ACCESSING AND USING YOUR PURCHASED PRODUCTS FROM DEEP MIND

1. DOWNLOAD IMMEDIATELY AFTER PURCHASE

At *Deep Mind* we have attempted to make the purchase and download process easy and straightforward. However for customers who are confused as to how to access their purchased products, please follow this guide.

After you progress through the checkout process and pay for your product or products, you will have access to this screen:

This screen provides immediate access to the product you just purchased. In this case there is only one product (Sleep Drifting). You can see down the bottom of this screen (under the red bar) the name of the product you have paid for, the download size of each product, the expiry date of the download link (7 days from the date of initial date of purchase), and the number of download attempts you have left for each product. On the far right underneath the red bar is the download button ⬇download. Click on this button and you will have immediate access to the product via a popup window that requests that you save the product to your computer's hard drive.

Please note: Our website provides instructions to your web browser as to where the file is located and what type of file it is. The way downloads are handled depends then on the web browser you are using. Each browser has a different way of handling downloads that should result in the file being saved to a specified location on your hard drive, usually the Downloads folder or your desktop.

2. DOWNLOAD LATER

If you choose not to download your product from the main screen immediately after purchase or if your bowser fails to complete the download process, don't worry because you can still download your product. Here we describe how to access your product at any time before the expiry date of your download (14 days from the date of date of purchase).

Go to our website by clicking here. Hover your mouse over the My Account link on the home page (shown below) and select Log In.

On the next screen you will see a box on the right for returning customers to enter their login details. Enter your email address and your password and click the login button.
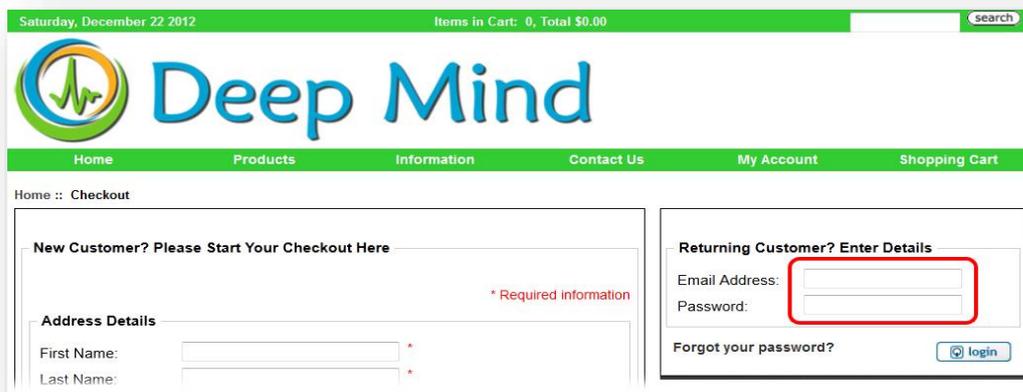
Hover your mouse once more over the My Account link and this time select My Account. This will open the screen below showing the latest order you have made. You can also view your order history by clicking on the (show all orders) link.
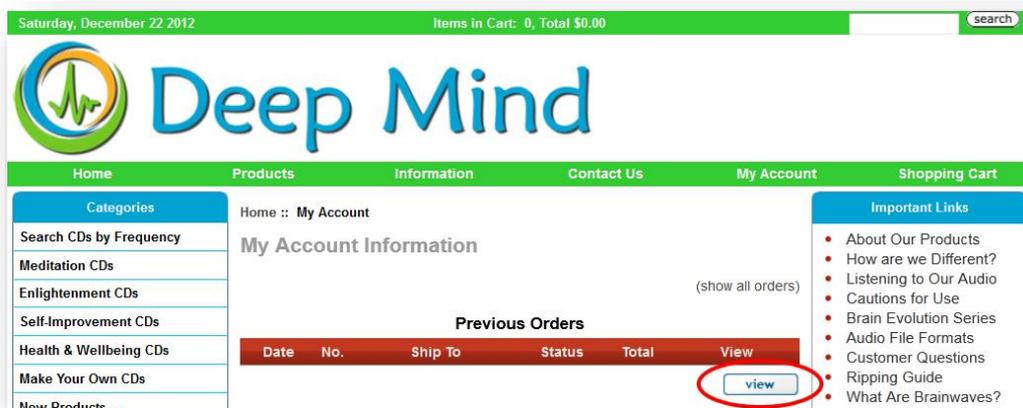
Click the View button highlighted above to reveal another screen with the full details of your recent purchase in addition to the download download button. Click this button and your download should proceed. If you have any additional problems whatsoever please contact us.

