (generic) members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=7

Click on the provided link to download pressplay.

<9 SERIES> If you signed up for **pressplay through Windows Media Player 9 Series** or wish to use pressplay through the 9 Series player:

1. Install the 9 Series player. This can be obtained at:
<http://windowsmedia.microsoft.com/download/download.asp>
2. Click the **Services** button on the 9 Series player.
3. Follow the **pressplay** link.
4. Follow the "I am already a member!" link.

Note: The different versions of pressplay are treated as separate installations and you will need to perform a **Sync/Restore** to listen to your downloads on the other version.

R.K.7. Can I install pressplay on a Macintosh?

Currently, pressplay is available only on IBM-compatible PCs. We are confident that we will be able to provide the pressplay service to our valued Macintosh customers in the near future.

R.K.8. Can I access the pressplay service through another pressplay affiliate other than where I originally subscribed?

Each pressplay affiliate builds its own unique version of the pressplay service that is not interchangeable. Because of this we ask that you only access pressplay through the affiliate you originally registered with.

However, if you are using the standalone pressplay application, you can access your pressplay account through pressplay for Windows Media Player 9 Series and if you are using pressplay for Windows Media Player 9 Series, you can access your account through the pressplay application.

R.K.9. Can a Customer Care representative sign me up?

Sorry, since *pressplay* needs to be installed on your computer, you must sign yourself up. If you are having troubles, we can help you through the registration and installation process.

R.K.10. Why do I have to give my credit card and personal information for a free trial?

Your 3-day trial is free. Cancel anytime before the end of your trial and your credit card will not be billed. Entering a credit card number for the free trial eliminates the need for additional registration at the end of your 3-day trial. And, of course, your credit card information is safe as *pressplay* uses the best encryption technology available.

R.K.11. Do I have to use a credit card or can I be billed directly?

At this time, *pressplay* only accepts credit cards. Debit or ATM cards are not currently accepted.

R.K.12. How can I tell which Microsoft operating system version and service pack number I am using?

To find out which Microsoft operating system version and service pack number you are using, please follow these easy steps:

1. Double-click the **My Computer** icon on your desktop.

The My Computer window appears.

2. Select **About Windows** from the **Help** menu.

The operating system version and service pack number will be displayed in the **About Windows** window.

R.K.13. How can I check which Internet Explorer version and service pack number I am using?

To check which Microsoft Internet Explorer version and service pack number you are using:

1. Launch your Internet Explorer.
2. Select **About Internet Explorer** from the **Help** menu.

The Internet Explorer version and service pack number is displayed in the **About Internet Explorer** window.

R.K.14. Do I need Windows Media Player?

Yes, Windows Media Player 7.1 or higher is required to play tracks on *pressplay*. To get the free download of the Windows Media Player, go to:

<http://windowsmedia.microsoft.com/download/download.asp>

R.K.15. How do I find out if Windows Media Player is already installed on my computer?

pressplay requires Windows Media Player 7.1 or higher. To find out if you already have the Windows Media Player, check your desktop for the presence of a Windows Media Player icon, or check the **Start > Programs** options to see if you find it there. Windows Media Player is typically installed in the C:\Program Files\Windows Media Player\ folder, so you can also check to see if this folder exists. For more information, go to:

<http://windowsmedia.microsoft.com/download/download.asp>

R.K.16. How can I tell what version of Windows Media Player I have?

pressplay requires Windows Media Player 7.1 or higher. To find out what version of Windows Media Player you have installed on your computer, please follow these easy steps:

1. Start your Windows Media Player.
2. Select the **Help** menu, and then **About Windows Media Player**.
3. The pop-up window will display the version number.

For more information, go to:

<http://windowsmedia.microsoft.com/download/download.asp>

R.K.17. My installation starts and locks up, or I am having other installation problems.

If your Internet Explorer Security is set to High, then during the *pressplay* installation it will not accept cookies and you may see an endless installation circle, or the blank *pressplay* page.

Note: *If you are prompted to download the installer file directly, please follow those on-screen instructions to install pressplay using that method.*

To fix the security options to accept cookies:

1. Select **Internet Options** from the **Tools** drop-down menu on your browser.
2. Click on the **Security** tab.
3. With the **Internet** icon selected, click the **Custom Level ...** button.
4. Select **Medium** from the drop-down menu next to the Reset button.
5. Click the **Reset** button.
6. Select **Yes** when the Warning dialog box asks if you want to change the security settings for this zone.
7. Click **OK** from the Security Settings window.

8. Click **OK** from the Internet Options window.
9. Reinstall *pressplay*.

R.K.18. I am not seeing the InstallShield Wizard when I attempt to download the application?

If you do not see the InstallShield Wizard, or you just see an installation page with an endless circle, your Internet Explorer may not be properly configured to enable Active X controls.

Note: *If you are prompted to download the installer file directly, please follow those on-screen instructions to install *pressplay* using that method.*

To enable Active X controls:

1. Launch Internet Explorer.
2. Select **Internet Options ...** from the **Tools** drop-down menu.
3. Select the **Security** tab.
4. With the Internet icon selected, click the **Custom Level ...** button.
5. Under **ActiveX controls and plug-ins**, make sure that the first section **Download signed ActiveX controls** is set to **Prompt**.
6. Check that **Run ActiveX controls and plug-ins** is set to **Enable**.
7. Try the *pressplay* installation again.

Note: *If you are not able to change your Internet security settings, then Internet Explorer security is locked and can only be changed by the network administrator.*

If this does not resolve your issue, it is possible that your version of InstallShield is corrupted. To reset your InstallShield:

1. Select **Internet Options ...** from the **Tools** drop-down menu of Internet Explorer.
2. Click the **Settings ...** button.
3. Click the **View Objects ...** button.
4. In the window that appears, select a file named **InstallShield International Settings Player**, then right-click and select **Remove**.
5. Now try to install *pressplay* again.

R.K.19. I am not able to install the *pressplay* application, or am having other individualization problems (cannot stream or download after installing).

It is possible that the Windows Media Player upgrade didn't work during the installation and your individualization failed. To upgrade your individualization go to the following site:

<http://drmlicense.one.microsoft.com/Indivsite/indivit2.htm>

Note: An alternative way to upgrade your individualization is to locate and open the *WMP_Upgrade.wma* file that is typically found in the *C:\Program Files\pressplay* directory. Double-click this file or open it directly from Windows Media Player, and then follow instructions.

R.K.20. When I try to use *pressplay*, I get an error saying “Windows Media Player 7.1 or above must be installed in order to play music” even though I already have WMP 7.1 installed.

pressplay requires a built-in Windows Media Player file (*wmp.ocx*) to be present and functioning correctly in order to play music through *pressplay*. If you did not reboot successfully after installing Windows Media Player 7.1, or you uninstalled Windows Media Player 7.1 after *pressplay* was installed you might get this error. Note that if this occurs, Windows Media Player 7.1 may function correctly, but programs that depend on the *wmp.ocx* file (such as *pressplay*) may experience problems.

If the *wmp.ocx* file is missing, then you will need to re-install Windows Media Player 7.1 To find out if the file is missing, use the Windows Search tool to locate the file. The *wmp.ocx* file is typically found in the following directories:

- Windows 98/ME—C:\Windows\system
- Windows 2000—C:\WINNT\System32
- Windows XP—C:\Windows\System32

If the *wmp.ocx* file is present and *pressplay* is still giving the stated error, then first try rebooting your system. If after rebooting the problem still persists, then uninstall and reinstall Windows Media Player 7.1 and allow the system to reboot when prompted.

If the problem still persists after doing all of the above, then the system may not be registering the *wmp.ocx* file correctly. To register the file manually, go through the following procedure:

1. Close *pressplay*.
2. Open a Dos prompt window. To do this click **Start → Run ...** and in the window that displays, type **command** (or **cmd**), and then click **OK**.
3. Change directories to C:\Windows\System by typing:

```
cd \windows\system
```

and then press **Enter**.

4. To unregister the file, type:

```
regsvr32 /u wmp.ocx
```

and then **Enter**. A dialog should appear, stating “DLLUnregisterServer in wmp.ocx succeeded.”

5. To re-register the file, type:

```
regsvr32 wmp.ocx
```

and then press **Enter**. A dialog should appear, stating “DLLRegisterServer in wmp.ocx succeeded.”

6. Click the **OK** button in the dialog box.

7. Type:

```
Exit
```

in the command window, and then **Enter**.

8. Launch *pressplay* and confirm that it now works correctly.

R.K.21. I get a virus warning during installation.

Some virus protection software, such as Norton AntiVirus, may detect InstallShield as a virus. InstallShield is a common installation program used to download and install *pressplay* and is not a virus. For more information and to get an updated to your Norton AntiVirus software, go to:

www.norton.com

R.K.22. Is it possible to get viruses from pressplay?

pressplay does not use scripting languages on our Web pages that are capable of any viral activity. The only programs that we deliver to your PC are the *pressplay* application itself and the other components that form the installation. These programs are checked for viruses before we generate the installation. In addition, to make sure that no one hacks our installation and replaces it with one that contains a virus, we have a certificate assigned to us by VeriSign that permits us to sign our installation files. We do this with every installation we generate and you will see evidence of this when you start the install. All other data and information delivered by *pressplay* is in such a format that it cannot carry viruses.

R.K.23. DRM cannot be Individualized/Customer receives “your membership must be updated” errors that cannot be resolved by other means (Windows ME).

<< THIS PROCEDURE SHOULD ONLY BE PERFORMED BY OR UNDER THE AUTHORIZATION OF PRESSPLAY SECONDLINE >>

Unfortunately, the problem that your computer is experiencing is due to a known issue with the Digital Rights Management (DRM) component of Window’s Media Player. This issue is most prevalent in Windows ME and is rarely seen in other Microsoft operating systems. A broken DRM not only prevents you from using *pressplay*, but also will not allow you to play downloaded media

files from <http://Windowsmedia.com> or other Web sites or services that use secure .wma audio files or secure .wmv video files. Once a problem is discovered with the DRM, the only available option (other than reinstalling your operating system) is to reset the DRM component. Although resetting the DRM is usually successful, there are some inherent risks that we must warn you about.

First caveat, if you have licenses on your computer for secure media files (either music or video files) that you downloaded or copied from a CD using Windows Media Player, you will lose these licenses and will not be able to play these media files again. If you have these types of files present on your computer, you will have to download the media files or copy from your CDs again.

Second caveat, if the reset procedure does not correct the functionality of the DRM, then we can only refer you to Microsoft technical support for further assistance. Window's Media Player support can be reached at 425.635.3311 or on the web at <http://support.microsoft.com>.

To continue with the DRM reset process, please follow the instructions outlined below. You will need to be online to complete these steps.

1. Please close Windows Media Player and *pressplay* (if installed).
2. Go to <http://admin.pressplay.com/client/drmreset/install.html> by either clicking on this link or copying the URL into the address bar of Internet Explorer.
3. Follow the on-screen instructions to continue with the reset process. Please note that the application does not have a progress bar or hourglass, so please be patient and allow the application to finish.
4. After the reset process is complete, you will need to do one of two things:
 - a. Install *pressplay* if the previous installation failed to complete OR
 - b. If *pressplay* is already installed, open Windows Media Player. Select the **File** drop-down menu and choose **Open**. Browse to the `C:\Program Files\pressplay` directory and play the file named `WMP_Upgrade.wma`. Allow the security upgrade to complete by following the instructions that are displayed in the media player.

R.K.24. When installing *pressplay*, I get the message "ERROR LOADING TYPE LIBRARY/DLL, The InstallShield Engine (iKernel.exe) could not be launched" or I am having other InstallShield issues.

According to InstallShield (the software *pressplay* uses to perform the installation), the issue can be fixed by trying the steps below:

Note: After each step, try running the setup program. If it still does not work then try the next step.

1. If you are trying to install to a Windows 98 machine, download and run `Dcom98.exe` from the following site:

<http://www.microsoft.com/com/dcom/dcom98/download.asp>.

2. Clean out the **Temp** directory (located in `C:\Windows\Temp`).

3. Delete the **\Program Files\Common Files\InstallShield\engine** folder (it is usually in your **C:\Program Files** directory) and then rerun the installation for the application you are trying to install.
4. Go to your **\Common Files\InstallShield\engine\6\Intel 32** directory (it is usually in your **C:\Program Files** directory) and delete the **Intel 32** directory that contains the **IKernel.exe** file. Then download the following:

<http://support.installshield.com/kb/files/Q105097/lkernelSetup.exe>.

For other InstallShield errors such as:

- Error extracting support files
- Error installing lkernel.exe (0x any number)
- Access is denied

Try solutions outlined in the following article from InstallShield's knowledge-base:

<http://support.installshield.com/kb/view.asp??pcode=ALL&articleid=Q104985>

R.K.25. Member did not complete registration successfully (zero subscriptions display in customer's subscription history).

<<< IF THE CUSTOMER SPECIFIES WHICH ACCOUNT THEY WOULD LIKE OR CONTACT BY PHONE, THEN THE CCR CAN USE THE CST TO ACTIVATE THE MEMBERSHIP PLAN THAT THE CUSTOMER IS TRYING TO SIGN UP FOR, AND THEN NOTIFY THE CUSTOMER THAT THE MEMBERSHIP PLAN WAS ACTIVATED. IF REGISTRATION FAILED

IF THE CUSTOMER DOES NOT SPECIFY THE MEMBERSHIP PLAN THEY WERE TRYING TO SIGN UP FOR, OR IT IS NOT CLEAR

We are sorry, but it appears that your *pressplay* registration process did not complete successfully. We could not locate an active *pressplay* subscription using the information you provided. Please contact us at help@support.pressplay.com or 888.660.2265 and specify which membership plan you would like to sign up for and we can activate your *pressplay* subscription for you.

To register for *pressplay*, please return to the affiliate site through which you registered.

pressplay is offered through our affiliates or directly through Windows Media Player 9 Series. Currently, our affiliates include:

- [Yahoo!](http://music.yahoo.com/) < <http://music.yahoo.com/> >
- [MSN Music](http://music.msn.com/) < <http://music.msn.com/> >
- [Roxio](http://www.roxio.com/) < <http://www.roxio.com/> >
- [MP3.com](http://www.mp3.com/) < <http://www.mp3.com/> >

- [Sony's Musiclub](http://www.musiclub.sonystyle.com/) < <http://www.musiclub.sonystyle.com/> >
- [Gateway Music Vault](http://www.gateway.com) < <http://www.gateway.com> >
- [Rio](http://www.sonicblue.com) < <http://www.sonicblue.com> >
- [pressplay](http://www.pressplay.com) (generic) < <http://www.pressplay.com> >

If you wish to use the same member name and password, follow the **I am already a member!** link at the top of the registration form. Otherwise, follow the instructions to register and please do not hesitate to contact us again if you have any questions.

If you have Windows Media Player 9 Series, then you can sign up for *pressplay* through the link on the **Services** menu option. To get the 9 Series player, go to:

<http://windowsmedia.microsoft.com/download/download.asp>

R.K.26. How do I uninstall *pressplay*?

To uninstall the *pressplay* application:

1. Close the *pressplay* application.
2. Choose **Start > Settings > Control Panel > Add/Remove Programs**.
3. Click on *pressplay* from the list of programs, then click **Change/Remove**.
4. Click the **Remove** radio button and then **Next**.
5. Follow the instructions until it is complete.

R.K.27. How do I know what version of *pressplay* I am using?

<**CLIENT**> You can find out what the version number is by checking the at the bottom of your player to the left of the volume control.

<**9 SERIES**> Click **OPTIONS/HELP** from the **HOME** tab. Click the **About** link.

R.K.28. Client installation issues that cannot be resolved by other means.

We apologize for the installation issue you are experiencing. To resolve your issue we suggest you follow this procedure to download and install *pressplay*:

1. Please click on the following link or copy/paste it into the address bar of Internet Explorer:
http://admin.pressplay.com/client/pressplay_installer.exe
2. When the download screen appears, please save the installer to your desktop.
3. Locate the `pressplay_installer.exe` file on your desktop.

4. Double-click on the `pressplay_installer.exe` file to begin installation.
5. Follow the instructions to install *pressplay*.

R.K.29. <GATEWAY ONLY> How do I start my Gateway Music Vault by *pressplay* membership?

Once you receive and set up your new Gateway computer, launch *pressplay* by clicking **Start > Programs > *pressplay***. The first time you launch *pressplay*, you will be presented with a short overview followed by our registration pages. Please fill in all of the required fields. Once you complete the registration, log in and experience *pressplay*!

R.K.30. <GATEWAY ONLY> I tried to play a track on my PC and it said I had to register for *pressplay*. Do I have to register?

In order to listen to your *pressplay* downloads that came with your Gateway Music Vault, you need to register for *pressplay*. To register, click **Start > Programs > *pressplay***. The first time you launch *pressplay*, you will be presented with a short overview followed by our registration pages. Please fill in all of the required fields. Once you complete the registration, sign in and experience *pressplay*!

R.K.31. <GATEWAY ONLY> Why do I have to register for the Gateway Music Vault by *pressplay* free trial?

Registering eliminates the need for additional registration at the end of your trial period and allows you to purchase additional packs of Portable Downloads quickly and easily. Also, by registering *pressplay* can keep you up to date with the latest releases and exclusives in the service. You can cancel your *pressplay* membership anytime before the end of your free trial and your credit card will not be billed by *pressplay*.

R.K.32. <GATEWAY ONLY> Do I need to sign up for *pressplay* in order to listen to the *pressplay* tracks that came pre-loaded with my Mega Pack or Genre Pack memberships?

In order to play the *pressplay* tracks that come pre-loaded with your Gateway Music Vault, you need to register for *pressplay*. You will be prompted to register when you first launch *pressplay* by clicking **Start > Programs > *pressplay***.

R.K.33. <GATEWAY ONLY> If I already have a *pressplay* account and get a Gateway Music PC, do I need to register?

If you already have a *pressplay* membership and you purchase a Gateway Music PC, you do not need to register again. When you are prompted to sign up you can click the **I am already a member!** link in the upper right corner. If you have a Mega Pack or Genre Pack membership with Gateway Music Vault, you will be able to access your pre-loaded downloads, but you will not receive your trial period unless you register under your Gateway Music Vault membership plan.

6 Membership

6.1 Membership FAQs

M.F.1. What are the available *pressplay* membership plans?

- **pressplay Unlimited**—unlimited streaming and downloading for \$9.95 per month
- **pressplay Unlimited Plus**—unlimited streaming and downloading and 10 Portable Downloads a month for \$17.95 per month
- **pressplay Annual Plus**—unlimited streaming and downloading for one year and 120 Portable Downloads NOW. A \$14.95 per month value (payable as \$180 up front).

In addition, **Portable Download Packs** are always available. The 5-pack of Portable Downloads is \$5.95, the 10-pack is \$9.95 and the 20-pack is \$18.95.

M.F.2. I am not able to sign in to *pressplay*.

Here are some initial things to consider:

- Remember that passwords are case-sensitive. Verify that you do not have the **Caps Lock** key on, and try re-typing the password.
- Verify that you are signing in under the correct affiliate. If the affiliate listed on the sign-in page is not the affiliate you signed up with, then click the link to switch to another account, and then choose the correct affiliate to sign-in.
- For **pressplay on MSN Music** members, verify that you are using the correct MSN .NET Passport sign-in (e-mail address) and NOT your *pressplay* member name to sign in. If you can't remember your MSN .NET Passport sign-in or password, contact MSN for assistance:

<https://memberservices.passport.com/>

If you are still unable to sign in, then try calling a *pressplay* Customer Care representative at 888.660.2265 and provide us with your sign-in and password so we can verify whether the issue is with your specific sign-in, or whether it is an issue with your computer configuration.

M.F.3. Can I access my existing *pressplay* membership through Windows Media Player 9 Series?

Absolutely! You can listen to your *pressplay* membership on either versions of *pressplay*. To access your existing *pressplay* membership through Windows Media Player 9 Series:

1. Install the 9 Series player (this can be obtained at <http://windowsmedia.microsoft.com/download/download.asp>).
2. Click the **Services** button on the 9 Series player.

3. Follow the **pressplay** link.
4. Follow the "I am already a member!" link.

Note: The different versions of *pressplay* are treated as separate installations and you will need to perform a **Sync/Restore** to listen to your downloads on the other version.

