Frequently Asked Questions - FAQs

Q: What is Naxos Music Library?
A: Naxos Music Library is the most comprehensive collection of classical music available online offering over 1,247,900 tracks* of Classical music, Jazz, World, Folk and Chinese music**. It includes the complete BIS, Chandos, Hänssler, Hungaroton, Marco Polo, Naxos, Ondine and selected titles of other leading independent labels, with over 1,000 albums added monthly.

* As of July 16, 2013
** Naxos Historical, Nostalgia and Jazz Legends are not available in the United States due to possible copyright restrictions

Q: What are the key features and benefits?
A: Naxos Music Library is an entertaining, educational resource, which offers the best selection of studied music on the web. Through a sophisticated online search engine, users select music by composer, artist, period, year of composition, instrument or genre. Playlists are easily created for educational use or for hours of continuous enjoyment. Composer biographies, CD liner notes, and work analyses are just a few of the text resources available to users while streaming music from the NML. Naxos's new releases (around 200 CDs annually) are continually added, ensuring an impressive selection in both quality and musical breadth.

Q: What are the main benefits for academic institutions?
A: Naxos Music Library is an entertaining, educational resource for students at all levels. K-12 resources include hundreds of curriculum suggestions based on MENC educational standards, an interactive junior section, and much more. Collegiate students will find composer biographies, glossary of musical terms, work analyses, CD liner notes, and many other useful text resources. Playlists can be created by students and professors alike for private use or to facilitate in-classroom discussion. Students and professors have access to the Naxos Music Library both on and off campus. Multiple users can listen to the same tracks at the same time as opposed to waiting for the library copy to be returned. In the classroom, teachers can choose from a great selection of music to play without having to find or purchase CDs.

Q: Is Naxos Music Library available in my country?
A: Yes, Naxos Music Library is available worldwide.

Q: During what hours is Naxos Music Library available?
A: Naxos Music Library is available at anytime from any computer.
Q: Can I access it at home or from any computer?
A: Yes. Subscribers can access the Naxos Music Library with a password, from any computer with an Internet connection and the system requirements specified below.

Q: How is it priced?
A: Naxos has built its reputation on providing affordable access to fine music. Naxos Music Library is a continuation of the same concept. You decide how many simultaneous users have access to the service (minimum five for institutional subscriptions). The more simultaneous user spots purchased, the cheaper the charge per user.

Q: Are there titles on Naxos Music Library that you cannot buy on CD?
A: Yes. The entire Naxos catalogue is available on Naxos Music Library before CDs are released and after they are deleted from the CD catalogue.

Q: Who pays the collection societies for the use of the musical works?
A: Naxos does. We have agreements with the Hong Kong collection society CASH and with ASCAP for the ASCAP repertoire. Subscribers to Naxos Music Library do not have the right to publicly perform the contents, eg. in student performances, cafeterias, or other public spaces.

Q: Do we need any licences or agreements to play the music in classrooms?
A: No. Naxos Music Library's music may be streamed in a classroom during class. The Fair Use Policy of your institution or local performing arts societies will govern how you can use content that is in copyright.

Q: Can I have a free trial subscription?
A: Yes. If you are a librarian, a music industry professional, such as a journalist, or an executive staff member of a performing arts organization, we are happy to offer you a free trial.

Q: How does Naxos Music Library work?
A: The Naxos Music Library streams music from the online database. A sophisticated search engine allows users to select and listen to our vast musical selection (individual tracks or whole CDs).
Q: What are the hardware and software requirements?
A: Please try our "15-minute Free Preview" to see if your computer system is compatible with our streaming services.

Flash Version: Minimum 9.0.60. 10 recommended.
Browser: Internet Explorer 7+, FireFox 2+, Safari 2+, Chrome (any version with Flash support)
OS requirements: Any OS that can meet the browser and Flash requirements

Adobe Flash is the default player for Naxos Music Library. Please make sure you have Adobe Flash Player version 9 for MAC or version 10 for PC is installed. You can find the latest version of Adobe Flash here: www.adobe.com/ap/products/flashplayer/

Q: In what format is the music streamed?
A: The music is streamed in Flash AAC format.

Q: Can I set the default search page and streaming sound quality?
A: Yes. Administrators may select the Home, Advanced Search, or Recent Additions pages to be the default page for their institution. Streaming standard sound quality or premium sound quality is dependent on the type of subscription subscribed for.

