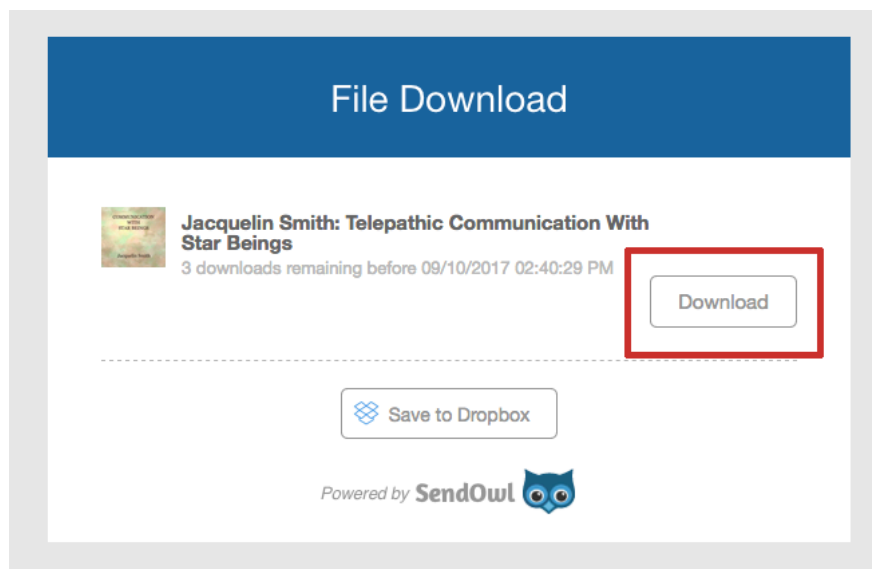


Downloading audio files from www.jacquelinsmith.com

- **Mobile devices are not supported**
- **Google Chrome is recommended web browser for audio file download ease**

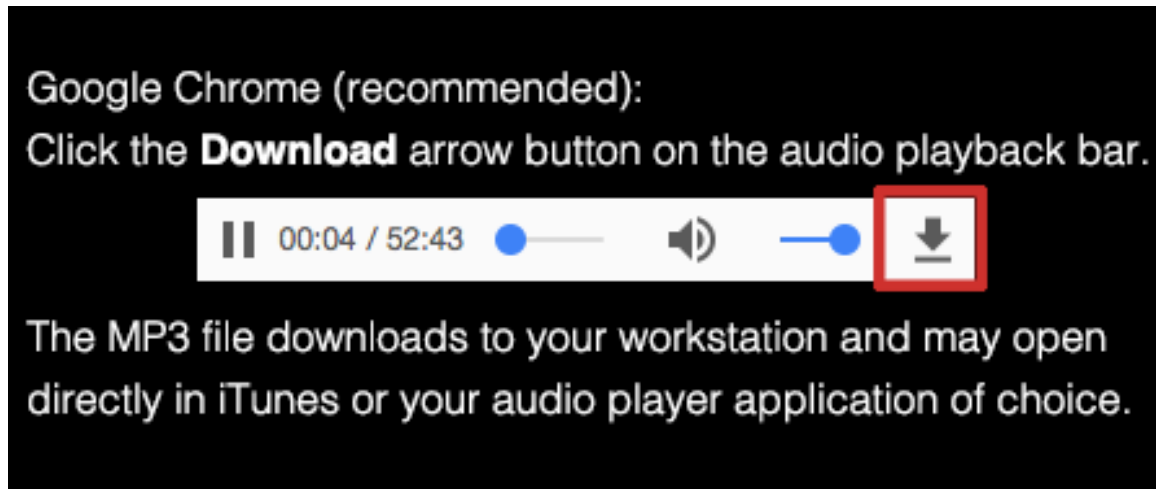
1. After purchasing your audio file, you will receive an email from SendOwl.com.
2. **Audio files do not download automatically.** You must manually download your audio purchase.
3. From the SendOwl email, click the link provided. Next, click the **Download** button.



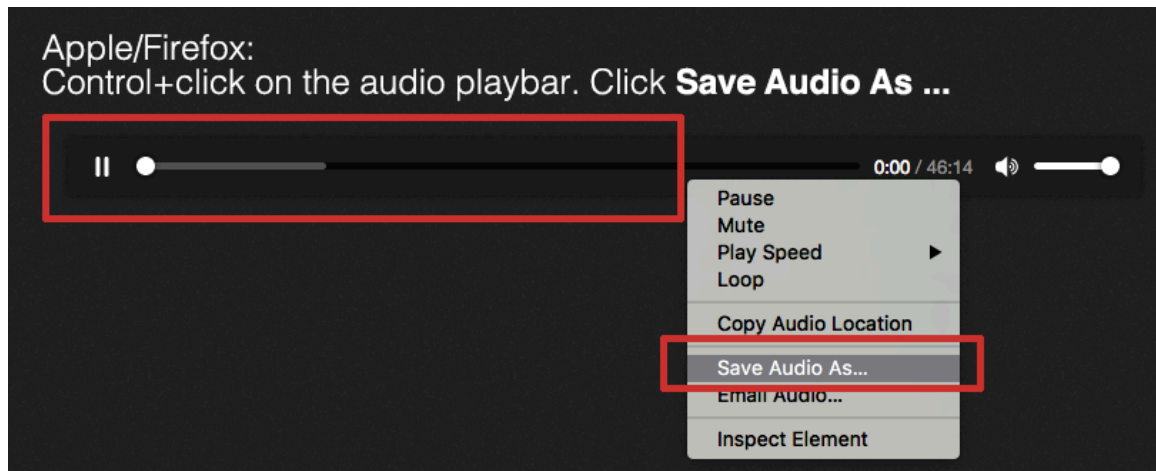
4. Keep the web browser window that launches open until you have successfully downloaded the MP3 file to your desktop computer. It is likely that the audio file will start playing.
5. **Next, download the file.** Each web browser handles the audio download differently.
6. **Download the audio file from the playback/control bar and save the file to your desktop computer. Be sure to select the playbar – not the surrounding webpage space.**