M.F.4. How do I cancel my *pressplay* membership?

If you wish to cancel your membership:

1. **<CLIENT>** Select **Account Status** from the **My Account** drop-down menu.
<9 SERIES> Click **OPTIONS/HELP** from the **HOME** tab, and then click on **Account Status**.
2. Click on the **To cancel your membership** link.
3. Review the terms of cancellation and click **CONTINUE**.

Your membership will be terminated at the end of the billing period you paid through.

M.F.5. How can I reactivate a previously canceled membership?

To reactivate a canceled membership, sign in to *pressplay* through the same affiliate with the same member name and password that you had before. You should receive a "Welcome Back to *pressplay*" page with a link to reactivate your account. If you reactivate your membership with the same member name/password within 6 months from when you canceled, you can regain access to your downloads using the Sync/Restore feature.

Note: If you need any help during the reactivation process, please feel free to contact *pressplay* Customer Care at 888.660.2265 and we can reactivate your membership for you.

If you no longer have *pressplay* installed on your computer, you can first download the *pressplay* application from one of the following sites (depending on which affiliate you originally signed up through):

- **pressplay on MSN Music** members go to the following URL:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=9
- **pressplay on Yahoo!** members go to:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=10
- **Roxio pressplay** members go to:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=11
- **pressplay on MP3.com** members go to:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=36
- **pressplay on Sony's Musicclub** members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=87

- **pressplay connect** members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=88
- **Gateway Music Vault by pressplay** members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=123
- **Rio pressplay** members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=143
- **pressplay** (generic) members click here:
http://admin.pressplay.com/duet/registration/r_member_download.html?reg=1&affiliate_id=7

Once you download the *pressplay* application, sign in with the same member name and password and you should see a link to reactivate your account.

<9 SERIES> If you signed up for **pressplay through Windows Media Player 9 Series** or wish to use *pressplay* through the 9 Series player:

1. Install the 9 Series player. This can be obtained at:
<http://windowsmedia.microsoft.com/download/download.asp> if you do not have it already.
2. Click the **Services** button on the 9 Series player.
3. Follow the **pressplay** link.
4. Follow the "I am already a member!" link.

M.F.6. If I cancel, do I get to keep my downloads and/or Portable Downloads?

If you choose to cancel your *pressplay* membership, you get to keep the Portable Downloads you acquired. However, you will lose the ability to play the regular downloads at the end of the period you paid through.

If you decide to come back to *pressplay* within six months, you can regain access to your entire download collection (using the **Sync/Restore** feature) after you sign up again using the same member name and password.

M.F.7. How do I upgrade my *pressplay* membership plan?

If you wish to upgrade your membership plan to either the *pressplay* Unlimited Plus or *pressplay* Annual Plus membership plan:

1. **<CLIENT>** Select **Account Status** from the **My Account** drop-down menu.
<9 SERIES> Click **OPTIONS/HELP** from the **HOME** tab, and then click on **Account Status**.
2. Select **CHANGE MEMBERSHIP PLAN**.
3. Select a membership plan that best suits your needs.
4. Review the details of the offer and click **SUBMIT** to accept.

Note: If you upgrade your membership plan, the new plan will take effect immediately and you will be billed the difference in price between the plans. If you upgrade from pressplay Unlimited Plus to pressplay Annual Plus, the difference in the Portable Download credits between the plans will be added to your current total.

M.F.8. How can I downgrade my membership plan to a pressplay Unlimited or pressplay Unlimited Plus?

If you wish to downgrade your membership plan:

1. **<CLIENT>** Select **Account Status** from the **My Account** drop-down menu.
<9 SERIES> Click **OPTIONS/HELP** from the **HOME** tab, and then click on **Account Status**.
2. Select **CHANGE MEMBERSHIP PLAN**.
3. Select a membership plan that best suits your needs.
4. Review the details of the offer and click **SUBMIT** to accept.

Note: If you downgrade your membership plan, you will not be charged the new rate until the beginning of the next billing cycle. The new Portable Download amounts will not be effective until your next billing cycle.

M.F.9. If I downgrade, upgrade or reactivate another membership plan, do I get the 3-day free trial?

The 3-day free trial is only available once, when you initially sign up. If you downgrade or upgrade to another membership plan, the 3-day free trial is not included.

M.F.10. Why did I receive a Payment Decline Notice?

You received this notice because we were unable to process your membership based on the billing information provided during registration. To update your billing information:

1. Sign in to pressplay.
2. **<CLIENT>** Choose **Member Information** from the **My Account** drop-down menu along the top.
<9 SERIES> Click **OPTIONS/HELP** from the **HOME** tab, and then click on **Member Information**.
3. Click the **EDIT** button.
4. Verify the credit card information, including the name on card, card type, expiration date, billing address, city, zip code, and country.
5. Carefully re-type the card number.
6. Click the **UPDATE MEMBER INFO** button.

Note: *pressplay currently accepts Visa, Mastercard, and American Express credit cards. Debit or ATM cards are not currently accepted.*

Note: *For your security, pressplay uses address verification. The address listed must be valid and correspond to the billing address for your credit card. Currently, the address must also reside within the United States.*

For security reasons, we ask that you do not send credit card information via e-mail, but if you need any assistance with correcting this issue please call Customer Care at 888.660.2265.

M.F.11. How do I switch my billing credit card?

The Member Information page under **my account** contains billing information that you entered when you registered.

To update this information:

1. **<CLIENT>** Select **Member Information** from the **My Account** drop-down menu.
<9 SERIES> Click **OPTIONS/HELP** from the **HOME** tab, and then click on **Member Information**.
2. Click the **EDIT** button.
3. Verify the **name on card**, and change if necessary.
4. Select a new **card type** using the drop-down menu.
5. Enter the new **card number**.
6. Update the **expiration date** using the drop-down menus.
7. Verify that all the other billing information is correct.
8. After you have made changes, click **UPDATE MEMBER INFO** to post the changes.

Note: *If your credit card information is altered so the card number or expiration is not valid, then pressplay will be unable to process your membership.*

M.F.12. Who do I contact if I have a billing issue regarding my credit card? Who do I contact if I believe I was billed in error?

Contact *pressplay* Customer Care using the help request forms available from Help menu or by calling 888.660.2265. A Customer Care representative can provide an explanation of your charges for you to verify.

M.F.13. I suspect that an unauthorized user is accessing my *pressplay* account, what do I do?

If you suspect that your *pressplay* account was accessed by an unauthorized user, contact *pressplay* Customer Care at 888.660.2265.

M.F.14. How do I change the member name that is visible to others?

Your member name is the unique name you chose when you registered and cannot be changed.

M.F.15. Can I share my pressplay membership with others?

Your *pressplay* membership is for your personal use only. If you give others access to your *pressplay* account, keep in mind that only one concurrent user is allowed on your account at a time and the tracks they make Portable Downloads will count against your membership plan.

M.F.16. How do I switch the member name that is currently signed in?

If you share a computer with another *pressplay* member, it's possible that they may already be signed in to *pressplay* when you sit down to use the computer. To switch to your personal collection of streams or downloads:

1. **<CLIENT>** Select **Switch Member Name** from the **File** menu.
<9 SERIES> Click **OPTIONS/HELP** from the **HOME** tab, and then click on the **Switch Member Name** link.
2. Click **OK** in the confirmation dialog box.

A Web page is presented that gives you three paths for signing in.

3. Choose the appropriate path and sign in using your member name and password.

M.F.17. Can I switch member names while I am offline?

No, you must be signed in to switch member names.

M.F.18. I used up all the Portable Downloads in my membership plan before my membership period was over—is there a way I can get more Portable Downloads?

pressplay offers all members and trial participants the ability to purchase additional Portable Download packs to supplement your membership plan. You can purchase a 5-pack of Portable Downloads for \$5.95, a 10-pack for \$9.95, or a 20-pack for \$18.95. These Portable Download pack credits are good for as long as you are an active member.

If you have a *pressplay* Unlimited or Unlimited Plus membership plan, you can also consider upgrading to a *pressplay* Annual Plus membership plan that provides 120 Portable Downloads for the year, all available on day one of your membership.

M.F.19. How do I purchase a Portable Download pack?

To purchase a Portable Download pack:

1. **<CLIENT>** Select **Account Status** from the **My Account** drop-down menu.

<9 SERIES> Click **OPTIONS/HELP** from the **HOME** tab, and then click on **Account Status**.

2. Click the link that says "Click here to buy more Portable Downloads!" .
3. Select the number of Portable Downloads you wish to purchase.
4. Review the details of the offer and click **SUBMIT** to accept.

Portable Download credits from your 5-, 10-, or 20-packs will not expire as long as you are a *pressplay* member.

M.F.20. If I have Portable Download credits from my membership plan and also purchase a Portable Download pack, which credits will be used up first?

The Portable Download credits allotted from your membership plan will be used up first. Once your membership Portable Download credits have been used up, then your Portable Download credits from your 5-, 10-, or 20-pack will be decremented.

M.F.21. What is the Member Get Member promotion?

The **Member Get Member** program provides a convenient way to refer friends and family to *pressplay* and also get rewarded at the same time! For each person that becomes a paid member from your referral, you will receive 10 free [Portable Downloads](#). In addition, if your friend signs up by your Member Get Member referral, they will also receive 10 free Portable Downloads. Look for **Member get Member** promotional links on the **HOME** page and other locations throughout *pressplay*.

M.F.22. How can I recommend *pressplay* to a friend or family member and get rewarded?

The Member Get Member promotion allows you to share *pressplay* with your friends and families, and also get rewarded for referrals that sign up. Here's how it works:

5. Click the **Member Get Member** link. These promotional links are typically available from the **HOME** page or other locations throughout *pressplay*.
6. Type in the e-mail addresses of friends and family members that you want to share *pressplay* with in the **Friend's E-mail** field. If you are typing in multiple e-mail addresses, separate them with commas.
7. Type in your name and any personalized comments that you wish to add.
8. Click the **Submit** button.

An e-mail will be sent to the specified e-mail addresses inviting these people to sign up for *pressplay*. Once they sign up from the link in that e-mail, we will send you an e-mail notifying you that they joined. For each person that signs up from your referral, you will receive 10 free [Portable Downloads](#). The 10 Portable Downloads will be credited to your account at the beginning of the next billing period. In addition, if your friend signs up by your Member Get Member referral, they will also receive 10 free Portable Downloads!

6.2 Membership K-base Only

M.K.1. I forgot my password or member name. What do I do?

The password and member name recovery process varies with each affiliate:

- **pressplay on MSN Music** members use the MSN .NET Passport to sign in. The .NET Passport e-mail address or password can be changed by following the instructions on the .NET Passport sign-in, or by going to the following URL:
https://memberservices.passport.com/ppsecure/MSRV_ResetPW.asp
- All other *pressplay* affiliate members use the integrated *pressplay* sign-in. Please contact us again and provide your e-mail address supplied during registration, member name, and affiliate so we can reset your password or recover your member name

M.K.2. I will not be using my *pressplay* membership for an extended period, can I cancel and then reactivate the same membership at a later date?

As long as you reactivate your membership with the same member name that you originally signed up with, you can regain access to your previous downloads using the **Sync/Restore** feature.

M.K.3. If I cancel partway through a billing cycle, do I get charged for the whole period?

After you register and make your payment for the *pressplay* service, you agree to a monthly or annual membership up front, depending on the plan you choose. If you cancel at any time during this billing cycle, you will receive the *pressplay* service until the end of that billing cycle, and will be charged for that period.

M.K.4. Where does my membership fee go—how much goes to the artist, how much to the record label, etc.?

pressplay has agreements with the record labels under which *pressplay* compensates the labels for the use of the music in the *pressplay* service. The labels then in turn compensate the artists dependent on the terms of the individual artist contracts.

M.K.5. Does the artist get royalties per stream, or per membership?

This depends on the terms of the artist contract between the record label and the artist.

M.K.6. Who handles your subscription management?

pressplay employs VUNet USA Technologies as a back-end technology provider, which includes subscription management.

M.K.7. When I try to stream or download music, I get a message that says “we were unable to update your membership”.

Here are some initial things to check:

- Verify that the system date on your computer is correct or didn't accidentally get changed. If the date is not correct, update the date and try again.
- It is possible that the Windows Media Player upgrade didn't work during the installation. Locate the `WMP_Upgrade.wma` file in the *pressplay* directory and double-click on it to upgrade the individualization. Try again after upgrading.

If you are still having problems, please contact us again.

M.K.8. I get a sign-in error that states “Either there is a problem with your Internet connection or the server is not available. Please check your connection and try again”.

Verify that you have an active Internet connection by launching your Internet Explorer and seeing if you can access other Web sites. If you are able to access other sites, then verify your Internet settings:

1. Select **Internet Options...** from the **Tools** drop-down menu.
2. Go to the **Connections** tab and verify the information.
3. If you are using a proxy server, then click the **LAN Settings ...** button and make sure the proxy server address is correct. If you are not using a proxy server, make sure this box is not selected. Consult your Network Administrator if you are unsure.
4. On the **Advanced** Tab, make sure the **Use SSL 2.0** box is checked.

M.K.9. Why does it appear that my credit card is being charged multiple times?

When your *pressplay* membership is set to rollover into a new payment period, *pressplay* sends a request to your credit card for authorization. Even though this is a standard procedure, some banks or financial institutions may perceive these authorization attempts as pending charges, when in fact they are merely attempts to verify the credit card and authorize the charges.

If the authorization is declined, *pressplay* will send a payment decline notice to the e-mail address you provided during registration with instructions to correct your billing information. *pressplay* may periodically send an authorization request to your account to see if the billing information was corrected. It is important to note that these are merely authorization attempts and not actual charges. They will disappear from you account and only one charge (if validated) will appear on your final statement.

To remedy the situation, verify and update your billing information:

1. Sign in to *pressplay*.
2. Choose **Member Information** from the **My Account** drop-down menu along the top.

3. Click the **EDIT** button.
4. Verify the credit card information, including the **name on card, card type, and expiration date**. Verify that the card is NOT a debit, or ATM card but a credit card. Try another credit card if you have one available.
5. Verify the **billing address, city, zip code, and country**. Verify that this address corresponds to the credit card you are using.
6. Carefully re-type the **card number**.
7. Click the **UPDATE MEMBER INFO** button.

Note: *pressplay currently accepts Visa, Mastercard, and American Express credit cards. Debit or ATM cards are not currently accepted.*

Note: *For your security, pressplay uses address verification. The address listed must be valid and correspond to the billing address for your credit card. Currently, the address must also reside within the United States.*

If you are still having problems, please contact us with details of your issue. Due to the sensitive nature of billing information, we ask that you do not send credit card information via e-mail, but if you need any assistance with correcting this issue please call Customer Care at 888.660.2265.

M.K.10. I want to cancel/How do I cancel? (within 3-day trial)

We are sorry that you have decided to cancel your *pressplay* membership. Your trial membership has been canceled and you will not be billed.

If you would ever like to reactivate your *pressplay* membership in the future, you can do so by signing up again through the same *pressplay* affiliate (follow the "I am already a member!" link) and use the same member name and password. If you reactivate within six months, you will regain access to all of your existing downloads.

M.K.11. I want to cancel / How do I cancel?

We are sorry to hear you want to cancel. If there is any particular issue that we can help you with, please let us know.

If you wish to cancel your membership, you may do so by following these steps:

1. Sign in to *pressplay*.
2. **<CLIENT>** Select **Account Status** from the **My Account** drop-down menu.
<9 SERIES> Click **OPTIONS/HELP** from the **HOME** tab and click the **Account Status** link.
3. Click on the "To cancel your membership" link.
4. Review the terms of cancellation and click **CONTINUE**.

If you would ever like to reactivate your *pressplay* membership in the future, you can do so by signing up again through the same *pressplay* affiliate (follow the "I am already a member!" link) and use the same member name and password. If you reactivate within six months, you will regain access to all of your existing downloads.

M.K.12. Cancellation confirmations for cancellations through CST (within three days of DPT).

We are sorry that you have decided to cancel your *pressplay* membership. Your membership has been canceled. At the end of your membership period you will no longer be able to access *pressplay*.

If you would ever like to reactivate your *pressplay* membership in the future, you can do so by signing up again through the same *pressplay* affiliate (follow the "I am already a member!" link) and use the same member name and password. If you reactivate within six months, you will regain access to all of your existing downloads.

M.K.13. Refund Denial Response.

According to the *pressplay* terms and conditions, refunds are only issued under extenuating circumstances, such as the inability to use the service. Our records indicate that you have successfully accessed and used your *pressplay* membership during this current subscription period, and consequently we are unable to issue you a refund.

Thank you in advance for your understanding in this matter.

M.K.14. How long will it be before I get a refund?

Refunds are typically processed in 48 to 72 hours, but may take longer depending on the issue. Please check your credit card account and notify us again in 7-10 days if it appears your refund has not been processed.

M.K.15. Billing discrepancies.

<NOTE: BEFORE SENDING OUT THIS TEMPLATE REQUESTING A COPY OF THE BILLING STATEMENT, THE CCR SHOULD VERIFY THAT THESE ARE NOT AUTHORIZATION ATTEMPTS>

Thank you for contacting *pressplay* with your billing inquiry. Unfortunately, our billing records do not reflect the claim you are making. Note that as part of the normal billing process, *pressplay* may send out authorization requests to your credit card. These are not actual charges and will be subsequently voided by the time you get your final statement. If you have verified that these are not authorization requests, but actual charges, then our accounting department will need some additional information to process your refund.

Please send us a copy of your final printed credit card statement (not your online running balance), showing the charges you are disputing, as well as a brief description of your discrepancy. Your credit card number should also be on the statement so we can correlate the charges. Please fax this information to *pressplay* Customer Care at 402.577.3291.

We apologize for any inconvenience and assure you that we will look into this matter as soon as possible. Upon receipt of your credit card statement showing these charges, you should hear a reply from us within 2-3 business days.

M.K.16. Payment rejected because of "Credit Floor" or "Insufficient Funds" error in CST.

We are sorry, but we are unable to process your payment using the credit card you provided. Please check the account to verify that you have sufficient funds to accommodate the charge, or try another credit card.

M.K.17. Password Recovery follow-up Template.

We have processed your password recovery request and have sent it to the e-mail address you provided during registration. Your member name is also in this e-mail with instructions on how to sign-in with this member name and password. If you did not receive the e-mail with your new password, or have any other questions, please let us know.

M.K.18. Request more information to access account.

In order for us to access your account, we need some additional information. Please reply with your *pressplay* member name, e-mail address used during registration, and the affiliate you registered through (Yahoo!, Roxio, MSN Music, MP3.com, Sony's Musicclub, Gateway Music Vault, Rio, *pressplay* connect, or *pressplay* (generic or for Windows Media Player 9 Series)). After we receive this information, we will process your help request.

M.K.19. Automatic MSN sign-in failure due to multiple .NET Passports on Windows XP.

If you have more than one MSN .NET Passport account and you are using the .NET Passport automatic sign-in feature on Windows XP, then it is possible that the automatic sign-in is bypassing the *pressplay* sign-in and not allowing you to enter the correct .NET Passport. To correct this issue you must either disable the automatic sign-in feature or use the .NET Passport sign-in that you used during *pressplay* registration.

To disable or change the .NET Passport auto sign-in for **Windows XP Home**:

1. Click **Start > Settings >Control Panel** from the Start menu.
2. Click on **User Accounts**.
3. In the next screen, click on the user account that you are currently using. If Windows XP does not ask you for a user account when it boots up, then choose the **Administrator** account.
4. Click on **Change my .NET passport**.
5. Click on **Use a different .NET passport**.
6. Follow the instructions presented by the .NET passport wizard to add the .NET passport email address used to register for *pressplay*.

Note: *This does not delete the .NET Passport account, but merely removes it as the XP stored .NET Passport account that is used for the automatic sign-in feature.*

- When complete, launch *pressplay* and you should now be prompted for a .NET Passport sign-in.

At this point, if you want to use this e-mail address as your default .NET Passport account for automatic sign-in, click the “Sign me in automatically” checkbox.

Note: This will be a recurring issue if you set another .NET Passport account (other than the one you used to register with *pressplay*) as the default account for automatic sign-in.

