Music Man FAQ

Formerly MacMP3CD

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1. What are the System Requirements for running Music Man ?

To run Music Man you need:

- Macintosh™ G3 or later
- Mac OS X 10.2.3 or later
- Quicktime 6.0 or later

To enable MP3 conversion features you need LAME: http://lame.sourceforge.net/

To enhance OGG playback you need the Ogg Vorbis Quicktime Component: http://qtcomponents.sourceforge.net/

If you are a registered user of Music Man and you need assistance installing the LAME MP3 software or the Ogg Vorbis Quicktime Component please contact support@mireth.com for free technical support.

NOTE: Apple introduced discrecording APIs in MacOS X 10.2 and fixed problems in MacOS X 10.2.3. You MUST have MacOS X 10.2.3 or later to use Music Man .

2. How do I install / uninstall the program?

For complete instructions on how to install or uninstall, please see the Read Me file included in the documentation folder.

3. When I run the program, it displays the "Registration" dialog. What's wrong?

You are trying to run the program without entering valid Registration Information.

- If you want to quit, click the "Quit" Button

- If you are trying to run the demo, click the "Run Demo" Button. For further information, refer to the Read Me in the documentation folder.

- If you want to purchase the product now, click "Buy Now".
- If you want to register the program, enter the Registration Information and click the "Register" Button. If you purchased online, the Registration Information is in the email we sent you. If you purchased from a retail outlet, the Registration Information is printed on the CD and packaging. For further information about registering, refer to the Read Me in the documentation folder.

- If you have already bought a Registration key/Serial Number, have entered it and are getting this message, there is an error in the registration information you have entered. For further information, see the "When I try to register, the "Invalid Registration Information" message is displayed" question in this faq.

4. When I try to register, the "Invalid Registration Information" message is displayed. What's wrong?

There is an error in the registration information you entered. Please follow these steps:

1. Verify that you entered the correct License Type. If you purchased online, check that the License Type you entered matches the one in the email you received from us. If you purchased from a retail outlet, use the License Type "Individual"

2. Verify that you entered the correct Purchaser's ID. If you purchased online, enter the Email address used when the product was purchased. If you purchased from a retail outlet, use the Purchasers ID that came with the product.

3. Verify that you entered the Serial Number correctly. Check for the following common problems:

   - typing the letter O or I instead of the number 0 or 1
   - transposing 2 digits
   - adding extra spaces before or after the Purchaser's ID or Serial Number
   - entering the registration information more than once (click in the field and scroll with the arrow keys to see this)
   - entering the registration information for the wrong product.

4. If that didn't solve the problem, delete your preferences file and configure Music Man again. The preferences file's location is: "$HOME/Library/Preferences/com.mireth.musicman.plist"

5. If that didn't solve the problem, send a copy of your preferences file to Product Support (support@mireth.com) so we can determine the nature of the problem. The preferences file's location is: "$HOME/Library/Preferences/com.mireth.musicman.plist"

5. I can't find a place to put the Registration Information. What's wrong?

The Registration Dialog Box will be displayed when you start the program, only if it is not registered. If the Dialog Box is not displayed, your copy is already registered. This may happen if:

- You are already a registered user and you have downloaded a free upgrade. Your old registration information is retained. You don't need to re-register.

- You used the "Buy Now" button when you purchased the product. The "Buy Now" button not only allows you to buy the software, it registers the software for you as well. Keep the Registration Informatio email we send you for your records, in case you ever have to re-install.

6. How do I know if I've successfully registered the product?

To verify whether the product is already registered, start it up. If the product is unregistered, the "Register" dialog will be displayed. If the product is registered, the "Register" dialog will not be displayed.

7. Why does Music Man quit right after launch?

Music Man requires MacOS X 10.2.3. If you are not running MacOS X 10.2 the application will not launch. You need to upgrade to MacOS X 10.2.3.

8. Why does Music Man report and error -16 when I try to burn an MP3 CD ?

Music Man requrires Mac OS X 10.2.3 and you are running an earlier verison of Mac OS X 10.2.x. You need to upgrade to Mac OS X 10.2.3.

9. What file formats are supported by Music Man ?

Music Man supports the following file formats (assuming you have also installed LAME to enable MP3 conversion):

Music Man Player	Music Man Burner	Music Man Converter
MP3	MP3	MP3 to Ogg Vorbis MP3 to WAV
Unencrypted-WMA	WMA	Unencrypted-WMA to Ogg Vorbis Unencrypted-WMA to WAV Unencrypted-WMA to MP3
Ogg Vorbis	Ogg Vorbis	Ogg Vorbis to WAV Ogg Vorbis to MP3
WAV	WAV	WAV to Ogg Vorbis WAV to MP3
Audio CD	Audio CD	Audio CD to Ogg Vorbis Audio CD to MP3

Music Man can play MP3 and unencrypted WMA files. Music Man can burn MP3 and WMA files. If the WMA files are encrypted the component or portable CD player used for playback must have the licensed WMA playback software from Microsoft.

10. Why do I need Music Man if I have iTunes? Don't they do the same thing?

No. Music Man and iTunes are not the same.

Here is a list of the key differences (as of August 2004):

- Music Man supports flash based music players (like Jumpdisk MP3, etc)
- Music Man converts to AM, FM, or CD quality, so you can fit more music on flash media, without modifying the original file on your computer
- Music Man converts from Stereo to Mono, so you can listen to music with one ear free, without modifying the original file on your computer
- Music Man supports Ogg Vorbis ripping and playback
- Music Man supports Unencrypted-WMA playback
- Music Man supports the LAME MP3 converter "out of the box". LAME provides better quality MP3 conversion than iTunes (it is possible to integrate LAME into iTunes)
- Music Man easily converts a playlist to/from all of these audio formats: WAV, OGG, MP3, Audio CD as well as from Unencrypted-WMA
- Music Man lets you add any folder (including iTunes Library) to your music library
- Music Man lets you play the music in any folder
- Music Man can burn a playlist to a CD an unlimited number of times
- Music Man can insert ID3v1 tags as it burns an MP3 CD for improved car MP3 player support (some car MP3 players do not support ID3v2 Tags)
- Music Man does not include an music store or iPod support (thats what you really need iTunes for)

Of course iTunes and Music Man have some things in common

- Both play rip and play MP3s
- Both burn MP3 CDs

Try Music Man and you will see the difference and value is clear.

11. Your FAQ doesn't answer my question/I need further help. What do I do?

If your question is not answered, please contact Product Support at support@mireth.com. Please include the following information:

- Problem description

- If you are having problems with a particular product, please include the following information as well:
    - What product and version you are having problems with.
    To find the version number,
    Mac: single click the product icon and Get Info
    (OS8/9- File:Get Info) (OSX- File:Show Info)
    Windows: single click the product icon and show properties
    (File:Properties:Version tab)
    - What OS version you are running.
    To find the version number,
    Mac: OS8/9: (Apple Menu:About this Computer)
    OS X: (Apple Menu:About this Mac)
    Windows: (Start Menu:My Computer:Help:About Windows)
    - Whether you are using the demo version or the registered version of the product