

Frequently asked questions about podServe's CD ripping service

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Is there a detailed service description?

Yes, here you can read the [podServe service](#) in detail.

What do you do exactly?

podServe is a CD ripping service. Our focus is on Apple iPods (incl. Nano, Touch & iPhone) but we also support Sonos, Opus and iMerge home audio systems. We convert Music CDs, audiobooks, DVDs and photos.

podServe is different because we collect and return your CDs in person. Our service is described in detail here.

podServe is the UK's largest CD ripping service (not just the first) with endorsements from The Sunday Times, The Daily Telegraph and the Rough Guides.

How do I load my music onto my computer?

We supply full instructions. It's a simple process you need go through only once. There's a how to video here – [music loading into iTunes](#).

How do I get my music onto my iPod Classic, Nano, Touch or iPhone?

Simply use the normal iTunes synchronisation process. We can also download direct to your iPod or a USB hard drive.

Frequently asked questions about podServe's CD ripping service

How do I avoid jumbled composer names, 'Best of' and 'Greatest Hits' confusion, and other library problems?

Our [Data Grooming](#) service does this for you.

Will you collect my CDs in their jewel cases?

Yes, this will save you even more time. And we bring our own carry boxes too.

How will my music library be organised?

We organise by album, by artist and by genre. When you look at your music in iTunes you'll see you can access your music in ways you had never thought possible.

Album Art?

We add album art, each image is embedded right into the music file so it never gets lost. Album art can also be displayed on your iPod in Coverflow and as each track plays. With current art databases this isn't 100% accurate, but if you have a modern music collection you should see 70+% accuracy.

I do get my CDs back don't I?

Yes, of course.

Can you also digitise my photos?

Yes we can, ring 01277 222 398 for details or check our sister service [1Scan](#).

How do I get the best sound quality?

Notes on how to get the best sound start here, with more on file types and music compression.

Can you convert vinyl LPs?

The short answer is simply no.

But we are often asked why, and have we tried it? Yes we have tried, and in testing converted many albums. If you're thinking of doing the same this is what you need bear in mind. First, you need a good deck. Anything costing less than several hundred pounds means you're hampering what happens subsequently as you'll be working with flawed data from the outset.

Second, you need a good sound input. Unless you have an outstanding PC you'll need something more powerful than the inbuilt sound port. This, you need some good software. Thankfully this is the easiest bit as one of the best products is available for free. Set this all up, it will take a few hours practice to get it all linked properly, then create an input file. We got best results working with a WAV file, but you might need to correct for any hiss or buzz, giving you a single file for one side of the LP. If you want to split this into individual tracks you'll need to make sure you cut at the right time, by the way compilation albums can be a nightmare as the gaps between the tracks are so short. Then label each track and export as a digital file. We like Wav but you can often export direct to MP3.

When all of this is done listen to the results. We did and were consistently disappointed. Alternatively you can buy a download from iTunes Music Store or Amazon, or even buy a CD and rip that. Given the cost of doing that is now modest we couldn't economically offer a vinyl conversion service.

Do you keep a copy of my music?

Frequently asked questions about podServe's CD ripping service

No, so you should make sure your DVDs are kept safe as they're your backup in the event of disaster.

How many albums fit on a DVD?

Around 70.

How can I get my music off my iPod and back onto my PC?

This is one of our most frequently asked questions, there's an [explanation here](#).

Can I deliver my CDs to you?

Of course, we'd love to see you. Our address is on the [contact page](#).

How can I pay?

By cheque, cash, bank transfer or PayPal.

Do you do lossless?

Yes, we recommend AIFF as a true lossless and uncompressed format, along with Apple Lossless although this does offer some compression.

Will you convert at Variable Bit Rate (VBR)?

Yes.

What if I want a special bitrate or codec?

Certainly, we'll do everything we can to accommodate you. We've worked with AAC, MP3, AIFF, Apple Lossless regularly; fixed and variable rates.

What's the difference between AAC and AIFF?

AIFF is an entirely uncompressed music data file format, with a digital "wrapper" containing the album, track, artist, genre etc – the track metadata. The quality is as good as the original but the file size is very large, you get very much less on your iPod and playing AIFF music will flatten your battery much faster.

AAC is the digital music file format Apple developed for the iPod. It compresses your music so although you do lose some quality you get much smaller file sizes, you get a lot of music onto your iPod and with that comes decent battery life.

What are your standard settings?

We rip CDs at 256 Kbps into AAC files. (That's twice as good as iTunes Music Store.)

What if a CD is scratched? Or you can't get all the track data?

Thanks to our error correcting CD drives its very rare that a CD is so badly scratched we can't convert it, but if it can't be ripped then you won't be charged. Also, if the track data is incomplete we won't charge you for that CD (but you do get a digital version).

Will you collect less than 100 CDs?

Yes, but our minimum charge is £100 plus contribution to transport.

What is the benefit of an external hard drive?

Frequently asked questions about podServe's CD ripping service

For most people supplying music on DVD is sufficient. However in addition we can supply a USB drive (or use one of yours) and copy your music onto that. This gives you massive capacity at modest cost, it can save time copying DVDs onto an internal disc, and can easily be moved to another computer should you upgrade.

Does it matter if my computer is a Mac or a PC?

No, our digital music files can be read just as easily on each platform. And we don't incorporate any restrictive DRM in our music.

Will I still be able to buy music over the internet?

Yes, our digital music files we create from your CDs will integrate seamlessly into your new music library. Our clients are more inclined to invest in music downloads once their backlog has been converted for them.

Classical Music?

We recognise the needs of discerning music lovers, our [special approach to classical music](#) is described [here](#).

How do you deliver my digital music library?

Your music files will be backed up to good quality DVDs, with an estimated life of 30+ years. We can also supply your music on a USB drive, and download it onto your iPod.

DVD Ripping

podServe can offer a [DVD ripping service](#) – more information [here](#). We would structure a DVD ripping service specifically to your requirements, supplying the ripped movies on a hard drive. DVD ripping costs £5 per DVD.

Any advice on "iPod service Module Error"?

Yes, the information here might help. [iPod Service Module Error](#)

Do you use ID3 tags?

Yes.

How do I load new CDs after podServe converts the backlog?

You simply use iTunes import feature for CDs, or purchase music from iTunes Music Store. Then when you next sync your iPod your new music will be copied onto your iPod.