To disable or change the .NET Passport auto sign-in for **Windows XP Professional**:

- Click **Start > Settings > Control Panel** from the Start menu.
- Click on **User Accounts**.
- In the dialog box that displays, click on the **Advanced** tab.
- Click on the **Manage Passwords** button.
- Highlight your .NET Passport e-mail address and click the **Remove** button.
- Sign in to *pressplay* and you should now be prompted for a .NET Passport sign-in.

M.K.20. <GATEWAY ONLY> What is included in my Gateway Music Vault by *pressplay* membership?

This depends on the membership plan you chose when you purchased your Gateway Music PC. If you did not specify a membership plan, then you can sign up for the basic membership, which includes a free 3-day trial with unlimited streaming and downloading. If you specified the Mega or Genre Pack memberships, then these include:


- Mega Pack**—Includes 90 days of unlimited streaming and downloading of the entire *pressplay* catalog and 20 Portable Downloads. In addition, approximately 2,000 hit songs come pre-loaded on a 40 GB Hard drive. After the 90-day introductory period, this membership will roll into the *pressplay* Unlimited plan (unlimited streaming and downloading for \$9.95 per month).
- Genre Pack**—Includes approximately 150 hits specific to your chosen genre pre-loaded on your computer. The Genre Pack membership includes 30 days of unlimited streaming and downloading of the entire *pressplay* catalog and 10 Portable Downloads. After the 30-day introductory offer, this membership will roll into the *pressplay* Unlimited plan (unlimited streaming and downloading for \$9.95 per month).

M.K.21. <GATEWAY ONLY> When does my Mega Pack or Genre Pack membership plan on Gateway Music Vault by *pressplay* start?

As soon as you register for the *pressplay* service, your membership will begin. Whenever you first launch *pressplay* (choose **Start > Programs > *pressplay***) you will be prompted to register in order to start your membership.

M.K.22. <GATEWAY ONLY> How long is my Mega Pack or Genre Pack membership offer good for?

You will have one year from the purchase date of your Gateway Music PC to initiate your Genre Pack or Mega pack memberships on Gateway Music Vault by *pressplay*.

	# CC-001	v4.1 — March 27, 2003
	PROPRIETARY & CONFIDENTIAL	Page 45

M.K.23. <GATEWAY ONLY> Can I sign up for the Gateway Music Vault by pressplay Mega Pack or Genre Pack membership plan if I did not select the offer when I purchased the Gateway Music PC, or if I do not have a Gateway Music PC?

The Mega Pack and Genre Pack memberships on Gateway Music Vault by pressplay are exclusive promotions offered only when you purchase a Gateway Music PC. Currently, the Mega Pack and Genre Pack offers are only available if you choose this option upon purchase of your Gateway consumer desktop PC.

To register for the basic membership, simply launch pressplay (select **Start > Programs > pressplay**) and register when prompted. If your PC did not come with pressplay pre-installed, you can sign up for pressplay at www.gateway.com/pressplay.

M.K.24. <CLIENT ONLY> What does the LISTEN OFFLINE button do at sign-in?

If you select the **LISTEN OFFLINE** option during sign-in, you will be able to play your downloads, create playlists, and perform other functions which do not require you to be signed in to your account. If you attempt to perform other actions such as streaming music or updating your account information, you will be prompted to sign in.

7 Finding Music and Content

7.1 Finding Music FAQs

F.F.1. How do I search for content in the pressplay catalog?

A search for artists, albums or tracks, can be performed from the **FIND MUSIC** tab:

1. Click the **FIND MUSIC** tab and choose the search type as Artist, Album, or Track from the drop-down list.
2. Enter the search string in the provided field.
3. Click the **SEARCH** button.

The results display. Consult the [pressplay User Guide](#) for more details.

F.F.2. What determines popularity and the pressplay charts rating?

The pressplay track popularity ranking is determined by the number of times a track is streamed or downloaded in the pressplay service in the prior 14 days. Album popularity is based on the cumulative popularity of the tracks on the album in the prior 90 days. Artist popularity is based on the average popularity for all the albums by that artist in the pressplay service.

F.F.3. Why isn't (a specific artist) in your catalog?

pressplay strives to have the most comprehensive library of online music available to members. We are continually working on signing new agreements with content license holders to make our catalog even stronger. If we are not currently licensed for a track, **pressplay** will recommend something that is closely related to the artist or album you are looking for. We are always adding new music to the **pressplay** service, so check back often for your favorite artists.

F.F.4. I am having problems finding an artist (that is in the **pressplay** catalog) using the search tool?

pressplay uses the artist, album, and track name spellings as they appear on the album. If your search query does not return the artist, album, or track you are looking for (and the artist is represented in the **pressplay** service), then check the spelling. You also might try doing a partial string search. In some cases, the actual name may use special characters or spelling. Here are examples of names that might give you problems:

- **98°**—this is how this artist appears in the database, so if you tried typing “98 degrees” you might not pull up this result. The solution would be to just search for “98”.
- **Blue Öyster Cult**—the official artist name requires the special character, so if you searched for “blue oyster cult” you might not bring up the result. A search for “blue cult” however, would bring up a successful result.
- **Siouxsie & the Banshees**—if you tried “Susie and the Banshees” you might not get the result, whereas if you tried just “Banshees” you would get the desired result.

F.F.5. How can I get notified of new **pressplay** music releases?

If you would like to be kept up to date with new music releases, make sure you opt-in to receive e-mail from **pressplay**. To sign up for **pressplay** e-mails:

1. **<CLIENT>** Select **Member Information** from the **My Account** drop-down menu.
<9 SERIES> Click **OPTIONS/HELP** from the **HOME** tab, and then click on the **Member Information** link.
2. Click the **EDIT** button.
3. Scroll down and check the boxes toward the bottom for information updates from **pressplay** and/or the labels.
4. Click **UPDATE MEMBER INFO**.

F.F.6. Which music labels are represented in the **pressplay** service?

pressplay members have access to one of the largest online music catalogs, which is constantly growing and currently features songs from all five major record companies - Universal Music Group, Sony Music Entertainment, EMI Recorded Music, Warner Music Group and BMG - and many independent labels.

F.F.7. What is the basis for the recommendations in the recommendation engine?

The recommendations from pressplay's programming team are based on what other members are streaming, downloading, making portable, and searching for. The recommendations are served to the right of the search results window and are listed in order of artists with the greatest number of similarities to the artist the recommendations are based on.

***Note:** Occasionally the number and order of artist recommendations may be affected by the number of artists in the pressplay service and the inclusion of suggested new artists with no established usage history.*

F.F.8. How can I get recommendations, or find artists that are like another artist?

To get recommendations for artists that are similar to another artist, search for the artist and view the recommendations that display to the right. You can also right-click on an artist from the search results and click **Recommended Artists** from the drop-down menu.

F.F.9. What does 'Bookmark Track' do?

<CLIENT> When you right-click on a track and choose **Bookmark Track**, the track is conveniently stored under the **MY COLLECTION** tab in the **Bookmarked Tracks** folder or under the corresponding artist folder.

<9 SERIES> When you right-click on a track and choose **Bookmark Track**, the track is conveniently stored under the **BOOKMARKED TRACKS** tab. You can bookmark both streams and downloads, but when you play a bookmarked download from the **BOOKMARKED TRACKS** tab, the streamed version of the track will play. The download version can be accessed from the 9 Series player **Media Library**.

F.F.10. How do I add a track(s) or an album to MY COLLECTION or BOOKMARKED TRACKS?

<CLIENT> To add track(s) to **MY COLLECTION** so they are conveniently accessible, search for and select the track(s), then right-click and choose **Bookmark Track**. The bookmarked tracks will now be stored under the **MY COLLECTION** tab under **Bookmarked Tracks**.

<9 SERIES> To add track(s) to **BOOKMARKED TRACKS** so they are conveniently accessible, search for and select the track(s), then right-click and choose **Bookmark Track**. If you bookmark a download, then the stream version of the track will be accessible from **BOOKMARKED TRACKS**. Tracks that you download or make Portable Downloads are stored in your 9 Series player Media Library.

To add an album to your collection, select **BROWSE ARTIST/ALBUM** from the **FIND MUSIC** tab and browse for the artist/album. Select the album, right-click, and choose **Bookmark Album**. All the tracks for that album that are featured on pressplay are added to the **MY COLLECTION** or **BOOKMARKED TRACKS** tab.

F.F.11. How can I find out what music has recently been added to pressplay?

Check the "**today: just added to pressplay**" section on the home page. This is updated daily with highlights of artists and tracks that have been recently added to pressplay. You can also **BROWSE**

NEW ADDITIONS from the **FIND MUSIC** tab to browse through the content that has been most recently added.

To browse through the content that has been recently added to the *pressplay* service:

1. Go to the **FIND MUSIC** tab.
2. Click on **BROWSE NEW ADDITIONS**.

The last 1000 tracks that have been added to the *pressplay* service display, organized by artist and ranked by popularity in the service. You can sort these results alphabetically by artist by clicking on the **Artists** column header.

Every time you visit this page the results are refreshed, but you can refresh the results manually by clicking the **REFRESH** button.

F.F.12. How can I find out more information about an artist or album?

Select an artist and click the **artist/album info** button (or right-click and choose **Artist Info** or **Album Info**). Information is provided that includes related artists, a discography, and a biography of the artist. Alternatively, you can simply click on the album thumbnail when the track is playing to view the artist information.

F.F.13. How do I block *pressplay* tracks with explicit content?

To block tracks with explicit content:

1. **<CLIENT>** Select **Member Information** from the **My Account** drop-down menu.
<9 SERIES> Select **OPTIONS/HELP** from the **HOME** tab, and then click the **Member Information** link.
2. Click the **EDIT** button.
3. Check the **exclude explicit content** box.
4. After you have made changes, click **UPDATE MEMBER INFO** to post the changes.

Note: You also have the option to require a password to turn this block off. To set this password, click on the provided link below to change the parental control password.

F.F.14. How do I turn the explicit content block off?

To gain access to tracks with explicit content:

1. **<CLIENT>** Select **Member Information** from the **My Account** drop-down menu.
<9 SERIES> Select **OPTIONS/HELP** from the **HOME** tab, and then click the **Member Information** link.

2. Click the **EDIT** button.
3. Un-check the **exclude explicit content** box.
4. If you have the parental control password set, type in your password in the provided **parental control password** field below.
5. After you have made changes, click **UPDATE MEMBER INFO** to post the changes.

F.F.15. How do I set or change my parental control password for the explicit content block feature?

To change your parental control password:

1. **<CLIENT>** Select **Member Information** from the **My Account** drop-down menu.
<9 SERIES> Select **OPTIONS/HELP** from the **HOME** tab, and then click the **Member Information** link.
2. Click the **EDIT** button.
3. Click on the provided link to change the parental control password below the **exclude explicit content** checkbox.
4. If you are changing your password, type in the **current password**.
5. Type in the **new password**, and then re-type this same password in the **confirm password** field.

Note: You cannot use the string "password" for your password.

6. Click the **UPDATE PASSWORD** button, and then click **OK**.

F.F.16. I get an invalid password error message when I enter my parental control password or I cannot remember my password?

The parental control password is case-sensitive. Verify that you do not have the **Caps Lock** key on, and try re-typing the password.

Also note that the word "password" is not allowed as a parental control password. If your parental control password is "password", please change it to something else and try again.

To recover your parental control password, please send an e-mail to help@support.pressplay.com.

F.F.17. How can I browse through recent or past hits from the Billboard Charts?

pressplay features Billboard Charts that let you browse the most popular hits from today or relive the hits of years past. To view the Billboard charts:

1. Go to the **FIND MUSIC** tab and click the **BILLBOARD CHARTS** sub-tab.
2. From the **chart** drop-down menu, select the Billboard chart type that you would like to browse.

3. From the folders below, select the year and season that you want to view the hits from.
4. Click the **BROWSE** button.

7.2 Finding Music K-base Only

F.K.1. What determines whether an artist or track is available on pressplay?

As soon as the record label partners in the pressplay service make tracks available to pressplay, we make them available to our members.

F.K.2. Do you offer music in other languages?

We do offer some music in other languages, but currently there is not a way to browse by language or country. We are working hard to get more international content available in the pressplay catalog.

F.K.3. Why am I getting the “emerging artist” display instead of suggestions for an artist?

If **emerging artists** displays when you search for an artist or request recommendations, it means that no recommendation associations have been established for this artist yet. As more members listen to that artist, recommendations will be added, so check back at a later date.

F.K.4. Parental control password recovery or change .

<<<PARENTAL CONTROL PASSWORD REQUESTS ARE FORWARDED TO SECONDLINE@PRESSPLAY.COM SO RODNEY, DAVID OR BISWA CAN RECOVER THEM. INCLUDE “PARENTAL CONTROL PASSWORD RECOVERY REQUEST” IN THE SUBJECT LINE FOR QUICKER PROCESSING. WHEN SECONDLINE RETURNS THE PASSWORD, INCLUDE THE FOLLOWING IN THE REPLY BACK. IF THE CUSTOMER REQUESTS A PASSWORD CHANGE, ALSO INCLUDE THOSE INSTRUCTIONS.>>>

Per your request, your parental control password is:

<PASSWORD>

Please make a note of this and keep it in a safe place. This password is used to turn off the explicit content block.

F.K.5. How do I turn the parental control password off?

Once you have set the parental control password, you must continue to use this feature for this account.

F.K.6. <GATEWAY ONLY> How can I view my selection of Mega Pack or Genre Pack pre-loaded tracks?

To view the content that comes pre-loaded on your Gateway Music PC with the Mega Pack or Genre Pack membership, sign in to *pressplay* and click the **MY COLLECTION** tab.

F.K.7. Why is there no genre classification for <Christian, Gospel, New Age, or any other genre not in pressplay> in the pressplay system? (KB ONLY)

The current browse genres we have created are an attempt to concisely classify the music in the *pressplay* catalog. If we do not currently have a specific genre of music, this does not imply that we do not have this type of music in the catalog.

F.K.8. Why are there gaps in the pressplay Billboard Charts?

Only tracks that are available in the *pressplay* service will display in the *pressplay* Billboard Charts. There must be at least ten *pressplay* tracks or three *pressplay* albums on the Billboard Charts for a season in order for that season to display.

8 Streaming Music

8.1 Streaming FAQs

S.F.1. How do I play (stream) a selected track?

There are three convenient and easy ways to stream a track:

- Simply double-click on your selection
- Select the track and press the play button on the music player along the bottom
- Right-click on the desired track and select **Play**

See the [pressplay User Guide](#) for more information.

S.F.2. Which digital music player does pressplay use to stream tracks?

pressplay uses Windows Media Player to play your *pressplay* tracks.

<CLIENT> If you don't have the Windows Media Player 9 Series yet, you may want to get the free upgrade to improve your streaming performance.

S.F.3. What file format and bitrate are the streaming tracks?

pressplay uses Windows Media Audio for streaming files. The music is streamed at 20, 32, or 96 Kbps depending on your connection speed:

- Dial-up—20 Kbps
- ISDN—32 Kbps
- Cable/DSL or higher—96 Kbps

S.F.4. Can I change the playback quality (bitrate) of my streams? How do I change my connection speed?

pressplay determines the bitrate for streams based on your connection speed. This connection speed can be maintained separately for each computer you run **pressplay** on.

Note: If you do not specify a connection speed, it will use the default setting of 32 Kbps.

To change your connection speed:

1. **<CLIENT>** Choose **File > Options** from the **My Account** drop-down menu.
<9 SERIES> Click **OPTIONS/HELP** from the **HOME** tab, and then click the **Messages** link.
2. Verify that you are on the **General** tab.
3. Use the **Connection Speed** radio buttons to select the configuration appropriate to your environment.
4. Click the **OK** button.

Also note that downloads have a higher bitrate (128 Kbps) than streams, so if you desire higher fidelity, consider downloading the track.

S.F.5. My player needs to re-buffer often in the middle of a track, is there a way to adjust this?

A track should only need to buffer at the beginning of the track. If the track is re-buffering in the middle of the track, chances are your connection speed setting does not match your actual connection speed, or you are simultaneously performing another bandwidth intensive operation such as downloading files.

Note: If you don't have the Windows Media Player 9 Series yet, you may want to get the free upgrade to improve your streaming performance. The 9 Series player drastically reduces the buffering time between songs and re-buffering during playback.

Note: The connection speed is maintained separately for each computer.

To change your connection speed:

1. **<CLIENT>** Choose **File > Options** from the **My Account** drop-down menu.
<9 SERIES> Click **OPTIONS/HELP** from the **HOME** tab, and then click on the **Messages** link.
2. Verify that you are on the **General** tab.
3. Use the **Connection Speed** radio buttons to select the configuration appropriate to your environment.
4. Click the **OK** button.

S.F.6. Do I have to be online to stream a track?

Because a stream is played directly from pressplay's central servers, you must have a working Internet connection and be signed into pressplay in order to stream a pressplay track. If you download a track, you can play it offline.

S.F.7. How long will a track be available in the pressplay service?

Most pressplay tracks should be available in the pressplay service indefinitely. In rare circumstances, issues may arise that may cause some artists or tracks to be removed from the service.

S.F.8. How does pressplay manage and distribute its streams?

Stream and download delivery is handled by our back-end technology provider, VUNet USA Technologies, through a secure serving infrastructure.

S.F.9. How do I play an entire album?

To play an entire album, select **BROWSE ARTIST/ALBUM** from the **FIND MUSIC** tab and browse for the desired album. Select the album, right-click, and choose **Play Album**.

S.F.10. How do I adjust the volume?

To adjust the volume, click on the slide bar on the player and drag left to decrease the volume, or right to increase the volume.

<CLIENT> Alternatively, you can press the **+** button on your numeric keypad to increase the volume and the **-** button to decrease the volume.

Note: *The volume may also be dependent on the system volume on your computer or the volume on your speakers.*

S.F.11. If I use *pressplay* on more than one computer, can I specify a different connection speed for each computer? How do I do this?

The connection speed is stored locally and only applies to the computer you set it on. If you install *pressplay* on subsequent computers, you can set the connection speed separately for each computer.

Note: If you do not specify a connection speed for the computer you are using, it will use the default setting of 32 Kbps.

<CLIENT> If you need to update your connection speed, select **Options** from the **File** drop-down menu. On the **General** tab, adjust the **Connection Speed** accordingly.

<WMP9> If you need to update your connection speed, select **OPTIONS/HELP** from the **HOME** tab and then click the **Messages** link. On the **General** tab, adjust the **Connection Speed** accordingly.

8.2 Streaming K-base Only

S.K.1. A track I want is not featured on *pressplay*, how can I request it?

Submit your request to *pressplay* Customer Care via the **Feedback** form on the **Help/Customer Care** pages and it will be forwarded to our music programming team for review.

S.K.2. I am having problems streaming or downloading.

It is possible that the Windows Media Player upgrade didn't work during the installation and your individualization failed. To upgrade your individualization go to the following site:

<http://drmlicense.one.microsoft.com/Indivsite/indivit2.htm>

Note: An alternative way to upgrade your individualization is to locate and open the *WMP_Upgrade.wma* file that is typically found in the *C:\Program Files\pressplay* directory. Double-click this file or open it directly from Windows Media Player, and then follow the instructions.

S.K.3. <CLIENT> I am still having problems streaming or downloading after updating Windows Media Player (corrupted license).

If you still cannot stream or download *pressplay* tracks after updating Windows Media Player, then you may have a corrupted license. To fix your license:

1. Shut down *pressplay*.
2. Go to **C:\Program Files\pressplay\bin**.
3. Delete the *streamdb.bin* file that is in this directory.
4. Launch *pressplay* and try streaming or downloading.

S.K.4. I am still having problems streaming or downloading after trying initial troubleshooting procedures.

If none of the previous solutions fixed the problem, then follow this procedure to help pressplay Customer Care troubleshoot the issue:

1. Launch pressplay.
2. **<CLIENT>** Select **Options** from the **File** drop-down menu and go to the **Advanced Options** tab.

