

# How to Download Products on a PC & Play on an iPhone or iPad | Page 1 of 4

Thank you for shopping in our online store. Our goal is to give you the best user experience possible to making learning Ancient Jewish Wisdom easy and fun.

This document is for customers having trouble downloading our products after checkout.

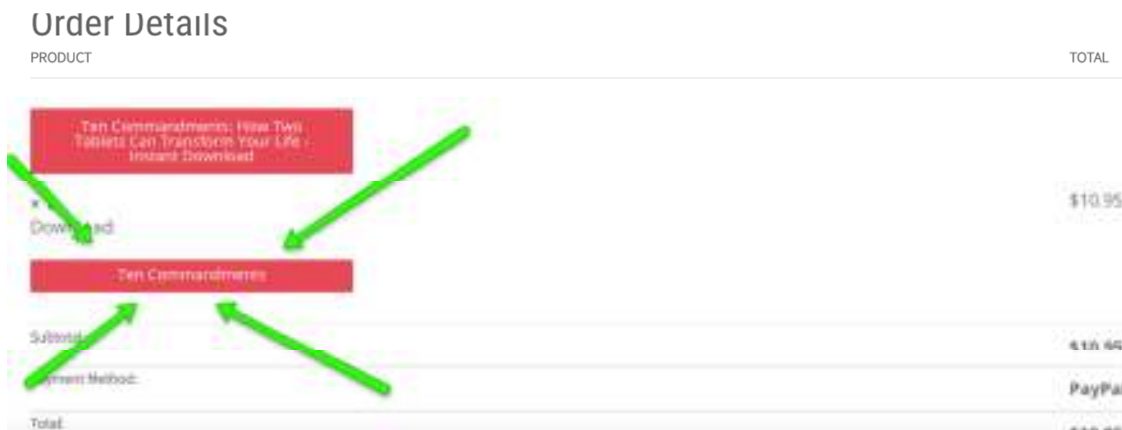
**Note:** The audio/video files will arrive in a .zip folder. We recommend that you first download to a laptop or desktop computer and transfer the files to your mobile device using iTunes. As they are very large files, you cannot directly download files to your iPhone or iPad without having a special app that downloads and unzips these compressed files.

## **DOWNLOADING IMMEDIATELY AFTER ORDER**

1. If you have ordered an instant download from our website, after you checkout and pay you should see a screen like the below:



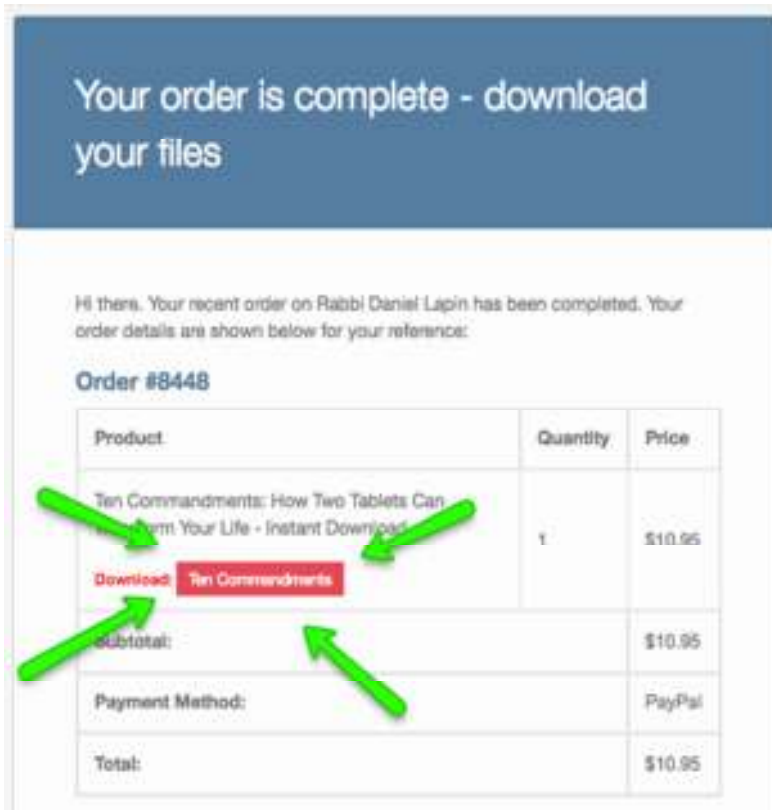
2. When you see this screen, click on the box below "Download" to download your file:



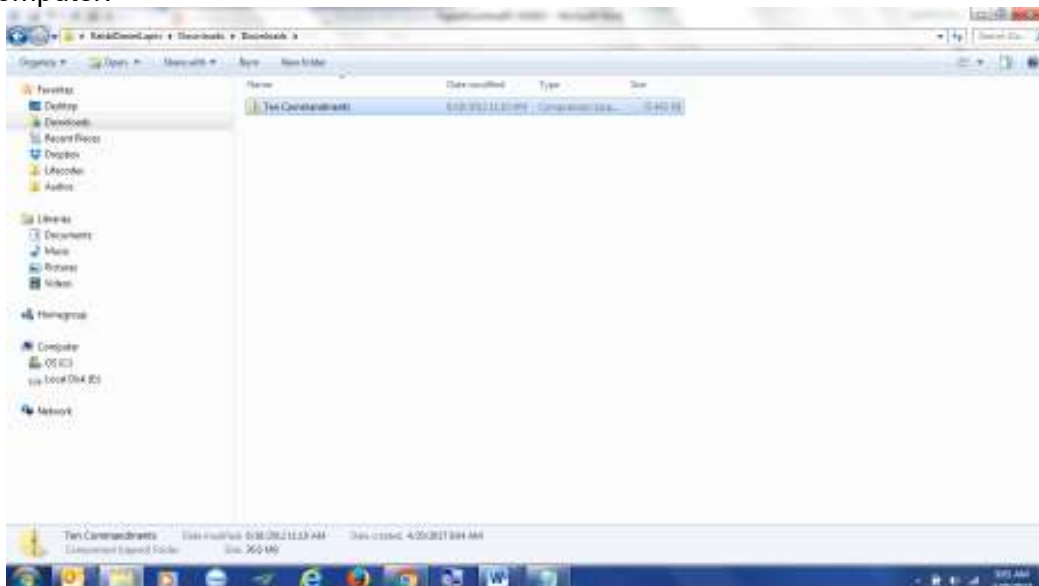
(Go to step 3 on the next page)

## DOWNLOAD FROM THE ORDER CONFIRMATION EMAIL

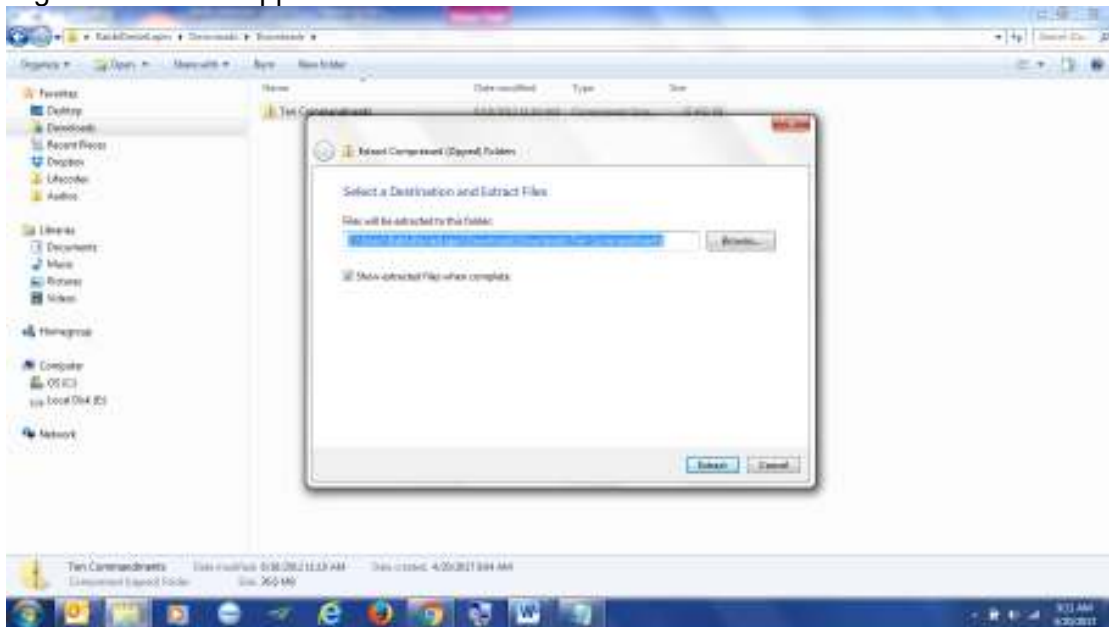
1. If you did not get a chance to download the audio files instantly, please check your email. We've sent you another option for download there to make sure you can access your purchase. The confirmation email will look similar to below:



2. Click on the link next to the word "Download". *NOTE: If your email does not look like this, make sure you are not viewing a "text only" version of the email, and that you have allowed pictures to be downloaded in the message.*
3. Clicking the link should automatically download the files as a zipped folder onto your computer.



