

General Notes on Troubleshooting MP3 Player Issues

Listening to music promotes awareness, memory focus and independence. The USB memory stick (included) holds 75 American Classic songs. Alzheimer's and dementia patients generally do not require more than 20-30 familiar songs based on health care experts.

Converting CDs to MP3s

Converting preferred music from old CDs to the required MP3 files can be challenging and not recommended for most people. Therefore, we strongly suggest purchasing songs from reputable sources such as Amazon Music

(amazon.com/music) or Apple Music (music.apple.com).

Converting Other File Formats to MP3s

Converting preferred music from various other file formats to MP3 can also be problematic. We strongly suggest you use www.reststream.com, a reputable online file converter to do this.

Determining if a File is an MP3

To check the format of a file, look at the file extension or right-click it and select Properties/Info. A single file that is non-MP3 will cause the touchPlayer to stop, resulting in poor performance.

That said, users who are 'computer savvy' sometimes want to convert, add or delete music or audio books for their loved ones to enjoy. You will find links to other downloadable resources on this webpage that can help you do so.

Still Need Help?

Email: support@smpltec.com

Call: 1.833.237.4675 ext. 1