

[Member] How do I download my purchased vid?

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Depending on which device you are using the process may be slightly different, so locate your device below and follow the corresponding steps. Please note, if the vid is set to "Stream Only" by the MV Star it will not be able to be downloaded.

We highly recommend the use of [VLC media player](#) when playing your downloaded vids.

Desktop/Mac

- Go to the drop-down menu > [Purchase History](#).
- Locate the vid, click on the 3-dots to the right of the vid and select
- A pop-up box will appear where you will be able to choose between downloading the *Original* file or an *Optimized* file.
- Right click on the file type of your choice (2-finger click on Mac) on 'Download Original' or 'Download Optimized' and click 'Save Link As' and choose your file destination.

Android

- Go to the drop-down menu > [Purchase History](#).
- Locate the vid and scroll to the right, click on the 3-dots and select
- A new window will open where you will be able to choose between downloading the *Original* file or an *Optimized* file.
- Press or (Note: some vids may play at this point, others will require the following 2 steps).
- Once the download is complete you will see 'Open In'.
- Select the media player of your choice.

iPhone

- Download the VLC media player app in the App Store.
- Go to the drop-down menu > [Purchase History](#).
- Locate the vid and scroll to the right, click on the 3-dots and select between downloading the *Original* file or an *Optimized* file.
- Hold down 'Download Original' or 'Download Optimized' and then select
- On the VLC media player app, click on the cone icon at the top left (in some versions you will instead click at the bottom).
- Select the 'Downloads' tab and paste the URL.
- Press the button below the link.

**If you are encountering any issues with a purchased vid, you'll want to try out our trou*

