

Providing Support

*Providing support for eBooks, audiobooks, music and video
provided by OverDrive.*

*This document is not written in conjunction with or endorsed by OverDrive.
All material contained is subject to change.*

This document is for library staff only.

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Providing Support

The first line of support for patrons is their home library. It is recommended that any staff member involved with digital media to become familiar with the software and transferring content to different devices, and *all staff members* that may be answering patron questions about the service to know the following:

- Be familiar with your library's digital website
- Checking out digital items
- Installing the necessary software to a computer
- Downloading digital materials
- Opening and reading or listening to digital materials on a computer

If your library has a patron or technical question they are unable to answer please contact OverDrive support or your library's digital media contact.

Staff Training

Initial training for staff members provided by OverDrive during the enrollment process. Topics covered include ordering, marketing, browsing and downloading, and consortium policies.

OverDrive also has a month of training once a year, OverDrive should make an announcement when this is available. There are also numerous walkthroughs and slideshows available from OverDrive on the company website (<http://www.overdrive.com>) and Content Reserve website.

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Support Resources

One of the most important things about providing support for digital materials is to know where to go when you don't know something.

When to Contact Who?

There is a good chance that library staff members will come to the point with patron support when they don't know the answer or are unable to explain how something works. The best way to ensure quick patron support please read over this document (Providing Support) and review other OverDrive support resources (below) to be as knowledgeable about the service as possible.

If you cannot find a solution within the resources, please follow the steps below to find an answer as quickly as possible.

Error messages, problems with the website, problems with holds, problems with patron accounts, other day-to-day support questions:

1. OverDrive Support .

Questions about how to use devices or installing a feature such as OverDrive Download Station or MARC records:

1. Your library's point person
2. OverDrive Account Associate or Support
3. Ohio eBook Project Listserv

Questions about policies, guidelines, consortium structure or other non-technical questions:

1. Your library's point person
2. OverDrive Account Associate or Support
3. Ohio eBook Project Listserv

Support Resources

Please review this document and the resources below to be as knowledgeable as possible about your library's OverDrive service.

Help Pages

Library staff and users can find help information on your library's digital media website. There is a dedicated help section as well as a feature called My Help. The My Help feature will walk users through the process of checking materials out, installing

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software, and transferring to devices step by step.

OverDrive Central Learning Center

<http://overdrive.com/LearningCenter/default.aspx>

The Learning center is created with library staff in mind and includes PowerPoint presentations, webinars, and other documents to help library staff learn how to use the service as well as demonstrate it to others.

OverDrive Resources

<http://overdrive.com/Resources/>

On the OverDrive website they include various resources to software they offer, devices, collection development and more. The Resources page includes links to the Device Resource Center (compatible devices page), OverDrive blogs, information on the various formats they offer, promotional materials and more.

OverDrive Support

<https://secure.contentreserve.com/Library/Support.asp>

Library staff must be signed into ContentReserve.com to access this page as the form is for library staff only.

When contacting OverDrive support please have the following information available to include in your request:

- Your Name
- Your Email
- Library Barcode of patron
- Description and/or steps to reproduce the problem (in as much detail as possible).
- Exact text of any error message (screen shots are helpful).
- URLs of any error pages.
- The title of problem media
- Software that may be causing the error
- Operating system of computer
- Internet browser used
- Device type

Amazon will provide technical support for Kindle devices and all errors retrieving and transferring titles after the user has left your library's digital media website (except 404 errors).

After submitting a support form you should immediately receive an auto-response from OverDrive support. If you do not receive this email please contact your library's

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Providing Support
oeplib@library.ohio.gov

OverDrive Account Associate and the Ohio eBook Project manager
(oep@library.ohio.gov).

Your Library's Point Person

Please enter information about your library's point person:

Name: _____

Address: _____

Email: _____

Phone number: _____

Error Messages and Other Support

Common error messages while using software or devices, and other support information can be found on the appropriate pages later on in this document.

If you encounter an error message not listed, please contact OverDrive support via the support form.

How to explain issues with demand, holds and unavailability

These questions and answers are written for library staff that have an understanding of the program, so additional explanation to patrons may be needed. Most of these answers are in regards to eBooks, but can be easily converted to audiobooks.

Contact Mandy Knapp, Ohio eBook Project Manager (aknapp@library.ohio.gov) if you have additional questions.

The book is digital, why do I have to wait!?

In a world of Amazon and Barnes and Noble with "one click and it's on your device" eBook structuring, library eBooks are quite different. Library eBooks with OverDrive are mostly structured with a one-item one-user model. This means if an item is checked out, it cannot be used by another patron unless the library has purchased additional copies.

Say to the patron: *"Just like our physical books, we buy most of our ebooks one copy at a time."*

If this is not enough for the patron you can also explain that the publishers are pushing this model, not the libraries. The publishers, afraid of losing sales and profit, have enforced a model requiring libraries to purchase additional copies of materials like they would for print materials.

Say to the patron: *"You know, it's something that the publishers are really pushing for. I*

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don't know if it will change in the future, but that's how the publishers want it for now"

Why do I have to wait so long on hold?

Most libraries have only been adding eBooks to their collection for a year, if not less. Along with this, the number of people using eReaders and eBooks has grown enormously in this time period. Libraries are now purchasing items in both print and digital, when the amount of money they have to spend has stayed the same or decreased.

Brand new and very popular titles usually also have large waitlist on physical copies (this explanation works if there are large waitlists on your physical items as well).

Say to the patron: *"I'm sorry that it's taking so long for you to get your eBook, we're doing our best to get the item to you. Demand is really high for eBooks right now."*

Another thing to consider is that when a patron comes into the library and browses the collections on the shelves, all that they see are the materials that are available to checkout immediately. Whereas when they are browsing a digital collection, they see both materials that are available and materials that have been checked out. In this scenario show the patron how to use the "Only Available items" option and show them how to place holds.

Libraries are working towards keeping the wait time for patrons as small as possible while still being able to provide a variety of content.

Say to the patron: *"We're always trying to purchase a greater number of items with large numbers of holds on them as well as ordering new books."*

There is a situation on a few titles where the consortium was able to buy one or two copies, then the publisher (Penguin and Brilliance Audio) revoked permissions to libraries and we are unable to purchase any more copies. In this case the items hold lists have gone up dramatically. There are notes on these items indicated that we are unable to purchase extra copies and that there may be a large hold list.

Why isn't there a greater variety of titles available?

Most libraries have only been adding eBooks to their collection for a year, if not less. At the same time they are trying to expand the collection they are battling large hold numbers on new and popular material.

You can also suggest that the patron use the "Suggest a Title" form to suggest something they would like to read.

Why can't you add X title? It's available on Amazon!

All of the content we are able to purchase is provided through our vendor, OverDrive. OverDrive works individually with each publisher to secure the rights to distribute the

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digital content to libraries.

The content that we are able to purchase and add to our collection depends on who publishes it. There are numerous publishers who do not sell digital materials to libraries:

- Simon & Schuster imprints:
 - Atria
 - Scribner
 - Touchstone
 - Aladdin
 - Little Simon
 - Simon Pulse
 - Free Press
- Macmillan:
 - Farrar, Straus, Giroux
 - Henry Holt
 - Picador
 - St. Martin's Press
 - Tor
- Penguin eBooks and Audiobooks (including Penguin imprints)
- Hachette eBooks (new titles)
- BrillianceAudio (all audiobook titles beginning 1/31/2012)

OverDrive is constantly adding new partner publishers, but this process is slow and not everything is available.

Say to the patron: *"Some publishers won't sell eBooks to libraries! They are afraid of losing profits. Trust me, it's not a choice that the libraries made."*

eBooks are cheaper than print! Why don't you just buy more?

Consumer copies of eBooks are usually cheaper than print. Libraries purchase content from OverDrive, of which the price of the items is set by the publisher. Publishers often price items for libraries at a higher rate than those for consumers.

Libraries are also purchasing materials in both print and digital format while still trying to maintain and increase collections and often deal with a shrinking materials budget.

Say to the patron: *"The price libraries pay for eBooks is often higher than the retail price. I wish we could buy more copies."*

Why can't I download eBooks in the library?

The permissions of what patrons and libraries can and cannot do with items are set by the publisher. Most publishers currently do not allow downloading within the library, only outside of the library.

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Say to the patron: *“We’re hoping that one day this will be an option. Currently, we cannot offer eBook downloads inside the library.”*

If you ever have any other questions like those above that you are unsure how to answer please feel free to contact Mandy Knapp, Ohio eBook Project Manager (aknapp@library.ohio.gov)

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Providing Support
oeplib@library.ohio.gov

The Ohio eBook Project Website

<http://www.ohioebooks.com>

Searching the Site

There are various ways to search the site. One way is using the quick search, the blue box at the top of the screen. In the first box, simply enter a keyword, title, author's name or ISBN and click "Search"

There is also the Advanced Search feature. This allows you to look for specific authors, titles, formats, awards, publishers, and different sorting criteria.

