



Download Assistance for PC

Download Assistance

The world of technical compatibilities and configurations is vast. Everybody has their computer, tablet, or phone set-up differently. The purpose of these tips is to address the most common downloading considerations. If you do not find answers to your technical questions here, please ask anyone 15+ years old, your neighbor, tech consultants, or your device/internet provider customer service. Here at iCalmPet, our expertise is effective calming music for pets and people, and we've learned to stay in our lane: We're definitely not high-tech consultants. We know how to deliver files from our server to your downloading destination. From there, it's up to you because of the zillion configurations of devices, providers, software, etc.



Rest assured, downloading has been a common computer function for many years. The right person will point you in the right direction. Thank you for your understanding.

To Download iCalmPet Files to your Computer

1. Purchase your products.

After checkout, you will receive an "Order Received" screen that contains your download links.

Click the blue rectangle that says "Download Album + Instructions". This link contains music files and a PDF booklet with titles, descriptions, and training instructions. You have up to **30-days** from date of sale to access these files. You can download all your goodies directly from this Order Received page.

Order received

Thank you for downloading! We love Downloads for you, us, and the planet. Just another way our iCalmPet team is striving to bring peace to pet households.

Please note that iPhones cannot download files directly. Because of all the different platform specifications, we've compiled a helpful page [here](#).

ORDER NUMBER:	61647
DATE:	June 9, 2021
EMAIL:	olivia@icalmpet.com
TOTAL:	\$0.00

Downloads

Product	Expires	Download
Calm Your Canine	July 9, 2021	Download Album + Instructions

Android users:

**PLEASE NOTE THAT
ANDROIDS CANNOT DIRECTLY
DOWNLOAD MP3 FILES FROM
THE INTERNET.**

You have to download them to a computer first, and then transfer them to your Android.

Thanks for shopping with us

Hi Olivia,

We have finished processing your order.

Downloads

Product	Expires	Download
Calm Your Canine	July 9, 2021	Download Album + Instructions

[Order #61647] (June 9, 2021)

Product	Quantity	Price
Calm Your Canine		
Volume 1 (1-hr)	1	\$10.00
Download		

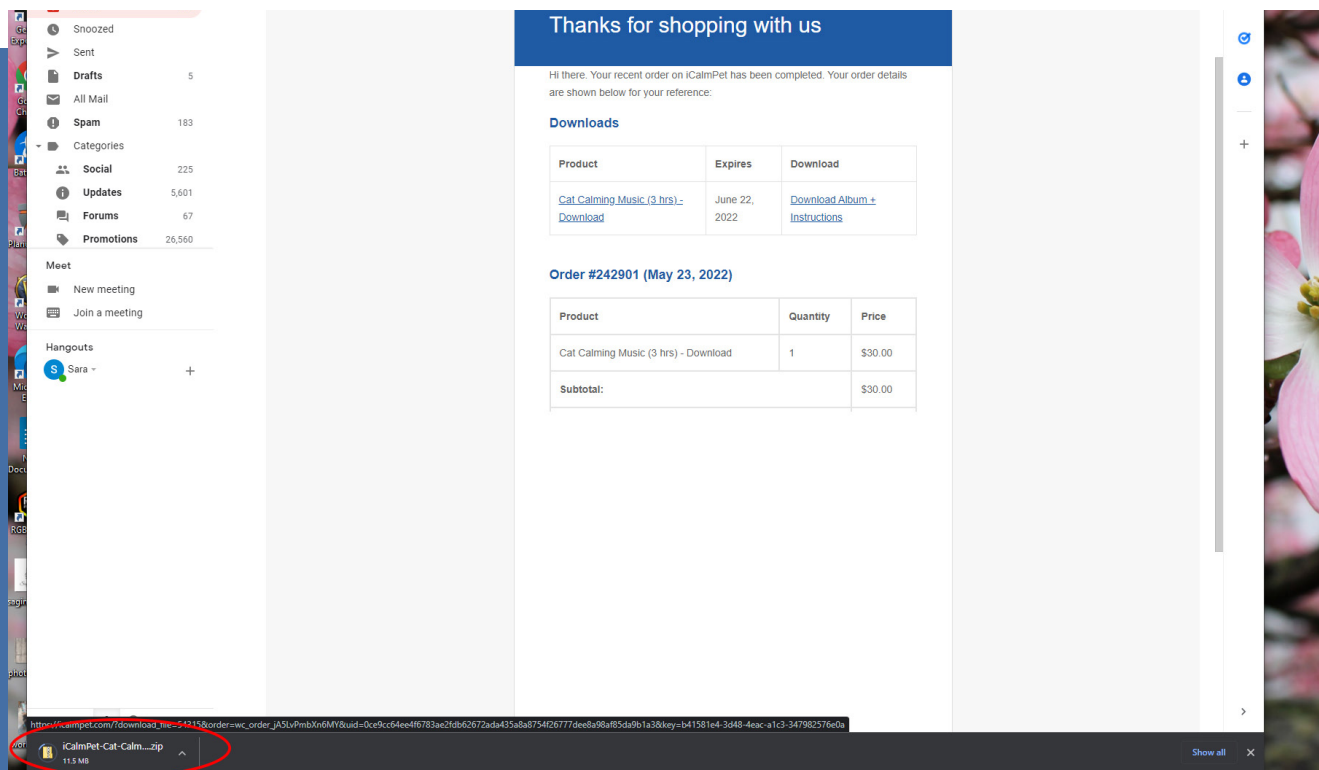
2. You will also receive a “Thank You” email.

