

The sample FAQ questions and my answers below have been modified from an unpaid assignment for a music sharing website (henceforth: MSW). The questions were provided by MSW and are shown below in italicized text.

Tone: Humorous, understanding, empathetic

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*I'm able to log in and look at my home page, yet any time I try to upload new tracks or edit one of my albums, it kicks me back to the login screen. Then, when I log in from there, it just loads the same login screen. What's going on?*

Sorry for the issues you're having with the site, sounds like we may have some gremlins in the gears. It might be helpful to disable any browser plugins or extensions you have before logging in. You can also try to clear your browser cache, make sure you have cookies enabled, or try a different browser to access the site. If you still can't upload or edit an album, try restarting your computer (this works surprisingly well). If you need help with any of these steps head over to our [General Troubleshooting page](#).

Really hope this helps, and please don't hesitate to contact us again if you continue to experience issues.

*Why is nothing manifesting? It was 1/21/12 I registered with Music Share Site. I checked all the Album covers and mine is not there, in the new Discoverinator, I think the answer is, how do one drive traffic to a project such as this. Remember, nothing happens without traffic. Is there a recipient of Music Share Site that know what they are doing, willing to show me what how they are getting their downloads, if they are. If you don't ask you will never know who you might get to help you.*

*Could there be a squeeze page, a list, traffic be the missing link? I have been learning how music marketing is done and that's where I am seeing the need for the artist to have that squeeze page, a list and traffic as important tools. There must be a process through which the music gets to ones smart phone. I know the music I produce is loved by all those who hear it. Why the next step as in downloading so hard to come by.*

*Talking about the discoverinator, how is that working some one has to know the number group to click the Album cover or is it I am not understanding anything. I do not know I am just asking. I have so much music already composed, just waiting for a break with getting some money to outsource the compositions to have instruments put to the music. I am asking questions because I am willing to do what ever it takes to get to that point of publishing more music. Thanks, please do not forget me, I am still wondering about a squeeze page.*

*Sincerely,  
Zilla*

Let me make sure I have all the details - it sounds like you want to find out how to get more people to listen to music on your MSW page, and you would like to use the discoverinator (our [Home page](#)) to help you hit that goal. Luckily I can help answer these questions!

Music on the Discover page is picked based on a combination of computer magic and album sales. If your music reaches the right audience, you may see your album covers on this page! You can use our [Sharing Tools](#) to help get your music to the right people, find and connect with followers, and offer merch through MSW.

Hopefully this helps! Best of luck with your music projects, and please let us know if you have any other questions.

*I have just signed up to MSW to release an album, and I would like to release a 3 track version of it (at 96Khz, 24 bit) however the upload limits are not large enough to do this. Any suggestions? The album has been recorded start to finish at 96kHz, and I would like to have an audiophile version available.*

*Thanks  
Steve Murrell*

We definitely want to help you share your music at the quality you would like it to be heard, and hopefully I can help with that. As you mentioned our file size limit is 219 MB per track, but once you have more than \$20 in album sales this limit is increased to 600 MB (you can find more details [on our help page](#)). One suggestion for getting your album up quickly is to downsample the tracks to a size small enough to stream and offer an option to download the 96 khz 24 bit audiophile version from a file sharing site with higher upload limits(\*).

Please let me know if you have any additional questions about this, and let us know when your album is up on MSW -- we'd love to hear it!

*I signed up eagerly and went to install the iOS version of the listening app.  
My phone is a 3G iPhone.  
The iOS is version 4.2(something)  
The app store informed me the app won't work with my iOS !  
How on earth can it be too hard to create a listening app that's backwards compatible?  
I don't need the frills and jazz of the idiot society, I just want to be able to stream an audio  
stream, how hard is that ?  
Please help.*

*Best wishes,  
norman.*

Hi Norman, thanks for getting in touch with MSW support!

Really sorry you're having issues with our iPhone app, we try our very best to make sure everyone has access to music on MSW. Unfortunately the MSW iOS app requires an iOS version greater than 10.1, but you can meet all your audio streaming needs by using the MSW website in your phone's web browser (like Safari, or Google Chrome). I know this isn't a perfect solution, but it should help you start streaming immediately. (\*)

I apologize again for the issues and please let us know if you have any issues using MSW in your browser.