Only Show Titles with Copies Available

One of the best features to be aware of is the "View only Available Items" box. By checking this box the search results will only return items that have copies immediately available for checkout.

Circulation

- Patrons may checkout up to **10 items** at one time
- Patrons may choose a **7 or 14 day** checkout period
- The only items in the collection that can be returned early are eBooks.
- Titles cannot be renewed.
- Patrons may place holds on up to **10 items**.
- Notifications are sent via the email address that the patron enters when placing the hold.
- Once the email is sent, patrons have **3 days** to check out the title or the hold is passed onto the next patron in line for the item.
- Patrons may also place items on a digital "wish list" or list of items they are interested in but do not yet want to check out or place a hold on.

Managing Holds

When you find a title that all copies are currently checked out you will need to place a hold.

1. Click the "Join the waiting list" link next to the format you would like.
 - a. If you are not logged in you will be prompted to sign in.
2. Enter your email address twice
3. Click "Join Waiting List"
4. You are now on hold for this item.

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To modify or view your holds at a later date:

1. Sign into the site
2. Go to “My Account” at the top of the page
3. Then “My Holds” to list all items you have on hold.
 - a. To edit the email address to receive your holds notice:
 1. Click a title's 'Edit' link.
 2. You are prompted to edit holds information.
 3. Enter the new email address in the 'Email address' and 'Confirm Email address' fields.
 4. Click 'Submit'.
 5. The email address for the selected title is updated.

Each item will list the email the hold notification will go to, what position you are in in the holds queue, and how many copies are owned by the library. Users are unable to “suspend” their holds at this time.

To checkout a hold:

- When your hold is available you will receive an email alert that it is available and will be held for you for 3 days.
4. Visit ohioebooks.com and sign into the site
 5. Go to “My Account” at the top of the page
 6. Then “My Holds” to list all items you have on hold.
 7. Click “Add to Cart” to add the title to your cart
 8. Complete the checkout process.
 9. **Once a title is added to a cart users only have 60 minutes to check the item out before it being transferred to the next person in line.**

Website Errors

If you receive error messages on your library’s digital media website, please contact OverDrive support, and include a screenshot of the error message and the steps taken before the error message appeared.

Example:

System Error

The following system error occurred...

Error number: 0xC0001B5D

Error message: The specified URL is invalid. The server name is not recognized.

If this error persists, please contact technical support.

Click here to go back to the previous page.

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Sign-in Errors:

There are different types of sign in errors. The error message a patron receives will have the error in it.

One type of error is a problem with the barcode/patron account itself. In these cases the patron card could be expired, have too many fines, be listed as lost, or have some type of block on them, or the patron typed their number in wrong. Usually these errors happen only to one person and do not affect other cards.

Example:

We're sorry, but the specified library patron account information is not valid.

Details: (2) Invalid Library Card: 123456. Not a valid State Library of Ohio card.

In these cases library staff should be able to look at a patrons record and either remedy the situation (for example, renew an expired card) or let the patron know why their card is blocked (for example, they have a lost item.)

Another type of sign-in error occurs between OverDrive's servers communication with your library's server for authentication. These errors usually happen with multiple cards and end with the same error message.

Examples:

We're sorry, but the specified library patron account information is not valid.

Details: (1) Internal error occurred. Error calling PatronPreCirc().

Click here to return to the sign in form.

We're sorry, but the specified library patron account information is not valid.

Details: Failed to connect socket. (Socket Error Code #10060: "A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond.")

We're sorry, but the specified library patron account information is not valid.

*Details: Failed to load the XML config document: Error Code = 800c0006, Line Number = 0, Line Position = 0, Reason = The system cannot locate the object specified. , Source = (null) Make sure "****.*****" is located in the same path as the "ILS*****.dll" file.*

Details: Failed SIP Login. Login Response returned "0"

In the case of these error messages OverDrive must be contacted to resolve the problem. Include some barcode numbers that cause the error, a screenshot of the

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error message, and/or copy and paste the error message into the email.

New Patron Cards - Merging card numbers

Unlike traditional library catalogs or ILS systems, the Ohio eBook Project's website does not automatically relate a new or replacement library card with a patron's account. So if a patron has been issued a new library card and currently has items checked out or on hold, the old card record and the new record need to be merged.

Merging card numbers can only be done by OverDrive's customer support, so please contact them directly and include the following information:

Include a message that you need library card numbers merged due to a card replacement

- Patron's Name
- Old card number
- New card number

If a patron has acquired a new card and does not currently have items checked out or on hold you do NOT need to merge card numbers.

Alternately, if a patron has no interest in the items currently checked out or on hold, then the checkouts/holds will expire normally and no action needs to be taken.

Download Link Reactivation

From time to time a patron may reach the limit on the permissible number of times they are allowed to download a title to a computer or device. This may be because of computer problems, software issues, download issues or other problems. If this happens, the download count can be reset for the patron. Please use your best judgment when utilizing this feature.

To reset the number of downloads you will need the patron's library card number, the title of the item.

1. Log into Content Reserve <http://www.contentreserve.com>
2. Click on the "Reports" tab at the top of the page
3. Click the "Search Checkouts" report
4. Enter the patron's library card number (you do not need the title of the book or Checkout ID).
5. A page should open listing all items the patron currently has checked out.
6. Click the "View" for the title that needs its downloads reset.
7. Under "Reactivate Checkout" enter a reason (required for Adobe eBooks)
8. Click "Reactivate"
9. The number of allowed downloads should now be reset

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Early Returns Error

Example error message:

We're sorry, but there has been an error with your account.

Error code: 710

Error details: Early return error

If this problem persists, please contact support

<<https://secure2.libraryreserve.com/ohdbks.lib.overdrive.com/E5BA44BB-EAB1-435E-9A4F-35EAA3040347/10/364/en/Support.htm>>, providing the exact text of the error message displayed on this page.

The error message means that the patron has returned an excessive number of Adobe eBooks (EPUB and/or PDF) in a brief period of time on a single library card. This usually happens when patrons check out a title to preview it then in a relatively short amount of time return the item to check out more materials, or are utilizing children's material which is read quickly and returned.

Please note the following information is for library staff only:

Library patrons are only permitted to check out three times the library's checkout limit (___ items) on a single card within a one-week period. It is asked that this information on the specific limit not shared with patrons as the limit and error message is in place to prevent the misuse of the Adobe eBooks that we offer.

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Formats

eBooks

Adobe EPUB/Open EPUB

This eBook format is the most compatible format for eBooks. As an industry standard it can be used on computers with Adobe Digital Editions software installed, many eReader devices, and with OverDrive Media Console Mobile Application. The text is designed to re-flow when you change the size or spacing so there is no extra scrolling. Most EPUB eBooks are DRM protected, whereas open EPUB eBooks (OEPUB) are DRM free.

Adobe PDF/Open PDF

Adobe PDFs display much like other PDFs on your computer. Text cannot be resized, as it is static and it can only zoomed in or out so often there is a need to scroll the window to read. This format preserves original design and layout of books. It is compatible on computers with Adobe Digital Editions software installed and many eReaders, but is not compatible with OverDrive Media Console Mobile Application. Most PDF eBooks are DRM protected, whereas Open PDF eBooks (OPDF) are DRM free.

Kindle

Kindle eBooks are Amazon.com's eBook format. The text is displayed very similarly to EPUB eBooks. This format is compatible only with Kindle devices and applications and is DRM protected.

Mobipocket

Mobipocket format is no longer supported by OverDrive, Inc.

Audiobooks

MP3

This audiobook format is DRM-free and can be played on all computer types and devices.

WMA

This audiobook format, Windows Media Audio (WMA), is DRM-protected and can only be played on Windows computers, but can still be transferred to many compatible audio devices. WMA is compatible with Apple devices, but only if the content is

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transferred via a desktop or laptop computer using the OverDrive Media Console software.

OverDrive Music

OverDrive music is available in WMA format and can sometimes be transferred to compatible devices or burned to CD depending on the each publisher's permission settings.

OverDrive Video

Digital video is provided to patrons in Windows Media Video (WMV) format. Users need to install OverDrive Media Console to view videos and these are not compatible with Macintosh computers.

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Software

This section will cover the software needed to use digital media provided by OverDrive, Inc.

Software	Formats	Device/Computer
Adobe Digital Editions	EPUB PDF OEPUB OPDF	Windows Macintosh Compatible eReader Devices: http://overdrive.com/resources/drc/
OverDrive Media Console Desktop Application	WMA* MP3	Windows Macintosh
OverDrive Media Console Mobile Application	EPUB MP3	Android Blackberry iPhone/iPad/iPod Touch Windows Phone 7
Kindle Reading Application	Kindle	iPhone Windows PC Macintosh BlackBerry iPad Android Windows Phone 7
Apple iTunes (Works with OverDrive Media Console to enable the transfer of audio content to Apple devices.)	MP3 WMA*	Windows Macintosh

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Microsoft Zune Application	WMA* MP3	Windows
Windows Media Player	Works with OverDrive Media Console to enable the transfer of DRM-protected content to portable devices, and to burn DRM-protected files to CD (where permitted by the publisher or record label).	Windows

*WMA files do not work on Macintosh computers at this time.

