



Download Assistance for Apple Mac

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 Apple 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

iPhone users:

Please note that iPhones cannot directly download MP3 Files from the internet.

Once you have followed this walk-through, simply sync your iPhone to your iTunes to access your music on your device.

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)

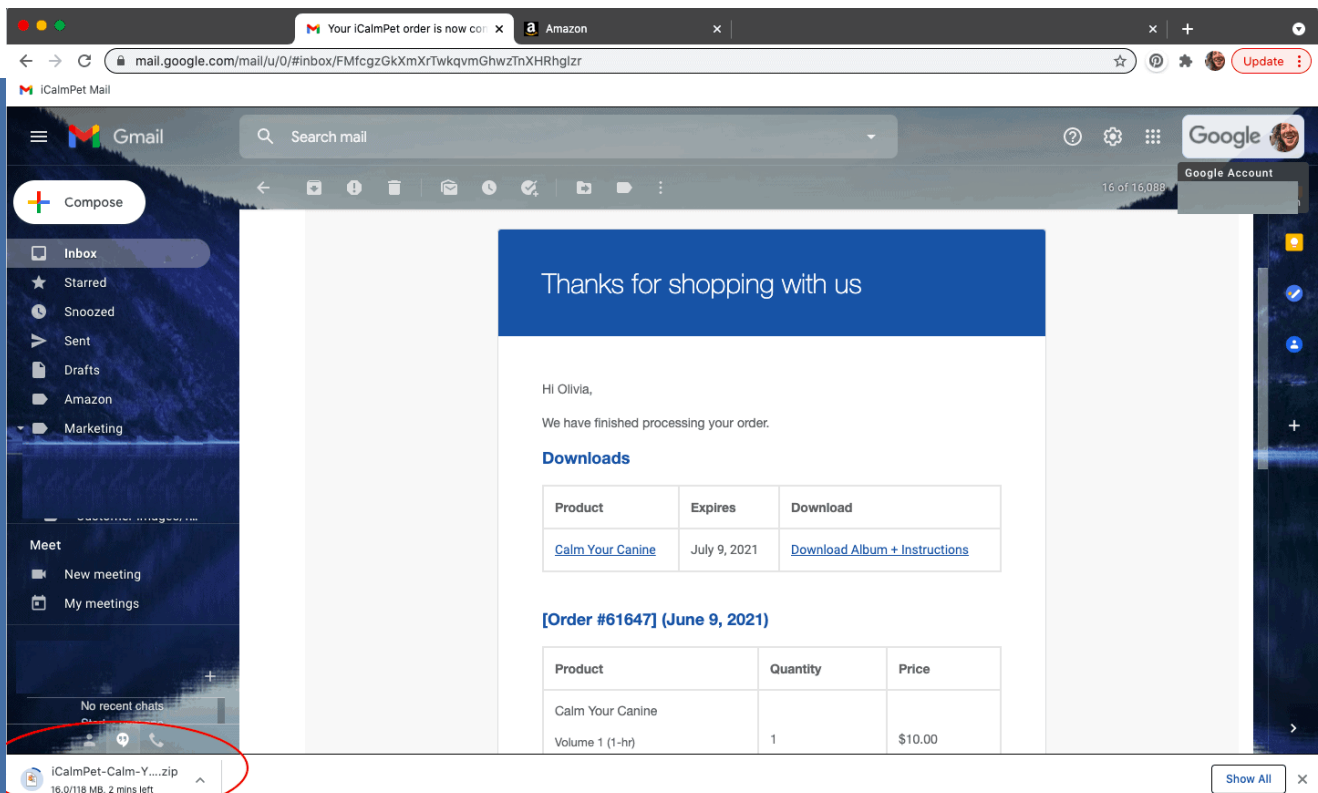
Product	Quantity	Price
Calm Your Canine		
Volume 1 (1-hr)	1	\$10.00
Download		

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

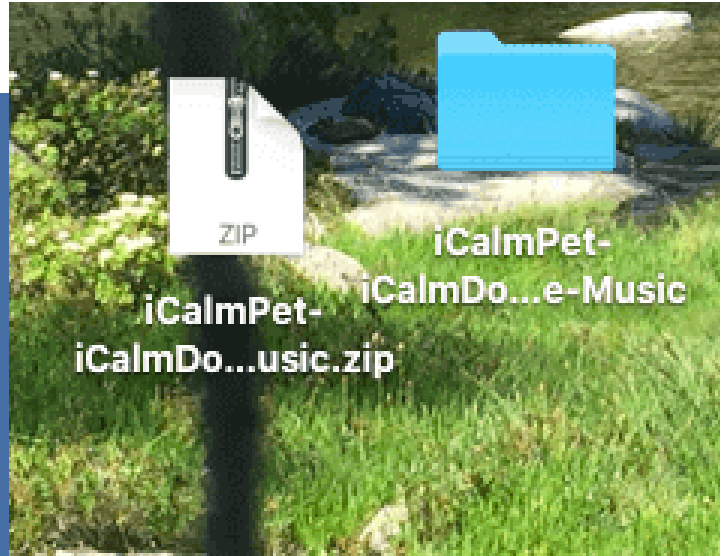
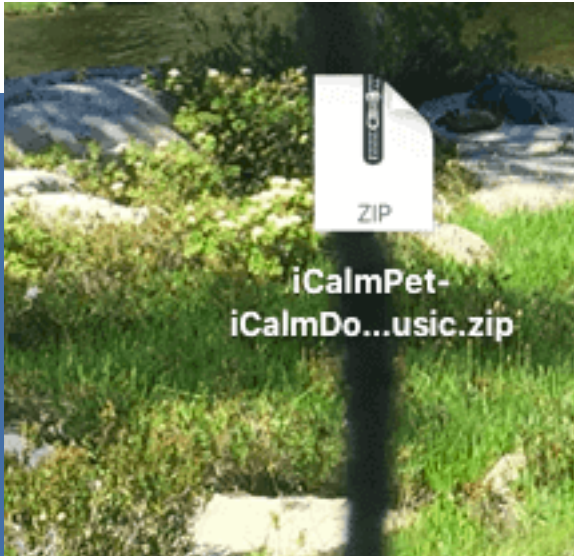
3. Zip files. Where do they go?