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3. Downloading Your Audio File(s)

Depending on the product(s) you purchase and your download speed, it could take from a few minutes to tens of minutes for your download to complete. For instance, downloading a 385 MB file with a fast download speed of 1.5MB/sec should take about 4 minutes. If you are downloading the same file with a slower 256 KB/sec connection, the download will take about 25 minutes. Please be patient for your file(s) to download.
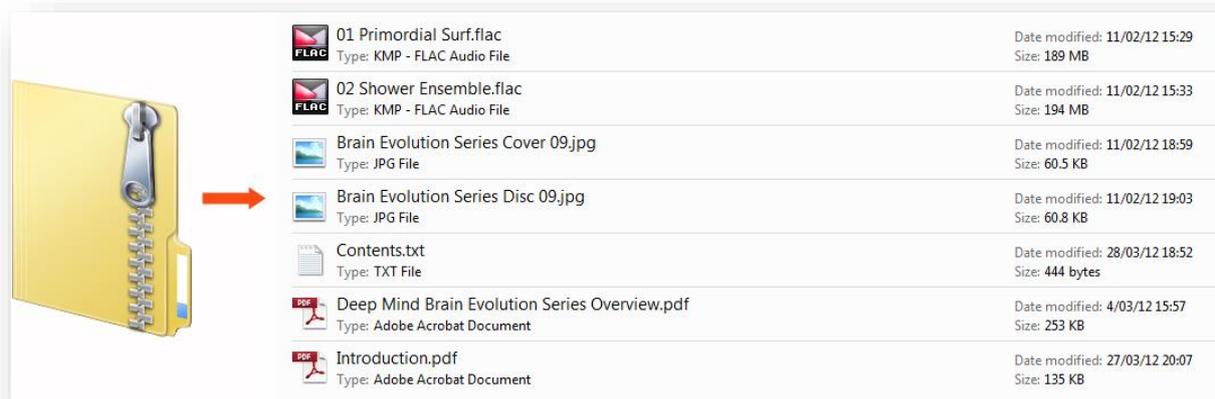
In step 1 above we indicated that different computer systems, operating systems, and web browsers handle downloads differently. While we cannot provide instructions for all combinations and permutations of software and computer systems there are some general similarities. When you click on the download button, you will be greeted by a window that will ask you to confirm your intention to download and perhaps the option of where to download the file to. Whatever system you are using, the default download place is usually either the **Downloads** folder or the **desktop**. At the point of download, make a mental note of where your download is going to end up. Once your download is complete, navigate to and locate your downloaded file on your computer.

4. Accessing Your Downloaded Audio Files

The following instructions and graphics on accessing your downloaded file apply to a personal PC using Windows 7, although they are similar for any computer with any operating system. Just bear in mind that the following images may look different with your computer set-up.

Please note that your downloaded file is NOT your audio file. The file you have downloaded is a container file called a zip archive and the file extension is .ZIP. Inside the zip archive you will find your purchased files or a link to them. Almost always when you purchase files from an online store the files will be delivered inside a zip archive. This ensures that you will only have to download one file that contains all the related materials associated with your purchase. Zip files are also compressed files and this ensures that your download is the smallest possible download size. These are the positives of using zip archives but there also is a negative. Once your download is completed and you have your file with the .ZIP extension, you now have to unzip the archive in order to access your files or links.

Locate your downloaded file, which should have the .ZIP extension or otherwise look something like the image on the left below and when you unzip or extract it, you will end up with the files you purchased similar to those shown on the right. In the case below, the zip archive comprises 7 files all up including 2 audio files in the FLAC (lossless) format, cover files associated with the two audio files, and two PDF files—the first is peculiar to downloadable files from our Brain Evolution Series of CDs and the other is an introduction leaflet (see section 5 below for further information).