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Adobe Digital Editions

Works with EPUB, OEPUB, PDF, and OPDF (eBook) formats.

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

<http://help.overdrive.com/adobe-digital-editions>

Adobe Digital Editions is free software provided by Adobe. This software is used to use and transfer eBooks from your personal computer to many eReader devices. It supports the EPUB, OPUB, PDF, and OPDF formats.

System Requirements

Windows

- Operating Systems:
 - Windows 7
 - Windows Vista®
 - Windows XP SP2
- Supported Browsers:
 - Internet Explorer® 8 (or newer)
 - Firefox® 3 (or newer)
 - Google Chrome
- Additional Software: Adobe® Flash® Player 9 or 10

Macintosh

- Operating Systems:
 - Mac OS X® v10.6
 - Mac OS X v10.5
 - Mac OS X v10.4.10
- Supported Browsers:
 - Safari 4 (or newer)
 - Firefox 3 (or newer)
- Additional Software: Adobe® Flash® Player 9 or 10

Installation

1. Adobe Digital Editions requires Adobe Flash Player.
 - Windows:
 1. Windows Vista (or newer) requires Adobe Flash Player v9.0.28 (or newer).
 2. Windows XP requires Adobe Flash Player v7.0 (or newer). [To download and install Adobe Flash Player, click here.](#) JavaScript must be enabled in your browser to install Adobe Digital Editions. [For instructions on enabling JavaScript in your web browser, click here.](#)
 - Macintosh:
 1. Adobe Digital Editions requires Adobe Flash Player 8 (or newer). [To download and install Adobe Flash Player, click here.](#)

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2. JavaScript must be enabled in your browser to install Adobe Digital Editions. [For instructions on enabling JavaScript in your web browser, click here.](#)
2. Go to the Adobe Digital Editions download page:
<http://www.adobe.com/products/digitaleditions/>
3. Under the 'Download and Install' heading, click 'Install Adobe Digital Editions'.
4. Click 'Install'.
The 'Adobe Digital Editions Installer' screen is displayed.
5. Click 'Yes' in the 'Adobe Digital Editions Installer' screen to begin the download of Adobe Digital Editions.
The 'Adobe Digital Editions License' screen is displayed.
6. If you accept the terms of the license agreement, click the 'I Agree' button.
Adobe Digital Editions is installed. Adobe Digital Editions opens once installation is complete.

Activation

Before you begin using Adobe Digital Editions it is very highly recommended that users activate the software with an Adobe ID. By activating the software you will be able transfer eBooks to devices activated with the same Adobe ID, or use eBooks on other computers activated with the same Adobe ID.

If you do not activate the software with an Adobe ID and instead use anonymous activation you will only be able to:

- Read eBooks on that single computer.
- You will not be able to transfer eBook titles to other devices

You can activate the software with an Adobe ID at a later date, but any titles that were downloaded and opened while using anonymous activation will no longer work.

Activate Adobe Digital Editions with an Adobe ID

1. Open Adobe Digital Editions.
The 'Setup Assistant' dialog box is displayed.
2. Click 'Continue'.
The 'Authorize Computer' screen is displayed.
3. Enter your Adobe ID (email address) and password.
If needed, create an Adobe ID:
<https://www.adobe.com/cfusion/membership/index.cfm>
4. Click 'Activate'.
Your computer is activated to your Adobe ID.
5. Click 'Finish' to close the 'Setup Assistant' dialog box.

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Note about creating an Adobe ID:

Some patrons have strong reservations about entering personal information on websites. If patrons question why they need to sign up for an account explain that an Adobe ID is required to use eBooks on other computers or devices.

The only actual personal information that is needed is an active email address and a password. The email address is used if the password is forgotten. Patrons can use false names and locations for the required information, and they do not need to subscribe to Adobe emails.

Once the software is installed and activated it is ready for use with OverDrive eBook titles.

Activate eReader devices with an Adobe ID

Adobe Digital Editions and the eBook device must be activated with the same Adobe ID to transfer DRM-protected Adobe eBooks to the device.

1. Connect the eBook device to your computer.
2. Open Adobe Digital Editions.
3. Adobe Digital Editions launches and detects the eBook device. The 'Device Setup Assistant' dialog box is displayed.
4. Click 'Authorize Device'.
5. Adobe Digital Editions activates the eBook device. You can now transfer DRM-protected Adobe eBooks to the device.

Using eBooks with Adobe Digital Editions

When the software is installed and authorized you can then checkout and download an EPUB, OEPUB, PDF, or OPDF eBook to use on your computer and/or transfer to a device.

After a title is checked out, click the "Download" link to download the file. A window should pop-up and ask if you would like to open the file or download it to your computer. Select "Open With: Adobe Digital Editions", if this is not an option Adobe Digital Editions may not be properly installed.

Can save the file to your desktop (or other location) first, but the file must be opened with Adobe Digital Editions. It cannot be opened with other software such as Microsoft Word or Adobe Reader (the standard PDF reading software.)

When you download a DRM protected eBook (EPUB or PDF) from your library's digital media website the file is not the actual eBook, but an ASCM file. ASCM files are Adobe Content Server Manager file. The information in this file is read by Adobe Digital Editions and the software communicates with Adobe's content server to register the book with the Adobe ID the software is activated with and then download the file.

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This way the book is associated with your Adobe ID allowing you to access it on any other computers or devices activated with the same Adobe ID.

Sometimes patrons will download the .acsm file thinking it is the actual eBook itself and get frustrated when they are unable to open the file to read it using software other than Adobe Digital Editions, such as Adobe Reader (the software used to read most PDF files). When this happens explain that they need to download and install Adobe Digital Editions to use the eBook.

More information about ASCM files and how they work:

<http://ebookreadersoftware.wordpress.com/2010/12/10/acsm-files-what-they-are-and-how-to-work-with-them/>

After you download the file from your library's digital media website and open it with Adobe Digital Editions, the eBook itself will download and automatically open for reading.

To return to the listing of titles currently on your computer click the "Go to Library View" button in the upper left hand corner.

Transferring eBooks with Adobe Digital Editions

To transfer eBooks with Adobe Digital Editions, the titles must first be downloaded and opened with Adobe Digital Editions. Once the titles appear in the "Library View" of Adobe Digital Editions, you can plug in your device.

If the device has not previously been used with a computer authorized with your Adobe ID, or the device is authorized with a different Adobe ID, the "Device Setup Assistant" dialog box is displayed. If you wish to authorize the device with your Adobe ID and transfer titles click "Authorize Device."

If the device is previously authorized with a different Adobe ID, any titles on that device will not work once the device is authorized with a new Adobe ID.

To transfer titles simply click and hold the mouse button down while dragging the title to the device listed on the left. Once the symbol turns from a red X into a green + release the mouse button to transfer.

Always remember to eject your device properly before unplugging it.

De-Authorizing Adobe Digital Editions

Please note that the products and software provided by OverDrive, Inc. are for remote use only (outside of the library) unless a Download Station is utilized.

At times you may find it necessary to use a computer for demonstration purposes and do not want others to be able to access and utilize your library eBook titles.

Once you are done using a computer for either personal or demonstrational use, press

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the CTRL + SHIFT + D keys at the same time. You will then receive a prompt to de-authorize Adobe Digital Editions, click "Deauthorize." You will then receive a prompt to quit, click "Quit" and Adobe Digital Editions will close.

The next time Adobe Digital Editions opens it will open to the "Setup Assistant" dialog will be shown.

Any titles downloaded authorized with the previous Adobe ID will be inaccessible, even if the computer is re-authorized with the original Adobe ID unless the titles are deleted and downloaded again.

Resetting your Adobe ID Activation Count

If you use eBooks on multiple computers, or numerous devices, you may run out of activations for your Adobe ID. Adobe ID's can only be used on up to six computers and devices. An error message you may receive may be similar to:

E_ACT_TOO_MANY_ACTIVATIONS
http://adeactivate.adobe.com/adept/Activate_5057:57:6057
urn:uuid:03a8f4b4-be14-405f-b063-2d70c10e4727

Or:

Your Adobe ID has been authorized too many times.

With these messages you need to have your activation count on your Adobe ID reset by Adobe support. The fastest way found to do so far is:

1. Sign into <http://www.Adobe.com> with your Adobe ID and password.
2. Then visit <http://www.adobe.com/support/contact/>
3. Select "I need help activating or deactivating my software"
4. Next open a chat with an Adobe support specialist
5. Once you are connected with adobe support, explain that you are using Adobe Digital Editions and need your Adobe ID reactivation reset, and paste the error message into the chat if possible.
6. Adobe support may ask you some other questions or transfer you to another department.

Common Error Messages:

*'Error getting license/License server communication problem:
E_LIC_ALREADY_FULFILLED_BY_ANOTHER_USER'*

This means that the file has been previously opened on a computer or device authorized with a different Adobe ID, or a computer or device that was anonymously activated. This means that you cannot read this title on your computer or device unless you de-authorize and re-authorize the computer or device with the Adobe ID the title was originally activated with. There is nowhere to look up what Adobe ID a

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title is activated with.