Q: How do I log in?
A: There are two options.
1. Go to www.naxosmusiclibrary.com, type in your username and password, and click the Login button. The procedure is the same for logging in on any computer.
2. Institutional subscribers may need to first login through a different website. This could mean logging into off-campus resources, visiting a certain login website for symphony members, etc. Please coordinate with your librarian or email customer.service@Naxos.com

Q: What is IP-authentication?
A: IP authentication is validation of a subscriber account through the client's IP address, which is a unique number for each computer.

Q: How many simultaneous users can access the library?
A: There is no limit to the number of simultaneous users a subscriber may purchase. Users decide this when purchasing a subscription. Naxos Music Library sales representatives are happy to help you choose a subscription that best meets the need of your institution.
Q: Is it possible to download the music or burn it to CD?
A: No. The Naxos Music Library is a stream-only resource. Any downloading or burning from the Naxos Music Library is strictly prohibited and violates both copyright law and the Terms of Use agreement. Recordings on Naxos labels may be downloaded via [www.classicsonline.com](http://www.classicsonline.com) and CDs may be purchased via [www.naxos.com](http://www.naxos.com).

Q: How reliable is the service?
A: Since Naxos Music Library content is streamed online, the reliability of the service is dependent upon the quality of service provided by your local Internet Service Provider. Naxos makes every possible effort to ensure that its servers have sufficient capacity and connectivity to provide each customer with a quality of service comparable to current industry standards. Maintenance is performed at times of low usage and will be announced in advance.

Q: What technical support do you offer?
A: Naxos Digital Services offers ongoing email support. Email us with an enquiry and we will respond within one or two business days.

   All countries except USA: customer.service@Naxos.com

Q: How can I get my usage statistics?
A: Administrators and librarians can access their institution's usage statistics through the librarian account or "Manage Account" page at the top left corner of the administrator account. *(Please note that this is only available if you enter at [www.NaxosMusicLibrary.com](http://www.NaxosMusicLibrary.com) using your Naxos librarian or administrator username and password).* The usage statistics are live (in Hong Kong time).

Q: We recently purchased new computers at our school and they cannot access the Naxos Music Library through the link that we normally use. How do we fix this?
A: When you add new computers to your network, please make sure that you update their settings based on the minimum system requirements. Also, please re-send your list of IP ranges to NML staff (see relevant email address at the bottom of this page) so that we can update your IP addresses.

Q: How do I create a Playlist?
A: *Professors or Administrators*
   You have the ability to create institutional playlists by logging in with the professor/administrator password at [www.NaxosMusicLibrary.com](http://www.NaxosMusicLibrary.com).
Once logged in, click on the playlist tab at the top of the page. It has a user-friendly interface, and there is also a PDF Playlist User Guide on the right of the screen. This walks you through the process step-by-step.

**Students**

Students may create their own, private playlists. Login as usual. Click on the Playlist tab on the top of the page. Click on Sign-up. Follow the instructions and you will be ready to create your own playlists from any piece in the Naxos Music Library. Each time you access the NML, you will need to sign-in to the student playlists to access your personal playlists.

**Q:** I would like to view static URLs. How can I do this?

**A:** Note that static URLs are only available for institution.

**Viewing Static URLs to CD pages**

Perform a keyword search. At the bottom of the search results notice the Static URL to Cat. No. button. Clicking on this will give static URLs to all CDs in the search result.

**Viewing Static URLs to Playlists**

Click on Playlist tab. Check "Display Static URL to Playlist" box, located on the top right of the Playlists page to view the static URL to all playlists.

**Viewing Static URLs to Repertoire**

Go to the Advanced Search page to look for a particular CD. Once you have entered the search criteria, click on "Search Now". At the results page, click the "Static URL to Repertoire" button to view the static URL.

**Viewing Static URLs to Tracks**

Select a CD. When the CD page opens, click the "View Static URLs" button on the left of the page under the album art. This will reveal a list of static URLs for all of the tracks on the CD.

**Q:** Once I have finished using the service, can I exit by just going to another website?

**A:** No. Logout!

When a user does not click Logout before closing their browser, (s)he is still registered as logged in until the session is timed out. The user space will be released after one hour. Please ask all users to logout using the following process: Click the red "Log-out" button at the top of the "Browse / Search" page. Then, close the browser.

**Q:** Can I use Naxos Music Library in a language other than English?

**A:** Yes. Choose from the list of languages via the drop-down box at the top right corner of the page.
Q: I am using Naxos Music Library via a Naxos subscription with my institution. Why does it ask me for the username and password when I go to Naxos Music Library from my browser favorite?