<9 SERIES> Click **OPTIONS/HELP** from the **HOME** tab and click the **Advanced** link.
3. Click the **Enable Customer Care logging** checkbox.
4. Under **Logging Level**, select the level recommended to you by Customer Care (either None, Errors, Warnings, Events, Info, or Trace). If no level was specified, accept the default of **Events**.
5. Exit pressplay and then sign back in to start a fresh session.
6. Try to stream one song and then try to download one song.
7. Locate the log.txt file in your `\\program files\pressplay\bin` directory. Send this file back to pressplay so we can investigate the issue further.
8. **Important!** After this, go back to the **Advanced Options** page and uncheck the **Enable Customer Care logging** checkbox so it is not selected. This will prevent the log file from getting too big and taking up space on your hard drive.

S.K.5. Member Reports Defective Stream.

1. Stream the track to verify that the track is defective.
 - a. If you cannot duplicate the issue, then tell the customer:

We could not duplicate the issue on our end. Check your Internet connection or minimize any other system resources, and try streaming the track again.
2. If the track is indeed defective, forward the message or report the issue to music@pressplay.com.
3. Send back the following response to the customer:

Thank you for bringing this to our attention. It has been reported to our music team and will be resolved as soon as possible. We hope to have the issue fixed in 4-6 weeks, at which time you should be able to stream the corrected version.

S.K.6. I get a “track is not available” error when trying to stream.

<CCR CHECKS TO SEE IF THEY CAN STREAM THE TRACK ON ANOTHER COMPUTER. IF THE PROBLEM IS SPECIFIC TO THAT TRACK, THEN REPORT TO SECOND LINE (IF NOT ALREADY A KNOWN ISSUE) AND PROVIDE THE FOLLOWING ANSWER:>

We are sorry for the inconvenience, but this track is no longer available. Please try another track. There is a possibility that the unavailability of this track is temporary, so please try to stream it again at a later date.

S.K.7. <CLIENT> When I try to stream, the player is stuck on “loading” (Windows 98 and ME).

If you have Windows 98 or ME, a likely cause might be that you have the **Use a proxy server** box checked and no proxy information entered. To correct this:

1. Open Internet Explorer.
2. Select **Internet Options...** from the **Tools** drop-down menu.
3. Go to the **Connections** tab.
4. Click the **Lan Settings ...** button.
5. Verify the proxy server settings:
 - a. If the **Use a proxy server** box is checked and no information is entered, then unclick the box (assuming you are not using a proxy server).
 - b. If you are using a proxy server, verify that the proxy server **Address** and **Port** is correct. If you are not using a proxy server, make sure this box is not selected. Consult your Network Administrator if you are unsure.
6. Restart the stream.

S.K.8. <CLIENT> I try to play a stream with pressplay and it cycles back to "ready" without ever playing (and if I try to play any streams straight from WMP, I get an error that states "Unable to access this media, you may not be connected to the network").

This may indicate that there is a conflict with your ISP software and Windows Media Player that will not allow you to stream any tracks (including pressplay tracks).

To resolve this issue, please follow this procedure to insert the proper Windows Media Player key into your registry:

1. Close pressplay and Windows Media Player.
2. Save the attached file, WMP Stream Fix.txt, to your desktop or elsewhere on your computer.
3. Locate and rename this file to WMP Stream Fix.reg.

4. Double-click on the WMP Stream Fix.reg file.
5. Click **Yes** when prompted to confirm the registry change, and then click **OK**.
6. Once the registry update has been performed, open *pressplay* and try streaming a track.

You should now be able to stream tracks properly. If you are still unable to stream, please let us know.

Note: If the file extension (.txt or .reg) is not visible, then you will have to first configure your system to display file extensions. To do this, double-click on the **My Computer** icon on your desktop and then select **Tools > Folder Options**. Go to the **View** tab and verify that the **Hide File Extensions** box is not checked. If it is checked, uncheck it and select **Apply**. Now go back to step 3 and rename the file extension from "txt" to "reg".

S.K.9. How do I set Windows Media Player to be my default player?

To set Windows Media Player as your default media player:

1. Select **Tools > Options** from Windows Media Player.
2. **<CLIENT>** Go to the **Formats** tab. Under **Available File Formats**, select Windows Media and any other file types that you want played on Windows Media Player.

<9 SERIES> Go to the File Types tab. Under **File Types**, select Windows Media and any other file types that you want played on Windows Media Player.
3. Click **OK**.

Note: Windows Media Player does not have to be the default media player to use *pressplay*.

9 Playlist and Radio

9.1 Playlist and Radio FAQs

Note: These FAQs for playlist functionality apply mostly to the standalone *pressplay* application. **pressplay** for Windows Media Player 9 Series uses native 9 Series playlist functionality. **pressplay** on 9 Series users should refer to the 9 Series player help for additional information on playlist functionality. Radio *pressplay* FAQs apply to both *pressplay* for Windows Media Player 9 Series and the standalone *pressplay* application.

P.F.1. <CLIENT> How do I create a playlist?

1. Find and select the tracks you wish to add to your new playlist. To select multiple tracks, hold the **Ctrl** key down while selecting the tracks. You can also select batches of tracks by clicking on the first track, holding down the **Shift** key, and then clicking the last track.

2. Click the **create new playlist** button at the bottom of the screen, or right-click and choose **Add to New Playlist**.
3. You are then prompted to **title** your playlist, select a **genre**, and write a short optional **description**.
4. Click **save playlist**.

Your playlist will now be accessible through the **MY COLLECTION** tab. See the *pressplay* User Guide for more details.

P.F.2. <9 SERIES> How do I create a playlist?

Before you make playlists with *pressplay* for Windows Media Player 9 Series, you must first download the tracks. To make a playlist with *pressplay* downloads:

1. Go to the **Media Library** in the 9 Series player.
2. Select some tracks to start your playlist (optional).
3. Click the **Playlists** button and then select **New Playlist...** from the drop-down menu.
4. Give the playlist a title under **Playlist Name**.
5. Browse through the selections on the left side and select additional tracks. Clicking on a track adds it to the playlist selection on the right. To remove a track from the playlist, select the track and click the red **X**.
6. To rearrange or order the tracks in the playlist, drag and drop the tracks to the desired location, or you can also select a track and click the up or down arrow buttons to move it.
7. Click **OK** when your playlist is completed.

Your playlist will now be accessible through the **Media Library** under **My Playlists**. You can always edit the playlist at later time by right-clicking and choosing **Edit...** or you can drag and drop tracks from within the Media Library to the playlist.


P.F.3. <CLIENT> How do I add tracks to a playlist?

1. Find and select the tracks you wish to add to your playlist. To select multiple tracks, hold the **Ctrl** key down while selecting the tracks. You can also select batches of tracks by clicking on the first track, holding down the **Shift** key, and then clicking the last track.
2. Click the **add to playlist** button at the bottom of the screen or from the right-click menu.
3. When prompted, select the playlist that you wish to add the tracks to and click **save playlist**.

The new tracks will appear in the playlist.

P.F.4. Is there a limit to the number of tracks in a playlist?

There is currently a 200-track limit to the number of tracks you can have in a playlist.

	# CC-001	v4.1 — March 27, 2003
	PROPRIETARY & CONFIDENTIAL	Page 59

P.F.5. <CLIENT> How do I listen to a playlist?

There are three ways to load a playlist:

- Go to the **MY COLLECTION** tab and locate the playlist in the **Playlists** folders. Double-click on the playlist to load it into the player and begin playback.
- Go to the **MY COLLECTION** tab and locate the playlist in the **Playlists** folders. Right-click on the playlist and select **Play**.
- If you have the audio player detached (click **NOW PLAYING**), select the playlist from the **my playlists** drop-down menu in the upper right corner.

P.F.6. <9 SERIES> How do I listen to a playlist?

There are two ways to load a playlist on the 9 Series player:

- Select the playlist from the drop-down menu in the upper right corner of the 9 Series player
- Go to the **Media Library** and locate the playlist in the **My Playlist** folders. Double-click on the playlist to load it into the player and begin playback.

P.F.7. <CLIENT> Is there a limit to the number of playlists I can create?

There is no limit to the number of playlists you can create.

P.F.8. What is The Mix?

The Mix features an assortment of professionally programmed playlists from which you can build your own compilations.

<CLIENT> You can choose suggested tracks from these mixes and then download and burn the tracks all at once, and even print customized CD inserts and labels. Or you can save the compilations as playlists and just stream the mixes directly.

<9 SERIES> If you are using *pressplay* for Windows Media Player 9 Series, you can stream and download these customized mixes and print out your CD labels and inserts, but you need to use the 9 Series player to create playlists and burn the tracks.

To access **The Mix** programmed playlists, click on **The Mix** link from the **pressplay Magazine** page. The mixes on this page are updated weekly. You can select from the featured mix titles, or browse by genre.

P.F.9. <CLIENT> How do I burn a Mix playlist?

1. Go to the **pressplay Magazine** sub-tab from the **HOME** tab, and then click **The Mix**.
2. Browse through and select a mix title. Click on the **View Tracks** link for that mix.

3. From the list of tracks, click in the boxes for tracks you want to include on your CD.
4. Click **Next**.
5. Review the tracks you selected, and then click **Download**.

Note: This is a good opportunity to create your custom CD insert and label by clicking on the **Download graphics for your mix** button.

6. You will be notified when all your downloads have completed, at which point click the **Burn Now!** button to go straight to the **BURN/TRANSFER** tab with your tracks staged to burn.
7. Verify that your burner is connected and that you have inserted a blank CD.
8. Click the **burn cd** button.

P.F.10. <9 SERIES> How do I listen to a Mix playlist?

1. Go to the **pressplay Magazine** sub-tab from the **HOME** tab, and then click **The Mix**.
2. Browse through and select a mix title. Click on the **View Tracks** link for that mix.
3. From the list of tracks, click in the boxes for tracks you want to listen to.
4. Click the **Play** button.

If you want to download these tracks, then click the **DOWNLOAD** button.

Note: If you are using pressplay for Windows Media Player 9 Series, you can stream or download these customized mixes and print out your CD labels and inserts, but you need to use the 9 Series player to create playlists and burn the tracks. For help with creating playlists and burning with Windows Media Player 9 Series, see the 9 Series player help.

P.F.11. How do I create a custom CD insert and/or label for The Mix playlists?

1. Once you make your selections from **The Mix**, you will see a button to **Download graphics for your mix**.
2. A track list will be created based on the tracks you have selected for your mix.
3. Click **Ok** when prompted to save the PDF file.
4. Once it has finished downloading, open the PDF file.
5. Load the proper blank insert or label into your printer. For more information on obtaining blank CD labels and inserts, go to <http://www.neato.com/>.
6. Click the print button from Acrobat Reader.

Note: To print these inserts and labels, you will need Adobe Acrobat Reader 5.1. You can get Acrobat Reader 5.1 for free from the following URL:
<http://www.adobe.com/products/acrobat/readstep2.html>

P.F.12. How does the “Build Your Own Station” feature work and how are the tracks selected?

The **build me a station** feature of Radio *pressplay* lets you build a customized radio station based on your listening preferences. A 200-track playlist is created on-the-fly based on recommendations from the tracks you have downloaded in your collection. Playlists are genre-based, so if you have downloaded tracks from different genres you can get a variety of different playlists. Each time you click **BUILD NOW**, a new station is created that could be based on a different genre (if your collection spans genres). And each time you click **BUILD NOW** a new selection of tracks will be selected, so each time you get a unique listening experience! If you do not have at least 10 downloads in your collection, then the playlist will be based on your favorite genre.

P.F.13. <CLIENT> Can I create, listen to, or perform other actions on a playlist while I am offline?

Playlist functionality is available offline, except you will not be able to add or listen to streamed tracks in the playlists while you are offline.

P.F.14. Can I add tracks that I have downloaded to my playlist?

<CLIENT> Yes, your playlists may be comprised of streamed and/or downloaded tracks.

<9 SERIES> Your playlists may be comprised of *pressplay* downloads and any other tracks you have in your 9 Series player Media Library.

P.F.15. Can I make a playlist with *pressplay* streams?

<CLIENT> Yes, your playlists may be comprised of streamed and/or downloaded tracks.

<9 SERIES> Your playlists may be comprised of *pressplay* downloads only. However, you can add streams to the tracks that are currently playing, by right-clicking and selecting **Add to Current Playlist**. You can also bookmark streams (right-click and choose **Bookmark Track**) and the track will be stored under **BOOKMARKED TRACKS** where they can be conveniently accessed.

P.F.16. <CLIENT> How do I "shuffle" or play the tracks in my playlist in random order?

To play the current playlist in random order, first detach your player by clicking the **NOW PLAYING** button. This will detach the player and list the tracks in the current playlist. Click the **shuffle** button so it is **ON** if you want the tracks to play in random order. Toggle the button back to **OFF** if you want to play the tracks in the listed order.

P.F.17. <CLIENT> How do I add an entire album to a playlist?

To add an album to an existing playlist, select **BROWSE ARTIST/ALBUM** from the **FIND MUSIC** tab and browse for the album. Select the album, right-click, and choose **Add Album to Playlist**. To start a new playlist based on the album, choose **Add Album to New Playlist** from the right-click menu.

P.F.18. What is Radio *pressplay*?

Radio *pressplay* stations are professionally programmed, commercial-free stations customized to suit your tastes. Every time you listen to Radio *pressplay*, a new playlist of tracks is generated based on the station you choose. You can perform the same actions that you can perform on a playlist, such as skip, rewind, and view what's in the queue.

P.F.19. How do I listen to Radio *pressplay*?

To listen to Radio *pressplay*:

1. Sign in to *pressplay*.
2. Go to the **HOME** tab.
3. Click on the **RADIO PRESSPLAY** sub-tab.
4. Select a station that suits your tastes.

The station will start playing. To view which tracks are in the queue, you can click on the **NOW PLAYING** button on the *pressplay* application or the **Now Playing** menu button on the 9 Series player.

P.F.20. How long are the Radio *pressplay* programs?

Radio *pressplay* stations contain 200 tracks. If after 200 tracks you still want to hear more tracks on this station, play the station again and you will get a different selection and mix of tracks.

P.F.21. Can I skip tracks on Radio *pressplay* or view what's in the queue?

You can perform the same actions on Radio *pressplay* that you can perform on a playlist, such as skip a track, rewind to hear the track again, and view what's in the queue to play next.

P.F.22. How are tracks delivered on Radio *pressplay*?

Tracks on Radio *pressplay* are delivered as streams.

<CLIENT> If you have downloaded the track it will automatically play the download.

P.F.23. Do I have to be online to listen to Radio *pressplay*?

You need to be online and signed in to listen to Radio *pressplay*.

P.F.24. How often are new Radio *pressplay* stations added?

New Radio *pressplay* stations are added or updated twice a week.

P.F.25. <9 SERIES> How can I see all the tracks currently queued up to play or that are coming up next on Radio *pressplay*?

To view the tracks that are in queue to play next, go to **Now Playing** on your 9 Series player, and click on the **+ Now Playing on *pressplay*** or **+ Radio *pressplay*** link to the right to expand the list.

9.2 Playlist and Radio K-base Only

P.K.1. Can I add tracks obtained (or streamed) from other sources to my playlist?

<CLIENT> Currently, playlists created with *pressplay* can be composed of *pressplay* tracks only.

<9 SERIES> Any content that you have in your Windows Media Player 9 Series can be mixed with *pressplay* tracks in your playlists..

P.K.2. Can I share a playlist I created so other members can listen to it?

Playlists cannot be shared with *pressplay* version 2.0 or higher. However, you can share your entire collection by editing your Public Profile and checking the box in front of **‘I’d like to make my collection and Member Name available ...’**. When other members use the Browse Members’ Collections or Search Members features, they will be able to view your collection.

Note: Please allow 24 hours for updates to the Public Profile to take effect.

P.K.3. Can I listen to a playlist from another computer other than the one I created it on?

Currently, a playlist can only be played from the computer that you created it on.

P.K.4. <9 SERIES> Radio *pressplay* tracks won’t play directly from Now Playing.

Please verify that you are signed in to the *pressplay* service. Radio *pressplay* tracks are streams, so you must be signed in to *pressplay* to play them. If you are listening to Radio *pressplay* when you close Windows Media Player 9 Series, and then return later (after 6 hours) and open the 9 Series player again and start playing Radio *pressplay* straight from **Now Playing**, then the tracks may not play because the session has expired.

To resolve this issue, simply sign in to *pressplay*, go to **RADIO PRESSPLAY** and click on the radio station of your choice to start it fresh.

10 Downloading Music

10.1 Download FAQs

D.F.1. How do I download a *pressplay* track?

Downloads can be initiated from any search or browse screen where you see the download icon in the **Options** column for that track. Simply highlight your selection and click on the **download** button below the results window, or right-click on the highlighted track and select **Download**.

<CLIENT> If you are currently streaming the track you want to download, you can simply click the **DOWNLOAD** button on the player.

For more information see the *pressplay* User Guide.

D.F.2. Which tracks can I download?

Any track that has the download icon in the **Options** column is available for download. To see if the download options have changed for tracks in **MY COLLECTION** or **BOOKMARKED TRACKS** since your last renewal:

<CLIENT> Select **Refresh Track Options** from the **My Account** drop-down menu.

<9 SERIES> Go to **OPTIONS/HELP** from the **HOME** page and click the **Refresh Track Options** link.

D.F.3. When is a track available for download? How often does *pressplay* update the download selections?

In general, tracks are made available for download when the CD is available for retail sale. We typically update our download selections on a daily basis. To see some of the tracks have been added today, see the "**today: just added to *pressplay***" section on the *pressplay* **HOME** page.

D.F.4. Why should I download a track when I can stream it?

The following are benefits from downloading a track:

- You can listen to track the when you are offline
- The quality of a downloaded track is better (128 Kbps bitrate) than a stream (20/32/96 Kbps)
- Since the download is stored locally on your computer, it will not need to buffer or re-buffer before playing
- **<9 SERIES>** Downloaded tracks will be added to your Media Library; you can create playlists with downloads only.

D.F.5. What file format and bitrate are the downloaded tracks?

For download files, *pressplay* uses the Window Media Audio (WMA) format encoded at 128 Kbps stereo.

D.F.6. How does the quality of a downloaded track compare to a streaming track or CD?

pressplay downloads are encoded at a higher bitrate than our streams and therefore are of better quality. *pressplay* downloads use a high-quality WMA format that comes near to CD quality.

D.F.7. Can I rename a downloaded track?

You should not attempt to manually rename a *pressplay* track as *pressplay* will not be able to locate the track and may list it as missing.

D.F.8. Can I make a download permanent so it never expires?

When you make a download a Portable Download, it is yours to keep even if your membership expires. In addition, you will be able to burn and transfer the Portable Download to a CD or portable music player. Any track that has the burn or transfer icon in the Options column can be made portable.

D.F.9. How long do I get to keep my downloads?

You can play your *pressplay* downloads as long as you are an active member. If you make a download a Portable Download, you can keep it even if you are no longer an active member.

D.F.10. Where does *pressplay* store the downloaded tracks? Can I change this location?

<CLIENT> By default, *pressplay* stores your downloads in the **C:\My Music** directory. You can change the location where your downloads are stored by choosing **Options** from the **File** drop-down menu at the top of the main *pressplay* window. See the *pressplay* User Guide for more details.

<9 SERIES> Your *pressplay* downloads are stored in the Windows Media Player 9 Series Media Library. The physical file is stored in the location specified under **Tools > Options > Copy Music**. Consult the 9 Series player help for more information on accessing and storing your downloads.

D.F.11. Can I stream tracks or use other applications while I am downloading?

pressplay runs behind the scenes, allowing you to perform most other tasks while you are downloading. The *pressplay* service is fully functional while you are downloading, so you can search for or stream other tracks. Depending on your computer's capabilities, however, this may impact your streaming quality.

D.F.12. Can I copy my downloaded tracks to another computer?

You can store and listen to your downloads on up to two computers (the original computer you downloaded the track on, and one additional computer). For example, if you downloaded the track at home, you can also have another copy of the download on your computer at work. To do this, you need to first install *pressplay* on the secondary computer, and use the **Sync/Restore** feature.

Note: *Portable Downloads are not included in the Sync/Restore. You can copy or re-download a Portable Download on an additional computer, but it will be treated as a regular download that cannot be burned or transferred without using an additional Portable Download credit.*

D.F.13. If my hard drive fails or I get a new computer, how can I regain access to my downloads?