E_ADEPT_REQUEST_EXPIRED [http://adeactivate.adobe.com/adept/Activate2011-12-11T05:43:00-08:00%20\(1323610980000\)%20is%20before%202011-12-12T07:07:17-08:00%20\(1323702437336\)](http://adeactivate.adobe.com/adept/Activate2011-12-11T05:43:00-08:00%20(1323610980000)%20is%20before%202011-12-12T07:07:17-08:00%20(1323702437336)) – or similar

This error can be caused by one of, or some combination of, the following three system settings:

1. Incorrect clock time.
2. Incorrect date.
3. Incorrect time zone.

It is recommended that you check your computer or device's system time, date, and time zone to verify that they are correct in relation to where you are located. If the date and time are incorrect, reset the date and time for your area try to download your title again.

If checking the settings above do not resolve the issue, make sure the title you are trying to open is being downloaded immediately upon checkout, and not being saved and then opened at a later date or time.

If the steps above do not correct the issue please contact OverDrive support.

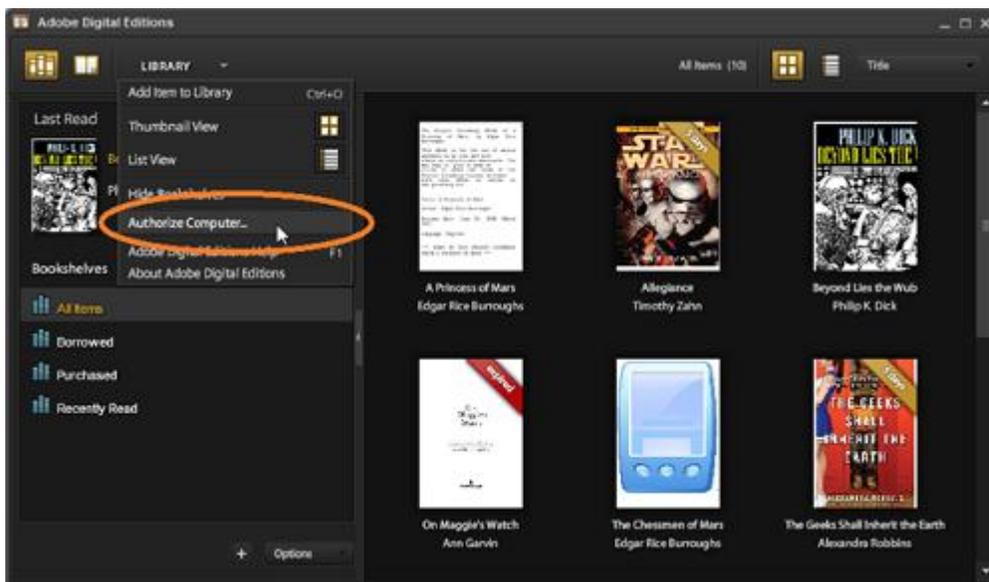
No Permission to Copy Document Here

This error is typically caused by a bad Adobe authentication on your NOOK. To solve the issue, you need to authorize the Adobe credentials on your Nook.

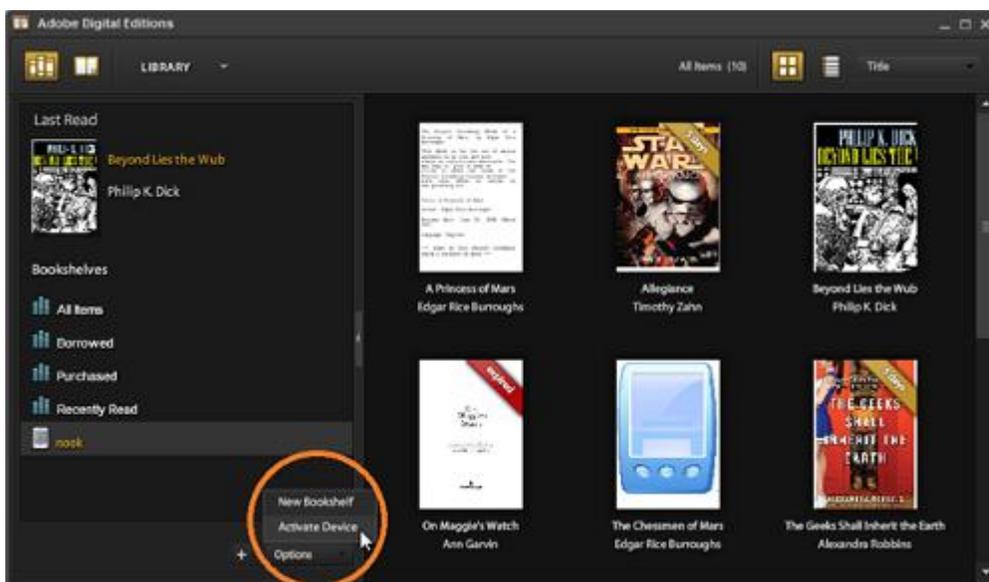
Check your Adobe authentication using Windows

1. Make sure your computer is properly authorized.
In ADE, go to **Library > Authorize Computer...**

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2. The authorization window opens. If your computer is authorized, continue on to Step 3. If your computer needs to be authorized, see '[How to authorize Adobe Digital Editions on a computer](#)'.
3. Close ADE and wait a few seconds. Plug your NOOK into your computer.
 - o A 'Device Setup Assistance' window should open. Click **Authorize Device**.
 - o If 'Device Setup Assistance' doesn't open, click your **NOOK**, then go to **Options > Activate Device** (shown below).



4. If your device does not register properly, or you're still having trouble transferring titles, continue to Step 6.
5. Reset the ADE folder on the NOOK. For this step, you need to close ADE.
 - o Connect your NOOK to your computer.
 - o Double-click your NOOK under 'My Computer' or 'Computer'

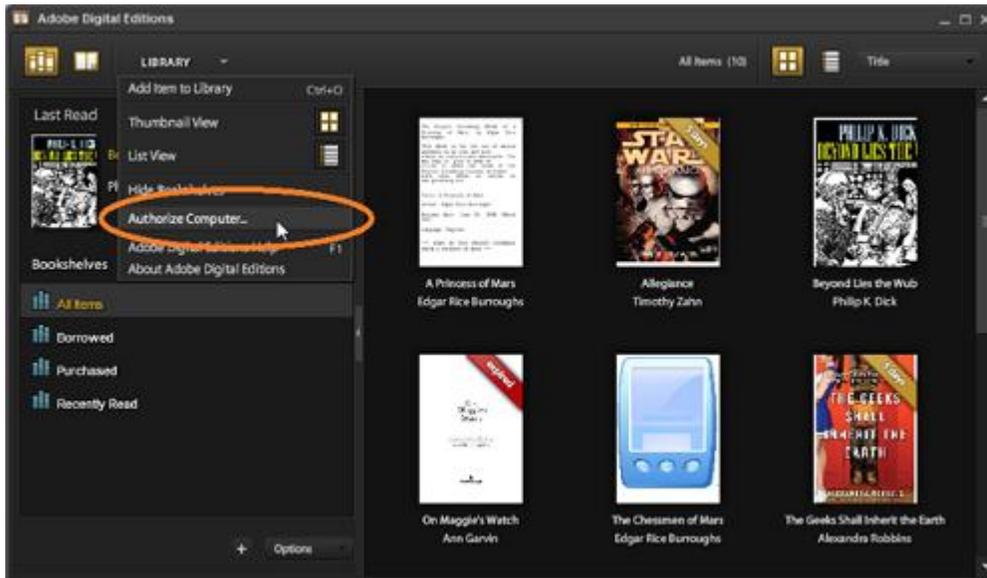
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6. Locate the folder **.adobe-digital-editions** and delete it.
7. Try Steps 3 and 4 again, then try transferring your title again.

