

**UPDATE: 9/21/2010** If you have the newer version of iTunes, they have removed the BURN Button at the lower right side. Just RIGHT CLICK over the Playlist & select \*Burn TO CD\* from there. Verify GAPS is set to none or zero.

Dear CardioMixes Customers,

Downloads without issues are typical but below are areas to check. Some may or may not apply to you, but please review in case. Once you master the downloading and/or burning process you may never need these tips again!

**Organize your Downloads files first:** Did you happen to move the folder(s) to organize it? If so, iTunes will not find them once moved. You may need to Shift+Delete all the tracks that are not playing back in the iTunes and then Re-Import them.

**Take the proper steps:**

1. Click on the download link in your email notification. When prompted, **make sure to select SAVE. Not Open.** Download the Zip File(s) to your desktop without using your computer to avoid digital glitches.
2. Make a Folder where you want to permanently store your music (ie" My Music / CardioMixes Downloads) and drop the Zip folders in there.
4. Then Unzip the the Zip File - then Delete the Zip File.
5. You will see a folder(s) that are named the per the CD title.
6. Open iTunes and **Drag** the folder (one at a time) from your Music Folder directly to the PlayList area. (Do Not use the Import feature)
7. It will make a PlayList and Import all the settings we compiled like Nonstop/No Gaps.
8. Test the playback in iTunes.
9. Burn a CD and then test the CD for playback.

**Take a snack break while your files download or burn:** When downloading -and/or Burning to CD, make sure you don't surf or use your computer or you may get glitches. Others on your network accessing files or such may also cause your files to get digital glitches. This is rare but it can happen. You may even want to restart your computer to clear the RAM memory before burning. You can also try re-downloading the Zip File and then trying a Import/Burn again. If your imported songs have glitches during playback in iTunes, you will need to permanently delete the first batch and then import again.

**Good Old Fashion CDs:** If you cannot get it to work, and for the price of shipping, we can upgrade you to a CD version. Just call in and we can update your order to a CD version - If available. We are glad you like our titles so keep trying and you can order downloads later once you master the steps for burning non-stop music mixes.

**NEW! Apple & MAC OSX Support.** Download the file to your desktop the way you normally download files. You should see a folder with a Zipper. That is the main folder. You can double click it and the inner folder is the one you need for iTunes. You may need to RENAME the Zip Folder if your version of MAC OS does not recognize it. Since we don't support WINDOWS or MAC OS, we can simply upgrade you to a CD version if you still have issues.

*Thank you again for shopping with us!*  
*CardioMixes Sales/Support Team*