You can use the *pressplay* **Sync/Restore** feature to restore your downloads to one additional computer at no extra charge. If you have already used up your Sync/Restore and your computer crashes, you bought another computer, or have other extenuating circumstances, then contact Customer Care and they can give you an additional Sync/Restore.

D.F.14. I am a returning customer, how can I regain access to my prior account and downloads?

If you reactivate a canceled membership within six months of your cancellation, you can regain access to your prior downloads. To do this, first sign up using your same member name and password. Once you are registered:

<CLIENT> Choose **Sync/Restore** from the **My Account** drop-down menu.

<9 SERIES> Go to **OPTIONS/HELP** from the **HOME** tab and click the **Sync/Restore** link.

D.F.15. How do I play a track after I download it?

<CLIENT> Once your track has finished downloading, it will play automatically (as long as the auto-play option is selected). Once you download it, the track is stored in the **MY COLLECTION** tab, in the **Downloads** or **Artists** folder. To play it subsequent times, you can access it from that location.

<9 SERIES> Once the track has finished downloading, it is stored in the 9 Series player **Media Library** and can be played from there. The track will also remain in the **DOWNLOAD STATUS** page and can be accessed from there until you clear it from the download list.

D.F.16. <9 SERIES> Where are my *pressplay* downloads saved and organized?

Once you have downloaded a track on *pressplay* for Windows Media Player 9 Series, it is stored and organized in the 9 Series player **Media Library** along with your other media files. If you want to save a *pressplay* stream, you can right-click on the track and select **Bookmark Track**, and the track will be saved under **BOOKMARKED TRACKS**.

To view only your *pressplay* downloads, expand the **Subscriptions** folder in **Media Library**, expand the **Music** sub-folder, and then click on **pressplay**.

D.F.17. Do I have to be online to play a downloaded track?

Once you download the track, you do not need to be online to play the track. An Internet connection is required to download the track.

Note: *If you have not been online since the license for that track renewed, you may be prompted to sign in to acquire the license renewal.*

D.F.18. What if my download is listed as Missing?

<CLIENT> If the download is listed as **Missing** on the **DOWNLOAD STATUS** page, right-click and choose **Restart Download** from the drop-down menu.

D.F.19. What if I accidentally delete a download file from my computer, how do I get it back?

<CLIENT> When you launch *pressplay*, your default directory is scanned for the presence of your downloads. If a download is not in the default directory, it will have a **Status** of **Missing** on the **DOWNLOAD STATUS** sub-tab (under the **MY COLLECTION** tab). Click the **restart download** button to re-download the track.

<9 Series> If you delete a download from the 9 Series player Media Library, you can get the download back by going back to *pressplay*, searching for the track and downloading it again.

D.F.20. Will pressplay let me download the same song twice?

If you attempt to download a *pressplay* track that you already downloaded, the download option will not be available (unless the track is an alternate version).

D.F.21. How do I download an entire album?

If you browsed for the artist, you can select the album and click **download** to download the whole album at once (or right-click and choose **Download Album**). To download an entire album after you have searched for it, select each track on the album and then click the **download** button. You can click on the **Album/Source** column to sort by album, and also click on the first track, hold down the **Shift** key, and then click the last track to easily select the entire album.

D.F.22. Why is my DOWNLOAD STATUS tab flashing?

The **DOWNLOAD STATUS** tab flashes three times each time you initiate a download to let you know the download is in progress.

D.F.23. <9 SERIES> How do I clear out my DOWNLOAD STATUS tab without deleting the tracks?

You can clear out your **DOWNLOAD STATUS** page once you have successfully downloaded tracks by clicking the **clear completed** button. This does not delete the downloads, but simply removes them from the status page. Once downloaded, the tracks can be accessed and organized on the **Media Library** page of the 9 Series player.

D.F.24. <9 SERIES> I have existing *pressplay* downloads from using the standalone *pressplay* application; how can I add other *pressplay* content into Windows Media Player 9 Series?

If you have other *pressplay* content that you want to add to the Media Library of the 9 Series player, you can add the folder where these downloads are stored to Media Library (typically C:\My Music). To add a folder to Media Library, click **+ Add** button, and then click **Add Folder...** from the drop-down menu. Navigate to and choose the folder where your *pressplay* downloads are stored, and then click **OK**.

D.F.25. How can I listen to my downloads without being online?

When you are prompted to sign in, click the **LISTEN OFFLINE** button.

10.2 Download K-base Only

D.K.1. How can I send a downloaded track to someone?

<CLIENT> At this time, you cannot send downloaded *pressplay* tracks. If the other person is a *pressplay* member, you can recommend the track to them.

<9SERIES> You can send a download to another *pressplay* member and the member can play it with the 9 Series player after it has been added to the Media Library. The track will be treated as a *pressplay* download on that computer and will require an active membership to be played and renewed.

D.K.2. Can I choose an alternate file format and/or bitrate for my downloaded tracks?

Currently, *pressplay* downloads are only available in Windows Media Audio format encoded at 128 Kbps.

D.K.3. Can I use another media player to listen to my downloaded tracks?

We hope that you use *pressplay* (which uses Windows Media Player) or Windows Media Player 9 Series to play your downloads. However, once you have downloaded your tracks, you are free to use other media players as long as they support WMA files. Currently, *pressplay* does not provide customer support for other players besides the Windows Media Player. For the best user experience, we recommend using *pressplay* or the 9 Series player to play your *pressplay* tracks.

D.K.4. Does *pressplay* monitor how many times I listen to a download?

For royalty purposes, *pressplay* measures the aggregate number of times a download is accessed through *pressplay*, whether online or offline. This measurement is used to ensure that artists are paid fairly. **pressplay** does not track aggregate usage of Portable Downloads. If you have any further questions, please refer to *pressplay*'s privacy policy.

D.K.5. <CLIENT> How do I move my existing downloads to another drive or folder?

By default, your *pressplay* downloads are stored in the location specified in the **Options** settings. If you want to move existing downloads, follow this procedure:

1. Change the default directory by selecting **File > Options**.
2. Under **Download Directory**, click the **Browse** button and browse to the new location that you would like to keep your downloads. Click **OK**.
3. Manually copy and paste the downloads (with **.WMA** extension) from the old location to the new location (using Windows Explorer or another method).

Note: If you delete the file and it is listed as **Missing** under **DOWNLOAD STATUS**, simply click **restart download** to download the track to the specified download directory.

D.K.6. <9 SERIES> How do I move my existing downloads to another drive or folder?

Your *pressplay* downloads are stored in the Windows Media Player 9 Series **Media Library**. You can drag and drop tracks or folders within the Media Library to organize them to your liking. The physical files are stored in the directory specified under **Tools > Options > Copy Music**. Click the **Change...** button to change this location. See the 9 Series help for additional information.

D.K.7. <CLIENT> Do I have to store my downloads on my PC or can I store them on a Zip disk (or the equivalent)?

Your downloads must remain in your specified Download Directory on your computer in order that *pressplay* can locate them for playback. You can make copies of the downloads and store them on a Zip or other disk, but these downloads must be copied back to the Download Directory before you can play them with *pressplay*.

pressplay does not recommend setting your Download Directory to be on your Zip drive, as the access times for a zip drive would cause pauses in playback due to re-buffering.

D.K.8. Track downloaded successfully but the content is defective (scrambled track, skips, etc.)

1. Download the track and listen to it to verify that the track is defective.
 - a. If you cannot duplicate the issue, then tell the customer:

We could not duplicate the issue on our end. Please try deleting the track and downloading it again to see if you have the same problem.
2. If the track is indeed defective, forward the message or report the issue to music@pressplay.com.
3. Send back the following response to the customer (depending on which version they are using):

Thank you for bringing this to our attention. It has been reported to our music team and will be resolved as soon as possible.

<**CLIENT**> Please delete the track from your hard drive (locate and delete the WMA file in your default download directory, which is typically C:\My Music).

<**9 SERIES**> Please delete the track from the 9 Series player **Media Library**.

As soon as we have fixed the track (typically 4-6 weeks) we will notify you. At this point you can re-download the track.

- Once the pressplay Music team has informed you that the track is fixed, provide the following response to the customer depending on which version they are using:

<**CLIENT**> The issue you reported has now been resolved. Please delete the track from your hard drive if you have not already done so. When you sign in to pressplay, the track should show up as “Missing” on the **DOWNLOAD STATUS** sub-tab (under the **MY COLLECTION** tab). Select the track and then click the **restart download** button.

<**9 SERIES**> The issue you reported has now been resolved. Please delete the track from your Media Library if you have not already done so. Then search or browse for the track in pressplay and download the track again.

D.K.9. When I try to download, the status is stuck on “getting info” (Windows 98 and ME).

If you have Windows 98 or ME, a likely cause might be that you have the **Use a proxy server** box checked and no proxy information entered. To correct this:

- Open Internet Explorer.
- Select **Internet Options...** from the **Tools** drop-down menu.
- Go to the **Connections** tab.
- Click the **LAN Settings ...** button.
- Verify the proxy server settings:
 - If the **Use a proxy server** box is checked and no information is entered, then unclick the box (assuming you are not using a proxy server).
 - If you are using a proxy server, verify that the proxy server **Address** and **Port** is correct. If you are not using a proxy server, make sure this box is not selected. Consult your Network Administrator if you are unsure.
- Click the **restart download** button.

D.K.10. My download fails part way through the download process and I can't recover it.

If the download process fails or is interrupted, click on the track and then click the **restart download** button.

<**CLIENT**> If the track is not listed on the **DOWNLOAD STATUS** page (under **MY COLLECTION**), or the restart download does not work, try manually deleting the track (with a

.wma extension) from the C:\My Music directory or your default download directory. Then exit and re-launch *pressplay* and the track should show up on the **DOWNLOAD STATUS** page as **Missing**. Click the **restart download** button.

<CLIENT> If the track is not listed on the **DOWNLOAD STATUS** page, or the restart download does not work, try manually deleting the track from the 9 Series player Media Library. Then try downloading the track again.

D.K.11. When I try to play a track I previously downloaded, I get an error stating that the track is no longer available, or I get an error that states “Your membership must be updated to play this track”.

<THIS MESSAGE IS DISPLAYED WHEN THE TRACK’S LICENSE HAS EXPIRED AND THE PHYSICAL WMA FILE DOES NOT CONTAIN THE CONENT ID IN ITS HEADER (AN ISSUE THAT HAS SINCE BEEN FIXED). THERE COULD BE 3 REASONS THAT THE LICENSES DO NOT GET RENEWED: 1) TRACK IS NO LONGER AVAILABLE...2) TRACK WAS NOT AVAILABLE WHEN RENEWAL WAS ATTEMPTED BUT IS AVAILABLE NOW ...3) DB.BIN CORRUPTION. THE CCR SHOULD CHECK TO SEE IF THE TRACK IS STILL AVAILABLE IN THE SERVICE BY SEARCHING FOR THE TRACK IN PRESSPLAY. IF THE TRACK IS INDEED MISSING FROM THE PRESSPLAY CATALOG AND THE PROBLEM IS SPECIFIC TO THAT TRACK, THEN REPORT TO SECOND LINE (IF NOT ALREADY A KNOWN ISSUE) AND PROVIDE THE FOLLOWING ANSWER:>

We are sorry for the inconvenience, but this track is no longer available.

<CLIENT> Please delete the existing download from your **MY COLLECTION** tab.

<9 SERIES> Please delete the existing download from your 9 Series player Media Library.

There is a possibility that the unavailability of this track is temporary, so please try to download it again at a later date.

<IF THE TRACKS ARE AVAILABLE FOR THE CCR BUT NOT THE CUSTOMER, THEN THE CCR ESCALATES THE ISSUE TO SECONDLINE@PRESSPLAY.COM. SO THAT THEY CAN INVESTIGATE WHETHER OR NOT THIS IS RELATED TO DB.BIN CORRUPTION.

<NOTE: THE REPLY AND PROCEDURE BELOW SHOULD ONLY BE SENT AND PERFORMED BY PRESSPLAY SECOND LINE SUPPORT. >

Thank you for contacting *pressplay* Customer Care. In order to better assist you, Customer Care has escalated your issue to our technical support group.

We apologize for the inconvenience, but there is a known issue with your download license(s). This issue has since been resolved and will not happen again in the future.

In order to repair your existing download license(s), please run the attached program by following these instructions.

1. First close *pressplay*.

2. Save the attached **ForceRenew.exe** file to your C:\Program Files\pressplay\bin directory.
3. Go to this same directory and double-click on the **ForceRenew.exe** file.
4. Click the **Start** button when prompted.
5. Click **Done** once the program has completed.
6. Launch *pressplay* and sign in.

The download(s) in question should now play properly, if not let us know. You can delete the ForceRenew.exe file once you have verified that the downloads work. Once again, we apologize for this inconvenience and thank you for your patience.

D.K.12. My computer crashed but I already used up both my Sync/Restores.

If you have already used up your Sync/Restore and your computer crashes, you bought another computer, or have other extenuating circumstances, then contact Customer Care and we can give you an additional Sync/Restore.

D.K.13. When I try to do a Sync/Restore I repeatedly get an error that states: "We are unable to retrieve the information required to Sync/Restore your tracks."

Before you can perform a Sync/Restore, the *pressplay* application needs to retrieve the necessary track information. It will try to obtain the track information within the designated timeout period, but if it does not retrieve the information, it will effectively give up and display a message.

The default timeout period is twenty seconds, which is adequate for most connection speeds. If you have a slower dial-up connection and have acquired a lot of downloads, you may experience repeated timeout issues after 20 seconds when trying to perform a Sync/Restore. If this is the case, you may want to adjust the timeout period to allow for more time to gather the track information.

To adjust the timeout period:

1. **<CLIENT>** Select **Options** from the **File** drop-down menu and go to the **Advanced** tab.
<9 SERIES> Select **OPTIONS/HELP** from the **HOME** tab and click the **Advanced** link.
2. Under **Timeout for network communications**, increase this number using the up arrow button. It is best to increase this only as much as necessary to avoid the unnecessarily long wait time.
3. Attempt to perform the Sync/Restore again.

D.K.14. Why did I receive a "no more uses" error, when I have unlimited downloads?

pressplay allows unlimited downloads as long as those tracks remain on the computer you downloaded them to. Each download can be sync/restored or downloaded again to one additional computer.

D.K.15. <GATEWAY ONLY> My hard drive crashed, or I lost my pre-loaded pressplay content.

If you have the Gateway Music Vault by pressplay Mega Pack membership with 2000 pre-loaded tracks and experience hard drive failure or another issue that caused you to lose your pressplay downloads, contact your Gateway support to see if you can have your hard drive restored.

If you have the Genre Pack membership with 150 pre-loaded tracks and have an issue that causes you to lose these downloads, then contact your Gateway support to obtain a CD or DVD with these tracks.

You can contact Gateway Support at 800.846.2301 or by visiting the following site:

<http://support.gateway.com/support/default.asp>

D.K.16. <GATEWAY AND MEGA PACK ONLY> Why are my downloads stored in two locations on my C: and D: drives?

If you have a Mega Pack membership, then your pre-loaded downloads are physically stored on your D: drive. When you first register for the Mega Pack membership, you will be prompted for a location to store your future pressplay downloads. If you accept the default (C:\My Music) then any new downloads will be stored in this location on your C: drive. This will not affect playback and how the downloads are stored within the **MY COLLECTION** tab of pressplay.

If you want all your physical download files to be stored in one place, you should set your default download directory to be D:\My Music. If you did not set this during registration, you can change it at any time by selecting **File > Options** and changing the **Download Directory** accordingly.

D.K.17. <GATEWAY ONLY> Why does MusicMatch launch when I try to play my pressplay tracks? Do I need to install the WMA plug-in for MusicMatch?

The default player that comes with your Gateway Music PC is MusicMatch, so if you try to directly play a WMA file for the first time, you will be asked to download a WMA plug-in for MusicMatch. In order to play your pressplay downloads, you need to first register for pressplay (select **Start > Programs > pressplay**). Once you register, you can play those downloads directly through the pressplay application.

D.K.18. <GATEWAY ONLY> Why is there a lag time when I first try to play my pre-loaded downloads?

When you launch pressplay for the first time, the pressplay application needs to gather the necessary information about your pre-loaded downloads. This is a background process, and you will be able to perform other pressplay functions while this is happening, but may experience a short lag time when attempting to play your downloads or access other features. You will not experience these performance issues after this initial download information gathering process completes (if you are on a dial-up connection this may take roughly 90-100 minutes, and if you are a broadband user this should complete in approximately 35-40 minutes).

D.K.19. How do I repair defective downloads? (Includes downloads causing latency issues prior to 2.5)

If you have any defective downloads that have since been fixed in the *pressplay* system, these will automatically be detected when you first sign in. The only action you need to take is to verify that the tracks are selected and click the **repair selected** button. When you click the **repair selected** button, the downloads will automatically be re-downloaded with the corrected version. If you choose not to repair the tracks, then click the **cancel** button, but keep in mind that you may continue to experience issues with these tracks.

Note: If you want to repair the tracks at a later time, you can click **cancel** and the next time you sign in you can choose **repair selected**.

11 Portable Downloads

11.1 Portable Downloads FAQs

L.F.1. Can I purchase my downloads outright so I can keep them even if I am not a *pressplay* member?

You can convert your downloads to Portable Downloads to make them permanent. Portable Downloads may be burned to CD, transferred to a portable device, and kept after your membership expires. If you want to purchase more Portable Downloads than what are allotted in your membership plan, you can purchase packages of Portable Downloads for less than \$1 per download.

L.F.2. How do I get a Portable Download?

To download a track as a Portable Download:

1. Find the track by browsing or searching.
2. Right-click and choose **Make Portable**.
3. Click **YES** to accept the offer.

You can keep Portable Downloads even if your membership expires and burn them to CD and transfer them to a portable device (if the options are available).

L.F.3. What is a Portable Download pack?

pressplay Portable Download packs are a convenient way to purchase additional Portable Downloads. The following Portable Download packs are available:

- 5-pack of Portable Downloads for \$5.95
- 10-pack of Portable Downloads for \$9.95

- 20-pack of Portable Downloads for \$18.95

Portable Download credits from your Portable Download pack will not expire as long as you are a *pressplay* member.

Portable Download packs can be purchased directly from the **Account Status** page. If you attempt to burn or transfer a track without enough existing credits, you will also be given the opportunity to purchase a Portable Download pack at that time.

L.F.4. How many times can I burn or copy the same Portable Download?

You can burn or copy each Portable Download one time. You can also transfer the Portable Download to a portable device. If you want an additional burn, you can use another Portable Download credit.

L.F.5. Can I burn and transfer an entire album?

Yes, you can burn and transfer as many tracks from an artist or album as you like. There is no restriction on the number of tracks per artist that you can burn and transfer, as long as you have the available Portable Download credits.

L.F.6. What happens when I reach my limit of Portable Downloads?

When you use up your allotted Portable Download credits, you will be prompted to purchase a Portable Download pack.

L.F.7. If I do not use up my Portable Download credits, do they carry over into the next billing period?

The Portable Download credits allotted for your membership period do not carry over unless they are Portable Download credits purchased via a 5-, 10-, or 20-pack of Portable Downloads. At the beginning of each billing period, your Portable Download credits from your membership reset to the amount allotted in your membership plan regardless of whether you have unused credits left over from the prior month.

L.F.8. Can I transfer my Portable Downloads to another computer?

The sync/restore feature may be used to copy your downloads to one additional computer. However, you cannot sync/restore Portable Downloads to another computer.

<CLIENT> Portable Downloads can be played only on the computer that you made it portable on. To play the download on another computer, you can download the track to a second computer but it cannot be burned or transferred from that secondary computer.

<9 SERIES> You can copy or send your Portable Downloads to another computer that has Windows Media Player 9 Series, but the Portable Download will be treated as a regular download without burn and transfer rights, and download rights that will expire if there is not active *pressplay* membership. The track should be added to the Media Library before you play it.

Any burns or transfers must be initiated from the computer that you downloaded the Portable Download to.

L.F.9. Do I have to be online to burn a CD or transfer Portable Downloads to a PD?

In order to burn CDs or transfer your *pressplay* Portable Downloads to a PD you must have an active Internet connection and be signed in to *pressplay*.

L.F.10. If I cancel a CD burn, Net MD Copy, or PD Transfer in the middle of the process, does it count?