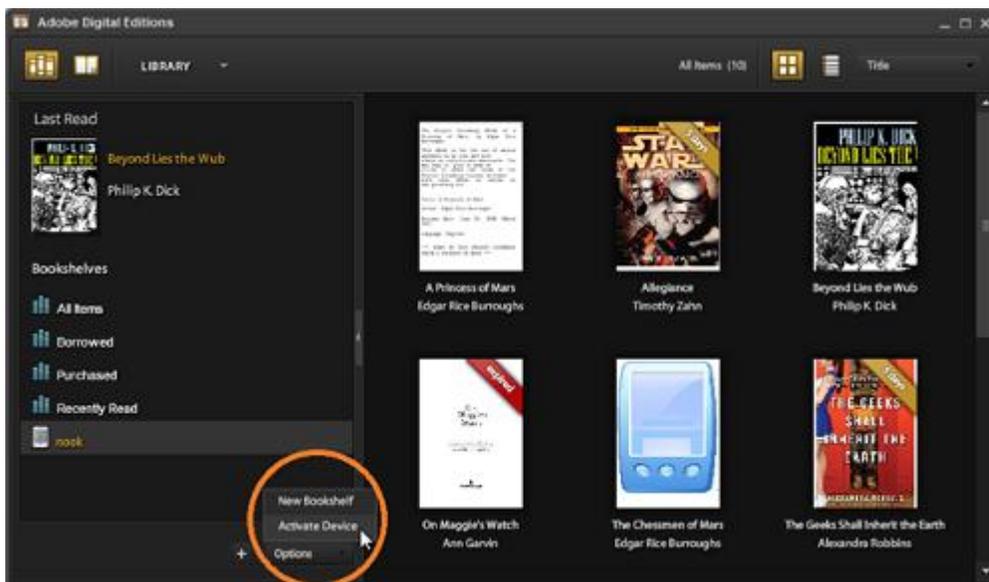
Check your Adobe authentication using a Mac

1. Make sure your computer is properly authorized.
In ADE, go to **Library > Authorize Computer...**



2. The authorization window opens. If your computer is authorized, continue on to Step 3. If your computer needs to be authorized, see '[How to authorize Adobe Digital Editions on a computer](#)'.
3. Close ADE and wait a few seconds. Plug your NOOK into your computer.
 - o A 'Device Setup Assistance' window should open. Click **Authorize Device**.
 - o If 'Device Setup Assistance' doesn't open, click your **NOOK**, then go to **Options > Activate Device** (shown below).

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4. If your device does not register properly, or you're still having trouble transferring titles, continue to Step 6.
5. Reset the ADE folder on the NOOK. For this step, you need to close ADE.
 - o Connect your NOOK to your computer.
 - o Double-click your NOOK from the desktop.
 - o Press Command + Shift + G.
 - o In the 'Go to Folder' window, type: **/nook/.adobe-digital-editions**
6. Move the contents of the '.adobe-digital-editions' folder to the trash.
7. Try Steps 3 and 4 again, then try transferring your title again.

User Not Activated

If you're using a Barnes and Noble Nook, and you've downloaded and set up Adobe Digital Editions, but receive the error message "user not activated" when you try to access your library eBooks, here are some possible ways to fix it.

Caveat: This seems to happen more frequently to Mac users, so the instructions below will offer some fixes specific to Macs.

- A. First, try ignoring the error message, and go in to My Documents to try to open the title you've just downloaded.
- B. If that doesn't work, and you are using a Mac OS, try plugging the Nook into a computer with Windows OS, then plugging it back into the Mac OS will correct the problem.
- C. If that doesn't work, try deleting the Adobe Digital Editions software, and

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reinstalling:

1. First, delete the ADE software that you've already put on your computer. This includes deleting the ADE folders on your Nook.
 2. Then, reinstall the ADE software, and open it BEFORE you plug in the Nook. When ADE has opened, plug in your Nook.
 3. Your device should now be recognized.
- D. If that doesn't work, or if you didn't have any ADE file on your Nook to delete, try plugging the device in to a computer that uses Windows OS, with ADE installed (library staff computers have ADE). From here, you can try one of things:
1. You should now be able to see the ADE file on your Nook (named adobe.digital.editions or something like that). Delete that file, then plug your Nook back into the computer. It should recognize and authorize your ADE account.
 2. If that still doesn't work, you can reset the factory settings on your Nook (**warning: this will delete all your files**). Hold the power button down for 12 seconds, and repeat 6 times. This will restore the original software, and you can redownload ADE (using the instructions above) .
- E. Finally, you can try contacting OverDrive customer support. When contacting them, try to have as much of the following information as possible.

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OverDrive Media Console Desktop Application

Works with WMA and MP3 (audiobook) formats.

<http://help.overdrive.com/overdrive-media-console>

OverDrive Media Console Desktop Application is free software provided by OverDrive. This software is used to utilize and transfer audiobooks (MP3 and WMA) from your personal computer to many audio devices or to CD. It supports MP3 and WMA formats on Windows computers, and MP3 formats on Macintosh computers, WMA format is NOT supported on Macintosh computers.

System Requirements	
Windows	Macintosh
<ul style="list-style-type: none">• Windows XP (or newer)• Microsoft® Internet Explorer® 7 (or newer)• Windows Media® Player 9 Series (or newer)	<ul style="list-style-type: none">• Intel® or PowerPC® processor• Mac OS 10.4.9 (or newer)• iTunes® v7.6.2.9 (or newer)

Installation

1. Go to the OverDrive Media Console download page:
<http://www.overdrive.com/software/omc/>
2. Under the 'Choose Version' heading, click 'Download Now'.
3. Either save the file to your desktop and run, or open and run from the website.
4. Walk through the setup process to install the software on your computer.
5. Once the software is installed launch the software.

Windows Media Player Security Upgrade

Usually if a user has never used OverDrive Media Console on their Windows computer before, they will need to update their Windows Media Player Security before using WMA audiobook or music files. This upgrade is required to use DRM protected WMA files.

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If you have Windows Media Player 11 (or newer)...

1. While connected to the Internet, open OverDrive Media Console.
2. Go to *Tools > Windows Media Player Security Upgrade*.
A dialog box is displayed, notifying you that Windows Media Player requires a security upgrade to play DRM-protected content.
3. Click 'OK' in the dialog box.
Windows Media Player opens and the 'Windows Media Player' dialog box is displayed.
4. Click 'Upgrade' to download and install the required security component.
Windows Media Player indicates that it is 'Connecting to server...'. Once connected, the security component is downloaded and installed. Windows Media Player indicates that the security component was upgraded successfully.
5. Click the 'Close' button in the 'Windows Media Player' dialog box.
The 'Media Usage Rights Acquisition' dialog box is displayed.
6. Click the 'Play' button in the 'Media Usage Rights Acquisition' dialog box to complete the upgrade.
Windows Media Player plays a brief file, confirming that you have completed the upgrade.
7. Click the 'Cancel' button to close the 'Media Usage Rights Acquisition' dialog box. If desired, you can also close Windows Media Player at this time.
You have successfully completed the Windows Media Player Security Upgrade.

If you have Windows Media Player 9 or 10:

1. While connected to the Internet, open OverDrive Media Console.
2. Go to *Tools > Windows Media Player Security Upgrade*.
A dialog box is displayed, notifying you that Windows Media Player requires a security upgrade to play DRM-protected content.
3. Click 'OK' in the dialog box.
Windows Media Player opens and, the 'Windows Media Player' dialog box is displayed.
4. Click 'Yes' in the 'Windows Media Player' dialog box to perform the upgrade.
The 'License Acquisition' dialog box is displayed, indicating that you have installed the Windows Media Player Security Upgrade.
5. Click the 'Play' button in the 'License Acquisition' dialog box to complete the upgrade.
Windows Media Player plays a brief file, confirming that you have completed the upgrade. If desired, you can close Windows Media Player at this time.
You have successfully completed the Windows Media Player Security Upgrade.

Transferring Audiobooks to a supported device

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If you have not already done so, verify that the permissions on the title allow you to transfer the title to your supported portable device (publishers may opt to disable this functionality for certain devices).

Transfer a title to a supported portable device using the Transfer Wizard in OverDrive Media Console v3.0 (or newer) as follows...

1. Connect your portable player to your computer.
2. In OverDrive Media Console, highlight a title and click the 'Transfer' button.
The Transfer Wizard is displayed.
3. Verify that the correct title is displayed on the first screen of the Transfer Wizard and click 'Next'.
The Transfer Wizard searches for a connected portable device.
If your device is not detected, the Transfer Wizard will display a message stating that 'no portable players could be found.'
If your device is detected the 'Confirm' screen is displayed.
4. In the 'Confirm' dialog box, select the Part(s) you want to transfer by checking the box(es) next to the Part name(s).
5. Click 'Next' to begin transferring the file(s) to your device.
When the transfer is complete, the Transfer Wizard displays a 'Success' message.
6. Click 'Finish' to exit the Transfer Wizard.
Disconnect your portable device.

Transferring WMA titles to Apple Devices

This guide is specifically for transferring WMA format titles on Windows computers that support the transfer of the title to Apple devices.

Requirements:

- iTunes v9.1 (or newer) must be installed.
- The Apple device must be formatted for use with Microsoft Windows.
- The iTunes setting 'Manually manage music...' must be enabled for Apple devices.* Adjust this setting as follows...
 1. Connect the device to your computer.
 2. If it does not launch automatically, open iTunes (v9.1 or newer).
 3. In iTunes, locate the device in the left vertical navigation panel (under heading 'DEVICES'), and click the device.
The 'Summary' screen is displayed.
 4. If it is not already checked, place a checkmark next to option 'Manually manage music...'.
The iTunes 'Summary' screen refreshes, and your changes are saved.
 5. Click the 'Apply' button.

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- iTunes must be open before the transfer begins

*For users with an iPod shuffle®, the setting that needs to be selected is 'Enable Disk Use', rather than 'Manually manage music ...'. This setting can be found on the 'Summary' screen of iTunes.

When OverDrive WMA Audiobooks are transferred to Apple devices, the DRM-protected WMA files that make up the audiobook must be converted. The conversion process typically takes a few minutes per Part, resulting in transfer times that are longer than what you typically see on Apple devices.