01 Primordial Surf.flac	Date modified: 11/02/12 15:29
Type: KMP - FLAC Audio File	Size: 189 MB
02 Shower Ensemble.flac	Date modified: 11/02/12 15:33
Type: KMP - FLAC Audio File	Size: 194 MB
Brain Evolution Series Cover 09.jpg	Date modified: 11/02/12 18:59
Type: JPG File	Size: 60.5 KB
Brain Evolution Series Disc 09.jpg	Date modified: 11/02/12 19:03
Type: JPG File	Size: 60.8 KB
Contents.txt	Date modified: 28/03/12 18:52
Type: TXT File	Size: 444 bytes
Deep Mind Brain Evolution Series Overview.pdf	Date modified: 4/03/12 15:57
Type: Adobe Acrobat Document	Size: 253 KB
Introduction.pdf	Date modified: 27/03/12 20:07
Type: Adobe Acrobat Document	Size: 135 KB

To access the files in your zip archive file, first try opening it by double clicking it. If it opens, the files that you see cannot be worked with because they remain compressed inside the archive. In other words opening the zip file just shows you its contents. To get the files out of the zip archive you have to decompress them. You should be able to do this two ways. Right clicking on the zip file (option+click on a Mac) should provide a context sensitive menu option to decompress or extract your files to a location on your system that you choose. You may also be able to simply select the files within the archive and drag them out placing them, for example, on your desktop. Either way, decompressing could take a minute or two, depending on the speed of your system.

Both recent Windows and Mac systems have in-built archive utilities, so files with ZIP extensions should be easily recognised as archive files. However some of our customers have found that they do not have a zip utility installed and that their computer therefore doesn't know how to handle files with a .ZIP extension. If you do not have software installed that allows you to recognise and open your zip archive, your downloaded file will probably look like a generic file icon and when you try to open it your system will let you know that it doesn't recognise the file type and therefore doesn't know how to open it. In this case, you may receive an error something like "Application not found." If you find yourself in this situation, you need to install free unzipping software that you can use to unzip these files for you. If you are using a Windows system Google the keywords "freeware" and "zip software" and "Windows." If you are using a Mac replace "Windows" with "Mac" when searching. One handy little freeware unzipping utility that includes both a Windows PC and a Mac version is [Zipeg](). Once you download your unzipping software and install it, your zip archive should be recognised by your newly installed application and be ready to open and decompress.

5. EXPLORING YOUR DOWNLOADED FILES

Once you have your decompressed files, place them in a properly named folder where you can access them later. The above download is one disc from our *Brain Evolution Series*. You can see it comprises, two tracks (each 30 minutes in duration), some cover images for the CD in JPG format, a text file, Contents.txt, which provides a summary of the full contents of the zip archive, and two PDF files. One PDF file is about the *Brain Evolution Series* (and will be absent from non *Brain Evolution Series* downloads). The final file, Introduction.pdf, is your starting point. Open and read this to find two clickable links that will allow you to download the latest versions of the user guide for the product you have purchased and your complimentary copy of our brainwave entrainment eBook. All of our guides and eBooks are in continuous evolution, so please check back from time to time.

6. USING YOUR DOWNLOADED FILES

Most of our customers download the type of files that are able to be used with their playback device. For example, customers who wish to play their files on various apple devices such as the iPod, iPad, or iPhone generally choose the (apple lossless) M4A file type. Customers who wish to playback their audio on other devices including MP3 players or smart phones may wish to download MP3 files. Audiophiles, people who are experts in file archiving and conversion, will probably wish to download files in FLAC format. Regardless of the format you choose the ultimate aim is to listen to them and for this to occur, you need a playback device.

If you wish to playback your files on an apple device, you need to first place them in iTunes. iTunes comes pre-loaded with Mac computers but not with Windows PCs. If you own a Windows PC, you can download the free Windows version of iTunes by clicking [here](). Once you have iTunes installed and running, all you need to do is drag your files and drop them into iTunes. Thereafter, they should be found under the <u>music</u> folder in iTunes. While your files can be played on your computer through iTunes, you will probably want to transfer (in computer parlance we call this *sync*) them to your apple device. This could be as simple as plugging your device into your computer via its USB connector (but please read the instructions that came with your device to learn how to transfer audio files).

For non-apple devices you don't need to have iTunes installed to transfer files. When you plug your device into your computer (usually via a mini USB connector), either specific software appropriate to your device will open up to permit transfer of files or the device will act as a removable drive and will open a folder for you to drag and drop your files (but please read the instructions that came with your device to learn how to transfer audio files).

If you would like your downloaded files to play through a standard CD player, you will need to know how to convert your files in such a way that they can be burned to an audio CD. Actually, this is not that difficult and we have a separate PDF file entitled *How to Create an Audio CD From Your Deep Mind Audio Files* that explains in simple terms how to do this. Please contact us if you would like a copy of this PDF file and we will email it to you.

You can find more information about our audio files at our [website](). In particular, we wish to draw your attention to our article [Listening to Our Audio](). If you have questions or if you need further help in accessing or using your purchased files, please [contact us](). We aim to respond promptly.