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 (Macbook using the Chrome browser), the downloaded file is shown on the bottom left.



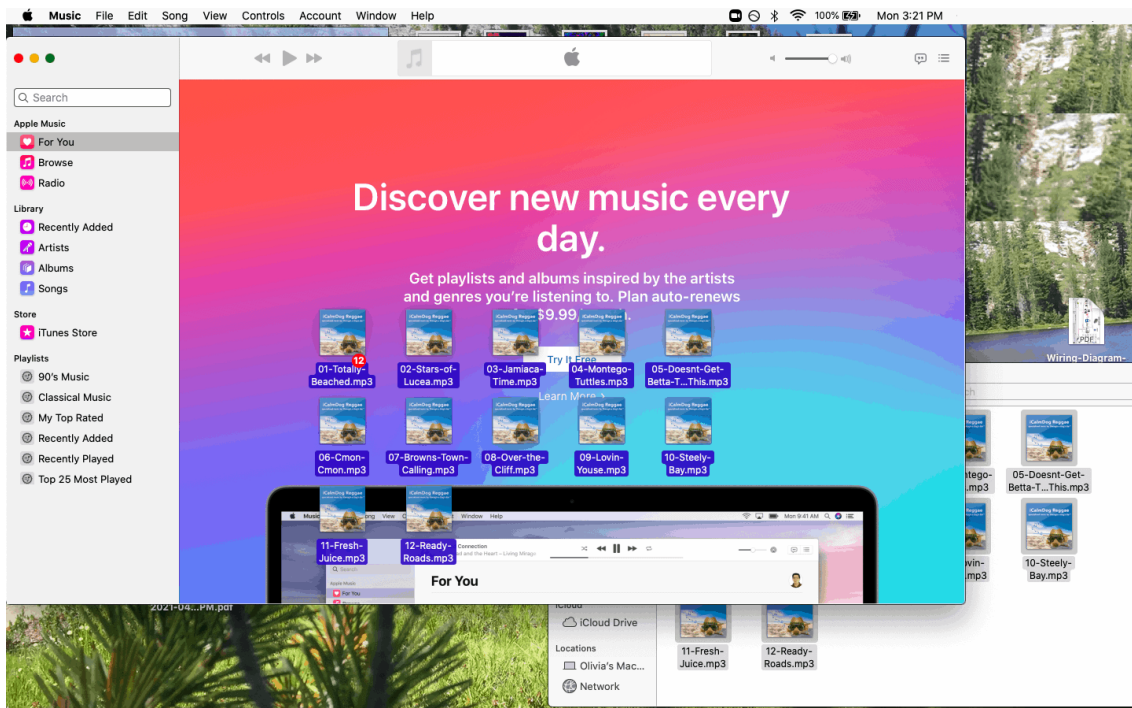
4. System preferences.

Many computer systems do the following in their own unique way. Here is what we experience with our Macs: Locate wherever your computer downloads files. This is typically the Downloads folder. If you have clicked the download link from either our site or the follow-up email, you should see it there. Depending on your system configuration, you might see a zipped file (as below) or a folder with the album title. If zipped like the below-left image, then double click the file to extract the files to a new folder. Inside the new folder, you'll find all your song files and PDF booklet!



5. Getting tracks onto your device

Select all titles, then drag and drop into whatever program you use for music listening (Apple Music, Android library, etc). The image below shows all songs from iCalmDog Reggae being selected inside the folder, then dragged and dropped into Apple Music.



iPhone/iPad downloading tips:

Open Apple Music, and drag and drop our selected music into your Library. Once it's all in, sync across your devices like you normally do with new music!

For directions on how to get your iCalmPet downloads on your Android see:
[iCalmPet Download Assistance for Android](#)

Everyone, please note:

1. For multiple download titles, 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. This process is based on which download speed you have selected from your internet provider.
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, connect an ethernet cable between your computer and modem. This eliminates the Bluetooth and is stronger and more reliable form of transferring digital data.
3. If you are receiving an error message when trying to open your zipped files, make sure you are using the most recent operating system (i.e., most recent Apple OS is Monterey.)



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

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