This provides another opportunity for downloading, if you missed the first opportunity. We recommend downloading to your computer, then transferring the audio files into the program you use for listening to music. Depending on how your listening software is configured, the download may automatically go to Apple Music, etc. In other configurations, you may need to import the music to the app manually. For directions on how to manually import files continue to the further detail section.

Further Detail

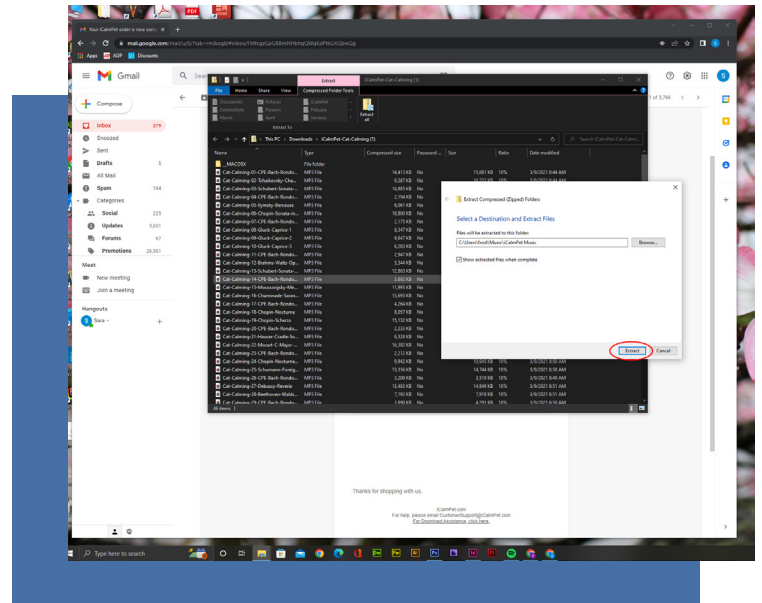
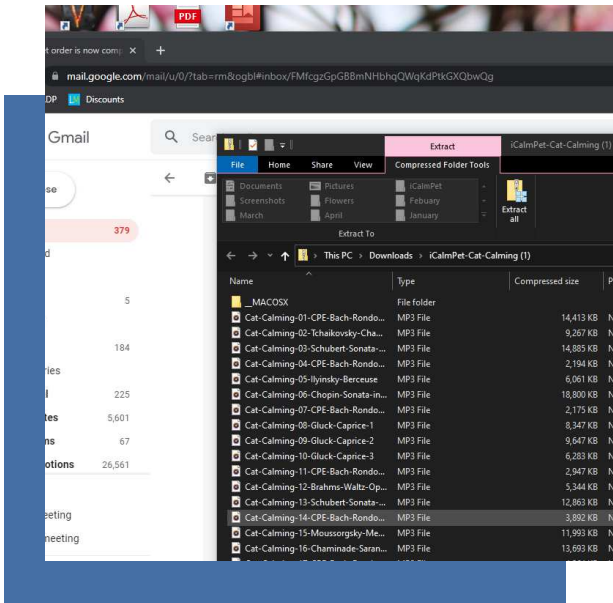
3. Zip files. Where do they go?

