

## Ebook Basics: Review & Troubleshooting

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## Troubleshooting

### **General & website Download Center issues:**

1. Is the customer's library card up-to-date?
  - a. An expired card or a card that is not in good standing will prevent the customer from being able to use his or her ebook account.
2. The customer is trying to check out a book from the Download Center on the BCLS website and is having trouble.
  - a. The customer can't go any further after the initial borrowing. The customer sees the Download button but nothing is happening when the customer clicks it. This could mean that the computer's web browser is not up to the task of finishing the check out. The browser might need to be updated or the customer can install a different browser like Mozilla Firefox or Google Chrome.

### **Overdrive app issues:**

1. Did the customer get an Adobe ID?
  - a. Go to the settings in the app to check. You should see the customer's email address and a Deauthorize button. If you see Authorize and no email, this will need to be fixed.
2. Did the customer choose the correct ebook format? They should be selecting EPUB.
3. Was the app working before but it is not working now?
  - a. A new version of the app might have reset the Adobe ID. Check to see if the app needs to be reauthorized.
  - b. An update to the device's operating system could have broken the app. Try deleting the app and reinstalling. Remember to authorize and set BCLS as the library.
  - c. If the customer has forgotten his/her Adobe ID, the password can be reset by going to [www.adobe.com](http://www.adobe.com), clicking the **Sign in** link and then clicking the **Trouble signing in?** link.

### **Kindle issues:**

1. The customer's Kindle won't load the ebook he/she checked out.
  - a. Did he/she check out the correct format? (Kindle)
  - b. Is/Was the customer connected to WiFi when he/she tried to download the checked out book?
  - c. Is the book published by Penguin? If so, the book can only be downloaded into the Kindle using a USB cable. (Penguin books can't be delivered to Kindle apps.)
  - d. Did the customer finish the checkout process by continuing to Amazon.com to have Amazon send the book to his/her device?
  - e. Is the customer's device properly registered to the correct Amazon account? (Check the email address carefully! Some families share accounts and devices.)
  - f. If Amazon is saying that it has sent the ebook but it is not showing up on the customer's screen, try a manual Sync. Find the Sync button or selection in the Kindle's settings. It might say Sync or it might just be a cog/gear symbol.

