

## Overdrive eBook Troubleshooting

- **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 eBooks. 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 Adobe Digital Editions ?**
  - 1.) Adobe Digital Editions is a program that has to be installed on your computer in order to download and transfer eBooks.
  - 2.) On your computer, go to <http://www.adobe.com/products/digitaleditions/>
  - 3.) Scroll down, and click the box that says "Install" on the left. The box will change. Click "Install" again. Follow the installation instructions, and Adobe Digital Editions will now be on your computer and will then open.
- **Have you authorized your computer using Adobe Digital Editions ?**
  - 1.) Adobe Digital Editions will then ask if you want to authorize the computer. The computer must be authorized before eBooks can be transferred to a reader. Click on "get an Adobe ID online," and you will be taken to Adobe's website.
  - 2.) Click on "Create an Adobe Account." You will be taken to a page where you are asked to supply some information. Please fill in the required fields and click on "Continue."
  - 3.) Close this page and bring Adobe Digital Editions back up (it should still be on your Task Bar at the bottom of the screen). Enter the email and password that you entered on Adobe's site and click "Activate." Click "Finished."
- **Have you downloaded an .acsm file that you are unable to open?**
  - 1.) When files are downloaded, they need to be opened with Adobe Digital Editions.
  - 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 "Adobe Digital Editions" 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 "Adobe Digital Editions" and click "OK." Click "OK" again. The file should open in Adobe Digital Editions.
- **Have you downloaded an eAudiobook on accident instead of an eBook?**
  - 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 "WMA Audiobook" or "MP3 Audiobook" beneath the book's title, then you downloaded an eAudiobook.

3.) eAudiobooks can't be returned early. Your download will expire at the end of the checkout period.

- **Do you want to return a Library eBook for Kindle early?**

- 1.) On your computer, go to <http://www.amazon.com>.
- 2.) Click on "My Account" in the top right and sign in.
- 3.) On the "My Account" page scroll down and click on the "Manage Your Kindle" button on the right side.
- 4.) Find the eBook that you want to return from the list of titles.
- 5.) Once you find it, click the "Actions" button on the right and select "Return this book."
- 6.) It will ask you to confirm. Select "Yes." The title will remain on the "Your Kindle Library" page until you select "Delete from Library" from "Actions."

- **Do you want to return a PDF or EPUB eBook early?**

- 1.) Open Adobe Digital Editions.
- 2.) Make sure "Library View" is selected. It's the button in the top left that shows three books side by side.
- 3.) To the right in the viewing area, the covers of the books that are checked out should appear. If not, make sure that "All Items" is selected on the left under "Bookshelves."
- 4.) On the top left of the book cover of the book that you want to return, there should be a button with an arrow on it.
- 5.) Click on the arrow and options should be displayed.
- 6.) Select "Return Borrowed Item."

- **Are you getting the error message "Error code: 710 / Error details: Early return error?"**

- 1.) This error is being shown because you have returned an excessive number of Adobe eBook titles in a brief period of time. Please try checking out your Adobe eBooks again in a couple of days. However, you should still be able to check out titles of other formats without difficulty.

- **Do you want to delete an expired eBook from your reading device?**

- 1.) Connect your device to your computer and open Adobe Digital Editions.
- 2.) Your device should appear in Adobe Digital Editions on the left side under "Bookshelves." Click on your device, and the books that are currently on it should be displayed to the right.
- 3.) Find the book that you want to delete. In the top left of the book cover of the book that you want to delete, there should be a button with an arrow on it.
- 4.) Click on the arrow and options should be displayed.
- 6.) Select "Delete Item."

- **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.

- **Do you receive this error message when trying to download a title: "E\_ADEPT\_REQUEST\_EXPIRED (error code 2004)?"**

The error you are receiving can be caused by one of, or some combination of, the following three system settings on your device: Incorrect clock time, incorrect date, or incorrect time zone.

- 1.) Check the device's system time, date, and time zone to verify that they are correct in relation to where you are located.
- 2.) Once you have updated this information, completely turn off the device and restart it and then try to download the title again.

