

Overdrive eAudiobook Troubleshooting

eAudiobook Formats:

WMA	MP3
<ul style="list-style-type: none"> • Works with: Windows computers • Transfers to: iPods and other compatible eAudio players • No direct downloads 	<ul style="list-style-type: none"> • Works with: Windows and Mac computers • Transfers to: iPods and other compatible eAudio players • Direct downloads to: iPhone, iTouch, iPad and Android phones

- **Do you live in Iowa City, Hills, Coralville, University Heights, or rural Johnson County?**
 - 1.) If no, please contact your local library to see if they offer eAudiobooks. Full access to this service is available to Library cardholders who live in Iowa City, Hills, University Heights, or rural Johnson County. Residents of Coralville may access the OverDrive service using their valid Coralville Public Library card.
- **Do you have a valid Iowa City Public Library card with password?**
 - 1.) If no, please come to the Library to get a card or update your existing card.
- **Have you downloaded OverDrive Media Console?**
 - 1.) OverDrive Media Console is a program that has to be installed on your computer in order to download eAudiobooks.
 - 2.) Go to <http://www.overdrive.com/software/omc/> and click on "Download Now" on the right side of the screen.
 - 3.) Save the file. Once downloaded, go to your "Downloads" folder and find the file called "ODMediaConsoleSetup.msi."
 - 4.) Double-click on the icon and the installation will begin.
- **Have you done the Windows Media Player Security Upgrade?**
 - 1.) If you're getting the message "Unable to acquire a license to play the selected title. The selected title requires a newer version of the Windows Media Player security upgrade (2.5.0.1)," then you need to do the Windows Media Player Security Upgrade.
 - 2.) In OverDrive Media Console, select "Tools – Windows Media Player Security Upgrade..." Click "Ok." Windows Media Player will open, and box will appear that says "Media Usage Rights Acquisition" at the top. Click "Play." You may now close Windows Media Player.
- **Did you try the Windows Media Player Security Upgrade and nothing happened?**
 - 1.) If yes, a security upgrade will have to be forced (the following instructions require a higher level of computer competency—if you're not comfortable doing it yourself, please come in and someone on staff can do it for you.
 - 2.) Open the "Control Panel." Open "Folder Options" and select the "View" tab. Select "Show hidden files and folders". Uncheck "Hide protected operating system files." In the warning message you receive, click "Yes." Click "OK." Close the Control Panel.

3.) For Windows 7 & Vista: Go to "My Computer" then "C:" > "ProgramData" > "Microsoft" > "Windows" > "DRM." **For Windows XP or older:** Go to "My Computer" then "C:" > "Documents and Settings" > "All Users" > "DRM."

4.) Delete the folder named "DRM." When you're finished, restart your computer.

5.) Open OverDrive Media Console. Go to "Tools – Windows Media Player Security Upgrade..."

6.) If it will not run from the OverDrive Media Console, go to (in Internet Explorer only) the following site: <http://drmlicense.one.microsoft.com/Indivsite>

- **Have you downloaded an .odm file that you are unable to open?**

1.) When files are downloaded, they need to be opened with OverDrive Media Console.

2.) Go to <http://overdrive.icpl.org/> and sign in. If you're already signed in, click on the "My Account" tab in the top right of the screen. At the "My Account" screen, click on "My Bookshelf." All of the eTitles that you have checked out will be listed.

3.) Click the "Download" button beneath the cover of the title that you want to download. A box will appear. Make sure that "Open with" is selected and that it says "OverDrive Media Console" in the box next to it (if you're using Internet Explorer, just select "Open"). If it doesn't, click the box so that options appear and select "Other." Select "OverDrive Media Console" and click "OK." Click "OK" again. The file should open in OverDrive Media Console.

- **Have you downloaded an eBook on accident instead of an eAudiobook?**

1.) Go to <http://overdrive.icpl.org/> and sign in. If you're already signed in, click on the "My Account" tab in the top right of the screen. At the "My Account" screen, click on "My Bookshelf." All of the eTitles that you have checked out will be listed.

2.) If it says "Adobe EPUB eBook" or "Adobe PDF eBook" beneath the book's title, then you downloaded an eBook.

3.) eBooks can be returned. Please reference the eBook Troubleshooting page for help.

- **Are you using a Mac and unable to download a particular eAudiobook title?**

1.) OverDrive Media Console for Mac does not support WMA titles.

2.) Go to <http://overdrive.icpl.org/> and sign in. If you're already signed in, click on the "My Account" tab in the top right of the screen. At the "My Account" screen, click on "My Bookshelf." All of the eTitles that you have checked out will be listed.

3.) If it says "OverDrive WMA Audiobook" beneath the book's title, then you downloaded a WMA title, and it won't work on your Mac.

- **Are you finished with an eAudiobook and you want to return it early?**

1.) Unfortunately, there is no way to return an eAudiobook early. Your download will expire at the end of the checkout period.

- **Are you having problems transferring to an eAudio player?**

1.) If an error message appears when transferring that says that Overdrive is unable to transfer files to the device, it may not be compatible.

2.) Go to <http://www.overdrive.com/resources/drc/> to check if your device is compatible.

- **Are you getting the message "This download has been disabled. Please contact support?"**

1.) Call the library at 319.356.5200, option 4, and we'll reactivate your download.

- **Only for iPod: Do you want to delete an expired eAudiobook?**
 - 1.) Connect your iPod to your computer and open iTunes.
 - 2.) Select the iPod in the Devices list (left side of the screen).
 - 3.) If it doesn't list "Music," "Movies," etc, below it, click on the arrow to the left of the iPod.
 - 4.) Select "Books." Your eAudiobooks should be listed. Right-click the expired file and select "Delete." Click "Remove."
 - 5.) Repeat with the rest of the expired files.

- **Only for iPod: Have you checked "Manually manage music and videos" in iTunes?**
 - 1.) Connect the iPod to your computer. Open iTunes.
 - 2.) Select the iPod in the Devices list (left side of the screen).
 - 3.) Click the Summary tab, scroll down and select "Manually manage music and videos." Click Apply.

- **Only for iPod: Is your eAudiobook not playing in the correct order?**
 - 1.) Connect the iPod to your computer. Open iTunes.
 - 2.) Select the iPod in the Devices list (left side of the screen).
 - 3.) Click the arrow to the left of the iPod. The menu will expand. Select "Music" from the expanded options.
 - 4.) Find the audio book files that you downloaded. It should be listed alphabetically under "Name" by the title of the book.
 - 5.) When you find the files, right click on the first file and select "Get Info."
 - 6.) Select the "Options" tab, and under "Media Kind" switch it from "Music" to "Audio book." Click "Ok," and repeat with the rest of the files.