How to Contact BeatKongs Support

What to know

- Check Music → Manage Beats and confirm the beat is saved, has a usable media file, and has the intended license enabled. Drafts that have not been saved do not count toward the beat limit.
- The native BeatKongs Player Engine, Beat Browser, Sticky Player, and shared License Modal work together. Test the problem on the live site as well as in the builder preview.

Step-by-step

1. Open Music → Manage Beats and check the affected beat and its media and enabled licenses.
2. Test the relevant player, license selection, or cart action on the published storefront.
3. Capture the page URL and exact error or missing action; report it without assuming checkout succeeded.

Before you finish

Check the result in the current producer dashboard and, where relevant, on the published website. Save the affected page URL and screenshots if you need support.

> **Publication review:** Confirm the exact labels and current feature behavior against the live BeatKongs build before making this article public.

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Troubleshooting and Support

Attached files:

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URL: https://help.beatkongs.com/content/0cat=18/267/en/how-to-contact-beatkongs-support.html