Your Portable Download count is decremented after you click the burn or copy button and accept the offer. If at any point after the Roxio plug-in screen displays you cancel the process, you will still be counted for the Portable Downloads. If you canceled a CD burn in error, contact Customer Care at 888.660.2265 or use the Customer Care forms available from the Help menu.

L.F.11. If I accidentally make a track a Portable Download that is already a Portable Download will my Portable Download count get decremented again?

If you make a track a Portable Download, then the next time you right-click on it, the **Make Portable** option will be grayed out. If you select a batch of tracks and some of the tracks are already Portable Downloads, then *pressplay* will detect this and only decrement you for the tracks that are not yet Portable Downloads.

However, if you burn your Portable Download and then want to burn it again, you will have to use another Portable Download credit.

L.F.12. If I make a track a Portable Download, is there a time limit as to when I have to burn or transfer it? Can I burn or transfer a track even if I am no longer a member?

Once you make a track a Portable Download, the burn and transfer licenses do not expire and can be used at a later time, even if you are no longer a member. Keep in mind that you are allowed to burn a Portable Download one time.

L.F.13. How many times can I transfer a Portable Download?

For each Portable Download, you are allowed unlimited transfers to 3 different registered and supported devices.

L.F.14. Can I listen to tracks that only have burn or transfer options without using a Portable Download credit?

If a track does not have the stream or download icon, you can preview the track before you make it portable. You can hear a 30-second clip simply by double-clicking on the track, or selecting the track and clicking the play button. If you want to hear the entire song, you can right-click and choose **Make Portable**. This will require a Portable Download credit, which will also enable you to burn and transfer the track.

11.2 Portable Downloads KB Only

L.K.1. Are Portable Downloads included in the pressplay 3-day trial?

The *pressplay* 3-day trial allows unlimited streaming and downloading over a 3-day period, but does not include Portable Downloads. If you wish to burn your *pressplay* tracks to CD and transfer them to PD, then you should start your paid *pressplay* membership plan. To start your *pressplay* membership:

<CLIENT> Select **Account Status** from the **My Account** drop-down menu, and then select **START MEMBERSHIP PLAN NOW!**

<9 SERIES> Select **Account Status** from the **OPTIONS/ HELP** page on the **HOME** tab, and then select **START MEMBERSHIP PLAN NOW!**

You can also purchase a 5-, 10-, or 20-pack of Portable Downloads when you are still in the trial, but keep in mind that the Portable Download credits will expire at the end of your trial unless you sign up for a paid membership plan.

L.K.2. A track that I want to burn or transfer does not have the burn (or transfer) icon under options.

The option to burn or transfer a track is granted to *pressplay* by the music labels we partner with. There is a chance that these options may have changed since your membership last renewed.

<CLIENT> To update the options for tracks in **MY COLLECTION** to match what is currently available, click **Refresh Track Options** from the **My Account** drop-down menu.

<9 SERIES> To update the options for streams in **BOOKMARKED TRACKS** to match what is currently available, go to the **OPTIONS/HELP** page on the **HOME** tab, and click **Refresh Track Options**.

If the burn (or transfer) icon still does not display, then the track is currently not available to burn (or transfer). Every membership period these options refresh automatically, but you can check back at any time using the **Refresh Track Options** feature.

L.K.3. Why can't I completely stream or download some songs before I make them Portable Download?

The options to stream, download, or burn/transfer a track are granted to *pressplay* by the music labels we partner with. In some infrequent cases the only current available options may be to burn and/or transfer the track (and use a Portable Download credit). However, we do offer a 30-second preview of the track that can be accessed by double-clicking on the track and does not require using a Portable Download credit.

When you burn or transfer the track, or make the track a Portable Download, you will also be able to listen to and keep the download. If you do not want to make the track a Portable Download, please check back at a later time as the options do change.

L.K.4. Portable Download credits discrepancies.

If you have pending Portable Downloads that failed during download, it is possible that your Portable Download credit count might not update correctly. Check your **DOWNLOAD STATUS** tab and if there are any downloads that have a status of **Failed** or **Unauthorized**, then try highlighting these and clicking **restart download**. If the downloads still fail, then highlight them and click the **delete** button. Once the failed downloads have been deleted from the **DOWNLOAD STATUS** tab, your Portable Download credit count should update correctly. If you still want to make these failed tracks Portable Downloads, you can try using the refresh track options feature to update the available options, and then try making them portable again.

L.K.5. A download that I made into a Portable Download is defective (Includes downloads causing latency issues prior to 2.5)

If you have any defective downloads that have since been fixed in the pressplay system, these will automatically be detected when you first sign in. The only action you need to take is to verify that the tracks are selected and click the **repair selected** button. When you click the **repair selected** button, the downloads will automatically be re-downloaded with the corrected version.

<<<NOTE: THE NEXT PARAGRAPH WOULD ONLY BE USED FOR INQUIRIES ABOUT THIS ISSUE. IF THE CUSTOMER SPECIFIES THE DEFECTIVE DOWNLOAD(S) THEY MADE PORTABLE, THEN THE PDL METER COUNT WOULD BE ADJUSTED AND THE CUSTOMER WOULD BE INFORMED OF THIS INSTEAD OF USING THE FOLLOWING PARAGRAPH. >>>

If you used a Portable Download credit to burn or transfer this defective download, then contact Customer Care so we can adjust your Portable Download credits accordingly.

L.K.6. Why does a track have a “30” icon, but no stream or download icon?

If a track has a “30” icon in the **Options** column, you cannot stream or download the track in its entirety, but can preview the track for 30 seconds. This option is provided as a courtesy so you can sample the track before making it a Portable Download, at which point you can hear the complete track, and burn and transfer the track.

12 CD Burns and PD Transfers

Note: *pressplay* for Windows Media Player 9 Series uses native 9 Series Copy to CD or Device functionality. *pressplay* on 9 Series users should refer to the 9 Series player help for additional information on copy and transfer functionality.

12.1 CD Burn and PD Transfer FAQs**B.F.1 <CLIENT> How do I burn Portable Downloads to a CD using the pressplay application?**

Note: *before you attempt to burn, verify that you have a compatible CD burner installed and that it is detected by your operating system.*

Note: Before you burn a track you must first download the track or directly make the track a Portable Download. If the track has not been downloaded, it will not appear under tracks available to burn.

1. Go to the **BURN/TRANSFER** tab.
2. Select the **BURN TO CD** sub-tab.
3. Select **Available Tracks** or locate the tracks under **Available Artists** or **Playlists**. If the track(s) you want to burn are not listed, then verify that they have been downloaded and have burn options.
4. Drag and drop the tracks you want to burn from the upper area into the lower **burn staging area**.
5. Drag and drop tracks to the desired location within the list or use the provided arrow keys to move the tracks up and down in the order.
6. Once you have added and sorted all the tracks in the burn staging area, click **burn cd**. Please be patient while the necessary track information is gathered.
7. Click **YES** to accept the offer.
8. Insert a writable CD into your CD-ROM drive if you have not already done so.
9. Click **Burn**.

Note: Please do not cancel the burn process once you have started it or you may inadvertently use up your burn license.

A status screen displays the progress of the CD burning process. See the pressplay User Guide for more details.

Once the burn completes, the Roxio Basic CD Label Creator will launch so you can create a label for your CD.

B.F.2 <9 SERIES> How do I burn Portable Downloads to a CD using the 9 Series player?

Note: before you attempt to burn, verify that you have a compatible CD burner installed and that it is detected by your operating system

1. First download the tracks or make the tracks into Portable Downloads from pressplay. Verify that the tracks have burn options.
2. Click the **Copy to CD or Device** menu option on Windows Media Player 9 Series.
3. Locate the tracks on the left under **Items to Copy**. Use the drop-down menu to look for tracks by artist, playlist, or favorites.

Tip: If you are making a compilation CD, it helps to first create a playlist with the tracks you want and then just select the playlist from the drop-down menu under **Items to Copy**.

4. All the tracks with a status of "Ready to copy" are staged to burn. Click the small checkbox on the left to de-select the track or click to select.

5. Drag and drop the tracks in the list to arrange them in the desired order.
6. Under **Items on Device** on the right side, verify that **Roxio CD Burning** is selected from the drop-down menu.
7. Insert a writable CD into your CD-ROM drive if you have not already done so.
8. Once you have selected and sorted all the tracks and have the proper device selected, click the **Copy** button. Please be patient while the necessary track information is gathered.
9. Click **YES** to accept the offer.

Note: Please do not cancel the burn process once you have started it or you may inadvertently use up your burn license.

A status screen displays the progress of the CD burning process. Refer to the 9 Series player help for additional information on copy and transfer functionality.

B.F.3 Do I need a CD burner and software to burn CDs?

In order to burn Portable Downloads to CD, you must have a CD burner, recordable CDs, and Windows Media Player. Windows Media Player comes with Roxio CD burning capability that is compatible with most CD burners.

B.F.4 Which CD Burners are supported by the Roxio CD burning software?

The Roxio CD burning software supports most standard CD burners. To check if your particular CD burner is supported, go to:

http://rpp.roxio.com/drives/?page=supported_drives

If you have a new CD RW that is not on the list, check back in the near future as Roxio updates this list frequently.

B.F.5 How can I get an upgrade to my Roxio burn software?

To check for available updates to your Roxio Easy CD Creator software, go to the following URL:

http://www.roxio.com/en/support/software_updates.jhtml

To update your CD burner engine software, go to:

<http://www.pressplay.com/support/engine/>

B.F.6 Which tracks am I allowed to burn to CD?

Any track that has the burn icon displayed in the **Options** column can be burned to CD, provided you have sufficient Portable Downloads left in your membership plan. Also note that before you burn a track, it must first be downloaded or directly made in to a Portable Download.

B.F.7 What format are the *pressplay* burns?

When you burn a CD using *pressplay*, the tracks will be in the standard CD audio format (CDA).

B.F.8 Can I play a CD I burned on *pressplay* in my car stereo or other audio system?

The CDs you burn with *pressplay* are playable on most standard audio systems and car stereos as long as they support the CD format (CD-R or CD-RW) that you used to burn the CD. If your CD does not play on an audio system, please verify that you are using CD-R format and not CD-RW (if your audio system does not support CD-RW).

B.F.9 Can I burn a track without first downloading it?

The track must first be downloaded to your hard drive or made a Portable Download, before you can burn it to CD.

B.F.10 Can I use my player or another application to burn *pressplay* tracks?

Other software such as Easy CD Creator or Windows Media Player may be used to burn Portable Downloads, but *pressplay* can only provide support for burns initiated through the *pressplay* application or Windows Media Player 9 Series.

B.F.11 Can I stream, download, or run other applications while I am burning a CD?

It is best not to download, stream, or run any other applications while you are burning as this increases the possibility that the burn process could fail.

B.F.12 I tried to burn and nothing happened.

Please be patient after you click the **burn cd** or **Copy** button to allow the process to initiate. Do not attempt to cancel the burn process once you click the **burn cd** or **Copy** button as your Portable Download credits may be decremented even if the burn process was canceled.

B.F.13 Where can I get help if I am having problems with the Roxio CD burning software?

The Roxio Web site contains some additional FAQs pertaining to the Roxio Basic CD Burning Plug-In for *pressplay*:

http://www.roxio.com/en/support/plugins/pressplay_techqs.html

In addition, more general support for Roxio software products can be found at:

<http://www.roxio.com/en/support/index.jhtml>

B.F.14 Can I burn a few tracks to a CD using *pressplay*, and then add more to the same CD at a later time?

Once you burn a CD with *pressplay*, the session is finalized and you cannot add more tracks to that same CD. We suggest that you first gather all the tracks you want in a compilation, and then burn them all in one session.

B.F.15 <CLIENT> How do I get the Roxio Basic CD Label Creator?

Click **Update *pressplay*** from the **My Account** drop-down menu. There is a link here to install the Roxio Basic CD Label Creator.

B.F.16 <CLIENT> How can I create a label for my CD?

If you have installed Basic CD Label Creator, you will automatically be prompted to create a CD label when the CD burn process completes. The track information for the tracks you burned will automatically populate the fields in the chosen order, so all you have to do is give it a title and print it!

*Note: If you are burning a playlist from **The Mix**, there are customized CD inserts and labels available in PDF format from that page.*

B.F.17 <CLIENT> Can I create a label before I make the CD or at another time?

You can make a CD label at any time by clicking the **Basic CD Label Creator** icon that is located on your desktop. As with any other software, we encourage you to avoid creating labels while the CD burn is in process.

B.F.18 <CLIENT> How do I get help for making my CD label using the Basic CD Label Creator?

Help options are available for the Roxio Basic CD Label Creator by selecting the **Help** drop-down menu.

B.F.19 <9 SERIES> Why are tracks listed with a status of “Cannot Copy” on the Copy to CD or Device page?

The beta version of *pressplay* for Windows Media Player 9 Series player may incorrectly display some streams on the **Copy to CD or Device** page as “Cannot Copy”. Many of these streams may indeed be available for copying or transferring, but must first be downloaded. To copy these streams with burn or transfer rights, return to *pressplay* and find these tracks and then download them. Once they are downloaded, they will be available to copy.

B.F.20 Do I need a portable device (PD) and software to transfer tracks?

In order to transfer Portable Downloads to a portable device, you must have a supported PD, recordable media, and Windows Media Player.

B.F.21 Which portable music players are supported by pressplay?

Most flash and hard disk based portable music players that support the Windows Media format are compatible with the pressplay service. To see if your portable music player is compatible, go to:

http://www.pressplay.com/compatible_devices.html

B.F.22 <CLIENT> How do I transfer Portable Downloads to a portable device using the pressplay application?

Note: Before you attempt to copy or transfer, verify that you have a compatible portable device installed and that it is detected by your operating system.

Note: Before you transfer a track you must first download the track or directly make the track a Portable Download. If the track has not been downloaded, it will not appear under tracks available to transfer.

1. Go to the **BURN/TRANSFER** tab.
2. Select the **TRANSFER TO PORTABLE DEVICE** sub-tab.
3. Select **Available Tracks** or locate the tracks under **Available Artists** or **Playlists**. If the track(s) you want to transfer are not listed, then verify that they have been downloaded and have transfer options.
4. Drag and drop the tracks you want to burn from the upper area into the lower **track staging area**.
5. Drag and drop tracks to the desired location within the list or use the provided arrow keys to move the tracks up and down in the order.
6. Once you have added and sorted all the tracks in the burn staging area, click **transfer to PD**.
7. Click **YES** to accept the offer.
8. Windows Media Player launches with your selected tracks ready to transfer. Verify that your portable device is connected and contains the proper media.
9. Click **Copy Music** from Windows Media Player.

A status screen displays the progress of the transfer process. See the pressplay User Guide for more details.

B.F.23 <9 SERIES> How do I transfer Portable Downloads to a portable device using the 9 Series player?

Note: Before you attempt to copy or transfer, verify that you have a compatible portable device installed and that it is detected by your operating system.

1. First download the tracks or make the tracks into Portable Downloads from pressplay. Verify that the tracks have transfer options.

2. Click the **Copy to CD or Device** menu option on Windows Media Player 9 Series.
3. Locate the tracks on the left under **Items to Copy**. Use the drop-down menu to look for tracks by artist, playlist, or favorites.

Tip: *If you are making a compilation, it helps to first create a playlist with the tracks you want and then just select the playlist from the drop-down menu under **Items to Copy**.*

4. All the tracks with a status of "Ready to copy" are staged to transfer to PD. Click the small checkbox on the left to de-select the track or click to select.
5. Drag and drop the tracks in the list to arrange them in the desired order.
6. Under **Items on Device** on the right side, select the portable device that you want to transfer to.
7. Once you have selected and sorted all the tracks and have the proper portable device selected, click the **Copy** button. Please be patient while the necessary track information is gathered.
8. Click **YES** to accept the offer.

A status screen displays the progress of the transfer process. Refer to the 9 Series player help for additional information on copy and transfer functionality.

B.F.24 When I attempt to transfer to a PD, Windows Media Player launches with no device listed or recognized.

Before attempting to transfer your Portable Downloads to a portable device, verify that your portable device player is connected and detected by your operating system. If you open up Windows Media Player and go to the **Copy to CD or Device** tab, your device should be listed under **Music on Device**. You may need to press the **F5** key to refresh Windows Media Player.

If your device is not detected, verify that the device is turned on and has batteries. If it is still not recognized, disconnect the USB cable from the portable device for about 5 seconds and then connect it securely to the device. If the condition does not change, restart your computer with the device connected.

B.F.25 <CLIENT> Can I have Windows Media Player open when I transfer tracks?

Please close Windows Media Player before starting to transfer to a portable device. When you click the **transfer to PD** button, *pressplay* will automatically launch Windows Media Player with the tracks you want to transfer staged to transfer to PD.

B.F.26 <CLIENT> When I attempt to transfer to PD, *pressplay* cannot successfully launch Windows Media Player.

In order to transfer Portable Downloads to a portable device, *pressplay* will launch Windows Media Player. If *pressplay* is not able to launch Windows Media Player, please verify that your Windows Media Player is working properly, or that you have not moved it to a location where the *pressplay* application cannot locate it. If you are still having issues, we recommend that you uninstall Windows Media Player and reinstall it.

Note: Net MD players launch the Roxio plug-in that comes with *pressplay*, not Windows Media Player.

To uninstall Windows Media Player, select **Start > Settings > Control Panel > Add/Remove Software**. Locate Windows Media Player and click **Change/Remove**.

To download and install the latest Windows Media Player, go to:

<http://windowsmedia.microsoft.com/download/download.asp>

B.F.27 My Compaq iPAQ™ PA-1 or PA-2 portable music player gets an error when trying to transfer content from *pressplay* when using Windows Media Player

You may need an updated device driver that supports the transfer of secure content. You can download a driver from <http://www.rioport.com/CompliantDevices/1,4933,,00.html>.

B.F.28 Who can I contact if I am having issues with my portable music player?

If you have questions or concerns related to your portable music player, please contact customer support for the manufacturer of your device. **pressplay** Customer Care can only support issues related to the *pressplay* service.

For issues or additional questions related to **Rio** or **Nike ps[a]play** products, please contact **SONIC | blue** support by visiting their customer support site:

www.sonicblue.com/support

For issues related to your **Creative NOMAD** player, see:

<http://www.americas.creative.com/support/welcome.asp?RD=faq>

For additional FAQs related to your **Compaq iPAQ™** player, see:

<http://wws1pro.compaq.com/support/home/index.asp>


B.F.29 Do I need a Net MD device to copy Portable Downloads to a MiniDisc?

<CLIENT> In order to copy Portable Downloads to a MiniDisc, you need a Net MD device and recordable MDs as well as OpenMG Jukebox 2.2 or SonicStage on Vaio.

<9 SERIES> **pressplay** for Windows Media Player 9 Series is not currently compatible with Sony Net MD. If you want to transfer your Portable Downloads to a Net MD device, you can use the standalone *pressplay* application.

B.F.30 <CLIENT> Which tracks can I copy to a Net MD device?

Any track that has the burn icon displayed in the **Options** column can be copied to a Net MD player, provided you have sufficient Portable Download credits left in your membership plan. Also

	# CC-001	v4.1 — March 27, 2003
	PROPRIETARY & CONFIDENTIAL	Page 86

note that before you copy a track, it must first be downloaded or directly made in to a Portable Download.

B.F.31 <CLIENT> How do I copy Portable Downloads to a Net MD portable player?

Note: Before you attempt to copy tracks to a Net MD portable player, verify that you have the device correctly installed and that it is detected by your operating system.

Note: Before you copy a track you must first download the track or directly make the track a Portable Download. If the track has not been downloaded, it will not appear under tracks available to copy.

1. Go to the **BURN/TRANSFER** tab.
2. Select the **COPY TO NET MD** sub-tab.
3. Select **Available Tracks** or locate the tracks under **Available Artists** or **Playlists**. If the track(s) you want to copy are not listed, then verify that they have been downloaded and have burn options.
4. Drag and drop the tracks you want to burn from the upper area into the lower **track staging area**.
5. Drag and drop tracks to the desired location within the list or use the provided arrow keys to move the tracks up and down in the order.
6. Once you have added and sorted all the tracks in the burn staging area, click **copy to Net MD**.
7. Click **YES** to accept the offer.
8. Verify that your Net MD device is properly connected and insert a writable MiniDisc if you have not already done so.
9. Click **Copy**.