Requirements for Transferring WMA Titles to Zune Devices

- OverDrive Media Console v3.1 (or newer) is required.
- A Zune device with firmware v3.0 (or newer) is required.
- The Zune application v3.0 (or newer) must be installed.
- Before you can transfer OverDrive WMA Audiobook titles to a Zune using the OverDrive Media Console Transfer Wizard, you must close any program to which the Zune is connected.

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Kindle Devices, Kindle for PC, and Kindle for Mac

<http://www.amazon.com/kindleforpc>
<http://www.amazon.com/kindleformac>

To use Kindle books on your personal computer you will need a computer that meets the minimum requirements below and an Amazon.com account to register the software once installed.

Kindle for PC or Mac is free software provided by Amazon.com. The software is used to read Kindle eBooks on your personal computer. It supports the Kindle eBook format only.

System Requirements	
Windows	Macintosh
<ul style="list-style-type: none">• A PC with a 500MHz Intel or AMD processor or faster• At least 128MB of RAM• Screen resolution of 800x600 or greater• Windows XP Service Pack 2 or later, or Windows Vista or Windows 7• 100MB of available disk space	<ul style="list-style-type: none">• A Mac with a 500MHz Intel processor or faster• At least 512MB of RAM• Screen resolution of 800x600 or greater• 100MB of available disk space• Mac OS X 10.6 (Snow Leopard) or 10.7 (Lion)

Installation of Kindle for PC or Mac

1. Visit <http://www.amazon.com/kindleforpc> or <http://www.amazon.com/kindleformac>.
2. Click the **Download Now** button.
3. Follow the on-screen installation instructions after download completes.
4. When your installation is complete, simply double-click the Kindle for PC icon to launch the program and register it to your Amazon.com account.

Using Kindle books on your Windows, Mac Computer, or Kindle

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Device

1. Browse and check out a Kindle book.
2. Click the 'Get for Kindle' button. This opens the Amazon.com website. You may be required to sign in with your Amazon.com account if you are not already logged in.
3. Select a Kindle for PC or Kindle for Mac (or Kindle device).
4. Click the 'Get library book' button and sync your device or app to download the book, or choose to send it to your device via USB.
5. An active Wi-Fi connection is required for wireless delivery to a Kindle device.
6. If your Kindle is not Wi-Fi capable or you do not have an active Wi-Fi connection, [read Amazon's instructions for transferring files via USB](#).

Transferring Files via USB

Both Macintosh and Windows users can download and transfer Kindle content and MP3 files from their computers to their Kindle through the USB cable. When your Kindle is plugged into your computer, your Kindle will appear as a removable mass-storage device.

System Requirements to Transfer Via USB

- **Windows-based:** Windows 2000 or later.
- **Macintosh:** Mac OS X 10.2 or later.
- **USB port:** An available port or an attached USB hub with an available port.

Downloading Kindle Content to transfer Via USB

1. Open the Manage Your Kindle <http://www.amazon.com/myk> page.
2. You'll see your Kindle Library. To the right of the book title you want to transfer to your Kindle, click "Actions."

If you have more than one Kindle registered to the account, you will see a pop-up window asking you to choose one of your registered devices.

3. You may be prompted to open or save the file; choose "Save" and select a location that is easy to find again, such as the desktop.
4. Once the file has been saved, connect your Kindle Keyboard to your computer using the USB cable. Plug the larger end of the USB cable into an available USB port or a powered USB hub connected to your computer, and the smaller end

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into your Kindle.

When connected to your computer, your Kindle Keyboard will go into USB drive mode and you won't be able to use the device. Your wireless service is temporarily shut off and you will not receive any of your subscriptions while in this mode.

Your Kindle will appear in the same location as external USB drives usually appear. For Windows users, this is typically in the "Computer" or "My Computer" menu. For Mac users, the drive will appear on the desktop.

5. Open the Kindle drive. You will see several folders inside, one of which will be named "documents." This is the folder you will move your downloaded Kindle content into. You'll move any MP3 files into the folder named "music."
6. Locate your downloaded file, and drag and drop it into the correct file.
7. Safely eject your Kindle from your computer, then unplug the USB cable. The file you transferred will now appear on your Kindle Home screen.

Kindle Related Errors

"Get for Kindle" link leads to a 404 page on Amazon.com.

404 File not found.

"Looking for something? We're sorry. The Web address you entered is not a functioning page on our site."

This error message means that the "Get for Kindle" link from your library's digital media website is pointing to the wrong Amazon page, or a copy of the title in question is not available in Kindle format.

To resolve this issue send an email to OverDrive support and include the barcode, title and format of the item, the error message text or screenshot and specific details/steps it took to cause the error message.

Checked out material cannot be found on device

Sometimes users will have problems finding library content on their Kindle device after the Amazon site has stated it is delivered. Usually this means that their device has not yet synced with their Amazon account.

1. Is the device connected to wi-fi?
2. Sync the device (consult specific device information on how to do this <http://www.amazon.com/kindle>)

If the device still isn't able to download the title, the title can be transferred via USB (see instructions above), or you can contact Kindle support:

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<http://www.amazon.com/kindlesupport> or 1-866-321-8851

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oeplib@library.ohio.gov

OverDrive Media Console Mobile App

Works with EPUB, and MP3 formats.

OverDrive Media Console Mobile Application is free software provided by OverDrive. This software is used to utilize eBooks (EPUB only) audiobooks (MP3 only*) from your compatible mobile device.

The mobile app works with Android, iPhone/iPad/iPod touch, BlackBerry, and Windows Phone 7 devices.

*If a user wants to listen to WMA audiobooks on their Apple device, the title must be transferred using OverDrive Media Console **Desktop** Application.

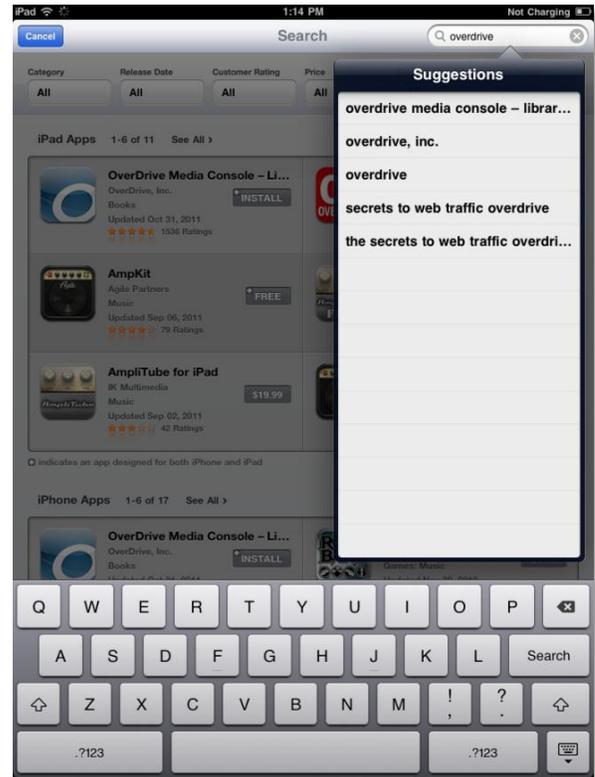
The steps below are demonstrated using an iPad 2. The steps for other devices may be slightly different. This manual is also written with the assumption you have read all previous sections of this document.

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1. Open your Device's App Store or 'Google Play'.