7. The following screenshots demonstrate a number of current web browsers. Jacquelin Smith supports: Firefox, Safari, Chrome (Apple) and Firefox, Internet Explorer, and Chrome.

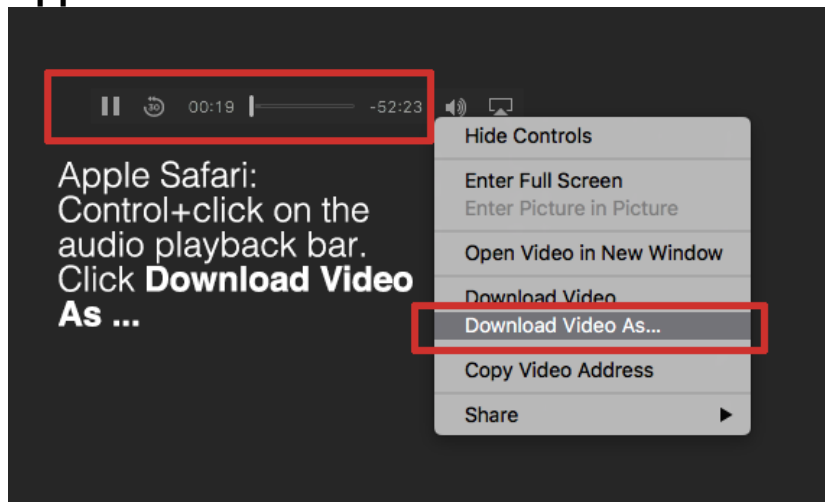
Apple & PC: Google Chrome (recommended)



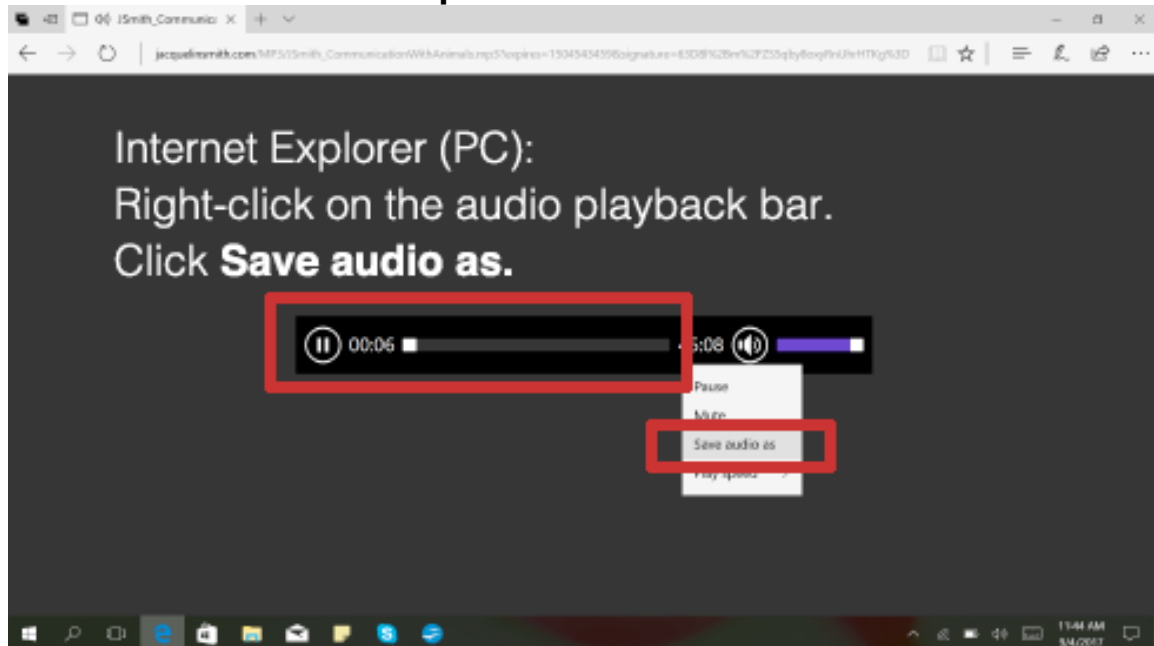
Apple & PC: Firefox



Apple Safari



PC/Windows Internet Explorer



Jacquelin Smith cannot provide extensive download support for your audio purchase after download. If you have followed these directions and still require assistance downloading and saving the MP3 file you have purchased, please email Jacquelin: jacquelin-smith@jacquelin-smith.com.