Note: Please do not cancel the copy process once you have started it or you may be inadvertently decremented for the Portable Downloads.

A status screen displays the progress of the copy process. See the pressplay User Guide for more details.

B.F.32 <CLIENT> My compatible Sony Net MD™ device is not recognized by my computer or cannot be operated by my OpenMG™ Jukebox.

If your Net MD™ player is not recognized by your computer or cannot be operated by your OpenMG™ Jukebox, then disconnect the USB cable from the Net MD for about 5 seconds and then connect it to the Net MD player again. If the condition does not change, restart your computer.

B.F.33 <CLIENT> Do I have to delete the existing music on my MiniDisc before copying new tracks to a Net MD player?

MiniDiscs are read/write, meaning you can add new tracks to an existing MiniDisc as long as there is room left on it. The Roxio plug-in will let you know if there is a sufficient space left on the MiniDisc

to copy the tracks. If you do not have enough space, *pressplay* will prompt you to revise your list of tracks and try again. If you wish to delete tracks from your MiniDisc, please use Open MagicGate Jukebox.

B.F.34 <CLIENT> After I have copied *pressplay* tracks to a MiniDisc can I change the order of the songs?

Yes, you can change the order using Open MagicGate Jukebox.

B.F.35 <CLIENT> Who can I contact if I am having issues with my Net MD player?

If you have questions or concerns related to your Net MD player, please contact customer support for the manufacturer of your device. **pressplay** Customer Care can only support issues related to the *pressplay* service.

For issues related to Sony Net MD devices, please visit their support Web site at:

<http://www.musicclub.sonymstyle.com/supportcenter.jsp?categoryId=9>

There are also additional Sony Net MD FAQs posted at:

http://ciscweb.sel.sony.com/scripts/web_access.cgi?FUNC=DIAGNOSE&DIAGNOSTIC_TYPE=2&PARENT_ID=8489

For additional FAQs and support information related to your Sharp Net MD player, please visit their support Web site at:

<http://www.sharpelectronics.com/products/FunctionFaq/0,1072,17,00.html>

12.2 CD Burn and PD Transfer KB Only

B.K.1 What if a failure occurs during the burn or transfer process or the burned or transferred track is defective?

If for some reason your track does not burn successfully, then tell us the Artist/Album/Track and any other information about your operating system and software that may help us to resolve the problem. Also indicate if the same download track played correctly through *pressplay*. This may indicate that there was a problem with the CD burner, the burning software, or the PD.

B.K.2 Can I copy and distribute CDs that I made with *pressplay*?

You may burn a track (to either a CD or Net MD) for personal use only once for each Portable Download credit. If you would like to burn the same track an additional time, you must use an additional Portable Download credit. Once you have burned a track to a CD or copied to a Net MD, you agree not to copy, distribute, or transfer the track from that CD or Net MD to any other audio or audio-visual disk, cassette or playback device.

B.K.3 I get a “No CD burning devices detected on the system” error even though my burner was on Roxio’s list of supported devices.

First check to see if the burner has been installed and is detected by your computer:

1. Right-click on the **My Computer** icon on your desktop and choose **Properties** from the drop-down menu.
2. Go to the **Hardware** tab.
3. Click the **Device Manager** button.
4. Under **DVD/CD-ROM Drives**, check to see if your burner is listed.
5. If your CD-RW drive is listed, then double-click on it. Under Device Status it should read: “This device is working properly.”

If your device is not listed or does not have a good status, then consult your CD-RW documentation to correctly install your burner, and then try burning with *pressplay*.

If your CD-RW is listed and working properly and you are able to burn with other software applications besides *pressplay*, try upgrading the Roxio burn engine at the following URL:

<http://www.roxio.com/pressplay/engine/>

If you are still having issues after going through the burn engine upgrade, then verify that your burner is compatible with Windows Media Player:

1. Open Windows Media Player.
2. Select **Check for Player Upgrades ...** from the **Help** drop-down menu.
3. If the **Adaptec CD-burning plug-in** appears in the **Components** list, select it and continue with the upgrade.

Note: *The Adaptec CD-burning plug-in is not required to burn with pressplay, but it will verify that the burner is compatible with Windows Media Player, in which case it should also be compatible with pressplay.*

After the Windows Media Player upgrade, see if you are able to burn. If you are still not able to burn, please contact us again.

B.K.4 <CLIENT> I get a “file format not supported” error when I try to burn.

First verify that you are using the *pressplay* application to perform the burn. Other burning software cannot properly obtain the license requests.

Only *pressplay* tracks can be burned using *pressplay*. Verify that the track names (in the C:\My Music\ directory or your default download directory) are valid and have not been altered (they should have .wma extensions). You should also verify that the track is still active in the *pressplay* system by trying to play the download.

Try burning again with active *pressplay* tracks, using the *pressplay* application.

B.K.5 The CD Burn process starts normally, but then aborts with the generic message "An error has occurred and burning was unable to complete. Please try again. "

As with other CD burning applications, several factors might interrupt the burn process:

- The performance of your system
- The size and number of the files you are recording
- Older device drivers (8-/16-bit drivers)
- Other applications running at the same time
- The quality of the recordable media

May we suggest the following tips the next time you try to burn tracks to see if you see any improvements:

- Avoid multi-tasking and using other applications while burning
- Consider a different brand of CD-Rs
- Disable screen savers and ALL power management
- Do not record from a compressed drive
- Log off all network connections

These are general principals/advice that apply whenever you burn a CD, not just from within *pressplay*.

B.K.6 General burn failure due to slow connection speed and many tracks.

When you attempt to burn a CD, the server must first be contacted to obtain the information for the tracks. If you have a slower connection speed, or are attempting to burn a lot of tracks (at least 10), it is possible that the connection to the *pressplay* server is timing out before you can receive the track information for your burn.

The default timeout period is 20 seconds, which is optimal for most configurations. If you are having issues, we suggest you try increasing this timeout period during your next burn attempt. To increase the timeout period:

1. Launch *pressplay*.
2. <CLIENT> Choose **File > Options**, then go to the **Advanced** tab.
 <9 SERIES> Choose **OPTIONS/HELP** from the **HOME** tab, then click the **Advanced** link.
3. Increment the **Timeout for network communications** value to 25 or 30 seconds.

Note: If you are using a dial-up connection and are burning more than 12-15 tracks, then you may want to increase this value to 40 seconds or more. If you do, you should change this value back to 20 after you have completed your burn so pressplay will run optimally.

4. Exit pressplay and then sign back in.
5. Try your burn again.

B.K.7 Where can I find help for Fellowes/Neato products?

For more information on Fellowes/Neato products, go to the following URLs:

<http://www.fellowes.com/>

<http://www.neato.com/>

For help with your Fellowes/Neato products, contact their support department at feltech@neato.com or call toll free 866.775.7860.

B.K.8 Where can I get help for my CD Stomper or other Avery Dennison products?

For more information on the CD Stomper or other Avery Dennison CD labels and products, go to the following URL:

<http://www.cdstomper.com/>

For help with your CD Stomper or other Avery Dennison products, contact the Avery Consumer Service Center at 888-426-2914 or consumersupport@cdstomper.com.

B.K.9 <CLIENT> General failure during PD transfer (actions not corresponding to commands).

The pressplay PD transfer functionality uses function calls to Windows Media Player 7 or Windows Media Player 8 that assume United States English is the language set in your operating system. If you are using another language setting besides United States English, you may experience unpredictable results. This is not an issue with Windows Media Player 9 Series, which is now available as a free upgrade.

To change your language to United States English:

1. From Windows, select **Start > Settings > Control Panel > Options**.
2. Go to the **General** tab.
3. Under **Your locale (location)**, select **United States (English)**.
4. Click **OK**.

B.K.10 How can I contact SONIC | blue customer support directly?

For issues related to Rio or Nike ps[a]play products, please contact SONIC | blue support by phone at 503.453.1640, by e-mail at customersupport@sonicblue.com or by visiting their customer support site:

www.sonicblue.com/support

B.K.11 <CLIENT> What does the options button on the Roxio plug-in do? What are the different recording qualities?

Sony Net MD devices allow you to select the recording quality of the tracks that are transferred to the Net MD. The default speed for pressplay is LP2 Stereo Recording, which allows up to 160 minutes of music on one MiniDisc. Songs recorded in the LP2 Stereo Recording mode can only be played back on devices compatible with the MDLP™ recording modes.

B.K.12 <CLIENT> When I copy to a MiniDisc, it seems slow.

When you copy a pressplay track to a MiniDisc, the track is converted from the Microsoft WMA format to the Sony ATRAC3 format. During the conversion process, the file is optimized and an additional file is also created in memory. As a result, the copying process requires additional time.

B.K.13 <CLIENT> My OpenMG software opens when I am in the process of copying from pressplay to Net MD.

If this occurs, simply close the Open MagicGate software and continue the process of copying with pressplay via the Roxio plug-in.

B.K.14 <CLIENT> How can I contact Sony Net MD support directly?

For issues related to Sony Net MD devices, please visit their support Web site at to see if you can find the answer to your question:

<http://www.musicclub.sonystyle.com/supportcenter.jsp?categoryId=9>

If you are still having issues with you Sony Net MD player, call Sony Net MD Customer Support at 866.456.7669.


B.K.15 <CLIENT> How can I contact Sharp Net MD support directly?

For issues related to Sharp Net MD devices, please visit their support Web site at to see if you can find the answer to your question:

<http://www.sharpelectronics.com/products/FunctionFaq/0,1072,17,00.html>

You can also obtain Sharp Net MD e-mail support at:

<http://www.sharpelectronics.com/global/ContactUsProdSupp/1,1878,,00.html>

	# CC-001	v4.1 — March 27, 2003
	PROPRIETARY & CONFIDENTIAL	Page 92

If you are still having issues with your Sharp Net MD player, you can call Sharp customer support at 800-BE-SHARP.

13 Community

13.1 Community FAQs

T.F.1. What is the *pressplay* Message Board?

The *pressplay* Message Board is a community forum for *pressplay* members to exchange knowledge, tips, music recommendations, or any other information. You can post a question or start a discussion topic using the *pressplay* Message Board, and other *pressplay* members can post responses. See the *pressplay* User Guide for more information on how the *pressplay* Message Board works.

T.F.2. I cannot remember the name of an artist or track I am looking for?

Using the *pressplay* Message Board, you can ask the general *pressplay* community for an answer using appropriate hints. For example “What was the name of the band that was featured in that movie...?” or “who sings that song that goes ...?”

T.F.3. Are the messages posted on the *pressplay* Message Board monitored or censored?

As a general rule, *pressplay* does not censor its Message Board, but from time to time *pressplay* will make sure that the message board content is suitable for a general audience. **pressplay** reserves the right to remove content that is deemed abusive, hateful, threatening, obscene, defamatory, or otherwise objectionable. It is prohibited to use the *pressplay* Message Board to post material that is illegal or otherwise harmful in any way, or that violates third party rights. Advertising for profit or other commercial reasons, campaigning, or soliciting on the *pressplay* Message Board is also prohibited.

T.F.4. How do I create or edit my Public Profile?

To create a public profile to share your tastes and interests with other *pressplay* members:

1. **<CLIENT>** Select **Public Profile** from the **My Account** drop-down menu.
<9 SERIES> Click **OPTIONS/HELP** from the **HOME** page, and follow the **Public Profile** link.
2. Click the **EDIT** button.
3. Edit the fields and then click **SAVE**.

The checkbox at the bottom of the Public Profile indicates whether you want your member name displayed when other members view Now Streaming or whether you want your collection to be available to other members. To share your Public Profile check the box in front of “**I'd like to make My Collection and Member Name available ...**”. If you do not want your member name displayed, do not check this box.

Note: Please allow 24 hours for updates to the Public Profile to take effect.

T.F.5. How can I see what other members are listening to?

You can check out what other members are streaming at any given time, by looking under **NOW STREAMING** on the **COMMUNITY** tab. Select a **genre** and **sub-genre** (optional) and then click **BROWSE** to get a list of the most recent songs streamed for that genre.

T.F.6. What tracks appear under “Now Streaming”?

All the streams for the selected genre that are currently being played by pressplay members appear under **NOW STREAMING**. If a member has opted to not share the public profile then the member name will not appear, but the track will. If you have opted to not view or hear tracks with explicit content, then tracks with the parental advisory flag will not appear under **NOW STREAMING**.

Note: The tracks displayed under **NOW STREAMING** refresh every ten minutes. The most recent 200 streams in the selected genre display.

T.F.7. How do I make it so my member name does not appear under Now Streaming?

Only tracks streamed by members who have shared their public profile appear under **NOW STREAMING**. To opt out of this feature so your member name does not display:

1. **<CLIENT>** Select **Public Profile** from the **My Account** menu.
<9 SERIES> Click **OPTIONS/HELP** from the **HOME** page, and follow the **Public Profile** link.
2. Toward the bottom, uncheck the box in front of “**I'd like to make My Collection and Member Name available ...**”.
3. Click **SUBMIT** to save your changes.

Note: Please allow 24 hours for updates to the Public Profile to take effect.

T.F.8. What does “Save Member” do?

When you save a member, it flags the member so when you go to the **BROWSE MEMBERS' COLLECTIONS** sub-tab, the members name will conveniently appear under **Saved Members**.

T.F.9. Is the information in the public profiles censored?

As a general rule, pressplay does not censor the public profiles, but from time to time pressplay will make sure that the public profile content is suitable for a general audience. **pressplay** reserves the right to remove content that is deemed abusive, hateful, threatening, obscene, defamatory, or otherwise objectionable. It is prohibited to use the public profiles to post material that is illegal or otherwise harmful in any way, or that violates third party rights. Advertising for profit or other commercial reasons, campaigning, or soliciting with the public profiles is also prohibited.

T.F.10. How can I view other members' collections?

The **BROWSE MEMBERS' COLLECTION** sub-tab (under the **COMMUNITY** tab) lets you browse or search for other *pressplay* members' collections to find other members with similar musical tastes, and to discover new music. A member's collection includes tracks that member has downloaded or made portable.

To browse member's collections:

1. Go to the **COMMUNITY** tab.
2. Go to the **BROWSE MEMBERS' COLLECTION** sub-tab.
3. Pick a **genre** from the drop-down menu.
4. Click the **BROWSE** button.

You can also search for a specific *pressplay* member's collection from the **SEARCH FOR MEMBER** sub-tab.

Also note that when you choose a track and select **Find in Member's Collection** from the right-click menu, all the members who have downloaded that particular track will display.

13.2 Community K-base Only

T.K.1. <9 SERIES> The Enter key does not work when I try to post or reply to a message on the message board.

We apologize for the inconvenience, this is a known issue that we are working to resolve. This is only an issue with *pressplay* for Windows Media Player 9 Series; if you have the standalone *pressplay* application, the **Enter** key is fully functional. You can also use the spacebar to create extra space if necessary.

14 Administrative Functions

14.1 Administrative FAQs

A.F.1. How do I update my member information?

To access and update your member information,

<**CLIENT**> Select **Member Information** from the **My Account** drop-down menu.

<**9 SERIES**> Click **OPTIONS/HELP** from the **HOME** page, and click on the **Member Information** link.

To update the information, click **EDIT**. Update the information and then **UPDATE MEMBER INFO**.

See the *pressplay* User Guide for more details.

A.F.2. How do I change my *pressplay* genre preference?

The Member Information page under My Account contains information about genre preference that you entered when you registered for *pressplay* service. To update this information:

1. **<CLIENT>** Select **Member Information** from the **My Account** drop-down menu.
<9 SERIES> Click **OPTIONS/HELP** from the **HOME** page, and click on the **Member Information** link.
2. Click the **EDIT** button.
3. Use the drop-down menus to change the **favorite genre** and/or **second favorite music genre**.
4. After you have made changes, click **UPDATE MEMBER INFO** to post the changes.

For more information, see the *pressplay* User Guide.

A.F.3. What are all my help options for *pressplay*?

pressplay has a few help resources available:

- **Intro to *pressplay***—a brief overview of *pressplay* and its capabilities
- ***pressplay* FAQ**—an online database of common questions about *pressplay*. The FAQs are provided in a familiar help format with an index and search functionality.
- ***pressplay* User Guide**—an online procedural manual for using *pressplay*. The User Guide is provided in a familiar help format with an index, glossary, and search functionality.
- **Customer Care**—a link to *pressplay* Customer Care, where you can fill out the help or feedback forms to get quick and reliable service from a *pressplay* Customer Care representative

To access help options:

<CLIENT> Press the **F1** key on your keyboard or select the **Help** drop-down menu. Note that help is available when you are in **LISTEN OFFLINE** mode as long as you have an active Internet connection.

<9 Series> Go to the **HOME** page and click **OPTIONS/HELP**, and then click the **Help** link.

A.F.4. What does Refresh Track Options do?

Choosing **Refresh Track Options** will manually update the stream, download, burn, and transfer options for tracks under **MY COLLECTION** or **BOOKMARKED TRACKS** to match what is currently available in the pressplay system. These options (with the exception of stream options) are automatically refreshed monthly, but this is a way to manually trigger the refresh. To refresh stream options, you can do this manually using the Refresh Track Options feature.

To refresh your track options:

<CLIENT> Select **Refresh Track Options** from the **My Account** drop-down menu.

<9 SERIES> Click **OPTIONS/HELP** from the **HOME** page, and click on the **Refresh Track Options** link.

A.F.5. How do I change my notification messages options?

When you perform certain actions in pressplay such as bookmark tracks, pressplay may give you an visual notification that this action has been completed. To configure these options:

<CLIENT> Select **Options** from the **File** drop-down menu, and then click the **Messages** tab. There are various options that can be changed by selecting or de-selecting the corresponding checkbox:

- **Notify at startup if Windows large font setting is detected**—if you want to continue to use large fonts and do not want to be notified every time you sign in, then de-select this box
- **Notify after sign in if any tracks need repair**—if a defective track has been updated since you downloaded it, you will automatically be prompted to repair this track as long as you have this box selected. If you choose not to be notified, then you may have issues with some downloads then cannot be repaired until you select this option.
- **Tracks have been added to My Collection**—if you want to be notified every time you add tracks to the My Collection tab, then select this box
- **Tracks have been added to a playlist**—if you want to be notified every time you add tracks to a playlist, then select this box
- **A playlist has been added to My Collection**—if you do not want to be notified every time you add a playlist to your collection, then de-select this box
- **Music is playing when I exit pressplay**—if you want to be notified if you try to close pressplay when tracks are still playing, then select this box
- **A custom radio station is created**—if you want to be notified every time you create a new custom radio station, then select this box

<9 SERIES> Click **OPTIONS/HELP** from the **HOME** page, and click on the **Messages** link. There are various options that can be changed by selecting or de-selecting the corresponding checkbox:

- **Notify after sign in if any tracks need repair**—if a defective track has been updated since you downloaded it, you will automatically be prompted to repair this track as long as you have this box selected. If you choose not to be notified, then you may have issues with some downloads then cannot be repaired until you select this option.

- **Tracks have been added to Bookmarked Tracks**—if you want to be notified every time you bookmark a track, then select this box
- **Tracks have been selected for downloading**—if you want to be notified every time you select a track to download, then select this box
- **Windows large font setting is detected**—if you want to continue to use large fonts and do not want to be notified every time you sign in, then de-select this box
- **A custom radio station is created**—if you want to be notified every time you create a new custom radio station, then select this box

14.2 Administrative K-base Only

A.K.1. How can I exclude myself from promotional e-mails?

On occasion, *pressplay* or its partners may send you special promotional e-mails. You will only be sent e-mails if you checked this option during registration. If you do not wish to receive e-mails:

1. **<CLIENT>** Select **Member Information** from the **My Account** drop-down menu.
<9 SERIES> Go to **OPTIONS/HELP** from the **HOME** tab and click the **Member Information** link.
2. Click the **EDIT** button.
3. Deselect either of the two selection boxes at the bottom of the page to discontinue e-mails sent to you from *pressplay* or its partners.
4. After you have made changes, click **UPDATE MEMBER INFO** to post the changes.

Note that these selections do not pertain to important membership and major service revision e-mails that are automatically sent to all members. Also note that when a member cancels, we may send several notifications.