- **Only for NOOK or NOOK Color: Are you getting the message “User Not Activated” on your NOOK?**
  - 1.) Connect your NOOK to your computer and open Adobe Digital Editions.
  - 2.) Once Adobe Digital Editions is open, press CTRL+Shift+D. Click on “Deactivate.”
  - 3.) Next press Ctrl+Shift+E. Click on “Deactivate.”
  - 4.) Close Adobe Digital Editions.
  - 5.) Open “My Computer,” and open “nook” (may be called “Removable Disk”). Delete the folders “Digital Editions” and “.adobe-digital-editions.”  
MAC ONLY: The folder “.adobe-digital-editions” will be hidden. To delete it, open the Applications folder. Inside there is a folder called “Utilities.” Open it, then open “Terminal.” At the prompt, type ``cd /Volumes/nook`` for a Nook or ``cd /Volumes/mycolornook`` for a Nook Color (without the quotes, please note the spaces) and press return. Type `'ls -al'` and press return, you should see all of the files in the nook folder. You should see a folder called `'.adobe-digital-editions.'` To delete the folder, type `'rm -fr .adobe-digital-editions'` and press return (Again, without the quotes and with the spaces). Type `'exit'` and press return.
  - 6.) Disconnect and then reconnect the NOOK.
  - 7.) Open Adobe Digital Editions and reauthorize the computer and the NOOK.

- **Only for NOOK or NOOK Color: Are you unable to find the Library eBooks that you transferred to your NOOK using Adobe Digital Editions?**

For the NOOK—Library books are found under “my library” and then “View My Documents.”

For the NOOK Color—Library books are found under “my library” and then “my files.” In “my files” there will be a folder called “Adobe Digital Editions.” Library eBooks will be in that folder.

- **Only for NOOK or NOOK Color: Does your Nook not appear in Adobe Digital Editions when it’s plugged into the computer?**
  - 1.) Connect your NOOK to your computer and open Adobe Digital Editions.
  - 2.) Once Adobe Digital Editions is open, press CTRL+Shift+D. Click on “Deactivate.”
  - 3.) Next press Ctrl+Shift+E. Click on “Deactivate.”
  - 4.) Close Adobe Digital Editions.
  - 5.) Open “My Computer,” and open “nook” (may be called “Removable Disk”). Delete the folders “Digital Editions” and “.adobe-digital-editions.”  
MAC ONLY: The folder “.adobe-digital-editions” will be hidden. To delete it, open the Applications folder. Inside there is a folder called “Utilities.” Open it, then open “Terminal.” At the prompt, type ``cd /Volumes/nook`` for a Nook or ``cd /Volumes/mycolornook`` for a Nook Color (without the quotes, please note the spaces) and press return. Type `'ls -al'` and press return, you should see all of the files in the nook folder. You should see a folder called `'.adobe-digital-editions.'` To delete the folder, type `'rm -fr .adobe-digital-editions'` and press return (Again, without the quotes and with the spaces). Type `'exit'` and press return.
  - 6.) Disconnect and then reconnect the NOOK.
  - 7.) Open Adobe Digital Editions and reauthorize the computer and the NOOK.
- **Only for Literati Reader: Please note—the Literati Reader is not compatible with Windows 7. Is your Literati Reader not showing up in Adobe Digital Editions?**
  - 1.) Connect your Literati to your computer and open Adobe Digital Editions.
  - 2.) Once Adobe Digital Editions is open, press CTRL+Shift+D. Click on

"Deactivate."

**3.)** Next press Ctrl+Shift+E. Click on "Deactivate." (Skip to #4 if nothing happens.)

**4.)** Close Adobe Digital Editions.

**5.)** Open "My Computer," and open "Literati" (may be called "Removable Disk"). Delete the folder ".adobe-digital-editions."

**6.)** Disconnect and then reconnect the Literati.

**7.)** Open Adobe Digital Editions and reauthorize the computer and the Literati.

- **Only for Literati Reader: Please note—the Literati Reader is not compatible with Windows 7. Are you unable to transfer eBooks to your Literati Reader?**

**1.)** Make sure you have updated your Literati to the latest firmware (ver. 1.9 as of 12/23/10). Check your Literati user manual for instructions on how to update.

**2.)** Connect your Literati to your computer and open Adobe Digital Editions.

**3.)** Make sure that the Literati's wireless connection is turned ON.

**4.)** Make sure you are in "Library View" in Adobe Digital Editions (the "Library View" button is in the top left corner of Adobe Digital Editions ). The Literati will appear under "Bookshelves" on the left side.

**5.)** To transfer an eBook onto the Literati, click and drag the book cover onto the Literati's icon. A green circle with a plus sign will appear indicating that the eBook can be transferred. Once you release the mouse button, the eBook will be transferred.