

SIMPLE MUSIC PLAYER

Frequently Asked Questions

Q. How do I delete the preloaded music?

A. Plug the Simple Music Player to your computer, then plug the Simple Music Player into the power outlet to supply power.

A window opens with the songs that come by default on the device. Select the songs, then click the "delete" key on your keyboard. If you have a PC, you are done. If you are using an Apple Mac, follow the steps in the next question.

Q. I use an Apple MAC. I've deleted some files but they still play. How do I delete them?

A. For Apple users only, the process of deleting files is a bit different because of the way Apple works. The Simple Music Player looks for and plays all the compatible files it finds on its internal memory regardless of which directory or folder they are in. The problem arises because Apple iOS doesn't actually delete the files when you press the 'delete' key, but creates a hidden subfolder called '.trash' or '.trash-1000' and simply moves them into that folder. While you can't see the files, they still exist and so the music player is finding them and playing them.

To resolve the problems you have two choices:

OPTION 1 (preferred option)

Re-format the Simple Music Player memory card (this will delete everything on the Simple Music Player) and then drag and drop the music you want back onto it again. How to reformat? The Simple Music Player acts exactly the same as if it's a USB stick or flash drive plugged into your machine, so formatting is just the same operation. (<https://www.wikihow.com/Clear-a-Flash-Drive-on-PC-or-Mac>)

ATTENTION 1: You must reformat using fat32 option – other options will not work.

ATTENTION 2: Make sure to first plug the music player into your computer through the USB port and plug the music player into the power outlet only as the 2nd step, otherwise it will not work in USB mode.

OPTION 2

Empty the trash folder. There is information on how to do this here. (<https://www.cleverfiles.com/howto/format-usb-drive-mac.html>)

Q: I've reformatted the player, transferred the disk and now nothing plays?

A. If you reformat the player, you must choose an MSDOS-FAT format option, NOT an Apple IOS format.

Q: How many tunes can be uploaded?

A: The internal memory is set at 4GB. The length of individual songs has an influence on the amount of songs you can upload on 4GB. Be rather conservative; research shows most people with dementia are happy with a smaller song list of say 25 to 40 tunes. The familiarity of the songs is comforting.

Q: Is it possible to play the songs in a "random" order?

A: We don't have a shuffle function due to our research. Generally we have found that most people with dementia only prefer between 25 and 40 tunes and the familiarity of the order is more positive than a random choice. When it is stopped by lowering the lid, it will restart from that position (i.e. not from the beginning). The continual loop of familiar music is far more associative than a random shuffle facility. The requirement for 'shuffle' tends to be the desire of the person who doesn't have dementia, not the intended user.

Q: Is it possible to change the order in which the songs play?

A. If for example you want to download opera songs, you want the songs to play in the logical order. The music player will play the songs in the order in which you drag them into the USB stick.

Q. Can it use headphones?

A: There is a headphone socket provided in the rear of the unit. Plugging in headphones immediately cuts out the main speaker. The socket is a light green in color.

Q. Dad/Mom can't move his hands very much. Is there any way he/she can use it?

A: We have provided two sockets in the back panel which override the 'ON/OFF' and 'NEXT TRACK' controls. Switches from occupational therapy suppliers are available but please remember this does require a higher level of cognizance to operate than many people with dementia.

Q: When I use remote switches it stops when I press switch, but starts when I release is again?

A. You have the main lid open. To use external or remote switches ensure the lid to be in the down position.

Q: I do not have files in MP3 format. What do I do?

A: MP3 is a generic term for this type of player; the Simple Music Player can handle several popular file formats such as: .mp3 "MP3 format sound"; .m4a "MPEG4 Audio"; .wma "Windows Media Audio"; .aac "ADTS Audio"; and .wav "WAVE sound"

Q: Can I download from Apple devices?

A: Yes, but we recommend that you change the song format from .m4a to .mp3.

Here's how to convert your files to MP3 format using Itunes

Open an *Itunes* window

Click on *ITunes* (top menu), select *Preferences* in the drop-down menu, the 'General Preferences' window will appear.

In the '*General Preferences*' window, click on *Import Settings*

The '*Import Settings*' window will open, select *MP3 Encoder* next to *Import Using:*, then click ok to close both pop-up windows.

Then, select the tracks from your itunes library that you want to convert

Next, click on *File* (top menu) and select *Convert* from the drop-down menu, then select *Create MP3 version*

The tracks you have selected will be converted to MP3 Audio format.

There are many free file converters which can be downloaded from the internet, which convert your music into MP3 format. Don't be too concerned about which version of MP3 file you have, the Simple Music Player handles them all. However, for best results convert your files into mono and choose a higher bit rate (greater than 125kHz).

* This document was based on the FAQ provided by Simple Music Player found here:
<https://www.dementiamusic.co.uk/faq.html>