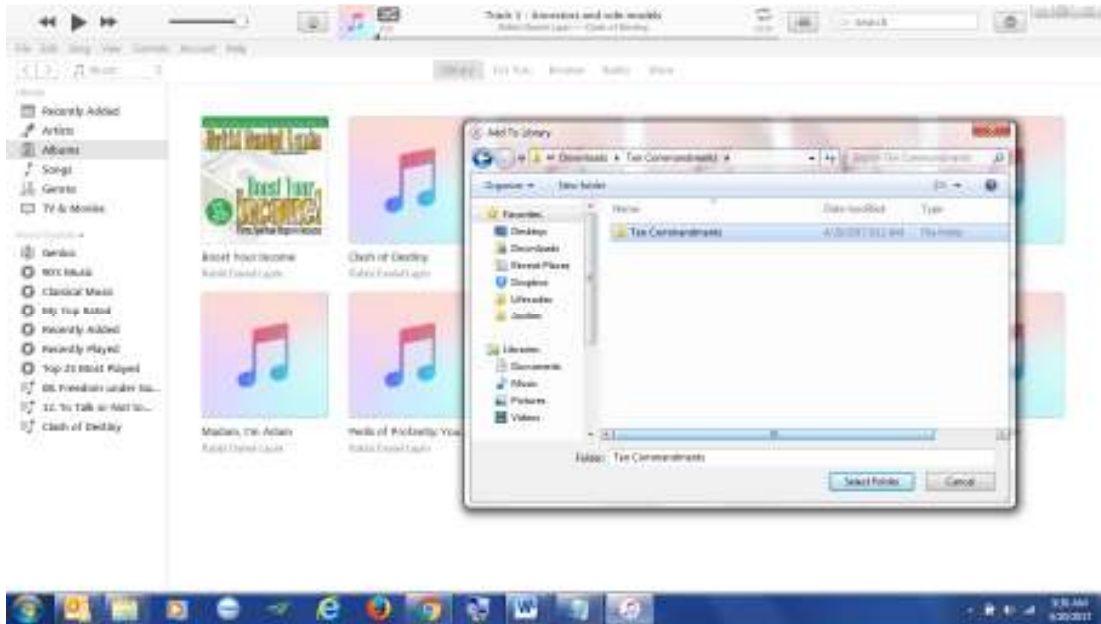
4. Right click on the zipped folder and extract the files.



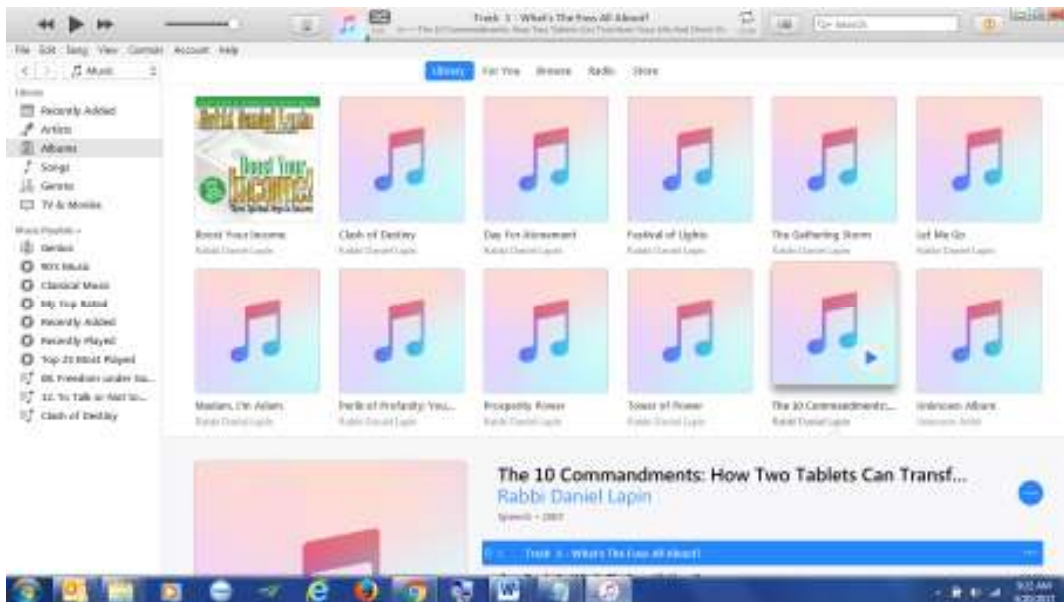
5. Open iTunes. From the File Menu select “Add Folder to Library”



6. Find the extracted folder and select it.



7. After this, your iTunes should open and you can listen to the Downloads. This should sync to your iPhone, iPad and other Apple devices if you have home sharing\* turned on.



\*For more information on setting up home sharing – see Apple’s instructions [here](#).

*Thank you!*

*Do you have a question you’d like to discuss or simply want to stay in touch?*

*Send us an email at: [admin@rabbidaniellapin.com](mailto:admin@rabbidaniellapin.com)*