

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 a file sharing program such as Google Drive or Dropbox. As they are very large files, you cannot directly download files to your Android mobile device without having special apps that download and unzip 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:

Thank you. Your order has been received.

ORDER: 8448    DATE: September 8, 2016    TOTAL: \$10.95    PAYMENT METHOD: PayPal

### Order Details

PRODUCT	TOTAL
Ten Commandments: How Two Tablets Can Transform Your Life - Instant Download	
x 1	\$10.95
Download:	
Ten Commandments	
Subtotal:	\$10.95
Payment Method:	PayPal
Total:	\$10.95

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

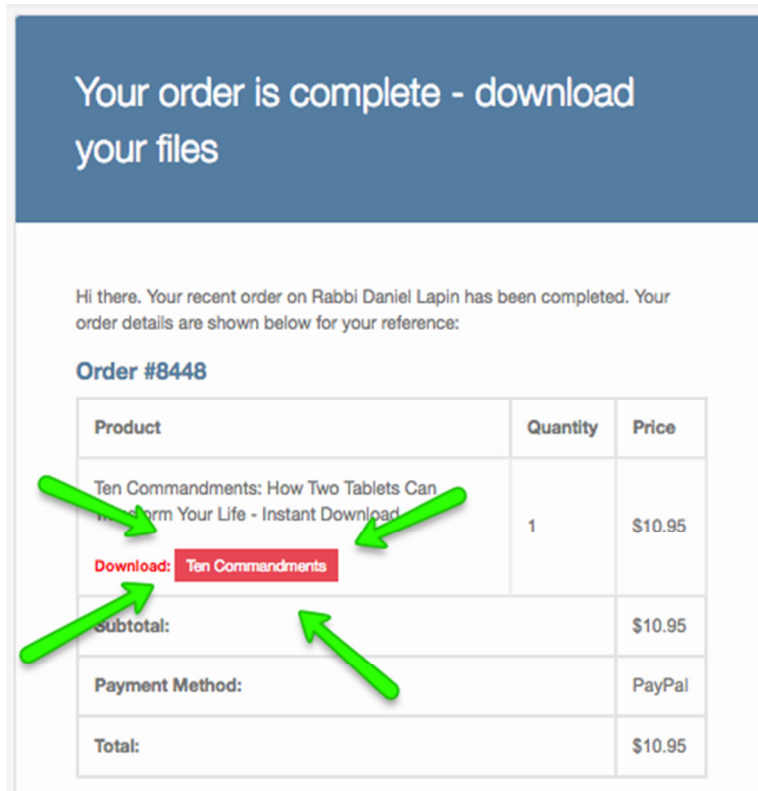
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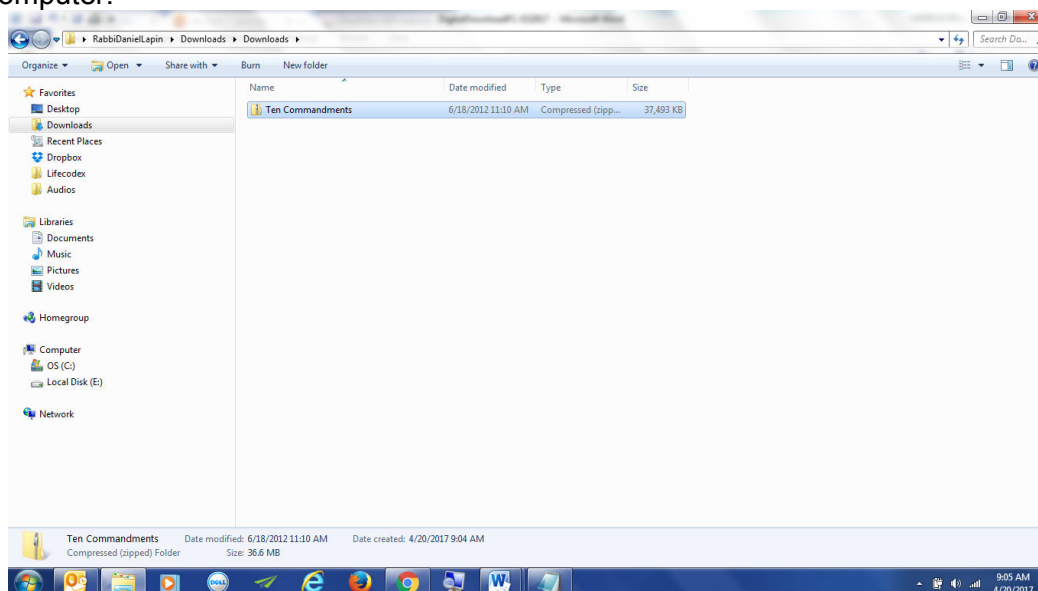
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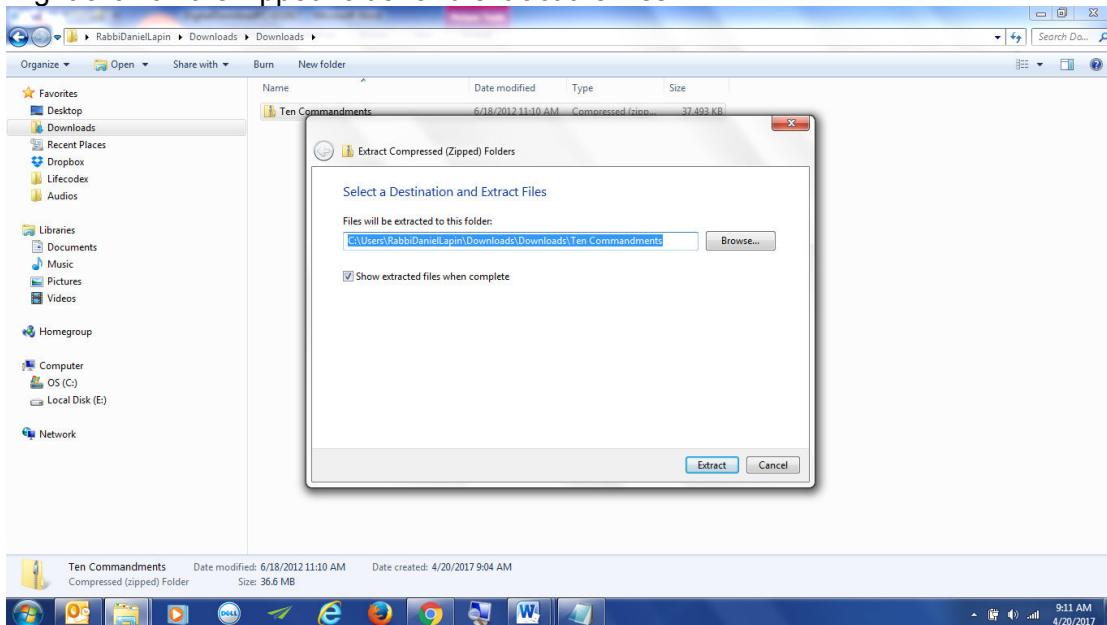
1. If you did not get a chance to download the audio files instantly, please check your email. We've sent you another option for download there to make sure you can access your purchase. The confirmation email will look similar to below:



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. You can now play the tracks on your chosen media player on the computer.

**To transfer the files to an Android phone or tablet:** It is difficult to download the zip file directly to an Android phone without having the appropriate apps for File Downloading and Zip Extracting.

6. Instead, use your preferred File sharing app (Google Drive, Dropbox, etc.) between your computer and mobile Android devices.
  - a. Find the extracted folder and select it. Copy the folder (Ctrl+C).
  - b. Paste the folder into Dropbox/Google Drive (Ctrl+V)
7. Once uploaded and synced, the files will be accessible on your mobile device and will play on your preferred music player.

*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)*