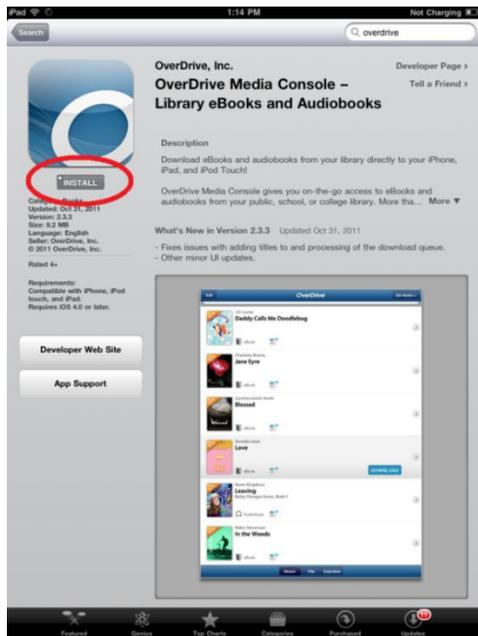


2. Search for "OverDrive" or "OverDrive Media Console"

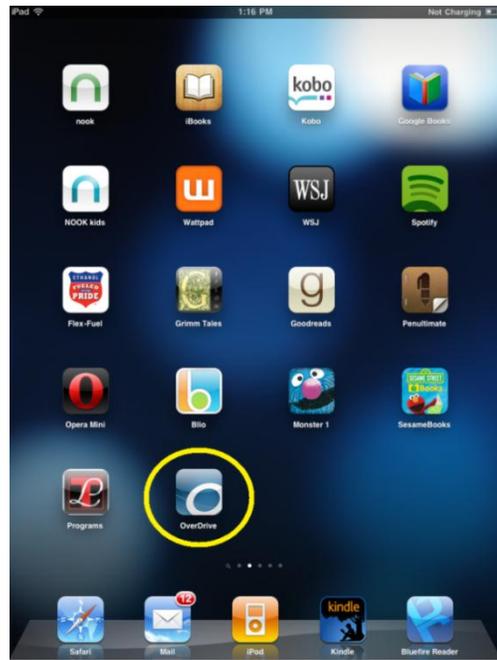


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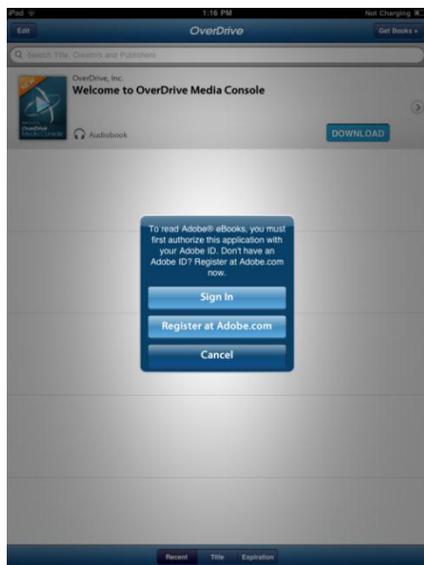
3. Install OverDrive Media Console onto your device.



4. Once the Application is installed open the application.



5. Once the application is open, it should ask you to authorize the application with your Adobe ID.

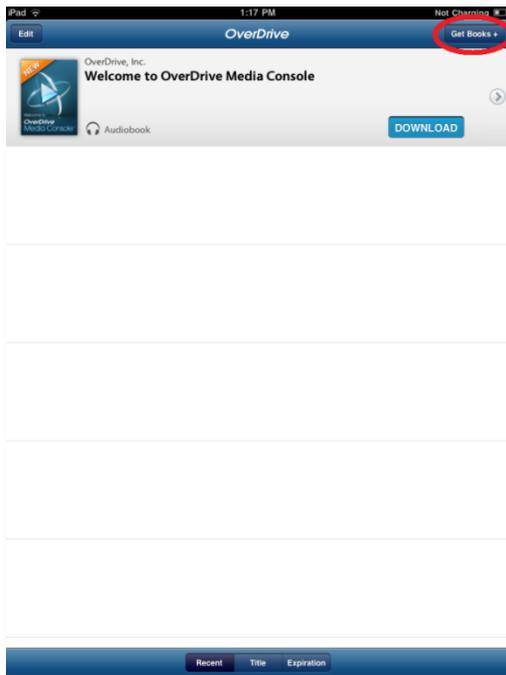


6. Sign in with your Adobe ID.

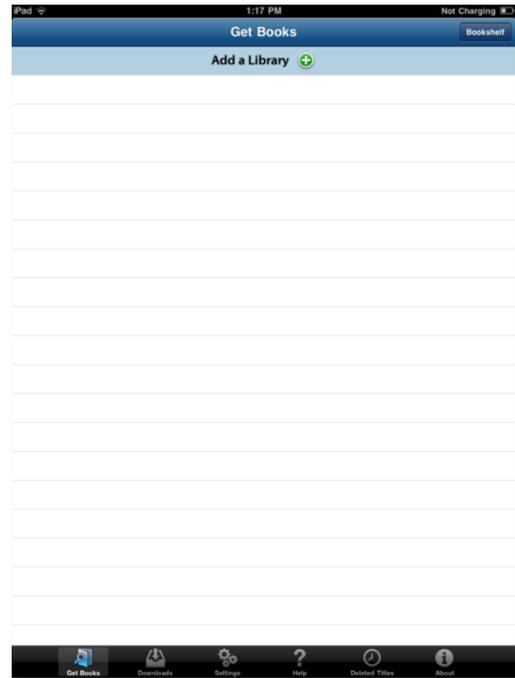


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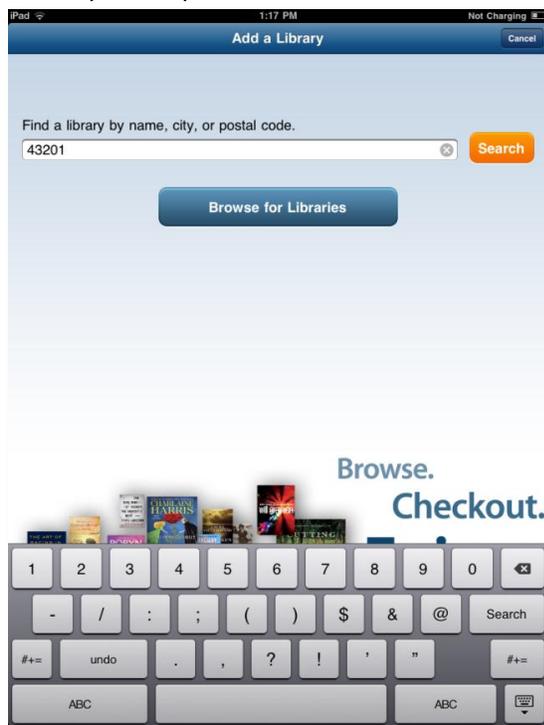
7. Click "Get Books"



8. Select "Add a Library"



9. Enter your zipcode.

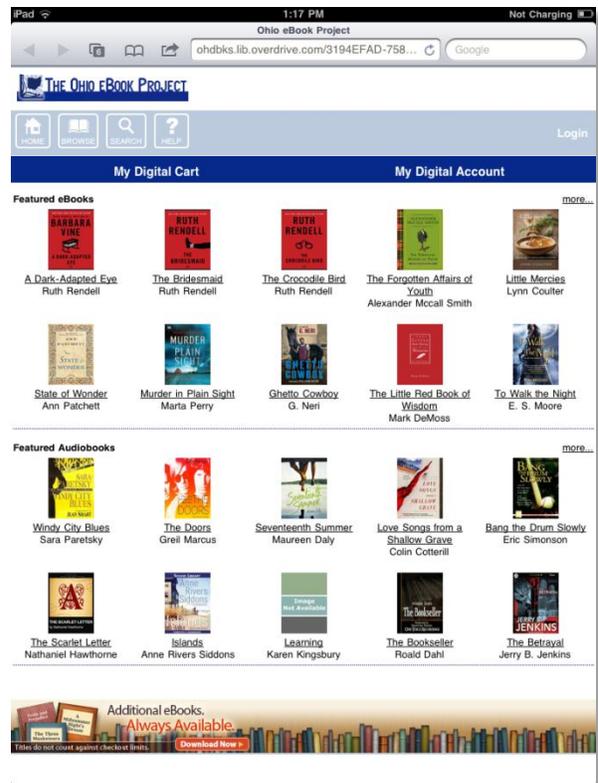
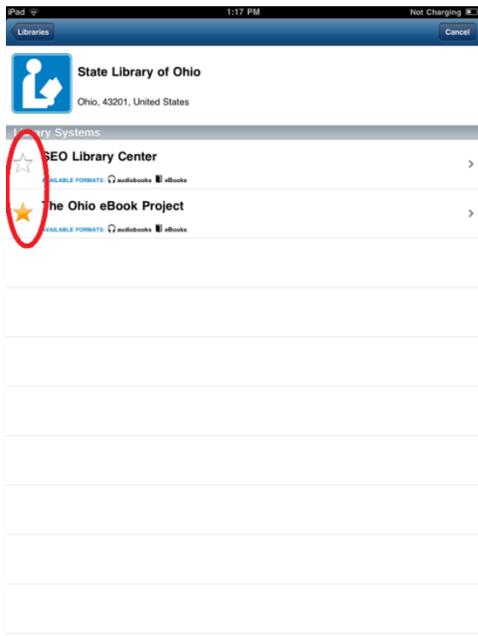


10. Select your library from the list.



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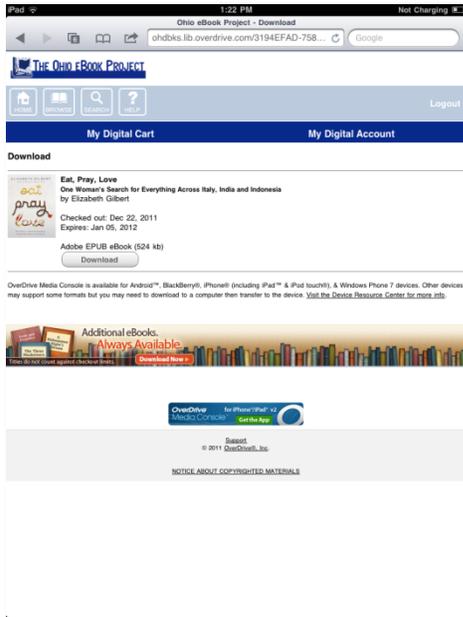
11. Tap the star next to your library to make it a "favorite", then tap the library name to open the mobile site.



