

**Q.: I put music on my player, but the songs won't play.
Why can't I hear the music?**

A: SONGS MUST BE IN MP3 OR WMA FORMAT TO PLAY ON YOUR FREESTYLE AUDIO MP3 PLAYER!

The songs you have downloaded to the player are most likely not in MP3 format. They are probably in AAC or protected formats and need to be converted first. So while they appear to be on the player from the computer screen, no sound can be projected until they are in MP3 format and re-downloaded to the player.

*See Music Conversion Instruction Document”.

Note: If the headphones are not completely inserted into the jack, music will not play.

Q.: How do I reset the MP3 player?

A: With the player turned on, hold the top left and top middle (menu and play/pause) buttons until player screen says: "Loading"

Note: You will not lose any music by resetting.

Q.: How do I change between PSD (portable storage) and WMP (Player) modes?

A: With the player plugged in, quickly tap the play/pause button. On the players screen the battery icon will move from one side to the other, confirming that mode was changed. Left side is WMP and right side is PSD.

Note: You can also change the settings to always be one of the two by going into ‘settings’, scroll down to ‘online development’ and select either ‘USB Disc’ (portable storage) or ‘Media Device’ (WMP).

Note: Windows users must format and upload songs in WMP mode; Mac users must format and upload songs in PSD mode.

**Q.: My player is having a DRM error / Format Error / Empty Disk Error
what do I do?**

A: For all 3 errors, the first step is to attempt to reset the player, this can be accomplished by pressing the play and menu buttons down together for approximately five seconds. If reset does nothing, make sure all the songs are .mp3s, if all songs are .mp3s, attempt to format and re-sync the player.

**Q.: My player is doing something strange (Text is backwards, screen is flashing,
strange symbols on screen ...ect) what do I do?**

A: You must reset the player, this can be accomplished by pressing the play and menu buttons down together for approximately five seconds.

Q.: How do I load audio books to my Player?

A: Audio books can be loaded just like normal songs, but must be in the MP3 format, if the are not, please contact your audio book provider for instructions on converting to MP3.

Q.: How do I convert my iTunes into MP3 format?

A: See Music Conversion Instruction Document: *Transferring and Playing Music on Freestyle Audio mp3 players with iTunes.*

Q.: Some of my songs will not convert to MP3 format on iTunes, what can i do to get them on my player?

A: These songs are most likely “**Protected**” because you downloaded them from the iTunes music store. If you want to transfer them to MP3 format you need to first Burn them onto a disc then import them to your Library. Make sure your **default music setting** is in MP3 format first; when the CD has successfully uploaded you can drag the songs into the Freestyle Audio device window.

Q.: How do I change default music settings in iTunes so that my new song files are MP3, not MP4?

A: Follow steps below:

Step 1: In iTunes locate the **Edit** tab on top menu bar and choose **Preferences tab**

Step 2: In the **Preferences** menu, choose **Advanced** tab

Step 3: In the **Advanced** menu, choose **import** tab and locate **import using** drop down

Step 4: In the **Import using** drop down menu, choose **mp3 encoder**

Step 5: Then go to **View** menu, choose **View Option** and make sure the **Kind** item is checked

Note: By choosing **mp3 encoder**, you have now changed your default settings to burn and rip all music from CD's into mp3 format. Music from your library can now be converted to mp3 format.

Q.: How do I upload my CDs onto my player?

A: Using a ripping program you will have to **Convert** your CD tracks to **MP3** audio files.

Two common programs with ripping capabilities are iTunes and Free Rip.

To rip songs using iTunes:

Simply upload CDs to iTunes, Windows Media Player or other Playlists then drag songs from there onto the Freestyle Audio device window. *Remember, default music settings must be set to MP3/WMA format before you upload a CD.*

To rip songs using Free Rip:

First go to <http://www.mgshareware.com> and click on the **Download now** link under the Free Rip section, then click **Download now** again to save the file locally.

Follow the seven steps below:

Step 1: Once the file is downloaded open the “**freerimp3.exe**” to install the software through wizard to complete the installation.

Step 2: Open the Free Rip Program and click **OK** to complete the configuration

Step 3: Put your CD in your CD drive

Step 4: In Free Rip click the ‘**CD**’ menu and select the ‘**Refresh**’ menu item

Step 5: A list describing your CD should appear select the proper CD info and select ‘**OK**’

Step 6: Click on the green check box that refers to select all or select the CD tracks you wish to encode to MP3

Step 7: Select the ‘**Rip**’ menu and select ‘**Rip to default**’ (this will start the CD ripping process)

Q.: How do I upload MP3 files onto my player?

