

EREADERS - BASIC TROUBLESHOOTING

DEVICE

The device will not power on

- ❑ Verify the device is charged, if not plug in the power cable. Most new devices should be charged for 2-3 hours before first use.

The device is brand new and is unable to download materials

Devices will vary but some devices will need to be authorized with credit card information before it can be used to purchase or download items. This step should be performed by the customer by consulting their user manual for the device.

- ❑ Verify the customer has authorized their device with their credit card information.

Unable to navigate a device

Navigation will vary from device to device. It is recommended that staff visit product pages for information about specific devices.

- ❑ Visit the product page for the specific device.

COMPUTER

Computer does not have software to transfer items from Digital Downloads

Most devices will use Adobe Digital Editions. However, there are some devices, Sony Products for example, that use a different software. The product page for a specific device should list the required software.

To install Adobe Digital Editions:

<http://www.adobe.com/products/digitaleditions/>

- ❑ Verify the operating system (Windows XP, Vista) the customer is using. The customer must be using one of the following operating systems, Windows XP (w/service Pack 2), Vista or Windows 7.

Listed below is a quick comparison of seven popular devices and what software they use to download content. Please note that there are devices that are not listed.

	Adobe Digital Editions	Reader Library	Other
Literati	X		
Nook (Color)	X		
Kobo	X		
Sony Daily		X	
Sony Pocket		X	
iPad			(No transfer software needed)
Kindle			(Transfer functionality not available)

SOFTWARE

Unable to download Adobe Digital Editions or comparable software



- Verify that the customer has Flash installed. If not, Flash may need to be installed.
- DSIT has found some issues with Vista and Adobe Digital Editions so it is recommended that the customer contact vendor support for the product they are trying to load. There is information on the Digital Downloads site about using Vista with Digital Downloads.
- Verify the customer is using Internet Explorer 6 or above and Firefox version 2 or above.
- Vista requires Window Media Player 9 or above.

An item downloaded from Digital Downloads does not display in the Adobe Digital Editions or comparable software

- Verify if the item was checked out on the customer's Digital Download's account.
- Attempt to download the item again.
- On the Digital Download's web site click Digital Help and then select the link for the help topic you wish to read.
- Contact Overdrive Support by clicking on the link provided, [Please contact support with a detailed description of your problem or question.](#)

In Adobe Digital Editions the error message, “too many authorizations” displays

Only six computers and six devices can be authorized with a single Adobe Digital ID. Contact Adobe support at <http://www.adobe.com/aboutadobe/contact.html> for more information.

TRANSFERRING CONTENT

Unable to transfer an item from Adobe Digital Editions to a device

- ❑ Verify the device is connected to the computer with the provided USB cable.
- ❑ After connecting the device verify the “found new hardware” message displays in the lower, right part of the computer screen.
- ❑ Try a different USB port.

FAQ

What eReader devices does CML support?

At this time CML has not designated supporting specific devices. We will attempt to provide the best experience possible for the customer when they are using Digital Downloads regardless of device. The process of downloading and transferring content should be similar from device to device.

Can customers be referred to the Help Desk?

Yes, a referral is often the best customer service. The Help Desk may ask you questions about your interaction with the customer before the transfer.

What if I cannot resolve the customer’s issue?

The customer may need to be referred to Overdrive. Overdrive offers support through Digital Downloads.

How can I find more information about eReaders and Overdrive (Digital Downloads)?

Organizational Development has many great resources for eReaders on LearnerWeb. This includes tutorials, a blog, Infoline's Wiki and many more great resources.

Where is the best place to find information about a specific device?

Infoline's Wiki has a lot of great information about devices. Also, you can go to the product page for devices and often there will be a product manual.