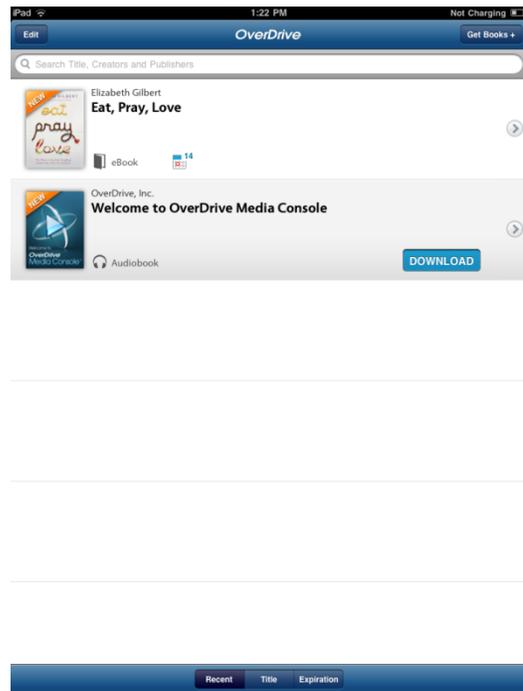
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12. Browse the site and checkout a EPUB or Open EPUB title to read. Tap "Download"

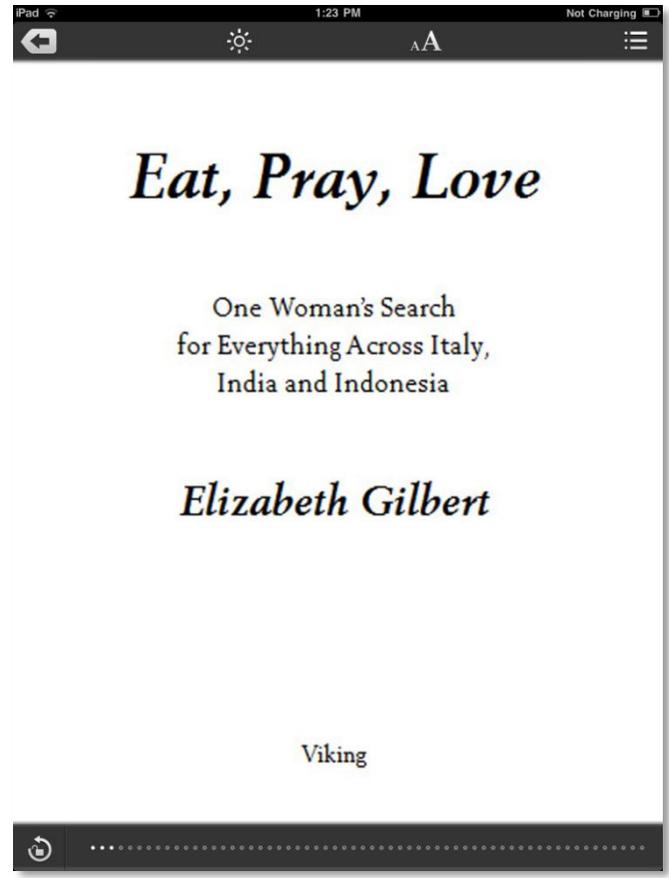


13. The app should open and your book should begin to download



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14. Tap the title to begin reading.



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Devices

Because the number and type of devices changes daily, a comprehensive published list is unfeasible.

A list of compatible devices for eBooks and audio books that also includes the formats that work on them is updated and maintained by OverDrive at:

<http://overdrive.com/resources/drc/>

A list of incompatible devices is available at:

<http://overdrive.com/resources/drc/incompatibledevices.aspx>

Compatibility of specific formats with specific devices is best dealt with on a device-by-device basis.

“Will my device work?”

With all the new tablets, eReaders and listening devices being released every day, how does someone know what will and won't work?

1. [Check OverDrive's Compatible Device Page](#)

The best place to begin when a patron asks if a specific device will work with OverDrive's services is OverDrive's Device Resource Center webpage:

<http://overdrive.com/Resources/DRC/Default.aspx>

This page lists all eReaders and other portable devices that OverDrive has been able to test with their services. This means that they have been able to run various tests on the device to make sure it is fully compatible with their services. The list includes eReaders, tablets, Apple devices, MP3 players, WMA players, smart-phones, mobile phones and more.

The page also includes a test for compatibility with OverDrive's WMA and WMV titles at the bottom of the page, which is great if you already have a device, but isn't always helpful if your patron is shopping for one.

2. [Check the Incompatible Device Page](#)

If the device you're looking for isn't listed on the page there are a few more steps you can take before deciding compatibility.

After you've checked OverDrive's compatible device page, check their “Incompatible Device” page:

<http://overdrive.com/resources/drc/incompatibledevices.aspx>

This page lists all devices that OverDrive has tested and found to be incompatible with

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various services they offer. If a device is listed on this page as incompatible with the services the patron wants to use *it will not work*.

But the device isn't listed on either page!

With the number of new devices this happens quite frequently. In a perfect world OverDrive would be able to test each device that was ever created for compatibility, but this is not the case.

Another resource to try is this list of devices and mobile phone applications are compatible with that are compatible with Adobe Digital Editions:

<http://blogs.adobe.com/digitalpublishing/supported-devices>

In some cases, visiting the manufacturer's website is helpful.

Next Steps

Before reading the following steps to determine compatibility, please note: This guide is not created by OverDrive, Inc. Compatibility cannot be guaranteed for any device that is not listed as compatible on their website. The following steps use best guessing and a little research. If you are following the steps below please let the patron know that the device in question has not tested by OverDrive and you cannot guarantee that it will work.

The best recommendations for compatible devices are those on OverDrive's Device Resource Center, but often patrons come in with devices they purchased without knowing compatibility, devices they received as gifts, or if it's a newer device – OverDrive hasn't had a chance to test it yet.

Patron has already purchased the device

If a patron has already purchased the device or has received it as a gift – try using the services! They already own it and assumedly have opened and used it with media from other sources. In most cases it doesn't hurt to connect the device to a computer and attempt to transfer media to it.

So if a patron comes in with a device they have been using for some time, but are wondering if it will work with OverDrive's services and does not appear on the OverDrive website, follow the steps for transferring files to other similar devices.

For an eReader, see if files will transfer to the device in Adobe Digital Editions and if they can be opened and used on the device itself.

You can follow a similar process for audio devices as well using OverDrive Media Console.

Also, do not forget about OverDrive's mobile Applications. OverDrive now provides

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applications for Apple, Android, Blackberry and Windows Phone 7 devices.

If while trying to use the service and the device does not appear in Adobe Digital Editions, or does not appear in OverDrive Media Console when attempting to transfer eBook Files the device is most likely incompatible.

What do I do if the patron hasn't purchased the device yet?

The first step would be to point them to OverDrive's compatibility page. If they are looking at purchasing a device that works with OverDrive's library services, recommend they purchase one on that list for guaranteed compatibility. If they have their heart set on a device that isn't listed, there are a few more steps you can take.

Do stress to the patron that this is not a guarantee!

What type of device is it?

Android Tablets

Android based tablets generally are wireless enabled and will connect to the internet where the Overdrive app can be downloaded and installed. The Overdrive app contains a version of the Adobe Digital Editions that will launch when books are downloaded. Note that the Android App is currently only compatible with MP3 audiobooks and EPUB eBooks.

Note: Some Pandigital Novel eReaders may need a "Firmware update" before it will work correctly with Overdrive. (<http://www.pandigital.net/?PageID=391>)

eReaders

eReaders that are not listed on OverDrive's website as compatible can be difficult to determine compatibility. Try doing a web search for the device name and model number including the terms OverDrive compatibility.

Including the name and model number is very important. With many off-brand eReaders, different versions of devices perform differently.

Chances are if the device doesn't work with OverDrive, someone has ranted on the internet about the device they bought to use with library eBooks only to find out it's not compatible.

For example: a Nextbook Next 1 eReader device. OverDrive has the Nextbook Next 2 listed as a compatible device but web search results for compatibility of the Nextbook Next 1 I found angry posts that the device did not support files that are DRM protected

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and did not work library eBooks from OverDrive.

To quote from the OverDrive website:

Differences in device firmware (the software on which portable devices run) make it possible for two similar devices to have different results in regard to compatibility. Manufacturers often release firmware updates that may expand or limit device functionality. We recommend checking with manufacturers for the latest information on device firmware and file format support.

Audio device

With audio devices I would recommend checking documentation on the device to see what audio file types it is compatible with. If it is MP3 compatible device it will play MP3 files, but probably not WMA files. WMA files are DRM protected and most MP3 only players are unable to open them nor can the file be converted to another file type. If a device is WMA compatible it can probably play both WMA and MP3 files, make sure you check the device's documentation. *Even with checking the documentation it is not a guarantee that the device is compatible.*

“Will my device work?” Conclusion

Hopefully this article has helped shed a little light on device compatibility and determining what may or may not work with OverDrive services.

Remember, if it is not listed on OverDrive's Compatible Device page, it cannot be guaranteed to work.

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