A: Open both the Freestyle Audio device and your preferred MP3 audio program (iTunes, Winamp, RealAudio, Yahoo Jukebox, Windows media player) select the songs you would like to upload, and drag and drop them into the **Freestyle Audio device window**.

This Player is also compatible with Windows Media Player, in WMP mode, Windows Media Player will recognize the unit at "Freestyle Audio Player" and you can sync it just like any other MP3 Player.

Q.: What do I do if my radio is not working?

A: Make sure your radio is set too US band, not Japan Band. Also note that as depth increases radio reception decreases exponentially.

Q.: How do I locate the Freestyle Audio device window?

A: Click on the **Start** button then click on **My Computer** and select **Freestyle Audio Player**, for Mac users in PSD mode, it will show up on your desktop as an icon after you connect it, and will either be entitled "NO_NAME" or "Removable Storage Device" or something similar.

Q.: How do I convert AAC music files to MP3 format using iTunes?

A: *Follow the steps below:*

Step 1: Choose songs from your library that you want converted to mp3 by highlighting them (For multiple songs, hold the **CTRL** button on your keyboard and select songs using your mouse)

Step 2: Locate the **Advanced** tab on the top of the menu bar of iTunes

Step 3: In the **Advanced** drop down menu, choose **Convert Selection(s) to mp3**.

Step 4: iTunes will now begin creating copy of the songs you selected in mp3 format.

Note: You can now delete the original version of songs you selected to convert if you choose. The new mp3 formatted songs can now be dragged and dropped onto your Freestyle audio device.

Q.: How do I download converted songs onto my new Freestyle Audio device?

A: *Follow the steps below:*

Step 1: Open both iTunes and your Freestyle audio device (Double click on My Computer and locate the drive that reads, "Removable storage device.")

Step 2: Now that you have both iTunes and the Freestyle audio device window open, minimize each window so that you have equal boxes side by side.

Step 3: Choose songs from you iTunes music library that you want to download, remembering to hold the **CTRL** button down on your keyboard for multiple tracks.

Step 4: Using your mouse, simply drag and drop the music selected into the window of your Freestyle audio device.

Step 5: The screen will show a transfer animation, and go back to the standard charging screen when finished.

Step 6: Unplug the USB cable. Plug in your waterproof earphones and enjoy.

Q.: How do I know that the songs are uploading?

A: The screen on your Freestyle Audio device will show a transfer animation to indicate that songs are uploading.

Q.: I put music on my player but nothing happens when I press play, why is that?

A: The songs you are most likely dragging over are either **“Protected”** files or are in **Mpeg 4** format and need to be converted to **MP3** or **WMA**. While they appear to be on the player, the songs will not actually play through the headphones. **See Music Conversion Instructions Document*

Q.: My Player skips songs that I put in the playlist, but I'm sure the music is there, why?

A: The song that Windows Media Player tried to upload has either an incomplete or absent id3 or id4 tag, and needs to be assigned a track number. If the track number field is blank, please enter a number in the field to make the tags valid.

Q.: I have deleted some of the songs but my player still says it's full. Why?

A: You likely added songs in WMP mode and are now viewing the player in PSD mode. When the player is plugged into the computer, quickly tap the play/pause button to switch modes and you should see the hidden songs.

Q.: When I plug my player into a Mac I get an icon called "NO NAME", what does that mean?

A: This simply means that your player is a brand new device that you haven't given a label to yet. Simply name it and you're done.

Q.: What's Reformatting, How do I format my Player?

A: Reformatting your player basically wipes you player clean and deletes all songs, leaving you with a blank slate. Like most removable drives you can reformat your player with no worries of damage to the unit. When reformatting on a Mac make sure you choose the MS-DOS format style.

(CAUTION: FORMATTING WILL ERASE EVERYTHING ON THE DRIVE)

PC (Windows NT, 9x, XP and Vista):

1. Plug in the Mp3 Player.
2. Put the Player in removable drive mode. Under "My Computer" you should see the player as a removable drive.
3. Right click on the "removable drive" and a Drop down menu should appear.
4. In the menu select the option "format..."
5. Make sure that "FAT" is selected as the file system and that Allocation Unit size is set to "Default Allocation Unit Size"
6. Now click format and wait, after it says format complete, you're done.

MAC OS 9 (and Earlier):

1. Plug the player in.
2. Put the player in removable drive mode.
3. Single-click the disk's icon on your desktop to format.
4. Pull down the "Special" menu from the top of the screen and select "Erase

Disk..."