15 Index

- .NET Passport, 39
- .NET Passports
 - multiple, 43
- 2799, 13
- 3004, 28
- 3004 error, 71
- 3-day trial, 18
- 9 Series
 - benefits, 4, 9
- 9 Series Customer Support, 10
- 9 Series player, 68
- About *pressplay*, 31
- access, 23
- access account, 15, 43
- access via Windows Media Player 9 Series, 33
- accessing *pressplay*, 19
- accidental deletion, 67
- active sessions, 7
- Active X, 25
- Adaptec CD-burning plug-in, 88
- ad-blocking software, 13
- add album to playlist, 61
- Add to Current Playlist, 9
- Add to Now Playing, 9
- add to playlist, 58
- adding content to Media Library, 68
- additional burns, 75
- additional information, 15
- additional Sync/Restore, 72
- address verification, 41
- adjusting volume, 53
- Administrative FAQs, 94
- Administrative K-base Only, 97
- administrative privilege, 13
- advertisements, 10
- affiliate, 18, 23
- album
 - download, 67
 - playing, 53
- album burning, 75
- album info, 48
- allowing tracks with explicit content, 49
- already have WMP, 26
- alternate bitrate, 68
- alternate file formats, 68
- American Express, 18
- Annual Plus, 32
- another streaming service, 63
- approval process, 2
- artist availability, 50
- artist compensation, 40
- artist info, 48
- artist search, 46
- ATM cards, 18
- ATRAC3, 91
- authorization requests, 41, 43
- automatic sign-in
 - .NET passport, 43
- availability
 - artist, 50
 - content, 53
 - international, 5
 - track, 64
- available memberships, 32
- Avery Dennison, 90
- back-end technology provider, 40
- Basic CD Burning Plug-In, 81
- Basic CD Label Creator help, 82
- basis for recommendations, 47
- benefits
 - 9 Series, 4, 9
- billed in error, 37
- billing, 21
- billing cycle, 40
- billing directly, 23
- Billing discrepancies, 43
- billing information, 41
 - update, 36
- billing issue, 37
- bitrate, 52, 68
 - download, 65
 - streaming, 4, 52
- blank e-mails, 15
- blocking tracks with explicit content, 48
- Bookmark Track, 47
- BOOKMARKED TRACKS, 47
- booster pack, 74
- BROWSE MEMBERS' COLLECTION, 94
- BROWSE NEW ADDITIONS, 48
- Browser, 17
- buffer, 52
- buffering, 9
- burn, 6
 - cancel, 76
 - defective, 87
 - slow connection speed, 89
- burn album, 75
- Burn and Transfer KB Only, 77, 87
- burn credits, 75
- burn failure, 89
- burn format, 81
- burn option, 77, 80
- burn or transfer-only tracks, 77
- burn patience, 81

- burn session, 82
- BURN TO CD, 79
- burner not detected, 87
- burning
 - general tips, 89
- burning directly, 81
- Burning FAQs, 78
- burning in trial, 77
- burning Portable Downloads
 - 9 Series, 79
 - client, 78
- burning software, 80
- burning was unable to complete, 89
- burning with other applications, 81
- Business Development inquiries, 14
- buy a CD, 11
- buy more Portable Downloads, 38
- cable, 52
- cancel
 - billing, 39
- cancel burn, 76
- cancel membership, 33
- canceling a burn, 81
- cancellation, 42
 - within 3 days of DPT, 42
 - within trial, 41
- Cannot Copy status, 82
- cannot launch WMP, 84
- cannot stream or download, 54
- Caps Lock, 32, 49
- carry over, 75
- case-sensitive, 32, 49
- catalog, 46
- categories, 3
- CD audio format, 81
- CD burner, 80
- CD burner engine, 80
- CD Burners, 80
- CD burning
 - 9 Series, 79
 - client, 78
- CD Burns, 78
- CD format compatibility, 81
- CD Label Creator, 82
- CD Label Creator help, 82
- CD labels, 90
- CD purchase, 11
- CD Stomper, 90
- CDA, 81
- CD-RW, 81
- censorship policy
 - message boards, 92
- certificate has expired, 22
- change .NET Passport auto sign-in, 44
- change membership plan, 35
- changing order on Net MD, 87
- changing parental control password, 49
- check cards, 18
- clear completed, 67
- clearing DOWNLOAD STATUS, 67
- client installation issues, 31
- Closing to Customer Care e-mails, 17
- Closure, 16
- code, 3
- community forum, 92
- Compaq iPAQ
 - support, 85
- Compaq iPAQ drivers, 85
- compatible portable devices, 82
- compensation to label, 40
- computer crash
 - sync/restore, 72
- concurrent user, 37
- connection speed, 12, 52
- contact Customer Care, 9
- content availability, 50
- cookies, 8
- copy
 - defective, 87
- copy Portable Downloads, 75
- Copy to CD or Device, 79, 83
- copy to Net MD
 - slow, 91
- COPY TO NET MD, 86
- copying
 - CDs, 87
- copying downloads, 69
- copying tracks to other computers, 66
- copyright infringement, 8
- corrupted license, 54
- create label, 82
- creating playlists
 - 9 Series player, 58
 - client, 57
- Creative NOMAD, 85
- credit card, 23
 - switching, 36
- credit card information, 4, 18, 36
- credit cards, 18
- Credit Floor, 43
- Customer Care, 9, 95
- Customer Care logging, 55
- Customer Support
 - Windows Media, 10
- cycles back to ready, 56
- data structure and flow, 2
- Db.bin corruption, 71
- Dcom98.exe, 29
- Debit cards, 18
- default player, 57
- defective burn or transfer, 87
- defective download, 69
- Defective Stream, 55
- deleting

- downloads, 67
- delivery
 - stream and download, 53
- detect CD burners, 87
- device not recognized, 84
- Device Status, 88
- dial-up, 52
- Digital Rights Management, 10
- direct billing, 23
- discussion topic, 92
- Display preferences, 13
- distribute CDs, 87
- downgrade membership plan, 35
- download, 6
 - bitrate, 68
 - copying, 66
 - deletion, 67
 - expiration, 65
 - option, 64
 - permanence, 65
 - progress, 67
 - same song, 67
 - storage, 69
- download delivery, 53
- Download Directory, 69
- download failure, 70
- Download FAQs, 64
- Download K-base Only, 68
- download location, 65
- download *pressplay*, 19
- download restore, 66
- DOWNLOAD STATUS tab, 67
- download storage
 - 9 Series, 69
 - client, 69
- download time
 - pressplay* application, 21
- download track
 - quality, 65
- downloading, 64
- downloading albums, 67
- downloading issues, 54
- downloads
 - listening offline, 67
- downloads in playlists, 61
- DRM, 10
- DRM cannot be Individualized, 28
- DSL, 52
- Easy CD Creator, 81
- editing playlists
 - 9 Series player, 58
 - client, 57, 58
- e-mail from *pressplay*, 46
- e-mail list, 97
- e-mail with attachments, 15
- e-mailing downloads, 68
- emerging artist, 50
- enable Active X, 25
- enable Customer Care logging, 55
- endless installation circle, 25
- enqueue, 9
- Enter key, 94
- ERROR LOADING TYPE LIBRARY/DLL, 29
- Escalation information, 15
- exclude explicit content, 48, 49
- explicit content
 - allowing tracks with, 49
 - blocking tracks with, 48
- explicit content block, 49
- F1, 9, 95
- failure
 - burn or transfer, 87
- FAQ, 2, 95
- favorite genre, 95
- featured tracks, 54
- Feedback, 15
- Fellowes/Neato, 90
- file extension, 57
- file format
 - download, 65
 - streaming, 4, 52
- file format not supported, 88
- file types, 57
- finalizing session, 82
- Find in Member's Collection, 94
- Finding Music K-base Only, 50
- firewall, 18
- flash, 83
- flash tour, 5
- font preference, 13
- font size, 13
- ForceRenew.exe, 72
- forgot password, 39
- format not supported, 88
- format of burns, 81
- forum, 92
- fraud, 37
- free, 10
- free trial, 18, 23, 31, 32, 35
- General FAQs, 4
- General K-base Only, 10
- genre preference, 95
- get more Portable Downloads, 4, 38
- get recommendations, 47
- getting info
 - download, 70
- hack, 12
- hangs
 - installation, 25
- Hard Drive, 17
- hard drive failure, 66
- Hear This! e-mails, 97
- Help, 9, 95
- help for CD label, 82

- help options, 95
- help request, 9
- hidden file extension, 57
- home, 19
- how many burns, 75
- How many subscribers, 15
- How to burn
 - 9 Series, 79
 - client, 78
- How to copy to Net MD, 86
- how to transfer
 - 9 Series, 83
 - client, 83
- IE security settings, 25
- iKernel.exe, 29
- independent record label, 11
- individualization failed, 54
- individualization problems, 26
- information
 - artist/album, 48
- information gathering template, 15
- install, 21
- installation failure, 21
- installation FAQs, 17
- installation issues, 31
- installation locks up, 25
- installation problems, 25
- installation URL, 31
- InstallShield, 25, 29
- InstallShield knowledge-base, 29
- Insufficient Funds, 43
- international availability, 5
- internet connection, 40
- Internet Explorer version, 24
- Internet settings, 40
- Intro to pressplay, 95
- introduction, 2
- invalid password
 - parental control, 49
- iPAQ drivers, 85
- ISDN, 52
- ISP software, 56
- just added, 48
- KB only, 3
- Kbps, 52
- keeping downloads, 34
- label compensation, 40
- label for CD, 82
- labels, 47
- LAN Settings, 40
- language, 90
- languages
 - music in other, 50
- large fonts, 13
- launch, 5
- license renewal, 67
- limit
 - playlists, 58, 59
- limit of Portable Downloads, 75
- listening to playlists
 - 9 Series player, 59
 - client, 59
- loading, 56
- loading a playlist, 59
- log
 - Customer Care, 55
- log-in, 10
- lost *pressplay*, 19
- LP2 Stereo Recording, 91
- Macintosh, 23
- Make Portable, 74
 - twice, 76
- making a track portable, 74
- Mastercard, 18
- Media Library, 65, 66, 68
- media-related questions, 9
- member information, 94
- member name
 - changing, 37
 - hide, 4, 93
 - recovery, 43
- Member Name
 - shared, 92
- membership
 - lapse, 39
- Membership FAQs, 32
- membership must be updated, 28
- membership plan
 - upgrade, 35
- membership plans, 32
- Memory, 17
- Message Board, 92
 - copyright, 92
- Message Board FAQs, 92
- Message Board K-base Only, 94
- messages options, 96
- Microsoft technical support, 28
- Microsoft Web site, 18
- MiniDisc, 85, 86, 91
- minimum system requirements, 4, 17
- minimum time commitment, 18
- missing artist, 46
- missing download, 67
- Missing Registry Key Error, 22
- monitoring download usage, 68
- moving downloads
 - 9 Series, 69
 - client, 69
- MP3.com, 40
- MP3s, 7
- MSN .NET Passport, 39
- multiple .NET Passports, 43
- multiple charges, 41
- multiple sessions, 7

- multi-tasking, 65
- music player, 52
- Music Player, 17
- Music Programming, 11
- mute, 7
- muted, 7
- My Collection
 - shared, 92
- MY COLLECTION, 47
- My Music directory, 65
- Neato, 90
- Net MD copy, 86
- Net MD device, 85
- Net MD not recognized, 86
- Net MD options, 85
- Net MD support, 87, 91
- NET Passports
 - multiple, 43
- Netscape, 21
- new additions, 48
- new computer, 66
- New k-base articles*, 2
- new pressplay releases, 46
- Nike customer support, 91
- Nike psa[play], 85
- No CD burning devices detected, 87
- no device listed, 84
- no more uses
 - unlimited downloads, 72
- no stream or download options, 77
- no volume, 7
- non-pressplay content
 - playlists, 63
- non-pressplay tracks, 7
- Norton AntiVirus, 27
- not able to sign in, 32
- not recognized, 86
- nothing happens when burning, 81
- notification messages options, 96
- Now Playing
 - Radio pressplay, 63
- Now Streaming, 93
- NOW STREAMING, 93
- NT, 17
- number of transfers allowed, 76
- numbering convention, 2
- online, 53, 67
 - burning, 76
- online help, 95
- open Windows Media Player, 84
- OpenMG Jukebox, 86
- OpenMG Jukebox 2.2, 85
- OpenMG software, 91
- Operating System, 17
- operating system version, 23
- opt-in, 46
- option to burn or transfer, 77
- options
 - Roxio plug-in, 91
- OS upgrade, 12
- other customer's information, 15
- other players, 68
- other sources, 63
- Out of Scope Reply, 15
- overview, 5
- pack, 74
- parental control password, 49
 - recovery, 50
 - setting, 49
 - turning off, 51
- partial string search, 46
- password
 - parental control, 49
- Password Recovery, 43
- password recovery process, 39
- Payment Decline Notice, 36
- Payment rejected, 43
- PD transfer
 - 9 Series, 83
 - client, 83
 - general failure, 90
- PD Transfers, 78
- performance
 - burning, 89
- performing other actions while burning, 81
- performing other tasks while downloading, 65
- permanent download, 65
- permissions settings, 13
- personal use, 87
- ping, 12
- playback quality, 52
- Playback skips, 12
- players
 - other, 68
- playing albums, 53
- playing CDs, 81
- playing downloads, 66
- playing tracks, 51
- playlist
 - limit, 58
 - sharing, 63
- playlist actions offline, 61
- Playlist and Radio FAQs, 57
- Playlist K-base Only, 63
- playlist listening
 - 9 Series player, 59
 - client, 59
- playlists
 - limit, 59
 - listening on other computers, 63
 - with downloads, 61
 - with streams, 61
- popularity, 46
- popularity rating determination, 46

- PopUp Killer, 13
- port scan, 12
- portable device, 82
- portable device not recognized, 84
- portable device support, 4, 85
- portable device transfer, 6
- portable devices, 82
- Portable Download, 4, 6
 - expiration, 76
 - limit, 75
 - transfer, 75
- Portable Download credits, 38, 75
- Portable Download pack, 74
 - purchase, 38
- Portable Download packs, 38
- Portable Download Packs, 32
- Portable Downloads, 74
- Portable Downloads in trial, 77
- Portable Downloads keeping, 34
- portable music players, 82
- post-installation issues, 22
- press inquiries, 12
- pressplay, 4, 19
- pressplay application, 20
- pressplay charts, 46
- pressplay for Windows Media Player 9 Series, 4, 5
- pressplay installation URL, 31
- pressplay memberships, 32
- pressplay radio, 62
- pressplay version, 31
- pressplay_installer.exe, 31
- privacy, 8
- Privacy Policy, 5
- Processor, 17
- promotional e-mails, 97
- proxy server, 40
- proxy server settings, 56
- proxy settings, 70
- Public Profile, 92
- public profile censorship, 93
- purchase a Portable Download pack, 38
- purchasing downloads, 74
- queue up tracks, 9
- Radio pressplay, 4, 62
 - 9 Series player, 63
 - actions, 62
 - delivery, 62
 - duration, 62
 - listening, 62
- Radio pressplay updates, 62
- random, 61
- reactivate, 33, 39, 66
- ready, 56
- re-buffer, 52
- recently added tracks, 48
- recommendations, 47
- Recommended Artists, 47
- recovery
 - parental control password, 50
- Refresh Track Options, 77, 95
- Refund Denial Response, 42
- refund policy, 11
- refund timing, 42
- regain access, 66
- Registration and Installation FAQs, 17
- Registration and Installation K-base Only, 21, 23, 32
- registration not successful, 29
- reinstall, 22
- re-install plug-in for 9 Series, 21
- releases, 46
- remove pressplay, 30
- removed
 - tracks, 53
- renaming downloads, 65
- request account information, 43
- requesting tracks, 54
- reset DRM, 28
- resizing, 7
- Resolved Issue, 16
- restart download, 70
- restoring downloads, 66
- returning customer, 66
- Rio, 85
- Rio customer support, 91
- Roxio Basic CD Label Creator, 82
- Roxio Basic CD Label Creator help, 82
- Roxio burn software, 80
- Roxio CD burning software help, 81
- Roxio Easy CD Creator, 80
- Roxio plug-in, 91
- Roxio supported CD RWs, 80
- royalties, 40
- royalty tracking, 68
- Save Member, 93
- scrambled track, 69
- SD, 83
- search for content, 45
- SEARCH FOR MEMBER, 94
- search tips, 46
- Secure Digital, 83
- security, 18
- security settings, 18
- sending downloads, 68
- Service Pack, 23
- Services, 21
- session finalizing, 82
- sessions, 7, 8
- sharing
 - membership, 37
- sharing playlists, 63
- Sharp Net MD support, 87, 91
- shuffle, 61

- sign in issues, 32
- sign up
 - via Customer Care, 23
- sign-in, 10
- sign-in error, 40
- skips, 69
- slow, 12
- slow Net MD copy, 91
- small fonts, 13
- SONIC | blue, 85
- SONIC | blue customer support, 91
- SonicStage on Vaio, 85
- Sony Net MD, 6
- Sony Net MD support, 87, 91
- sound card, 7
- Sound Card, 17
- speakers, 7
- special characters, 46
- SSL, 18
- SSL 2.0, 40
- start, 5
- status of download, 67
- storing downloads, 65, 69
- stream, 6
- Stream Fix.reg, 57
- stream management, 53
- streamdb.bin, 55
- streaming, 53
- Streaming FAQs, 51
- streaming issues, 54
- Streaming K-base Only, 54
- streaming tracks, 51
- streams in playlists, 61
- stuck on getting info, 70
- stuck on loading, 56
- submissions, 11
- subscribers, 15
- subscription management, 40
- support for PD, 4, 85
- support for Roxio, 81
- supported portable devices, 82
- switch credit card, 36
- switch member name, 37, 38
- sync/restore
 - Portable Downloads, 75
- Sync/Restore, 39, 66, 72
 - additional, 72
 - timing out, 72
- system date, 40
- system failure, 66
- system requirements, 4, 17
- system resources, 12
- tablog.txt, 55
- technical difficulties, 12
- temporary difficulties, 12
- terminated session, 8
- time commitment, 18
- time limit to use Portable Download, 76
- timeout period, 72
 - burning, 89
- today just added, 48
- top ten FAQs, 4
- Total Recorder, 12
- tour, 5
- track
 - download, 64
- track availability, 64
- track is no longer available, 71
- track is not available, 56
- Track Options, 95
- track renewal, 67
- transfer, 6
 - cancel, 76
 - defective, 87
- transfer album, 75
- transfer option, 77
- transfer Portable Downloads, 75
- transfer requirements, 82
- transfer to PD
 - 9 Series, 83
 - client, 83
- transfers per Portable Download, 76
- Unable to access this media, 56
- unable to update membership, 40
- unauthorized user, 37
- uninstall and reinstall *pressplay*, 22
- uninstall *pressplay*, 30
- Unlimited, 32
- unlimited downloads
 - no more uses, 72
- Unlimited Plus, 32
- update billing information, 41
- update burn options, 95
- update member info, 94
- update membership, 40
- Update *pressplay*, 19
- updating selections, 64
- upgrade, 35
 - Roxio software, 80
- upgrade individualization, 54
- upgrade OS, 12
- upgrade WMP individualization, 26
- upgrades
 - pressplay*, 19
- Use a proxy server, 56
- User Guide, 95
- VeriSign, 28
- version, 19
 - 9 Series player, 13
- version of *pressplay*, 31
- version of WMP, 24
- versions of *pressplay*, 20
- view other members' collections, 94
- virus warning during installation, 27

viruses, 27
Visa, 18
volume, 7
volume adjustment, 53
VUNet USA Technologies, 40, 53
Welcome Back to *pressplay*, 33
why, 10
Why download, 64
Windows 2000, 13
Windows Media Player, 11, 18, 24, 52
 installation, 26
Windows Media Player 9 Series, 4, 5, 33, 68
 version, 13
Windows Media Player 9 Series Customer
 Support, 10
Windows Media Player upgrade failure, 54
WMP, 18
WMP Stream Fix.reg, 56
WMP version, 24
wmp.ocx, 26
WMP_Upgrade.wma, 40, 54
work, 19
XP, 13
Your membership must be updated, 71
zero subscriptions, 29
Zip disk, 69
Zip drive, 69