When you click the original iCalmPet download link (See #2), a zip file begins to download our files to wherever your computer is configured to receive downloads. In the image below (PC using the Chrome browser), the downloaded file is shown on the bottom left.



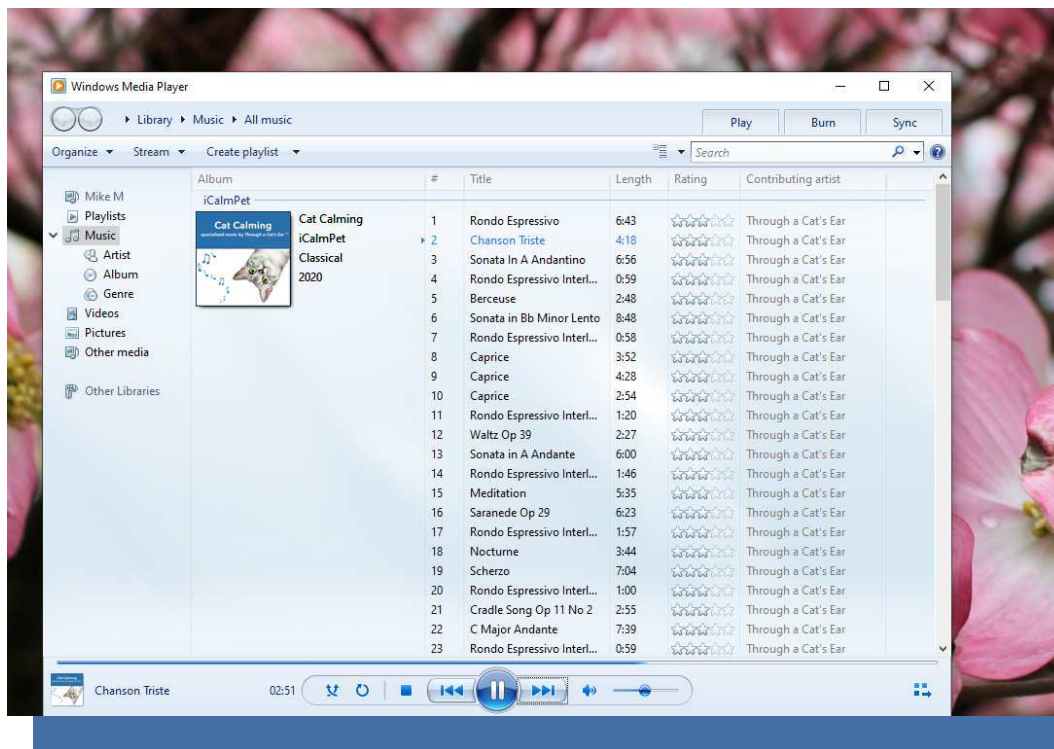
4. System preferences.

Please understand that many computer systems do the following in their own unique way. Here is what we experience with our PCs: Once you click the file from the bar at the bottom of your web browser, you will receive a window that contains all the tracks and the Downloads PDF file. To be able to access and use the MP3 files and PDF click the Extract All icon as displayed in the first photo below. You will then be given the opportunity to save the file where you choose. We suggest that you save it in your Music folder on your computer under a subfolder named iCalmPet music for easiest access.



5. Your music is now ready to be played.

After you have saved your iCalmPet music in your Music folder on your computer, open your Windows Media Player and start listening.



Everyone, please note:

1. Often, people order multiple download titles. We suggest you download only one title at a time. Different systems may time out and simply stop downloading if there are too many files in the cue.
2. Separation Anxiety (SA) is a 16-hr file. Therefore it requires a few gigabytes of storage and a few minutes to download. We have noticed that this long program often times out prior to complete download. If this is your experience, definitely try an ethernet cable.

Android downloading tips:

To play iCalmPet downloaded music from your Android make sure that you have a MP3 music App downloaded onto your phone. Please note that you cannot download directly onto your Android.

For directions on how to get your iCalmPet downloads on your cellular device see:

- [iCalmPet Download Assistance for Mac*](#)
- [iCalmPet Download Assistance for Android](#)

*The Download Assistance for Mac PDF covers how to transfer your music to iTunes and syncing your iPhone.



Still experiencing issues? Contact Customer Service at 541-482-2134 (9 AM/PST-Noon, M-F)

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