5. Enter whatever name you want in the "Name:" field in the window that pops up. If the disk is a hard drive, select "Mac OS Extended" from the "Format:" pull down. If the disk is not a hard drive (such as a Zip Disk or other removable media), select "MS-DOS or MAC OS Standard" for the format.
6. Press "Erase." The drive will be formatted and ready to use.

MAC OS X (and later):

1. Start your computer and plug in the player in the USB port after the Mac OS has completed loading.
2. Put the Player in removable drive mode.
3. An icon for a removable drive should appear for the flash drive on the desktop.
4. From the Dock, open "Disk Utility".
5. Click "Erase" from the top selector (next to "First Aid")
6. Choose "MS DOS File System (FAT16)"
7. Click the "Erase" button
8. Perform the instructions given on the screen and finish the formatting.

Q: Will my player work with the new Microsoft Vista Operating System?

A: Yes.

Q: Will my player work with the new Apple Tiger Operating System?

A: Yes.

Q: Every time I turn on my player it starts at the beginning of my playlist. Do I have to start from the first song every time?

A: Yes; but, if you make different playlist in different folders, switching between them take seconds.

Q: Can the ear buds be disconnected from the player while in the water?

A: Yes. The headset jack is waterproof as well.

Q: Can I use the player to transfer and store non-music files?

A: Yes, you can use your player to save Word documents, pictures, or any other data that you may want to transmit and transport to another computer. It works like a Flash disk/USB stick!

Q: How do I charge my player? How long does it take to fully charge?

A: Simply plug the supplied USB cable into the player and your computer's USB port. The screen will show a charging animation, and when the animation stops moving, the player is charged. A full charge takes approximately 3-4 hours. Initial charge (the first time you ever plug it in) should take about 8 hours.

Q: What do I do if my player turns on, but won't charge or is not recognized by the computer?

A: Follow instruction on how to reset player and/or make sure your USB Cable is plugged in properly to the computer and to the mp3 player.

Q: Can I charge my player on a laptop?

A: Yes, however, if you're using a laptop, we recommend plugging your laptop into a wall socket before charging your player to ensure a full charge. Charging without wall power may not give you ample charge capabilities.

Q: How long does the battery last?

A: The battery lasts approx. 18 hours depending on volume level and charge state.

Q: My computer doesn't recognize the player.

A: There are several reasons why this might be happening.

1. The unit needs to be plugged in directly into the computers USB port and not into the keyboard or USB hub.
2. If plugged into a laptop, the laptop must be plugged into the wall.
3. USB cable isn't plugged in all the way.
4. You could also have a bad USB port; try plugging it into another USB port or another computer.
5. Your USB cable may be defective, If it is your screen will not display the charging animation.
6. Your system may need to be shut down and restarted to clear any issues with the USB port.

Q: How do I view Hidden Files in Apple OSX

A: This Process is relatively sensitive, and requires basic console knowledge, if you are unsure what you are doing, follow the

Instructions very carefully.

1. Using a simple Terminal command, you can work with all the files on your machine from the Finder.
2. Open Terminal, this should be in your applications in finder
3. Type this command: **defaults write com.apple.Finder AppleShowAllFiles YES**
4. And press Enter.
5. To make the command take effect, you need to restart the Finder.
6. One way to do this is to hold down the Option key, then click and hold on the Finder icon in the Dock. When the contextual menu appears, select "Relaunch" and the Finder will restart.
7. When it does, you'll find that you can now see every single file and folder on your Mac.

Q: Does the player have a warranty?

A: Freestyle Audio features a 90-day limited warranty. Warranty information is included with every Freestyle Audio product.

Q: How do I listen to Podcasts on my Freestyle Audio Player?

A: Podcasts downloaded through iTunes, or through, through any other medium must be converted to the mp3 format.

If a file is already in the MP3 format, it can be added to our player like all other audio files.

Assuming that the file is not, it must be converting to the MP3 format.

To convert the music, you must first know where it is physically located on the drive, this would most likely be in the "My Music" folder, in your "My Documents" folder, but could be located in specialized folders created by which ever software you use to download Podcasts.

After You have located the file you must use some form of converter software to convert the audio files to MP3.

Software for conversion exists all over the internet, we have successfully converted files using: Switch Audio Converter Software, which can be found at <http://www.nch.com.au/switch/>

Just follow their simple instructions to convert your Podcasts to MP3s, and then load them onto our player like regular music.