A: It is because our URL is saved with "default.asp" at the end when you save it as your browser favorite. Please remove "default.asp" at the end when you go to Naxos Music Library using your saved favorite. You will then not be asked for the username and password.

Q: Why am I getting the message "You are not authorized to view this page"?

A: This message means that you are entering from an Internet location whose address is not included in your institution's list of valid IP (Internet Protocol) addresses. Please go to www.ipchicken.com. When you arrive at the website, a number will appear. Please email this number to customer.service@naxos.com, along with the name of your institution.

Q: Why am I getting the message "The maximum number of simultaneous connections of your subscription has been reached..."?

A: Subscriptions are set to allow a certain number of users to be logged in at one time. Always remember to click the red LOGOUT button at the top of the screen when you are finished using Naxos Music Library to ensure that you clear your connection. Closing the browser or going to another site without clicking the logout button will keep your user space occupied and can sometimes prevent you or other users from logging in.

If you are using a subscription via an institution, other patrons from your institution are currently filling all the Naxos Music Library user spaces. Please ask your librarian to consider increasing the number of simultaneous users allowed into the NML. This will make it easier for all users to gain access as needed.

If you are an individual subscriber who did not logout of a previous session, you will remain logged in for up to an hour until your subscription times out. Please do not contact customer.service@naxos.com unless you have waited over an hour.

Q: What do I do if I get the message "Login Failed..."?

A: Please make sure you are typing your username and password correctly. Both fields are case sensitive. If you continue to have trouble, please email customer.service@naxos.com with your full name, email address, login information and description of problem. We will check your website or password to make sure that your connection is working properly.
Q: Why do I get the message "Sorry! Your license has expired."
A: It is likely that your subscription to Naxos Music Library has expired. If you access Naxos Music Library via a subscription from an institution, please contact the relevant personnel in the institution. If you believe the message to be an error, please email customer.service@Naxos.com with your full name, email address, and when the subscription was purchased. We will check your subscription.

Q: Why do I get the message "Invalid library card number" when I log on to Naxos Music Library?
A: This might be happening because there is a problem with the library card number that you entered. Please re-check the library card number you entered on the Naxos Music Library log-in page. If you still get the same message, please email customer.service@Naxos.com with your full name, the library card number, and the address of the web page where you logged in.

Q: What does Timeout mean?
A: A Timeout happens when a user's session has been idle or inactive for longer than a specified period of time. A session is considered idle or inactive when there is no activity (i.e. no keyboard/click interactions) from the user on NML's main window. Note that pausing the player is not considered an activity. However, if you are playing a long playlists, the transition from one track to the next will reset the idle or inactive time to zero and will keep your session alive or active.

For Individuals, the Timeout setting is set to 12 hours. For others users, the Timeout setting can be set on the Manage Account page. The setting's range can be from 4 to 240 minutes (4hrs).

When the Timeout happens, the user session is terminated and the user will be required to re-login.

Q: What does "session has expired" mean?
A: The "session has expired" message will appear if you have remained idle or inactive on the site after the Timeout setting has been reached. Please see to What does Timeout mean?.

Q: How do I make a copy of my screen and send it to customer.service@Naxos.com?
A: For Wins/XP:

(1) Press the PRINT SCREEN key near the top right of your keyboard. You will not see anything happening until you complete step (2) below.
(2) Open a new Microsoft/Word document and press the PASTE key (under the EDIT tab or CTRL + "V" as a keyboard shortcut).
(3) Save the Microsoft/Word document, and email it to customer.service@Naxos.com.

For Macs:

Please follow the relevant steps in the following hyperlink

Q: I got the message "The Internet location you are entering from is not authorized to access the NML. Please contact Naxos for assistance...". What do I do?
A: **Individual Users**

Please contact customer.service@Naxos.com.

**Institutional Subscribers**

If you are on campus and receiving this message, please contact your librarian. If (s)he cannot assist, (s)he will contact customer.service@Naxos.com. If you are off campus, please make sure you are logging into your school or institution's off campus resources. Off campus users cannot use the same links used on campus. If you need instructions on off campus access, please contact your librarian. (S)he will contact customer.service@Naxos.com if there is a problem.

Q: Useful Links
A: [www.DNSstuff.com](http://www.DNSstuff.com)  
[IP Chicken](http://www.IPChicken.com)  
[IP2Location](http://www.IP2Location.com)  
[Tracert.org](http://www.Tracert.org)

For technical questions, please contact:
USA:
NMLHelp@Naxosusa.com; Tel: 1-877-629-6723, extension 3833

All countries except USA:  
customer.service@Naxos.com